

FULL COUNCIL REPORT

Date Written	16 th October 2014
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Service Area	Community Services
Exempt/Non Exempt	Non Exempt
Committee Date	5 th November 2014

To: Mayor, Ladies and Gentlemen

Care and Social Services Inspectorate Wales (CSSIW): Annual Review and Evaluation of Performance 2013-2014

PURPOSE OF THE REPORT:

To provide a summary of findings and recommendations set out in the 'Annual Review and Evaluation of Performance 2013 – 2014' report produced by CSSIW. CSSIW will be in attendance at the meeting to present their report.

1.0 INTRODUCTION AND BACKGROUND

- 1.1 The Director of Social Services is responsible for publishing an annual report on the effectiveness of social care services within the County Borough.
- 1.2 The 'Annual Report on Social Services 2013–2014' was produced in accordance with the Annual Council Reporting Framework, and submitted (together with supporting documentary evidence) to CSSIW in June 2014 for review and analysis. As part of the process in finalizing and publishing the Director's Annual Report it was presented to both Cabinet and Social Services and Social Re-generation Scrutiny Committee.
- 1.3 Following a review and analysis of the Annual Report, evidence, validated performance information and discussions on the emerging analysis; CSSIW produced their initial draft evaluation report.

- 1.4 The draft 'Annual Review and Evaluation of Performance' Report has been received by the local authority and comments on factual accuracy submitted to CSSIW.
- 1.5 Final evaluations will be approved by the Chief Inspector (CSSIW) and published by 31st October 2014.

2.0 SUMMARY OF FEEDBACK

- 2.1 The 'Annual Report on Social Services' was considered by CSSIW to be an 'accurate and frank account of the council's performance'. It was felt that whilst the report celebrated achievements; it also openly acknowledges the difficult decisions faced, financial challenges and the consequences and scale of changes that will be brought about as a result of the impending introduction of the 'Social Services and Wellbeing (Wales) Act 2014'.
- 2.2 The following table provides the summary of performance and recommended areas for improvement, based on CSSIW's feedback and observations. As advised, a copy of the 'Annual Review and Evaluation of Performance' report will be available from 31st October.

Theme	Progress	Areas for Improvement
Shaping Services	In partnership with Rhondda Cynon Taf significant progress has been made to reshape the first response assessment and care management service to enable better focus on short term interventions.	Give further attention to developing specialist dementia services.
	Two new care homes opened to accommodate older people with a different range of needs.	Continue to develop the outcomes framework in measuring outcomes for families.
	Developed the 'Children in Need' service to support complex families.	
Getting Help	Developed a Multi Intervention Assistance (MIA) website which will provide a range of information and guidance to families and professionals.	Improve performance in relation to reviews undertaken in adult services.
	Developed a new Extra Care facility at Ty Cwm.	Work with health colleagues to improve access to Children and Adolescent Mental Health Services (CAMHS) so that therapeutic needs are met in a timely way.

	Continued commitment to driving the integration agenda forward by working in partnership with other key stakeholders in both adult and children's services.	
Services Provided	Good systems in place for strategic partnership working including the Multi-Agency Prevention and Permanency Panel and the Multi-Agency Placement Panel.	Strengthen commissioning and contract monitoring approach in both children and adult services.
	Developed a marketing, recruitment and retention strategy for Fostering Services and improved fostering services overall.	Implement the recruitment and marketing strategy specifically in relation to foster carers who have the skills to effectively safeguard children and young people with complex needs and the most risky behaviours.
	Commissioned an independent review of existing integration arrangements to ensure it is responding appropriately to the national integration agenda and build further on integrated arrangements.	
	Provided good quality in house home care service.	
Effect on People's Lives	Participated as a pioneer authority in the Welsh Government's "When I am Ready" Scheme.	Improve transitional arrangements to ensure young people entering adulthood have their needs appropriately met.
	Mechanisms and opportunities for engagement of young people to ensure their voices are heard.	There is a need to understand the reasons behind the poor uptake of support to carers.
	Delivered awareness training for members and employees around safeguarding.	Monitor levels of Delayed Transfers of Care (DTC) closely over the coming year.
	Accommodation for care leavers in the County Borough has been developed.	
Capacity	Provided strong leadership and support to staff at all levels.	Continue its focus on delivering outcomes in both children and adult services.

	A long standing skilled and competent workforce.	Provide the necessary support and leadership to the management team until the new leadership team is fully embedded.
	Increased focus on outcomes within the council by working with the Social Services Improvement Agency (SSIA) to move this agenda forward.	Closely monitor the impact of decisions made around withdrawal of services in response to reducing budgets.
Providing Direction	Strong corporate support for the work of social services.	Continue to drive forward the integration agenda in the County Borough.
	There is a good understanding of the role and responsibilities associated with corporate parenting.	Maintain the focus on raising awareness around safeguarding and corporate parenting.

3.0 FINANCIAL IMPLICATIONS

- 3.1 There are no specific financial implications associated with this report. Any potential financial implications will be addressed as part of the budgetary process.

4.0 SINGLE INTEGRATED PLAN AND SUSTAINABILITY IMPACT SUMMARY

- 4.1 A Single Integrated Plan and Sustainability Impact Assessment was completed when the 'Annual Report on Social Services' was originally submitted to Council on 16th July 2014. The proposals set out in the Annual Report positively impact on most aspects of the Corporate Plan and Single Integrated Plan. No negative impacts have been identified. Any developments relating to the 'Annual Report on Social Services' or as a result of feedback and recommendations from CSSIW would be subject to individual impact assessments as appropriate.

5.0 EQUALITY IMPACT ASSESSMENT

- 5.1 In addition to the Equality Impact Assessment (EqIA) screening form completed when the 'Annual Report on Social Services' was originally submitted to Council on 16th July 2014; an updated EqIA has been prepared for the purpose of this report. A full report is not required at this time. Any developments relating to the 'Annual Report on Social Services' or as a result of feedback and recommendations from CSSIW would be subject to their own EqIA as appropriate.

6.0 RECOMMENDATIONS that

- 6.1 The presentation provided by CSSIW and this report be noted.

6.2 A copy of the final report, once received, be circulated to Councillors/Colleagues as appropriate.

SUZANNE GRIFFITHS
DIRECTOR OF SOCIAL SERVICES

BACKGROUND PAPERS		
Title of Document(s)	Document(s) Date	Document Location
Annual Report on Social Services 2013–2014	July 2014	Council Website
Annual Review and Evaluation of Performance 2013-2014	October 2014	Councillor's Library CSSIW Website

Consultation has been undertaken with the Corporate Management Team in respect of each proposal(s) and recommendation(s) set out in this report.