



CABINET REPORT

Date Written	20 th August 2020*
Report Author	Lisa Curtis Jones
Service Area	Social Services
Committee Division	Portfolio
Exempt/Non Exempt	Non Exempt
Committee Date	16 th September 2020

To: Chair, Ladies and Gentlemen

CARE INSPECTORATE WALES PERFORMANCE REVIEW APRIL 2019 TO MARCH 2020

1.0 SUMMARY OF THE REPORT

- 1.1 Care Inspectorate Wales (CIW) work closely with Local Authorities. There are regular meetings with the Director of Social Services and the Heads of Adults and Children Services. During these meetings there is a set agenda and inspectors consider the performance, inspection reports and annual report from the Local Authority.
- 1.2 In previous years CIW have responded to the Directors Annual Report (ACRF) and highlighted what they consider good practice and areas for improvement.
- 1.3 Following discussions, inspections and meetings during the year with CIW each Local Authority's performance has been reviewed and feedback given in the form of an annual letter. The content of which is available via the background papers link for members to view.

2.0 RECOMMENDATION that

- 2.1 The contents of this report be noted.

3.0 INTRODUCTION AND BACKGROUND

- 3.1 CIW published their code of practice for review of local authority social services in April 2019, which outlined their intention to write and publish an annual letter for local authorities which will:
- provide feedback on inspection and performance evaluation activity completed by us during the year;
 - report on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews; and
 - outline the CIW forward work programme.
- 3.2 Merthyr Tydfil County Borough Council (MTCBC) received a letter in late July summarising the CIW review of their performance in carrying out its statutory social services functions. It followed the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) and CIW's increasingly collaborative and strengths-based approach to supporting improvement. The letter was intended to assist the local authority and its partners to continually improve.
- 3.3 This letter summarises CIW's review of Merthyr Tydfil County Borough Council's performance in carrying out its statutory social services functions from April 2019 - March 2020.
- 3.4 There were unprecedented circumstances this year relating to COVID-19. CIW were unable to complete the formal annual performance review meeting. However, CIW believed that there were still significant benefits in identifying and drawing the attention of the local authority and its partners, to the areas of both strengths and improvements required.
- 3.5 The content of the letter was informed by the performance evaluation activity undertaken by the inspectorate during the course of the year. This activity included:
- National inspection: Prevention & Promotion of Independence for Older Adults Living in the Community (September 2019)
 - Focused activity (Children's services): 26th July 2019 and 5th August 2019
 - Practice & performance review meeting (Adults Services): 6th August 2019
 - Practice & performance review meeting (Children's Services): 8th August 2019
- 3.6 During the course of the year CIW have been in discussions with us during all of the activity listed above, regular dialogue throughout the Pandemic and as such, the content of the annual performance letter is an accurate reflection of the CIW ongoing findings which they have consistently shared with us.

4.0 SUMMARY OF STRENGTHS AND AREAS FOR IMPROVEMENT IN LINE WITH PRINCIPLES OF THE 2014 ACT

- 4.1 The Letter follows four areas: **Well-being, People, Prevention and Partnerships.**

- 4.2 CIW list areas of good practice and areas for improvement. The areas for improvement are addressed within our Social Services Improvement plan.
- 4.3 Details of the Full Annual Performance Letter (2019/20) and improvements for 2020/21 are available via the background papers link.

5.0 CIW PERFORMANCE REVIEW PLAN FOR 2020-2021

- 5.1 Our scheduled thematic inspection programme for adult services 2019-2020 is focused on prevention and promoting independence for older adults in the community and, for children's services the focus is on prevention, partnerships and experiences of disabled children. Due to the current emergency situation relating to COVID-19 we have paused the publication of our older adults' report and paused all activity relating to the disabled children's review. We will advise you in due course when we envisage recommencing our inspections.
- 5.2 We hope to publish the older adults' national report in due course and want to take this opportunity to thank you for your local authority's contribution to this.
- 5.3 Due to the unforeseen circumstances we find ourselves in, we are currently reviewing and considering our work plan for the remainder of 2020-2021.
- 5.4 CIW worked together with HMI Constabulary (HMICFRS), HMI Probation, Healthcare Inspectorate Wales (HIW) and Estyn to develop a model of joint inspection of child protection arrangements in Wales (JICPA). This approach was piloted during the autumn of 2019. This was a fantastic example of new ways of working across Wales and a real drive towards collaboration and integration in public services.
- 5.5 CIW continue to work closely with Social Care Wales to support improvement in social care services.

6.0 FINANCIAL IMPLICATIONS

- 6.1 There are no specific financial implications identified in this report.

7.0 INTEGRATED IMPACT ASSESSMENT

7.1	Positive Impacts	Negative Impacts	Not Applicable
1. Merthyr Tydfil Well-being Objectives	2 of 4	0 of 4	2 of 4
2. Sustainable Development Principles - How have you considered the five ways of working: <ul style="list-style-type: none"> • Long term • Prevention • Integration • Collaboration • Involvement 	5 of 5	0 of 5	0 of 5
3. Protected Characteristics <i>(including Welsh Language)</i>	5 of 10	0 of 10	5 of 10
4. Biodiversity	0 of 1	0 of 1	1 of 1
<p><u>Summary:</u></p> <p>The main positive impacts are working with all ages of the population and improvement in prevention work and working together with partners across adult and children services.</p> <p>No negative impacts have been identified.</p>			

LISA CURTIS-JONES
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COUNCILLOR CHRIS DAVIES
CABINET MEMBER FOR SOCIAL SERVICES

BACKGROUND PAPERS		
Title of Document(s)	Document(s) Date	Document Location
CIW letter - Care Inspectorate Wales Performance Review April 2019 To March 2020		Available via the background papers link
Does the report contain any issue that may impact the Council's Constitution?		No

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