



To: Tony Young  
Directors of Social Services

June 2017

Dear Director

### **CSSIW Performance Review of Cardiff Council Social Services**

This letter is informed by CSSIW's inspection, performance review and engagement activity during 2016/17. At the Performance Review meeting on 29 March 2017 we provided feedback on our inspection, engagement and performance review activity over the past 12 months.

#### Progress on key areas for improvements and developments in the last year

Stability in leadership has brought much needed direction and clarity to the department which is of benefit to the service as a whole. However we are aware that the post of Head of Children's Services remains filled on a temporary basis.

Restructuring of the senior management team has been completed and have improved on the aim of working as one directorate.

Relocation of teams in social services was completed and staff are reported to be positive about the move. Flexible working is now embedded in adult services as well as children's services. Co-location allows for more joined up working between adult and children's services and is working well.

Implementation of the Social Services and Well-being Act has not been without challenge but work continues to embed both culture and practice into the new ways of working. Additional resources have been allocated to the 'front door' with

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*Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.*

*We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.*

additional social worker support allocated to provide assistance and a prompt response to enquiries which is providing good outcomes for citizens.

Social services are looking to embed the Welsh language standards and 'More than just words'. There is a challenge for social services in recording this which the local authority is addressing. Welsh language awareness training has been given to managers and mapping of Welsh language service provision in the authority is in process.

Significant progress has been made in reducing the number of delayed transfers of care (DTC). Additional resources have been put into the hospital teams and, together with improved partnership arrangements with the University Health Board (UHB), this has realised benefits for the citizens of Cardiff in reducing delays in discharge times from hospital for social care reasons.

Capacity within residential and domiciliary care services remains fragile. We are aware of a specific issue with local sufficiency of dementia nursing provision. It is positive to note the local authority has embarked on a large recruitment drive with a number of domiciliary care services to attract care workers into the sector. Initial feedback would indicate some success.

In relation to the deprivation of liberty safeguards (DoLs) there have been issues with capacity in undertaking assessments. While urgent authorisation are being met within the required timescales, non urgent authorisation are taking substantially longer which has been raised as an issue through CSSIW regulation work.

A Child Sexual Exploitation (CSE) strategy has been agreed and from April the department has two dedicated workers for CSE who have worked with a variety of people to raise awareness and improve protection arrangements. Corporate staff are becoming increasingly aware and the statement 'Not in our city, not to our children' is an indication of the commitment by the local authority.

The local authority is responding well to the current challenges within children's services in regards to the continuing rise in numbers of care proceedings. The local authority has increased resources to respond efficiently to connected person applications. A dedicated team of four social workers have been appointed to this new team. CSSIW will follow up on this new development in the coming year.

The local authority has responded well to the accommodation needs of unaccompanied asylum seeking children. Cardiff has taken a lead in coordinating allocation of children to local authorities across Wales and has shown commitment to ensuring young people are looked after appropriately.

## Feedback on annual engagement themes

During 2016-17 we carried out a range of engagement activities across local authorities in Wales. This engagement activity has focussed on two main themes, adult safeguarding and carers.

- Safeguarding

Adult safeguarding has been a theme for engagement with the local authority in 2016/17. The multi agency safeguarding hub which incorporates both adults and children's safeguarding arrangements has been operational since June 2016. Partner agencies access MHub (computer program) which improves the multiagency approach to referrals.

The local authority needs to improve how it communicates and involves the person subject of the safeguarding concern and their family in the process. The local authority acknowledges it needs to specifically improve how people and their families are informed of the outcome of safeguarding investigations. In addition, the local authority should work with providers to better clarify what constitutes a safeguarding referral.

The team has established good working relationships with CSSIW which has supported information sharing and joint working to safeguard vulnerable people.

- Carers

We spoke with a number of carers about their experiences. A wide range of information on services and resources is made available to carers. Carers were generally positive about their engagement with social services and confirmed they had received an assessment. Where support is provided this is delivered in terms of aids and adaptations and respite. It was difficult to evidence what was being provided to the carer in terms of their own support rather than support to the person they care for. This is an area the local authority needs to address.

The department has a dedicated team of workers to support carers in addition to third sector partnership arrangements. Themes arising from our discussions with carers mainly focussed on their expressed need and reduced availability of respite and breaks. Many carers reported that receiving regular periods of respite enables them to continue caring and is an area for future development.

## Progress on recommendations arising from inspections

CSSIW has not undertaken any planned inspection work in Cardiff during 2016/17. CSSIW undertook thematic inspections across Wales during the year on support for adults with learning disabilities and regarding children subject to the public law

outline pre proceedings process (PLO). Cardiff contributed self assessment data for each of these but was not involved in fieldwork.

Cardiff was selected for fieldwork for the national review of domiciliary care which was undertaken during 2015/16 and CSSIW reported to scrutiny on the findings during 2016/17. The authority has responded positively to the review and the three areas identified for consideration.

It continues to meet with domiciliary care providers to look at ways of improving working methods. In partnership with a number of domiciliary care providers, the authority has embarked on a large recruitment drive to identify new care workers to the market. This initiative is to be commended and is proving successful in attracting new people to care work.

### Inspection, Engagement & Performance Review Plan

In 2017-18 in addition to areas identified for follow up above, CSSIW themes for inspection, engagement and performance are:

- Support provided for people with mental health needs with a focus on Community Mental Health Team's
- Placement decisions for children looked after

CSSIW will provide six weeks notice if the authority is scheduled for an inspection during 2017/18.

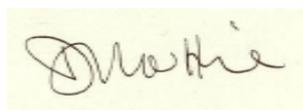
CSSIW will also continue to consider what actions have been taken by the local authority in relation to recommendations contained in its national thematic reviews including Deprivation of Liberty Safeguards, services for people with learning disability, domiciliary care and Public Law Outline.

### CSSIW work with partner inspectorates

You will note that this letter has been copied to colleagues in WAO, Estyn and HIW. CSSIW works closely with partner inspectorates to consider the wider corporate perspective in which social services operate as well as the local context for social services performance.

As this is the first year we have written to you in this format we will not be publishing this letter, but will do so in subsequent years.

Yours sincerely

A handwritten signature in black ink on a light yellow background. The signature appears to read 'Denise Moultrie' in a cursive script.

Denise Moultrie

Regional Director

Copy sent to

Chief Executive of Cardiff Council  
Healthcare Inspectorate Wales  
Estyn  
Wales Audit Office