

My Ref: Scrutiny/Correspondence/MJH

27th July 2016

Councillors Sue Lent and Susan Elsmore
Cabinet Members
c/o Room 520
County Hall
Cardiff
CF10 4UW



Dear Sue and Susan

Joint Children & Young People and Community & Adult Services Scrutiny Committee – 11 July 2016

On behalf of the Members of both Committees, I would like to thank you and the officers for attending their joint meeting on 11 July 2016, for the consideration of the Draft Director of Social Services' Annual Report 2015/16. During the way forward section of the meeting the Members considered the information in the report, comments made during the consideration of the briefing, together with answers to their questions, and agreed to provide you both with the following advice, comments and recommendations.

Overall Annual Report

The Joint Committee welcomed the new format of the report, Members felt that it was easy to read and was more outcome focused. In particular the Joint Committee welcomed the clear political leadership statement, from the Cabinet Members, at the beginning of the Annual Report. Members were also pleased to see that the comments made in the letter sent following last year's joint meeting of the two Committees had all been taken into consideration during the drafting of this year's report.

The Joint Committee initially focused on the overall report and identified a number of issues which they recommended should be addressed in future reports, namely:

- That the Governance and Accountability section of the report (Appendix 9) would be strengthened by referencing the work of the Safeguarding Boards, together with the other external agencies that the service works in partnership with;
- The report should also, wherever possible, identify strengths and weaknesses to provide a more balanced picture of service provision;

- Members expressed some concern at being informed that there was a clear gap between demand and supply of social care service, and that there was insufficient funding to bridge the gap. This was a clear challenge for the Directorate, and should be highlighted in the report;
- The Members considered that the benchmarking of services was crucial to understanding how well Cardiff was performing, and recommended that future Annual Reports must include comprehensive benchmarking data, from all Welsh Local Authorities and Core Cities to ensure that Members and the public can judge how well Cardiff Social Care is performing; and
- Develop and include additional Adult Care focused performance indicators to help improve the assessment of performance across all Adult Care services.

The Joint Committee also reflected on the 11 future challenges that the Directorate faced during the year, as set out on page 15 of the report. The Members considered that with reducing resources, the actions needed to address these challenges could be difficult to implement. The Members wished to inform you that both Committees would be monitoring the Directorate's progress as part of their work programmes, to help ensure that progress is made across all 11 challenges.

The Members questioned the small number (5) of Social Worker secondees who were being supported at various stages of their social work journey, and requested a further briefing paper on this and the social worker degree programme to enable Members to fully understand the initiative and its impact.

Finally the members were pleased to hear that future performance monitoring information would continue to include the National Strategic Indicators. The Committees agreed to hold a joint performance management workshop early in September to enable each Committee to gain an understanding of the new Social Service Well-Being (Wales) Act's performance measures, and how they can be used to assess improvements in outcomes.

Children's Services

The joint meeting then reviewed the section which covered Children's Services and recommends a number of modifications to future annual reports, which the Members considered would help improve the understanding of the issues, namely:

- The actual number of young people Not in Education, Employment or Training (Page 9) should be included to enable the reader to fully understand the context of the percentages. Members also suggested that in future reports the narrative makes clear that it will take time for the traineeships to have an impact on overall numbers;

- That the joint working protocol “meeting the needs of looked after children” (Page 30) should be expanded to reference the work with the Council’s Education and Lifelong Learning Directorate and other agencies; and
- That future report must include as an additional priority action, the work of Child Adolescent Mental Health Service, as highlighted on page 50.

The Committees noted that the Early Help Strategy would not have an immediate impact on Looked After Children (LAC) numbers, however the Members were advised that Strategy would start to have a positive influence on LAC numbers after three years of operation. The members agreed that the Children & Young People Scrutiny Committee (CYP) would continue to monitor the impact of the Strategy

Members also expressed concern around the decline in the level of statutory visits to LAC (Page 8). Members requested that a briefing paper be provided to the members of the CYP, on the reasons for the drop and the management actions being undertaken to ensure that performance meets the target by the end of 2016/17.

The Committees also reflected on the staff turnover of Social Workers, and requested that the Members of CYP receive a briefing paper from Children’s Services, providing more data on the turnover of Children’s Services social workers, early next year.

Finally for Children’s Services the Members discussed in some detail the suitability of non-emergency accommodation, and were pleased to hear about the “Gateway Project”. The Members asked if the presentation on the Gateway Project could be shared with the Members of CYP.

Adult Services

The Committees finally focussed on the sections of the Annual Report that referred to Adult Services and suggested a number of changes to future annual reports, which the Members considered would help improve the understanding of the issues around Adult Services, namely:

- Reference should be made to the linkages with the Local Safeguarding Adults Board and its work around adult social care;
- Reference should be included to the lack of capacity to meet the needs of the adult care population in Cardiff, together with the challenge to meet the capacity gap between demand and supply;
- Reference should also be made to the work being undertaken in respect to tackling adult exploitation;

- Clearly reference the areas of improvement that are required by the Care and Social Services Inspectorate Wales, as set out in their recent report, particularly in the 'key challenges' section of the report.
- Members felt that the graphs showing "How much and How well we do" in Outcome 1, Safeguarding, should either include the Adult Services graphs as shown on page 38 of the report or a reference to the graphs, to provide a more complete picture of how much and how well the whole Directorate does.

The Committees noted that the signposting of adult care concerns had been introduced as part of the prevention agenda. Members questioned whether signposting of people seeking support could delay crucial intervention. As a result the Committees recommended that careful consideration is given to queries before people are signposted to alternative support.

Finally the Committees requested that a copy of the Safeguarding Action Plan, in respect of adult care, is shared with Members of the Community and Adult Service Scrutiny Committee (CASSC). Members also requested a copy of the recent CSSIW report in relation to Adult Domestic Care, CASSC also agreed to include the review of Care Packages in their Committee's work programme for the coming year.

I hope that the comments, advice and recommendations detailed above will be of use and support in improving outcomes in Social Care. The Joint Committee looks forward to receiving the requested information listed above together with a positive response to this letter within the next month.

To summarise, this letter requires a response as it contains the following recommendations, suggestions and requests for information.

The Committee recommends that:

- the Governance and Accountability section (Appendix 9) of future reports must be strengthened by referencing the work of the Safeguarding Boards and external agencies;
- future reports identifies strengths and weaknesses, to provide a more balanced picture of service provision;
- future reports should highlight the gap between demand and supply of social care service, and the funding impact;
- future reports must include comprehensive benchmarking data, from all Welsh Local Authorities and Core Cities;
- the Directorate develops additional Adult Care focused performance indicators.
- future reports includes the actual number of young people Not in Education, Employment or Training (Page 9), and that the narrative makes clear that it will take time for the traineeships to have an impact on overall numbers;

- future reports should expand the section on the joint working protocol “meeting the needs of looked after children” (Page 30) to reference the work with the Council’s Education and Lifelong Learning Directorate and other agencies;
- future reports must include as an additional priority action, the work of Child Adolescent Mental Health Service, as highlighted on page 50.
- future reports must reference the linkages with the Local Safeguarding Adults Board and its work around adult social care;
- future reports must reference the lack of capacity to meet the needs of the adult care population in Cardiff, together with the challenge to meet the capacity gap between demand and supply;
- future reports must reference should also be made to the work being undertaken to tackling adult exploitation;
- future reports must reference the areas of improvement that are required by the Care and Social Services Inspectorate Wales, as set out in their recent report, particularly in the ‘key challenges’ section of the report;
- future reports should either include the Adult Services graphs as shown on page 38 of the report or make a reference to the graphs, in the section “How much and How well we do” in Outcome 1, Safeguarding; and
- the Committees recommended that careful consideration is given to queries before people are signposted to alternative support to ensure that crucial intervention is not delayed.

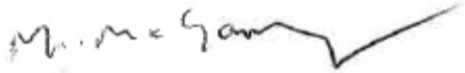
The Committee also requested the provision of additional briefing papers to the Committees namely:

- a briefing paper be provided to the CYP, on the reasons for the drop in the level of statutory visits to LAC (Page 8) and the management actions being undertaken to ensure that performance meets the target by the end of 2016/17;
- a briefing paper, be provided to the CYP, with additional data on the turnover of Children’s Services social workers, early next year;
- a further briefing paper on this and the social worker degree programme to enable Members to fully understand the initiative and its impact;
- A copy of the presentation on the Gateway Project should be shared with the Members of CYP;
- a copy of the Safeguarding Action Plan, in respect of adult care, to be shared with Members of the Community and Adult Service Scrutiny Committee (CASSC); and
- a copy of the recent CSSIW report in relation to Adult Domestic Care.

Finally the Committees wished to inform you of the following issues that will be included in their work programmes for this year:

- that CYP would monitor the impact of the Early Help Strategy on the number of Looked After Children;
- that CASSC agreed to include the review of Care Packages in their Committee's work programme for the coming year;
- that both Committees will be monitoring the Directorate's progress in addressing all 11 challenges as set out on page 15 of the report.
- That a joint performance management workshop would be held early in September, to enable each Committee to gain an understanding of the new Social Service Well-Being (Wales) Act's performance measures, and how they can be used to assess improvements in outcomes.

Yours sincerely,



COUNTY COUNCILLOR MARY M^CGARRY
Chairperson – joint meeting of the Children & Young People and Community & Adult Services Scrutiny Committees

Cc: Tony Young Director of Social Services
Amanda Phillips Assistant Director Adult Social Services
Irfan Alam Assistant Director Childrens Social Services
Kim Brown Service Manager, Policy & Performance
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