

**THE CITY & COUNTY OF CARDIFF COUNCIL
DINAS A SIR CAERDYDD**

**JOINT CHILDREN & YOUNG PEOPLE and COMMUNITY & ADULT SERVICES
SCRUTINY COMMITTEE**

17 December 2015

**CARE AND SOCIAL SERVICES INSPECTORATE WALES - PERFORMANCE
EVALUATION REPORT 2014 / 2015 - SOCIAL SERVICES**

Purpose of report

1. To present to Members the Care and Social Service Inspectorate Wales (CSSIW) Performance Evaluation Report 2014-15 for the City of Cardiff Council Social Care Services; this is attached at **Appendix 1**. The report also provides the opportunity for the Director of Social Services to respond to the CSSIW report.

Background

2. The CSSIW report provides their judgements on both Adults Services and Children's Services and details their findings on the key strengths as well as areas for development and improvement. The report is structured in line with the themes of social services outlined in guidance on the Director of Social Services Annual Report, as set out below¹:
 - PERFORMANCE
 - Shaping Services
 - Getting Help
 - The Services Provided
 - Effect on People's lives.
 - CAPACITY
 - Delivering Social Services
 - Providing Direction.

¹ Statutory Guidance on the Role and Accountabilities of the Director of Social Services (Welsh Assembly Government, June 2009)

3. The Performance Evaluation report for 2014/15 has been amended as compared to previous reports and includes a summary of the findings at **section 1 pages 1-2**, followed by a table showing the assessed responses to last year's areas for improvement, **section 2 at Page 2**

4. The report takes into account the Director of Social Services Annual Report 2014-15, as well as the views of other auditors, and draws on inspection work undertaken during the year covering:
 - Site visits to Community Mental Health Teams;
 - The Children's Managed Team and Children in Need Team;
 - Meeting with Senior Managers throughout the year;
 - The inspection of regulated services, run by the Council and by independent operators;
 - Observation of Scrutiny Committees;
 - A national thematic review of the deprivation of liberty safeguarding arrangements;
 - Review of the in house fostering service and children's home; and
 - The Wales Audit Office review of Independence of Older people.

Issues

5. The report provides a summary of the overall review and evaluation of performance for 2014- 2015. The main messages in the summary, at **pages 1 & 2**, are:
 - The Director's report presents a clear picture of the challenges and areas of progress made, as well as clearer aims for improvement;
 - Performance indicators show some key areas requiring improvement although the Council is moving in the right direction;
 - Improvements are required in reducing the number of people waiting for Hospital discharge, and Children's intake and assessment needs continued improvement;
 - Planned appointments of assistant directors should enable the department to:

- Take up the strategic challenge it faces;
 - Promote integrated services with Health and the Vale of Glamorgan;
 - Manage new models of care;
 - Promote service users well being in ever increasing financial restraint.
- There is strong corporate support for the delivery of social services;
 - Elected members are briefed and understand the implications of the Social Services and Wellbeing Act;
 - Good corporate understanding of the challenges facing the department and the difficulties it faces in its efforts to provide services to the most vulnerable.

6. A précis of the CSSIW judgements on **Corporate Direction** is provided below:

Providing Leadership, Governance and Direction, page 13:

Area of progress

- Partnership arrangements with the Vale of Glamorgan Council and Cardiff & Vale University Health Board.

Area for Improvement

- To maintain a sustainable management structure;
- Appoint to the posts of assistant director;
- Continue to meet the challenges of the Social Services and Wellbeing Act.

7. A précis of the CSSIW judgements on **Strengths** is provided below:

Areas of progress in Adult Services page 8:

- Services provided by community mental health teams for people with mental health needs;
- New commissioning framework for supported living services and services to people with learning difficulties;
- Development of a dementia reablement training programme.

Areas of progress in Children's Services, page 11

- Increase in the number of children accessing direct payments;
- Reduction in the number of children in need and on the child protection register;
- Increase in the number of social worker recruitment to permanent positions;
- Work undertaken by the managed team working with children in need.

8. A précis of the CSSIW judgements on areas where there is a need to **Develop/ Improve** is provided below:

Areas to follow up next year

A number of specific areas for improvement have been identified which will be monitored and discussed during regular engagement meetings, **section 4 page 3**:

- The Council's approach to improve performance in the number of delayed transfer of care from hospital;
- The commissioning arrangements for residential and domiciliary care;
- Performance within children's services, in particular intake and assessment and children in need;
- Progress on the payment by results initiative in enabling young people to provided with a service in Cardiff, and
- Readiness for the Social Services and Wellbeing Act.

Areas for Improvement in Adult Services, page 8

- Timeliness of completing reviews of older people's care needs;
- Implementation of a quality element in the commission of residential care;
- Increase in the delivery of domiciliary care; and
- Improved performance in reducing delayed transfer of care.

Areas for Improvement in Children's Services, page 12

- Continue to increase the uptake of direct payments;
- Continue to increase the number of permanently appointed social workers
- Improve performance in completing PEP's;
- Recruitment of personal advisers; and
- Completion of initial and core assessments.

Inspection and review plan for 2015 – 16

The CSSIW will be undertaking the following inspections in Cardiff,
section 5 page 4:

- National review of domiciliary care
- National review of services for people with learning difficulties
- National review of care planning for looked after children;

Way Forward

9. The CSSIW's Regional Director Margaret Rooney and Area Manager Cardiff Bernard McDonald will present the report and answer Members' questions. Councillor Sue Lent, (Deputy Leader and Cabinet Member for Early Years, Children and Families) and Councillor Susan Elsmore, (Cabinet Member for Health, Housing and Well Being) have been invited to attend to respond to the report, attached as **Appendix 1**, and will be available to answer any questions that Members have, along with Tony Young (Director of Social Services).

Financial Implications

10. There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. These financial implications will need to be considered before any changes are implemented.

Legal Implications

11. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

RECOMMENDATIONS

The Committee is recommended to:

- I. Consider the contents of the report, appendices and presentations and report any comments to the Cabinet and CSSIW;
- II. Consider the way forward for future scrutiny of the issues highlighted in the Performance Evaluation Report 2014/15 and identify any key priority areas for 2016/2017.

Marie Rosenthal

Director of Governance and Legal Services

11th December 2015