

Report To: Corporate Governance Committee

Date of Meeting: 28 January 2015

Lead Member / Officer: Lead Member for Social Care and Children's Services /
Corporate Director Social Services

Report Author : Covering Report: Principal Manager-Business Support
Evaluation Report: CSSIW

Title: CSSIW Performance Evaluation Report 2012-13:
Denbighshire County Council Social Services

1. What is the report about?

- 1.1. The report sets out the key issues arising from the Care and Social Services Inspectorate Wales (CSSIW) evaluation of Denbighshire Social Services performance for 2013-14. A copy of the full evaluation is attached at Appendix I.

2. What is the reason for making this report?

- 2.1. To ensure that Committee is aware of the performance evaluation for social services including areas of progress, areas for improvement and risk.

3. What are the Recommendations?

- 3.1. It is recommended that Members consider the CSSIW evaluation and the associated progress report from Social Services and consider whether any further scrutiny is required. The Area Manager for CSSIW intends to attend the meeting to enable Members to seek clarification on any particular element of the CSSIW evaluation report.

4. Report details.

- 4.1. Every year CSSIW undertake a comprehensive evaluation of each local authority's social services performance. The evaluation draws on a wide range of evidence, including: the Director of Social Services annual report on performance and plans for improvement in their local authority area; CSSIW's regulatory work; and the views of other auditors and inspectors. The evaluation is moderated to ensure a consistent, transparent and proportionate approach.
- 4.2. In summary the evaluation of Denbighshire Social Services has highlighted that there is clarity and focus in the report that outlines the direction of travel for social care in Denbighshire and in particular:
- There is powerful evidence of a strategic approach taken to meeting demographic challenges

- The Council has implemented innovative models of practice and integrated partnership development
 - There is robust scrutiny particularly through service challenges and listening to views of people underpinning the modernisation agenda
 - A strong commitment and forward planning in relation to Welsh language
 - Performance of the service is strong
- 4.3. A number of specific areas for improvement have been identified in the CSSIW report. The council's progress in relation to these will be discussed during regular engagement meetings between the Senior Management Team and the CSSIW in the coming year. The areas for follow-up by the CSSIW next year are:
- The impact of changes to the POVA (Protection of Vulnerable Adults) infrastructure
 - The establishment of a rigorous research approach to capturing and responding to the views of children, young people and their families
 - Improving the quality of provision and outcomes for looked after children
- 4.4. Appendix II provides an overview of the areas that are identified for improvement in the performance evaluation. It also includes information about how the council is responding to the areas identified for improvement.
- 4.5. Areas identified as requiring improvement are in line with the Director's self assessment and have been embedded within Service Business Plans for 2014-15. These plans are formally monitored each quarter by the services, and many elements are reported bi-annually to Performance Scrutiny and Cabinet as they form part of the Corporate Plan. Each service also has an annual Service Performance Challenge which examines progress against Service Business Plans.
- 4.6. Significant progress has been made against the areas of improvement highlighted within the 2011-12 performance evaluation report. However, it is recognised that progress has not been as significant as had been anticipated in respect of performance relating to looked after children. It is important to highlight that significant improvements have been made since the inspection with 100% success in key areas.

5. How does the decision contribute to the Corporate Priorities?

- 5.1. The inspection provides an external perspective of the Council's effectiveness in protecting vulnerable people and promoting their independence (one of the priorities in our Corporate Plan). The evaluation also provides a perspective on programmes for modernising and adapting social care services.

6. What will it cost and how will it affect other services?

6.1. The Service response to delivering improvement actions has been integrated into the Service Business Plans for 2014/2015 and 2015/16. The delivery of these plans will be managed within existing financial resources.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

7.1. An Equality Impact Assessment (EqIA) is not required because this report does not ask for a decision that will result in any change for staff or the wider community. EqIA's will be completed on individual priorities if they require projects to commence and/or decisions to be taken.

8. What consultations have been carried out with Scrutiny and others?

8.1. Scheduled engagement meetings take place with the Senior Management Team for Social Services and CSSIW which help inform the evaluation as well as assess progress in delivering improvement. The CSSIW also attend and actively contribute to the Service Performance Challenge for both services.

9. Chief Finance Officer Statement

9.1. Actions to respond to improvement actions have been integrated into Service Business Plans for 2014-16 and do not require any additional resources to deliver.

10. What risks are there and is there anything we can do to reduce them?

10.1. "The risk of a significantly negative report(s) from external regulators" is currently a risk identified on the Corporate Risk Register. Overall, this is a very positive report, but the council will need to respond positively to the issues raised in the report in order to ensure that the 2014-15 report remains positive.

11. Power to make the Decision

11.1. Section 3 of Local Government Act 1999 – Best Value duty to secure continuous improvement.

11.2. Section 7 of Local Authority Social Services Act 1970 – duty to secure continuous improvement of service delivery.

11.3. Local Government (Wales) Measure 2009 – duty to secure continuous improvement of service delivery.