

APPENDIX 1: CSSIW: Areas for Improvement – 2013/14 Evaluation Report

Service	Area for Improvement	Action / Progress
Adult & Business Services	Evaluating the quality of life and outcomes for people with learning disabilities living in the many supported living services.	<p>Person Centred Planning (PCP) reviews are undertaken with service users across all settings within the learning disability service, including the individuals living in supported houses / community living. On an annual basis the findings from these reviews are summarised under the headings: what's working / what's not working / what's important for the future. These findings are evaluated and consideration is then given at the PCP Steering Group to how best to respond to some of the findings. In the past this has resulted in development of new services, learning lessons, and changing the way we deliver support.</p> <p>A social work post has now been established to specifically review the support delivered to individuals within supported living services with particular focus on delivering outcomes for individuals.</p> <p>We are currently reviewing the way in which we monitor and support the supported living arrangements with a view to being more outcome focused. The aim is for individuals to be enabled to progress as far as possible within the limits of their disability. To this end we are reviewing some of the monitoring roles currently in place with a view to becoming less bureaucratic and enabling staff to support individuals to achieve their outcomes.</p>
Adult & Business Services	Increasing rates of assessment and support for carers.	<p>Increasing the proportion of carers who are offered an assessment or review of their needs in their own right (from 89.4% in 2013/14) has been identified as a priority for improvement in our Service Plan for 2014/15. Performance for this measure should be at 100%, and we strongly believe that this is mainly a recoding issue (one which we are working to address). Some progress has been made, with the Quarter 2 figure standing at 91.5%, but further improvement is needed. This issue was discussed again in our Team Performance Challenge meetings in September 2014, and the following actions were agreed:</p> <ol style="list-style-type: none"> <li data-bbox="885 1246 2077 1313">1. Team Managers to remind officers to check this element of PARIS before they authorise an assessment. <li data-bbox="885 1337 2077 1437">2. The MIS Team is now running monthly exceptions reports to identify which assessments need to be checked to see whether the offer has been accurately recorded on PARIS.

		<p>The % of carers who <u>had</u> an assessment or review of their needs in their own right has increased from 27% last year to 32% at Quarter 2 this year. If we exclude those who declined the offer of an assessment, the percentage increases to 83.5%, although it is again acknowledged that this still leaves room for improvement. The number of careers receiving an assessment increased from 230 at Q2 last year to 278 at Q2 this year (and increase of 21%).</p> <p>The % of carers who were assessed or reassessed who were provided with a service currently stands at 98.9% (at Quarter 2), and the number of carers provided with a service has increased from 196 at Q2 last year to 275 at Q2 this year (an increase of more than 40%).</p>
<p>Adult & Business Services</p>	<p>Following changes to leadership ensure that the PoVA process is operated in a timely, consistent and authoritative manner across the authority.</p> <p>Measuring the timeliness and consistency of the safeguarding approach across the authority in view of the recent introduction of local leadership for some POVA referrals.</p> <p>Impact of changes to staffing infrastructure for POVA in order to ensure that the safeguarding process is operated in a timely, consistent, authoritative manner across the authority</p>	<p>Monthly meetings are being held with locality Designated Lead Managers (i.e. team managers and senior practitioners) to discuss the role, share good practice and problem solve.</p> <p>A meeting has been arranged for 29/1/15 to discuss the content of the POVA level 6 training in order to target the areas identified via the POVA audits, and by the team managers and senior practitioners themselves.</p> <p>An audit of a sample of POVA cases is carried out on a quarterly basis to monitor compliance with the Wales Interim Policy and Procedure and ensure consistency of approach. Actions identified via audit are monitored via the monthly meetings with locality DLMs.</p>

<p>Adult & Business Services</p>	<p>Increase the opportunities for people to use direct payments.</p>	<p>This is an again an area that has been identified as a priority for improvement by the service. A Commissioning Officer is currently developing an action plan to improve take-up of Direct Payments, Individual Service Funds etc., which will be brought to ABSLT for discussion before being adopted and implemented.</p>
<p>Children & Family Services</p>	<p>Defining a clear strategy and research process for listening to and capturing the experiences and outcomes for children and young people, especially around the recently re-shaped early intervention and children and families support services and in services to looked after children.</p> <p>Information provided by the council could be further enhanced through the use of mobile technology such as apps and with the preparation and publication of easy-read on-line versions being so that they are accessible to children but also to those who find reading difficult.</p>	<p>Early conversations have taken place with Glyndwr university with a view to strengthening the social care students research base (core business for the university but working in partnership with social care to maximise learning and development for both organisations). Consideration will be given to the potential for Denbighshire to become an established research organisation and support will be sought from the university to assist with key evaluation activities.</p> <p>It is also the intention to work closely, and reach an agreement with, Public Health Wales to integrate intelligence approaches within each organisation.</p> <p>A new project has been established in the service that is looking at how to improve the engagement of children, young people and families in our service delivery and how we can improve our processes for capturing, hearing and responding to their voice. Children, young people and families will be actively involved in this project and there will be an increased use of mobile technology and social media in our approach to engagement and involvement. This project is also linking very closely with a task group that has been set up by the Local Safeguarding Children's Board (LSCB) that is looking at strengthening the voice of children and young people in safeguarding processes and activities.</p> <p>The outcomes framework pilot will compliment this well with regards to a different conversation with children and families that is focussed on the identification and achievement of personal outcomes.</p>
<p>Children & Family Services</p>	<p>Being clear about the type of services families are signposted to if they do not meet the assessment threshold in order to access the Children and Family</p>	<p>Team Around the Family and the wider Families First programme is our primary source of support for those families that do not meet the threshold for the Service and there is a clear pathway for families in accordance with their fluctuating needs with a strong focus on supporting families to be independent and resilient and thus not dependent on statutory services.</p> <p>The new Children and Family Support Gateway is a key development that covers the</p>

	Service (only 10% of all assessed meet the threshold).	spectrum of need from information and advice through to child protection and children in care. The Gateway's further development will include improved signposting to Family Information Service and under the new Social Services and Wellbeing Act (2014) will become the Information, Advice and Assistance response which will automatically develop a more comprehensive knowledge base about the range of services.
Children & Family Services	<p>Evaluating the new intervention methods used and assessing the impact upon the quality of life for children and their families Outcomes for looked after children, in particular placement stability, access to primary health care and educational and employment opportunities.</p> <p>Increase the council's support to looked after children through employment and apprenticeship opportunities and information on rights and entitlements.</p> <p>Health, dental and educational outcomes for looked after children.</p>	<p>New arrangements have been put in place to increase the completion of health assessments and registration with health practitioners with the appointment of a full time nurse specifically for looked after children (LAC). The LAC nurse post had greatly assisted with the health checks aspect, as this post was less focussed on process and more focussed on improving outcomes for individual children. Performance improvements are now starting to show.</p> <p>The focus on personal education plans has seen an improvement in performance up to 100%.</p> <p>The pilot of the national outcomes framework will help to identify more personal outcomes for children in these areas and will be incorporated into practice.</p> <p>The focus of attention will now be on monitoring the effectiveness of the new arrangements and for ensuring there are robust arrangements in place within Health and Education in order to ensure that there the service is not solely reliant on one or two dedicated post holders.</p> <p>The availability of employment and apprenticeship opportunities across the Council/ County are explored as and when young people require placements and the 14+ team report that there is positive engagement from the range of Council services in providing options. Avenues and opportunities are continually explored through the Corporate Parenting Forum.</p> <p>A review of the impact of the waking hours family support service is to be undertaken as a priority in the 2015/16 business plan.</p>
Children & Family Services	Improving placement stability for looked children.	Performance is monitored through an internal panel mechanism and we have sought to enhance that further to minimise placement moves that are not in line with the child's plan. The indicator is regularly monitored through the year to ensure we respond in a timely way to concerns. This is constantly monitored and the service will continue to provide narrative on planned and positive moves for young people and will continue to train foster

		<p>carers so that a range of placements can be offered. Placement support meetings are held following placement disruptions and feedback on all placements are monitored through the quality assurance framework in order to ensure all learning is gleaned and acted upon.</p>
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A project is underway to expand the range of foster care placements that are available for looked after children with disabilities who require short break placements. The progress of the project is being monitored through the Disability Services Transformation Programme.