

Report to: Performance Scrutiny Committee

Date of Meeting: 10 December 2015

Lead Member / Officer: Lead Member for Social Care/
Corporate Director: Communities

Report Author: Principal Manager: Business Support, Community Support
Services

Title: CSSIW: Denbighshire County Council Local Authority
Social Services Inspection Evaluation and Review 2014-15

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 2014-15. A copy of the full evaluation is attached at Appendix I.

2. What is the reason for making this report?

2.1. To enable Members to fulfil their scrutiny role by exploring any performance issues highlighted with the CSSIW report. A response by the council to the issues raised in the report is attached at Appendix II.

3. What are the Recommendations?

3.1. It is recommended that Members consider the CSSIW evaluation and the associated action plan from social services and consider whether any further scrutiny is required. The Area Manager for CSSIW will be attending the meeting to present the evaluation report and to enable Members to seek clarification on any particular element of the 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. In summary the evaluation of Denbighshire Social Services has highlighted that:

- Denbighshire County Council continues to prepare for implementation of the Social Services and Well-Being Act (Wales) 2014 (SSWB Act). Elected members and staff are well briefed and understand the implications of the Act. Preparation for this during the year included the reorganisation of the senior management

infrastructure, thereby creating a new department for community support services incorporating adult social services and homelessness services, and also planning for the merger of children's social care with education into a single department which will be implemented in 2015/16.

- There continues to be an effective culture within the council of scrutinising performance in the delivery of social care, illustrating political engagement through service challenge meetings, involving not just elected members but also invited inspectorates.
- Launched in July 2014 the Single Point of Access (SPoA) is a good example of joint working with Betsi Cadwaladr University Health Board (BCUHB). However, further progress needs to be made in relation to establishing integrated projects especially where grant funding is not accessible.
- There was a decrease in the number of older adults receiving residential care during the year, and an increase in provision through alternative models of support so that people are enabled to retain their independence. This pattern of social care delivery is a corporate priority serving to highlight the importance of the third sector as partners in delivery.
- Despite increasing capacity for delivering safeguarding for vulnerable adults, performance in relation to the Protection of Vulnerable Adults (PoVA) has not made the gains anticipated. We view this as an ongoing risk for the council in the year ahead.
- Strengthening the council's services to children and families continued, illustrating good progress gained through re-shaping of staffing roles, providing short-term early interventions and enabling support to families. The council has also put into place a process to capture the experiences and views of young people. Whilst there has been marked improvement in relation to personal education plans, far more is still to be achieved in relation to the health needs of children in looked after settings.
- The council continues to proactively implement 'Mwy Na Geiriau/More Than Just Words' with excellent progress being made during the year illustrated by strategic leadership, championing, bi-lingual access for people and workforce training.

4.2. 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 during the current year. The specific areas identified for follow-up by CSSIW are the council's performance in relation to:

- Monitoring and evaluating the potential impact upon children and adults resulting from the council's changes to senior management infrastructure for the delivery of social care;

- Improving the timeliness and engagement of PoVA and to undertake review of threshold levels;
- Closely monitoring the quality of all domiciliary care providers which will need to include obtaining the experiences and views of those receiving domiciliary care services; and
- Integrated partnership working with BCUHB.

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

- 5.1. The CSSIW evaluation report provides an external perspective of the Council's effectiveness in promoting independence and protecting vulnerable people (two of the priority outcomes in our Corporate Plan). The evaluation report also provides a perspective on modernising social services.

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

- 6.1. The response to delivering improvement actions will be integrated into Service Business Plans for 2015/2016 and 2016/17. The delivery of these plans will be managed with existing 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 require a decision that will result in any change for staff or the wider community. EqIA's will be completed on individual projects/changes if they are required to respond to the issues raised in the CSSIW report.

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 the identified improvement areas will be integrated into Service Business Plans and will need to be contained within existing resources.

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 a risk identified on the Corporate Risk Register. Overall, this is a positive report, but the council will need to respond positively to the issues raised in the report in order to ensure that the 2015-16 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.
- 11.4. Articles 6.1 and 6.3.4(b) of the Council's Constitution outlines scrutiny's power with respect to this matter.

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