

Appendix II: Denbighshire County Council Social Services Action Plan to respond to CSSIW 2014-15 Annual Evaluation Report

Areas identified for improvement	Response by Denbighshire County Council
<p>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</p>	<p>This is a major consideration for the council, particularly in relation to Children & Family Services, where it forms part of the work to establish the new Education & Children's Services from April 2016. The Corporate Director: Communities (who is also the Statutory Director of Social Services) is leading on this to ensure a smooth transition to the new service.</p> <p>Work has been ongoing throughout 2015/16 to embed Supported Independent Living and Homelessness & Housing Solutions into Community Support Services, and the Head of Service is currently undertaking a re-structure of his Leadership Team to create some additional capacity at a senior level. The planned changes will help to fully integrate the housing-relating elements of the service.</p> <p>The council already has a very robust performance management framework, including the annual Service Challenge process, where performance is scrutinised by senior management; Elected Members; the Wales Audit Office (WAO) and the Care & Social Services Inspectorate Wales (CSSIW). There are also regular performance reports to the Senior Leadership Team (SLT); Scrutiny; and Cabinet. We are therefore confident that we have the necessary monitoring and evaluation processes in place to identify any potential impact on service users following these changes.</p> <p>In terms of understanding the views of service users, we already have processes in place to systematically collect, analyse and report the views of service users. This information feeds into service planning and design where appropriate. However, we are also building on this work to strengthen this further, with the Voice of the Child project in Children & Family Services, and the development of more detailed case studies (Digital Stories) which use the service users' own words to describe their experiences of service delivery.</p>
<p>Improving the timeliness and engagement of PoVA and to undertake review of threshold levels</p>	<p>The following actions have been taken in relation to improving timeliness and consistency in the safeguarding process:</p> <ul style="list-style-type: none"> • Safeguarding Training for Designated Lead Managers has been provided, and a

	<p>rolling programme of further training has been established;</p> <ul style="list-style-type: none">• We have increased the administrative support for the PoVA process, to support the Designated Lead Manager.• Revised SPoA processes has enabled more effective and robust screening of POVA referrals;• A new post of Safeguarding Team manager has been developed to provide additional professional support to Designated Lead Managers and improve the whole process; and• A Peer Review has been undertaken with Conwy to ensure that we have an external view of our processes and this is being monitored through the Local Safeguarding Adults Delivery group that includes all relevant partners including Health and the Police. <p>There was a concern raised that relevant agencies were not always being engaged, especially in early strategy discussions. However, the Police have praised Denbighshire County Council for our practice in ensuring that they are involved in every POVA referral, and have adopted our procedure across North Wales. Furthermore, discussions have taken place with BCUHB regarding any concerns they might have, and they have been unable to identify any cases where they had concerns. However, we have developed processes to ensure that BCUHB are clear on their communication routes with ourselves.</p> <p>There was also a concern raised about a lack of confidence of the designated lead managers in the POVA process. In response to this concern, safeguarding training for Designated Lead Managers has taken place, and specific training on managing the Strategy Meetings has been commissioned.</p> <p>In response to the concern that further clarity was needed around the council's threshold for accepting or rejecting PoVA referrals, we have adopted the national threshold tool for POVA referrals that has successfully been used in other Wales Local Authorities. This is ensuring consistency in decisions making about the threshold for investigation.</p>
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<p>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</p>	<p>We take a proportionate and risk-based approach to the monitoring of domiciliary care providers, and we have a robust system in place for using feedback from service users in this process. We send out questionnaires to a selection of service users every month, and the feedback received is used by the contract monitoring team to inform the quality monitoring process and to follow up on any issues highlighted by respondents. The council is currently considering the future of its in-house care services, and provision has been made to employ an additional two monitoring officers if the council decides to commission all care from the independent sector in future. Denbighshire is also one of six councils in Wales currently involved in a National Review of Domiciliary Care. This review will result in a national report as well as local feedback about our own processes. We will of course consider the conclusions of this work, and respond to any concerns or issues raised.</p>
<p>Integrated partnership working with BCUHB</p>	<p>Further integrated partnership working with BCUHB remains a priority for the council, but it also remains a challenge at the moment as the health board continues to focus on moving out of special measures. However, we are optimistic that the new area management structure in BCUHB will enable closer working over the coming years. The current review of our existing in-house care services has identified the potential for greater partnership working (using some of those existing assets), depending on the decisions made following our current consultation.</p>