

Report To: Corporate Governance Committee

Date of Meeting: 9 January 2013

Lead Officer: Corporate Director Modernisation and Wellbeing

Report Author: Principal Manager, Business Services

Title: Local Authority Social Services Inspection
Evaluation and Review 2011-12

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 2011-12. A copy of the full evaluation is attached as Appendix 1.

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 The Area Manager for CSSIW will be attending the Committee. Members are asked to consider the evaluation and seek CSSIW's perspective on social services performance and effectiveness.

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 which draws on the Directors own report on the performance and plans for improvement for social services 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 ambitious programmes of service change with clear leadership and performance management arrangements in place to support their delivery. Positively the evaluation identifies significant progress in promoting independence across the Service through prevention and early intervention
- 4.3 Appendix 2 provides an overview of the areas that are identified as demonstrating progress and areas that are identified for improvement in the performance evaluation.

4.4 Areas identified as requiring improvement are in line with the Director's self assessment and have been embedded within associated Service Business Plans for 2012-13. These plans are formally monitored each quarter through Fynnon.

4.5 Significant progress has been made in relation to areas for improvement identified in the performance evaluation report. However, progress has been more limited for the following actions:

- Interface between reablement and health led intermediate care services.
- Pace of progress in agreed joint initiatives with health
- improving sickness absence

4.6 Relationships at operational level continue to be good with BCU and we continue to have a presence in key Clinical Programme Group meetings and also Regional Boards looking at implementing Intermediate Care & Locality working. However, there is increasing difficulty in engaging strategic staff locally in taking forward DCC-wide initiatives (please see para 9.1 below).

4.7 We have worked hard over the past 12 months to reduce sickness absence with stronger management accountability, more frequent and robust reporting and monitoring and a pilot initiative in conjunction with Occupational Health however sickness absence does remain an issue that we are continuing to address.

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

5.1 The inspection has provided an external perspective of the Council's effectiveness in protecting vulnerable people and promoting their independence. 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/development actions has been integrated into the Service Business Plan for 2012/2013. The delivery of this Plan has been set within existing finances.

7. What consultations have been carried out?

7.1 Scheduled engagement meetings take place with the Senior management Team for Social Services with CSSIW which help inform the evaluation as well as assess progress in delivering improvement.

8. Chief Finance Officer Statement

8.1 Actions to respond to improvement/development actions have been integrated into the Service Business Plan for 2012/2013 and do not require any additional resources to deliver.

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

9.1 CSSIW has identified the continuing ability to influence locality focussed strategic planning with BCU as a potential risk. This risk has been included as a risk on the associated Service risk registers. Work is taking place across the North Wales Region to explore how this risk can be managed as well as seeking opportunities to meet with senior executives from Health at a local level.

10. Power to make the Decision

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

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

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