

**Social Services performance evaluation 2010-11**  
**Progress and areas for improvement**

<b>Shaping Services</b>		
<b>Areas of progress</b>	<b>Areas for improvement</b>	<b>How we are responding</b>
<ul style="list-style-type: none"> <li>• Extensive use of national and local data, research material and needs analysis.</li> <li>• Relationships with the independent and third sector are developed to support strategic objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation of children and families in service development and review</li> <li>• Completed commissioning strategies to be implemented to support effective service provision in line with strategic direction.</li> </ul>	<ul style="list-style-type: none"> <li>• We are developing consultation processes with families who are subject to Child Protection process</li> <li>• We have produced a Family Support Strategy</li> <li>• We are in the process of developing our high level strategic approach to commissioning for Adults services. Detailed strategies will follow that reflect and respond to the needs of the Localities including low level preventative and universal community services</li> <li>• We are working jointly with Health and the Third Sector to develop a Regional Carers Strategy and action the requirements of the new Carers Measure (Wales)</li> </ul>
<b>Getting help</b>		
<b>Areas of progress</b>	<b>Areas for improvement</b>	<b>How we are responding</b>
<ul style="list-style-type: none"> <li>• A proactive approach to reviewing and analysing responsiveness to referrals and the arrangements for access to assessment.</li> <li>• People referred to adult services receive a timely and responsive service.</li> <li>• PI's show significant improvement across the majority of key performance areas in children's services.</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of the new service models for children with additional needs.</li> <li>• Improvement in the percentage of core assessments completed within timescales.</li> <li>• Interface between reablement and health led intermediate care services.</li> </ul>	<ul style="list-style-type: none"> <li>• We are reviewing the delivery of services to children and young people with additional needs. We have put a Needs Matching Panel in place, and will be reviewing our approach to Project work, residential respite services and direct payments</li> <li>• The timeliness of core assessments has improved from 74% in 2010-11 and is currently 84% (as of 30/11/2012). The Welsh average for 2011-12 was 73%</li> <li>• Relationships at operational level continue to be good and the reablement service is effective supporting people to live independently. However, there has been no further meetings of the Intermediate Care &amp; Localities Board</li> </ul>

<b>Services Provided</b>		
<b>Areas of progress</b>	<b>Areas for improvement</b>	<b>How we are responding</b>
<ul style="list-style-type: none"> <li>• Establishment of an effective reablement service.</li> <li>• Successful in providing effective alternatives to residential care.</li> <li>• Widening of the eligibility for transition support.</li> </ul>	<ul style="list-style-type: none"> <li>• Completion and implementation of commissioning plans in children's services to establish the coordinated approach to the delivery of family support services across the spectrum.</li> <li>• Further embedding of engagement and consultation activity in service development and evaluation.</li> <li>• Review of services provided to adults.</li> <li>• Outcomes for care leavers.</li> </ul>	<ul style="list-style-type: none"> <li>• We have produced a Family Support Strategy</li> <li>• Develop integrated and coordinated approach to the delivery of family support services through the Family Support coordinator</li> <li>• We have integrated our consultation into our Quality Framework. Our consultation approach is particularly strong with Looked After Children and we are extending our approach across the service through the development of a 'Have your say' initiative.</li> <li>• Systems have been strengthened to ensure the effective performance management of reviews for adult services. Current performance for 2012/2013 (1<sup>st</sup> April - 30 November 2012) shows that 94% of all reviews due have been completed on time (1248 reviews completed on time). Current performance for reviews is now within the top quartile for Wales</li> <li>• We are undertaking an evaluation of the Personal Advisor service provided to care leavers. This will include the view of care leavers and will help to inform the service requirements from 2013 onwards</li> </ul>

<b>Effect on People's lives</b>		
<b>Areas of progress</b>	<b>Areas for improvement</b>	<b>How we are responding</b>
<ul style="list-style-type: none"> <li>• A commitment to creating an 'improvement culture' in its positive attitude to independent evaluation and review of services and its response to recommendations made.</li> <li>• Significant improvement has been achieved in timeliness of child protection initial case conferences and initial core group meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Further development of service user engagement activity to improve the intelligence available to more consistently inform service delivery and the management of performance.</li> <li>• More consistency in the provision of support and involvement with families following deregistration from the child protection register when ongoing needs are identified.</li> <li>• Increased access to assessment and review for carers.</li> </ul>	<ul style="list-style-type: none"> <li>• In Childrens Services we are developing a '@have your Say' initiative which integrates consultation and engagement as part of our approach to quality. In Adult Services we have undertaken a 'map' of consultation/engagement groups that we can link to. Work is underway to develop a questionnaire to help identify people's experience of social services. We have also developed a simple and clear approach to reporting on the quality of services so the public can understand our strengths and areas for development</li> <li>• We are developing consultation processes with families who are subject to Child Protection process</li> <li>• More carers are being identified and more are being offered an assessment. Work is ongoing to ensure all carers are offered an assessment. Systems are currently being examined to simplify the associated recording processes. We have also developed a letter for carers offering them an assessment when they are not present when the service user is assessed.</li> </ul>

<b>Capacity</b>		
<b>Areas of progress</b>	<b>Areas for improvement</b>	<b>How we are responding</b>
<ul style="list-style-type: none"> <li>• Medium term financial plans in place with challenge provided by the business process.</li> <li>• Performance with regard to national social care training targets.</li> <li>• Promotion of social care as a career as recognised by Ambassador in Care accolade.</li> <li>• Clear detailed business planning process is in place.</li> <li>• Collaborative approach to workforce development.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring that effective annual performance appraisals are undertaken.</li> <li>• Improved sickness rates particularly in children services.</li> </ul>	<ul style="list-style-type: none"> <li>• We are working with Managers to ensure that performance appraisals are completed</li> <li>• 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</li> </ul>

<b>Providing direction</b>		
<b>Areas of progress</b>	<b>Areas for improvement</b>	<b>How we are responding</b>
<ul style="list-style-type: none"> <li>• Strong clear leadership is provided within adult and social care and the council as a whole.</li> <li>• Positive service developments have been achieved in partnership with statutory and non statutory organisations.</li> <li>• The service challenge process and council values support service improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• Pace of progress in agreed joint initiatives with health.</li> </ul>	<ul style="list-style-type: none"> <li>• 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 &amp; Locality working. However, there is increasing difficulty in engaging strategic staff locally in taking forward DCC-wide initiatives</li> </ul>