

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY  
COMMITTEE  
**DATE:** THURSDAY, 24 JANUARY 2013  
**REPORT BY:** DIRECTOR OF COMMUNITY SERVICES  
**SUBJECT:** CSSIW INSPECTION (ASSESSMENT & CARE  
MANAGEMENT) 2012: UPDATE REPORT

### **1.00 PURPOSE OF REPORT**

1.01 For Members to receive a progress report on the CSSIW Inspection of Assessment and Care Management Action Plan originally reported to this committee on Thursday, 26<sup>th</sup> July 2012.

### **2.00 BACKGROUND**

2.01 The Care and Social Services Inspectorate (Wales) was set up in 2007 as an operationally independent division of the Welsh Government. The functions of the Inspectorate are enabled through legislation, and empowers Inspectors to review local authority social services at a local and national level. The process then serves to assure the public that services are operating against the set minimum standards, are safeguarding the welfare of service users and implementing improvements where necessary.

2.02 During this Inspection, the Inspection Team wished to examine the Council's performance against four criteria, both in terms of current performance and capacity for improvement in the future.

2.03 The four criteria were as follows;

a) Children, young people, their families and carers are supported by assessment, care management and review practices which comply with national policy, statutory guidance and regulations.

b) That the above group benefit from consideration and use of a range of support services appropriate to their needs.

c) That the above group are supported by staff who are properly supervised and receive appropriate to their needs.

d) That improved outcomes for children, young people and their

families and carers are supported by effective and consistent performance management and quality assurance arrangements.

- 2.04 The inspection took place in March 2012 and an action plan was produced.

On 24<sup>th</sup> September 2012 we received the CSSIW Annual Council Performance Evaluation for 2011-2012 setting out areas for development encompassing the action plan.

### **3.00 CONSIDERATIONS**

- 3.01 The areas for improvement were identified alongside named persons who were to complete tasks or provide updates.

- 3.02 Within Criteria A those tasks that were identified as on going, until 2013 remain on track and the completion of this work will be reported on in 2013. All other tasks have been completed save for the work on thresholds (4.11.1.) as the Welsh Government have asked the Social Services Improvement Agency to undertake some scoping work to which Flintshire has contributed which will result in national eligibility criteria being devised in due course.

- 3.03 Within Criteria B significant progress has been made but further work still needs to be done in relation to the availability of appropriate accommodation for homeless young people linked to the Southwark Judgement. This work involves Children's Services and colleagues from the Housing Department. At the present time a worker from Children's Services is placed within the existing team that provides assessments for those 16yrs to 17yrs old young people in need of accommodation and assists them in finding accommodation.

- 3.04 Within Criteria C we intend to develop the Consultant Social Work role. We were awaiting the finalisation of work by the Care Council for Wales but on speaking with colleagues from Wrexham Borough Council who have devised a Job Specification for a Consultant Social Worker we are giving this information due consideration. Retaining experienced workers on the Duty and Assessment Team still presents us with some difficulty, however some improvements are anticipated this year as staff return from maternity leave, transfer from other teams and existing staff reaching professional maturation. Sickness and absence remains an area for improvement for this department and we are committed to working closely with colleagues in Human Resources on ways to reduce sickness and absence levels.

The other task relating to supervision training are on track.

- 3.05 Within Criteria D all tasks have been completed save for the second phase of the Lean Review (7.11.1.). The implementation for phase two will be 2013.

**4.00 RECOMMENDATIONS**

4.01 That members note this information.

**5.00 FINANCIAL IMPLICATIONS**

5.01 None specific arising from the inspection report.

**6.00 ANTI POVERTY IMPACT**

6.01 None

**7.00 ENVIRONMENTAL IMPACT**

7.01 None

**8.00 EQUALITIES IMPACT**

8.01 None

**9.00 PERSONNEL IMPLICATIONS**

9.01 The recruitment of social work staff of appropriate experience / skill levels continues to be a challenge on some teams.

**10.00 CONSULTATION REQUIRED**

10.01 None arising specifically from the inspection.

**11.00 CONSULTATION UNDERTAKEN**

11.01 None arising specifically from the inspection.

**12.00 APPENDICES**

12.01 1.0 CSSIW Inspection Report

1.1 Inspection Report Action Plan

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

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