

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 18 DECEMBER 2014**

REPORT BY: **CHIEF OFFICER (SOCIAL SERVICES)**

SUBJECT: **CSSIW ANNUAL REPORT**

1.00 **PURPOSE OF REPORT**

1.01 The Care and Social Services Inspectorate for Wales (CSSIW) have produced their annual report for Flintshire Social Services. The report relates to performance for 2013/2014.

1.02 This report provides an overview of CSSIW's evaluation of social care in Flintshire.

2.00 **BACKGROUND**

2.01 CSSIW produce an annual report for every local authority in Wales identifying areas of progress and areas for future improvement

2.02 The CSSIW report is based on a performance evaluation which draws on the annual report of the Chief Officer for Social Services and a range of underpinning evidence that was provided to CSSIW to support the Chief Officer's assessment.

The performance evaluation also draws on evidence available from CSSIW inspections, reviews and investigations, as well as the views of other audit and inspection bodies.

2.03 Flintshire's annual report for 2013/2014 is presented in Appendix A.

3.00 **CONSIDERATIONS**

3.01 In summary the CSSIW report identifies:

- an accelerated drive to greater efficiency, improving strategic partnership working, more integrated services and a growing commitment to regional commissioning
- evidence of progress in a number of key areas in adult services

- less consistent performance in children’s services in key areas such as health care and educational attainment
- our service transformation programme is responding to the requirements of the Social Services and Wellbeing (Wales) Act 2014
- integration plans for health and social care services for older people with complex needs meet the key requirements of a shared governance framework with emphasis upon prevention and early intervention

3.02 In their report CSSIW provide their assessment on progress in areas that were identified for improvement last year. The following table provides a breakdown of the areas for improvement, CSSIW’s assessment of progress and our assessment of the current position (October 2014):

Area for improvement identified last year	Progress in 2013/14	Current position
The ability to influence locality focused strategic planning with Betsi Cadwaladr University Health Board (BCUHB)	Some progress in adult services, but more needs to be done to ensure that children and young people receive appropriate health care	Strategic Partnerships Board meets quarterly with members from the executive of both FCC and BCUHB. The Strategic Locality Group is Chaired by BCU with standing membership of senior staff from the Organisation
All adult service users having a timely review	Almost all have their care plans reviewed on time – the best performance in Wales.	Good performance continues
Adult carer data capture	This requires further improvement as numbers of known carers have fallen by almost 50%.	Q2 data for carers was as follows: Adult carers: 1274 identified in the first half of the year (776 last year but this did not include data from NEWCIS). Young carers: 18 identified in the first half of the year (12 for the whole of last year) and 100% were assessed.

Timely reviews for children in need	This has weakened further with little more than 50% of children in need having a timely review.	Performance at the end of quarter 2 for 2013/14 is now in line with the Welsh average (78%). This is an improvement on 2013/14 where performance was 53%.
Stability of placements for looked after children	Placements are steadier and performance is amongst the best in Wales	Good performance continues
Securing consistently robust outcomes in adult safeguarding	There is some evidence that safeguarding developments are leading to greater consistency in risk mitigation	Good performance continues
Stronger care management role in adult safeguarding	Awareness of safeguarding is increasing and there is greater care management representation.	Good performance continues
Health assessments for looked after children	More work needs to be done with health colleagues to ensure that these are done	This is a partnership indicator with Health. 3 of the local authorities with performance in the bottom quartile fall within the BCUHB area. We have raised this issue with BCU and are working to secure improvement
Dental checks for looked after children	More work needs to be done with health colleagues to ensure that these are done	We have raised this issue with BCU and are working to secure improvement
Educational attainment for looked after children at age 16	There has been some improvement, but this needs to be sustained in order to match the best in Wales.	There has been some improvement in attainment results but this needs to be sustained in order to match the best in Wales. Performance to be reported March 2014/15

Absence management outcomes	There has been little progress in recognise that the Council is able to evidence a range of positive outcomes which have been delivered through its strategic transformation of services	We believe that we made a significant improvement in absence levels during the last financial year, reducing absence by 3.56 days lost per FTE at the end of March 2014. However, we recognise that there is more to do and
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3.03 The report identifies many strengths and areas where sound progress has been delivered. Specific areas of progress in Adult Services include:

- Needs-led commissioning in adult services
- Timely reviews of care plans for adults.
- Increasing range of initiatives that promote independence and support for older people and carers.
- Reablement outcomes.
- Self-assessment initiative for small items of equipment.
- Dedicated social work role for safeguarding investigation in adult services.

3.04 The report recognises that large increases in the number of referrals to children's services in 2013/14 and the increased number of children on the child protection register. Within this context of increasing demand it is positive that CSSIW acknowledge evidence of good work and specific areas of progress in Children Services include:

- Collaborative IFSS arrangement is first to be operational in North Wales
- Children seen alone by a social worker
- Stability of placements for looked after children
- Pathway plans for looked after children

3.05 The identification of this progress reflects the strategic and operational investment that has taken place in developing a service model that aims to reduce dependency and support more people to live independent lives. Increasingly this model supports a family focus to our work and the importance that families and communities play in supporting vulnerable people to lead independent and fulfilled lives.

3.06 The CSSIW evaluation provides a balanced assessment and identifies areas for improvement as well as strengths and good practice.

3.07 Positively the areas for improvement that are identified within the report are areas we are aware of and have arrangements in place to address. Progress is reported and monitored through Chief Social

Services Officer's performance report. The first 6 months of 2014/15 saw progress in:

- The timeliness of Personal Education Plans (rising from 56% on time in 13/14 to 75% on time in 14/15)
- Timeliness of statutory visits to looked after children (rising from 76% completed on time in 13/14 to 89% in 14/15)
- Timeliness of reviews for children in need (rising from 53% in 13/14 to 78% in 14/15)

3.08 We are working with BCUHB at a strategic, and operational level, to ensure that there are improvements in ensuring that looked after children have timely health assessments. This remains an area of risk for us as the looked after nurse post within BCUHB is currently vacant and the organisation is in the process of recruiting to this key post. Interim arrangements have been put in place with BCUHB to ensure service continuity during this time.

3.09 Appendix B provides an overview of the areas identified for improvement in 2014/2015 and, our progress (October 2014) and the action we intend to take by the end of 2014/15.

3.10 As part of their evaluation CSSIW have identified that they will follow improvement progress in the following areas:

- Strategic planning activity with BCUHB
- Assessment and care management arrangements for looked after children
- Assessment and care management arrangements for children in need
- Carer support in both adult and children's services
- The impact of the new senior management structure
- Absence management and its impact

3.11 Progress will be monitored through scheduled engagement meetings during the year.

3.12 CSSIW will also be contributing at a review with WAO examining whether councils are effectively supporting older people to live independently, including through joined up working across health and social care

4.00 RECOMMENDATIONS

4.01 Members are asked to note CSSIW's evaluation of performance and to scrutinise the authority's response to areas that have been identified for improvement.

5.00 FINANCIAL IMPLICATIONS

5.01 Not applicable. Management actions and controls to respond to areas for improvement and risks are in place and no additional financial resources are required.

6.00 ANTI POVERTY IMPACT

6.01 None arising from this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None arising from this report.

8.00 EQUALITIES IMPACT

8.01 None arising from this report.

9.00 PERSONNEL IMPLICATIONS

9.01 None arising from this report.

10.00 CONSULTATION REQUIRED

10.01 None arising from this report.

11.00 CONSULTATION UNDERTAKEN

11.01 None arising from this report.

12.00 APPENDICES

12.01 Appendix A – CSSIW Annual Review and Evaluation of Performance 2013/2014

Appendix B – Progress Report on areas identified for improvement

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

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