

**Appendix B**

**CSSIW evaluation of areas for improvement in 2015/16**

Area for Development	Progress	RAG
Domain: The extent to which the experiences and outcomes for people who need care and support are improving their wellbeing		
Local strategic planning arrangements with BCUHB	The Memorandum of Understanding between the partners has been refreshed to underpin the work of the ISB and the associated commitment to integrated and co-ordinated service delivery. BCUHB are in the process of implementing their revised operating structure which has a greater focus on locality working and primary/community services. The structure is still being established and the strategic intention behind the new structure will need to translate into consistent organisational practice and approach. Integrated working through the Intermediate Care Fund (ICF) continues to be effective as well as working relationships between practitioners	Green
Timeliness of major adaptations to properties that enable people with disabilities to remain at home.	There are currently no waiting lists for occupational therapy assessments and we are continuing to progress less complex adaptations through the faster route for minor adaptations, which means that only the most complex adaptations now go through the Disabled Facilities Grant route.	Green
Implementation of SPoA	The baseline for the existing access routes for obtaining information, advice and access to community services has been completed and there is recognition for the benefit of introducing a Single Point of Access for citizens and professionals alike. We are progressing our action plan in readiness for the implementation of the Single Point of Access and our duties under the Social Services and Wellbeing Act, as follows: 1. Adoption of outcome focused and person centred 'front door'	Amber

	<p>approach to assessment.</p> <p>2. Review of working practices to reflect the new approach and documentation.</p> <p>3. Roll out of training and support programme to support staff to confidently offering information, advice and assistance.</p> <p>4. Supporting the population of the new DEWIS Directory of Services</p> <p>BCUHB have made a commitment to resource the Single Point of Access in quarter 4.</p>	
The management of contact arrangements at the front door.	Action has been taken to strengthen the front door with alignment of Team Around the Family and children in need support. This approach will be further strengthened as part of the restructure of Children's Services.	Green
The sharp rise in the number of re-referrals to children's services	<p>At the half year point the rate of repeat referrals had improved to 19.5%. Thresholds for referral will be addressed as part of the implementation of Single Assessment.</p> <p>An initial piece of work has been undertaken with partner agencies to understand the reasons for repeat referrals and to secure improvements in information sharing and information flows.</p>	Amber
The number of children who are not seen by social workers as part of the assessment process.	Performance improved in the first half of this year; 86.6% of children were seen by a Social Worker or Children's Services Assistant. A review of the process for recording when a child is seen is underway, to ensure that we are capturing all relevant information.	Green
Quality of child protection plans.	Revised file audit process has been implemented and captures a picture of the quality of plans.	Green

Timeliness of child in need reviews.	In quarter 2, the timeliness of Child in Need reviews improved to 80%. The proposed new structure for Children's Services includes a dedicated Child in Need team which is addressing this issue, by improving the resources and oversight specifically for Child in Need cases.	Green
Timeliness of adaptations to properties that enable children and young people with disabilities to be supported at home.	Community and Enterprise are progressing vacancy recruitment that will assist the improvement in timescales. The very small number of cases are often complex.	Amber
The number of out of area placements for looked after children.	This priority has been included in the 2015/16 Action Plan for Children's Services and actions are being developed through the Performance & Quality Group. Sourcing local placements and achieving high levels of placement stability is challenging.	Amber
The number of school changes for looked after children.	This priority has been included in the 2015/16 Action Plan for Children's Services and actions are being developed through the Performance & Quality Group.	Green
Health care arrangements for looked after children.	This priority has been included in the 2015/16 Action Plan for Children's Services and actions are being developed through the Performance & Quality Group. A new LAC nurse has been appointed and performance improved.	Green
The extent to which leadership, governance and direction for the council is promoting improvement in outcomes and wellbeing for people who need care and support.		
Quality of information provided to elected members that supports more effective evaluation of the quality of services and the experiences of people who have come into contact with social services.	As our QA framework is embedded, and the new national outcomes framework is delivered, the depth of qualitative information and analysis will develop and can be linked to reports to elected members. We are developing a reporting and escalating framework to ensure that staff, managers, COT and elected members have timely information about performance and information where improvement is required.	Green

Placement choice in nursing home care.	The initial phase of a review of the future of Residential Care is progressing. The review will help develop a fuller understanding of the issues facing Care Home provision centering on the domains of demand/supply, quality and cost. The work interfaces with regional work with BCUHB on improving the availability and quality of nursing in the Region which remains a joint risk.	Amber
Timeliness of response to complaints in children's services	There is always a balance between ensuring the time is invested in investigating concerns and working with complainants to ensure they get a full and detailed response whilst ensuring that timescales are met. Progress in responding to complaints is reviewed regularly	Amber