

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 2 nd March 2017
Report Subject	Children's Services Quality Assurance Report
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

This report presents the monitoring of progress for 2016/17 against the Quality Assurance Framework for Flintshire Children's Services.

This is a positive report, which links our current priorities to the quality standards underpinning the Social Services and Wellbeing Act (Wales) 2014 and draws on information from a variety of sources to show how we are complying with these standards.

The report uses information derived from performance measures, compliments and complaints, themes emerging from file audits and quality checks, and case studies and personal stories, to show how children, young people and their families view social services and what outcomes are being achieved for those young people we work with.

The evidence behind the report is presented as Appendix A.

RECOMMENDATIONS

1	That the Committee consider the Children's Services Quality Assurance Report to as an indication of how well Social Services is delivering services to help people to achieve their well-being outcomes under the six standards of the Act.
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REPORT DETAILS

1.00	EXPLAINING THE CHILDREN'S SERVICES QUALITY ASSURANCE REPORT
1.01	<p>The Act focuses on well-being, rights and responsibilities, and puts people, their families and their communities at the heart of the legal framework. Well-being of people who need care and support and carers who need support will be measured at a national level by the national outcomes framework for social services, which is available at:</p> <p>http://gov.wales/topics/health/socialcare/well-being/?lang=en</p>
1.02	<p>Underpinning the national outcomes framework for social services, there is direct accountability for the delivery of services which support people to achieve well-being. The contribution of these services will be measured under a national performance measurement framework consisting of quality standards and performance measures.</p>
1.03	<p>The code of practice in relation to measuring social services performance issued under the Act includes six quality standards for local authorities, which describe the activities of social services that contribute to the achievement of well-being, and which must be undertaken in order to discharge duties under the Act.</p> <p>The six standards are:</p> <ol style="list-style-type: none"><i>1. Local authorities must work with people who need care and support and carers who need support to define and co-produce personal well-being outcomes that people wish to achieve.</i><i>2. Local authorities must work with people who need care and support and carers who need support and relevant partners to protect and promote people's physical and mental health and emotional well-being.</i><i>3. Local authorities must take appropriate steps to protect and safeguard people who need care and support and carers who need support from abuse and neglect or any other kinds of harm.</i><i>4. Local authorities must actively encourage and support people who need care and support and carers who need support to learn and develop and participate in society.</i><i>5. Local authorities must support people who need care and support and carers who need support to safely develop and maintain healthy domestic, family and personal relationships.</i><i>6. Local authorities must work with and support people who need care and support and carers who need support to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs.</i>
1.04	<p><u>Flintshire Children's Service Quality Assurance Framework</u></p> <p>This report is the first prepared under the new framework, and seeks to provide a picture of how Children's Services are contributing to the well-being of children and their families, under the six standards.</p> <p>We have referenced information drawn from our quality assurance framework, including responses to service user questionnaires, feedback</p>

	in the form of case studies and personal stories, lessons learned from compliments and complaints, themes emerging from file audits and quality checks, and other evidence to show how children, young people and their families are achieving their outcomes.
1.05	<p><u>Feedback from questionnaires</u></p> <p>In response to the request from Welsh Government to collect qualitative information from children and young people we sent out the national questionnaire by post as required to 272 children over the age of 7 with a care and support plan, and have received 35 replies to date. The questionnaire asks how children feel about where they live, the people they live with, and the support they have had.</p> <p>Although we have had a slow response to the survey, and are aware that there are better ways of getting feedback from young people, we have received some useful comments and views. Some of these responses are included within this report.</p>
1.06	<p><u>Personal stories</u></p> <p>We collect personal views and stories from children, young people and their families to show how our services contribute to the outcomes that they achieve through working with our staff.</p>
1.07	<p><u>Lessons learned from complaints and compliments</u></p> <p>We regularly receive compliments from people who we are involved with, and these are circulated to staff as a valuable feedback mechanism. We take a lessons learned approach to complaints and can demonstrate that we are using what people are telling us to improve service delivery.</p>
1.08	<p><u>Emerging themes</u></p> <p>We undertake a regular round of file audits, which are focused on the voice of the child, the quality of decision making and managerial oversight. The themes arising from these audit rounds are discussed at a managerial level and remedial actions are undertaken where necessary.</p>
1.09	<p><u>Achievement of personal outcomes</u></p> <p>We are implementing the “What matters” conversation in Children’s Services in line with the Act. This will ensure that children and young people are able to express what is really important to them, and to say what they would like to achieve. We will be able to measure their progress towards achieving these personal outcomes in the future.</p>

2.00	RESOURCE IMPLICATIONS
2.01	All intelligence contained in this report is gathered through our day to day quality assurance processes and is therefore cost neutral.
2.02	We are exploring the possibility of using CAMMS/Sycle for the production of similar reports in the future (please see glossary of terms 7.01).

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	The content of the report has been shared with staff in social services, who have been involved with supplying the evidence.
4.00	RISK MANAGEMENT
4.01	None identified.
5.00	APPENDICES
5.01	Appendix 1 – Children’s Services Quality Assurance Report
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Code of practice in relation to measuring social services performance www.wales.gov.uk/docs/dhss/consultation/150129Annex-a-sscopen.pdf</p> <p>Contact Officer: Jacque Slee Telephone: 01352 704021 E-mail: Jacque.slee@flintshire.gov.uk</p>
7.00	GLOSSARY OF TERMS
7.01	CAMMS/Sycle: is an integrated planning, risk management and programme / project management and reporting software. It was purchased in April 2015 and work to commence implementation began in May; focusing initially on the Council’s Improvement Plan and the Portfolio of Social Services.