

The Vale of Glamorgan Council

Social Care and Health Scrutiny Committee: 11th September, 2017

Report of the Director of Social Services

Report on the Chief Inspector's Annual Performance Evaluation of the Vale of Glamorgan's Social Services Department 2016-2017

Purpose of the Report

1. To update Scrutiny Committee on the Chief Inspector's Annual Performance Evaluation of the Vale of Glamorgan's Social Services Department 2016-2017.

Recommendations

1. That Scrutiny Committee notes the key messages to emerge from the evaluation, including areas of progress and areas for improvement.
2. That Scrutiny Committee refers this report to Cabinet for information.

Reason for the Recommendations

- 1.&2. To ensure that Members are kept informed about outcomes from independent evaluation of social services performance in the Vale of Glamorgan.

Background

2. In addition to their programme for inspecting regulated social care services and settings, the Care and Social Services Inspectorate Wales (CSSIW) inspects all local authorities regarding the way in which they deliver their statutory social services functions. They check to see how well these services:
 - meet the needs of people, improve their quality of life and promote their rights and well-being;
 - protect adults and children who are at risk of harm; and
 - continue work to improve and meet the changing needs of their communities.
3. This inspection and review activity covers all aspects of social care within a Local Authority, i.e. adult and children's services. It is informed by and helps to validate the annual self-assessment of services undertaken by Directors of Social Services in accordance with the Annual Council Reporting Framework (ACRF).

4. CSSIW monitors the work of Local Authorities through regular engagement meetings with senior managers, to discuss performance and service developments. Inspectors also undertake site visits to places where services are being delivered, to see at first-hand what takes place and to talk with staff and people using services about their experiences. They carry out a range of activities around strategic priorities including:
 - national and thematic reviews;
 - focused Local Authority inspections and improvement activity in response to specific issues;
 - monitoring and reporting performance when Local Authorities are subject to intervention;
 - monitoring and reporting on the use of Deprivation of Liberty Safeguards (DoLS) as required by regulations; and
 - monitoring and reporting on the Protection of Vulnerable Adults data collected by Local Authorities.
5. CSSIW has now reviewed and analysed evidence from the 2016/17 performance year in respect of social services in this Council. As well as drawing on their own regulatory and other work, inspectors take into account the views of other auditors and inspectors. To ensure a consistent, transparent and proportionate approach across all Local Authorities, there is a moderation process.
6. The report containing the overall evaluation of our local social services performance by CSSIW has been published on its web-site and it is attached at Appendix 1. It provides evidence about what inspectors identify as areas of progress and areas for development. The outcome of the evaluation and review process will help to inform both the current national inspection plans and any local inspections and site visits for 2017/18.

Relevant Issues and Options

7. The report outlines the engagement activities undertaken by CSSIW during the year, which provide some of the evidence for the evaluation.
 - Safeguarding;
 - Carers,
 - observation of Social Care and Health scrutiny committee meetings;
 - inspection of regulated services;
8. In their findings, inspectors report positive progress in a number of key areas. It is recognised that the review of the structure of social services should make the authority more responsive to the changing business needs and implementation of the Social Services and Well-being Act (SSWBA).
9. Progress with regard to the implementation of the SSWBA is also recognised as the service moves towards an outcome focussed approach. It is recognised that our staff have undertaken training in better conversations to support the provision of Information Advice and Assistance (IAA) in both children's and adult services.
10. The report also acknowledged that there is good partnership work with the University Health Board (UHB) and Cardiff Social Services department. Also that the Local Authority has invested additional resources to reduce Delayed Transfers of Care

(DTOC) from hospital. This has included a joint contribution to the development of a senior post to focus solely on improving DTOC.

11. The report sets out the considerable progress made in the areas for improvement identified in last year's evaluation. There are new areas of challenge. The impact of the National Living Wage and competition from neighbouring Authorities has made the domiciliary care market difficult to manage.
12. The report also highlights that there has been an increase in the number of people using direct payments which have helped meet demand and improve outcomes and choices for people.
13. They conclude that there is a good understanding of the Authority's safeguarding responsibility and all Members have been provided with training as part of their induction. In addition officers provide regular reports and information to Scrutiny and Cabinet Members on safeguarding issues.
14. In 2017/18 the CSSIW themes for inspection, engagement and performance review are:
 - Support provided for people with mental health needs with a focus on Community Mental Health Teams;
 - Placement decisions for children looked after.

Resource Implications (Financial and Employment)

15. There are no resource implications as a direct consequence of this report. However, implementing the Social Services and Wellbeing (Wales) Act 2014 in accordance with new regulations, guidance and codes sets a whole range of new challenges. These will have to be met at a time of severe financial restraints for local government and social services. The annual evaluation process undertaken by CSSIW has consistently described the Council as having a good track record for managing its resources well and continuing to achieve savings. They have acknowledged that this is becoming more challenging and raised concerns that it may not be achievable, given the increase in the complexity and demographics within the Vale of Glamorgan.

Sustainability and Climate Change Implications

16. There are no implications of sustainability or climate change as a consequence of this report.

Legal Implications (to Include Human Rights Implications)

17. There are no legal implications as a direct result of this report.

Crime and Disorder Implications

18. There are no crime and disorder implications as a direct result of this report.

Equal Opportunities Implications (to include Welsh Language issues)

19. Social care service planning and delivery must take into account "Sustainable Social Services for Wales – A Framework for Action", which is the Welsh Government's ten-year strategy and the "More Than Just Words" framework, designed to promote a culture and workforce where language choice is offered actively as part of the process of understanding individuals and their needs.

Corporate/Service Objectives

20. Social services meets the following corporate objectives:

Well-being Outcome 4: An Active and Healthy Vale, Objective 8: Safeguarding those who are vulnerable and promoting independent living

Policy Framework and Budget

21. These are matters for Executive decision by Cabinet.

Consultation (including Ward Member Consultation)

22. There are no matters in this report which relate to an individual ward.

Relevant Scrutiny Committee

23. Social Care and Health.

Background Papers

None.

Contact Officer

Lance Carver, Director of Social Services.

Officers Consulted

Carolyn Michael, Operational Manager, Accountancy

Legal Services

Responsible Officer

Lance Carver, Director of Social Services.



To Lance Carver
Director of Social Services

June 2017

Dear Director,

CSSIW Performance Review of the Vale of Glamorgan Council Social Services

This letter is informed by CSSIW's inspection, performance review and engagement activity during 2016/17. At the Performance Review meeting on 10 April 2017 we provided feedback on our inspection, engagement and performance review activity over the past 12 months.

Progress on key areas for improvements and developments in the last year

The local authority is undertaking a review of the structure of social services and realigning services and responsibilities. This would make the authority more responsive to the changing business needs and implementation of the Social Services and Well-being Act (SSWBA)

As part of the review the joint mental health post with Cardiff has been deleted and a mental health and learning disability manager appointed specifically for the Vale of Glamorgan. This will provide more oversight of services with a focus on Vale services only.

The implementation of SSWBA sees services moving towards an outcome focussed approach. Staff have undertaken training in better conversations which should support the work of Information Advice and Assistance (IAA) which is a single point of contact in both children's and adult services. The regional SSWBA implementation project is ongoing and will continue to work on the meeting the requirements of the Act. This is an area of work that CSSIW will continue to monitor in the coming year.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

There is good partnership work with the University Health Board (UHB) and Cardiff social services department. The head of adult services is joint funded post which is well established and appears to work well and benefits partnership working.

Challenges remain regarding the capacity in the local authority fostering service due to an increase in looked after children. Connected people carers and placements with parents (PWP), now account for 42% of the looked after population in the local authority. The Vale of Glamorgan are hoping to pilot a therapeutic fostering service but need to first review the way in which placement stability is maintained at times of crisis. This would provide a much needed 24 hour support service to foster carers.

The local authority has invested additional resources to reduce Delayed Transfers of Care (DTC) from hospital. They have jointly contributed to the development of a senior post to focus solely on improving DTC. The current process is felt to be too medically focussed. A bid for an integrated discharge service in social care has been approved. In addition a reablement pilot has just finished working with the community resource service to support DTC and improve the transition from hospital to the community.

Within domiciliary care, capacity remains difficult to manage and the authority notes an increase in demand for services. The impact of the national living wage and neighbouring authorities competing for staff are all adding to the challenges facing the market. A pilot exercise commenced in January based on outcome based commissioning with a small number of providers. Initial findings appear to show the pilot is working well and is improving outcomes for people.

The authority is currently reviewing respite care facilities for people with learning disabilities as the building currently being used is no longer fit for purpose. The local authority has increased the use of the shared lives placements which is positive and offers an alternative to residential care. There has been an increase in the number of people using direct payments which have helped meet demand and improve outcomes and choices for people.

In relation to the deprivation of liberty safeguards (DoL's) there have been issues with capacity in undertaking assessments. While urgent authorisation are being met within the required timescales, non urgent authorisation are taking substantially longer.

The use of the Welsh language is fairly well established in the Vale of Glamorgan. The authority is striving to meet the Welsh language standards and to filter this into team and service plans. The language preference of all providers and services users has been gathered. The workforce level of Welsh language has also been identified to enable the authority provide the 'active offer' at the point of contact.

Feedback on annual engagement themes

During 2016 – 17 we carried out a range of engagement activities across all authorities in Wales. This engagement activity focuses on two main themes, adult safeguarding and carers.

- Safeguarding

During 2016/17, adult safeguarding has been a performance theme for CSSIW. In the Vale of Glamorgan there is one point of contact for safeguarding referrals which is through the IAA. This ensures cases are responded to in a timely manner.

Once a safeguarding concern has been identified, the authority will identify an officer to liaise with the person or their family and where necessary an advocate is appointed. CSSIW is informed that as part of the safeguarding process, the person at risk is provided with feedback and if the person is not happy with the outcome, they are offered a case conference. There are good established relationships with all partners which supports good outcomes for people.

The local authority has worked with CSSIW in the last year to take action against two services of concern. A number of safeguarding referrals were received and enforcement action was taken by CSSIW to cancel the registration of the services. The process was successful in achieving better outcomes for people and the authority worked well with service users and their families to support the transition to other care providers.

There is a good understanding of the authority's safeguarding responsibility and all members have been provided with training as part of their induction. In addition officers provide regular reports and information to scrutiny and cabinet members on safeguarding issues.

- Carers

CSSIW met with carers and interviewed carers over the telephone. Carers we spoke with were generally satisfied with support they receive. However, while carers were clear what support was provided to the person they cared for, it was less evident what service the carer received. An emerging theme from the interviews we have undertaken is the availability and frequency of respite.

In partnership with the local health board, the authority has established a carers' accreditation scheme. There is a carers' register in participating GP practices and in most a dedicated point of contact who is a carers' champion. Work has been ongoing with practice managers to provide staff and patients with information about caring and for carers. The benefits to carers is ease of access to discuss support and referral to the local authority where required.

As part of the local authority's citizen engagement, a consultation process with carers is being undertaken. This demonstrates people are generally pleased with the support they receive. A pilot using 'experts by experience' is considering how best to engage people who don't use services. This is an important piece of work that CSSIW will follow up on in the coming year.

Progress on recommendations arising from inspections

The Vale of Glamorgan was not involved in any site visits for CSSIW's thematic reports undertaken during the year; although it contributed to the data collection underpinning each of these. The authority did consider the findings of the review and recommendations for the national review of care planning for children and young people subject to PLO pre-proceedings and the national inspection of care and support for people with learning disabilities.

The new post of mental health and learning disability manager should drive forward the recommendations of the learning disability review and is an area CSSIW will want to follow up in the coming year.

Inspection, Engagement & Performance Review Plan

In 2017-18 in addition to areas identified for follow up above, CSSIW themes for inspection, engagement and performance review are:

- Support provided for people with mental health needs with a focus on Community Mental Health Team's
- Placement decisions for children looked after

CSSIW will provide six weeks notice if the authority is scheduled for an inspection during 2017/18.

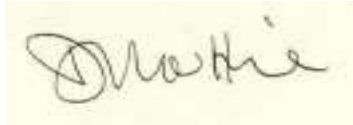
CSSIW will also continue to consider what actions have been taken by the local authority in relation to recommendations contained in its national thematic reviews including Deprivation of Liberty Safeguards, services for people with learning disability, domiciliary care and Public Law Outline.

CSSIW work with partner inspectorates

You will note that this letter has been copied to colleagues in WAO, Estyn and HIW. CSSIW works closely with partner inspectorates to consider the wider corporate perspective in which social services operate as well as the local context for social services performance. .

As this is the first year we have written to you in this format we will not be publishing this letter, but will do so in subsequent years.

Yours sincerely

A handwritten signature in black ink on a yellow sticky note. The signature appears to read "Denise Moultrie".

Denise Moultrie

Regional Director

Copy sent to

Chief Executive of Gwynedd Council
Healthcare Inspectorate Wales
Estyn
Wales Audit Office