

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

Committee:	Corporate Scrutiny
Date:	2 nd October 2017
Subject:	CSSIW Performance Review (Letter dated June 2017)
Purpose of Report:	To inform members of the Corporate Scrutiny Committee of the Care & Social Services Inspectorate Wales (CSSIW) Annual Performance review Letter, and to share Action Plan in response. Vicky Poole, North Wales Director CSSIW & Marc Roberts, CSSIW Lead inspector, will be present to present the letter and to respond to any questions from Members.
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr Llinos Medi Huws
Head of Service:	Alwyn Rhys Jones, Head of Adults' Services Llyr Bryn Roberts, Interim Head of Children's Services
Report Author:	Dr Caroline Turner, Statutory Director of Social Services, Assistant Chief Executive
Tel:	
Email:	Emma J Edwards, Deputy Business Manager 01248 751887 emmaedwards@ynysmon.gov.uk
Local Members:	

1 - Recommendation/s

It is recommended that the members of the Corporate Scrutiny Committee:

- 1) Take the opportunity to reflect on the content of the Annual Performance Review letter, issued by the Care and Social Services Inspectorate Wales (CSSIW) in June 2017. A copy of which is included in Appendix 1,
- 2) and to consider and approve the Social Services Action Plan in response to the Annual Performance Review Letter. Please see Appendix 2 for a copy of the Action Plan.
- 3) The Corporate Scrutiny Committee is requested to consider the information presented by the Care and Social Services Inspectorate for Wales and set a timetable for receiving feedback on progress with priority issues.

2 – Connection to Corporate Plan / Other Corporate Priorities

The information in this report relates directly to the Council's draft Council Plan for 2017/2022, which sets out the Council's improvement priorities and identifies actions to

realise those priorities. Objective 2 focusses on supporting vulnerable adults and families to keep them safe, healthy and as independent as possible.

3 – Guiding Principles for Scrutiny

The following set of guiding principles will assist Members to scrutinise this subject matter:

3.1 The customer/citizen [looking at plans and proposals from the point of view of local people]

The letter along with the Action Plan that Social Services have produced in response to the letter, gives reassurance to the customers and citizens of Anglesey that we are managing and addressing all issues and concerns as outlined by our Inspectors.

3.2 Value [looking at whether plans and proposals are economic, efficient & effective. Also, looking at the wider requirements of community benefits]

The action plan is specific and measurable and will allow ongoing scrutiny to ensure value for money.

3.3 Risk [Look at plans & proposals from the point of view of resilience and service transformation. It is about the transition from a traditional service to a transformed one, and about the robustness of the transformed service once it is in place]

We are monitoring our improvement journey alongside our inspectors CSSIW in order to ensure we continue to progress the way we deliver services and manage the risk during the process. The plan in response to our yearly letter is aimed to reassure both CSSIW and members that we are managing the improvement journey closely.

3.4 Focus on the system (including organisational development) [Ensuring that the Council & its partners have the systems in place to ensure that they can implement transformation smoothly, efficiently and without having a negative effect on service delivery]

3.5 Focus on performance and quality [Scrutiny undertaking a performance monitoring or quality assurance role, on an exception basis]

The Action Plan outlines how the service is going to monitor each of the topics identified by CSSIW, giving reassurance to members and inspectors.

3.6 Focus on Wellbeing [Looking at plans and proposals from the perspective of the Wellbeing of Future Generations requirements]

The action plan presented aims to focus on the transformation which both improves the quality and sustainability of support providing stronger focus on positive wellbeing outcomes for the citizens who we support.

4 - Key scrutiny Questions

1. Have you any questions regarding the letter, or any point of clarification?
2. Are you confident that our response, via the action plan, reassures you that Social services are actively responding to the content of the letter, providing a robust platform to address the matters raised in the letter?

3. Any suggestions to strengthen our response, via the action plan?

5 – Background /Context

The letter, by Vicky Poole, North Wales Regional Director, CSSIW is centred around the Performance Review meeting held on the 24th March 2017 whereby CSSIW gave verbal feedback on their inspection, engagement and performance activity over the past 12 months.

The letter summarizes area of progress over the past year, including feedback on annual engagement themes, progress on recommendations arising from CSSIW inspections as well as outlining their Inspection, Engagement and Performance Review Plan for 2017/18.

It is also noted that a copy of the letter has been shared with partner inspectorates, namely Wales Audit Office (WAO), Estyn and Healthcare Inspectorate Wales (HIW), with a view that wider corporate perspective in which social services operate, as well as the local context for social service performance can be considered.

Although the 2016/17 Performance Review letter will not be published, CSSIW have confirmed that they will publishing future letters. As a result, it is proposed that in future we will align the scrutiny of the Annual Directors Report on the Effectiveness of Social Services, with the CSSIW Annual Performance Letter.

The Performance Review letter, along with the responsive Action Plan has been discussed at the Senior Leadership Group on the 20th July 2017. The Action Plan refers to each issue and outlines a timeframe for completion, which will be reviewed and monitored by the relevant board or group listed in the Plan.

Please take this opportunity to direct any questions to Vicky Poole, North Wales Director CSSIW & Marc Roberts, CSSIW Lead inspector, who will be present at the meeting.

6 – Equality Impact Assessment

N/A

7 – Financial Implications

N/A

8 – Appendices:

1. CSSIW Performance Review Letter dated June 2017
2. Social Services Response Plan – outlining how each of the issues will be addressed.

9 - Background papers (please contact the author of the Report for any further information):

Should you need any further information, please contact Emma Edwards,
emmaedwards@ynysmon.gov.uk, 01248 751887.



To Caroline Turner
Director of Social Services

June 2017

Dear Director

CSSIW Performance Review of Isle of Anglesey County 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 24 March 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 has made sustained progress in implementing the Social Services and Well-being Act (SSWBA). It has audited its compliance with the Act and identified areas where further work and resources are required. The demand for care and support is increasing and the local authority is developing preventative services that promote independence and community resources.

The adult services transformation programme emphasises supporting people to live independent fulfilled lives. The single point of access in adults' services is well established with strong links with the third sector. The local authority is now evaluating if it should invest additional social worker input into the service. In children's services the single point of access for all child and family related enquiries became operational in April 2017.

During 2017-18 the local authority plans to review, consult on and re-commission its preventative services for children and young people. Specialist Children's Services have developed their engagement with families and developed a preventative

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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.

service that successfully provides early information and advice at the specialist school.

Positive examples of the development of alternative models of delivery in line with SSWBA are the community asset coordination and support services which have been extended beyond office hours to be available at night and on weekends.

The local authority has recognised the need to further develop its services for older people. Working in partnership with Betsi Cadwaladr University Health Board (BCUHB) the local authority is developing its residential service to support people who have dementia and complex needs and is recommissioning domiciliary care services on a patch basis. CSSIW has advised caution in this approach.

The local authority is an outlier in its reported performance with respect to the Deprivation of Liberty Safeguards (DoLS) and is looking at its data collection processes to better understand the reasons for this. To improve performance the local authority has appointed an officer to manage the requests and trained other staff to assist. This is an area that CSSIW will be following up in 2017-18.

There has been insufficient progress in modernising services for adults with learning disabilities. The local authority plans to engage with social enterprises and progress this in 2017-18 and progress in taking this work forward will be monitored by CSSIW.

Advocacy has been identified by the local authority as an area for development in adult services. Children's services were seen to make effective use of informal advocacy.

The local authority has a significant proportion of Welsh speaking staff to meet the requirements of 'More than Just Words'. However the use of agency staff who do not speak Welsh has reduced Welsh language capacity in children's services.

Strategic partnership working with BCUHB continues to be a challenge the local authorities in the region need to address collectively.

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

The local authority has developed its corporate safeguarding policy, procedures and practice in response to legislative changes. The safeguarding and quality assurance service has provided effective oversight and management of the adult safeguarding processes.

The local authority has established consistent safeguarding arrangements making use of experienced designated lead managers with regular audits and meetings to develop learning and practice improvement. Referrals to the safeguarding service are fewer and more appropriate due to screening by a social worker in the Single Point of Access service.

The local authority has identified that it needs to do further work to develop guidance for staff and partners in implementing the new safeguarding guidance.

- Carers

There are established third sector services for carers commissioned by the local authority. The services provided are highly valued by carers with a preventative approach seen in the well embedded Agewell services. There are also developing dementia support services such as the Pobol Seiriol community hub.

The elected member who is designated carers' champion is well informed about carers needs and is engaged in carers issues locally and nationally.

There is a waiting list for the established young carers service that provides a range of group and individual services. Some people with mental health and substance misuse issues had chaotic lives that had a huge impact on those who care for them. This caused high levels of anxiety for their carers.

Over recent years officers have not consistently given attention to the development of the carers' strategy and support services. Services have been established but an understanding of the impact of these services has not been developed. The current carers' strategy identifies the need to progress commissioning and service planning.

Progress on recommendations arising from CSSIW inspections

The November 2016 inspection of children's services looked at outcomes for children in need of help, care and support and protection and looked at the information, advice and assistance services. The inspection found significant concerns regarding the management oversight of safeguarding, access and assessment, and the pace of improvement in the service. During the year children's service faced pressures of increased levels of demand and children being looked after. Workforce development is a key area for development in children's services. The executive and council members are highly engaged and supportive of the improvement agenda. The local authority has produced an improvement plan that is being monitored by CSSIW through a structured series of review meetings, CSSIW is also observing key officer meetings and member scrutiny, and tracking the experiences of families. The service will be re-inspected to evaluate progress.

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, appearing to read 'V. Poole', with a stylized flourish at the end.

Vicky Poole

Regional Director

Copy sent to

Chief Executive of Isle of Anglesey County Council
Healthcare Inspectorate Wales
Estyn
Wales Audit Office

Improvement Priority Plan 2017-18, based on CSSIW Performance Review Letter IOACC (June 2017)

	Service	Improvement Priorities Identified	Lead Officer	Outcome / Task / Mitigation	Time scale	Evidence	Reporting /QA Process
1	Adults	2017-18 CSSIW themes for Inspection, engagement & performance: “Support provided for people with mental health needs with a focus on Community Mental Health Teams”	ARJ – BW	Inform Service Managers and Team Leaders to expect Review during year.	Not yet known.	To be confirmed once Report is received from CSSIW.	TBA
2	Adults	SPOA Team – Team Review/ Restructure identified (additional S/W requirement tbc)	ARJ - IR	Review and evaluation of Service requirements of the SPOA & brokerage team to be carried out, and appropriate recommendations to be implemented during 2017/18.	Embed revised structure by end of Jan 2018	Action Plan/ need to be addressed, consultation with staff to be carried out, implementation of new structure to be in place by end January 2018.	Adult Services Senior Management Team
3	Adults	Transformation Agenda to be monitored	ARJ – EW ST	Business as Usual - Continue with the current plans as managed by the programme leads and programme managers.	BAU – each project has separate timescale	Transformation Board Minutes and agenda, Project Plans etc.	Adult Services Programme Delivery Groups
4	Adults	Develop Residential Services to support people who have dementia and complex needs (with BCUHB). <i>CSSIW has advised caution to this approach</i>	ARJ – IR	Revised model of care agreed for Garreglwyd, in partnership with BCUHB. Work underway and being managed by service Programme Manager.	Garreglwyd to be re-opened by end of the financial year (ICF funding)	Registration of Garreglwyd, and admission of new residents.	Older Adults Programme Delivery Group
5	Adults	Recommissioning Domiciliary care services on a patch basis	ARJ – IR	Currently tendering for a revised area/patch based	Contract Awarded	Transitional Manager currently being recruited	Older Adults Programme

		(with BCUHB). <i>CSSIW has advised caution against this approach</i>		Domiciliary Care Service, via Sell for Wales.	by October 2017	on an 18 months basis, in order to support and monitor the work. Contract award.	Delivery Group
6	Adults	DoLS- need to improve performance linked to the previous national thematic reviews and recommendations. CSSIW will review progress in 2017-18.	ARJ – AH/OD	Business as Usual: Service has addressed the need to improve the management of its DoLS assessments, and will be monitoring progress.	BAU - Ongoing	Lead DoLS Officer identified, and additional staff member appointed to manage requests, and to promote training and knowledge. Total of 7 staff trained and competent in carrying out DoLS assessments.	Adult Services Senior Management Team
7	Adults	Insufficient progress in modernising services for adults with Learning Disabilities. CSSIW will review progress in 2017-18.	ARJ – BW (ST)	LA to work with and engage with social enterprises to move this agenda forward, including: Co-produce Supporting Living Model, Framework agreement for Day Services, Outsourcing Internal Provider Services.	Framework Completed by March 2018	Out to tender for Framework in October 2018. Co-produce Supporting Living Model work underway, with a view of completion within 12 months. Outsourcing Internal Provider Services – currently on hold pending further review. Revised PID to be presented to Adult Social Care Board in the Autumn.	Younger Adults Programme Delivery Group

8	Adults	Advocacy has been identified as an area for development by Adult Services	ARJ -	We are joint procuring advocacy services with Gwynedd county Council for all eligible clients. This will allow us to become compliant with the needs of the SSWB Act.	Contract award date approx. October 2017	Tender documentation nearing finalisation, with a view of advertising on Sell to Wales in the next 2 months.	Adult Services Senior management Team.
9	Children	2017-18 CSSIW themes for Inspection, engagement & performance: “Placement Decisions for Children looked after”	LBR –	The Service is already prioritising this work: Working to ensure that our decisions are robust, based on clear assessment of need based on a care and support plan which outlines the intervention for families. 3.1 in Service Improvement Plan	Ongoing Work by Service CSSIW TBC	Improvements and monitoring of progress as point 3.1 of Service Improvement Plan	Children’s services Improvement Board
10	Children	Implementation of Improvement Plan (monitored by CSSIW as well as internal Scrutiny process). Re-inspection expected by CSSIW (date TBC).	LBR	Children’s Services are prioritising action against its Improvement Plan, including regular review and progress monitoring.	Ongoing Re-Inspection date TBC	Children Services Improvement Board will review and scrutinise progress against the Plan. CSSIW hold monthly meetings with HOS, and regular meetings with Director for assurance.	Children’s services Improvement Board
11	Children	Staffing – to ensure that the Service have an adequate amount of Welsh Speaking Staff, in line with the Welsh Governments ‘Mwy Na Geiriau’	LBR	With the aim of recruiting the best possible candidates, Welsh language training and development may need to be considered for non-Welsh Speakers, in order to comply	Reviewed as part of ongoing restructure	Linked to Improvement Plan Action 1.1 & 1.2 Recruitment underway to fill vacancies as set out in	Children’s Services Management Team

				with the requirement. Welsh Speaking staff will be continued to be reviewed.		the recent restructure consultation. Staff Language skills monitored. Various training and development programmes available to support staff language skills.	
12	Children	Carers – waiting list for the established young carers service,	LBR-MJ	The Service to influence the Young Carers Service, in order to reduce the waiting time for services.	TBC	Currently considering options, including regular meetings with supplier, and possible regional working with Gwynedd.	
13	Children	LA is developing preventative services that promote independence and community resources	LBR	Plan to develop a Corporate Preventative strategy across our services that support children and young people	To be agreed	Families First funding will be utilised in order to support this work.	Children's Services Improvement Group
14	Adults & Children	Carers Strategy – need to progress commissioning and service planning to develop an understanding of the impact of these services that are being offered (Linked to 12 above)	ARJ & LBR	CS - See Point 12 above AS - Recently revised our strategy in partnership with Gwynedd county Council, and in consultation with carers.	See P12 above Completed	CS - See 12 above AS - Revised strategy currently being rolled out.	See P12 above BAU/ Ongoing (Carers Group)
15	Adults & Children	LA has audited compliance against the Act – identified further work and resources that are required.	ARJ & LBR – DB	HOS aware of priorities that need addressing during the year.	Ongoing	Q3 Audit to be carried out in order to ascertain progress, and to assist in populating 18/19 work plan and ACRF.	Outcome will be monitored by SLT etc.

		safeguarding guidance (Part 7 of the Safeguarding Regulations).		practices and policies comply.			
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