

CABINET

Date of Meeting	Tuesday, 18 th July 2017
Report Subject	Care and Social Services Inspectorate Wales (CSSIW) Performance Review of Flintshire County Council Social Services
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

The annual letter from Care and Social Services Inspectorate Wales (CSSIW) relates to the period April 2016 to March 2017 and is informed by CSSIW's inspection, performance review and engagement activity during the year.

The letter notes sustained progress in meeting the requirements of the Social Services and Wellbeing (Wales) Act 2014, with positive comments regarding the development of the Information, Advice & Assistance Service and the Early Help Hub.

CSSIW's focus themes for last year were carers and adult safeguarding; implementation of the new safeguarding thresholds and guidance will continue as a priority into next year.

RECOMMENDATIONS

1	Cabinet receive this report for information.
---	--

REPORT DETAILS

1.00	EXPLAINING THE ANNUAL LETTER
1.01	The annual letter from Care and Social Services Inspectorate Wales (CSSIW) relates to the period April 2016 to March 2017 and is informed by CSSIW's inspection, performance review and engagement activity during the year.
1.02	The letter sets out the areas of progress and development for Flintshire Social Services for the year 2016/17, provides feedback on annual engagement themes, comments on progress arising from CSSIW inspections, and briefly describes CSSIW's plans for future inspection, engagement and review.
1.03	The overall tone of the letter is very positive. In summary, the council has made sustained progress in meeting the requirements of the Social Services and Well-being (Wales) Act 2014. The local authority has aligned its review of its own performance (the Director's Report) within the context of the national outcomes framework, signalling a more open evaluation and more robust scrutiny of its own effectiveness.
1.04	The letter notes a clear sense of direction and ambition in relation to the development the Information, Advice & Assistance Service and the Early Help Hub.
1.05	<p>Information, advice and assistance arrangements continue to evolve and there is a clear sense of direction, however, a more integrated gateway for the public will necessitate a single point of access that also incorporates health matters – this will require greater commitment from Betsi Cadwaladr University Health Board (BCUHB) for it to reach its full potential.</p> <p>Proposals for the development of the early help hub in children's services are promising, and reflect an ambition to rebalance resources to build resilience at an earlier stage, when preventative work can have a greater chance of delivering successful well-being outcomes. CSSIW will monitor progress in its implementation during 2017/18.</p>
1.06	<p>The letter further comments on other positive service developments, including:</p> <ul style="list-style-type: none"> • The transformation of learning disability services, which has continued with the development of alternative delivery models that will enable people to better access new skills that secure greater independence; • The development of social enterprises that underpin local authority priorities. The continued growth of initiatives such as Double Click – a design and print studio that supports people in the community with mental health needs - provides strong evidence of this commitment,

	<p>whilst also delivering a thriving and sustainable service that additionally stimulates the local economy;</p> <ul style="list-style-type: none"> • An increasing commitment to Welsh language services and the establishment of an Equality and Welsh Language Network in order to embed the 'more than just words' legal framework.; • Increasing the opportunities for people to have a say in shaping strategic commissioning, and effective engagement with providers, as shown through initiatives such as 'Progress for Providers' that aims to deliver more personalised services; • A strong commitment to strategic partnerships with an increasing emphasis upon measurable outcomes. This is reflected, for example, in the development of the Repatriation and Prevention project with the clear aim of supporting local foster placements, thereby reducing the need for placements for children and young people that are out of county.
1.07	<p>The letter acknowledges continuing challenges in relation to the implementation of the new safeguarding thresholds and guidance, which the authority continues to prioritise into the forthcoming year, and with respect to strategic partnership working with Betsi Cadwalader University Health Board (BCUHB), which is being taken forward as a strategic priority for the region.</p> <p>The service priorities for safeguarding for the forthcoming year involve targeting resources to support consistency and deliver the greatest impact. We will be reviewing the model for Adult Safeguarding and Deprivation of Liberty Safeguards to ensure that resources are effectively aligned, and ensuring that services are available to support effective and timely step down from the Child Protection Register.</p> <p>Refreshed strategic direction is being led by BCUHB's new Executive Boards and new operating structure. The structure has more of a locality focus with a strengthened focus on increasing capacity within community based services. BCUHB have successfully recruited to two key management positions which has created some collaborative stability. There is BCUHB management attendance at the Health, Wellbeing and Independence Board which meets every quarter. The BCUHB/FCC Strategic Partnership continues to meet quarterly chaired by Flintshire County Council (FCC) Chief Executive. Partnership Friday is held monthly and is attended by BCUHB managers and FCC Chief Officers; BCUHB managers also attend Heads meetings as relevant to discuss specific issues.</p>
1.08	<p>New areas identified for inspection, engagement and review for the forthcoming year are support provided for people with mental health needs and placement decisions for children who are looked after by the local authority.</p>

2.00	RESOURCE IMPLICATIONS
2.01	None.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	None.

4.00	RISK MANAGEMENT
4.01	None.

5.00	APPENDICES
5.01	Annual letter from Care and Social Services Inspectorate Wales (CSSIW).

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None Contact Officer: Jacque Slee, Performance & Quality Manager Telephone: x4021 E-mail: Jacque.slee@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	Information, Advice and Assistance Service - A requirement under Section 17 of the Social Services and Well-being Act (Wales) 2014 that a local authority must establish and maintain a service for providing people in its area with information and advice in relation to care and support. Early Help Hub - A new approach by Flintshire Social Services, BCUHB, North Wales Police and Flintshire Local Voluntary Council in line with the Social Services & Wellbeing Act (Wales) 2014 & statutory powers to prevent crime & disorder, keep children safe & improve the wellbeing of children by intervening early and coordinating a multiagency response.