

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY

Date of Meeting	Thursday 20 th July 17
Report Subject	CSSIW Performance Review of Flintshire County Council Social Services
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer for 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 in Adult's Services and the Early Help Hub in Children's Services.

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	Scrutiny receive this report for information.
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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	It further comments on other positive service developments, including: <ul style="list-style-type: none"> • The transformation of learning disability services; • The development of social enterprises; • An increasing commitment to Welsh language services; • Increasing the opportunities for people to have a say in shaping strategic commissioning; • A strong commitment to strategic partnerships; • Strong engagement with our providers.
1.06	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.
1.07	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.

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	Appendix 1: Annual letter from Care and Social Services Inspectorate Wales (CSSIW)

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>None</p> <p>Contact Officer: Jacque Slee, Performance & Quality Manager Telephone: 01352 704021 E-mail: Jacque.slee@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	<p><u>Information, Advice and Assistance Service</u> 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.</p>
7.02	<p><u>Early Help Hub</u> 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.</p>