

CABINET

Date of Meeting	Tuesday, 22 nd October 2019
Report Subject	Care Inspectorate Wales (CIW) Annual Performance Review Letter
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Strategic

EXECUTIVE SUMMARY

This report is brought to inform Cabinet of the content of the recent Care Inspectorate Wales (CIW) Annual Performance Letter published on the 28th June, 2019.

Following the implementation of the Social Services and Well-being (Wales) Act 2014, CIW have developed a new framework which works to ensure local authorities are inspected using the well-being outcomes of the Act. This places an emphasis on hearing the views and voices of people and their carers who have care and support needs.

An annual letter is sent to each local authority in Wales and published on the CIW website. The information contained within the letter is based on a meeting held with the Chief Officer for Social Services and Senior Officers, together with evidence and performance data submitted. The outcomes from any inspections, focused activities, self-evaluation returns and the content of the Social Services Annual Report are also reflected in the letter.

Each letter summarises CIW's evaluation of performance in relation to adults and children's services during the financial year and reports against the four core principles of the Social Services and Well-being Act, those being:

Well-being, People – voice and control, Prevention and Partnership.

The letters also set our individual work programme to review performance over the coming year.

RECOMMENDATIONS

1	That Cabinet note the content of the Annual Performance letter and CIW's assessment of the authority's performance during the year 2018/19.
2	That Cabinet note CIW's Performance Review Plan for 2019-20.

REPORT DETAILS

1.00	EXPLAINING THE CARE INSPECTORATE WALES (CIW) ANNUAL PERFORMANCE REVIEW LETTER
1.01	Members will be aware that CIW write and publish an annual letter for local authorities which provides feedback on inspections undertaken during the year and CIW performance evaluation activity complete.
1.02	The letter reports on the progress of the local authority and how it has implemented any recommendations from inspections Child Practice Reviews and Adult Practice Reviews.
1.03	The letter is also an opportunity for CIW to outline its forward work programme in Flintshire.
1.04	The content of the letter relates to the authority's performance in carrying out statutory social services functions and is separate to an inspections of the Council's Provider Services.
1.05	As stated in the Executive Summary above, the letter is informed by performance evaluation and meetings with the Chief Officer Social Services and Senior Managers within the service. It also takes into account CIW activity during the year and in particular the Adult Safeguarding Focused Activity which took place in February 2019.
1.06	The strengths of the authority and any areas for improvement are categorised into the four principles of the Social Services and Well-being (Wales) Act 2014 and these are summarised below.
1.07	Well-being
1.08	Senior Management Team are well sighted on strengths and areas of improvement and the authority has a positive regional partnership approach.
1.09	During the focussed activity, CIW saw evidence of timely and proportionate responses to adult safeguarding referrals with clarity on actions. There was evidence of effective multi-agency working.
1.10	In Children's Services the challenge to recruit foster carers was acknowledged and it was recognised that managers were aware and working to support the well-being of staff.

1.11	People – voice and control
1.12	Work has been undertaken to improve the co-ordinated response to adult safeguarding referrals through the Single Point of Access and then on to the Safeguarding Unit. Further work is now needed to support the wishes and feelings of the adult at risk during the safeguarding process.
1.13	In Children's Services the involvement of care experienced children in the development of services was soon as positive.
1.14	In Adult Services the experience of people with learning disabilities and older people living in extra care is being captured.
1.15	It was recognised that the service is working to improve capacity to provide services in Welsh and that whilst there are many initiatives ongoing, the local authority needs to ensure it continues to strengthen its ability to provide support bilingually.
1.16	CIW also recognised that, along with other local authorities in Wales, the council has to manage a waiting list for those requiring Best Interest Assessments. This list receives ongoing review with assessments prioritised to meet individual's changing needs.
1.17	Prevention
1.18	Positive regard was given to the establishment of the Early Help Hub in Children's Services and the same in adult services with the Single Point of Access integrating with the Community Resource Team.
1.19	Partnerships
1.20	CIW identified good partnership working between Adult Service Team and the Safeguarding Unit during the focussed activity and that the independence of the safeguarding team was valued.
1.21	The regulator also identified the strong partnership working with education, transport, and leisure and how all services work together to benefit the individual.
1.22	CIW Performance Review Plan for 2019-20
1.23	CIW's scheduled thematic impact programme in adult services will be focussing on promotion of independence for older people and for children it will focus on prevention, partnerships and the experience of disabled children.
1.24	Flintshire will be receiving an Annual Focused Activity in October within Children's services with the focus on the information advice and assistance arrangements within the service and the experience of children focussing on the reviewing process.
1.25	CIW will undertake a second Annual Focussed Activity later in the year and details will be provided to the service at that time.

2.00	RESOURCE IMPLICATIONS
2.01	There are no direct resource implications as a result of this letter.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT										
3.01	The letter is a very positive review of the statutory Social Services provider by the local authority. The work of risk management associated with statutory services continues within the portfolio, there are no additional requirements as a result of the letter.										
3.02	Ways of Working (Sustainable Development) Principles Impact <table> <tr> <td>Long-term</td><td>Positive – the CIW letter makes reference to Social Services’ forward work programme, the strengths of the authority and any areas for improvement.</td></tr> <tr> <td>Prevention</td><td>Positive - the creation of the Early Help Hub in Children’s Services and the bringing together of the Single Point of Access and Community Resource Teams was given positive regard in the CIW Letter as part of our programme of preventative services.</td></tr> <tr> <td>Integration</td><td>Positive – the CIW Letter references integration between the local authority and health at both the children’s and adult’s front-door services.</td></tr> <tr> <td>Collaboration</td><td>Positive – the CIW Letter identifies good partnership working between Adult Services and the Safeguarding Unit. It also identifies strong collaborations with education, Transport and Leisure.</td></tr> <tr> <td>Involvement</td><td>Positive – the body of the report 1.12 to 1.16 makes reference to CIW’s comments regarding the involvement of those using services.</td></tr> </table>	Long-term	Positive – the CIW letter makes reference to Social Services’ forward work programme, the strengths of the authority and any areas for improvement.	Prevention	Positive - the creation of the Early Help Hub in Children’s Services and the bringing together of the Single Point of Access and Community Resource Teams was given positive regard in the CIW Letter as part of our programme of preventative services.	Integration	Positive – the CIW Letter references integration between the local authority and health at both the children’s and adult’s front-door services.	Collaboration	Positive – the CIW Letter identifies good partnership working between Adult Services and the Safeguarding Unit. It also identifies strong collaborations with education, Transport and Leisure.	Involvement	Positive – the body of the report 1.12 to 1.16 makes reference to CIW’s comments regarding the involvement of those using services.
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3.03	Well-being Goals Impact <table> <tr> <td>Prosperous Wales</td><td>Positive - the letter identified a well-functioning social services portfolio this in turn provides support to the in-house and independent care sector in Flintshire, supporting local employment and prosperity for the care workers in the county.</td></tr> <tr> <td>Resilient Wales</td><td>Positive - the letter identified the work being undertaken by Flintshire to build resilience within the care home sector through the support provided (for example - Progress For providers).</td></tr> <tr> <td>Healthier Wales</td><td></td></tr> </table>	Prosperous Wales	Positive - the letter identified a well-functioning social services portfolio this in turn provides support to the in-house and independent care sector in Flintshire, supporting local employment and prosperity for the care workers in the county.	Resilient Wales	Positive - the letter identified the work being undertaken by Flintshire to build resilience within the care home sector through the support provided (for example - Progress For providers).	Healthier Wales					
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	More equal Wales	Neutral – the letter, or the meetings that preceded it, did not make reference to a more equal Wales
	Cohesive Wales	Positive – whilst the CIW Letter itself does not make specific reference to a cohesive Wales the work undertaken in both SPoA and the Early Help Hub are growing cohesive communities and services, bringing people together to meet the needs of individuals.
	Vibrant Wales	Neutral – the letter again makes no specific reference to a vibrant Wales, however it did make reference to the Welsh language and the need for the authority to improve its capacity to provide services in Welsh.
	Globally responsible Wales	Neutral – the letter again makes no specific reference to a globally responsible Wales and there is was no reference to this as part of the pre-discussions with CIW.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	There are no consultation requirements as a result of this letter.

5.00	APPENDICES
5.01	Local Authority Annual Performance Letter 2018/19 – Flintshire County Council
5.02	CIW Letter to Flintshire Following Focused Activity.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officers: Jane Davies Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
	<p>Social Services and (Well-being) Wales Act 2014: The Social Services and Well-being (Wales) Act came into force on 6 April 2016. The Act provides the legal framework for improving the well-being of people who need care and support, and carers who need support, and for transforming social services in Wales.</p> <p>Community Resource Team (CRT): A partnership between the Council and Betsi Cadwaladr University Health Board. It is a crucial part of what we are doing to implement the 'Care Closer to Home' agenda, a priority for the Health Board and Public Service Board. Nurses, therapists and social care workers work together to support people in their own homes. The CRT offers a seven-day service and access to this support is available to anyone over 18 with multiple health and social needs who is at risk of hospitalisation or would benefit from an expedited hospital discharge.</p>