



## Report of the Cabinet Member for Care, Health & Ageing Well

### Adult Services Scrutiny Performance Panel

30th July 2019

### Annual CiW Performance Review & Letter

<b>Purpose</b>	To provide a briefing as required by the board in relation to the Care Inspectorate Wales' Annual Performance Review of Swansea Council's social services, and the meeting of statutory requirements under the Social Services and Well-being (Wales) Act 2014.
<b>Content</b>	<p>This report includes an overview of the annual review of performance, as carried out by Care Inspectorate Wales (CiW) in respect of Swansea Council's social services.</p> <p>Appended to the briefing report is the letter to the Director of Social Services, which summarises this evaluation of performance of social services (adults and children's services) during 2018/19.  <a href="https://careinspectorate.wales/sites/default/files/2019-06/190628-swanea-en.pdf">https://careinspectorate.wales/sites/default/files/2019-06/190628-swanea-en.pdf</a></p> <p>This report will be of interest to the Members of the Adult Services Scrutiny Performance Panel.</p> <p>The report concludes with a consideration of the areas of improvements needed, and recommendation to consider as part of the Panel's future work programme.</p>
<b>Councillors are being asked to</b>	Scrutiny Performance panel are asked to consider the report as part of their review of performance in Adult Services
<b>Lead Councillor(s)</b>	Cllr Mark Child, Cabinet Member for Care, Health and Ageing Well
<b>Lead Officer(s)</b>	Dave Howes, Director of Social Services
<b>Report Author</b>	Simon Jones, Social Services Strategy and Performance Improvement Officer

## **1. Introduction**

1a The Care Inspectorate Wales published a code of practice for review of local authority social services in April 2019, which outlined a process for annual performance review, and the intention to write and publish an annual letter for local authorities. Following the annual review of performance, a letter is then sent to the Director of Social Services, which is intended to:

- provide feedback on inspection and performance evaluation activity completed by CiW during the year;
- report on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews;
- outline their forward work programme.

1b This letter attached, in Appendix 1, summarises CiW's annual review of Swansea City Council's performance in carrying out its statutory social services functions. It uses a structure as provided by four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) to reflect a collaborative and strengths based approach to evaluating social services, and in supporting improvement. This letter, the first under the new arrangements, is expected to assist the local authority and its partners to continually improve.

## **2. Annual Performance Review**

2a The Annual review of performance considers the Council's statutory social services' effectiveness and its impact upon well-being outcomes for local citizens. A Code of Practice, published under the Registration and Inspection of Social Care (Wales) Act 2016, sets out new arrangements for regulated services:

<https://careinspectorate.wales/sites/default/files/2019-03/190313-code-of-practice-en.pdf>

2b The annual performance review takes into account data sourced from data on key national indicators, includes intelligence gathered from regulation and inspection activities and other information held by CiW. The Annual Performance Review Meeting was held on 1<sup>st</sup> May 2019, between CIW leads, the Director of Social Services, Senior Officers and relevant (invited) elected member portfolio holders and scrutiny chairs.

The letter (appended) was received by the Director in June 2019, and discussed at Corporate Management Team, and forwarded to the Cabinet Members and both chairs of scrutiny. The letter has also been copied to colleagues in WAO, Estyn and HIW, and is published on the CiW website.

### **3. Director's Annual Reporting**

- 3a The Director of Social Services' Annual Report 2018/19 is being considered at Council on 25th July 2019. This report is a self-evaluation of the Council's improvement journey. It addresses how well Swansea's Social Services has implemented new requirements under the Social Services and Well-being (Wales) Act 2014 (SSWB Act) and how well we contributed to well-being outcomes for the citizens of Swansea.
- 3b This Annual Report sets out a number of priorities for improvement in 2019/20, and many of these are reflected in the updated service plans for Adult Services and Child and Family Services.

### **4. Improvement priorities**

- 4a In this year's annual report, The Director of Social Services has set out some overall priorities for the year ahead. These areas of focus are aimed at improving the standards of our statutory social care services and ensuring that our most vulnerable children and adults are safe.

Whilst we have progressed in all of these areas, there still remains work to be done:

- Safeguarding and protecting our most vulnerable citizens
  - To achieve a financially sustainable position, delivering on agreed savings targets through our established improvement programmes.
  - New regional partnership arrangements to achieve collocation and integrated health and social care
  - Youth Offending- to develop a local offer building on the practice strengths and partnerships within Child and Family Services
  - Workforce-by developing our staff to be the best they can be, by setting the right conditions to achieve excellence in their practice and to have a real impact in their work to achieve wellbeing and the personal outcomes of the people we work with.
- 4b Within the CiW Annual Performance review letter, there are also improvements put forward, arising out of their Inspection work, evidence gathering and visits:
- Evidencing the voice of the child within all areas of our work
  - YOS - better outcomes for children and improve oversight.
  - Workforce to focus on future proofing the organisation and stability
  - Safeguarding, improving personal outcomes for adults at risk
  - Supervision arrangements - systems to better support staff
  - Adult Services - strengthening management oversight
  - Risk Management- alongside reshaping services to adults

## **5. Future Programme of Inspection work**

5a. The CiW's focused activity with the local authority will include, subject to change, the follow up areas for improvement as referred to previously.

- Learning outcomes for children with focus on partnership working and the first point of contact service.
- Within adult services we will focus on reviewing personal outcomes of adults at risk.

5b Also the letter makes reference to the *CiW Performance Review Plan for 2019-20*. At a national level the scheduled thematic adult services inspection programme for 2019/20 will be focusing on:

- prevention and promoting independence for older people and for children services

Also at a national level within children's services, the focus of thematic inspection will be on:

- prevention, partnerships and experiences of disabled children

Swansea Council may be selected, as one of the local authorities for inclusion in this programme for fieldwork or inspection.

Within Adult Services, CiW will be undertaking engagement activities aligned to the thematic inspections and meet with people who receive care and support services. CiW will be convening a meeting with the local authority and its key partners in the summer to follow up areas identified in the self-evaluation submitted in January 2019 focusing on prevention and promoting independence for older people self-evaluation

The local authority's early intervention and prevention services with Child and Family Services, will also be an area for consideration of locally focused activity in 2019/20.

## **6. Recommendation**

6.1 The Panel may wish to consider this report and the annual performance review letter within future considerations, or as part of their work programme 2019/20.

## **7. Appendix 1.**

CiW Local Authority Performance Review letter (as attachment-in PDF)