



**Report of the Cabinet Member for Care, Health & Ageing Well,  
Cabinet Member for Children’s Services (Early Years) and  
Cabinet Member for Children's Services (Young People)**

**Scrutiny Performance Panel – Child and Family Services**

**28th August 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>Also attached is a letter to the Head of Child and Family outlining the proposal for CIW’s annual focused activity within children’s services.</p> <p>This report will be of interest to the Members of the Scrutiny Performance Panel- Child and Family Services. 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 Child and Family Services
<b>Lead Councillor(s)</b>	Cllr. Mark Child, Cabinet Member for Care, Health and Ageing Well Cllr. Elliot King Cabinet member for Children’s Services

	(EarlyYears) Cllr. Sam Prtichard, Cabinet member for Children's Services (Young People)
<b>Lead Officer(s)</b>	David Howes, Director of Social Services Julie Thomas, Head of Child and Family Services
<b>Report Author</b>	Simon Jones, Social Services Strategy and Performance Improvement Officer

## 1. Introduction

1a The Care Inspectorate Wales (CiW) 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.

1c Additionally, a letter sent to the Head of Child and Family Services outlining proposals for CIW annual focused activity within children's services is also attached.

## 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 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 are kept 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
- Supervision arrangements - systems to better support staff
- Risk Management- alongside reshaping services

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

5a. The CiW letter (attached) makes reference to the *CiW Performance Review Plan for 2019-20*.

Within children services, the focus of the national thematic inspections will be on prevention, partnerships and experiences of disabled children.

Swansea may be one of the local authorities selected for inclusion in this programme, and we can expect to receive four weeks' notice of the scheduled date of the inspection.

5b Also, there is a proposal for a pilot joint inspection of child protection arrangements, with a review team led by CIW and in partnership with HIW, Estyn, HMI Constabulary (HMICFRS) and HMI Probation. Again, a small number of Local Authorities will be selected for this programme.

5c On a local basis, Swansea Council early intervention and prevention services within Child and Family Services, will also be an area for consideration of locally focused activity in 2019/20. The dates for this work are now confirmed as 26/27th September 2019.

## **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. Letters**

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

CiW Letter to Head of Child and Family Services Swansea.