



HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 13TH SEPTEMBER 2016

**SUBJECT: YEAR END PERFORMANCE REPORT FOR SOCIAL SERVICES AND
PUBLIC PROTECTION 2015-16**

REPORT BY: CORPORATE DIRECTOR, SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide Members with a performance update for Social Services. This involves taking a look back over the last twelve months of our performance highlighting the exceptions and then looking forward i.e. future challenges, setting out our key objectives/priorities for the next twelve months, identifying areas for improvement.

2. SUMMARY

- 2.1 Overall 2015/16 offered a generally positive year in terms of service performance. However, a number of future challenges have been identified and action plans have been developed and captured in 16/17 service improvement plans. The biggest challenge across the service area remains, how to balance the demands of increasing legislation and rising public expectations against reducing budgets. Whilst challenging, the service area is well placed to respond to them.

3. LINKS TO STRATEGY

- 3.1 Statutory Guidance on the Role and Accountabilities of the Director of Social Services (Welsh Government, June 2009).
- 3.2 The Well-Being of Future Generations Act 2015 places a number of legal duties on public bodies in Wales to meet the legally binding 'common purpose' for 7 national Well-being goals.

4. THE REPORT

- 4.1 A summary is provided for each service area of Social Services below.

4.2 Adult Services

4.2.1 Overview

The following table provides a summary of the key performance measures for Adult Services:-

Key PIs	2015/16		Comments
	Target	Result	
The rate of delayed transfers of care for social care reasons per 1000 population aged 75 or over.	8	4.20	There were 58 delayed transfers of care in total for 2015/16; this is an improvement on the previous year's figure of 61.
The rate of older people (aged 65 or over) Supported in the community per 1,000 population aged 65 and over.	125	98.33	3214/32686
The rate of older people (aged 65 or over) Whom the authority supports in care homes per 1000 population aged 65 or over	21	16.34	534/32686
% Of adult protection referrals completed where the risk has been managed	90	95.30	181/190
The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	95	91.20	1808/1983
The percentage of identified carers of adult service users who were offered an assessment or review of their needs in their own right during the year	90	94.20	69/73
Number of people waiting for an assessment outside of the timescale	70	54	54 service users
% Of assessments started on time	85	79.70	4281/5374 - This reason for not hitting the target relates mainly to the increase in demand for specialised assessments
% Of mental health reviews completed on time	90	67.10	243/362 – Collection of data continues to be a challenge where the key worker is a member of health's staff
% Of mental health assessments completed on time	85	88.60	704/795
% Of all reviews started on time	85	76.70	2162/2820
Number of people awaiting personal care for more than 14 days	0	0	0 services users

4.2.2 What Went Well

Performance in adult services remains consistent

- a) The rate of delayed transfer of care for a social care reason has improved from 14/15, this was augmented by a Members Task and Finish Group which improved knowledge and understanding of process and performance indicators;

- b) The rate of older people supported in the community continues to decline, illustrating the impact of Independence Advice, Assistance (IAA), Community Connectors and Social Workers based in GP practices, all of whom are promoting people's independence to enable them to meet their own needs;
- c) Nobody has been waiting for personal care service for over 14 days for the past two years, which is excellent given the fragility of the independent sector care market;
- d) Percentage of Mental Health Assessments completed on time has exceeded the target, evidencing the focus that has been placed on this part of the service during this time;
- e) In addition to the national data performance indicators, the following should be recognised as working well:
 - Social Workers have been based in GP practices as a pilot, positive quarterly evaluations of this initiative have led to an increase in numbers for 16/17 funded by the Intermediate Care Fund (ICF). These posts are fixed term to look at potential to expand this way of working across the Health Board footprint.
 - Four Residential Homes within the borough have been awarded the prestigious "Butterfly Status" by Dementia Care Matters (DCM) testament to the strides that have been made in terms of improving the quality of care for residents living with Dementia.
 - Positive inspections by the regulator CSSIW have been received on the Council's registered services. These are available to view on their web site.

4.2.3 Future Challenges/Risks & Areas for improvement

- a) **The Social Services & Wellbeing (Wales) Act 2014** will change fundamentally the way performance is measured in Social Services throughout Wales. The Act introduces qualitative and quantitative measures and will require changes to the way information is collected within the Directorate. This is particularly pertinent in Adult Services, 16/17 is being seen as the transition year as most of the quantitative measures are changing and quality ones are being introduced, hence we need to establish a baseline before any targets can be set to know what good looks like.
- b) **Carers** The focus of the Act is on identification of Carers, Carers Assessments being offered and Carers receiving services in their own right. There are specific performance indicators for Carers to cover these duties. This will be a significant challenge and we need to improve on our current performance, this will be looked at both locally and regionally, with our partners.
- c) **Delayed Transfer of Care** Whilst performance is very good, this area will always be a challenge given the demands on the health boards and high profile put on this area of work by Welsh Government.
- d) **Mental Health** Integrated working with Health has impacted on the ability to accurately reflect performance due to the use of two separate IT systems. It is hoped this will be overcome by the introduction of the new Integrated IT system. To prepare for this significant focus during 16/17 will be on improving both performance and data capture for people in receipt of mental health services.
- e) **Financial** The Social Services and Wellbeing (Wales) Act will introduce new legislation in respect of charging for social care. The Act will necessitate a move to new models of social care which will need to be supported by costed business cases and sound financial governance.

4.3 Children's Services

4.3.1 Overview

The following table provides a summary of the key performance measures for Children's Services: -

Key PIs	2015/16		Comments
	Target	Result	
% of LAC with one or more changes of school	13.70	5	11/220
% of LAC who had more than 3 placements during the year	10	13.40	37/276 (compared to 29/272 the previous year). Please see 4.3.3 below.
% of assessments that were completed where there is evidence that the child has been seen alone by the Social Worker	40	36.90	676/1832 Please see 4.3.3 below
% of former LAC in contact at age of 19	100	100	25/25
% of former LAC in suitable accommodation at 19	95	100	25/25
% of former LAC in education/training/employment at 19	50	52	13/25
Average external points score for LAC	200	239	4297/18
% of eligible children that have pathway plans	100	100	84/84
% of statutory visits to LAC that took place	90	95.80	1774/1851
% of young carers who were assessed	95	100	45/45
The % of reviews of looked after children, children on the Child Protection Register and children in need carried out in line with the statutory timetable.	90	96.90	2241/2313

4.3.2 What Went Well

a) Performance across Children's Services has continued to improve this year including:

- 100% of referrals having a decision made within 1 working day,
- 100% of young carers assessed and provided with a service,
- 100% of Looked After Children having a Plan for Permanence in place,
- 100% of Looked After Children and children on the Child Protection Register allocated to Qualified Social Workers and
- 100% of initial Child Protection Core Groups being held on time.

Overall, the performance demonstrates that services being provided are effectively safeguarding and promoting outcomes for vulnerable children in Caerphilly.

b) **Care Leavers:** 100% performance reported again this year in relation to keeping in touch with young people, ensuring every young person has a Pathway Plan in place and that young people are in suitable accommodation. Whilst those young people not in education, employment or training (NEET's) has increased slightly, performance remains above target. Of the 13 young people not engaged, 5 have an illness or disability preventing them from engaging and 7 are either pregnant or young parents.

- c) **Statutory Visits to LAC:** Performance has continued to increase year on year and places the Council in the top quartile of Local Authorities in Wales.
- d) **Statutory Reviews:** Reviews of all cases carried out within statutory timescales has also continued to improve to 96.9% this year and exceeds the 90% target set.

4.3.3 Future Challenges/Risks & Areas for improvement

- a) **Placement stability:** Placement stability for Looked After Children is an ongoing challenge for the Service and is dependent upon the cohort of LAC at any given time. The 10% target set is the national target agreed by Welsh Government. Despite the drop in performance it is important to note that 86.6% of LAC are in stable placements with a small minority of particularly challenging children and young people experiencing three or more moves. The main reasons for placement breakdowns are violent and aggressive behaviour towards carers, persistent absconding and safeguarding concerns in relation to risky behaviours. The circumstances relating to each of these children/young people are regularly reviewed by the Divisional Management Team and are overseen by the Independent Reviewing Officers (IRO's).
- b) **Children seen alone as part of the assessment:** A number of assessments are undertaken by skilled and experienced Support Workers and if these were able to be included, performance would be 47%. Reasons why children are not seen alone are clearly recorded and include; children under the age of 4 yrs (accounting for 25% of all assessments undertaken), refusal by child, refusal by parent and where the referral concern is clearly unsubstantiated through the observation of the worker. 96% of children are seen as part of their assessment.

4.4 Public Protection

4.4.1 Overview

The following table provides a summary of the key performance measures for Public Protection: -

Key PIs	2015/16		Comments
	Target	Result	
Overall client satisfaction receipt of a very good survey result for Registrars	95%	99.51%	Customers are asked to rate Excellent, very good, good, poor. In all areas of work 99.51% of customers who responded to the surveys stated the service received was very good with 87% stating it was excellent. Birth Registration 99% ≥ Very Good with 79% stating Excellent Death Registration 100% ≥ Very Good with 87% stating Excellent Marriages 99% ≥ Very Good with 95% stating Excellent Legal Notice Taking 100% ≥ Very Good with 89% stating Excellent Certificate Services 100% stated Excellent.

Number of under age test purchases undertaken for Alcohol Purchases	50	49	Test purchase attempts are reliant on receipt of intelligence, therefore if no intelligence received the service cannot attempt test purchases
The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	100%	100%	423 businesses were inspected.
The percentage of food establishments which are broadly compliant with food hygiene standards	85%	96%	1435 out of 1498 food establishments were broadly compliant.
The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety	100%	100%	73 businesses were inspected.
The percentage of businesses that were liable to a programmed inspection that were inspected for the Pollution Prevention and Control Act 1999.	100%	100%	24 businesses were inspected.
The percentage of high risk businesses that were liable to a programmed inspection or alternative inspection activity that were inspected or subject to alternative enforcement activity for Trading Standards.	100%	100%	40 businesses were inspected
The percentage of significant breaches that were rectified by intervention for Trading Standards.	100%	65%	149/231 =65% There has been a major change in Food Legislation, which has resulted in an increase in the number of significant breaches detected, therefore creating a backlog of workload, which has been further compounded due to staff resource issues.
The percentage of high risk businesses that were liable to a programmed inspection or alternative inspection activity that were inspected or subject to alternative enforcement activity for Animal Health	100%	100%	8 businesses were inspected
The percentage of significant breaches that were rectified by intervention for Animal Health.	100%	47%	8/17 = 47% Of the outstanding breaches the majority relate to 1 premises which has required repeated revisits in conjunction with Animal and Plant Health Agency (APHA).
Primary Free Meals Uptake %	70%	71.13%	The number of children accessing free school meals in primary schools has risen.
Primary Paid Meals Uptake %	32%	38.17%	The number of children accessing paid school meals in primary schools has risen.

Secondary Free Meals Uptake %	64%	66.88%	The number of young people accessing free school meals in secondary schools has risen.
Secondary Paid Meal Uptake %	45%	45.52%	The number of young people accessing paid school meals in secondary schools has risen.
Number of childcare settings in Healthy Early Years Scheme (schools)	45	52	100% of settings engaged in Phase 1 have achieved the Gold Standard Healthy Snack Award. 21 Settings recruited onto the scheme.
Response rates to Pest and Straying Animal Control service requests.	99%	98.65%	4854 of 4919 service requests were responded to within our target response time of 5 working days (or 24 hours where rats are inside a house).
Number of fixed penalty notices issued for litter.	Not appropriate.	190	
Number of fixed penalty notices issued for Dog Fouling	Not appropriate.	44	
Number of prosecutions for fly tipping	Not appropriate	8	
Total Number of Community Safety Wardens visits to hotspot locations within Caerphilly County Borough.	4400	4456	
ASB Drop-off rate between strike 1 and 4 intervention stage of the ASB process	99%	98.38%	Throughout 2015/16 the following number of interventions were carried out: Strike 1 – 434 Strike 2 – 139 Strike 3 – 59 Strike 4 – 7

4.4.2 What Went Well

- a) The Registration Service continues to achieve excellent levels of customer satisfaction and a consistent theme from the comments and letters received, and in response to surveys, is the high standard of customer service provided by officers at all levels within the service. In all areas of work 99.51% of customers who responded to surveys stated the service received was very good with 87% stating it was excellent, the remaining 0.49% stated it was good. An electronic booking system for appointments and ceremonies was introduced in June 2015. This creates a much improved database of customers and has significantly assisted office procedures in the gathering and updating of information. In June 2016, the system will allow for new parents wishing to make an appointment to register a birth to do so via an online booking option. Looking forward our reporting to the General Registration Office will have a focus on the Public Protection Counter Fraud aspects of the work of the registration service to meet Home Office control and compliance requirements.
- b) 100% of high risk businesses that were liable to a programmed inspection were inspected for Food Hygiene, Food Standards, and Health & Safety. The percentage of food establishments which are broadly compliant with food hygiene standards has continued to increase rising to 96% from 95% in 2014/15 and 92% in 2013/14. The service operates the Welsh Food Hygiene Rating Scheme which made it mandatory for businesses to display the hygiene rating awarded to the business from 28th November 2014. All businesses within the scope of the scheme are issued with a food

hygiene rating following an unannounced inspection. All businesses inspected under the voluntary scheme have been migrated to the mandatory scheme during 2015/16. Our food law enforcement activity was the subject of an audit by the Food Standards Agency in January 2016; the findings were positive and the final report is still awaited.

- c) The number of children accessing school meals across both the Primary and Secondary sectors, paid and free, has increased. More children are enjoying eating a nutritious balanced meal which will benefit them throughout the school day. Evidence shows that eating a healthy school meal improves children's concentration during lessons and can have a positive impact on classroom behaviour. Nutritious school meals for disadvantaged children can also help children to develop healthy eating habits and have the potential to decrease health inequalities.
- d) We were able to invest in our CCTV system in transferring town centre CCTV cameras which were transmitted via BT fibre onto the Public Sector Broadband Aggregation (PSBA) network, reducing annual running costs in the process, for which we won the Recognising Excellence – CCTV Management and Innovation award. CCBC CCTV Control Room continues to be accredited by the National Security Inspectorate (NSI) for The Management and Operation of a CCTV scheme following its latest inspection in July 2016. It is also the first to be accredited under BS7958:2015. The Control Room will also be looking for Accreditation of the Surveillance Camera Commissioners certification scheme against the Surveillance Camera Code of Practice in November 2016. This is normally a 2 step process with a 1 year 12 month certification followed by a full 5 year accreditation at step 2. Following the recent NSI audit, they recommend that CCBC apply for the 5 year accreditation as we are more than sufficiently placed to achieve it, without the need for stage 1.
- e) Some organisational changes were implemented to bring together a number of roles within a strengthened Corporate Policy function within Public Protection. This has already proved beneficial in addressing the requirements of the Well-being of Future Generations (Wales) Act 2015. Also, as part of these changes the Community Safety Warden service now operates within Environmental Health allowing the opportunity to identify and take advantage of synergies with the General Enforcement Team.

4.4.3 Future Challenges/Risks & Areas for improvement

- a) Whilst 100% of high risk businesses that were liable to a programmed inspection were inspected for Food Hygiene and Food Standards not all inspections or assessments were completed in relation to medium and low risk businesses, or new businesses for Food Standards. This was due to increasing demands upon the service and a vacancy due to staff turnover. The introduction of new legislation requiring food businesses to provide allergy information on food resulted in an increase in the number of significant breaches for and a reduction in the percentage that were rectified by Trading Standards.
- b) IT provision remains a risk with slow progress in relation to agile/remote working etc. Meeting the requirements of all stakeholders and completion of preparatory work in readiness for transfer to a new Public Protection database continues to prove to be a challenge. Services wish to work with ICT to identify service requirements and priorities including enhancements to mobile working, but availability of sufficient ICT resource is a risk.
- c) Addressing enviro-crime remains a priority particularly with regard to dog fouling, which in the 2015 Household Survey 45% of respondents felt was a big problem affecting the appearance of streets in their neighbourhood and local town centre (49% in 2011 and 45% in 2013). We need to move forward with proposals for additional dog control measures in the shape of Public Space Protection Orders following the completion of the informal public consultation. We intended to sustain our enforcement resource and take advantage of organisational changes which have seen

the Community Safety Wardens service brought together with the General Enforcement Team within Environmental Health. We are also developing a new campaign to promote responsible dog ownership.

5. EQUALITIES IMPLICATIONS

5.1 An Equalities Impact Assessment is not required as the report is for information.

6. FINANCIAL IMPLICATIONS

6.1 There are no financial implications to this report.

7. PERSONNEL IMPLICATIONS

7.1 There are no personnel implications to this report.

8. CONSULTATIONS

8.1 There are no consultations that have not been included in this report.

9. RECOMMENDATIONS

9.1 The Committee is asked to consider the content of the report and where appropriate question and challenge the performance presented.

10. REASONS FOR THE RECOMMENDATIONS

10.1 Performance Management Scrutiny affords members the opportunity to challenge, inform and shape the future performance of the services that are presenting their priorities for 2016/17

11. STATUTORY POWER

11.1 Local Government Measure 2009.

Author: Dave Street, Corporate Director, Social Services
Jo Williams, Assistant Director, Adult Services
Gareth Jenkins, Assistant Director, Children's Services
Rob Hartshorn, Head of Public Protection

Consultees: Cllr R. Woodyatt, Cabinet Member for Social Services
Cllr N. George, Cabinet Member for Community & Leisure Services
Ros Roberts, Performance Manager