



COUNCIL – 17th NOVEMBER 2020

**SUBJECT: CARE INSPECTORATE WALES
PERFORMANCE REVIEW – APRIL 2019 -
MARCH 2020**

**REPORT BY: CORPORATE DIRECTOR FOR SOCIAL
SERVICES AND HOUSING**

1. PURPOSE

- 1.1 The attached report was considered by the Social Services Scrutiny Committee on 20th October 2020 in order to consider the Care Inspectorate Wales (CIW) Local Authority Performance Review for Caerphilly CBC for 2019/20, prior to its consideration at Council.

2. SUMMARY

- 2.1 The attached letter from CIW summarises their review of Caerphilly County Borough Council's performance in carrying out its Social Services functions from April 2019 to March 2020. At the Social Services Scrutiny Committee on the 20 October 2020 the Local Authority Inspector from the Care Inspectorate Wales attended to present this report. Her presentation to the Committee can be found on the Caerphilly County Borough Council Virtual Meetings Page - [Social Services Scrutiny Committee Recording](#)

3. SCRUTINY COMMITTEE COMMENTS

- 3.1 The scrutiny committee welcomed CIW Local Authority Inspector Ann Rowling to the meeting and invited her to provide an overview of the findings outlined in the performance review. Ms Rowling firstly stated that the review showed that Caerphilly has an experienced and stable senior management team that staff have confidence in and who provide a safe work culture.
- 3.2 Members were advised that the Inspectors were confident that safeguarding for both Adults and Children are thoroughly monitored and quality assured, and CIW are kept informed when any issues arise. The people in receipt of services provided by Caerphilly are at the heart of the service provision and their voices are heard. The Corporate Parenting role at Caerphilly ensures that those in care and care leavers are supported and engaged with. The CIW met with this cohort and the young people praised the wider corporate response provided to them. The work to bring looked

after children back into the county borough which although resource intensive is of benefit and good to see.

- 3.3 The scrutiny committee were pleased to hear that CIW consider that Prevention is at the core of the work of the department and noted the positive work being done which aims to keep young people at home. Members also noted that the Contract and Commissioning Team are regarded by CIW as second to none.
- 3.4 The partnership work in Caerphilly has always been well developed but it was particularly noted how this has moved on in the past 6 months. Recognition that services may have to change going forward in areas such as adult day services is being considered for the longer term.
- 3.5 Members were assured that the senior management team are willing to adapt and change and are always looking for ways to improve with a solution focussed approach. CIW consider Caerphilly in high regard with no risks or concerns.
- 3.6 The scrutiny committee asked how engagement with the children in the 13+ looked after age group could be improved. Members were advised that because this is a sensitive area the department would avoid identifying them as a group through youth services. Therefore, they have used creative methods such as social media and specific Applications instead of formal methods. Officers have worked with the 'Shout Out' group, which is made up of older looked after children, to examine engagement. As a result children have information sent out through their mobile telephones which they can choose to complete online or alternatively text any issues they may have.
- 3.7 Members sought additional information on the Community Connectors, how they were established, how the need was identified and where they work. The committee were advised that there are six community connectors. The service need was identified by the health board as it was recognised that many people attend GP surgeries but often do not have medical needs, such as isolation. Funding was provided through Compassionate Communities Project for the North of the county borough and was due to end in March 2021. However, this has now been extended up until March 2022 and will now cover the whole county borough. Members were advised that people are identified for this service by GP referral or other professionals but can also make a self-referral. It was clarified that if someone couldn't attend a GP practice because of their condition, prior to the current Coronavirus restriction the community connector would have collected them to transport them in the first instance.
- 3.8 The scrutiny committee asked for further information on the issue identified in the review with multi-agency partners struggling with the 'Strength Based Approach' in family meetings. Members were advised that this referred to meetings between partner professionals, which had changed its approach. Formerly the meeting had a traditional approach, consideration of the issues and then strengths. The new approach firstly considers the strengths of a family before moving on to any issues. This has changed the focus of these meetings and the approach is being monitored through the local safeguarding network meetings. Overall it is considered that the initial struggles have now settled down with everybody committed to the approach.
- 3.9 The scrutiny committee were pleased to see the positive messages in the report and asked that the Corporate Director find a way to disseminate the report to all staff in the department and pass on the congratulations and thanks of the Social Services Scrutiny Committee.

4.0 RECOMMENDATIONS

- 4.1 The Social Services Scrutiny Committee noted the information contained in the report and commend the findings of the Care Inspectorate Wales (CIW) Local Authority Performance Review for Caerphilly CBC for 2019/20 to Council.

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Appendices: Report to Social Services Scrutiny Committee 20th October 2020 – Agenda Item 6.