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The following reports are Information Items for the attention for the Health Social Care and Wellbeing Scrutiny Committee.

- 1. Rota visits by Members to Social Services' Establishments 1st October 2015 -31st March 2016.**
- 2. Social Services - Future Performance Management Arrangements.**



HEALTH SOCIAL CARE & WELL BEING SCRUTINY COMMITTEE – INFORMATION ITEM

**SUBJECT: ROTA VISITS BY MEMBERS TO SOCIAL SERVICES
ESTABLISHMENTS: 1ST OCTOBER 2015 –31ST MARCH 2016**

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To provide the Scrutiny Committee with information on rota visits by Members to Social Services establishments between 1st October 2015 – 31st March 2016.

2. SUMMARY

- 2.1 The report provides details of the establishments visited for the period 1st October 2015 – 31st March 2016 but for comparison purposes table 1 also includes the visits for the previous six months.
- 2.2 At its meeting on the 9th September 2014 Members endorsed the recommendation to reduce the frequency of rota visits to internal CCBC residential establishments to six monthly.

TABLE 1

	April 2015 – September 2015		October 2015 – March 2016	
Total numbers of Members presently on rota and required to visit within 6 monthly period	11	100%	11	100%
Total number of establishments to be visited during 6 monthly period	24	100%	24	100%
Total number of Members who completed visits	5	45%	4	36%
Total number of establishments visited	11	46%	9	37%

3. LINKS TO STRATEGY

- 3.1 To ensure that establishments, facilities and accommodation meet the needs of the Directorate and service users.

4. THE REPORT

4.1 TABLE 1: Members Visits during 1st October 15 – 31st March 16

Establishment	Visited By	Date of Visit	Report Received	Reply Sent
Ty Iscoed Residential Home for Older People				
Springfield Community Resource Centre	Cllr C. Gordon	08.01.16	13.01.16	02.02.16
Brooklands Resource Base				
Oaklands Day Centre				
Markham Resource Centre				
Ebenezer Resource Centre				
Energlyn Resource Base	Cllr Mrs J. Pritchard	29.02.16	01.03.16	24.03.16
Brodawel Resource Centre	Cllr Mrs J. Pritchard	29.02.16	01.03.16	24.03.16
Beatrice Webb Residential Home for the Older People	Cllr A. Angel	25.01.16	26.01.16	02.02.16
Brondeg Day Centre	Cllr A. Angel	25.01.16	26.01.16	02.02.16
Montclair Residential Respite Care				
Blackwood Resource Centre	Cllr Mrs J. Pritchard	27.02.16	01.03.16	24.03.16
Ty Gwilym Residential Respite Care				
Min-Y-Mynydd Resource Centre				
Ty Ni Childrens Home				
Castle View Residential Home for Older People				
Ty Clyd Residential Home for Older People				
Gwerin Resource Base				
14 Graig Road				
Ystrad Mynach Resource Base				
Twyn Carn Day Centre				
Sirhowy Crafts	Cllr M. Evans	17.02.16	01.04.16	01.04.16
Blackberry Catering	Cllr M. Evans	17.02.16	01.04.16	01.04.16
Pont Woodcraft	Cllr M. Evans	17.02.16	01.04.16	01.04.16

- 4.2 The following is a sample of comments made by Members for the visits undertaken:-
- 4.2.1 One Member commented “a very warm welcome. Residents very happy no problems at all.”
 - 4.2.2 Another Member commented “very pleasant visit. Staff very helpful”.
 - 4.2.3 One Member observed that children treated as individuals – very caring staff. Meals cooked on the premises – records kept on what and how much children eat. Also commented “I am impressed by the loving atmosphere created by the staff”. It was also noted during the visit that wooden floors should be installed ASAP for hygiene reasons. New kitchen needed. The Facilities Team have advised that the internal matters will be looked at during 2016/17. The required refurbishment of the kitchen has now been completed.
 - 4.2.4 One Member commented “wonderful atmosphere, caring, dedicated staff. Butterfly project has made a big difference for the better. Service users very well cared for”.
 - 4.2.5 One Member observed that the front of the building outside to be painted and wall removed to create larger room. The Facilities Team have advised that the external painting at the front will be undertaken when the car park works are undertaken (April). Costs regarding the removal of the wall are being obtained. I have now been advised that the painting has been completed however the wall did not proceed in agreement with the occupiers. General comments - service users are happy with the service. Very caring staff. Long waiting list and considerable over-crowding at first but numbers have dropped but few new service users have had the opportunity to attend.

5. EQUALITIES IMPLICATIONS

- 5.1 This report is for information purposes only so the Council’s Equalities Impact Assessment (EqIA) process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications arising from this report.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications.

8. CONSULTATIONS

- 8.1 There are no consultation responses that have not been reflected in this report.

9. RECOMMENDATIONS

- 9.1 Members are asked to prioritise visits to those establishments that have not received a visit in the last 6 months.
- 9.2 Members are requested to consider completing their scheduled rota visits as soon as the relevant documentation of scheduled visits for the six month period has been received.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To provide Members with an update on their work in visiting Social Services establishments.

11. STATUTORY POWER

11.1 None.

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Consultees: Dave Street, Corporate Director Social Services
Jo Williams, Assistant Director Adult Services
Gareth Jenkins, Assistant Director Children's Services
Sue Wright, Service Manager, Provider Services



HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - INFORMATION ITEM

**SUBJECT: SOCIAL SERVICES – FUTURE PERFORMANCE MANAGEMENT
ARRANGEMENTS**

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform Scrutiny Committee of changes to the way that performance in social care will be managed in line with the requirements of the Social Services & Wellbeing (Wales) Act 2014.

2. SUMMARY

- 2.1 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.

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 Annual Council Reporting Framework (Social Services Improvement Agency, 2009).
- 3.3 Local Authority Social Services Inspection, Evaluation and Review Framework (Care and Social Services Inspectorate, April 2009).
- 3.4 Social Services & Wellbeing (Wales) Act 2014; Well-being of Future Generations (Wales) Act 2015.
- 3.5 The functions of the Social Services Directorate contribute to the Safer, Healthier and Learning Caerphilly Priorities within the Single integrated Plan, Caerphilly Delivers. As part of its Corporate Plan for 2016/17 the Council has set eight corporate priorities, two of which relate to Social Services. These are:
- CP1- Peoples social care needs are identified and met in a timely and appropriate way.
 - CP2 – Children and Adults are safeguarded from abuse.

4. THE REPORT

- 4.1 The purpose of this report is to provide Scrutiny Committee with an overview of the revised performance management requirements under the Social Services and Wellbeing Act.

4.2 Under Section 145 of the Social Services and Well-being Act, Welsh Government issued and consulted upon a draft code of practice in relation to achieving wellbeing. The code of practice reiterates the definition of well-being, how this will be measured, introduces quality standards for local authorities and performance measurement requirements. The code of practice also builds upon the *'National outcomes framework for people who need care and support and carers who need support'* which was developed to deliver on the actions set out in *'Sustainable Social Services for Wales: A Framework for Action'*. The code of practice includes quantitative and qualitative indicators but reduces the overall number of performance indicators reported annually by Social Services from over 60 to 32.

4.2.1 Quantitative Indicators (measurements).

- There are 18 quantitative measurements that will be reported annually (see appendix 1).
- The majority of indicators are Social Services specific, but some will require linking with other partners such as Housing, Education etc.

4.2.2 Qualitative Indicators (measurements)

- There are 14 qualitative measurements that will be collected through a service user questionnaire completed by people receiving care and support services (people known to Social Services). See appendix 2.
- Date to be submitted every year and first return will be for period Sept 2016 to November 2016
- Each local authority to achieve a minimum number of responses and this will be determined using a formula devised by Welsh Government (WG).

4.2.3 The consultation, by Welsh Government on the performance management code of practice was completed in April 2015. Generally, the reduction in the total number of PIs was welcomed. However, in practice some Social Service departments will continue to record much of the data at a local level, as it is still useful e.g. length of time to complete assessments. The qualitative questionnaire will require planning and may benefit from a regional approach.

4.2.4 The Association of Directors of Social Services in Wales (ADSS Cymru) have identified performance management as a priority work stream for 2015/16 and a task and finish group will be developed to explore national, regional and local solutions, as well as ensuring links to other outcome frameworks and avoiding duplication.

4.2.5 There continue to be meetings with representatives from WG to seek clarity on performance definitions and raise issues from local authorities. A regional group of performance managers has also been established to ensure consistency in data collection across the five local authorities in Gwent and share technical knowledge. The group have also discussed and jointly planned the process to undertake the qualitative questionnaire process. The next meeting of the group will be with WG to discuss the performance management requirements as a whole.

4.2.6 Among the issues still requiring clarification are,

- Under part 9 of the Act Partnership Forums will be required to progress the following priorities: Carers, Integrated Family Support Team (IFST), Children with Complex Needs, Learning Disabilities and Older People with Complex Needs. What performance measures will be identified to ensure the priorities are progressed?
- The pending Population Needs Assessment (PNA) will highlight need in the greater Gwent region. What priorities and related Performance Indicators (PIs) will emerge from PNA?
- Will the qualitative questionnaire (appendix 2) benefit from a regional approach?
- That PIs will emerge from Wellbeing Of Future Generations Act? How will we avoid duplication?

5. EQUALITIES IMPLICATIONS

- 5.1 An equalities impact assessment hasn't been completed at this time as this report is for information only.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no direct financial implications arising from this report.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no direct personnel implications arising from this report.

8. CONSULTATIONS

- 8.1 All comments from consultations are reflected in the main body of the report.

9. RECOMMENDATIONS

- 9.1 Members are asked to note the content of this report.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 This reports sets out the Directorates performance in 2015/16 and also demonstrates the likely changes to performance management that will occur from April 2016.

11. STATUTORY POWER

- 11.1 Local Government Act 2000.

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Consultees: Councillor Robin Woodyatt, Cabinet Member, Social Services
Social Services Senior Management Team
Ioan Richards, Performance Development Officer

Appendices:

- Appendix 1: Social Services and Wellbeing Act: National Outcome Framework – Quantitative Data
Appendix 2: Guidance for qualitative data returns

Appendix 1: Social Services and Wellbeing Act: National Outcome Framework – Quantitative Data

1. The percentage of Welsh speakers who took up the active offer to receive care and support through the Welsh language
2. The percentage of adult protection reports where the risk has been managed
3. The percentage of unscheduled admissions of older people (aged 65 or over) to hospital who were receiving care and support services
4. The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over
5. The percentage of adults at the end of a completed period of reablement phase who:
 - a. have no package of care and support 6 months later
 - b. have no package of care and support 12 months later
6. The percentage of adults at the end of reablement phase who have no package of care and support 6 months later
7. The percentage of adults at the end of reablement phase who have no package of care and support 12 months later
8. The percentage of adults who have received advice and assistance and have not contacted social services for 6 months for the same outcome during the year
9. The percentage of people supported to remain in their own home with a home adaptation
10. The average length of time adults (aged 18-64, 65-74 and 75+) are supported in care homes per 1,000 population by the local authority
11. The percentage of re-registrations of children on Local Authority Child Protection Registers (CPR)
12. The average length of time of children on the CPR
13. The percentage of looked after children seen by a registered dentist within 3 months of becoming looked after
14. The percentage of looked after children registered with a GP
15. The percentage of looked after children achieving the core subject indicator at key stage 2 and 4
16. The percentage of looked after children who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March
17. The percentage of looked after children on 31 March who have had three or more placements during the year
18. The percentage of all care leavers who are in sustained education, training or employment 12 months and 24 months after leaving care
19. The percentage of eligible care leavers who have experienced homelessness during the year
20. The percentage of children supported to stay with their family

Appendix 2: Guidance for qualitative data returns

Qualitative data must be submitted every 3 years, the first year of data will detail the financial year April 2016 to March 2017. For the purposes of this return, different questions must be asked to:

- children aged between 10 years old and 17 years old;
- young adults aged between 16 and 24 years old;
- young carers aged between 16 and 24 years old;
- carers aged 18 or over; and
- adults aged 18 or over.

The following questions will be asked to people who need care and support and carers who need support, although some questions are specific to groups of people:

1. Overall, how satisfied are you with the care and support services that you have received? (Very satisfied / quite satisfied / not sure / dissatisfied / very dissatisfied)

Thinking about the care and support services you have received, please tell us whether you agree or disagree to the following statements: (Yes, I agree / No, I disagree / I don't know)

- 2. I have been treated with dignity and respect (aged 10+);**
- 3. I have received the right information, advice or assistance when I have needed it (aged 10+);**
- 4. I have received advice, help and support to prepare me for adulthood (aged 16-25);**
- 5. I have been given written information about a named team in social services (aged 10+);**
- 6. I have been involved in decisions made about my care and support (aged 10+);**
- 7. I have been involved in any decisions made about my child's care and support (parents);**
- 8. I have been involved in designing the care and support plan for the person that I care for (carers aged 10+).**

Thinking about your life at the moment, please tell us whether you agree or disagree to the following statements: (Yes, I agree / No, I disagree / I don't know)

- 9. The care and support I have received has helped me to live in a home that is right for me (aged 10+);**
- 10. The care and support I have received has helped me to do the things that matter to me (aged 10+);**
- 11. The care and support I have received has helped me to feel safe (aged 10+);**
- 12. The care and support I have received has helped me to feel like I belong to my community (aged 18+);**
- 13. The care and support I have received has helped me to feel supported to continue in my caring role (carers aged 10+);**
- 14. The care and support I have received has helped me to enjoy going to school or further education or training (aged 10-25).**

- *The questions must be asked to all people who have a care and support plan during 1 April and 31 March each year which has been in place for a minimum of 3 months.*
- *In order to obtain the minimum number of returns and based on a 25 per cent response rate each local authority should administer a **minimum of 1,600** questionnaires each year. Local authorities must monitor the number of returns throughout the year to ensure they achieve **at least 400 responses** at the end of the year.*