



SOCIAL SERVICES SCRUTINY COMMITTEE 13 SEPTEMBER 2021

**SUBJECT: DIRECTORATE PERFORMANCE ASSESSMENT YEAR END REPORT
2020/21**

REPORT BY: CORPORATE DIRECTOR OF SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To present Scrutiny with the year-end Social Services Directorate Performance Assessment (DPA) which is part of the Council's Performance Management Framework.
- 1.2 The DPA is the Directorate's self-assessment and forms part of the Council's overall self-assessment activity and provides information and analysis for the year ending 2020/21. Members are invited to discuss, challenge, and scrutinise the range of information in the DPA.

2. SUMMARY

- 2.1 The Council's revised Performance Framework was endorsed by Cabinet in February 2020 and this report introduces one of the key components of the Framework, the Directorate Performance Assessment (DPA). The DPA is a 'self-assessment' of Directorate's progress across a wide range of information types and meets our 'duty as a principal council to keep our performance under review'.
- 2.2 DPAs are an opportunity to bring together a range of information and intelligence into one picture to answer the self-assessment questions of 'how well are we performing, how do we know? And what and how can we do better? Appendix 1 is the Social Services Directorates Performance Assessment Year End Report 2020/21.

3. RECOMMENDATIONS

- 3.1 Members review the attached document (Appendix 1) and discuss, challenge, and scrutinise the information contained within. .

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 Scrutiny Members are involved in the 'self-assessment' process by scrutinising the

information within the Directorate Performance Assessment. This also supports the principles within the new section (Part 6, Chapter 1) of the Local Government and Elections (Wales) Act which provides for a new performance and governance regime for principal councils.

5. THE REPORT

5.1 The Performance Framework has been developed to meet several strategic and operational needs as well as to meet the legislation and further the Council's desire to be a high performing learning organisation focused on meeting the needs of its residents. The framework was piloted in 2019 and endorsed by Cabinet February 2020 and now is reported as a regular part of scrutiny committees. This report introduces and shares the Social Services dashboards (the DPA) for the year end 2020/21.

5.2 The spirit of the DPA (appendix 1) is about providing learning, the DPA is less about performance and targets (though they have their place) rather is designed to provide a wider picture of knowledge and learning, to identify cause and effect and to invite mature conversations that enhance learning which leads to improvement.

Due to the level and range of information contained within, below is a summary of our conclusions as to the top 3 achievements and 3 areas we identify as areas we wish to improve upon or where there is further learning to be explored.

5.3 Achievements

- a) A second Children's Home for Caerphilly children and young people was established and is now fully operational.
- b) Continue to embed corporate safeguarding arrangements. A Corporate Action Plan has been developed and ratified by CMT, Scrutiny Committees and Cabinet. Actions are 85% completed.
- c) Continue to ensure recruitment in terms of children's services social workers is monitored and reviewed.

5.4 Areas for Improvements

- a) In terms of Adult services we are now starting to see the demand for our services beginning to increase, referrals have climbed steadily through the year with corresponding numbers in terms of the number of assessments. In terms of reviews we saw a fall in the number completed in quarters 2 and 3, however numbers have increased during quarter 4. It should be noted that the indicator for DTOC was suspended by WG at the start of the year until further notice.
- b) In terms of Children's Services referrals were relatively stable throughout the year, likewise Children Looked After (CLA) numbers were also stable (454 at Qtr1 to 456 at Qtr4) and we have also seen stability with numbers of children on the Child Protection Register (CPR). It is particular pleasing to see the number of assessments completed on time being at 95% despite the challenges posed by our new way of working.
- c) From a budgetary perspective the directorate underspent against its allocated budget, this was primarily as a result of additional COVID monies allocated by

WG, in addition some of our services were stopped or reduced during the pandemic with the subsequent reduction in expenditure, 50% of this underspend will now be taken into Directorate reserves.

5.5 **Conclusion**

Clearly performance during the past six months of 2020/21 have been impacted by the authority's response to the Coronavirus pandemic, whilst the majority of social care services have remained in place (with the exception of days services and some respite services) the attention of staff has clearly had to be on responding to the virus.

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Given the Covid-19 Pandemic, it was reassuring to see that 25% of all referrals made to Children's Services proceeded to an assessment. This compared favourably to pre-Covid levels and demonstrates that those cases in greatest need continued to be responded to despite the lockdown restrictions within the period. However, timescales for completion of assessments was adversely affected in Q1 by Covid-19 with the majority being out of timescale due to families being unavailable because of shielding or being symptomatic, however performance has improved significantly by the end of the reporting year in Quarter 4.

Sickness absence levels across the directorate reduced slightly during the year, however there is concern over absence levels within adults services this will be looked at in more detail, the position in children services is more positive.

From a budgetary perspective the directorate underspent against its allocated budget, this was primarily as a result of additional COVID monies allocated by WG, in addition some of our services were stopped or reduced during the pandemic with the subsequent reduction in expenditure, 50% of this underspend will now be taken into Directorate reserves.

6. **ASSUMPTIONS**

6.1 There are no assumptions thought to be required within this report.

7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report has no decision-making requests and an integrated impact assessment does not apply. Information on equalities and Welsh language will be included within the DPA's.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications within this report, however the DPA (Appendix 1) has a section on resources including relevant budget outturns as part of the overall self-assessment of the directorate.

9. PERSONNEL IMPLICATIONS

- 9.1 There are no personnel implications within this report, although the DPA (Appendix 1) has a section called 'resources' which provides data on a range of workforce aspects.

10. CONSULTATIONS

- 10.1 Any consultation responses have been included with in this report.

11. STATUTORY POWER

- 11.1 The Local Government Measure (2009) and Local Government (Wales) Act 2020

Author: Dave Street, Director of Social Services & Housing
Ros Roberts, Business Improvement Manager, roberr@caerphilly.gov.uk

Consultees: Cllr Donna Cushing, Chair – Social Services Scrutiny
Cllr Carmen Bezzina, Vice-Chair – Social Services Scrutiny
Councillor Shayne Cooke, Cabinet Member for Social Care
Christina HARRY, Chief Executive
Richard Edmunds, Corporate Director of Education and Corporate Services
Mark S. Williams, Corporate Director Communities
Jo Williams, Assistant Director Adult Services
Gareth Jenkins, Assistant Director Children's Services
Lynne Donovan, Head of People Services

Appendices:

Appendix 1 Directorate Performance Assessment (end of year report 2020/21)