



SOCIAL SERVICES SCRUTINY COMMITTEE – 20TH OCTOBER 2020

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

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

1. PURPOSE OF REPORT

- 1.1 To present to Scrutiny Committee the Care Inspectorate Wales (CIW) Local Authority Performance Review for Caerphilly CBC for 2019/20.

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.

3. RECOMMENDATIONS

- 3.1 Members are asked to note the content of the letter.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 The performance review letter gives members of the Scrutiny Committee a relatively detailed perspective of CIW's view of the Directorate performance in discharging our statutory functions.
- 4.2 The report also lays out the CIW Performance Review Plan for 2020-21, albeit this is subject to amendment due to the impact of the ongoing pandemic.

5. THE REPORT

- 5.1 Like all Social Services Departments in Wales our activities are overseen and regulated by Care Inspectorate Wales. CIW undertake an annual programme of visits to reassure both themselves, the authority and the public that services are of the appropriate standard and being delivered in accordance with the requirements and

principles of the Social Services & Wellbeing (Wales) Act 2014.

5.2 The attached letter is informed by the performance evaluation activity undertaken by the Inspectorate during the course of the year. This activity included:

- focused activity adults services January 2020
- focused activity children's services February 2020
- engagement with older adults and their carers September 2019
- head of service meetings
- challenge meeting prevention and promotion of independence for older people October 2019

5.3 The report is based around a summary of strengths and areas for improvement under four main headings. These are;

- Well-being
- People
- Prevention
- Partnerships

5.4 Areas for improvement identified in the report will make their way into our Directorate Plans for what remains of 2020/21 and 2021/22.

5.5 **Conclusion**

The report from CIW paints a generally positive picture of the Directorate's performance during 2019/20. We will continue to engage with CIW in accordance with the agreed programme of visits and will use the feedback as part of my Annual Directors report for 2019/20 which is currently being written.

6. **ASSUMPTIONS**

6.1 There were no assumptions made in writing this report.

7. **LINKS TO RELEVANT COUNCIL POLICIES**

7.1 **Corporate Plan 2018-2023.**

The contents of this report contributes towards to or impacts on the following Corporate Well-being Objectives;

Objective 5 - Creating a county borough that supports a healthy lifestyle in accordance with the sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

Objective 6 - Support citizens to remain independent and improve their well-being

8. WELL-BEING OF FUTURE GENERATIONS

8.1 This report contributes to the following Well-being Goals:-

- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities

The report is consistent with the five ways of working as defined within the sustainable development principle in the Act.

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- Long Term – The feedback from CIW helps us understand and ensure that our services are fit for purpose and sustainable in meeting people’s needs moving forward.
- Prevention – Prevention is a key part of the Social Services & Well-being (Wales) Act 2014. The letter from CIW contains specific reference with regard to our performance around prevention.
- Integration – Good quality social care services play a fundamental part in ensuring the well-being, not just to the recipients of the service, but also to their immediate families and the general community. Supporting unpaid carers allow people to continue to work and gives carers the support they need to continue to care for their loved ones longer term allowing the recipients of the service to remain in their own homes for longer.
- Collaboration – Partnerships are now a cornerstone of delivering our services. This is both with other public bodies and the people who use our services. The letter from CIW makes specific reference to our performance in this area.
- Involvement – Involving citizens in the planning and delivery of services is a key part of the Social Services & Well-being (Wales) Act 2014. Co-production of services is now a basic requirement of social work services.

9. EQUALITIES IMPLICATIONS

9.1 There are no equalities impacts arising from this report. Equalities is a central plank of the delivery of social care services. There are no services development issues arising from this report that require equality impact assessments to be completed.

10. FINANCIAL IMPLICATIONS

10.1 There are no direct financial implications arising from this report. The Directorate has a set annual revenue budget and has successfully operated within the confines of this budget during 2019/20.

11. PERSONNEL IMPLICATIONS

11.1 There are no direct personnel implications arising from this report.

12. CONSULTATIONS

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

13. STATUTORY POWER

13.1 Social Services provision is delivered in accordance with the requirements of the Social Services & Wellbeing (Wales) Act 2014.

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Appendices:
Appendix 1 Care Inspectorate Wales Local Authority Performance Review
April 2019 - March 2020