

Meeting of:	Cabinet
Date of Meeting:	Monday, 07 September 2020
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Care Inspectorate Wales (CIW) Local Authority Performance Review - April 2019 - March 2020
Purpose of Report:	To update Cabinet on the assessed performance of Social Services in the Vale of Glamorgan.
Report Owner:	Cabinet Member for Social Care and Health
Responsible Officer:	Director of Social Services
Elected Member and Officer Consultation:	Cabinet Member for Social Care and Health Managing Director
Policy Framework:	This is a matter for Executive decision by Cabinet
<p>Executive Summary:</p> <ul style="list-style-type: none"> • Care Inspectorate Wales publish an annual letter for Social Services outlining their assessment of the service based on inspection and other activities throughout the year. • The letter is attached as an appendix to this report. • The letter highlights many strengths of the service while also providing suggested areas for improvement. • The performance review will be incorporated into the annual Director’s Report for the same period and will inform the priorities for the service highlighted in that document, which will come to Cabinet for approval in the coming months. 	

Recommendations

1. That Cabinet notes the content of the Performance Review.
2. That Cabinet sends a copy of the Performance Review to members of the Healthy Living and Social Care Scrutiny Committee.

Reasons for Recommendations

1. To ensure that Cabinet are aware of the Care Inspectorate's assessment of the performance of Social Services in the Vale of Glamorgan.
2. To ensure wider elected member oversight of the Performance Review.

1. Background

- 1.1 The code of practice for review of local authority social services in April 2019 outlined the intention of CIW to write and publish an annual letter for local authorities in order to provide feedback on inspection and performance evaluation activity completed during the year, report on the progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews, and outline CIW's forward work programme.
- 1.2 This letter summarises CIW's review of the Vale of Glamorgan Council's performance in carrying out its statutory social services functions from April 2019 – March 2020.
- 1.3 CIW acknowledge, that due to the unprecedented circumstances relating to COVID-19, that this letter has been developed without the usual annual performance review meeting with the directorate's senior management team.
- 1.4 The letter is intended to assist the local authority and its partners to continually improve.

2. Key Issues for Consideration

- 2.1 The letter highlights many strengths of the service while also providing suggested areas for improvement. These will not be repeated in this report but can be seen in full in the attached Performance Report at Appendix 1.
- 2.2 The performance review is used to inform the annual Director's Report for the same period and provides evidence for the Director of Social Services assessment of activity during the same year. Inevitably it will inform the priorities for the service highlighted in that document. The Director's report will be considered by Health Living and Social Care Scrutiny Committee as a challenge version in September and then a final version will come to Cabinet for approval in the coming months.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

3.1 Long Term

3.1.1 The Council's commitment to Social Services is assessed as part of the inspection regime. This includes a longer-term perspective as well as an assessment of current performance.

3.2 Integration

3.2.1 Social Services is provided through a variety of integrated and regional arrangements.

3.3 Involvement

3.3.1 Social Services requires close working with those that utilise the service and their families and carers. The effectiveness of this and the extent to which people are able to determine their own outcomes is a significant component of inspection.

3.4 Collaboration

3.4.1 Social Services work with partners to provide a coordinated set of services, often through regional or partnership arrangements.

3.5 Prevention

3.5.1 Social Service endeavour to respond proactively to support and assist our residents.

4. Resources and Legal Considerations

Financial

4.1 Performance may be linked to the resources available to the Directorate and the Performance Review provides an opportunity to inform the budget setting for the Council.

Employment

4.2 There are employment implications as a direct result of this report at this time.

Legal (Including Equalities)

4.3 There are no legal implications as a direct result of this report at this time.

4.4 Any proposals to change the nature of the way in which services are provided would be accompanied with an Equalities Impact Assessment and a Privacy Impact Assessment.

4.5 Any proposals to change the current contractual arrangements with partner organisations would be accompanied by the same.

5. Background Papers

Appendix 1 - Care Inspectorate Wales (CIW) Local Authority Performance Review -
April 2019 - March 2020

Lance Carver
Vale of Glamorgan Council
Civic Offices
Holton Road
Barry
CF63 4RU

Date: 03 August 2020

Dear Lance Carver,

Care Inspectorate Wales (CIW) Local Authority Performance Review April 2019 - March 2020

The code of practice for review of local authority social services in April 2019 outlines our intention to write and publish an annual letter for local authorities which will:

- provide feedback on inspection and performance evaluation activity completed by us during the year
- report on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews
- outline our forward work programme

This letter summarises our review of Vale of Glamorgan Council's performance in carrying out its statutory social services functions from April 2019 – March 2020.

We acknowledge, that due to the unprecedented circumstances relating to COVID-19, we were unable to complete the annual performance review meeting.

However, we believe that there remains significant benefits in identifying and drawing the attention of the local authority and its partners, to the areas of both strengths and improvements required. The letter is intended to assist the local authority and its partners to continually improve.

Arolygiaeth Gofal Cymru (AGC)
Swyddfa Llywodraeth Cymru
Sarn Mynach
Cyffordd Llandudno
LL31 9RZ
www.arolygiaethgofal.cymru

☎ 0300 790 0126
☎ 0872 437 7303
✉ CIW@gov.wales

Care Inspectorate Wales (CIW)
Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ
www.careinspectorate.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

It follows the four principles of the Social Services and Well-being (Wales) Act 2014 and our increasingly collaborative and strengths based approach to supporting improvement.

The content of this letter is informed by the performance evaluation activity undertaken by the inspectorate during the course of the year. This activity included:

- engagement activity, in relation to older people (aged 65 and over), undertaken between 4 July and 15 August 2020
- practice and performance meeting held with the Head of Adults Services on 6 August 2020
- practice and performance meeting held with the Head of Children's Services on 6 August 2020
- annual focused activity undertaken in children's services on 4 and 5 November 2019
- meeting with Vale of Glamorgan Council and Cardiff & Vale University Health Board (CVUHB) to review self-evaluation of work in relation to promoting independence for older people 22 November 2019
- annual focused activity undertaken in adults services on 18 and 19 February 2020

During the course of the year, we have been in discussions with you during all of the activity listed above and as such our annual performance letter content is an accurate reflection of our ongoing findings which we have consistently shared with you.

Summary of strengths and areas for improvement in line with principles of the 2014 Act

Well-being

The local authority benefits from an experienced senior management team. Effective leadership is evident at all levels working towards a shared vision that emphasises the importance of choice and independence as well as sustaining family arrangements. Work already initiated has progressed during 2019-2020 to align both adults and children's services structures to more effectively support local community based approaches that focus on achieving good outcomes for people.

A significant amount of work during the last 12 months has focused on reconfiguring the 'front door' to both adults and children's services to ensure that people are receiving timely early help services. Preventive services have been expanded through the inclusion of partner agencies from statutory and third sectors, including police staff and community navigators in GP surgeries. All staff including partners have been trained to offer high quality information, advice and assistance and to provide support to people before their needs escalate. However, we noted during our focused activities that 'what matters conversations' do not always take place soon enough. Nevertheless, we found that all professionals were committed to delivering strength based practice. Further embedding strength based approaches could be enhanced by the adoption of a consistent social work practice model. We recognise both adults and children's services are proactively working towards achieving this over the next 12 months.

There is a strong corporate and political support for both adult and children's services and a thorough and well developed understanding of strengths and current challenges.

People

People's views have been sought by Vale of Glamorgan Council. The Regional Learning Disability Strategy, launched in June 2019, was co-produced with people with a learning disability, their families and carers. Consultation activities have been undertaken in respect of relocation of day services for older people and with children and families in respect of service design. However, we found the Vale of Glamorgan Council could benefit from more systematic follow-up of recommendations made by service users to ensure maximum impact. During our focused and engagement activities most people told us that they were treated with dignity and respect and that they felt listened to. Although many people said they had not been asked for feedback about provision, generally, when asked, people provided positive feedback about services they received and the staff who delivered services. Some people felt local services and activities did not always provide what they needed.

More work is required to improve the timeliness of carer's assessments and to encourage carers to take up services, although generally support for carers in Vale of Glamorgan Council has increased over the last year. Carer support officers are located in all adult teams. They offer short-term support and can assist with respite grants. A carers' hub has also been made available in Penarth and plans are underway to open 'drop-in' facilities in other locations.

The social work workforce in Vale of Glamorgan Council is relatively stable and morale good. Staff we met with during our focused activity told us they received good support, training and supervision. In adult services there has been successful recruitment when vacancies have arisen; less so in children's services although recruitment to key vacancies has been achieved throughout the year. Where vacancies remain these are covered by agency staff who are largely longstanding. Recruitment of Approved Mental Health Practitioners (AMHP) has also improved but remains fragile; agency staff are used to cover some posts and Vale of Glamorgan Council has taken steps to enhance recruitment to remaining vacancies.

The local authority continues to be challenged by the registration requirements for domiciliary care workers. At time of publishing this report a significant number of the domiciliary workforce were not registered, as required, with Social Care Wales.

We continue to monitor implementation of the Deprivation of Liberty Safeguards (DoLS) which has identified the local authority, in common with many others in Wales, is unable to assure itself people's human rights are not being breached by being deprived of their liberty unlawfully. Our joint national report on DoLS will be issued in due course.

Prevention

Vale of Glamorgan Council is committed to the provision of early help and preventive services, recognising the impact in terms of improving outcomes for people as well as alleviating pressure on regulated services.

For example, Vale Community Resource Service (VCRS), a multi-disciplinary provision is focused on preventing the need for hospital admission as well as aiming to support hospital discharge in a timely way. During our focused activity in adult services we saw imaginative

investment of Integrated Care Funding. However, there is a significant capacity issue in independent sector domiciliary care leading to delays in the provision of packages of care for people. VCRS is responsive to these delays and able to mitigate in some cases. Despite this development, there has been a rise in the rate of people aged over 75 years delayed in hospital for social care reasons during 2019-2020 as a consequence of these challenges.

In children's services, the numbers of children looked after has reduced during 2019-2020 against a previously rising trajectory. The Children Looked After Reduction Board has focused on safe risk taking. The new structure has facilitated social work capacity to review and, where safe to do so, revoke Care Orders. Investment through the Integrated Care Fund has been used to support this work in respect of stepping down kinship placements. Placement sufficiency remains challenging.

During 2018 our programme of work focused on care experienced children and young people. The [report](#) is published on our website. Key findings highlight areas for improvement in respect of profile, sufficiency, practice, partnerships, stability, governance and corporate parenting. Many of the areas we have identified for improvement continue to be considered by Welsh Government's Ministerial Advisory Group on improving outcomes for care experienced children and young people and we also hope local authorities will consider their own contribution to addressing these findings. We will monitor with interest the development of much needed commissioning and market position strategy to map future demand for services and help shape the market.

In December 2019 we wrote to all local authorities asking for information about The Public Accounts Committee report following their enquiry into care experienced children, specifically recommendation 5 concerning the effectiveness and frequency of end of placement reviews. Thank you for your response. We note confirmation of VGCC compliance with part 6 code of practice as well as good practice in relation to disruption meetings and consideration of how to support children and young people facing placement breakdown most effectively.

Partnerships

A range of effective well-established effective partnerships are evident within the statutory sector. Strategic regional arrangements between Cardiff Council and Cardiff and Vale University Health Board (CVUHB) are well developed with Regional Partnership and Safeguarding Boards providing oversight of improving outcomes for people. A number of joint planning and commissioning groups, such as disability groups, children's and mental health partnerships and fostering and adoption arrangements result in service provision that meet regional and local population needs.

The local authority also maintains a strong approach to supporting the third sector evidenced by the protection of funding for third sector investment.

Strategic partnership working is effective within adult services, evidenced by three integrated senior manager posts. The Head of Adults Services is an integrated role which is long established in the Vale, the structure within the remit is also integrated which provides added value to working across the social and health care sectors. In addition, The Head of Integrated Care is also a regional post, working closely with operational managers in all three organisations across the partnership, VGCC, Cardiff Council, and the CVUHB, to

design systems and process that provide a consistent approach but recognise variation in need across local and regional boundaries.

In children's services strategic partnership working is also effective. For example, the development of a corporate strategy for children who need care and support in which partners explicitly recognise their responsibilities regarding improving outcomes for children and families. A regional adolescent service (11+) service has been implemented. A regional family group meetings and therapeutic service are also under development along with Cardiff Council, CVUHB and third sector partners.

The Welsh Community Care Information System (WCCIS) has not yet been adopted by CVUHB. There is no time frame set for this to take place. Strategic decision making is required by CVUHB to address this issue. Ongoing uncertainty creates challenges to the management and efficiency of workflow and increases risk where information is not shared with professionals involved in an individual's care. Access to each other's systems also remains problematic. However, during our focused activity in adult services we saw many examples of positive information sharing between social care and health care staff that promoted best outcomes for people.

CIW Performance Review Plan for 2020-2021

Our scheduled thematic inspection programme for 2019-2020 focused on prevention and promoting independence for older adults in the community, and for the current children's services thematic inspection the focus is on prevention, partnerships and experiences of disabled children. Due to the current emergency situation relating to COVID-19, we have paused the publication of our older adults report and paused all activity relating to the disabled children's review. We will advise you in due course when we envisage recommencing our inspections.

We hope to publish the older people's national report in due course and want to take this opportunity to thank you for your local authority's contribution to this.

Due to the unforeseen circumstances we find ourselves in, we are currently reviewing and considering our work plan for the remainder of 2020-2021.

CIW worked together with HMI Constabulary (HMICFRS), HMI Probation, Healthcare Inspectorate Wales (HIW) and Estyn to develop a model of joint inspection of child protection arrangements in Wales (JICPA). This approach was piloted during the autumn of 2019. This was a fantastic example of new ways of working across Wales and a real drive towards collaboration and integration in public services.

We continue to work closely with Social Care Wales to support improvement in social care services.

You will note that this letter has been copied to colleagues in Audit Wales, Estyn and HIW. CIW works closely with partner inspectorates to consider the wider corporate perspective in which social services operate, as well as local context for social services performance.

We will publish the final version of this letter on our website.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Lou Bushell-Bauers', with a small horizontal line to the right.

Lou Bushell-Bauers
Head of Local Authority Inspection

Cc.
Audit Wales
HIW
Estyn

Lance Carver
Cyngor Bro Morgannwg
Swyddfeydd Dinesig
Heol Holton
Y Barri
CF63 4RU

Dyddiad: 03 Awst 2020

Annwyl Lance Carver,

Adolygiad Arolygiaeth Gofal Cymru (AGC) o Berfformiad Awdurdodau Lleol Ebrill 2019 – Mawrth 2020

Mae'r cod ymarfer ar gyfer adolygu gwasanaethau cymdeithasol awdurdodau lleol a gyhoeddwyd ym mis Ebrill 2019, yn amlinellu ein bwriad i ysgrifennu a chyhoeddi llythyr blynyddol i awdurdodau lleol a fydd yn:

- rhoi adborth ar weithgarwch arolygu a gwerthuso perfformiad a gwblhawyd gennym yn ystod y flwyddyn
- adrodd ar y cynnydd y mae'r awdurdod lleol wedi'i wneud o ran gweithredu argymhellion arolygiadau a/neu adolygiadau ymarfer plant ac oedolion
- nodi ein blaenraglen waith

Mae'r llythyr hwn yn crynhoi ein hadolygiad o berfformiad Cyngor Bro Morgannwg wrth gyflawni ei swyddogaethau statudol o ran gwasanaethau cymdeithasol rhwng mis Ebrill 2019 a mis Mawrth 2020.

Rydym yn cydnabod nad oedd modd i ni gwblhau'r cyfarfod adolygu perfformiad blynyddol o ganlyniad i'r amgylchiadau digynsail sy'n gysylltiedig â COVID-19.

Fodd bynnag, credwn fod buddion sylweddol o hyd o ran nodi a thynnu sylw'r awdurdod lleol a'i bartneriaid at y meysydd o cryfderau ac gwelliannau sy'n ofynnol. Bwriad y llythyr yw cynorthwyo'r awdurdod lleol a'i bartneriaid i wella'n barhaol.

Arolygiaeth Gofal Cymru (AGC)
Swyddfa Llywodraeth Cymru
Sarn Mynach
Cyffordd Llandudno
LL31 9RZ
www.arolygiaethgofal.cymru

☎ 0300 790 0126
☎ 0872 437 7303
✉ CIW@gov.wales

Care Inspectorate Wales (CIW)
Welsh Government Office
Sarn Mynach
Llandudno Junction
LL13 9RZ
www.careinspectorate.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Mae'n dilyn pedair egwyddor Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014, a'n dull cynyddol gydweithredol a seiliedig ar gryfderau o hybu gwelliant.

Caiff cynnwys y llythyr hwn ei lywio gan y gweithgarwch gwerthuso perfformiad a gynhaliwyd gan yr arolygiaeth yn ystod y flwyddyn. Mae hyn wedi cynnwys:

- gweithgarwch ymgysylltu, mewn perthynas â phobl hŷn (65 oed a throsodd), a gynhaliwyd rhwng 4 Gorffennaf a 15 Awst 2020
- cyfarfod ymarfer a pherfformiad a gynhaliwyd â'r Pennaeth Gwasanaethau Oedolion ar 6 Awst 2020
- cyfarfod ymarfer a pherfformiad a gynhaliwyd â'r Pennaeth Gwasanaethau Plant ar 6 Awst 2020
- gweithgarwch â ffocws blynyddol a gynhaliwyd ym maes gwasanaethau plant ar 4 a 5 Tachwedd 2019
- cyfarfod â Chyngor Bro Morgannwg a Bwrdd Iechyd Prifysgol Caerdydd a'r Fro i adolygu hunanwerthusiad o waith mewn perthynas â hybu annibyniaeth i bobl hŷn ar 22 Tachwedd 2019
- gweithgarwch â ffocws blynyddol a gynhaliwyd ym maes gwasanaethau oedolion ar 18 a 19 Chwefror 2020

Yn ystod y flwyddyn, rydym wedi bod yn cynnal trafodaethau â chi wrth i'r holl weithgareddau a restrir uchod fynd rhagddynt, ac felly mae cynnwys ein llythyr perfformiad blynyddol yn adlewyrchiad cywir o'n canfyddiadau parhaus a rennir â chi yn gyson.

Crynodeb o gryfderau a meysydd i'w gwella yn unol ag egwyddorion Deddf 2014

Llesiant

Mae'r awdurdod lleol yn cael budd o dîm uwch-reolwyr profiadol. Mae arweinyddiaeth effeithiol yn amlwg ar bob lefel, yn gweithio tuag at weledigaeth a rennir sy'n pwysleisio pwysigrwydd dewis ac annibyniaeth yn ogystal â chynnal trefniadau teuluol. Mae gwaith a ddechreuwyd eisoes wedi datblygu yn ystod 2019-2020 er mwyn cysoni strwythurau gwasanaethau oedolion a gwasanaethau plant, i gefnogi dulliau yn y gymuned leol sy'n canolbwyntio ar gyflawni canlyniadau da i bobl yn well.

Mae swm sylweddol o waith yn ystod y 12 mis diwethaf wedi canolbwyntio ar aildrefnu'r 'drws ffrynt' i wasanaethau oedolion a gwasanaethau plant er mwyn sicrhau bod pobl yn cael gwasanaethau help cynnar amserol. Mae gwasanaethau ataliol wedi cael eu hehangu drwy gynnwys asiantaethau partner o sectorau statudol a thrydydd sectorau, gan gynnwys staff yr heddlu a llyw-wyr cymunedol mewn meddygfeydd. Mae'r holl staff, gan gynnwys partneriaid, wedi cael eu hyfforddi i gynnig gwybodaeth, cyngor a help o ansawdd uchel ac i roi cymorth i bobl cyn i'w hanghenion ddatblygu. Fodd bynnag, gwnaethom nodi yn ystod ein gweithgareddau â ffocws nad yw 'sgyrsiau am yr hyn sy'n bwysig' bob amser yn digwydd yn ddigon buan. Serch hynny, gwelsom fod yr holl weithwyr proffesiynol yn ymrwymedig i gyflawni ymarfer sy'n seiliedig ar gryfderau. Gellid gwella prosesau ymgorffori dulliau sy'n seiliedig ar gryfderau ymhellach drwy fabwysiadu model ymarfer gwaith cymdeithasol cyson. Rydym yn cydnabod bod gwasanaethau oedolion a gwasanaethau plant yn gweithio'n rhagweithiol tuag at gyflawni hyn dros y 12 mis nesaf.

Mae cymorth corfforaethol a gwleidyddol cryf ar gyfer gwasanaethau oedolion a gwasanaethau plant a dealltwriaeth drwyadl sydd wedi'i datblygu'n dda o gryfderau a heriau presennol.

Pobl

Mae Cyngor Bro Morgannwg wedi ceisio barn pobl. Lluniwyd y Strategaeth Anabledd Dysgu Rhanbarthol, a lansiwyd ym mis Mehefin 2019, ar y cyd â phobl ag anabledd dysgu, eu teuluoedd a'u gofalwyr. Mae gweithgareddau ymgynghori wedi cael eu cynnal mewn perthynas ag ail-leoli gwasanaethau dydd i bobl hŷn a gyda phlant a theuluoedd mewn perthynas â chynllunio gwasanaethau. Fodd bynnag, gwelsom y gallai Cyngor Bro Morgannwg gael budd o ddilyn argymhellion a wnaed gan ddefnyddwyr gwasanaeth mewn ffordd fwy systematig er mwyn sicrhau'r effaith fwyaf posibl. Yn ystod ein gweithgareddau â ffocws a'n gweithgareddau ymgysylltu, dywedodd y rhan fwyaf o bobl wrthym eu bod yn cael eu trin ag urddas a pharch a bod pobl yn gwrando arnynt. Er i lawer o bobl ddweud nad oedd unrhyw un wedi gofyn iddynt am adborth am y ddarpariaeth, ar y cyfan, pan ofynnwyd iddynt, rhoddodd y bobl adborth gadarnhaol am wasanaethau a gawsant a'r staff a oedd yn darparu gwasanaethau. Roedd rhai pobl yn teimlo nad oedd gwasanaethau a gweithgareddau lleol bob amser yn darparu'r hyn yr oedd ei angen arnynt.

Mae angen gwneud mwy o waith er mwyn gwella amseroldeb asesiadau gofalwyr ac annog gofalwyr i ymgymryd â gwasanaethau, er bod cymorth i ofalwyr yng Nghyngor Bro Morgannwg wedi cynyddu dros y flwyddyn ddiwethaf yn gyffredinol. Mae swyddogion cymorth i ofalwyr ym mhob tîm oedolion. Maent yn cynnig cymorth byrdymor a gallant helpu gyda grantiau seibiant. Mae hwb i ofalwyr ar gael hefyd ym Mhenarth ac mae cynlluniau yn mynd rhagddynt i agor cyfleusterau 'galw heibio' mewn lleoliadau eraill.

Mae'r gweithlu gwaith cymdeithasol yng Nghyngor Bro Morgannwg yn gymharol sefydlog ac mae morâl yn dda. Dywedodd y staff y gwnaethom gwrdd â nhw yn ystod ein gweithgarwch â ffocws wrthym eu bod yn cael cymorth, hyfforddiant a goruchwyliaeth dda. Ym maes gwasanaethau i oedolion, mae ymgyrchoedd recriwtio wedi bod yn llwyddiannus pan oedd swyddi gwag wedi codi; llai felly ym maes gwasanaethau plant, er i'r cyngor lwyddo i recriwtio i swyddi gwag allweddol yn ystod y flwyddyn. Lle mae swyddi gwag o hyd, caiff y rhain eu cyflenwi gan staff asiantaeth sy'n hirdymor ar y cyfan. Mae ymgyrchoedd recriwtio Ymarferwyr Iechyd Meddwl Cymeradwy hefyd wedi gwella ond maent yn parhau i fod yn fregus; defnyddir staff asiantaeth i gyflenwi rhai swyddi ac mae Cyngor Bro Morgannwg wedi cymryd camau i wella ymgyrchoedd recriwtio ar gyfer y swyddi gwag sy'n weddill.

Mae'r awdurdod lleol yn parhau i gael ei herio gan y gofynion cofrestru ar gyfer gweithwyr gofal cartref. Ar adeg cyhoeddi'r adroddiad hwn, nid oedd nifer sylweddol o'r gweithlu gofal cartref wedi'u cofrestru â Gofal Cymdeithasol Cymru, fel sy'n ofynnol.

Rydym yn parhau i fonitro gweithrediad Trefniadau Diogelu wrth Amddifadu o Ryddid sydd wedi nodi nad yw'r awdurdod lleol, yn yr un modd a llawer o rai eraill yng Nghymru, yn gallu bod yn sicr nad yw hawliau dynol pobl yn cael eu torri drwy gael eu hamddifadu o ryddid yn anghyfreithlon. Byddwn yn cyhoeddi ein cyd-adroddiad cenedlaethol ar y Trefniadau Diogelu wrth Amddifadu o Ryddid maes o law

Atal

Mae Cyngor Bro Morgannwg yn ymrwymedig i ddarparu gwasanaethau cymorth cynnar ac atal, gan gydnabod yr effaith o ran gwella canlyniadau i bobl yn ogystal â lleihau pwysau ar wasanaethau rheoleiddiedig.

Er enghraifft, mae Gwasanaeth Adnoddau Cymunedol y Fro, sy'n ddarpariaeth amlddisgyblaethol, yn canolbwyntio ar atal yr angen i fynd i'r ysbyty yn ogystal ag anelu at gefnogi prosesau rhyddhau cleifion o'r ysbyty mewn modd amserol. Yn ystod ein gweithgarwch â ffocws ym maes gwasanaethau oedolion, gwelsom Gyllid Gofal Integredig yn cael ei fuddsoddi mewn ffordd greadigol. Fodd bynnag, mae problem sylweddol o ran adnoddau ym maes gofal cartref y sector annibynnol, sy'n arwain at oedi wrth ddarparu pecynnau gofal i bobl. Mae Gwasanaeth Adnoddau Cymunedol y Fro yn ymateb i'r oedi hwn ac yn gallu lliniaru mewn rhai achosion. Er gwaethaf y datblygiad hwn, bu cynnydd yng nghyfradd y bobl dros 75 oed a oedd yn wynebu oedi yn yr ysbyty am resymau gofal cymdeithasol yn ystod 2019-2020 o ganlyniad i'r heriau hyn.

Ym maes gwasanaethau plant, mae niferoedd y plant sy'n derbyn gofal wedi lleihau yn ystod 2019-2020 yn erbyn trywydd a oedd yn codi'n flaenorol. Mae'r Bwrdd Lleihau Plant sy'n Derbyn Gofal wedi canolbwyntio ar gymryd risgiau diogel. Mae'r strwythur newydd wedi hwyluso gallu gwaith cymdeithasol i adolygu a, lle y bo'n ddiogel gwneud hynny, ddirymu Gorchmynion Gofal. Mae buddsoddiadau drwy'r Gronfa Gofal Integredig wedi cael eu defnyddio i gefnogi'r gwaith hwn o ran lleihau lleoliadau gyda pherthnasau. Mae digonolrwydd lleoliadau yn parhau i fod yn heriol.

Yn ystod 2018, roedd ein rhaglen waith yn canolbwyntio ar blant a phobl ifanc sydd wedi bod mewn gofal. Mae'r [adroddiad](#) ar gael ar ein gwefan. Mae'r canfyddiadau allweddol yn tynnu sylw at feysydd i'w gwella mewn perthynas â phroffil, digonolrwydd, ymarfer, partneriaethau, sefydlogrwydd, llywodraethu a rhianta corfforaethol. Mae llawer o'r meysydd i'w gwella a nodwyd gennym yn parhau i gael eu hystyried gan Grŵp Cyngori'r Gweinidog Llywodraeth Cymru ar gyfer gwella canlyniadau i blant a phobl ifanc sydd wedi cael profiad o ofal, ac rydym hefyd yn gobeithio y bydd awdurdodau lleol yn ystyried eu cyfraniad eu hunain at fynd i'r afael â'r canfyddiadau hyn. Byddwn yn monitro datblygiad strategaeth gomisiynu a sefyllfa'r farchnad sydd ei hangen yn fawr er mwyn mapio galw am wasanaethau yn y dyfodol ac i helpu i lywio'r farchnad.

Ym mis Rhagfyr 2019, gwnaethom ysgrifennu at bob awdurdod lleol yn gofyn am wybodaeth am adroddiad y Pwyllgor Cyfrifon Cyhoeddus yn sgil ei ymchwiliad i blant sydd wedi cael profiad o ofal, yn benodol argymhelliad 5 sy'n ymwneud ag effeithiolrwydd ac amllder adolygiadau diwedd lleoliad. Diolch am eich ymateb. Rydym yn nodi cadarnhad o gydymffurfiaeth Cyngor Bro Morgannwg â rhan 6 y cod ymarfer, yn ogystal ag arferion da mewn perthynas â chyfarfodydd ymyrryd ac ystyriaeth o sut i gefnogi yn y ffordd fwyaf effeithiol blant a phobl ifanc y mae eu lleoliadau yn chwalo.

Partneriaethau

Mae amrywiaeth o bartneriaethau effeithiol sefydledig yn amlwg yn y sector statudol. Mae trefniadau rhanbarthol strategol rhwng Cyngor Caerdydd a Bwrdd Iechyd Prifysgol Caerdydd a'r Fro wedi'u datblygu'n dda gyda Byrddau Partneriaethau a Byrddau Diogelu Rhanbarthol yn goruchwyllo'r gwaith o wella canlyniadau i bobl. Mae nifer o grwpiau

cynllunio a chomisiynu ar y cyd, megis grwpiau anabledd, partneriaethau plant ac iechyd meddwl a threfniadau maethu a mabwysiadu yn arwain at ddarpariaeth gwasanaeth sy'n diwallu anghenion y boblogaeth ranbarthol a lleol.

Mae'r awdurdod lleol hefyd yn cynnal dull cryf o gefnogi'r trydydd sector, a ddangoswyd drwy ddiogelu cyllid ar gyfer buddsoddiadau'r trydydd sector.

Mae gwaith partneriaeth strategol yn effeithiol ym maes gwasanaethau oedolion, a ddangoswyd gan dair swydd uwch-reolwr integredig. Mae Pennaeth Gwasanaethau Oedolion yn rôl integredig sy'n hirsefydledig yn y Fro. Mae'r strwythur yn y cylch gwaith hefyd yn integredig sy'n darparu gwerth ychwanegol at weithio ar draws y sectorau gofal iechyd a gofal cymdeithasol. Yn ogystal, mae Pennaeth Gofal Integredig hefyd yn swydd ranbarthol, ac mae deiliad y swydd yn gweithio'n agos gyda rheolwyr gweithredol yn y tri sefydliad ar draws y bartneriaeth, Cyngor Bro Morgannwg, Cyngor Caerdydd a Bwrdd Iechyd Prifysgol Caerdydd a'r Fro, i gynllunio systemau a phrosesau sy'n rhoi dull cyson ond sy'n cydnabod bod amrywiaeth o ran anghenion ar draws ffiniau lleol a rhanbarthol. Ym maes gwasanaethau plant mae gwaith partneriaeth strategol hefyd yn effeithiol. Er enghraifft, datblygiad strategaeth gorfforaethol ar gyfer plant y mae angen gofal a chymorth arnynt lle mae partneriaid yn cydnabod eu cyfrifoldebau o ran gwella canlyniadau i blant a theuluoedd yn benodol. Mae gwasanaeth glasoed (11+) rhanbarthol wedi cael ei roi ar waith. Mae gwasanaeth cyfarfodydd grŵp teuluol a gwasanaeth therapiwtig hefyd wrthi'n cael eu datblygu gyda Chyngor Caerdydd, Bwrdd Iechyd Prifysgol Caerdydd a'r Fro a phartneriaid yn y trydydd sector.

Nid yw System Wybodaeth Gofal Cymunedol Cymru wedi cael ei mabwysiadu gan Fwrdd Iechyd Prifysgol Caerdydd a'r Fro eto. Nid oes amserlen wedi'i gosod er mwyn i hyn ddigwydd. Mae angen i Fwrdd Iechyd Prifysgol Caerdydd a'r Fro wneud penderfyniad strategol er mwyn mynd i'r afael â'r mater hwn. Mae ansicrwydd parhaus yn creu heriau o ran rheoli ac effeithlonrwydd llif gwaith ac yn cynyddu risg lle na chaiff gwybodaeth ei rhannu â gweithwyr proffesiynol sy'n rhan o ofal unigolyn. Mae mynediad i systemau ei gilydd hefyd yn parhau i achosi problemau. Fodd bynnag, yn ystod ein gweithgarwch â ffocws ym maes gwasanaethau i oedolion gwelsom nifer o enghreifftiau o rannu gwybodaeth yn gadarnhaol rhwng staff gofal cymdeithasol a gofal iechyd a oedd yn hybu'r canlyniadau gorau i bobl.

Cynllun Adolygu Perfformiad AGC ar gyfer 2020-2021

Roedd ein rhaglen arolygu thematig ar gyfer 2019-2020 yn canolbwyntio ar waith atal a hybu annibyniaeth i bobl hŷn yn y gymuned. Ar gyfer yr arolygiad thematig presennol o wasanaethau plant, mae'r ffocws ar atal, partneriaethau a phrofiadau plant anabl. O ganlyniad i'r argyfwng presennol sy'n gysylltiedig â COVID-19, rydym wedi gohirio cyhoeddi ein hadroddiad ar wasanaethau pobl hŷn ac wedi gohirio'r holl weithgareddau sy'n ymwneud â'r adolygiad o gymorth i blant anabl. Byddwn yn rhoi gwybod i chi maes o law pryd rydym yn rhagweld y byddwn yn ailgychwyn ein harolygiadau.

Rydym yn gobeithio cyhoeddi'r adroddiad cenedlaethol ar wasanaethau oedolion hŷn maes o law, a hoffem achub ar y cyfle hwn i ddiolch i chi am gyfraniad eich awdurdod lleol at hyn.

O ganlyniad i'r amgylchiadau hyn nad oedd modd eu rhagweld, rydym wrthi'n adolygu ac yn ystyried ein cynllun gwaith ar gyfer gweddill 2020-2021.

Cydweithiodd AGC ag Arolygiaeth Cwnstabiliaeth a Gwasanaethau Tân ac Achub Ei Mawrhydi, Arolygiaeth Prawf Ei Mawrhydi, Arolygiaeth Gofal Iechyd Cymru (AGIC) ac Estyn i ddatblygu model ar gyfer cyd-arolygu trefniadau amddiffyn plant yng Nghymru. Cafodd y dull gweithredu hwn ei dreialu yn ystod hydref 2019. Roedd hyn yn enghraifft wych o ffyrdd newydd o weithio ledled Cymru, gan gynnig ymgyrch gwirioneddol i sicrhau cydweithio ac integreiddio mewn gwasanaethau cyhoeddus.

Byddwn yn parhau i weithio'n agos gyda Gofal Cymdeithasol Cymru i gefnogi gwelliannau mewn gwasanaethau gofal cymdeithasol.

Sylwer bod copi o'r llythyr hwn wedi cael ei anfon at gydweithwyr yn Swyddfa Archwilio Cymru, Estyn ac AGIC hefyd. Mae AGC yn gweithio'n agos gydag arolygiaethau partner i ystyried y safbwynt corfforaethol ehangach y mae gwasanaethau cymdeithasol yn gweithio ynddo, ynghyd â chyd-destun lleol ar gyfer perfformiad gwasanaethau cymdeithasol.

Byddwn yn cyhoeddi fersiwn derfynol y llythyr hwn ar ein gwefan.

Yn gywir



Lou Bushell-Bauers
Pennaeth Arolygu Awdurdodau Lleol

Cc.
Archwilio Cymru
AGIC
Estyn