

Vale of Glamorgan CBC Social Services CSSIW Performance Report 2014–15

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Introduction

The report highlights key national priorities, sets out areas of progress and areas for improvement. The findings are based on,

- Performance indicators
- Director and Heads of Service reports
- Key council publications and information from scrutiny
- Inspection and site visit findings
- Regulatory inspections
- Engagement with senior officers
- Information from other inspectorates.

Adult Services



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Key national priorities- prevention and early intervention

- Customer Contact Centre –main contact for health and social care community services.
- A key priority is to support independence and reablement wherever possible.
- Disabled Facilities Grants.
- The council’s first Extracare scheme ‘Golau Caredig’.

Key national priorities – Integrated services for older people with complex needs

- The Council remains strong in leading on a number of integration and partnership initiatives.
- The integrated discharge policy has now been implemented.

Areas of progress

- Further development of integrated social care and health services.
- Enhanced Customer Contact Centre at C1V.
- Improvement in the delivery times of disabled facilities grants.

Areas for improvement

- Improve rates of care plan reviews.
- Increase the promotion of Direct Payments for service users of the CMHT.
- Find a solution with C&VUHB to concluding on the single point of contact for the CMHT.

Children's Services

Key national priorities – Prevention and early intervention

- Expansion phase for Flying Start - completed in 2015.
- Families Achieving Change Together (FACT) Team.
- The Integrated Family Support Team (IFST).

Key national priorities – Looked After Children

- LAC have remained relatively stable.
- The council's strategy to improve permanence arrangements for LAC continues. Permanence planning is good.
- Nine new mainstream foster carers.
- Lead on the regional adoption collaborative.

Areas of Progress

- Continuation with the strategy for ensuring the best outcomes for looked after children, in terms of permanency planning.
- Recruitment of foster carers.
- The percentage of looked after children with a Personal Education Plan.

Areas for Improvement

- Improve rates of statutory health assessments for looked after children.
- With the C&VUHB, consider ways in which the therapeutic needs of looked after children and care leavers can be met effectively and efficiently across health and social care.

Leadership and governance

- The Unified Directorate Service Plan.
- The Budget.
- Social care and Health Scrutiny.
- Quality assurance and performance management systems.

Progress /Improvement

Areas of progress

- Extension of services and partnership working – customer contact centre.

Areas for improvement

- Progress the joint commissioning strategy for Mental Health Services.

CSSIW national inspection and reviews

National review of;

- domiciliary care,
- services for people with learning difficulties,
- care planning for looked after children.

CSSIW

follow up work this year

- Customer Contact Centre.
- Adult Safeguarding.
- Children and Young People services and CAMHS.