

Meeting of:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	Tuesday, 14 May 2024
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Performance Evaluation Inspection of Vale of Glamorgan Social Services Update
Purpose of Report:	To update Scrutiny Committee on progress with regards to the areas of improvement identified in the Inspection by CIW in January 2023
Report Owner:	Director of Social Services
Responsible Officer:	Director of Social Services
Elected Member and Officer Consultation:	Operational Manager, Legal Services
Policy Framework:	This report is consistent with the Policy Framework and Budget
<p>Executive Summary:</p> <ul style="list-style-type: none"> This Scrutiny Report provides an update regarding the progress in delivering actions to fulfil the identified areas of improvement determined as part of the performance evaluation of Social Services that took place in January 2023. 	

Recommendations

1. That Scrutiny Committee considers the progress against the identified areas of improvement developed by Care Inspectorate Wales (CIW).

Reasons for Recommendations

1. To ensure that Members are informed of this progress as requested by the committee in May 2023.

1. Background

- 1.1 Care Inspectorate Wales (CIW) is the independent regulator of social care and childcare. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales. CIW aim to provide independent assurance about the quality and availability of social care in Wales; safeguard adults and children, making sure that their rights are protected; improve care by encouraging and promoting improvements in the safety and quality of social care services; and inform policy, standards and provide independent professional advice to the people developing policy, the public and social care sector.

- 1.2 The January 2023 inspection was framed around the following principles of the Social Services and Well-being (Wales) Act 2014 (The 2014 Act):

People – voice and control

- 1.3 How well is the local authority ensuring all people are equal partners who have voice, choice and control over their lives and can achieve what matters to them?
- 1.4 How well is the local authority ensuring the workforce is sufficient in numbers, suitably skilled, experienced, and supported?

Prevention

- 1.5 To what extent is the local authority ensuring the need for care and support is minimised, and the escalation of need is prevented whilst ensuring the best possible outcomes for people are achieved?

Well-being

- 1.6 To what extent is the local authority ensuring people are protected and safeguarded from abuse and neglect and any other types of harm?

Partnerships

- 1.7 To what extent is the local authority able to assure itself effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people?

2. Key Issues for Consideration

- 2.1 The current context for delivering social services is very challenging and this was recognised by CIW through their inspection. They recognised the pandemic recovery and cost of living crisis as the context within which social services is working and the resultant high levels of demand and increased complexity of people's needs.
- 2.2 While this report focusses on the 'areas for improvement' the Performance Evaluation Inspection report also identified many 'strengths' which are not part of this committee report. Care Inspectorate Wales's summary and overall findings reflected positively upon the work of Social Services staff, their managers, and corporate colleagues.
- 2.3 The identified 'areas for improvement' were transferred into the Social Services Reshaping Board's action plan and have been followed up on a quarterly basis.
- 2.4 An extract of this action plan is attached at Appendix 1. This shows progress made by quarter and was last updated at the end of March 2024. Overall, 6 actions are 'complete', 14 'complete with ongoing monitoring' and 4 still 'in progress'. The 'in progress' actions all indicate, despite not yet being complete, that progress is still being made. These actions will continue to be part of the Social Services Reshaping Board's action plan in 24/25 and progress will continue to be monitored through that mechanism.

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

- 3.1 In reviewing the performance of local authorities in Wales, CIW also takes into account the Well-being of Future Generations (Wales) Act 2015. This puts the efficacy and impact of local authorities' approach to planning and financial decision-making at the heart of their considerations.
- 3.2 The Inspection Report was produced in collaboration with staff, service users and carers.
- 3.3 The report examined our integrated arrangements and our relationships with our partners.
- 3.4 The 'areas for improvement' require further collaboration to ensure that the service responds for the longer term.

4. Climate Change and Nature Implications

- 4.1** There are no Climate Change and Nature Implications as a direct result of this report.

5. Resources and Legal Considerations

Financial

- 5.1** There are no direct financial implications resulting from this report however the identified 'areas for improvement' stated that the current resources were not keeping up with demand. In a very challenging context, the Council has awarded additional funding to the Directorate in 23/24 and for 24/25 to meet many of the identified cost pressures.

Employment

- 5.2** There are no employment implications resulting from this report.

Legal (Including Equalities)

- 5.3** CIW has powers to review local authority social services functions as set out under section 149 of the Social Services and Well-being (Wales) Act 2014. This includes reviewing: the overall exercise of local authority social services functions in Wales; the way in which the social services functions of a particular local authority are exercised; the exercise of a local authority social services function of a particular description (including the power to inspect two or more local authorities where they are working together through regional arrangements); the exercise of a local authority social services function by a particular person or persons.

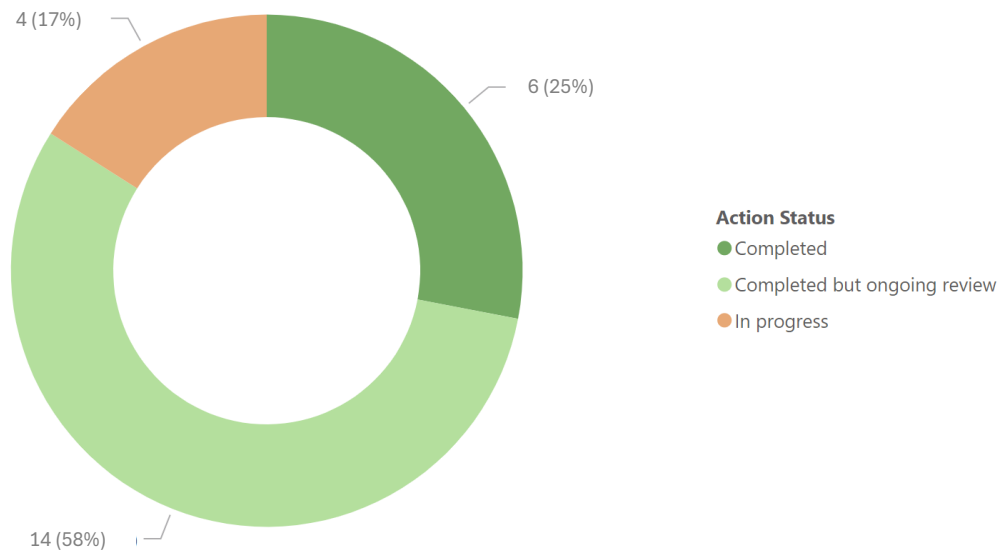
6. Background Papers

Report to HL&SC Scrutiny Committee, 16th May 2023 – Minute No. 25

Vale of Glamorgan Council Social Services

Care Inspectorate Wales Inspection Action Plan Update – 31-03-2024

Action Status



Of the 24 actions identified during the inspection the majority have been completed 20 (83%)

Adult Services Actions and Progress Update

SSWB Principles Referenced in Inspection Report

1. People - voice and control

CIW Action Plan Area of Focus and Objectives

How well is the local authority ensuring all people are equal partners who have voice, choice and control over their lives and can achieve what matters to them?

How well is the local authority ensuring the workforce is sufficient in numbers, suitably skilled, experienced, and supported?

1.1 CIW Evidence of Need - Advocacy

The need for advocacy is not considered consistently and there can be delays in identifying an independent professional advocate for some people. The local authority must strengthen the advocacy offer and ensure the importance of independent professional advocacy is understood and promoted by all practitioners.

Actions Required / What are we going to do

The need for advocacy will be promoted within team meetings, supervision, and the practitioner forum. This must be underpinned by training of practitioners on the local authority's duty to make available independent professional advocacy without delay through the Cardiff and Vale Advocacy Gateway.

Person Responsible

Jason Bennett

Person responsible for providing updates:

Andy Cole / Linda Woodley

Where have we got to / Progress during Quarter 1 (April June 2023)

Amendment to WCCIS to ensure the advocacy offer is captured and the field is mandatory upon completion of the assessment form. Reminder to all assessment staff via practitioner forum that this is a requirement / core good practice - to be placed on the agenda for Quarter 2

Where have we got to / Progress during Quarter 2 (July - September 2023)

As last period, prac forum not held due to absence of HoS, will pick up this quarter

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Audit completed in this quarter did not highlight a lack of understanding in this area Recommissioning gateway and advocacy providers in q4, will relaunch post appointment

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Cardiff and Vale Advocacy Gateway was recommissioned for a further three years during 23/24. All case management staff are aware of the need to positively promote advocacy whenever a person is not able to fully participate with the social care.

Action Status

Completed but ongoing review

Reference

AS/CIW/2.19

1.2 CIW Evidence of Need – Unpaid Carers

Not all carers have been offered an assessment. The local authority should continue to work, in partnership with the health board, to ensure practitioners consistently comply with the general duty to promote the well-being of the carer.

Actions Required / What are we going to do

Recording of offer of assessment within WCCIS to be made mandatory

Person Responsible

Jason Bennett

Person responsible for providing updates:

Andy Cole / Linda Woodley

Where have we got to / Progress during Quarter 1 (April June 2023)

Initial work around recording completed. Exploration of how this can link with regional HSc Unpaid Carers workstream and workplan

Where have we got to / Progress during Quarter 2 (July - September 2023)

To be discussed in Adult Services WCCIS Forms Review Group Qtr 3.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Action completed this is now a mandatory question where there is a known carer.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Action completed this is now a mandatory question where there is a known carer.

Action Status

Completed

Reference

AS/CIW/2.20

1.3 CIW Evidence of Need- Funding Disputes

A delay in a person's eligible needs being met due to a dispute between the LA and the LHB resulted in carers having to fund a significant package of care in the interim. The local authority must ensure it continues to work with statutory partners to agree to meet a person's eligible needs whilst a dispute is being resolved and ensure that the person seeking support is not required to fund this whilst funding is agreed between the statutory partners.

Actions Required / What are we going to do

Arrange a discussion with C&VUHB to agree mutual agreement for joint funding without prejudice pending any dispute in line with NHS continuing care framework

Person Responsible

Jason Bennett

Person responsible for providing updates:

Andy Cole

Where have we got to / Progress during Quarter 1 (April June 2023)

National CHC and LA leads meeting arranged for July 23, will review local position post national meeting

Where have we got to / Progress during Quarter 2 (July - September 2023)

2nd national meeting in Oct 23 will review locally post this as 1st meeting focussed on terms of reference etc rather than policy discussions (this is chaired by WG colleagues)

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Meeting with WG cancelled by WG

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Dispute arrangements still require agreeing by partners.

Action Status

In progress

Reference

AS/CIW/2.21

1.4 CIW Evidence of Need – Supervision Records

Supervision records vary in content and quality. The local authority must ensure robust management oversight of practice and reflective conversations are taking place, with sufficient information noted to evidence decision making.

Actions Required / What are we going to do

Finalisation, action and monitoring of the new supervision policy

Person Responsible

Jason Bennett

Person responsible for providing updates:

Amy Reed/Natasha James

Where have we got to / Progress during Quarter 1 (April June 2023)

Draft updated supervision guidance and policy is being considered by the working group. Draft will be finalised by September 2023.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Draft policy and guidance with Team Manager for discussion and ratification process

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Supervision policy and documents have been drafted. This includes a WCCIS form to be used for all supervisors when recording supervision notes on the WCCIS system. This ensures consistency of the information being recorded with clear actions set.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

The supervision Policy has been shared with heads of service and is in its very final stages before being launched in June 2024.

Action Status

Completed but ongoing review

Reference

AS/CIW/2.22

1.5 CIW Evidence of Need - Complaints

Responding to complaints within statutory timescales has become increasingly challenging. The local authority must ensure complaints are consistently responded to in accordance with the prescribed timescales in the “The Social Services Complaints Procedure (Wales) Regulations 2014”.

Actions Required / What are we going to do

Develop mechanisms for regular oversight of complaints and associated timescales including production of a quarterly complaints and compliments report. Reiterate escalation process for when timescales are reaching or have exceeded agreed timescales.

Person Responsible

Iain McMillan

Person responsible for providing updates:

Amy Reed/Natasha James

Where have we got to / Progress during Quarter 1 (April June 2023)

Weekly service area reporting has been re-established with follow up where escalation due to not meeting timescales is required. Key posts recruited to which will support timely responses to complaints on a consistent basis.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Quarter 2 complaints/compliments summary report being produced and will be shared with SMT for oversight before being sent more widely across the directorate. Monitoring and escalation process for complaints at Stage 1/2 has been distributed to TMs and OMs.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Completed

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Completed - ongoing review. Complaints/compliments summary report being produced shared with SMT for oversight before being sent more widely across the directorate. Monitoring and escalation process for complaints at Stage 1/2 has been distributed to TMs and OMs.

Action Status

Completed

Reference

AS/CIW/2.23

SSWB Principles Referenced in Inspection Report

2. Prevention

CIW Action Plan Area of Focus and Objectives

To what extent is the local authority ensuring the need for care and support is minimised, and the escalation of need is prevented whilst ensuring the best possible outcomes for people are achieved?

2.1 CIW Evidence of Need – Response Times

People's experience of contacting AS is varied. The local authority must review its current arrangement to ensure people consistently receive a timely response when they contact Adult Services.

Actions Required / What are we going to do

Wellbeing matters steering group to review and monitor performance data for people accessing service

Person Responsible

Jason Bennett

Person responsible for providing updates:

Andy Cole / Neil Morgan / Tony Curliss

Where have we got to / Progress during Quarter 1 (April June 2023)

Wellbeing Matters Steering Group is still establishing self. Wellbeing Matters Integrated Manager post is being advertised for interviews in Q2. Once in post, the WM Steering Group will inform, review and set up monitoring performance data.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Interviews held on 11th October, were unsuccessful. the post will be reviewed and readvertised.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

recruitment not successful, post going to UHB for evaluation and then readvertise

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Post re-evaluated but funding not available through RIF. Post will be readvertised for recruitment 1st qtr. 24/25.

Action Status

In progress

Reference

AS/CIW/3.15

2.2 CIW Evidence of Need -Adult Reviews

Some statutory reviews are not undertaken in a timely manner. The local authority must take the required action to ensure compliance within timescales for statutory reviews.

Actions Required / What are we going to do

Review the process for recording and monitoring reviews on WCCIS, and ensure reporting mechanisms are in place to highlight when reviews are due.

Person Responsible

Jason Bennett

Person responsible for providing updates:

Andy Cole / Linda Woodley

Where have we got to / Progress during Quarter 1 (April June 2023)

The progress of reviews and overdue reviews are monitored on monthly basis and reported to OM and HOS.

Where have we got to / Progress during Quarter 2 (July - September 2023)

The progress of reviews and overdue reviews are monitored on monthly basis and reported to OM and HOS.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Completed with ongoing review - The progress of reviews and overdue reviews are monitored on monthly basis and reported to OM and HOS.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Completed with ongoing review - The progress of reviews and overdue reviews are monitored on monthly basis and reported to OM and HOS.

Action Status

Completed but ongoing review

Reference

AS/CIW/3.16

2.3 CIW Evidence of Need – Hospital Discharge

Timely hospital discharge is understood and a priority but providing domiciliary care to enable safe discharge is a challenge. The local authority should continue to work strategically and operationally with its partners in the local health board to look for solutions to alleviate the situation.

Actions Required / What are we going to do

We will work with CVUHB partners to explore trends / data in relation to delayed transfers of care. We will use this data to inform work on new models of care in line with WG Further Faster paper

Person Responsible

Jason Bennett

Person responsible for providing updates:

Andy Cole / Linda Woodley/Gaynor Jones

Where have we got to / Progress during Quarter 1 (April June 2023)

The UHB has reviewed process of recording Pathway of care Delays. PoCD will now include Mental Health. Monthly UHB/LA meetings will develop action plans to address recurring themes causing delays

Where have we got to / Progress during Quarter 2 (July - September 2023)

this quarter has seen a reduction in pathways of care delays and a reduction in LA reasons for delays. Further faster appears to have stalled at WG level and monies discussed have not been forthcoming. we have regional pathways of care delay group and action plan monitored by WG on a monthly basis

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Regional Pathways of Care Delay Group and Action plan monitored by WG on a monthly basis.
Completed with ongoing review

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Regional Pathways of Care Delay Group and Action plan monitored by WG on a monthly basis.
Completed with ongoing review

Action Status

Completed but ongoing review

Reference

AS/CIW/3.17

SSWB Principles Referenced in Inspection Report

3. Well-being

CIW Action Plan Area of Focus and Objectives

To what extent is the local authority ensuring people are protected and safeguarded from abuse and neglect and any other types of harm?

3.1 CIW Evidence of Need – Contingency planning

Carers told us how contingency and future planning was important in providing reassurance that suitable arrangements were in place. However, we saw little evidence of contingency planning taking place. The local authority should review this area of practice.

Actions Required / What are we going to do

Case management teams to build this into their core team plans and provide assurance to families on individual cases as required

Person Responsible

Jason Bennett

Person responsible for providing updates:

Andy Cole / Linda Woodley

Where have we got to / Progress during Quarter 1 (April June 2023)

Case Management and Day Centre teams to work with unpaid carers where appropriate to develop Contingency plans to provide reassurance to carers and people with care and support needs. This action forms part of each Team's Team Plan.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Completed - ongoing review

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Completed - ongoing review

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Case Management and Day Centre teams work with unpaid carers where appropriate to develop Contingency plans to provide reassurance to carers and people with care and support needs. This action forms part of each Team's Team Plan.

Completed - ongoing review

Action Status

Completed but ongoing review

Reference

AS/CIW/4.09

3.2 CIW Evidence of Need – Safeguarding Enquires

There was little evidence of the outcome of sec126 Safeguarding enquiries being shared with the person making the report. The local authority must review current arrangements to ensure the outcome of enquiries are shared with the reporter.

Actions Required / What are we going to do

Review current Adult Safeguarding processes. Build in feedback mechanisms for those S126 enquiries that require outcome to reporter.

Person Responsible

Iain McMillan

Person responsible for providing updates:

Nicole Devonish

Where have we got to / Progress during Quarter 1 (April June 2023)

Adult safeguarding process has been updated and where appropriate the outcome of enquiries is being feedback to reporting person.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Completed

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Completed

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Adult safeguarding process has been updated and where appropriate the outcome of enquiries is being feedback to reporting person. Action Completed.

Action Status

Completed

Reference

AS/CIW/4.10

SSWB Principles Referenced in Inspection Report

4. Partnerships

CIW Action Plan Area of Focus and Objectives

To what extent is the local authority able to assure itself effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people?

4.1 CIW Evidence of Need – Housing Provision

There are challenges of finding suitable housing to support people with substance misuse and complex mental health needs. The local authority must work with all its departments and key partners to develop housing provision for all adults in need of support or care and support.

Actions Required / What are we going to do

We will work with Area Planning Board partners to commission a review of practice in this area.

Person Responsible

Jason Bennett

Person responsible for providing updates:

Jason Bennett / Linda Woodley

Where have we got to / Progress during Quarter 1 (April June 2023)

Area Planning Board (of which LA are members) and UHB have commissioned The Ideas Alliance to undertake a review of practice and Pathways for people with co-occurring mental health and substance misuse issues in Cardiff and Vale of Glamorgan. Views of people using services and all stakeholders will be sought. This will provide Quantitative and Qualitative data to enable an informed focused action plan of which housing provision will form part. The review commences in Quarter 1 and is due to conclude in Quarter 2.

Where have we got to / Progress during Quarter 2 (July - September 2023)

A report has been drafted following the review of the Co-occurring Mental Health and Substance Misuse Pathways and is currently out for comment. The specific review into Housing need and services for people with Alcohol and Drug dependencies in the Vale is yet to be completed.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Dual diagnosis post recruited to

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

The review of practice and pathways for people with co-occurring mental health and substance misuse issues in Cardiff and Vale of Glamorgan is in progress.

Action Status

In progress

Reference

AS/CIW/5.12

4.2 CIW Evidence of Need – Unpaid Carers Views

Partners must work together to ensure unpaid carers views are sought and heard, and that they are aware of the carers gateway. The local authority and the health board must ensure carers supporting people with a primary health care need or relatives/friends in hospital are recognised, listened to, and supported.

Actions Required / What are we going to do

Work with partners through the regional HSC Unpaid Carers Board to develop effective mechanisms for capturing and seeking views of unpaid carers. Review service specification and model of Carers Gateway to ensure there is effective approaches to raising awareness and publishing of their services.

Person Responsible

Iain McMillan

Person responsible for providing updates:

Natasha James

Where have we got to / Progress during Quarter 1 (April June 2023)

Monthly meetings are taking place with the RPB carers reps who facilitate discussion and provide expert knowledge on how to strengthen our responses and services to unpaid carers.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Review of Carers Gateway Service Specification and associated service data and monitoring information has taken place. Specifically considering how their raising awareness and publishing of services can be improved. New SRO appointed, OM Cardiff Community Services.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Review of Carers Gateway Service Specification and associated service data and monitoring information has taken place. Specifically considering how their raising awareness and publishing of services can be improved. New SRO appointed, OM Cardiff Community Services.
Completed - ongoing review

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

During quarter four we have continued to review the dataset and monitored the performance of the service to ensure there is an increased awareness of unpaid carers services.

Action Status

Completed but ongoing review

Reference

AS/CIW/5.13

Children and Young People Services

SSWB Principles Referenced in Inspection Report

5. People - voice and control

CIW Action Plan Area of Focus and Objectives

How well is the local authority ensuring all people are equal partners who have voice, choice and control over their lives and can achieve what matters to them?

How well is the local authority ensuring the workforce is sufficient in numbers, suitably skilled, experienced, and supported?

5.1 CIW Evidence of Need - Supervision

Despite there being evidence of regular informal and formal supervision, the examples we saw varied in content and quality. Some had a clear focus on staff welfare, including training needs, but some records demonstrated limited evidence of an opportunity to reflect on practice. Supervision practice and recording should be strengthened to ensure there is time for staff to reflect on their involvement with children and families and for supervisors to have sufficient oversight of the work being undertaken.

Actions Required / What are we going to do

Build in QA mechanisms to review quality and effectiveness of supervision and enable scrutiny of the revised supervision arrangements.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Amy Reed/Natasha James

Where have we got to / Progress during Quarter 1 (April June 2023)

Draft updated supervision guidance and policy is being considered by the working group. Quality and oversight arrangements will also be built into the directorate Quality Assurance Framework

Where have we got to / Progress during Quarter 2 (July - September 2023)

Draft updated supervision guidance and policy is being considered by the working group. Quality and oversight arrangements will also be built into the directorate Quality Assurance Framework

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

It is proposed Supervision will be split into Personal Supervision which will be recorded on a Microsoft Form which will allow the QA team to have oversight of the frequency and check the quality for auditing purposes only. The discussion around the child, YP or citizen it is proposed will be recorded on a WCCIS form which will again allow reports to be run on the frequency and also ensure consistency of the information being recorded. These proposals will be shared with Service areas and consulted on.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Personal Supervision forms could have a QR code at the top to allow managers to record the frequency of supervision taking place. This would allow the QA team to report on the frequency staff are receiving supervision. Annual staff questionnaires are also proposed to obtain staff feedback surrounding their experience of supervision. The supervision Policy has been shared with heads of service and is in its very final stages before being launched in June 2024.

Action Status

Completed but ongoing review

Reference

CYPS/CIW/2.09

5.2 CIW Evidence of Need- Recording on WCCIS

We found the records lacked evidence of practitioner reflection, managerial oversight and decision making in respect of children and young people. We heard and saw that not all social care records are up to date in WCCIS, resulting in challenges around preparation for supervision and undertaking robust oversight of case management decision making for line managers.

Actions Required / What are we going to do

CYPS Forms Group to complete the review of the forms in WCCIS to ensure they facilitate the recording of appropriate evidence and decision making. WCCIS/Business Process maps to be developed to map the care pathways for children and young people and how this should be recorded on WCCIS to assist practitioners in their recording.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Sharon Miller

Where have we got to / Progress during Quarter 1 (April June 2023)

Good progress has been made in developing WCCIS/Business Process Maps for CYPS. Several first drafts are with managers for review.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Process maps are in final stages of review and development before taking to SMT for sign off. This is planned for the next quarter.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Processes have been agreed by Operational managers and made available for staff via our WCCIS StaffNet Pages.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Forms groups continues to review forms and processes with 20 new forms on target to go live in Q1. Processes have been agreed by Operational managers and made available for staff via our WCCIS StaffNet Pages.

Completed - with ongoing review

Action Status

Completed but ongoing review

Reference

CYPS/CIW/2.10

5.3 CIW Evidence of Need- Oversight and Decision Making

We found the records lacked evidence of practitioner reflection, managerial oversight and decision making in respect of children and young people. We heard and saw that not all social care records are up to date in WCCIS, resulting in challenges around preparation for supervision and undertaking robust oversight of case management decision making for line managers.

Actions Required / What are we going to do

Refocussing our approach to recording including expectations re what is included, why, when and by whom.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Karen Conway / Laura Pritchard / Rob Goodhew / Lucy Treby

Where have we got to / Progress during Quarter 1 (April June 2023)

Recording policy reviewed including engagement with the Developing Services Together group and Extended DMT. It is expected this collaborative approach will increase ownership and support implementation. Next stage to launch and embed the policy with associated QA arrangements to monitor compliance.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Recording policy ratified and implemented.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Recording policy ratified and implemented in Q2. Action Completed

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Recording policy ratified and implemented in Q2. Action Completed

Action Status

Completed

Reference

CYPS/CIW/2.10

5.4 CIW Evidence of Need – WCCIS Functionality

Staff told us the WCCIS system is ‘clunky’ and ‘inefficient’ and not supporting practice. Service development leads are aware and in the process of redesigning forms in line with the ‘Building on Strengths’ model. Through the ‘Reshaping Board’, a task and finish group has been established which aims to address this and maximise the use of WCCIS. The local authority must continue to work towards achieving consistent use of WCCIS which results in social care records of children being updated regularly and which reflect key decision making. This is a theme emerging from the learning of a recent child practice review.

Actions Required / What are we going to do

CYPS Forms Group to complete the review of the forms in WCCIS. The intention is to support practice by improving both the content and the flow of information to reduce duplication and assist timely decision making and to facilitate effective reporting and management information.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Sharon Miller

Where have we got to / Progress during Quarter 1 (April June 2023)

As part of this work we are reviewing the way the forms flow and making full use of functionality to make WCCIS easier for practitioners to use. We have been in contact with other WCCIS LAs around their use of WCCIS. Good progress has been made by the group with the new Part 4 Assessment, Part 4 Care and Support Plan and Part 4 Review forms and Part 6 CLA Support Plan and Part 6 CLA Pathway Review forms being built for testing. Work continues to develop the forms for part 6 18+

Where have we got to / Progress during Quarter 2 (July - September 2023)

Good progress has been made by the group with the new Part 4 Assessment, Part 4 Care and Support Plan and Part 4 Review forms and Part 6 CLA Support Plan and Part 6 CLA Pathway Review and 18+ plus forms having been built and tested in WCCIS and are now under final review before release to the live system.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Following testing final amendments are being made to the forms and supporting guidance prepared for release into the live system.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

20 new forms for CYPS have been agreed and are on tracked to be launched in Q1. Following the review by the forms group, these forms will support practice and facilitate improved recording.

Action completed

Action Status

Completed but ongoing review

Reference

CYPS/CIW/2.11

5.5 CIW Evidence of Need – Social Work Recording

Independent Reviewing Officers told us it can be challenging to ‘make sense’ of a child or young person’s situation from reading their social care record on WCCIS. We heard from staff that recording on social care records is considered as being important but is not prioritised due to work-load pressures and capacity issues, this was supported by what we saw. Social work recordings are an opportunity to demonstrate how decisions are reached and should be a mechanism for the child or young person’s lived experiences to be highlighted and their voices elevated. We recognise this work is being developed through the BoS approach and monitored via the ‘Reshaping Board’. The local authority should consider this an area of priority and seek to address it at pace, focusing on providing clarity to staff around the expectations of recording which must be timely, accurate and reflect what is happening for the child.

Actions Required / What are we going to do

Develop guidance documents and training videos to assist practitioners in their day-to-day use of WCCIS, and offer bespoke training sessions to support individuals or groups of staff in areas where additional support is required. This will be supported by business process maps that clearly set out expectations in terms of the forms that need to be recorded and the statutory timescales for completing them.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Sonia Hutchings

Where have we got to / Progress during Quarter 1 (April June 2023)

Good progress has been made in developing WCCIS/Business Process Maps for CYPS. A number of first drafts are with managers for review. WCCIS training ongoing review is in progress, this will include lessons learnt from other WCCIS LAs. A series of 30 short how to videos have been developed and will be published in Q2.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Process maps are in final stages of review and development before taking to SMT for sign off. This is planned for the next quarter. A series of 30+ WCCIS how to videos have now been published and mandatory introduction training module has been introduced. Met with a number of WCCIS LAs to look at their training programmes; this information will inform the continued development of WCCIS training for the directorate.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Process maps for all key areas have been approved and are now available to support practitioners on the WCCIS pages in StaffNet. New WCCIS training modules for Adult Services new forms and recording a pre-lac address have been developed and are available on WCCIS staff net pages.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

To support CYPS practitioners in the Intake and Project Teams, WCCIS trainers have provided weekly, in person drop in sessions to support the Teams use and understand of WCCIS.

Action Status

Completed but ongoing review

Reference

CYPS/CIW/2.12

5.6 CIW Evidence of Need – Recording Policy

Independent Reviewing Officers told us it can be challenging to ‘make sense’ of a child or young person’s situation from reading their social care record on WCCIS. We heard from staff that recording on social care records is considered as being important but is not prioritised due to work-load pressures and capacity issues, this was supported by what we saw. Social work recordings are an opportunity to demonstrate how decisions are reached and should be a mechanism for the child or young person’s lived experiences to be highlighted and their voices elevated. We recognise this work is being developed through the BoS approach and monitored via the ‘Reshaping Board’. The local authority should consider this an area of priority and seek to address it at pace, focusing on providing clarity to staff around the expectations of recording which must be timely, accurate and reflect what is happening for the child.

Actions Required / What are we going to do

Recording policy review to be concluded, working alongside the workforce to embed a shared understanding of why, what, when and where we should record.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Karen Conway / Laura Pritchard / Rob Goodhew

Where have we got to / Progress during Quarter 1 (April June 2023)

Recording policy reviewed including engagement with the Developing Services Together group and Extended DMT. It is expected this collaborative approach will increase ownership and support implementation. Next stage to launch and embed the policy with associated QA arrangements to monitor compliance.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Recording policy ratified and implemented.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Recording policy ratified and implemented in Q2. Action Completed

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Recording policy ratified and implemented in Q2. Action Completed

Action Status

Completed

Reference

CYPS/CIW/2.12

5.7 CIW Evidence of Need – WCCIS Development

There are opportunities for the local authority to work regionally and look across other local authorities that have WCCIS well established to understand good practice in its use and maximise its potential as a valuable data collection and reporting tool which can drive practice and ensure quality.

Actions Required / What are we going to do

Consider opportunities to work regionally and look across other local authorities that have WCCIS well established to understand good practice in its use and maximise its potential as a valuable data collection and reporting tool which can drive practice and ensure quality.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Sonia Hutchings

Where have we got to / Progress during Quarter 1 (April June 2023)

Work has commenced with the sharing of process maps from other regions informing the development of the flow of information in WCCIS. Forms used in other regions have also informed the development of new forms for the Vale. Attendance at WCCIS Regional Leads group is ongoing and meeting with RCT and Bridgend Councils to understand their training pathways is in progress.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Met with Bridgend Council to look at their training programme. Further training explored from Newport and Caerphilly councils. This information will inform the development of WCCIS training for the directorate. Attendance at WCCIS Regional Leads group and other national groups is ongoing.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Ongoing attendance at WCCIS regional and national groups. Development of scenarios and updated requirements work is underway with national and regional teams.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Ongoing attendance at WCCIS regional and national groups continue. Focus during Q4 has been around partnership working with the Cwm Taff Morgannwg region and the Connecting Care Programme. This will continue in 2024-25

Action Status

Completed but ongoing review

Reference

CYPS/CIW/2.13

5.8 CIW Evidence of Need - Communication

Most people who responded to the survey stated that it is very difficult to contact social services and reported issues with communication with social workers, specifically around calls being returned. The local authority should consider this further to ensure effective and timely communication with people is prioritised.

Actions Required / What are we going to do

Consider more direct communication routes, exploring options for the sharing of individual numbers / email addresses and / or a duty arrangement in each team. Review calls received and routed through the main reception number, identifying actions as appropriate.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Karen Conway / Laura Pritchard / Rob Goodhew

Where have we got to / Progress during Quarter 1 (April June 2023)

CLA and Placements Team now operating a direct line to their duty officer. This will operate as a pilot and inform wider roll out.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Communication standards document agreed and circulated with the aim of improving the timeliness of our response.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Completed - Communication standards document agreed and circulated with the aim of improving the timeliness of our response.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Completed - Communication standards document agreed and circulated with the aim of improving the timeliness of our response.

Action Status

Completed

Reference

CYPS/CIW/2.14

SSWB Principles Referenced in Inspection Report

6. Partnerships**CIW Action Plan Area of Focus and Objectives**

To what extent is the local authority able to assure itself effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people?

6.1 CIW Evidence of Need – Demand and Resources

Demand is outstripping supply and current resources are not meeting the need of children, young people, and their families. Discussions with providers, commissioners and budget holders should continue around how to improve the situation, to maintain good working relationships and ensure good outcomes for children and young people. We heard about waiting lists and delays in the provision of services because of demand in specific areas, such as advocacy, contact centre provision and parenting support. The local authority should continue to monitor demand work creatively to minimise delay of provision of services to children, young people and their families.

Actions Required / What are we going to do

The action incorrectly reflects delays in advocacy. In respect of parenting support and family time (contact), the action is to retender and award our new super contract.

Person Responsible

Rob Goodhew

Person responsible for providing updates:

Rob Goodhew/Karen Conway/Laura Pritchard

Where have we got to / Progress during Quarter 1 (April June 2023)

Contact (family time) - analysis completed and confirmed the need for greater capacity and flexibility - since added into new tender process with an associated increase in resource. Final stages of tendering exercise expected to conclude July / August 2023 with implementation from Sept 2023. Family support - part of the same tender process - additional resources added, timescales as above. Advocacy - no waiting lists or delays. Regional contract recently retendered and in place.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Tender awarded and contract is now live. Contract includes increased capacity for supervision of family time.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Tender awarded and contract is now live. Contract includes increased capacity for supervision of family time. Completed - ongoing review

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Tender awarded and contract is now live. Contract includes increased capacity for supervision of family time.
Completed - ongoing review

Action Status

Completed but ongoing review

Reference

CYPS/CIW/5.07

SSWB Principles Referenced in Inspection Report

7. Well-being

CIW Action Plan Area of Focus and Objectives

To what extent is the local authority ensuring people are protected and safeguarded from abuse and neglect and any other types of harm?

7.1 CIW Evidence of Need – Safeguarding Children

We saw missed opportunities to avoid drift and to adequately safeguard some children and young people, this was a consequence of staffing pressures and sickness at the time. The local authority must ensure that those most at risk receive the appropriate intervention, through decision making which is supported by robust management oversight even at times of heightened staff absence and vacancies.

Actions Required / What are we going to do

This recommendation relates to concerns for a child allocated within our Intake Team. Actions are required to ensure the Team are able to operate effectively, with clear processes and standards of practice in place and sufficient levels of staffing.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Kevin Buck/Laura Pritchard

Where have we got to / Progress during Quarter 1 (April June 2023)

Steps have been taken to review all processes within the remit of the Intake Team and to develop an improvement plan focussed on delivering timely and effective decision making, allocation and oversight of assessments and robust arrangements for the completion of work remaining in the Team or transferring to other parts of the Division. Whilst demand and capacity remain a challenge, additional capacity has been identified through the implementation of a project team and there has been some further permanent recruitment which is hoped will add stability to the Team. The position is regularly reviewed, with the next formal review taking place in the first week of July.

Where have we got to / Progress during Quarter 2 (July - September 2023)

Improvement plan in place in Intake with positive signs of progress being made. Project team remain in place adding additional capacity to support improvements. Next formal review Oct 2023.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Project team review has taken place. Project team will remain in place until Feb 2024 with a plan to phase out.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Capacity challenges during January/February have delayed the exit of the project team. A further review took place in March 2024.

Action Status

In progress

Reference

CYPS/CIW/4.05

SSWB Principles Referenced in Inspection Report

8. Prevention

CIW Action Plan Area of Focus and Objectives

To what extent is the local authority ensuring the need for care and support is minimised, and the escalation of need is prevented whilst ensuring the best possible outcomes for people are achieved?

8.1 CIW Evidence of Need – Demand for Preventative Services

There is a range of preventative services available in the VoG, however capacity is limited for some services, and others have waiting lists as demand is outstripping the resource. The local authority must work with its partners and commissioners to analyse and understand the demand for and improve timely access to preventative services to minimise escalation of need and risk.

Actions Required / What are we going to do

Establish up to date baseline.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Laura Pritchard

Where have we got to / Progress during Quarter 1 (April June 2023)

The only waiting list within services that sit as part of our Early Help Offer is in the Vale Parenting Service. Currently 8-10 weeks. This is being reviewed by the Early Help Manager.

Where have we got to / Progress during Quarter 2 (July - September 2023)

VPS waiting list review completed and some reduction achieved, currently 4 weeks. No waiting lists elsewhere in our Early Help Offer.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

Waiting list continues at 4 weeks for VPS. Monitoring in place.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Waiting list has increased, now at 10-12 weeks in context of additional capacity coming to an end. Proposals being considered to review service delivery model. For further discussion with Management Board.

Action Status

In progress

Reference

CYPS/CIW/3.09

8.2 CIW Evidence of Need – Unpaid Parent and Young Carers

The local authority is aware of and is monitoring waiting lists for carers assessments, which clearly impacts on providing early intervention and support for people. To address this, the local authority has employed a full-time carers worker who will sit within Early Help to undertake parent/carer and young carer assessments. The local authority must monitor the progress of this and work toward reducing waiting lists.

Actions Required / What are we going to do

Utilise data from our recording systems to monitor length of time from request to assessment. Develop clear criteria and threshold information for parent carer assessments.

Person Responsible

Rachel Evans

Person responsible for providing updates:

Nicola Hale

Where have we got to / Progress during Quarter 1 (April June 2023)

Discussion has taken place with relevant managers to develop data reporting and opportunities for liaison with social work teams to strengthen knowledge of assessment process and what care and support can be provided

Where have we got to / Progress during Quarter 2 (July - September 2023)

Data requirements to support carers assessments have been developed. Draft threshold document has been created.

Where have we got to / Progress during Quarter 3 (Oct-Dec 2023)

A review of the assessment referral pathway is completed. Regular meetings are taking place with managers from the Families First Advice Line to maintain progress with this action. Volunteers have come forward to assist with the Threshold tool development and meetings to commence in January 2024.

Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

The assessment referral pathway is fully implemented. Regular meetings continue to take place with managers from the Families First Advice Line to maintain progress with this action. A draft Threshold Tool has been developed and has been circulated for feedback and revision.

Action Status

Completed but ongoing review

Reference

CYPS/CIW/3.10