

**CABINET REPORT**  
**19 February 2015**

**Cabinet Member(s): Councillor Gareth Roberts and Councillor Mair Rowlands**

**Subject: Annual Review and Evaluation of Gwynedd Council's Performance 2013/2014 – Care and Social Services Inspectorate Wales (CSSIW)**

**Contact Officer: Morwena Edwards, Corporate Director**

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**Decision Sought / purpose of the report**

Cabinet Members are asked to:

- Give consideration to the steps identified and taken in response to the Care and Social Services Inspectorate Wales' (CSSIW) conclusions and recommendations, and to provide any additional comments which should be considered by the Corporate Director and the Heads of Adults Health and Wellbeing, and Children and Supporting Families Departments.
  - Accept the report and approve the work programme which responds to the CSSIW recommendations and areas for improvement.
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**Views of the local member**

Not a local matter.

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**Introduction**

The purpose of this report is to present information to Cabinet Members regarding the main findings and recommendations of the Care and Social Services Inspectorate Wales in their annual review and evaluation of the performance of Gwynedd Council in 2013/14, and to also provide information on Gwynedd Council's steps for response during 2014/15.

**Context, background and purpose of CSSIW's Annual Review and Evaluation of Performance 2013/14**

The CSSIW conducts an annual review and evaluation of the performance of Gwynedd Social Services. The review report resulting from the work will identify the fields that have improved and fields for improvement in the Social Services Department of Gwynedd Council for the year in question.

As part of the process, CSSIW will consider a wide range of available sources of evidence, including the arrangements for directors of social services to submit annual reports on their performance, and plans for making improvements. The observations of other auditors and inspectors will also be considered, together with the regulatory work of the CSSIW itself.

A copy of the CSSIW Annual Review and Evaluation of Performance 2013/14 for Gwynedd is appended as **Appendix 1**.

### **Reasons for the Recommendation**

1. CSSIW reported in the 2013/14 review that there has been incremental improvement in social services in Gwynedd during 2013/14.
2. CSSIW identified specific areas where Gwynedd ensured progress in 2013/14.
3. CSSIW identified areas of improvement for the future.
4. Gwynedd Council already has a work programme in place, which has been discussed in the December 2014 Services Scrutiny Committee in which CSSIW officers were in attendance in order to present the main findings arising from their annual review.

### **Relevant Considerations**

#### **Main Findings of CSSIW's Annual Review and Evaluation of Performance of Gwynedd Council in 2013/14**

In summary, the CSSIW noted:

- i. There has been incremental improvement in social services in Gwynedd during 2013/14 with new services promoting independence in adult services, continued improvement in children's services performance and strong outcomes for looked after children.
- ii. The council plans to make significant savings in social services by 2017/18. This will require a fast pace of change and places significant pressure on social services, particularly adult services, to achieve substantial changes in the way care and support is commissioned and provided.
- iii. The council has made preparations to meet the requirements of the Social Services and Wellbeing Act. The council has made changes in its leadership within social services in line with the statutory guidance on the role and accountabilities of the director of social services. However, further work is needed for the social services agenda to be owned corporately.
- iv. The council has a vision to plan and develop services with the community and partners. It has outlined its plans for the integration of health and social care services for older people with complex needs with an emphasis upon prevention and early intervention.

- v. The director's annual report provides the citizens with a comprehensive and accurate account of the council's performance. The report's structure identifies what is needed to create sustainable social services that protect the vulnerable and achieve the necessary improvement.

## **Next steps and timetable**

### **Gwynedd Council response steps (per issue highlighted by CSSIW)**

In addition to identifying specific areas where Gwynedd ensured progress in 2013/14, CSSIW also identifies areas that require improvement for the future. Naturally the Council will be required and expected to take action to respond to these improvement areas.

To this end we have already formulated a 2014/15 response steps template and a work programme per improvement area which is presented as **Appendix 2**. This work programme also confirms to which meeting(s) the improvement areas shall be reported to including departmental management teams, achievement panels and panels relating to corporate responsibilities. We seek the Cabinet's approval to this work programme.

A substantial number of this year's response steps are incorporated within the 2014/15 care field action plan of the Gwynedd Strategic Plan, the work programmes of the Corporate Parenting Panel and the Strategic Safeguarding Panel. In addition, subsequent years' Strategic Plan action plans (the period 2015-2017) shall also respond to the strategic improvement areas and risk areas highlighted by CSSIW.

Full commitment will be required by the relevant Services to provide the appropriate information regularly so to be able to monitor regularly.

### **Services Scrutiny Committee 11 December 2014**

At the request of CSSIW, senior officers from CSSIW attended the Services Scrutiny Committee on 11 December 2014 in order to present and outline their main findings arising from their annual review of the 2013/14 Gwynedd performance. Also discussed in the meeting were Gwynedd Council's response steps / work programme to the improvement areas identified by CSSIW.

The Scrutiny Committee resolved to accept and note both the content of the CSSIW review and the corresponding work programme, and to ask the Corporate Director to submit an update on the work programme by March 2015. A progress report will be submitted to the 16 April 2015 Services Scrutiny Committee.

The main feedback and points raised in the 11 December 2014 Services Scrutiny Committee are presented in **Appendix 3**.

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## **Appendices**

1. Appendix 1 – CSSIW’s Review and Evaluation of Gwynedd’s Performance in 2013-14
2. Appendix 2 – A template of Gwynedd’s actions in 2014/15 to respond to improvement areas as identified in CSSIW’s annual review 2013/14.
3. Appendix 3 - The main feedback and points raised in the 11 December 2014 Services Scrutiny Committee.

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## **Observations of the Statutory Officers**

### **The Chief Executive:**

"These matters are of the highest significance as they relate to how we as a Council deal with some of our most vulnerable residents. It is therefore extremely important that the Cabinet airs any concerns regarding the Council’s current arrangements, and is satisfied that the improvement proposals are adequate and achievable."

### **The Monitoring Officer:**

"The report relates to a range of statutory responsibilities. It is important therefore that the Cabinet gives detailed consideration to the Inspectorate’s report and the proposed actions in response in coming to a conclusion on the recommendations."

### **The Head of Finance:**

"This Report asks the Cabinet to approve a work programme that responds to CSSIW recommendations. I have received certainty that there aren’t steps within the work programme that don’t have appropriate funding in place – whether within the Department’s primary budget, or through one-off funding allocated through the Strategic Plan.

In light of the current local authorities financial situation, the Inspectorate should acknowledge that Social Services will have to, as in the case of all other departments, adjust in order to do more at a lower cost over the coming years."