

## Appendix 3

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

#### The main feedback and points raised in the Services Scrutiny Committee 11 December 2014

- (a) Mr Marc Roberts (CSSIW) reported that there was evidence that the Social Services' managers and staff had worked hard and some aspects of the plans were very challenging with an enormous work programme to be realised in accordance with the budget. An improvement had been seen in the arrangements of Social Services along with the Council's vision.
- (b) During the ensuing discussion the following points were highlighted:
  - (i) As a consequence of all the amendments in legislation and their requirements, it was questioned how it could be ensured that improvements were implemented in accordance with the needs and requirements of users. In response, the Corporate Director noted that the residents of Gwynedd would be placed at the forefront of what was being implemented, although it meant a change for users but by collaboration the best service would be ensured for individuals.
  - (ii) Concern was expressed that savings would not be realised without affecting services to individuals and it was difficult to make cuts.
  - (iii) In response to an enquiry regarding guidance and responsibility for achieving the aspirations of the CSSIW, it was noted that it was crucial for Members to support the modernisation of the Service, to influence the Health Board and to monitor how the Service dealt with users.
  - (iv) In terms of influencing the Health Board, it was noted that this had been difficult for the Council in the past and it was trusted that there would be robust collaboration in future in fairness to the users.
  - (v) In response to an enquiry regarding the effect of the changes on the community domiciliary care framework, the Corporate Director explained that there would be a change in the pattern of users' needs since the cost per capita for individuals with profound needs to remain at home were high. It had to be ensured that the Health Board contributed to complex packages that existed now. More consideration had to be given to future projections and targeting for the future to ensure the best benefits for users from the money.
  - (vi) In response to an enquiry regarding the role of the Corporate Director, the CSSIW representative noted that he was aware that progress had been made and a further discussion would be held during the year with the Corporate Director and the Chief Executive in accordance with guidelines regarding responsibilities and to agree on processes and protocol, bearing in mind also that there would be implications resulting from changes following the publication of the Social Services Bill.
  - (vii) It was explained in the context of a Strategic Plan with the Health Board regarding children's mental health, that regular meetings were held on a

managerial level, examining the issues of access to services for children and young people and the availability of the services for them locally and outside the county.

- (viii) There were concerns regarding additional work pressure resulting from staff absenteeism. In response, it was noted that arrangements were in place for the Corporate Director and the Adult Services Managers to bridge the gap with an external expert leading on specific projects.
- (ix) Assurance was requested that the elected Members received information regarding complaints and it was suggested that it would be worthwhile submitting an initial paper at the preparatory meeting of this Scrutiny Committee on the complaints procedure processes and to include the categories of complaints, the timetable and how the information was disseminated to Members.