

# BRIDGEND COUNTY BOROUGH COUNCIL

## REPORT TO CABINET COMMITTEE

15 SEPTEMBER 2020

### REPORT OF THE CORPORATE DIRECTOR OF SOCIAL SERVICES AND WELLBEING

#### CARE INSPECTORATE WALES (CIW) LOCAL AUTHORITY ANNUAL PERFORMANCE REVIEW APRIL 2019 – MARCH 2020

#### 1. Purpose of report

1.1 The purpose of this report is to:

- inform Cabinet Committee of the Care Inspectorate Wales (CIW) review of Bridgend Social Services for the period April 2019 – March 2020.
- Seek Cabinet approval of the annual review.

#### 2. Connection to well-being objectives/other corporate priorities

2.1 This report assists in the achievement of the following corporate well-being objective/objectives under the **Well-being of Future Generations (Wales) Act 2015**:-

- **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
- **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

#### 3. Background

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

- provide feedback on inspection and performance evaluation activity completed by CIW 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.

3.2 CIW acknowledge that, due to the unprecedented circumstances relating to COVID-19, that they were unable to complete the Bridgend annual performance review meeting. However, CIW 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.

#### **4. Current situation/proposal**

- 4.1 The annual review letter was published on 3<sup>rd</sup> August 2020 and the letter summarises the CIW review of Bridgend County Borough Council's performance in carrying out its statutory social services functions from April 2019 – March 2020.
- 4.2 The performance review follows the four principles of the Social Services and Well-being (Wales) Act 2014 and takes account of the increasingly collaborative and strengths based approach to supporting improvement.
- 4.3 The content of the 2019-20 performance letter is informed by the performance evaluation activity undertaken by the inspectorate during the course of the year. This activity was the inspection of older adults' services in September 2019, and various discussions and visits with the Social Services and Wellbeing Directorate during the course of the year. Planned focused activity in March 2020 was cancelled due to COVID-19.
- 4.4 The annual performance letter is attached at **Appendix 1**. It summarises the strengths and areas for improvement in line with the principles of the 2014 Act under the headings of Wellbeing, People, Prevention and Partnerships. The content is an accurate reflection of the CIW discussions with the directorate and their ongoing findings which have been consistently shared with BCBC.
- 4.5 The action plan that has been developed following the inspection of older adults' in September 2019 is attached at **Appendix 2**

#### **5. Effect upon policy framework and procedure rules**

5.1 There is no impact on the Policy framework and Procedure rules.

#### **6. Equality Impact Assessment**

6.1 There are no equality implications arising from this report

#### **7. Well-being of Future Generations (Wales) Act 2015 implications**

7.1 The implementation of the duties and responsibilities under the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) supports the promotion of two of the seven goals of the Well-Being of Future Generations (Wales) Act 2015 within the County Borough of Bridgend. By promoting an environment that maximises people's physical and mental well-being and by supporting children, young people, adults and their carers and families to fulfil their potential no matter what their circumstances, the wellbeing goals of a Healthier and more equal Bridgend and Wales are supported.

7.2 The Well-being of Future Generations (Wales) Act 2015 provides the basis for driving a different kind of public service in Wales, with five ways of working to guide how the Authority should work to deliver wellbeing outcomes for people. The following is a summary to show how the five ways of working to achieve wellbeing goals have been considered in this report:

- Long Term – Social Services is demand led and the SSWBA focusses on sustainable prevention and wellbeing outcomes for the future. There is a requirement to meet the needs of people in the longer term and, because of rising demographics and increasing complexity, the remodelling and transformation of services continues to be a priority.
- Prevention – the report is about the new approaches adopted by the Directorate in line with the SSWBA, for example, the provision of information, advice and assistance to enable people to remain independent for as long as possible. This will ensure that need is anticipated and resources can be more effectively directed to better manage demand.
- Integration – the implementation of the SSWBA requires local authorities to work with partners, particularly the NHS and the Police, to ensure care and support for people and support for carers is provided. The report evidences work with the Third Sector, enabling people to remain linked to communities, and work with young people to enable access to employment.
- Collaboration – The collaborative approaches described in the report, are managed and monitored through various remodelling and collaborative boards, for example, the Western Bay Partnership Board where there is cross sector stakeholder representation at both political and Officer level. The strategic planning and local delivery of integrated support and services are developed and agreed at a regional basis in order to provide the best possible intervention to people.
- Involvement – the key stakeholders are the people who use social care. There is considerable engagement including surveys, stakeholder meetings, feedback forms and the complaints process. The provision of accessible information and advice helps to ensure that the voice of adults, children and young people is heard.

## **8. Financial implications**

8.1 The actions relate to work that has already commenced across the service and which are part of the transformation agenda and funded through a number of sources including core budgets, the transformation fund and/or the integrated care fund.

## **9. Recommendation**

9.1 That Cabinet receive the Report and endorse the findings of the CIW.

**Susan Cooper**  
**Corporate Director Social Services and Wellbeing**  
**August 2020**

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**Background documents: None**