



Gwasanaeth Democraidd
Democratic Service
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Cyfarfod / Meeting

PWYLLGOR CRAFFU GWASANAETHAU
SERVICES SCRUTINY COMMITTEE

Dyddiad ac Amser / Date and Time

10.00 a.m. DYDD IAU, 20 MEHEFIN 2013

10.00 a.m. THURSDAY, 20 JUNE 2013

Lleoliad / Location

SIAMBR DAFYDD ORWIG

SWYDDFEYDD Y CYNGOR

CAERNARFON

Pwynt Cyswllt / Contact Point

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Dosbarthwyd: 12.05.13

**PWYLLGOR CRAFFU GWASANAETHAU
SERVICES SCRUTINY COMMITTEE**

AELODAETH / MEMBERSHIP (18)

Plaid Cymru (9)

Y Cynghorwyr / Councillors

Huw Edwards	Alan Jones Evans
Chris Hughes	Elin W. Jones
Linda Ann Wyn Jones	Liz Saville Roberts
Dyfrig Siencyn	Ann Williams
Hefin Williams	

Annibynnol / Independent (5)

Y Cynghorwyr / Councillors

Eryl Jones-Williams	Beth Lawton
Dewi Owen	Eirwyn Williams
Elfed Williams	

Llais Gwynedd (3)

Alwyn Gruffydd	Llywarch Bowen Jones
Peter Read	

Llafur / Labour (1)

Y Cynghorydd / Councillor Sion Wyn Jones

Aelodau Ex-officio / Ex-officio Members

Cadeirydd ac Is-Gadeirydd y Cyngor / Chairman and Vice-Chairman of the Council – Y Cynghorwyr / Councillors Huw Edwards a / and Dewi Owen

AELODAU CYFETHOLEDIG / CO-OPTED MEMBERS:

Hefo pleidlais ar faterion addysg yn unig /
With a vote on education matters only

Y Parchedig / Reverend Robert Townsend
Yr Eglwys yng Nghymru / The Church in Wales

Mrs Rita Price
Yr Eglwys Gatholig / The Catholic Church

Mr Dylan Davies
Cynrychiolydd Rhieni Llywodraethwyr Meirionnydd /
Representative for Meirionnydd Parent Governors

Mr John Fraser Williams
Cynrychiolydd Rhieni Llywodraethwyr Arfon /
Representative for Arfon Parent Governors

Ms Rhian Roberts
Cynrychiolydd Rhieni Llywodraethwyr Dwyfor /
Representative for Dwyfor Parent Governors

A G E N D A

1. ELECTION OF CHAIRMAN

To elect a Chairman for this Committee for 2013/14.

2. ELECTION OF VICE-CHAIRMAN

To elect a Vice-chairman for this Committee for 2013/14.

3. APOLOGIES

To receive apologies for absence.

4. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest.

5. URGENT BUSINESS

To note any items that are a matter of urgency in the view of the Chairman for consideration.

6. MINUTES

The Chairman shall propose that the minutes of the meeting of this Committee held on the 11 April 2013, be signed as a true copy.

(Copy enclosed – white paper)

7. SCRUTINY INVESTIGATION – HOME CARE

Cabinet Member: Cllr. R H Wyn Williams

10.10 am –
11.00 am

To consider establishing a Scrutiny Investigation to investigate the public and private Home Care provision.

(Copy enclosed – green paper)

8. RESPITE CARE

Cabinet Member: Cllr. R H Wyn Williams

11.00 am –
11.45 am

To consider a report by the Care Cabinet Member on respite care throughout the Country.

(Copy enclosed – yellow paper)

9. **DRYLL Y CAR, BARMOUTH**

Cabinet Member: Cllr. R H Wyn Williams

11.45 am –
12.30 pm

To consider a report by the Care Cabinet Member on the effect of closing Dryll y Car, Barmouth.

(Copy enclosed – blue paper)

10. **REVIEW AND ANNUAL PERFORMANCE EVALUATION 2011-2012 – CSSIW**

Cabinet Member: Cllr. R H Wyn Williams

12.30 pm –
1.15 pm

To receive a progress report by the Care Cabinet Member on the above.

(Copy enclosed – cream paper)

SERVICES SCRUTINY COMMITTEE

11.04.13

Present:

Councillor Peter Read - Vice-chairman

Councillors: Alwyn Gruffydd, Christopher Hughes, Elin Walker Jones, Beth Lawton, Liz Saville Roberts, Ann Williams, Eirwyn Williams, Elfed Wyn Williams, R. Hefin Williams and Selwyn Griffiths (ex-officio member).

Teachers' Unions: Siôn Amlyn (NASUWT), Dilwyn Hughes (UCAC)

Cabinet Members: Councillor Siân Gwenllian (Education)
Councillor R H Wyn Williams (Care)

Officers: Dafydd Lewis (Corporate Director), Wyn Hughes (Engagement Manager), Dafydd Owen (Commissioning Manager), Ann Lloyd Jones (Senior Manager Adult Services), Dilys Phillips (Head of Democracy and Legal), Vera Jones (Democratic Services Manager), Gareth James (Members' Support and Scrutiny Manager) and Glynda O'Brien (Members and Scrutiny Support Officer).

Apologies: Councillors Huw Edwards, Alan Jones Evans, Linda A. W. Jones, Llywarch Bowen Jones, Eryl Jones-Williams, Dewi Owen, and Dyfrig Siencyn, Rev. Robert Townsend (Church in Wales), Mr Dylan Davies (Meirionnydd Parent Governors Representative).

1. DECLARATION OF PERSONAL INTEREST

Mrs Rhian Roberts declared a personal interest in Item 5 – Scrutiny Investigation of the Quality of Education, as she worked for Careers Wales. The member was of the view that it was not a prejudicial interest and did not therefore withdraw from the Chamber during the discussion on this item.

2. MINUTES

(a) The Chairman signed the minutes of the previous meeting of this committee held on 2 February 2013, as a true record.

(b) Councillor Ann Williams noted that she had not received a response from the Statutory Director of Social Services regarding a query that stemmed from the minutes of the previous meeting, namely point 4(p), regarding the significant gaps that continued in terms of Level 2 training for staff and managers in the Youth Service.

The Cabinet Member gave an assurance that he would contact the Statutory Director of Social Services to arrange for her to contact the Member without delay.

3. SCRUTINY INVESTIGATION OF THE QUALITY OF EDUCATION

A report was submitted by the Lead Officer of the Scrutiny Investigation of the Quality of Education, updating the Committee on the work undertaken by the Investigation and what remained on the work programme.

(a) The Committee was reminded that the purpose of the Investigation, in accordance with a request by the Education Cabinet Member, was to ascertain:

- (i) Why did polarisation occur in the KS4 performance of schools?
- (ii) Achievement standards in Mathematics and the impact of this on the TL2+ indicator
- (iii) Why were the quality standards and KS3 provision generally robust across all the authority's schools?
- (iv) Nurture a fuller understanding of the performance of pupils receiving free school meals and the degree the achievement of the groups of learners had an impact on KS4
- (v) The relevance of the free school meals indicator to identify rural deprivation
- (vi) The impact of leadership on the performance of schools and the way leadership skills were nurtured and developed.

(b) The Democratic Services Manager expanded on the work undertaken thus far by the Scrutiny Investigation and it was noted that they were approximately half way through the work with considerable work yet to be completed. It was explained that the Investigation had understood and analysed data together with identifying three different categories of secondary schools to be scrutinized in the context of the performance of Key Stage 4. It was noted that the first part of the work had been completed and there was work to continue on the second and third part namely challenging at grass roots level, meeting independent experts in the field before proceeding to draft recommendations for the Education Cabinet Member and the Service Scrutiny Committee by 3 October 2013.

(c) Councillor Liz Saville Roberts who served on the Scrutiny Investigation, noted that 55% of the county's pupils attained threshold level 2+ (gaining 5 GCSE A*-C including Mathematics, Welsh or English). Therefore, this meant that the other half of the County's pupils failed and personally the Member was of the view that the expectations in Gwynedd should be higher i.e. that a threshold level 2+ performance should include both languages equally namely Welsh First Language and English. It was also noted that it was not languages that influenced the County's performance, but the Mathematics results.

(ch) The Scrutiny Investigation was of the view that there was room to raise expectations in terms of the level 2+ threshold, and this could not be resolved in the last year in secondary and had to be developed from the primary sector up. By holding interviews with School Heads the Scrutiny Investigation had seen good practice and this was in the form of tracking systems and it was noted that it was important for the tracking system to exist between the primary and secondary sectors. The free school meals indicator was a priority by Heads in terms of results and it was noted that every child's expectations had to be looked at.

(d) The Scrutiny Investigation was awaiting the result of the ESTYN Inspection report that was to be published in July this year. It was also seen that the governing body had an important role and consideration should be given to strengthening the governors role. It was seen that good leadership in schools was vitally important.

(dd) It was further noted that Councillor Dewi Owen had resigned from the Scrutiny Investigation and therefore there was a vacancy on the investigation. Councillor Beth Lawton had expressed an interest to join the investigation and the Committee was asked to vote on the proposal to elect her to serve on the Scrutiny Investigation.

During the ensuing discussion the following points were highlighted:

(i) In response to a query, the Democratic Service Manager noted that Gwynedd was 6th in the national league and therefore compared relatively well with other Welsh authorities. However, concern had been highlighted regarding polarisation where performance was lower in some schools in terms of standards and the need to retain consistency and ensure that every child had the same opportunity.

(ii) A representative of the Teachers Unions noted that he agreed that pupils and teachers should be praised and he did not understand why the Westminster Government said that teachers were failing, as the way to get the best out of them was to support and praise their achievements. The Committee was asked further to support schools to retain the same procedure for paying salaries as currently existed, rather than the Government's idea of introducing local pay in order that every school would determine the salary of teachers. The Union saw this as a threat to teachers' morale.

(iii) The importance of sharing good practice was noted as well as learning from educational practitioners from outside the county.

Resolved: (a) Accept, note and thank the officer for the progress report on the Scrutiny Investigation on the Quality of Education.

(b) To elect Councillor Beth Lawton to serve on the Scrutiny Investigation as the successor to Councillor Dewi Owen.

4. HOME CARE

A report was submitted by the Care Cabinet Member in response to a request by the Services Scrutiny Committee regarding the provision of home care and specifically how the home care provision worked, concern regarding the lack of Welsh speakers within the provision together with an update on work contract hours of Council home care workers.

An overview of the provision in Gwynedd was received by the Cabinet Member and he expanded upon this with an update on the linguistic practices of staff; relationship between Hospitals and Social Services in the context of home care and enablement on the weekends together with details of working hours contracts.

Members were given an opportunity to scrutinise the report, however, they noted their discontent that there were no officers from the Provider Department present to respond to any queries that caused concern.

The Cabinet Member and the officers were challenged regarding the following matters:

(a) Whilst welcoming the recommendation of the Language Planning Centre that the clause regarding the chosen language of the individual who receives the service should be changed, it was noted with disappointment that this was not part of the contract and the intention should be turned into fact and it was stressed that it was the need that was important and not choice.

In response, the Commissioning Manager gave an assurance that the Unit had commissioned a piece of work to ensure that they maintain the best practice. A grant had been received to undertake the work and the intention was to update the contracts as soon as possible, and include the linguistic clause.

(b) Cost details were requested for monitoring private home care companies to ensure that they conform with the requirements.

In response, the Commissioning Manager explained that home care was provided – 50% internally by the Council and 50% of the provision was externalised. Private companies were used such as Caredig, Gofal Bro, Cymorth Llaw, Saga and Abacare (in Meirionnydd) as well as two companies from the third sector namely Cartrefi Cymru and Anheddau. It was stressed that by doing this, provision to users had not been reduced, but had rather lead to savings.

It was noted that monitoring arrangements had been undertaken within the Unit by two officers to ensure compliance by the private companies and home care in accordance with the contracts guidance in relation to standards. The cost was not huge, however, there was an internal cost within the Provider Unit to ensure expectations.

(c) Following on from the above, it was asked who would be responsible if anything went wrong in the provision to vulnerable adults by a private company or third sector.

In response, the Commissioning Manager explained that the monitoring officer would not be responsible, however, assurance was given that when concern was raised regarding any providers a meeting could take place with the Care and Social Services Inspectorate for Wales (CSSIW) including representatives from health, police and social services to ensure the safety of individuals and compliance with the expected standards.

(ch) It was asked how a private company managed to attract staff in comparison with the Council who was experiencing recruitment difficulties.

In response, the Commissioning Manager explained that recruitment was problematic in some areas, such as south Meirionnydd, where the average working age was low. However, an improvement had been seen regarding this over the last two years.

(d) In some specific areas home carers had retired and no one had been appointed in their place.

The Commissioning Manager reported that there were situations where there was an understanding with the Provider Unit that they purchased 5,000 hours and gave contracts to the value of 4,500 hours to their staff. It was stressed that although hours had been reduced since 2008, this was mainly due to the need to promote people's independence with schemes such as telecare, enablement etc. The hours had started to increase in the last year, however, evidently the population would double in future and different elements would have to be considered as the provision would not be sustainable.

(dd) In response to a query regarding more favourable terms to home carers on weekends by private companies, the Commissioning Manager explained that every company operated differently with some paying double over the weekend and others who did not. It was noted that only one rate was implemented internally by the Council to home carers.

(e) It was asked what arrangements were in place if a private company folded as had occurred in other parts of Britain.

In response, the Commissioning Manager explained that whilst accepting that a number of large national companies had bought up small companies, this had not occurred in Gwynedd. Evidently, if an emergency arose then this would be discussed with other companies to take over the work, and it would be expected that the home carers would transfer to the operational company.

(f) The Commissioning Manager outlined the steps implemented to improve the linguistic qualifications of the rest of the staff who were non-Welsh speakers and it was noted that approximately 90% of the home carers were bilingual with the smallest number of non-Welsh speakers in Meirionnydd. In the past, the service had to purchase care

packages from Powys and there was no certainty of the choice of language outside the County. It was noted that a number of the companies in terms of recruitment worked in close collaboration with Colleges.

(ff) In response to a query regarding the reason for the reduction in home care hours, the Commissioning Manager noted that the enablement scheme and other factors were responsible for this in order to try and create independence for individuals.

(g) Regarding the enablement scheme, there was a tendency for clients to favour this service from the Council, as there was not much change in the number of carers who visit users. The Commissioning Manager explained that the independent sector and the Council internally offered the enablement scheme 50:50. It was noted further that a monitoring procedure existed with questionnaires sent out to users, and if anything obvious was raised in the responses then these would be followed up without delay.

(ng) In terms of linguistic needs, the Commissioning Manager noted that some members of staff lacked confidence to speak Welsh, and he confirmed that this had been discussed with the Training Unit to ensure that individuals had an opportunity to receive training and it was a matter to discuss further with the private companies. Obviously, there was a high percentage of users who did not speak Welsh and therefore the service could be offered to them in the medium of English. In the care plans, users were asked in which language they wished to receive the service.

A request was made to the Commissioning Manager to follow up the matters noted below that stemmed from the above discussions asking him to present the responses to the next preparatory meeting of the Scrutiny Committee to be held on 15 May 2013.

- (i) Did the home care workforce choose working hours as part of their contract?
- (ii) It was understood that individuals were on duty from 7.00 in the morning until 11.00 in the evening – was this correct?
- (iii) Had the Unit made requests for references/testimonials for the individuals appointed?
- (iv) How many of the home carers had not signed contracts?
- (v) How many individuals had lost their jobs as a result of externalising the provision?
- (vi) More information regarding the exact cost of the Council's home care and the cost of private home care.
- (vii) Details of geographical patterns noting what companies operate in the different areas, what is the pattern in terms of staff linguistic abilities and qualifications according to the area.
- (viii) Analysis of the responses to the questionnaire sent to home care users including home care in the independent sector and internally by the Council.

Resolved: (a) To accept and note the contents of the report.

(b) To request that the Commissioning Manager submits responses/information to the questions outlined in (i) to (viii) above to the next preparatory meeting of this Scrutiny Committee.

5. ACCOMMODATION AND CARE NEEDS ASSESSMENT, PORTHMADOG

A report was submitted by the Care Cabinet Member on the progress of the accommodation and care needs review in Porthmadog and the vicinity.

The Cabinet Member guided Members through the report and referred to future support to be offered to older people, update of the review in Porthmadog and the vicinity, together with an update for the remainder of the County. Attention was also drawn to the responses to the questions asked by the Scrutiny Committee stemming from the discussion that took place in the preparatory meeting, namely:

- What lessons were learnt from the changes in the Blaenau Ffestiniog area and other areas?
- What provision was in place already to deal with the closure of any home?
- What plans were in the pipeline to deal with the closure of any home and the timescale
- What kind of discussions had taken place with the users
- How many people were on the waiting lists by area

It was noted that the information conveyed a picture of what was happening in the Porthmadog area and was valuable to understanding what were the requirements of older people. In general, the picture showed a reduction in the number of individuals going into residential care and the work emphasised the need to ensure housing and support choices which respond to the needs of individuals that vary according to circumstances.

An opportunity was given to challenge the contents of the report and the following points were highlighted by individual members::

(i) That it was necessary to correct the first sentence in the introduction to the evaluation attached to the report, to state that it was the resolution of the full Council on 15 December 2011 to close Hafod y Gest and not the Council Board as suggested. Under the Council's previous governance it was possible to call in a decision and this had been done in this case and it was stressed that this procedure was valuable. It was noted that the report was damnable and was not open and fair, that there were approximately 24 lessons to be learnt from the process and no apology had been given in response to the concern caused to vulnerable people and their families in the Porthmadog area. However, since the report referred to facing facts with a fair and transparent consultation, it was trusted that the same situation would not arise again and suitable provision could be offered to the people of Porthmadog.

(ii) It was agreed that errors had been made in the past, however, now it was pleasing that positive meetings were taking place with an input from local members and the importance of open discussion was noted.

(iii) In response to a query, the Corporate Director noted that the Older People Services Transformation Project Board had been operational for approximately two years in its current form. It was explained that services for older people included residential care, telecare and enablement schemes, day care, accommodation and extra care housing, use of sheltered housing and how effective were the disabled assessment processes. The strategic review of residential care and nursing referred to residential provision only.

(iv) The Corporate Director responded to a query regarding waiting lists and noted that there was no one on the waiting list for a residential home. It was explained further, in response to concern about the language provision for users and the need for patients to have to travel far for care, that the Units at Bryn Blodau (Llan Ffestiniog) and Llys Cadfan (Tywyn) offered residential care for dementia patients and not nursing care. If nursing care was required then the procedure of having to travel to other units would have to continue. Provision was available in north Gwynedd (Bangor, Bontnewydd and the Pines, Cricieth) but there was a lack of provision for nursing care of dementia

patients in Meirionnydd. As part of the service to older people project, an effort had been made to attract independent providers to develop a new home in Meirionnydd, however, thus far this had been without success. Neither had the Council stepped in itself to give a nursing service because of the medical managerial requirements.

(v) Stemming from the above response, more information was requested regarding dual registration.

(vi) Disappointment that there were 9 vacant units at Awel y Coleg, Y Bala, and it was asked how many residents had moved from there and to where?

In response, the Corporate Director noted that 2 out of 9/10 had moved from Bron y Graig and in accordance with the assessments they required nursing care rather than residential care. It was added that the units were gradually being filled. In terms of the assessment pathway, every effort was made to try and support individuals as much as possible in their homes, however, if nursing care was required it was noted that homes were available in Llandderfel, Cerrigydrudion, Bryn Blodau (Llan Ffestiniog), Cefn Rodyn and Llwyn (Dolgellau).

(vii) Further information was requested regarding the catchment area of service users at Bron y Graig, listing from which communities they hailed from and the reason why they were there.

(viii) In response to a question regarding taking older people to Hafod y Gest home, Porthmadog, the Corporate Director explained that the home did not admit anyone permanently but accepted users for respite care for a specific period. The Care Cabinet Member noted further that it would not be fair to take in older people without knowing for certain what the future was for Hafod y Gest. If residential care was required in the area then the individual would be given a placement in response to needs.

The Corporate Director referred to a new scheme namely the Rehabilitation Unit that operated following the principles of the enablement scheme in order to regain the confidence of individuals with the intention that they move back home or a suitable location but not necessarily into residential care.

Whilst accepting that residential care was required in the Porthmadog area, the problem was how much need there was and to also bear in mind that residential and nursing homes exist in the area.

Apart from a nursing home, and if the provision could not be satisfied within the community, extra care housing offered another option for users. The additional care housing model offered a home care service together with community nurses exactly like the service individuals received in their homes.

(ix) Details were requested regarding how many in Gwynedd received nursing care/dementia care outside their own communities.

Resolved: (a) To accept and note the contents of the report.

(b) To request that the Care Cabinet Member submits further details as a response to the comments noted above and specifically:

(i) Dual Registration

(ii) How many residents moved from Bron y Graig, Y Bala and to where?

(iii) The catchment area of service users at Bron y Graig listing from which communities they hailed from and the reason they were there.

(iii) How many people from Gwynedd received nursing care/dementia care outside their communities?

6. SOCIAL SERVICES

(a) The Members' Support and Scrutiny Manager reported that the Chair and Vice-chair had met the Care Cabinet Member and the Statutory Director of Social Services to discuss the development of the work programme against the new strategic plan, the priorities of the Service, visit of Care and Social Services Inspectorate for Wales (CSSIW) with Gwynedd as well as another six authorities on how the role of leadership in Social Services was being developed. Reference was also made to comments made regularly in the preparatory meetings regarding the terms of reference of the Services Committee and how it could be justified that deserving attention was given the areas presented to the Committee.

(b) The Head of Democracy and Legal reported that a brief review had been undertaken of the arrangements since the Council's change of governance to a Cabinet system and the comments regarding the area of work of this Scrutiny Committee. Whilst accepting that it was a wide remit for one Committee, the Care and Social Services Inspectorate for Wales (CSSIW) applauded the fact that services and education were together in order to have a joint-discussion and there were advantages to be under one committee. It was further noted that the Scrutiny Committee had commenced an investigation into the quality of education and the impression given by Members was that there was much more satisfaction to be had by undertaking intensive investigations. It appeared that this was the direction that would be recommended as the best way forward in the future, namely that it would be possible to look seriously at the influence of Council policy on the citizen.

The review's recommendation was that the Committee remained as one Committee and did not split, however, it would be possible to move one/two peripheral issues to other committees if required. It was suggested that Members could be split in accordance to their interests to undertake detailed investigations and report back to the same committee in order that all had an overview and could also have the satisfaction of undertaking detailed work.

(c) In response, a Member acknowledged that it was a process of experience and by now she had started to have a taste for both fields. She felt that if the Inspectorate stated that this was good practice then the arrangement should continue. However, one of the considerations that caused her concern was further investigations and if there was sufficient capacity in terms of support to cope with the work.

(ch) Another Member disagreed with the suggestion to continue with one Committee, and it would be an extremely bad move, bearing in mind that social services and education were responsible for 80% of the Council's expenditure. It was felt that the opportunity for detailed scrutiny would be lost as the area of work was huge and at the moment the member was of the view that worthy attention was not being given to both fields.

(d) Several Members agreed that the workload was huge, however, it was suggested that it should be trialled for a period and to review the situation in approximately six months to a year.

(dd) In response to a comment made regarding additional support, the Head of Democracy and Legal noted that she would see the need for additional support to undertake investigations. She had been discussing this with the Corporate Management Team to ascertain if they could support investigations at a higher level as

it were. The principle had been accepted, however, further discussions would have to be undertaken with the relevant Departments.

In terms of the suggestion to trial this for a period and that many Members had satisfaction from undertaking more intense work, she was of the opinion that this was the direction for scrutiny in future and this could be a pilot scheme for other scrutiny committees. If the Committee agreed, it was suggested that a list of the terms of reference could be presented to the next meeting of this Scrutiny Committee to discuss who was interested in which field and to establish Interest Groups and then prioritise issues according to the impact on the citizen in order to give worthy attention to both fields.

Resolved: To accept and note the above and request that the Members' Support and Scrutiny Manager submits the terms of reference to the next preparatory meeting of this Scrutiny Committee to discuss the interests of members in the care and education fields with the intention of establishing Interest Groups to undertake more intensive investigations.

The meeting commenced at 10.00 am and concluded at 12.15 pm.

NAME OF SCRUTINY COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	20 June 2013
TITLE OF ITEM	Possible scrutiny review – home care / day care
CABINET MEMBER	Councillor R H Wyn Williams

1.0. Background

- 1.1 In one of its preparatory meetings, the Committee's members have expressed an interest in undertaking a review in the fields of Home Care and Day Care, with the exact scope to be discussed. It was noted specifically that members were keen to dispel any concerns that there is not always sufficient choice of various services, and that there is not always sufficient supply of services in all parts of the county.
- 1.2 The purpose of this report, which is to be presented in the meeting alongside a verbal presentation by Senior Managers from the Housing, Social Services and Leisure Department, is to inform members of the redesign and development work which is already underway in the fields of Home Care and Day Care.
- 1.3 By sharing the relevant information with the members, the intention is to ensure that the timing and brief for any review are completely appropriate and unambiguous, with the aim of leading to the best possible results for adults in Gwynedd.

2.0 Older People Commissioning Plan 2011-16

- 2.1 The Gwynedd Older People's Commissioning Plan for the period 2011 to 2016 was adopted by the Council's Board in January 2012. In summary, this is what is contained within the plan :
- An analysis of the needs of older people in Gwynedd, in terms of the nature of services and quantities / numbers
 - The vision, outlining how we wish to see these needs being met
 - A summary of the services that were provided internally or procured by the Council at the time the plan was written, and the intentions in terms of providing / procuring over a period of 5 years
 - A summary of the budget for related services and an analysis of the budgetary split between different types of services over a 5 year period.
- 2.2 A copy of the plan is available on the council's website by following this link: http://www.gwynedd.gov.uk/upload/public/attachments/1147/older_people_commissioning_plan_20112016.pdf The verbal presentation during the meeting will refer

specifically to the vision (page 1), the model for mapping needs and resources (page 24) and the action plan (page 27).

- 2.3 It can be seen from the commissioning plan that Council officers and members have recognised the need to make changes in the fields of home care and day care.

3. Reviews that are underway

- 3.1 During the meeting, more details will be available about the work that is underway to review services for older people, especially in terms of home care and day care (as these are the areas members have shown a particular interest in reviewing).

- 3.2 Day Care comes within the scope of the Transforming Services for Older People project, a project which has existed for some time and which includes a review of residential and community care.

- 3.3 Gwynedd Council's Strategic Plan 2013-21-17 includes, under the 'Care, Health and Wellbeing' heading, priority GOF1 : 'Responding Better to the Needs of Vulnerable People to Ensure Sustainable Care Services', a commitment to deliver on the project for Transforming Services for Older People. This is what is said specifically about what is to be delivered during 2013/14 in terms of Day Care:

- Agree on a plan which meets the day care needs of older people, including work opportunities / voluntary work / socialising / personal care and intensive care
- Identify day care options for Maesincla Caernarfon
- Develop a work programme jointly with Betsi Cadwaladr University Health Board to deliver specialised dementia day care.

- 3.4 Home care is not subject to a specific review as part of the above project, but it is continually developed and monitored by the team responsible for contract monitoring with the support of the brokerage team. By means of a strong working relationship with our internal and external providers, it is ensured that any matters relating to quality, needs or the location of services are discussed and resolved as appropriate. We will continue to develop in line with the intentions within the Commissioning Plan, and revise those intentions as up to date information becomes available about quality, unit costs and market strengths.

4. The way forward

- 4.1 On the basis of the information presented in this report, the Older People's Commissioning Plan 2011-2016 and verbally in the meeting, the hope is that a constructive discussion can be had about the scope of any scrutiny review, and the most appropriate timing for such a review.

NAME OF SCRUTINY COMMITTEE	Services Scrutiny Committee
DATE OF MEETING	20 June 2013
TITLE OF ITEM	Respite Care
CABINET MEMBER	Councillor R. H. Wyn Williams

1.0. Background

1.1 Vision – social care for adults is changing. Gwynedd Council’s vision for adult social services is to promote and maintain independence by supporting individuals to live in their own homes for as long as possible.

1.2 In commissioning services for older people, the main aim of Gwynedd Council Social Services is to ensure that they:

- Meet the needs of the individual
- Contribute towards maintaining independence
- Are appealing, suitable and sustainable for the future
- Offer choices and options for the individual
- Offer value for money / are cost effective
- Meet expected standards
- Are flexible enough to be able to address any changes to the individual’s circumstances and needs.

1.3 The main principles of the commissioning plan for older people in Gwynedd (approved by the Council Board on 24 January 2012) is to:

- Promote independence by ensuring the necessary support to enable people to continue to live at home as long as possible
- Reduce loneliness and social isolation
- Concentrate on dignity in care and the quality of services
- Work in partnership
- Recognise the role of carers and ensure support for them to be able to continue to care.

1.4 Respite care is an integral part of trying to enable people to continue living independently in their own homes.

2.0 The definition of respite care:

“Short term care for an individual in order to support a carer to continue to care.”

2.1 Respite care can be a few hours in the individual's home or in the community; a period of up to a day in an appropriate location (e.g. in a care centre or a care home) or a period of up to 2 weeks in a residential care or nursing home. Some individuals will receive one or more of these types of services within their care packages.

3. How respite care is currently provided in Gwynedd

3.1 Over the last few years, our use of residential resources has changed. Strategies for supporting individuals at home are proving successful and there is less demand for traditional residential care:

- There are some voids within the Council's residential homes.
- There is an increase in demand for respite periods.
- There is more recognition and appreciation of the role of unpaid carers, and their subsequent need for support is given more attention.

3.2 Respite care for older people over 65 years old is offered within Gwynedd's residential homes.

3.3 Two beds are allocated for respite care in each of the Council owned homes. We also purchase beds on a spot basis in the independent sector.

3.4 Very little use is made of out of county homes and nursing homes (Betsi Cadwaladr University Health Board pays for respite care in nursing homes).

Location	2011/12	2012/13
Gwynedd Council Residential Homes	160	211
Independent Residential Homes	44	25
Out of county residential	5	6
Nursing	9	3
Out of county nursing	4	4
Total	222	249

Use of Residential and Nursing Care resources for Respite – Respite periods throughout Gwynedd, Adults over 65 (Source: RAISE)

4. What are the difficulties, and what are the future plans for respite?

- 4.1 Apart from some busy periods e.g. summer holidays, it's possible to meet the demand for respite care. In order to plan to address the increasing need in future years, it is intended to establish respite care units in the three areas.
- 4.2 To this end, a pilot scheme is about to be established in Plas Pengwaith residential home in Llanberis for people aged 65+. The unit will accommodate up to 7 people, and will be seen as a separate unit from the remainder of the home, which offers long term care.
- 4.3 Using the Council's home enables us to open a respite unit at no extra cost. A baseline can be established for use and planning following the pilot period.
- 4.4 A respite care unit can be defined as a special resource within a residential care home which offers carers periods of respite. It offers carers an opportunity to take a break from caring for periods of up to a fortnight at a time.
- 4.5 The purpose of a residential respite resource is to:
- Support carers to continue in their caring role by arranging regular periods of rest from caring.
 - Manage a residential respite service in a way which ensures consistency and equity of access to the service.
 - Strengthen the overall support arrangements for unpaid carers by providing better access to third sector information and services.
 - Strengthen the crisis response arrangements.
 - Use resources in a more effective and efficient way.
- 4.6 This link between the respite care unit and wider support for carers is crucial, as the length of the respite period offered to the carer enables him or her to care in the future, and reinforces the vision of keeping people independently in their own homes.
- 4.7 A carer can be defined as an unpaid person who gives, is considering giving, or intends to give a significant level of care on a regular basis.

5. Short term enablement/rehabilitation care

- 5.1 A period of care in a residential institution which offers an individual the opportunity to receive support in order to reach their full potential in relation to their ability to live independently. This can be following a deterioration in a condition or due to illness.
- 5.2 The care will follow the principles of Enablement.
- 5.3 This can be a period of **up to 6 weeks**. This can be extended if the user is likely to benefit from a further period of enablement. It will also be possible to release a person from the scheme before the end of the 6 weeks if the aim and objectives have been met.
- 5.4 There is an expectation that the individual will return home following a period of short term care. If this is not possible, and a Multidisciplinary Team recommends a permanent residential location, a decision will have to be made on the most appropriate location for the person.
- 5.5 There will be no option to stay in the Short Term Unit as this would mean that somebody else would miss the opportunity of receiving a period of rehabilitation and Enablement.
- 5.6 Short term rehabilitation care is provided at Plas Gwilym home, Penygroes. It is a specialist residential resource (Short Term Care Unit) which provides an environment and arrangements where individuals are given the opportunity to improve and strengthen before having to make any permanent decisions on their future care. Providing a service in a manner which encourages independence can lead to a shift in culture. More people will be able to return to live in their homes for longer, rather than having to move to long term residential beds.

6. Extra care housing provision

- 6.1 Extra care housing has been designed with the needs of older people in mind, with various levels of care and support available on site. People living in extra care housing have their own self-sufficient homes, their own front doors and a legal right to live there. It provides a home and care / support for people who in some cases would have had to move to a residential home.
- 6.2 Domestic and personal care support is available with care and support staff available on site on a 24 hour basis. A restaurant and other facilities are also provided for those who wish to use them. Most extra care housing schemes have residents who are more independent and able as well as some very vulnerable residents. Some receive a great deal of support and care, while others live independently. Extra care housing schemes are developed with the needs of various older people in mind.

- 6.3 Awel y Coleg extra care housing site in Bala offers one respite / intermediate care bed.
- 6.3.1 Intermediate care – Betsi Cadwaladr University Health Board is responsible for funding intermediate care packages. Intermediate care comprises services that support people to live in their own homes rather than being admitted to hospital, or helps people to return home following a stay in hospital. The care is undertaken by a team of people that can include nurses, care assistants, occupational therapists and others. It can continue for a few days or weeks, depending on the need.
- 6.4 An extra care housing site is being built by North Wales Housing in Penrhosgarnedd, Bangor.
7. This report has tried to summarise information relating to respite / rehabilitation care and extra care housing in Gwynedd.

NAME OF SCRUTINY COMMITTEE	Service Scrutiny Committee -Care
DATE OF MEETING	20-06-2013
TITLE OF ITEM	Dryll y Car
CABINET MEMBER	Councillor R H Wyn Williams

WHAT IS DRYLL Y CAR ?

Dryll y Car is an 8 bedded in-patient service on a sub-acute, step up and step down basis for the populations of both Gwynedd and Anglesey, located in Barmouth, Meirionnydd.

It offers a 24 hour service in a therapeutic and safe environment.

However, it is an isolated stand alone unit, which has Health and Safety consequences for both patients and staff.

There are issues concerning the fragility and sustainability of medical staffing.

The use of the facility has been limited (low bed occupancy) because of:

- Location
- Isolation in relation to other MH services
- Multi Occupancy rooms (3 doubles)

The need to provide minimal staffing ratios makes it an expensive service as there is under occupancy.

CONSIDERATIONS FOR FUTURE USE

BCUHB set up an Option Development Task and Finish Group in respect of this facility, which included representatives from across Health and Social Services, the Third Sector and service users.

Issues for consideration were :

- Base for staff which was accessible in relation to geography and travel time
- Where clinical /interventional services would be provided from
- Co-location and integration of Mental Health teams
- Opportunities for respite and crisis prevention
- Clarification of Health and Social Care responsibilities for providing respite
- Acknowledgment of the service providing a range of interventions across acute, rehabilitation and community domains

Four options were identified:

Option 1 No change

Option 2 Enhancement of in –patient services

Option 3 Develop a Community Based Model around Home Treatment and enhanced community Mental Health Team input. Further Develop Third Sector involvement

Option 4 Community and Third Sector Development. As above with a wider range of services – for example, use of Adult Placement Scheme for short term respite or part of discharge initiatives.

Option 4 was considered the option of choice.

VIEW OF COMMUNITY HEALTH COUNCIL.

The CHC agreed to these proposals provided that :

- Both the community Mental Health Team and Home Treatment scheme in Meirionnydd were enhanced as the result of staff transfers.
- An Accredited Accommodation Scheme was established although it was accepted that this would take time.
- Patients had better access to medical services in terms of assessments and monitoring.

CURRENT SITUATION

A proposed date for the closure of Dryll y Car has been identified – 19th July 2013. No further admissions will be considered after 4th July.

Staff are being supported to make decisions about future employment and every consideration will be given to their preferred options in terms of settings (Home Treatment, CMHT). Staff interviews are to begin 5th June 2013.

BCUHB is working with partners and service users to establish a community based clinical pathway to ensure patients are fully supported after the closure of the Unit.

Current patients who use the facility will be assessed and their views ascertained as to their preferred alternatives.

VIEW OF SOCIAL SERVICES DEPARTMENT

Social Services fully support the direction of travel and the aim of establishing and strengthening community mental health services. Dryll y Car was a service much appreciated by the small number of patients who used the facility but there is no doubt that the resources freed can be used to serve more patients in a more flexible and safer way. The Mental Health Services are confident that the patient using Dryll y Car will not be disadvantaged in anyway by its closure as other alternative services can be provided.

This is not to underestimate the challenge in setting up robust community based services and ensuring a sustainable medical presence especially in a rural area.

One of the issues highlighted has been the need to discriminate between health and social care responsibilities in terms of respite care. Some service users may now find that they will need to contribute financially to their respite care if they do not qualify for health services. Community based services will be capped at the Welsh

Government level of £50 per week. Residential based services will be charged according to CRAG regulations. However, any impact on service users or the Social Services Department will be minimal as people attending Dryll y Car require health services which will now be provided in the community.

NAME OF SCRUTINY COMMITTEE	Scrutiny Committee - Services
DATE OF MEETING	20 June 2013
TITLE OF ITEM	Annual Review and Evaluation of Gwynedd Council's Performance 2011/2012 – Care and Social Services Inspectorate for Wales (CSSIW)
CABINET MEMBER	Councillor R H Wyn Williams

1. Purpose of the Report

1.1 The purpose of this report is to submit information to the Scrutiny Committee regarding the main findings and recommendations of the Care and Social Services Inspectorate for Wales of their review and evaluation of the annual performance of Gwynedd Council 2011-12. Information is also provided on Gwynedd Council's response to the recommendations in question.

2. Context, background and purpose of CSSIW's Annual Review and Evaluation of Performance 2011-12

2.1 The CSSIW undertake a review and evaluation of the performance of Gwynedd Social Services on an annual basis. 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.

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

2.3 A copy is appended as **Appendix 1** of the Care and Social Services Inspectorate for Wales' Annual Review and Evaluation of the Performance of Gwynedd for 2011-12.

2.4 In terms of the Annual Review and Evaluation of Performance of Gwynedd 2011-12, the first part of the report identified that,

“...there has been year on year improvement in the performance of social services in Gwynedd and this has continued 2011-12” and that

“... the Director’s report for 2011-12 provides an accurate analysis of the services’ performance. The council provided a good range of information and a mature analysis of its own performance.”

- 2.4 The CSSIW noted that the Council had improved its performance in the fields identified in the CSSIW’s report for 2010-11.
- 2.5 In terms of improvements, it was noted that the modernisation of preventative services for adults needed impetus and that changes needed to be achieved. The need to develop further co-working and joint working with health at all levels was also noted.

3. Main Findings of CSSIW’s Annual Review and Evaluation of Gwynedd Performance 2011-12

In terms of the review of Gwynedd’s performance, CSSIW identified specific areas where there had been an improvement during the year, along with areas where there was a need to ensure improvement. Information on the areas where there has been an improvement is submitted in table 1 below:

Table 1 – Areas that have improved

Activity	Areas that have improved
a. Shaping Services	<ul style="list-style-type: none"> - Publishing a three year business plan for the Council with clear milestones. - The publication of the learning difficulties and older people’s services needs assessments and plans.
b. Getting help	<ul style="list-style-type: none"> - An improvement trend in access and care management in adult’s services.
c. Services provided	<ul style="list-style-type: none"> - The support to looked after children provided by the council’s fostering service and by the residential home commissioned by the council.
ch. Effect on people’s lives	<ul style="list-style-type: none"> - Stability of care placements for looked after children.

In Table 2 below, information is provided regarding the areas that have been identified by CSSIW as areas in need of improvement.

Table 2 – Areas in need of improvement

Activity	Areas in need of improvement
d. Shaping Services	- The timely implementation of commissioning plans.
dd. Getting help	- The council needs to continue to improve performance in arranging timely education plans, medical and dental checks for looked after children. - Continue improving the timeliness of reviews for looked after children.
e. Services provided	- Developing the range of services in the community within adult services and children's services.
f. Effect on people's lives	- Continued improvement in the timeliness of child protection conferences.
ff. Capacity to deliver the work-Delivering Social Services	- Ensure sufficient capacity to deliver core functions and necessary improvements. - Ensuring the regular and consistent supervision of staff.
g. Capacity to deliver the work-Providing Direction	- Ensuring the timely implementation of commissioning plans. - Ensuring the statutory duties of the Director are fulfilled.

4. Response of Gwynedd Council (per issue highlighted by CSSIW)

Table 3 – Gwynedd Council's response

Areas in need of improvement	Steps / Improvement in 2012-13
Shaping Services - The timely implementation of commissioning plans.	i. Action Plan of the Learning Disability Commissioning Plan The Learning Disability Commissioning Plan was adopted by the Council on 13 th December 2011. The Action Plan is already been implemented. ii. Action Plan of the Older People Commissioning Plan The Older People Commissioning plan was adopted

	<p>by the Council Board on 24th January 2012. The Action Plan is already been implemented.</p> <p>iii. Physical Impairment Commissioning Plan An engagement event was held with stakeholders in Porthmadog on 20 September 2012. The final draft of the Physical Impairment Commissioning Plan has been completed and a presentation was given on 15 November 2012 to the Services Scrutiny Committee on the main messages of the Plan and the result of the consultation with service users and other stakeholders</p> <p>iv. Children and Young People Commissioning Plan The final draft is in place and an agreement that it will be implemented as a draft commissioning plan until the 'end to end' review of the Children Services has come to its conclusions and recommendations regarding the future of the service. The Action Plan of the Commissioning Plan and associated work programmes are in reality already in place.</p>
<p>Getting help - The council needs to continue to improve performance in arranging timely education plans, medical and dental checks for looked after children.</p>	<p>Arranging Personal Education Plans Within the Education Department of Gwynedd Council there is a post of Education Co-ordinator for Looked After Children. The Co-ordinator offers advice and makes enquiries regarding identifying a prospective receiving school and ensuring a place at that school by means of consulting and discussing with prospective Adopters, Link Social Workers, the Education co-ordinator of the receiving Authority, if relevant, and by studying the findings of recent ESTYN Reports and by utilising other relevant sources of information and documents.</p> <p>Gwynedd's performance in terms of arranging personal education plans has declined in 2012-13. An education plan had been arranged for 50.9% of looked after children within 20 school days of them coming into care. This compares poorly with 86.1% in 2011-12 and 63.5% which was the level for Wales in 2011-12</p> <p>The 50.9% is based on 28 out of 55 cases in 2012-13. Of the 27 late cases, 19 of these were children in schools in Gwynedd. This is a cause for concern to the Department. The Children and Families Service has requested the Education Department to provide an action plan on the situation (as it is that Department which is responsible for contacting the schools to ask for the Personal Education Plans).</p> <p>There is an important role here for the education co-</p>

	<p>ordinator to secure this and raise awareness in Gwynedd schools regarding the importance of completing the personal education plan in a timely manner.</p> <p>Arranging medical and dental checks This information is provided to Gwynedd Council by the Looked After Children Nurse employed by Betsi Cadwaladr University Health Board (BCUHB).</p> <p>In terms of performance, in the field of dental checks, the percentage of the looked after children who had had their teeth checked by a dentist in 2011-12 was 64% and it is anticipated that the performance of 2012-13 to be around this amount again. This compares with the level for Wales of 82.1% in 2011-12.</p> <p>The Children and Families Service and the Performance and Data Unit of the Department have taken proactive steps to improve the information gathering process for dental examinations, from 2013-14 onwards, by means of the Children’s Review form.</p> <p>In terms of the performance in the field of medical checks, there was a decline in the performance of Gwynedd in 2012-13. It was down to only 30.8% of health assessments for looked after children undertaken in the year (compared with the level for Wales of 81.11% in 2011-12). This is a cause for concern for the Department.</p> <p>Changes in the arrangements in BCUHB have affected this performance. Discussions are ongoing between Gwynedd Council and BCUHB but it cannot be stated that any positive changes have happened thus far to ensure a positive impact on the performance.</p>
<p>Getting help - Continue improving the timeliness of reviews for looked after children.</p>	<p>The performance in 2012-13 in terms of undertaking reviews within the statutory period has fallen compared with 2011-12 (down from 83.4% to 75.4%) although acknowledging that the number of looked after children has increased.</p> <p>In 2011-12 there were 459 reviews which have increased to 543 in 2012-13. (There were 382 reviews completed on time in 2011-12 and 418 reviews completed on time in 2012-13).</p> <p>This is an important matter for the service, and an action plan is being developed in order to respond to the current situation.</p>

<p>Services provided - Developing the range of services in the community within adult services and children's services.</p>	<p>Examples of services provided</p> <p>Derwen An Integrated Team was established and called Derwen (between Gwynedd Council and Betsi Cadwaladr University Health Board) and provides assessments and services jointly to disabled children and young people and their families in accordance with agreed standards and measures. Suitable Occupational Health Therapy is provided directly from Derwen.</p> <p>The Fostering Service CSSIW undertook a Fostering review in October 2012. The final report was positive and no recommendations were made or requirements imposed on the service. It was noted that the standard of the service was good in terms of leadership and management, in terms of support for foster carers and in terms of stability of placements with the stability figures the best in Wales this year. In terms of improving the service, the main observations related to the need to strengthen consultation practices (with children specifically). The service had already identified and reported on this need.</p> <p>Much energy and enthusiasm given to ensuring that members of extended families of looked after children are considered as foster carers for those children. This in itself is a challenge as the support requirement is higher and this places additional requirements on the team but it is intended to expand this in future.</p> <p>Peripatetic Foster Care A peripatetic foster care scheme is operational which means that the service has 'mobile foster carers' who are able to move into the homes of carers who need respite and thus causing the least possible disruption for the children.</p> <p>Integrated Service for families (IFSS) An IFSS Shadow Board is in place locally in Gwynedd and Anglesey. Anglesey has offered to lead on the IFSS across the area and Gwynedd have accepted the offer. Discussions regarding the structure and management arrangements are continuing. A project team is in place across both Counties to prepare for implementation within the IFSS.</p> <p>Gwynedd Council Cabinet has accepted the recommendation to establish a new IFSS unit jointly with Anglesey at the meeting of the Cabinet on 30th April 2013.</p>
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Older People's Services

The service has proceeded with the plan of transforming older people's services, with increased emphasis on encouraging and promoting independence through extending the range of provisions available (by partners such as Age Cymru, and internally through plans such as enablement and telecare).

Enablement

During 2012-13, 446 had received an enablement plan. In addition 47% of cases who had received a period of enablement had left without a care plan.

Enablement Unit

The enablement scheme continued to perform accordingly, with the Enablement Unit at Plas Gwilym, Penygroes (for users needing short-term intensive intervention) having ensured that 75% of the cases returned home.

Telecare

During 2012-13 a total of 379 basic telecare packages and 88 specialist packages were provided.

Extra Care Housing

In the adults' field, the Extra Care Housing facility at Awel y Coleg, Bala was opened with 30 units; and the work of constructing the Extra Care Housing Unit in Penrhosgarnedd, Bangor has commenced.

Older People Day Care

Developments by Age Cymru were seen in Nefyn, where an Ageing Well centre was established, and Y Bala with the aim of providing a host of activities for older people. The Department is working towards establishing sustainable day services for the future across Adult Services. They need to be flexible and as local as possible to empower individuals and communities by keeping the balance between offering choice, independence and support. This will mean working jointly with partners and others in the third sector to ensure a sufficient range of provision.

Respite Care

The number of respite nights increased compared to the previous year. 2,389 nights during 2012-13 compared with 2,263 in 2011-12. In terms of the aim to establish a specialist unit for respite beds within one area of Gwynedd, the intention is to establish a pilot by July 2013.

	<p>Carers</p> <p>The carers agenda has increased with more emphasis placed on meeting the needs of informal carers.</p> <p>In an attempt to ensure and increase the support given to carers, a full time carers support officer was established by 'Carers Outreach' in Ysbyty Gwynedd Bangor. The role commenced in February 2012 and the initial conclusions are positive, with many of the carers very appreciative of the direct support available inside and outside the hospital. To date 110 carers in Gwynedd have received the service's support.</p> <p>Without a doubt, Gwynedd Carers Partnership is a means of ensuring attention is given to this area and it is an agenda which will need detailed attention within the plans of the Social Services and the Council as a whole over the next 12 months as a consequence of the increasing emphasis by the Welsh Government.</p>
<p>Effect on people's lives - Continued improvement in the timeliness of child protection conferences.</p>	<p>The performance of 2012/13 in terms of holding case conferences within the statutory timetable (namely, within 15 working days of the strategy meeting) is 86.7% against the local target of 90%. The attainment for 2012-13 is an improvement on Gwynedd's attainment for 2011-12 of 77.3% and against the Wales 2011-12 level of 80%.</p> <p>Following close monitoring by the service, performance has continued to improve over the year in 2012-13. The service will monitor closely and receive the reasons for every late conference from the chairman.</p> <p>A local indicator has been developed and used in 2012-13 to improve the quality of risk assessments. The new indicator is "Safeguarding 2 - percentage of risk assessments submitted to a Case Conferences which were considered as exhibiting quality in decision making." Cumulative performance in 2012/13 thus far is 96% (149/155).</p> <p>This forms part of operational work as part of performance improvement of an individual worker. Using the model has resulted in improving the quality of workers' reports for case conferences. Using this indicator had contributed towards evidence based practice which is associated with raising the standards of practice of social workers. During Quarter 3, a form was developed on the Department's information system (RAISE) whereby the chairman of case conferences notes and identifies why the social worker's report does not exhibit quality.</p>

<p>Capacity to deliver the work - Delivering Social Services - Ensure sufficient capacity to deliver core functions and necessary improvements.</p>	<p>A review was undertaken by the Statutory Director during 2012/13. A work programme is being developed to respond based on the structure, systems, staff skills and the management culture. Essential that the Department is able to respond to future challenges in a sustainable and effective manner.</p> <p>The authority has set up a Corporate Strategic Panel to ensure that safeguarding issues relating to the recommendations arising from a joint inspection of education services in Pembrokeshire are addressed. The model has been seen to be effective and will be sustained to look at other safeguarding issues relating to both children and adults.</p>
<p>Capacity to deliver the work - Delivering Social Services - Ensuring the regular and consistent supervision of staff.</p>	<p>Formal policies and systems for the supervision of professional staff is in place. Implementation and monitoring arrangements are in place, however we recognise that there is a constant need to review and “fine tune” arrangements as required so to ensure the improvement of performance on regular supervision.</p>
<p>Capacity to deliver the work- Providing Direction - Ensuring the timely implementation of commissioning plans.</p>	<p>See information included in Table 3 regarding “Shaping Services – The timely implementation of commissioning plans.”</p>
<p>Capacity to deliver the work- Providing Direction - Ensure that the statutory duties of the Director are fulfilled.</p>	<p>CSSIW undertook an audit of the Role of the Statutory Director of Social Services in Gwynedd in December 2012.</p> <p>One of the main responsibilities of the Statutory Director is to ensure that suitable arrangements and structures are in place in order to fulfill statutory requirements. It was highlighted to the auditors that there is need to undertake changes to current arrangements with regards capacity and at the leadership level within this area. This matter is receiving attention from the Council’s Management Team and the Cabinet, and it is expected that more suitable and sustainable arrangements will be in place by early 2013/14.</p>

5. The direction of future efforts

- 5.1 In January 2013 the first phase of the Social Services Bill (Wales) was launched with the aim of establishing a cohesive legal framework for Social Services in Wales and transformation of services.

5.2 The Bill contains six main fields, namely:

- Promote the well-being of people in need, including carers
- Promote the individual's voice and control in relation to access to services, assessments and competence
- Set a strong national direction and local accountability
- Safeguarding and protection
- Regulation and inspection
- Services (Adoption and transition for disabled children and young people)

5.3 This will mean shifting our emphasis here in Gwynedd from the traditional services and provisions and focusing on:

- Ensuring that the voice of the citizens, the users and the carers is central to planning, developing and evaluating services along with individual care arrangements
- Developing every aspect of commissioning practice and developing our relationship with providers
- Continuously improving performance and practice and focusing on results
- Securing a workforce that has the necessary skills and managers who can lead on changes
- Strengthening the ability to safeguard children, young people and vulnerable adults
- Integrating services, particularly in relation to health, and developing new service models
- Developing the preventive agenda and the agenda of promoting independence.

6. Close

6.1 CSSIW noted in its 2011-12 Evaluation that the Council had improved its performance in the areas identified by CSSIW in the previous year. Although substantial changes were seen within Gwynedd Social Services over the past year, we are confident that the Service succeeded throughout to maintain performance and to continue to offer a service of quality.

6.2 An improvement of, or the maintaining of performance was seen in a substantial number of areas in 2012-13, including responding to referrals, undertaking reviews, protection conferences, statutory visits and young carers. However, it is acknowledged that there has been a decline in performance of fields identified by CSSIW as fields for improvement and certainly proactive and positive steps must be taken to respond to this. These matters will be addressed by the Service Managers.

- 6.3 We will certainly see substantial changes over the next few years and I know that the expectations from services will increase. The ambition is to ensure a service of the highest possible quality - an excellent service – with the self-management of staff as a consequence of their eagerness to achieve the aims, and managers acting as leaders in the process of transformation. More importantly, we will see the service forming a partnership with the users, carers and citizens of Gwynedd to plan effectively for the future. The agenda is challenging but I am convinced that the service and the department is ready to face that challenge.

Background Papers

1. Appendix 1 - CSSIW's Annual Review and Evaluation of Gwynedd Performance Gwynedd 2011-12

Annual Review and Evaluation of Performance 2011 - 2012

Local Authority **Gwynedd Council**
Name:

This report sets out the areas of progress and areas for improvement in Gwynedd Council, Social Services Department for the year 2011- 12

Summary:

There has been year on year improvement in the performance of social services in Gwynedd and this continued 2011-12.

The council's three year plan and social services' commissioning strategies provide a vision and direction for the service. There needs to be political support to deliver on these plans. There are financial and service risks if the council does not implement its plans in a timely manner.

The Director's report for 2011-12 provides an accurate analysis of the services' performance. The council provided a good range of information and a mature analysis of its own performance.

There is good partnership working at a practice level. The relationship with Betsi Cadwaladr University Health Board has limitations and has restricted some areas of service development.

The council has some good services for people such as for looked after children, however the council needs to continue making improvements in assessment and care management.

The Director of social services has recently changed (August 2012).

CSSIW has identified the following potential risks:

- The need for impetus and effective support to deliver modernised, preventative adult services combined with a lack of capacity to deliver the changes required.
- A history of weak management reporting systems resulting in a lack of effective performance management and oversight

- Continuing ability to influence locality-focused strategic planning with Betsi Cadwaladr University Health Board.

Response to last year's areas for development:

The council has improved performance in the areas identified in last year's CSSIW report. This year's report identifies the areas where it is critical for the council to continue to improve its performance

Good practice indentified:

In October 2011 the council won two Care Council accolades for sharing good practice.

The first accolade was for a project that electronically monitored community care workers. It was designed by the service to meet the council's needs and combined a financial management system and mobile technology.

The second accolade was for a risk framework to assist in the assessment of significant harm to children. The framework aims to improve consistency and thresholds in decision making. The model has been adopted by other councils in England and Wales and has been presented at national and international conferences.

The First Minister Carwyn Jones presented an award to the council and Betsi Cadwaladr University Health Board for their work in promoting cooperation between the agencies to improve specialist services for children.

Site inspections undertaken during the year:

There were no inspections evaluating the council's performance in 2011-12.

CSSIW has begun to consult with adult learning difficulty and mental health service users. This is ongoing. To date mental health service users have highlighted the need for suitable accommodation and support in developing independent living skills.

Areas for follow up by CSSIW next year:

- The role of the statutory Director of social services (this is part of CSSIW's national review).
- Implementation of the council's commissioning plans.
- Decision making and the quality of assessments in children's services and the reasons for re referrals.
- The support available for carers.
- Performance management arrangements

PERFORMANCE

Shaping Services:

The council's three year plan provides a clear direction for the improvement and modernisation of social services. The plan is for the period 2011-14 and has clear milestones which need to be met. The plan has been regularly reviewed by the council.

Adults

The council has published its needs assessments and commissioning strategies for learning difficulties and older people's services for 2011-16. This work contains a thorough assessment of the level of need and forecasted demand. Extensive consultation with service users, communities, providers and representative groups contributed to the needs assessments.

The council will develop commissioning plans for physical and sensory disability services during 2012-13.

The council has established systems to monitor and evaluate performance in line with these strategies. The systems will provide information in 2012-13 that will inform the council of the validity of the assumptions upon which it has based its strategies.

The council has sought external support in scrutinising the commissioning plans. This scrutiny has reassured the council that this work is being progressed in the right direction.

The council has a large number of work streams in place to transform and modernise adults' services. The council identified that it needs to improve the implementation of its strategies. In some areas the council has no detailed plans describing how it will deliver the strategies. Also it does not always have the management capacity to deliver the required change.

The community and political response to the council's older people's strategy has meant that the work has not developed as planned in 2011-12. As a result the council will have to increase the pace of change in 2012-13 if it is to deliver its planned commissioning and modernisation.

The council's contract monitoring arrangements are improving. There is good communication between CSSIW and the contract monitoring officer who coordinates visits to services and shares appropriate information.

The council states that it has developed an outcomes based system for monitoring the services commissioned from individual care homes. The system prioritises the homes with the greatest risk.

Children

The council will develop commissioning plans for children services during 2012-13. The rate of looked after children in the population is higher than in similar authorities. The council faced an increase in demand for these services in 2011-12. This may indicate that the council needs to achieve a better balance between preventative and looked after services.

During 2011-12 the council continued to develop some support services. It has developed services for young people not in employment and training or education with the community safety partnership. It has also developed contact services across the county and a peripatetic fostering service.

The council has made a successful application to the Welsh Government to develop a school and respite care facility for children with disabilities. The council have also agreed to develop an integrated family support service with the Isle of Anglesey County Council. The council has analysed the need to develop services for formerly looked after children and will award a contract to a provider to further develop accommodation services in 2012-13.

Areas of progress

- Publishing a three year council business plan with clear milestones.
- The publication of the learning difficulties and older people's services needs assessment and plans

Area for improvement

- The timely implementation of commissioning plans.

Getting help:

The council has a website with good information and leaflets about the available services and how to contact the department.

Adults

Most adult services are accessed through the advice and assessment team. During the year the team moved location to Penrhyndeudraeth and the change has

increased the council's capacity to respond to requests for service. There are separate arrangements for access to the mental health services.

There has been a substantial reduction in the delays in the transfer of care from hospital. This was an area for improvement last year. This has largely been achieved through the establishment of more effective information systems.

The rate of older people supported in care homes has continued to fall. This is positive and brings the council's performance closer to the average in Wales. This was an area for improvement in last year's report.

The rate of older people supported in the community has fallen again significantly in 2011-12 which may signal a concern. However the council state that this is in line with the council's philosophy of supporting independence and that changes in the reporting processes. This is an area CSSIW will explore with the council in 2012-13.

The council improved the percentage of reviews of care plans over the year and this is again is part of a longer term trend of improvement that is above the average level of improvement. The council says that the increased use of internal panels has produced an internal challenge to improve the quality of decision making and consistent application of thresholds.

There is a clear improvement trend in the provision of timely assessments and performance is now closer to the average in Wales.

There were waiting lists during 2011-12 for mental health services and occupational therapy.

The council reports that reducing the waiting list for the mental health service is dependent on collaboration with Betis Cadwaladr University Health Board. The council say that the health board's restructure and regional approach has delayed progress in reducing waiting times.

Improved access to occupational therapy services was an area for improvement last year. The council reviewed the way it delivers occupational therapy during the year. It has developed more streamlined processes and improved the timeliness of the completion of minor adaptations. The council has created an additional post to deal with enquires for services and developed protocols with the local housing association that avoids duplication and provides timely adaptations. The council has also run open days across the county to promote awareness of the equipment that is available.

The council identified a relatively low number of carers. However, all those identified carers were offered an assessment. The council has been developing its information for carers, and a hospital carer's post has been established to promote

awareness of carer's issues. CSSIW will wish to explore the support offered to carers in 2012-13.

Children

Children's services have a single point of access. The council has increased the decisions made within a day and now nearly all referrals meet this timescale. This is a significant improvement on the council's performance and is better than the target set by the council.

There has been a high level of referral and re referral to children's services for many years. There was an improvement in reducing the level of re referrals in 2010-11 but this slipped again in 2011-12. Since October 2011 the council's recording systems is able different between referrals and notifications. This change half way through the year makes it difficult to evaluate performance. The council have paid attention to improving practice in assessment and report writing and this should bring longer term improvements in performance and reduce the rate of re referral. The council has also been developing the risk framework and this may also contribute to the improvement needed. The council continues to allocate a large number of cases and to undertake a high number of assessments. The high level of activity and the quality of assessment will be an area that CSSIW will follow up with the council in 2012-13.

The council performs well in aspects of care planning for looked after children. In 2011-12 as in recent years nearly all placements began with a care plan in place and by the second review there was a plan for permanence in nearly all cases.

For some years the council has performed poorly in arranging timely statutory reviews for the children that it looks after. There was an improvement in performance in 2011-12 despite an increase in the number of children looked after. This was an area for improvement in the previous annual reports and is an area where the council must continue to improve. The council also needs to continue to improve performance in arranging timely education plans, medical and dental checks.

The Gwynedd young carers charter was launched in June 2011. The charter provides young carers with information about their rights as carers and is available to young carers across the count. The young carers' service run by Action for Children provides direct support to young carers and three forums across the county.

Area of progress

- An improvement trend in access and care management in adult's services.

Areas for improvement

- The council needs to continue to improve performance in arranging timely education plans, medical and dental checks for looked after children.
- Continue improving the timeliness of reviews for looked after children.

Services provided:

Adults

The council has acknowledges that there is an overdependence on traditional, council run residential services. In addition the council must continue to improve the management of the services that it provides. The council has an ongoing difficulty maintaining managers with the appropriate experience and qualifications within its care homes.

The council's first extra care housing scheme will open in October 2012, this will improve the range of services available.

The council has made progress in the modernising the residential provision for adults with learning disabilities. The council has closed one home and is planning to improve the quality of the remaining services and developing dwellings with a housing association to support independent living.

The council states that the enablement service has been integrated and is now available across adult services. The council reports that specialised enablement officers have been trained and this has produced efficiencies. All new referrals apart from people with profound dementia or terminal illness begin with an enablement package. In 2011-12 for over half the cases that received enablement required no further support or a reduced package of support following enablement. The council provided considerably more enablement packages than its target and has raised the target again for 2012-13.

Increasing support in the community was a recommendation in last year's report. Age Cymru has extended its informal support to older people across the county. The council has developed its use of dementia day care services. There has been an increase of the use of telecare particularly in complex cases.

The council has developed a number of initiatives that contribute to increasing the range of service in the community. These have started or are scheduled to start in 2012-13. These developments include the day care service for adults with learning difficulties in Arfon that promotes independence through focused group work on issues and skills.

The specialist dementia care day centre did not start its operation in 2011-12 due to delays in the provision of key staff by Betsi Cadwaladr University Health Board.

The council needs to continue in its work in developing and extending the range of range of services in the community.

Children

There is a limited range of family support services. These are to be developed as part of the council's commissioning plans for children services during 2012-13.

The CISSW inspection of the council's fostering service found continued effective management of the service in 2011-12. The inspector also reported that the service did well in undertaking thorough assessment of kinship carers, supporting to carers, and having robust panel to assess applicants. The council reports that the service met its target of twenty new registrations in the year. The CSSIW inspector reported innovative recruitment approaches being adopted by the service. The growth and quality of work indicate that the service is making a significant contribution to looked after children and young people in Gwynedd.

The council commissions Action for Children to manage a children's home for the council. The annual CSSIW inspection focused on the experience of the people using the service. The inspector spoke with all the young people who lived in the home. Very positive comments were made regarding the quality of care and support provided by staff – young people reported that staff invest time, show interest in them and treat them with respect. The inspector's judgement was that the home was providing a very good standard of care for the young people living there.

The council and Betsi Cadwaladr University Health Board work in partnership to deliver an integrated service for children with disabilities. In 2011-12 the arrangements were formally agreed.

Area of progress

- The support to looked after children provided by the council's fostering service and by the residential home commissioned by the council.

Areas for improvement

- Developing the range of services in the community within adult and children's services.

Effect on people's lives:

Adults

There was significant improvement in performance in 2011-12 in adult protection cases where the risk was managed; this had been an area for improvement. The improved performance was the result of the council's reconsideration of the definition of risk being managed and an examination of individual files. The council found that in some situations where risks were not managed this was because the vulnerable adult had refused the help offered.

In 2011-12 CSSIW's experience of the council was that it communicated well and implemented the procedures to protect vulnerable adults effectively. CSSIW also found that escalating concerns meetings were called appropriately and clear decisions were made.

The council received no requests for assessment under the deprivation of liberty safeguards in 2011-12. The council facilitated training in the area of work before and during 2011-12. This will be an area for CSSIW to explore with the council in 2012-13.

CSSIW will wish to clarify the drop in the number of mental health service use of residential care and the rise in learning disability use of care homes.

Children

There is a continued improvement in the performance indicators for children's services.

There has been an improvement in the timeliness of child protection conferences. The council needs to continue with improving the timeliness of initial child protection conferences.

The council's good care planning over the past few years and the quality of the services available have resulted in some good outcomes for children looked after by Gwynedd.

There has been a year on year improvement in reducing the number of changes of school for looked after children. There has been good performance in providing stability in placements. In 2011-12 the council had the best performance in Wales in having the lowest percentage of children who had three or more placements during the year. The levels of looked after children's school attendance are with the highest in Wales. The average external qualifications for looked after children was significantly higher than any other county in Wales.

Improving the outcomes for formerly looked after children has been an area for improvement for the council. In 2011-12 there was an improvement in this area of work. The council maintained contact with all but one relevant young people and all were in appropriate accommodation. There has been a consistent improvement

over the past years in the percentage of relevant young people who are known to be in education, training and employment.

Area of progress

- Stability of care placements for looked after children.

Area for improvement

- Continued improvement in the timeliness of child protection conferences.

Capacity

Delivering social services:

The council plans to save 1.8 million pounds within the service over the three years starting 2011. Social services have managed its expenditure in 2011-12 and kept within its budget of £60,863,000.

An initial capacity assessment has been undertaken by the council. The analysis recognises that there are areas of work that are not being progressed because of a lack of capacity. These include the transformation of services. The council needs to provide sufficient capacity to manage the risks associated with failing to deliver on its planned modernisation of services.

The council has identified that capacity is an issue in meeting its core statutory functions especially in relation to convening child protection conferences and reviewing the care arrangements of the children it looks after. The council has improved performance in these areas and needs to ensure that a lack of capacity does not hinder the further improvement that is needed.

Staff are supported and play an important part in the improvement of services. These activities include an annual staff survey, twice yearly staff consultation meetings and a process for suggesting improvements. The Director's annual report was informed by staff consultation events allowing them to contribute to evaluating the service's performance.

The council reports that the performance management system has been embedded and there is a programme for audits within the services. The council reports that it has greater accuracy in its data collection and performance management information in adults and children's services.

The regular and consistent supervision of staff has previously been identified by CSSIW as an area for improvement for council. The council has developed a data

base that will provide the appropriate performance information and is yet to complete an audit of the quality of the supervision.

The council has developed a programme of priorities in line with the needs of the service. The council have developed “report cards” which provide a good evaluation of performance.

The council are leading on the development of information technology systems with Anglesey.

The council shows evidence of continued progress in the governance of information. The council's established work programme continued in 2011-12 with further staff training, development of the information governance group. The council identified that it needs to improve its ability to have secure external e-mail communication and further develop.

There is evidence of good working relationships with the health board within services at a local level. The relationship at a more senior level have not fully matured following the establishment of Betsi Cadwaladr Health Board and this has resulted in delays and difficulties in the planning and delivery of services. The council states that there is now increased collaboration and the confirmation of key appointments within the health board has been a step forward.

Areas for improvement

- Ensuring sufficient capacity to deliver core functions and necessary improvements.
- Ensuring the regular and consistent supervision of staff.

Providing direction:

The council has appointed a new portfolio leader who has experience in social care. The new portfolio leader will be a member of the council's cabinet and this may contribute to providing social services with a higher corporate profile. The council's new cabinet structure may result in decision making allowing for the timely implementation of plans such as the council's commissioning and modernisation strategies.

The council has established a three year plan. The plan gives direction to the development in services within social services.

The council has established relationships with its providers. The council has made considerable progress in developing its engagement with service users. The engagement strategy includes holding conferences, road shows, using questionnaires and making use of the advocacy services. There is an engagement

plan now for each significant development this is evidenced in the commissioning strategies the council produced in 2011-12.

The council's annual report states that there has been tireless support from the portfolio leader in supporting the council's plans. The report identifies that there is an increasing need to make arrangements for the appropriate provision of social care within the current financial climate. The report identifies that delay in making the arrangements increases the risks to the council of not being able to provide sustainable services and not meeting its own financial plans.

The new Director of social services has experience in running some, but not all, frontline social services. There is a risk that a new Director could be unsighted in areas of significant risk; the ongoing training, mentoring and support the Council has put in place will be critical to ensure that the statutory duties of the Director are fulfilled.

Areas for improvement

- Ensuring the timely implementation of commissioning plans.
- Ensuring the statutory duties of the Director are fulfilled.