

**SPECIAL SOCIAL CARE, HEALTH AND HOUSING  
CABINET BOARD**

**13 July 2017**

**REPORT OF THE DIRECTOR OF SOCIAL SERVICES, HEALTH AND  
HOUSING – N. JARMAN**

**SECTION B – MATTER FOR INFORMATION**

**CSSIW PERFORMANCE REVIEW OF NEATH PORT TALBOT  
COUNTY BOROUGH COUNCIL SOCIAL SERVICES**

**Purpose of Report**

To inform Members of the assessment by the Care and Social Services Inspectorate Wales (CSSIW) of the performance of this Council's Social Services functions for 2016-17 (The 'annual letter').

**Background**

CSSIW assess the performance of all Councils' Social Services functions dynamically throughout the year, using the following evidence:-

- Service – specific inspections
- Thematic inspections
- Examination of key performance data
- Site visits
- Observations
- Engagement
- External feedback (e.g. complaints, notifications etc.)

There is now a twice yearly Performance Review meeting. This replaced the previous quarterly engagement meetings.

The former is now much more thorough and formal and requires the attendance of Cabinet Members and Scrutiny Chairs, in addition to Senior directorate managers.

## Analysis

Without being immodest, this is a pleasing report. However, there is never any room for complacency.

Members may wish to note a number of key points:-

- Acknowledgement clearly of our progress upon and compliance with the Social Services and Wellbeing Act
- Endorsement of our effective approach to Early Intervention & Prevention
- Integrated working with Health
- Reduction (significantly) of Delayed Transfers of Care
- Remodelling (modernisation) of services
- Attempts made together with TU colleagues to improve the performance of our in-house Homecare Service
- Transfer of day opportunities and community meals to community or social enterprise operating models
- Some of the resistance encountered to Direct Payments (which we are required to promote; and which CSSIW say they intend to monitor this year)
- It is particularly noteworthy what CSSIW say about Safeguarding on the third page of the letter

I would like to draw Members' attention to one specific issue:  
Budget reductions versus safety/quality of services.

Over the last four years the Social Services Directorate has made expenditure reductions exceeding £28m and achieved underspends exceeding £5m.

A number of Members have asked me whether these savings have compromised (or will compromise) safety/quality of services.

The CSSIW letter is helpful here. Because you would reasonably expect them to raise such concerns formally in this letter, if CSSIW had such concerns. Further, by extension CSSIW's position confirms that volumes and adequacy of services have not been reduced, as the Council has had to make these savings.

## **Financial Impact**

None

## **Equality Impact Assessment**

None required

## **Workforce Impacts**

None

## **Risk Management**

None

## **Consultation**

None Required

## **Recommendation**

Members are asked to note the CSSIW annual letter.

## **Officer Contact**

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