

Dear Director

CIW Local Authority Performance Review

We published our code of practice for review of local authority social services in April 2019 which outlined our intention to write and publish an annual letter for local authorities which will:

- provide feedback on inspection and performance evaluation activity completed by us during the year;
- report on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews;
- outline our forward work programme.

This letter summarises our review of Pembrokeshire County Council's performance in carrying out its statutory social services functions. It follows the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) and our increasingly collaborative and strengths based approach to supporting improvement. The letter is intended to assist the local authority and its partners to continually improve.

The content is informed by our inspection of children's services in September 2018 and performance evaluation activity during the course of the year, including focused activity in children's and adults' service. These activities included:

- Focused activity at; the Learning Disability Team in July and August 2018, Meadow Park Day Centre, Haverfordwest in February 2019, Commissioning team in November 2018

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

- Adult Services Self Evaluation
- Children's Services Challenge Meeting
- Healthcare Inspectorate Wales (HIW) and CIW inspection visit to South Pembrokeshire Community Mental Health Team

We discussed these matters and our proposed performance evaluation activity for 2019/20 with you at the annual performance review meeting on 16th April 2019.

Summary of strengths and areas for improvement in line with principles of SSWBA

- Well-being

Healthcare Inspectorate Wales (HIW) and CIW completed a thematic review of community mental health services. An inspection visit was undertaken to South Pembrokeshire Community Mental Health Team. We identified people were generally pleased with the service they received and staff were committed to provide the best possible service. We identified some areas for improvement including the recording of 'What Matters' conversations and some physical environmental improvements. In 2019/20 we will evaluate the progress the local authority has made in implementing its action plan and the recommendations contained in the national thematic overview report.

We carried out work to follow up on our inspection of services for people with learning disabilities and concerns received following this. We found managers to be approachable and supportive.

We talked to staff and viewed a sample of commissioning records in November 2018 following a concern about respite care being provided by a service operating without registration. The local authority staff acknowledged the company was not registered to provide respite care. We were reassured that the local authority were taking action to prevent the possibility of an unregistered service being commissioned; an approved provider list had been reviewed and work on a new commissioning framework and process was scheduled for 2019. We will review progress in commissioning arrangements through our performance evaluation activity during 2019/20.

We note the local authority's intent to reduce numbers of children in residential placements and to return children to their home/community environment. The work of the strategic transitions group working alongside Pembrokeshire College and local providers to develop local alternatives to out of county residential provision has been a positive development. We also note progress in improving the local authority's fostering service, for example all foster carer annual reviews have been completed within statutory time scale. We will work with Pembrokeshire County Council to review progress in these areas through our performance evaluation activity in 2019.

A major domiciliary care provider delivering care in Pembrokeshire ceased operating in April 2018 which led Pembrokeshire CC to decide to register a new in house service. This process was well managed without significant disruption to people receiving care.

It is positive to note Pembrokeshire County Council were awarded a Social Care Accolade in 2018 for its project which changed the culture of requiring two members of staff providing

care to older and disabled people in their own homes. This subsequently released resource so that the time people waited for care and support was reduced.

We inspected Pembrokeshire County Council children's services in September 2018 and overall we found Pembrokeshire County Council has demonstrated its commitment to modernising the way children's services are commissioned and provided. We found a senior management team who were committed to a culture of openness and transparency, welcomed challenge, were proactive in identifying areas requiring further development and utilised a range of options for driving improvement. The local authority developed an action plan in response to the findings and it is positive to note that a key action to increase senior management capacity to focus on prevention has already been implemented.

- People

We undertook engagement activity at Meadow Park Day Centre, Haverfordwest; attending a consultation event about the review of day services. This consultation included younger people who had been supported by Norman Industries and people who used the day centre. People were positive about their involvement with Norman Industries and valued the opportunities it gave them to engage in activities and develop skills. Other people using the centre described the benefit they gained from social opportunities, and supportive staff who would assist with personal matters. Some people said; the centre was under used, the cost of attending was high and referral routes to use the centre were unclear and resulted in delay. Many people talked about the positive relationship with the local primary school which had resulted in for example, pupils completing a project on dementia and reminiscence work at the centre.

Pembrokeshire County Council is the first local authority in Wales to develop the Signs of Safety approach as an adult practice model. The local authority reports the approach has been integrated into practice and this has improved the focus on safety and well-being of adults at risk. This approach provides good opportunity to place the views of the individual at the heart of assessment and support conversations; helping to ensure voice and choice for individuals in how care is provided

During our challenge meeting to discuss Pembrokeshire County Council's self-evaluation of support for looked after children, officers described challenges in some areas including transitions, emotional mental health, universal credit and the high threshold for Child and Adolescent Mental Health Services (CAMHS). We noted the pressure to carry out carers viability assessments had resulted in assessments for mainstream foster carers being sidelined. This was not a sustainable position and it is positive to note changes were planned so that carer assessment would be held consistently by the Family Placement Team.

Pembrokeshire County Council have comparatively high number of care leavers with 30% of care experienced young people aged 16/17. With the extended duty to support care leavers until they reach 25, further increase in numbers was anticipated. Providing good accommodation and supported housing for young people was also a recognised challenge for Pembrokeshire, but good links with housing via the Corporate Parenting Board were identified through the children's services inspection.

Our monitoring of the deprivation of liberty safeguards has identified the local authority, in common with many others in Wales, is unable to assure itself people's human rights are not

being breached by being deprived of their liberty unlawfully. We will continue to monitor this.

- Partnerships

The IRO service has introduced the Signs of Safety Model; feedback indicates that families feel the approach is more inclusive than traditional models. The IROs have developed and introduced a more visible record of communication at a mid-point review. A challenge and resolution process has been introduced; this tends to resolve any issues at team manager level. The children services inspection found that IROs were positively viewed across the service as critical friends working with social workers to ensure positive outcomes for young people who were looked after.

As noted above a registered in-house domiciliary service commenced in December 2018. This was earlier than planned, in response to the market fragility. The local authority invested considerable time to ensure people were provided continuity of care and choice through the transition period.

- Prevention

Pembrokeshire County Council is one of four statutory partners within the West Wales Care Partnership (WWCP), alongside Carmarthenshire and Ceredigion County Councils and Hywel Dda University Health Board, which has been established to oversee the continued transformation and integration of health, social care and wellbeing services across the region. The West Wales Regional Partnership Board (RPB), established under Part 9 of the SSWBA, oversees the work of the WWCP.

Throughout 2018 our programme of work focused on care experienced children and young people. Qualitative evidence was gathered from six local authority children and fostering inspections, 22 self-evaluations completed by local authorities, challenge meetings held with those local authorities who were not subject to an inspection and engagement activity with care experienced children, care leavers and foster carers. The report will be published on our website, with key findings made in respect of profile, sufficiency, practice, partnerships, stability, governance and corporate parenting. Many of the areas we have identified for improvement are being considered by Welsh Government's Ministerial Advisory Group on improving outcomes for care experienced children and young people and we also hope local authorities will consider their own contribution to addressing these findings.

CIW Performance Review Plan for 2019-20

Our scheduled thematic adult services inspection programme for 2019/20 will be focusing on prevention and promoting independence for older people and for children services thematic inspection the focus will be on prevention, partnerships and experiences of disabled children. If your local authority is selected for inclusion in this programme, you will receive four weeks' notice of the scheduled date of the inspection.

We will undertake engagement activities aligned to the thematic inspections and meet with people who receive care and support services. CIW will be convening a meeting with the local authority and its key partners in the summer to follow up areas identified in the self-evaluation submitted in January 2019 focusing on prevention and promoting independence

for older people. A thematic national report will be published upon the completion of inspections and engagement activities.

In late 2019 we will pilot a joint inspection of child protection arrangements. The joint inspection will be led by CIW and in partnership with HIW, Estyn, HMI Constabulary (HMICFRS) and HMI Probation. With the drive towards collaboration and integration in public services, CIW work closely with other inspectorates to share intelligence and jointly plan inspections. We will work closely with Social Care Wales to share information to support improvement in social care services.

CIW will continue in 2019/2020 to work with HIW in jointly inspecting community mental health teams. CIW will be following up recommendations made within HIW and CIW joint thematic review of Community Mental Health Teams as part of bi-annual head of service meetings with local authorities.

Our focused activity with the local authority will support our main thematic lines of enquiry for 2019-20 (above). CIW will consider the adult review process and in children's safeguarding, child sexual exploitation and prevention. For both activities we will review a sample of files and talk to staff and people involved in receiving a service.

This may be subject to change in the light of emerging issues.

You will note that this letter has been copied to colleagues in WAO, Estyn and HIW. CIW works closely with partner inspectorates to consider the wider corporate perspective in which social services operate, as well as local context for social services performance.

We will publish the final version of this letter on our website.

Yours sincerely



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Cc.
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Estyn