

APPENDIX '2'

A summary template of Gwynedd Council's 2013-14 actions in response to the improvement areas identified by CSSIW

Activity	Area for improvement	Lead Senior Officer	Action Plan	By when
1. Forming Services	i. Maintain the momentum in terms of reorganising residential services for older people.	Morwena Edwards	Transformation of Older People Services Project 2013 -14 Action Plan (specifically aiming to seek better collaboration with the Health Service): Residential Care <ul style="list-style-type: none"> • Consider the recommendations of the Porthmadog accommodation and care assessment • Identify a way forward for the provision in the Porthmadog catchment area • Implement a programme of engagement on the way forward • Agree on the way forward with the Council's residential homes • Open a purpose-built Respite Unit as a pilot. 	March 2014
	ii. Maintain the momentum in terms of reorganising residential services for older people.	Morwena Edwards	<ul style="list-style-type: none"> • Develop proposals in order to provide a range of beds which meets the demand through the Adults Service's End to End Review 	March 2014
2. Seeking support	i. Predict the demand for community support.	Morwena Edwards	<ul style="list-style-type: none"> • Continue to monitor in order to anticipate the demand. • Research and analysis in relation to demographic changes and the impact on the service. 	March 2014 Continuous

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3. The services provided	i. Develop the range of services in the community for adult services.	Morwena Edwards	Transformation of Older People Services Project 2013 -14 Action Plan (specifically aiming to seek better collaboration with the Health Service): Day Care <ul style="list-style-type: none"> • Agree on a scheme that addresses the day care needs of older people including opportunities for work / volunteering / socialising / personal care and intensive care • Identify day care options at Maesincla Caernarfon • Develop a joint Work Programme with the Betsi Cadwaladr University Health Board regarding the specialist dementia day care provision Telecare <ul style="list-style-type: none"> • Complete a review of the telecare business case. • Agree on the way forward 	March 2014
	ii. Develop the range of services in the community for adult services.	Morwena Edwards	Transformation of Learning Disabilities Services Project 2013-14 Action Plan and specifically: <ul style="list-style-type: none"> • Identify day care and accommodation models for people with Learning Disabilities . 	March 2014
	iii. Develop the range of services in the community for children services.	Dewi R Jones	Additional Learning Needs Project Action Plan 2013-14 and specifically: <ul style="list-style-type: none"> • Agree on a new model of providing educational experiences and opportunities for children with Additional Learning Needs. • Decide on possible sites for establishing a new Special Education Centre of Excellence in the Dwyfor -Meirionnydd area. 	March 2014

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3. The services provided	iv. Develop the range of services in the community for children services.	Morwena Edwards	<ul style="list-style-type: none"> • Bring together the preventative and statutory services for children. 	March 2014
	v. Develop the range of services in the community for children services.	Marian Parry Hughes	<ul style="list-style-type: none"> • Develop proposals in order to discover a method of offering better value for money in offering an effective service through the Children Service's End to End Review 	March 2014
4. The effect on people's lives	i. Ensure that services promote independence for older people.	Morwena Edwards	<p>Transformation of Older People Services Project 2013 -14 Action Plan (specifically aiming to seek better collaboration with the Health Service):</p> <p>Residential Care</p> <ul style="list-style-type: none"> • Consider the recommendations of the Porthmadog accommodation and care assessment • Identify a way forward for the provision in the Porthmadog catchment area • Implement a programme of engagement on the way forward • Agree on the way forward with the Council's residential homes • Open a purpose-built Respite Unit as a pilot. <p>Day Care</p> <ul style="list-style-type: none"> • Agree on a scheme that addresses the day care needs of older people including opportunities for work / volunteering / socialising / personal care and intensive care • Identify day care options at Maesincla Caernarfon 	March 2014

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4. The effect on people's lives			<ul style="list-style-type: none"> • Develop a joint Work Programme with the Betsi Cadwaladr University Health Board regarding the specialist dementia day care provision <p>Telecare</p> <ul style="list-style-type: none"> • Complete a review of the telecare business case. • Agree on the way forward 	
	ii. Ensure prompt reviews for looked after children in accordance with statutory guidelines.	Marian Parry Hughes	<ul style="list-style-type: none"> • The Children and Families Service to continue to monitor closely and receive reasons from the Chair of Case Conferences for every conference which is late. 	Continuous
	iii. Improve the process of planning education for looked after children.	Marian Parry Hughes / Dewi R Jones	<ul style="list-style-type: none"> • The Children and Families Service to continue to monitor closely. • There is an important role for the Vulnerable Groups Education Co-ordinator to secure this and raise awareness in Gwynedd schools regarding the importance of completing the personal education plans in a timely manner. 	Continuous Continuous
	iv. Ensure health services for looked after children.	Marian Parry Hughes / BCUHB	<ul style="list-style-type: none"> • The Children and Families Service to continue to monitor closely. • Continue to hold the discussion with the BCUHB to ensure that the arrangements for implementing health assessments are reviewed in a timely manner. 	Continuous Continuous

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5. Delivering Social Services	i. Establish a quality assurance system in the services for adults.	Morwena Edwards	<ul style="list-style-type: none"> • In terms of data – develop a new system which will draw out data directly from the Department’s Data Recording Management system and will report on data quality. • Use the new system to report on a quarterly basis. • Prepare, develop and promote guidelines for using the system for employees within the priority fields. • Draw up and agree on a quality assurance strategy across the service. 	<p>March 2014</p> <p>October 2013</p> <p>Continuous</p> <p>March 2014</p>
	ii. Ensure regular and constant staff supervision.	Morwena Edwards / Marian Parry Hughes	<ul style="list-style-type: none"> • Develop and agree on a formal policy and procedure. • Consider various options for the monitoring procedure including agreeing on the procedure to be adopted. • Implement the procedure. 	<p>October 2013</p> <p>March 2014</p> <p>Continuous</p>
6. Provide a direction	i. Ensure that connections, protocols and professional advice support the statutory director	Morwena Edwards	<ul style="list-style-type: none"> • Review to be undertaken by the Statutory Director. • Develop a work programme in order to respond based on the structure, systems, staff skills and management culture. 	<p>March 2013</p> <p>Continuous</p>
	ii. Implement the corporate safeguarding policy	Morwena Edwards	<ul style="list-style-type: none"> • The Corporate Strategic Panel to raise awareness amongst staff and Gwynedd Council members regarding their safeguarding responsibilities. • Prepare and adopt Corporate and Departmental Policy and Guidelines for Safeguarding Children and Adults 	<p>Continuous</p> <p>May 2013</p>

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6. Provide a direction				
6. Provide a direction	iii. Raise the profile of corporate parenting responsibilities amongst members.	Morwena Edwards	<ul style="list-style-type: none"> • Develop a Strategy. • Implement the strategy. 	April 2014 Continuous from April 2014
	iv. Ensure corporate support for looked after children, in particular in the education planning field.	Morwena Edwards	<ul style="list-style-type: none"> • Develop a Strategy. • Implement the strategy. 	April 2014 Continuous from April 2014