

A summary of Gwynedd Council's 2014-15 actions in response to the improvement areas identified by CSSIW

Activity	Area for improvement	Lead Senior Officer	Action Plan	By when
<p>1. Shaping Services</p>	<p>i. Strategic planning with Betsi Cadwaladr University Health Board (BCUHB) in adult services.</p>	<p>Morwena Edwards</p>	<ul style="list-style-type: none"> • Implement in accordance with the principles of the “Framework for A Framework for Delivering Integrated Health and Social Care For Older People with Complex Needs” signed up to in March 2014 by the 6 North Wales local authorities and BCUHB. • Establish the Gwynedd County Forum. • Hold Forum meetings every 6 weeks. • Review the arrangements and terms of reference of the Gwynedd and Môn Local Service Board. • Appointment (secondment) of an Integration and Service Transformation Manager post, jointly with BCUHB. • Implement Gwynedd 2014-15 Intermediate Care Fund (ICF) schemes including the following: <ol style="list-style-type: none"> 1. Improving Communication scheme. 2. 7 day multi-disciplinary working. 3. Timely access to equipment and adaptations. <ul style="list-style-type: none"> - Housing stock adaptations - Minor adaptations to older people’s homes - Equipment provision profiling beds and mattresses 	<p>Continuous</p> <p>Has been established</p> <p>Continuous</p> <p>March 2015</p> <p>Already achieved</p> <p>March 2015</p>

APPENDIX '2'

Activity	Area for improvement	Lead Senior Officer	Action Plan	By when
1. Shaping Services	i. Strategic planning with Betsi Cadwaladr University Health Board (BCUHB) in adult services. (Cont.)	Morwena Edwards	<ol style="list-style-type: none"> 4. Ffordd Gwynedd Adults Health and Wellbeing Department 5. Full review of carer support 6. DementiaGO 7. Improve signposting and information and “stay well, stay home” campaign <ul style="list-style-type: none"> - Accessible housing register - Moving on scheme (Canllaw) - Living Well Centres (Age Cymru Gwynedd a Môn) - Falls Prevention Scheme - Reablement Support Service (Arfon only pilot) (Red Cross) - Stroke Cafes in Dwyfor and Meirionnydd (Stroke Association) - Parkinson Café in Bangor (Parkinson’s UK) - Dementia Friendly drop in groups (Crossroads, North Wales) 8. Pharmacists 9. Increase in respite, reablement and intermediate care 	
	ii. Strategic planning with Betsi Cadwaladr University Health Board (BCUHB) in Child and Adolescent Mental Health Service (CAMHS).	Marian Parry Hughes	<ul style="list-style-type: none"> • Meeting held at the beginning of Summer 2014, between the Council and BCUHB Senior managers, to discuss this area. • Further discussions to be held. 	<p>Summer 2014</p> <p>March 2015</p>

APPENDIX '2'

Activity	Area for improvement	Lead Senior Officer	Action Plan	By when
1. Shaping Services	iii. Using information from looked after panels to describe the population needs and trends.	Marian Parry Hughes	<ul style="list-style-type: none"> The Children and Families Departments has established permanent care planning panels, resource panels to look at new applications and a statutory placements Commissioning Panel. There will be a requirement to summarise the information on care needs from these structures so to feed into the service's care strategies. 	2004-15 Continuous
2. Getting help	i. Timeliness of initial assessment in children's services.	Marian Parry Hughes	<ul style="list-style-type: none"> One social worker role added to the Referral Team capacity. Arrangement in place to ensure that a senior worker approves assessments so to improve the 7 day performance. Work to improve arrangements, including regular preparation of reports to remind managers of cases that require closing. 	Already achieved Continuous Continuous
	ii. Continued improvement to reduce the number of children re-referred.	Marian Parry Hughes	<ul style="list-style-type: none"> The Children and Families Department to monitor closely to ensure and maintain continued improvement. Systems of the Children and Families Department now differentiates between referrals and notifications, whereas this was not the case in past, which has led to improvement. 	Continuous Continuous
	iii. Awareness and use of advocacy services.	Marian Parry Hughes	<ul style="list-style-type: none"> Create a regional consortium (North Wales) in order to ensure agreement on a Regional Advocacy service provision from April 2015 onwards. 	June 2014

APPENDIX '2'

Activity	Area for improvement	Lead Senior Officer	Action Plan	By when
2. Getting help	iii. Awareness and use of advocacy services. (Cont.)	Marian Parry Hughes	<ul style="list-style-type: none"> • Tendering process for a Regional Advocacy service. • Appoint an Advocacy service provider for the North Wales region. • Regional Advocacy service being provided. • Review of the steps to raise awareness and an increase in the use made of the service. 	<p>January 2015</p> <p>January 2015</p> <p>April 2015</p> <p>June 2015</p>
3. The services provided	i. Consistency in responding to complaints.	Gwenan Parry	<ul style="list-style-type: none"> • Develop / review a Quality Assurance Strategy for the service that shall include the comments and complaints processes. • The staff of the Customer Care Unit to attend specialist training on complaints and data protection so to develop the skills of the staff and information base of the unit. • Implement in accordance with the 2013 Welsh Government's complaints arrangements and regulations (statutory on 1st June 2014) in light of the new guidance – <i>Doing Things Right</i>. • In light of the new National regulations, revise the Department's complaints guidelines and policy. • Publish information sheets in light of the revisions to guidelines and policy. 	<p>March 2015</p> <p>April 2014</p> <p>Continuous</p> <p>August 2014</p> <p>February 2015</p>

APPENDIX '2'

Activity	Area for improvement	Lead Senior Officer	Action Plan	By when
3. The services provided	i. Consistency in responding to complaints. (Cont.)	Gwenan Parry	<ul style="list-style-type: none"> • Training circle offered to staff all over the Social Services field. 	March 2015
	iia. Access to health care and accommodation for looked after children. (Accomodation)	Marian Parry Hughes	<ul style="list-style-type: none"> • Work towards increasing the range of internal foster carers. • Increase the range of placements available so to meet the needs of children and young people with complex needs that receive care. 	<p>March 2015</p> <p>March 2015</p>
	iib. Access to health care and accommodation for looked after children. (Health care)	Marian Parry Hughes	<ul style="list-style-type: none"> • The Children and Families Department 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. • This area is reported on regularly to the Corporate Parenting Panel. 	<p>Continuous</p> <p>Continuous</p> <p>Continuous</p>
4. Effect on people's lives	i. Evaluation of the impact of the corporate safeguarding structures.	Morwena Edwards	<ul style="list-style-type: none"> • Policies and arrangements reviewed annually and approved by the Strategic Safeguarding Panel. • Impact measurement reporting arrangement in place and reporting to the Strategic Safeguarding Panel, the Cabinet and Management Team. • Annual audit undertaken measuring the quality of safeguarding policies and arrangements and awareness of staff on how to respond in times of concerns. 	<p>Annually</p> <p>Continuous quarterly</p> <p>Continuous annually</p>

APPENDIX '2'

Activity	Area for improvement	Lead Senior Officer	Action Plan	By when
4. Effect on people's lives	i. Evaluation of the impact of the corporate safeguarding structures. (Cont.)	Morwena Edwards	<ul style="list-style-type: none"> • Ensure an independent audit of the quality of safeguarding policies and arrangements through the sampling arrangements and the level of staff awareness within the Council. • Implement and act upon the audit recommendations. 	December 2014 Continuous (subsequent to accepting them)
	ii. Timeliness of child protection conferences.	Marian Parry Hughes	<ul style="list-style-type: none"> • The Children and Families Department to continue to monitor closely. • The Children and Families Department to receive from Independent Reviewing Officers the reasons on each late review and to respond as is appropriate. 	Continuous Continuous
5. Delivering Social Services	i. Raise awareness of the implications and requirements of Deprivation of Liberty Safeguarding (DoLS) and improve the governance arrangements for the operation of the procedures.	Gwenan Parry	<ul style="list-style-type: none"> • Revise Gwynedd's DoLS arrangements. • Appoint a DoLS Co-ordinator for Gwynedd. • Preparations with regards training staff on the DoLS arrangements and requirements. • Formulate a DoLS work programme in relation to further work to respond locally to DoLS obligations. • Prepare and submit a financial bid for permanent funding, to fund the DoLS Co-ordinator post and fund a solicitor and administrative support to undertake DoLS requirements, from 2015 onwards as part of the Council's bidding process. 	April 2014 April 2014 March 2015 December 2014 September 2014

APPENDIX '2'

Activity	Area for improvement	Lead Senior Officer	Action Plan	By when
5. Delivering Social Services	ii. Quality assurance.	Gwenan Parry	<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>Continuous</p> <p>Continuous</p> <p>March 2015</p>
6. Providing direction	i. Corporate parenting support for looked after children by the council and partners.	Morwena Edwards	<ul style="list-style-type: none"> • Developing a Strategy. • Implementing the Strategy. • Annual Report of the Corporate Parenting Panel submitted to Cabinet. 	<p>2014-15</p> <p>Continuous subsequent to its adoption</p> <p>July 2014</p>