

Ref	Areas for Improvement (Appendix 2)	Possible Relevant Comments CSSIW (Appendix 2)	Arrangements underway	Responsibility
1.1	Improvements in the Protection of Vulnerable Adult (PoVA) practice	<p>6.6. Safeguarding is a priority for the council and it has implemented corporate arrangements to improve safeguarding practices. It now needs to implement changes in its adult protection processes</p> <p>6.7. During the year there were 178 Protection of Vulnerable Adult (POVA) referrals in the year, six fewer than the previous year. Of these referrals 100% were completed where the risk was managed. The council contributed to an adult practice review that identified improvements needed in the council's Protection of Vulnerable Adult (POVA) practice. When implemented, these will increase the involvement of care providers and provide greater clarity regarding the investigation and its outcome. Adult safeguarding will be an area for CSSIW to follow up in 2015-16.</p>	<p><i>Action Steps in accordance with improvement field 2.1.</i></p> <p>Furthermore, it is intended to review the Safeguarding operational arrangements as a result of changes to the staffing structure and the new statutory duty that comes into effect in April 2016. This work will be led by the Adults, Health and Well-being Management Team.</p>	Aled Davies
1.2	Modernising learning disabilities services	<p>6.10The council identified that it needs to modernise its learning disabilities services and developing a range of person centred services to increase independence. The council is adopting the progression person-centred development model for learning disability services that aims to better realise aspirations in achieving independence. This approach promotes the learning of new skills and helping people to safely do as much as they can for themselves. This is an area that CSSIW will follow up in the coming year. In 2014-15 the council has also being undertaking a review of adult services. The council stated that the review would be published in September 2015.</p>	<p>As noted in the report, the Inspectorate will take follow-up steps during this year. One of the main steps in question is the inspection held in January 2016. This inspection is part of a wider national work programme across Wales. Therefore, it is anticipated that clear and firm recommendations will be presented for this field, and that we will be aware of them in February / March 2016. The Service will take full advantage of the inspectors' opinion and will ensure that, if required, changes will be implemented as soon as possible.</p>	Aled Davies
1.3	Mental health commissioning strategy and services.	<p>6.10 - The council has begun to develop a mental health commissioning strategy and mental health services will be an area for us to</p>	<p>A Project Board has been established to address operational issues in order to ensure that the Council commissions quality services which meet the needs of individuals whilst being affordable</p>	Aled Davies

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		follow up in 2015-16....	<p>and meeting the statutory responsibilities.</p> <p>Work of reviewing all the services commissioning processes in this field has started in order to ensure that services offer value for money and are cost-effective while meeting expected standards</p> <p>Robust procurement processes have been agreed and are followed when commissioning all the mental health services in order to ensure value for money.</p> <p>Over the coming 12 months the project will also prioritise reviews looking specifically at:</p> <ul style="list-style-type: none"> Support Workers Residential and Nursing Care Supported Accommodation <p>In order to ensure that new arrangements are in place which meet the statutory requirements.</p>	
2.1	Adult safeguarding	<p>6.6. Safeguarding is a priority for the council and it has implemented corporate arrangements to improve safeguarding practices. It now needs to implement changes in its adult protection processes</p> <p>6.7. During the year there were 178 Protection of Vulnerable Adult (POVA) referrals in the year, six fewer than the previous year. Of these referrals 100% were completed where the risk was managed. The council contributed to an adult practice review that identified improvements needed in the council's Protection of Vulnerable Adult (POVA) practice. When implemented, these will increase the involvement of care providers and provide greater clarity regarding the investigation and its outcome. Adult safeguarding will be an area for CSSIW to follow up in 2015-16.</p>	<p>As noted in the report, Safeguarding is one of the Council's priorities. In reviewing the Strategic Plan in July this year, three transformational projects were commissioned in the field. These projects were commissioned in response to some of the challenges from last year. Specifically in terms of the Adults field, the following project has been commissioned.</p> <p>D3 – Safeguarding vulnerable adults</p> <p>The purpose of the project is to aim to continually improve safeguarding arrangements and culture within the adults field. By the end of March 2016, the project will have responded specifically to the recommendations of the Winterbourne Report as well as the report of the Older People's Commissioner "A place to Call Home" by:</p> <ul style="list-style-type: none"> • Developing a range of different methods by which individuals can be heard • Identifying whether there is appropriate use of advocacy and seeking to respond to any shortcomings • Providing evidence that the corporate groups can show that they are listening to the voice of vulnerable adults <p>The progress of this project will be reported upon via the Council's performance management arrangements, which currently report in a 12-weekly cycle.</p> <p>Further to the original commission in the Strategic Plan, the Strategic Safeguarding Children and Vulnerable Adults Panel has</p>	Aled Davies

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			<p>asked the Leader of Project D3 to ensure that it includes any recommendations from Adult Practice Reviews (APRs).</p> <p>In practice in terms of safeguarding, the Safeguarding unit has of course been established and that unit works across the 'Children and Supporting Families' and 'Adults, Health and Well-being' Departments. The Unit is located within the Children and Supporting Families Department and the arrangements between this unit and the new structure of the Adults, Health and Well-being Department are in the process of being confirmed. It is intended for the arrangements to be confirmed by February 2016.</p>	
2.2	Support for carers	<p>6.14. The council assessed or reviewed the needs of 241 adult carers in 2014-15 which is a reduction from the 298 carers assessed the previous year. This is a concern as the number of carers of adults receiving an assessment of their own needs has risen over the past four years in Wales, whilst the number has fallen continually in Gwynedd. The number of carers of adults who were assessed or re-assessed in their own right during the year, who were provided with a service in the year, was 132 people.</p>	<p>It is intended to conduct a review of arrangements to support unpaid carers in Gwynedd. Increasing pressure is likely to be placed on our unpaid carers here in Gwynedd in the future and specifically within the adults care field. It is essential that the suitable support is available to them if we are to ensure that we can realise our vision of supporting more and more people to live in their own homes. Therefore, we need to ensure that we have the right arrangements in place to support them and that we are clear about the type of support that needs to be developed if there are any gaps.</p> <p>By the end of March 2017, we will therefore have reviewed how effective our current arrangements are for supporting unpaid carers and, if required, we will have decided on the additional interventions needed to support carers in the future. It was decided to do this piece of work to assess what, if anything, needs to be done differently.</p> <p>It is intended to focus on the Adults field, but it should be ensured that we do not forget about those young carers. We will consider the brief in more detail during the next few weeks and will decide what exactly should be included in terms of the Review.</p> <p>In terms of developing the detail of the brief, it is hoped to get the input of some members of the Services Scrutiny Committee.</p> <p>Specifically regarding assessments:</p> <ul style="list-style-type: none"> • It should be noted that the number of assessments made does not reflect the number offered. Those which are refused are not recorded. • The Gwynedd Carers Emergency Card is now available as well as a new booklet: <i>Guide for carers: could you cope in an emergency?</i> 	Aled Davies

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			<ul style="list-style-type: none"> • The card is available following a carer's assessment, there could be an increase in the number of assessments because of this extra service • The intention is to review the current assessment form to make it simpler • We are working with the third sector and the private sector to improve the provision of respite in the home. • There is a waiting list for assessments in one area due to a lack of capacity. 	
3.1	Timeliness of initial assessment	6.21. Performance in the timeliness of initial assessments has improved but remains below the average in Wales (70% compared to 76%) and it remains an area for improvement for the council.	Maintaining continuous improvement in this field remains a priority for the Department. Performance during the two first quarters of 15/16 has been sustained with 70.6% of initial assessments being carried out within the timescale in the first quarter and 72.5% during the second quarter, therefore, the service is approaching the national percentage and the target set internally, namely between 73% and 80%. The Department is collecting information regarding the reasons why assessments are not carried out on time and there is no specific typical reason that stands out, rather it is a combination of reasons e.g. family not keeping the appointment, not possible to arrange with the family within seven working days, work pressure, incomplete information preventing the closure of the assessment etc. The Senior Manager monitors performance against this indicator regularly and reports to the service's Senior Management Team.	Marian Parry Hughes
3.2	Timeliness of child protection conferences	6.23. The number of children on the Child Protection Register at the end of the year was similar to the last three years after a rise in 2012-13. The council's performance in holding initial child protection conferences improved slightly but is below the average in Wales (85% compared to 93%). The council's performance in holding statutory reviews and review child protection conferences on time also dipped. The loss of the child protection co-ordinator and staff sickness contributed to the downturn in performance in these areas. The timeliness of child protection conferences remains an area for improvement. The council also needs to maintain and improve the timeliness of reviews of looked after children now managed by the safeguarding and quality unit.	During the first two quarters of 15/16, there has been an increase in the numbers of children included on the Gwynedd Child Protection Register from 83 at the end of quarter 2 14/15 to 98 at the end of quarter 2 15/16. This follows the current national pattern, but it increases pressures on the service in terms of capacity to chair and hold conferences within the timescale noted in the national guidelines. We have one child protection co-ordinator and chair, and we have now freed-up a part-time resource to assist from amongst the independent reviewing officers for looked-after children. During quarter 2 this year, a total of 66 child protection conferences were held (initial, reviewing and transitional) and 87.9% were within the timescale. The service is keeping a close eye on performance in this field and keeps detailed information about the reasons why conferences are not held within the timescale. As above, there is no specific, typical reason becoming apparent rather it is a combination of reasons e.g. family not available to attend, no professional quorum (a statutory requirement for the decision-making process). Issues in terms of lack of quorum have been raised with specific agencies and in the Gwynedd and Anglesey Safeguarding Operational Group, and it is	Marian Parry Hughes

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			<p>being addressed by the police specifically to try to improve the situation.</p> <p>The performance of statutory reviews of looked-after children has improved significantly over a period of years. The number of looked-after children in Gwynedd has increased during 15/16 – from 186 at the end of quarter 1 to 202 at the end of quarter 2. This is a significant increase and it places additional pressure on independent reviewing officers who chair all looked-after children reviews. Given that the national good practice recommendation for independent reviewing officers is that they hold approximately 50 cases each for review, the officers we have in place (2.6FTE) are working at above capacity level. Despite this, the performance of quarter 1 and 2 this year is encouraging as the performance in terms of timeliness is 89.4% at the end of quarter 1 and 91.3% at the end of quarter 2.</p>	
3.3	Timeliness of looked after children's reviews	<p>6.23. The number of children on the Child Protection Register at the end of the year was similar to the last three years after a rise in 2012-13. The council's performance in holding initial child protection conferences improved slightly but is below the average in Wales (85% compared to 93%). The council's performance in holding statutory reviews and review child protection conferences on time also dipped. The loss of the child protection co-ordinator and staff sickness contributed to the downturn in performance in these areas. The timeliness of child protection conferences remains an area for improvement. The council also needs to maintain and improve the timeliness of reviews of looked after children now managed by the safeguarding and quality unit.</p>	<p>As noted above in 3.2, holding child protection review conferences within the timescale is currently a challenge for the reasons noted above. The performance of quarters 1 and 2 has been challenging – 71% at the end of quarter 1 and 77% at the end of quarter 2. The indicator which measures the attendance at child protection case conferences shows that social workers are present at 100% of them, but that there is a challenge to ensure quorum from partner agencies at each review conference. When there is no quorum, the chair has to decide to either continue with the conference or postpone until such time as the required representation is present in order to make a decision. These matters are being addressed specifically with those agencies on an operational and strategic level.</p>	Marian Parry Hughes
3.4	Timeliness of health assessments for looked after children.	<p>6.31. The health board has only made a small improvement to the percentage of looked after children who receive a health assessment in the year and this remained significantly behind the Wales average (51% compared to 81%).</p>	<p>The service has been collaborating with the Betsi Cadwaladr University Health Board for a number of years to try to resolve the problems in terms of holding health assessments for looked-after children in a timely manner. The Corporate Parent Panel has been holding the Health Board to account in order to challenge practice and ensure that improvements to the procedure are carried out. Despite this, progress has been extremely disappointing, but during this year we have seen an improvement in the performance against this indicator as the results of quarter 1 show that 60.7% were held within time and 63.4% at the end of quarter 2. This is encouraging and has reached the target set locally (60%). It remains lower than</p>	Marian Parry Hughes

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			the Welsh average, but we are of the view that we have resolved the biggest problems in terms of arrangements and processes in order to see continued progress.	
4.1	Implementation of modernisation programmes	7.8. Corporate attention has been given to supporting the modernisation of social services and responding to the Act. The two significant reviews of operational arrangement in children's and adults service have been supported by corporate services. The new departmental structure has allowed for closer alignment of children's social services and preventative services.	<p>The transformational projects which have been commissioned via the Strategic Plan are supported and scrutinised via the Council's Delivery Panels arrangements, in which the project leader reports on the progress of projects against the milestones agreed. Following this, the relevant Cabinet Member reports on the performance of the transformational project to the Cabinet in a 12-weekly cycle. The transformational projects which have been commissioned address the changes in practice and responsibility – within the expectations of the act.</p> <p>The following projects are in the Adults field specifically:</p> <p>G1 – Care Challenge – Seeking to ensure that people are clear about the challenge we are facing to motivate and support communities to contribute by working in the community.</p> <p>G2 – Integrated working, focusing on what matters for individuals – Redesigning our current working methods.</p> <p>G3 – Restructuring the Adults, Health and Well-being Department - Ensuring that the department's staffing structure is suitable for the future.</p> <p>The following projects are in the Children field specifically:</p> <p>P9 – Ensuring a range of preventative services for groups of vulnerable children and young people in Gwynedd – Providing support for groups of vulnerable children and young people in order to support them to live independently without having to be reliant on statutory services.</p> <p>In addition to this, programme management arrangements are in place in the Adults field in order to ensure that clear arrangements and accountability are in place in order to lead a significant change in the field.</p> <p>The corporate support will continue in order to implement modernisation programmes in the care field.</p>	Aled Davies / Marian Parry Hughes
4.2	Scrutiny and oversight of implementation of modernisation programmes	1.5. The planned changes in social services will require changes in established practice and culture. The nature and scale of the	As noted in the report, the support of two Cabinet Members in this field will be crucial in order to ensure the success of the modernisation programmes. The two members are of course accountable for the change taking place within their fields, but also,	Awen Morwena Edwards

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		<p>changes faced by social services present significant risks that require a high level of leadership and support to be delivered in a timely manner. The new arrangements with a cabinet member for adults and health and a cabinet member for children and young people should provide a clearer line of sight on the new service developments, and engagement with the health board.</p>	<p>as part of the Council's performance management arrangements, provide continued scrutiny and support where necessary. This is undertaken formally via the Delivery Panels and the Strategic Safeguarding Panel. In addition, the Services Scrutiny Committee scrutinises the main transformational programmes in the field – such as G2 – Integrated working, focusing on what matters for individuals.</p> <p>As part of the culture shift that is underway in the Council, of ensuring that we place the people of Gwynedd at the centre of everything we do, we are aiming to have an organisation which continually scrutinises our decisions.</p>	