

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

1. April 2012 - Gwynedd Council Information Management Feedback Wales - Audit Report

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far	Rate your progress as <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
1	The Council should enhance the action plan which supports the information strategy to include actions to identify the Council's information and intelligence needs and to co-ordinate the activity of the range of information services to meet these needs.	Information Manager	<p>This was discussed with Gwenan Parry, Head of Customer Care Support Department in 2012.</p> <p>It was felt that the function of the Information Management Service was not to find out what were the Council's information requirements and that our role was to provide guidelines and expertise on how to manage information once it had reached the Council (in terms of protection, disposal, accuracy, retention for appropriate periods of time). This is the role of information management services in every Council.</p> <p>The role of the Research Unit is to respond to the services' information requirements. The Information Management Strategy will soon be updated; therefore, we can incorporate this for the future if there is a desire to do this.</p>		<p>An Information Plan Subgroup has been meeting to order to create a new Information Plan, which is broader than the old Information Strategy work. It will include additional elements such as open data, use of information and the quality of information.</p> <p>Also the Wales Audit Office are re-visiting in January to look at Information Management and therefore we can gain their opinion on the direction of the work following the visit.</p>	Complete
2	Develop an appropriate forum to co-ordinate the activities of the Council's information teams.	Information Manager	<p>Collaboration with the information team of the Adults Department already takes places. There would be a need to be clear on the purpose and aim of the forum.</p>		<p>This occurs naturally as part of the formulation of the new Information Plan. This is happening informally already eg between the information team and the Social Services data team.</p>	Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

2. Year 2012-2013 - Annual Review and Evaluation of Performance of the Care and Social Services Inspectorate Wales (CSSIW) Report received: 28 October 2013.

The report was presented to Cabinet on 28 January 2014, and to the Services Scrutiny Committee on 13 February 2014.

	ACTION	Leader	Implementation Plan	By when	The monitoring arrangement and the progress made so far	Rate your progress as <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
	Seeking support					
1	Predict the demand for community support	Head of Adults, Health and Wellbeing Department	<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	<p>Demographic analysis is a key part of the planning cycle. Here details are submitted by the department, in order to ensure increase in demography are reflected within budgets.</p> <p>In addition in response to the Welfare and Social Services Act procedures are in place to create the General Data Set which will be used to predict future demand for services.</p>	Complete
The services provided						
2	Develop the range of services in the community for children services	Head of Education	<p>Additional Learning Needs Project Action Plan 2013-14 and specifically:</p> <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	<p>New model</p> <ul style="list-style-type: none"> • Have gained Cabinet approval to adopt a new ADYaCh strategy (across Gwynedd and Anglesey local authorities) which has the aim of: "To ensure that children and young people (aged 0-25 years) with additional learning needs take advantage of opportunities and gain experiences that are effectively planned for them, to enable them to make progress in line with their abilities. " • The ADYaCh Service will provide a comprehensive integrated educational service across educational settings in both counties to: <ul style="list-style-type: none"> • Promote the development of schools to be inclusive settings. • To minimize the impact of ALN on the outcomes of children and young people by improving skills and achievements. • Provide appropriate and high quality education for children and young people with ALN. • Locate high-quality services locally. • Consider individual needs and aspirations and that all children and young people are central to the service with interventions that are provided for him / her. • Ensure the high quality of skills within the central workforce and school workforce in order to improve ownership and ADN capacity within schools 	Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

					<p>in both counties.</p> <ul style="list-style-type: none"> • Contribute to improve quality of life and well-being by enhancing the educational provision that is being provided. • Reduce the cohort of children who need additional interventions due to ALN by improving capacity within the educational provisions. • Strengthen links and accountability for ALN across the delivery model layers. <p>The intention is to ensure that the integrated team's new staffing structure is in place by September 2017.</p> <p>New Meirionnydd / Dwyfor Centre of Excellence in Special Education:</p> <ul style="list-style-type: none"> • The new Hafod Lon school has opened in Penrhyndeudraeth at the end of October 2016 	
The effect on people's lives						
3	Improve the process of planning education for looked after children	Head of Children and Families Department / Head of Education	<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. 	Continuou s	<p>Since June 2015 the department has a re-designed the vulnerable groups education coordinator job to be a children in care officer in order to focus solely on the needs of children in care and to ensure that every child has an up to date Personal Education Plan.</p> <p>The performance in completing Personal Educational Plans (PEP) has improved, with quarter 2, 2016 performance at 67%, a significant increase in performance from 15/16 (37.9%).</p> <p>Performance with regards to completeing the PEP has improved, with Quarter 2 performance, 2016 at 67%, which is a significant increase on the 5/16 performance.</p>	Complete
Delivering Social Services						
4	Establish a quality assurance system in the services for adults.	Head of Adults, Health and Wellbeing Department	<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 	March 2014	<p>A new system was developed by March 2014 in order to pull data directly from the Department Data Entry Control system highlighting any data quality issues. This is used from now on to report data or performance management according to need.</p> <p>Quality assurance strategy has been created that will underpin the work program of the Quality Assurance and Protection Manager who will be in place in late November 2016.</p>	Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

			<ul style="list-style-type: none"> priority fields. Draw up and agree on a quality assurance strategy across the service. 			
Provide a direction						
5	i. Ensure corporate support for looked after children, in particular in the education planning field.	Head of Children and Supporting Families Department	<ul style="list-style-type: none"> Develop a Strategy Implement the Strategy. 	April 2014	<p>The Corporate Parenting Strategy is in the process of being finalized, and will focus on securing the support of education for children in care. The strategy has been in draft form for some time, and its completion was delayed following the loss of a job. Since October 2015 a decision has been made that the operational responsibility for the work of the Corporate Parenting Panel sits within the Children and Supporting Families Department instead of the Corporate Support Department, and ensuring that a clear strategy and action plan is in place is a priority for the work program.</p> <p>A strategy has been presented to the Corporate Parenting Panel during 2016 and a workshop for discussing a program of action was held in early July. Current discussions are taking place to check out the strengthened role of the panel and the panel members for the future with an emphasis on strengthening the participation of children and young people to the regime.</p>	In progress

3. May 20 – 22 May 2014: National Review of the Use of Deprivation of Liberty Safeguards (DOLS) in Wales 2014 - Gwynedd Local Authority and Betsi Cadwaladr University Health Board - Care and Social Services Inspectorate for Wales (CSSIW)

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far	Rate your progress as <ul style="list-style-type: none"> Not started Being planned In progress Complete
1	The Council and Health Board should continue to develop understanding of the Mental Capacity Act, DoLS and the implications of the Supreme Court at all levels. It should ensure that it builds on the existing knowledge and skills of care managers in adult services so that where there are authorised deprivations in place, care management reviews reflect consideration of their outcome and effectiveness. The links between care management and contract monitoring in adult	Head of Adults, Health and Wellbeing Department			<p>A training program is in place with training opportunities available for all staff and any other relevant person who works in accordance with the Mental Capacity Act (2005). Specific sessions for elected members and staff have been held in September and October by a leading lawyer in the field.</p> <p>A Safeguarding and Quality Assurance Unit is being established that will lead on the Deprivation of Liberty work.</p> <p>The Department has adopted a Category Management procedure that strengthens the link between contract monitoring and care management.</p>	Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far	Rate your progress as • Not started • Being planned • In progress • Complete
	services should be more robust.					

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

4. May 2014: Good Scrutiny? Good Question

This report does not include recommendations which were referred to the Welsh Government therefore, those references have been left out.

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Rate your progress: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
1	Clarify the role of executive members and senior officers in contributing to scrutiny	Senior Manager – Democratic and Delivery	The scrutiny work program this year includes more policy items which are considered in advance. However, there is recognition that this does not go far enough. The Council's Audit Committee will discuss an action plan to respond to the recommendation in the new year. Electronic Link	A 360 degree review recent work by the Council and the Wales Audit Office has confirmed the need to do something about the gap identified between scrutiny and the Executive. A sub-group which is leading the response to the WAO report has already approved some measures to tackle this in looking at the model of scrutiny and identification of specific pre-scrutiny items. Workshops will be held in late November on the possible new models for after the 2017 elections, with recommendations presented to the Audit Committee in February before going to the Full Council in March.	In progress
2	Ensure that scrutiny members and specifically scrutiny chairs, receive training and support to fully equip them with the skills required to undertake effective scrutiny.	Senior Manager – Democratic and Delivery	The work plan will go to the Audit Committee for discussion in the new year. In the meantime, a training course has been developed in conjunction with the Local Government Association and piloted for scrutiny members. The pilot course was held and a further course in February. Electronic Link	Training sessions have been developed and run in conjunction with the Local Government Association with 21 members attending over 2 sessions. It is intended to rerun such a session during the year as well as running 1: 1 sessions with any new scrutiny members. A further session has already been scheduled for January 2017 to focus on questioning skills and methods.	In progress
3	Further develop scrutiny work programming to: <ul style="list-style-type: none"> • provide a clear rationale for topic selection • be more outcome focussed • ensure that the method of scrutiny is best suited to the topic area and the outcome desired, and • align scrutiny programmes with the Council's 	Senior Manager – Democratic and Delivery	The process for producing the work program is sound but needs to ensure greater consistency in its implementation. The work plan will go to the Audit Committee for discussion in the new year. More information can be found at Electronic Link	This year, in formulating the forward program of scrutiny for the year, particular attention was given to the proportion of different pre-scrutiny items. They are noted as pre-scrutiny items and they will therefore be reported on and we will be able to track and measure the influence of pre-scrutiny decisions as executive decisions are made. We have seen further more cases of pre-scrutiny on major significant topics during the year.	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Rate your progress: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
	performance management , self-evaluation and improvement arrangements				
4	Ensure that scrutiny draws effectively on the work of audit, inspection and regulation and that its activities are complementary with the work of external review bodies.	Senior Manager – Democratic and Delivery	The work plan will go to the Audit Committee for discussion in the new year. More information can be found at Electronic Link	The procedure is in place to allow the Audit Committee to refer matters to scrutiny committees but has not yet been implemented. As it turns out there are a number of external auditor's reports issues identified for 2016/17 pre-program.	Complete
5	Ensure that the impact of scrutiny is properly evaluated and acted upon to improve the function's effectiveness; including following up on proposed actions and examining outcomes.	Senior Manager – Democratic and Delivery	The work plan will go to the Audit Committee for discussion in the new year. More information can be found at Electronic Link In the meantime, we have initiated a procedure of introducing the main scrutiny committee recommendations to Cabinet.	The emphasis by Scrutiny this year is to try to be much more sharp and decisive in terms of scrutiny recommendations in order to track the influence of the scrutiny on implementation. This will be of benefit to writing the 2016/17 scrutiny report and there will be a way of evaluating the impact of scrutiny generally at that time. No methodology has been identified as yet to do so, but we will reflect on this when creating our yearly report.	Being planned
6	Undertake regular self-evaluation of scrutiny utilising the 'outcomes and characteristics of effective local government overview and scrutiny' developed by the Wales Scrutiny Officers' Network.	Senior Manager – Democratic and Delivery	The Council intends to look at good practice and learning from other councils. The work plan will go to the Audit Committee for discussion in the new year. More information can be found at Electronic Link	The Sub-Group has undertaken an evaluation of current Scrutiny Arrangements and have concluded that the specific areas that need improvement are, namely: - <ul style="list-style-type: none"> • Strengthening the connection with dialogue between Scrutiny and Cabinet by doing more work to develop joint policies (the scrutineers with the Cabinet) • Clarity is needed on why we need scrutiny and appropriate skills and resources • Committee membership boundaries too sacred and the workload is inconsistent • Slow down the process and frequency of meetings <p>An Action Plan to respond to this is in progress and is nearing its end with recommendations being drawn up.</p>	In progress
7	Implement scrutiny improvement action plans developed from the Wales Audit Office improvement study.	Senior Manager – Democratic and Delivery	The Work Plan submitted to the Audit Committee in the new year.	The Action Plan approved by the Audit Committee is in progress and being further developed by the Scrutiny Arrangements Subgroup (See above comments for progress in the work).	Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Rate your progress:
8	Adopt Participation Cymru's 10 Principles for Public Engagement in improving the way scrutiny engages with the public and stakeholders.	Senior Manager – Democratic and Delivery	The work plan will go to the Audit Committee for discussion in the new year. More information can be found at Electronic Link	The Corporate Scrutiny Committee has evaluated the Council's engagement arrangements during 2015/16. Gwynedd Council has approved Participation Wales Principles and those principles will be followed in the further work that the Corporate Scrutiny Committee wants to achieve in 2016/17 for the simplest use of language understandable (which is part of the principles)	Complete <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete

5. July 2014: Young People not in education, employment or training – Findings from a review of council in Wales

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measure	Rate your progress:
1	Improve the evaluation of the effectiveness and relative value for money of the services and interventions in their area that are intended to reduce the proportion of young people who are NEET.	Community Learning Senior Manager	As part of the Engagement Framework and action plan an evaluation system for measuring the effectiveness of the 6 areas - with regard to the early identification system and its impact, the role and impact of key employees, and keep in tracking system link, the effect of local provision is needed to be actively developed. We have been working together on a regional level with the early identification system and further options regarding working together to measure the impact of various systems.	<p>A plan is in place to monitor the impact of the pre 16 early identification system across the region. The engagement manager has regular meetings with the TRAC Manager in measuring the impact on the identified group</p> <p>Mapping of services and support for young people aged 16-24 has been completed recently and the data has been used as an effective way of monitoring what difference those services have on the engagement of young people.</p>		Complete <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete

6. Year 2013-14: Annual Review and Evaluation of Performance of the Care and Social Services Inspectorate Wales (CSSIW)

The report was circulated to the relevant officers and the relevant members. The report was presented to the Services Scrutiny Committee on 11th December 2014 by Marc Roberts and Vicky Poole, of the Care and Social Services Inspectorate Wales together with the Council's implementation plan. The Care and Social Services Inspectorate Wales report was also presented to the Cabinet on 19th February 2015 where it was agreed to give the go-ahead to the work programme that responds to the Inspectorate's recommendations and areas for improvement.

	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service	Responsibility	Rate your progress: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
Shaping Services								
Getting help								
1	Timeliness of initial assessment in children's services.	The percentage of initial assessments completed within seven days needs improvement; in 2013-14 the council completed 67% of initial assessments in seven working days compared to a Welsh average of 72%.	<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. 	Children and Supporting Families Departmental Management Team and if required escalate to the: <ul style="list-style-type: none"> - Children and Young People Achievement Panel 	This is no longer relevant because this indicator has disappeared with the introduction of the Social Service and Wellbeing Act. Now there is one composite assessment that is completed which matches needs and there is a total of 42 days to complete an assessment and create a care and support plan, but locally we are aiming to set local targets to complete assessments in 10 working days.	The Service will monitor the new procedure	Head of Children and Supporting Families Department	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service	Responsibility	Rate your progress: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete 	
2	Continued improvement to reduce the number of children re-referred.	There has been a reduction in percentage of children being re referred from 39% in 2011-12 to 26.6% in 2013-14; however, this still remains above average for Wales and is an area for continued improvement.	<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. 	Children and Supporting Families Departmental Management Team and if required escalate to the: - Children and Young People Achievement Panel	1. Achievement at the end of 2015/16 for (SCC/010) was 24.8% which is further improvement on the 2014/15 achievement of 25.7%. 2. The measure is therefore moving in the right direction	Efforts continue and arrangements still implemented to ensure maintaining the improvement.	Head of Children and Supporting Families Department	In progress
The services provided								
3	Access to health care and accommodation for looked after children. (Health)	The national LAC inspection identified a need to develop looked after children's access to primary health services and move on accommodation. As part of its corporate parenting responsibilities, the council should ensure that children who they look after can use primary healthcare. Performance in being registered with a GP within 10 days declined from 92.5% in 2012-13 to 78.4% in 2013-14. Whilst the percentage of health assessments for looked after children improved by 15% to 46%, it still remains significantly below the Wales average of 81%.	<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. 	Children and Supporting Families Departmental Management Team and if required escalate to the: - Children and Young People Achievement Panel and - Corporate Parenting Panel	Performance measurement meetings with health are held quarterly to ensure that any problems are resolved immediately. LAC advertising systems improvement work in place to ensure that LAC officers receive timely correspondence after a child comes into care for the first time. Quarter 2 2016 performance of 67%.	This is a matter of concern to the Council and is an area receiving attention from the Corporate Parenting Panel which continues to undertake discussions with BCUHB to ensure an improvement.	Head of Children and Supporting Families Department	In progress
Effects on people's lives								
4	Timeliness of child protection conferences.	The council has reduced the number of children it looks after from 203 in 2012-13 to 185 in 2013-14. It has significantly	<ul style="list-style-type: none"> • The Children and Families Department to continue to monitor closely. 	Children and Supporting Families Departmental	1. Monitoring and accepting reasons for late conferences continues.	The Department keeps a close eye on the reasons why	Head of Children and Supporting Families Department	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service	Responsibility	Rate your progress: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete 	
	improved its performance in the timeliness of reviewing the care plans of looked after children, with 94.3% now being carried out within statutory timescales compared to 75.4% in 2012-13. However, this remains below average for Wales (95.9%).	<ul style="list-style-type: none"> • The Children and Families Department to receive from Independent Reviewing Officers the reasons on each late review and to respond as is appropriate. 	Management Team and if required escalate to the: <ul style="list-style-type: none"> - Children and Young People Achievement Panel and - Corporate Parenting Panel 	2. Performance for the end of 2015/16 SCC / 014 was 86.7% and SCC / 034 was 85.5%. 3. Cumulative Performance at the end of 2nd quarter 2016/17 is 96.9% which is an improvement on previous performance and higher than the target (90%)	conferences are late and have found a clear pattern of failing to get a quorum (in line with the All Wales Child Protection Procedures) to conduct a conference review in particular. The chair will make a decision based on professional judgment to continue the conference without the key partners, or to defer to ensure attendance. The issues are brought to the attention of statutory partners regularly to seek a solution.			
Delivering Social Services								
5	Raise awareness of the implications and requirements of Deprivation of Liberty Safeguards (DoLS) and improve the governance arrangements for the operation of the procedures.	The CSSIW DoLS inspection found that the appropriate training was provided to the specialist assessors who were supported by knowledgeable and experienced managers. Local training and promotion of the DoLS outside the council had not resulted in wide awareness and understanding of the safeguards. The need to increase DoLS training and awareness reflects a more general need to mainstream the DoLS throughout the council, social care and health. Inspectors noted that	<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 	Adults Health and Wellbeing Departmental Management Team Strategic Safeguarding Panel	1. Reviewing of Gwynedd DoLS arrangements has occurred. 2. A DoLS Co-ordinator for Gwynedd has been appointed. 3. A bid formed and submitted for permanent funding, for the purpose of funding the DoLS co-ordinator and to fund a lawyer and	A training program is in place. Specific sessions have been held for elected members and staff in September and October by a leading lawyer in the field. A Safeguarding and Quality Assurance Manager has been appointed and will take ownership of	Head of Children and Supporting Families Department	Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service	Responsibility	Rate your progress: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
		<p>the council should examine its management arrangements to ensure that there is no conflict of interest between the supervisory body that oversees the DoLS assessment process and the managing authority that is responsible for the care provided.</p> <p>Recent case law has considerably widened the scope for potential application of the DoLS safeguards and this is already having a marked impact upon demand and the need for the council to appropriately respond. The council has 9 best interest assessors and is in a good position to meet the increase in demand.</p>	<p>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.</p>		<p>administrative support to undertake the DoLS requirements, from 2015 onwards as part of the Council bidding process.</p> <p>4. Staff training arrangements with regards DoLS arrangements and guidelines.</p> <p>5. The work of formulating a DoLS work plan for further efforts, to respond locally to DoLS obligations, to be completed by end of March 2015.</p>	<p>scrutinizing these issues across the Department. This Manager will manage and lead this work of the Safeguarding and Quality Assurance Unit.</p>		
6	<p>Quality assurance - Adults Health and Well-being Department</p>	<p>The council's ability to accurately report on performance has continued to improve. Risk management within the service has improved with regular use and updating of a risk register.</p> <p>The council has not established a comprehensive quality assurance system. It plans to do so in 2014-15.</p> <p>The need to improve quality assurance was noted by CSSIW in last year's annual evaluation report. It is also an area for improvement in both of the recent national inspections and in the adoption inspection report. The council is introducing a cross cutting children and adults safeguarding and quality</p>	<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>Adults Health and Wellbeing Departmental Management Team</p> <p>Annual Progress Report to CSSIW</p>	<p>A new system was developed by March 2014 to pull data directly from the Department Data Entry Control system highlighting any data quality issues. This is used from now on and to report data or performance management according to need.</p> <p>The work of creation a quality assurance strategy is being addressed and is being planned within</p>	<p>The Safeguarding and Quality Assurance Unit is in the process of being established, and it will take an overview of the Department's quality issues. There is an intention to introduce quarterly quality assurance reports to highlight quality issues within the Department.</p>	<p>Head of Adult, Health and Wellbeing Department</p>	<p>In progress</p>

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service	Responsibility	Rate your progress: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete 	
	assurance team.			the new Adult, Health and Welfare Department structure.				
7	Quality assurance - Children and Supporting Families Department	<p>The council's ability to accurately report on performance has continued to improve. Risk management within the service has improved with regular use and updating of a risk register. The council has not established a comprehensive quality assurance system. It plans to do so in 2014-15.</p> <p>The need to improve quality assurance was noted by CSSIW in last year's annual evaluation report. It is also an area for improvement in both of the recent national inspections and in the adoption inspection report. The council is introducing a cross cutting children and adults safeguarding and quality assurance team.</p>	<ul style="list-style-type: none"> • A Safeguarding and Quality Unit to be established and structurally accountable to the Head of Children and Supporting Families • Formalise the quality assurance framework for children as part of the work programme for the Children and Supporting Families Department during the 2015/16 performance year period 	Children and Supporting Families Departmental Management Team	<ol style="list-style-type: none"> 1. The Safeguarding and Quality Unit established during April 2014 which is structurally accountable to the Head of Children and Supporting Families 2. Work ongoing in order to develop this unit. 	During 2015/16 there shall be specific efforts to formalise the children's quality assurance framework as part of the Children and Supporting Families Department work programme.	Head of Children and Supporting Families Department	In progress
Providing direction								
8	Corporate parenting support for looked after children by the council and partners.	<p>The council has made positive steps in its corporate parenting arrangements but these now need to be further developed. The corporate parenting panel will work with looked after children in 2014-15 to provide outline the actions that the council will take to support children in care. Members will need to provide greater support to assure that the strategic aims are effectively owned and translated into action across the council's services and</p>	<ul style="list-style-type: none"> • Developing a Strategy. • Implementing the Strategy. • Annual Report of the Corporate Parenting Panel submitted to Cabinet. 	Corporate Parenting Panel	<ol style="list-style-type: none"> 1. Previous meeting of the Panel was on 20th April 2015. 2. Discussed was: <ul style="list-style-type: none"> - draft of the Strategy - Health report on looked after children - Health care of looked after children - Looked after children quarterly report - Looked after 	Care threshold team has submitted a progress report to the Corporate Parenting Panel and made presentations at 2 national conferences as an example of innovative good practice. Further the fostering service has received a	Head of Children and Supporting Families Department	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service	Responsibility	Rate your progress:
	by partner agencies; ensuring appropriate health care, increased educational support and temporary employment in the council for looked after children.			children personal education plans report - The fostering service - End to end project	positive review.		<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete

7. October 2014 - Local Authorities Safeguarding Children Arrangements Gwynedd Council – Wales Audit Office Report

Gwynedd Council's Local Authorities Safeguarding Children Arrangements were audited by Wales Audit Office and a report was published in October 2014. Following this, the proposals below were submitted in the report of Councillor Wyn Williams to the Cabinet on 16 December 2014. In order to ensure that action had been taken in terms of the proposals, the report in question was submitted, as well as the national report, to the Strategic Safeguarding Children and Vulnerable Adults Panel (29 September 2015). It was agreed at the meeting that the Operational Group would consider the national recommendations and local proposals and report on any gaps that remain which require further attention. The Operational Group will report back to the Strategic Safeguarding Children and Vulnerable Adults Panel on 02 December 2015.

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far	Rate your progress as
1	Review the Local Authority Designated Officer for Child Protection requirements under the Children Act 2004 to ensure full compliance with the legislation.	Corporate Director	<ol style="list-style-type: none"> 1. The proposal was submitted to the Cabinet – 16.12.14. 2. The report was discussed with relevant officers to try to identify potential actions. 3. The proposal was submitted to the Strategic Safeguarding Children and Vulnerable Adults Panel (29.09.15) to see whether or not further action was required to what had already been implemented. 4. Observations in terms of any gaps that remain or elements that require further attention is expected at the next meeting of the Strategic Safeguarding Children and Vulnerable Adults Panel – 02.12.15. 	02.12.15	The recommendation is unclear, and the Department have contacted the Wales Audit Office for clarity. Waiting for a response by the Wales Audit Office.	In progress
2	Improve scrutiny of key elements of the Council's safeguarding arrangements through, for example, regular reporting on performance on safe recruitment; attendance	Senior Manager - Democratic and Delivery	<ol style="list-style-type: none"> 1. The proposal was submitted to the Cabinet – 16.12.14. 2. The report was discussed with relevant officers to try to identify potential actions. 3. The proposal was submitted to the Strategic Safeguarding Children and Vulnerable Adults 	02.12.15	<p>Training by an external expert to Scrutiny Committee members was held on 21st September, 2016.</p> <p>Through the introduction of the Performance</p>	Completed

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far	Rate your progress as
	and impact of safeguarding training; and the outcome of the annual school audit programme.		<p>Panel (29.09.15) to see whether or not further action was required to what had already been implemented.</p> <p>4. Observations in terms of any gaps that remain or elements that require further attention is expected at the next meeting of the Strategic Safeguarding Children and Vulnerable Adults Panel – 02.12.15.</p> <p>5. It should be emphasised that the existence of the Strategic Safeguarding Panel is evidence in itself of scrutinising the safeguarding field – this is one of the reasons for the Panel namely to monitor and scrutinise the field.</p> <p>The item was noted at the annual workshop of the Services Scrutiny Committee during the year.</p>		<p>Report to the Services Scrutiny Committee on 27/09/16 assurance was given by the Cabinet Member for Children and Families on the following:</p> <ul style="list-style-type: none"> - That the Council is implementing plans to raise awareness of safeguarding arrangements to all staff. - That all Council Departments have identified a person as a point of contact for safeguarding issues. - That a task group has been set up to measure the impact of the plans and that the awareness audit shows progress. <p>The appointment of a Safeguarding Officer to coordinate work in schools was welcomed and Members were encouraged by the Chairman to contribute actively to the work as schools Governors, by offering to hold an evening to raise parental awareness.</p>	<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete

8. October 2014: Delivering with less – the impact on Environmental health Services and citizens

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measurement	Rate your progress as:
1	<ul style="list-style-type: none"> • Revise the best practice standards to: align the work of environmental health with national strategic priorities; identify the wider contribution of 	Public Protection Manager (Environment)	It is increasingly difficult to ensure that the environmental health service reaches the current advanced level with regards to environmental health service delivery. With more cuts being considered that will affect frontline statutory services - it will be difficult to	<p>New National Standards of Best Practice have been published.</p> <p>The service will strive to meet the standards and achieve statutory duties and put procedures in place for this, which includes reviewing the staffing structure of the service. Note that the cut of 2 frontline posts will be implemented from April</p>	Efficiency, consistency, and managing expectations as well as being able to concentrate on addressing statutory duties.	<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete <p>In progress</p>

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measurement	Rate your progress as:
	<p>environmental health in delivering strategic priorities of the Welsh Government; and</p> <ul style="list-style-type: none"> identify the benefit and impact of environmental health services on protecting citizens. 		reach even the basic standards of best practice from 2016 onwards. The revised standards will reflect the financial context, and this will create a better understanding among the general public in terms of what service levels will be possible. We aim to reach the basic standards of good practice, where budgets are making it possible.	<p>1, 2017 and the effect of trying to achieve with less will probably be seen during 2017/18.</p> <p>Note that the Environment Health service (known as the Public Protection Service) has joined with the Planning and Environment Service since 1 April 2016. A review of the staffing structure includes the creation of 1 Support Unit for the whole Service which will come to effect from April 1, 2017.</p>		<p>Rate your progress as:</p> <ul style="list-style-type: none"> Not started Being planned In progress Complete
2	Provide scrutiny chairs and members with the necessary skills and support to effectively scrutinise and challenge service performance, savings plans and the impact of budget reductions.	Senior Manager Democratic and Delivery	Further work in response to the WAO report and 360 degree review is on-going internally. This will look at developing scrutiny member's skills.	<p>Specific training sessions are designed for scrutiny members and there will be a clearer focus this year on the scrutiny work and what Scrutiny is trying to improve.</p> <p>Moreover, it is intended to hold one or two exercises this year in order to identify better ways of discussing performance</p>	Better scrutiny of results	Complete
3	<p>Improve engagement with local residents over planned budget cuts and changes in services by:-</p> <ul style="list-style-type: none"> consulting with residents on planned changes in services and using the findings to shape decisions; outlining which services are to be cut and how these cuts will impact on residents; and setting out plans for increasing charges or changing standards of service. 	Public Protection Manager (Environment)	The Cabinet will use the results of the questionnaires and the consultation process to help them make a decision on what services will be cut. There is real concern that environmental health services do not have enough of a high profile as say, social services work among the public, and there have been efforts to try to ensure that the public and elected members understand the risks of a breach in these services	<p>Citizens and members have received information as part of the Gwynedd Challenge proses. Service Unit reviews have started that includes ascertaining the views of residents on the Service. The review is one that will take time to be implemented across the Service.</p> <p>Review of the Service structure will be held in order to respond to the practical impact of the loss of two front line jobs as part of the job cuts.</p> <p>Review of fees for 2016/17 is now operational and we are looking at other opportunities to charge for services such as offering advice, with the intention of this becoming operational in April 2017.</p>	The public is aware of the implications involved with the jobs cuts	In progress
4	Improve efficiency and	Public	All relevant fees associated with the	Environmental health services have been	Greater efficiency.	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measurement	Rate your progress as:
	<p>value for money by:</p> <ul style="list-style-type: none"> • Identifying the statutory and non-statutory duties of council environmental health services. • Agreeing environmental health priorities for the future and the role of councils in delivering these. • Determining an 'acceptable standard of performance' for environmental health services (upper and lower) and publicise these to citizens. Improving efficiency and maintaining performance to the agreed level through: <ul style="list-style-type: none"> - collaborating and/or integrating with others to reduce cost and/or improve quality; - outsourcing where services can be delivered more cost effectively to agreed standards; - introducing and/or increasing charges and focusing on income-generation activity; - using grants strategically to maximise impact and return; and - reducing activities 	<p>Protection Manager (Environment)</p>	<p>services offered will be reviewed so that the services move towards recovering costs. Possible options of integration or cooperating more closely with other Council services has been considered in order to discover if possible to increase efficiency and reduce costs further. There has already been a decline in activities that are not statutory. Relevant policies are being reviewed so that what is expected of services is clear to the public. We are moving towards providing more information online and increasing what is possible through self-service.</p>	<p>reviewed over the past 3 years in order to identify what is statutory and non-statutory. We have also identified the statutory duties of those where there is flexibility in the way that we are able to achieve, in order to make more effective use of budgets, and target resources to those services that cannot be achieved in a different way.</p> <p>The council is very aware of what its core priorities; and an effort is being made under increasingly difficult circumstances to protect the budgets of those services that are fundamental to ensuring public health, such as food security, health and safety and pollution control.</p> <p>There are examples of joint working on specific projects with other Councils in order to ensure more effective use of resources, with this taking place mainly in Trading standards.</p>	<p>Target resources more effectively. Impact in the future is unpredictable until a final decision has been made about what further cuts to frontline services will be made such as core food safety and pollution control.</p>	<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measurement	Rate your progress as: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
	to focus on core statutory and strategic priorities.					
5	<p>Improve strategic planning by:</p> <ul style="list-style-type: none"> • identifying, collecting and analysing financial, performance and demand/need data on environmental health services; • analysing collected data to inform and understand the relationship between 'cost: benefit: impact' and use this intelligence to underpin decisions on the future of council environmental health services; and • agree how digital information can be used to plan and develop environmental health services in the future. 	Public Protection Manager (Environment)	Local performance measures are being reviewed in order to be certain of our ability to measure the demand for our services effectively and that the public receives a quality and timely service. The meters will be used to plan if necessary to review how service unit resources are shared.	<p>Work has been done as part of an initial review of Service Units to identify the purpose of the service with performance measures developed that are specifically relevant to the purpose.</p> <p>Performance measurement and assessment procedures have been developed to make the citizen at the centre of what we are achieving. We challenged data a lot more in order to try to understand performance and to make changes where necessary.</p> <p>The service has been operating on a training program to improve the use and understanding of our back office system. Also, a program is being put in place for the introduction of amendments and to try to prioritize those improvements. The Service also keeps track of the Tascomi back office system - which is being introduced in other authorities to consider if there are opportunities.</p>		In progress

9. February 2015 – Managing early departures across Welsh public bodies

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measurement	Rate your progress as: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
1	<p>We recommend that public bodies:</p> <ul style="list-style-type: none"> • Ensure that councillors or board members have the opportunity to examine 	Head of Corporate Support / Human Resources		A report was submitted to the Council's corporate scrutiny committee which referred to some elements related to early retirements. We do not have recent examples where it was necessary to gain approval by councillors for more expensive		Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measurement	Rate your progress as: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
	<p>the value for money of early departure schemes through established scrutiny/governance arrangements.</p> <ul style="list-style-type: none"> • Ensure that councillors and/or board members approve higher value packages, such as those for senior management. • Consider using internal audit to provide assurance on overall management of early departure schemes. 	Advisory Services Manager		packages. The internal audit unit had programmed an inspection in this area for 2016/17, but given the lack of resources the decision was made that conducting an audit on management in this area was not a priority.		
2	Public bodies should give due consideration to the equality impact of all early departure arrangements, in particular where a public body is running a specific scheme covering multiple possible <i>departures</i> .	Head of Corporate Support / Human Resources Advisory Services Manager		We have identified equality impact assessment as a priority within the overall Equality Scheme 2016 - 2020 the Council.		In progress
3	Public bodies should monitor and report as part of their internal governance arrangements on expected and achieved savings as a result of early departures. This will help inform future cost reduction plans.	Head of Corporate Support / Human Resources Advisory Services Manager	There will be consideration of this element in the investigation by the internal audit unit referred to in A3 above.	The savings realized are being monitored, but no formal report will be presented specifically on early departures at the moment.		Being planned
4	Public bodies should review their record keeping for early departure arrangements, so that they can more readily identify key information including the number and costs of early departures in a given period, payback period information based on salary and employers'	Head of Corporate Support / Human Resources Advisory Services Manager	The Council keeps detailed records on decisions relating to early departure, including the costs involved. It is envisaged that the audit referred to in A3 above will give some consideration to this element.	The Council keeps detailed records on decisions relating to early departure, including the costs involved. The fact that the Internal Audit Unit does not consider this a priority for further exploration is one indication that proper arrangements are in place.		Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measurement	Rate your progress as:
	National Insurance and pension costs, and settlement agreements.					<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete

10. Year 2014-15 – Annual Improvement Report by the Wales Audit Office. Published 7 July 2015.

Presented to the Corporate Management Team, Cabinet Members, Heads of Service, Chairs and Vice-Chairs of the Scrutiny Committees and the Audit Committee on 30th July 2015.

Ref	Further proposals for improvement	Responsibility	Implementation Plan	The monitoring arrangement and the progress made so far	Rate your progress as
					<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
1	Participate more fully in the Welsh Government's Waste and Resource Action Plan to validate and/ or improve waste recycling and cost reduction plans.	Head of Highways and Municipal	Application made to the Welsh Government to carry out an exercise 'Toolkit Waste & Resources Action Programme'(WRAP) under the 'Collaborative Change Programme' (CCP). No budget available under the Welsh Government Programme to undertake this work this year, but is willing to consider this for 2016/17.	WRAP, with Department assistants are creating the Kerbside Analysis Tool review (KAT) at the moment. A draft report on the review is expected in December.	In progress

11. July 2015 – A Review of Corporate Safeguarding Arrangements in Wales

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measurement	Rate your progress as:
						<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
1	Ensure all relevant staff, members and partners understand their safeguarding responsibilities by:	Corporate Director	<ul style="list-style-type: none"> • ensuring safeguarding training is mandated and coverage extended to all relevant council service areas, and is included as standard on induction programmes; • creating a corporate-wide system to identify, track and monitor compliance on attending safeguarding training in all council departments, elected members, 	<p>An e-learning module on safeguarding children and vulnerable adults has been developed. In addition, the Council's policy is available in the Centre for Policy on the Council's intranet.</p> <p>The Strategic Children and Adults</p>		Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Impact Measurement	Rate your progress as:
			schools, governors and volunteers; and • requiring relevant staff in partner organisations who are commissioned to work for the council in delivering services to children and young people to undertake safeguarding training.	Safeguarding Panel drives this agenda corporately and aims to ensure the full understanding of responsibilities.		• Not started • Being planned • In progress • Complete
2	Improve accountability for corporate safeguarding by regularly reporting safeguarding issues and assurances to scrutiny committee(s) against a balanced and council-wide set of performance information covering:	Corporate Director	<ul style="list-style-type: none"> • benchmarking and comparisons with others; • conclusions of internal and external audit/inspection reviews; • service-based performance data; • key personnel data such as safeguarding training, and DBS recruitment checks; and • the performance of contractors and commissioned services on compliance with council safeguarding responsibilities. 	A report is submitted by the Strategic Safeguarding Children and Adults Panel every 6 months to the Cabinet, in addition project reports are reported using the usual performance management arrangements within the Council.		Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

12. Year 2014-15 – Annual Review and Evaluation of Performance of the Care and Social Services Inspectorate Wales (CSSIW) Published: 30 October 2015

Presented to the Services Scrutiny Committee on 26 November 2015.

Presented to the Cabinet on 15 December 2015.

An initial implementation plan was presented to the Services Scrutiny Committee on 28 January 2016 and a full implementation plan to the preparatory meeting of the Services Scrutiny Committee on 28 February 2016.

Ref	Areas for Improvement	Possible Relevant Comments CSSIW	Arrangements underway	Responsibility	Rate your progress as <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
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>	A Quality Assurance and Safeguarding Unit is in the process of being established by the Adult, Health and Wellbeing Department. The work of the Unit includes vulnerable adult protection work.	Head of Adult, Health and Wellbeing Department	In progress
1.2	Modernising learning disabilities services	6.10 ...The 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 been undertaking a review of adult services. The council stated that the review would be published in September 2015.	The service has undergone a restructuring, bringing Learning Disabilities Provide staff and social workers together. A Learning Disability Management Team has been established to coordinate the work. The challenge of achieving efficiency savings has been reached. The service is working on an ethos based on active support of positive behaviour. There are a number of work streams that are being implemented, including the Social Enterprise, day care and respite care pilots.	Head of Adult, Health and Wellbeing Department	Complete
1.3	Mental health commissioning strategy and services.	6.10 - The council has begun to develop a mental health commissioning strategy and mental health services will be an area for us to follow up in 2015-16....	The work of the mental health service comes under the responsibility of the Safeguarding and Quality Assurance Manager. We are therefore taking the opportunity to take a step back in order to plan appropriate governance arrangements for today and for	Head of Adult, Health and Wellbeing Department	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Areas for Improvement	Possible Relevant Comments CSSIW	Arrangements underway	Responsibility	Rate your progress as
			the future.		<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
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>There is a Safeguarding project within the Council's Strategic Plan D3 - Protecting vulnerable adults. The purpose of the project is to aim to improve continuously the arrangements and culture within the field of safeguarding adults.</p> <p>Establishing the Safeguarding and Quality Assurance Unit is also a positive step to improving our safeguards.</p>	Head of Adult, Health and Wellbeing Department	In progress
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>In order to support Planning services for carers into the future, we have been working on the population needs assessment.</p> <p>We have been consulting and listening to the voice of carers. The work of analysing this information is under way. The information from this will guide our future work program.</p>	Head of Adult, Health and Wellbeing Department	In progress
3.2	Timeliness of child protection conferences	<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</p>	<p>There has been an increase in the numbers of looked after children and so the workload of reviewing officers has increased. At the end of quarter 2 15/16 132 reviews were held and at the</p>	Head of Children and Supporting	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Areas for Improvement	Possible Relevant Comments CSSIW	Arrangements underway	Responsibility	Rate your progress as
		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.	end of Q2 16/17 153 reviews were held with 134, which is 88% of them within the statutory timeframe. An increase of 16% on the number of reviews conducted during the same period. The service will continue to monitor the situation regularly and collect detailed information about the reasons for the ones which are held outside the timeframe.	Families Department	<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
3.3	Timeliness of looked after children's reviews	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.	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.	Head of Children and Supporting Families Department	In progress
3.4	Timeliness of health assessments for looked after children.	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%).	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	Head of Children and Supporting Families Department	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Areas for Improvement	Possible Relevant Comments CSSIW	Arrangements underway	Responsibility	Rate your progress as
			of quarter 2. This is encouraging and has reached the target set locally (60%). It remains lower than 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.		<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
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 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>Robust governance arrangements are in place with Cabinet Members in place for the Adult field and in place for the Children's field. Both members are accountable for the changes that occur within their fields but also, as part of the Council's performance management arrangements, continually scrutinize, offering support where necessary. This is done through formal arrangements through Departmental Performance Meetings and Cabinet meetings. In addition, the Services Scrutiny Committee scrutinizes the main programs to transform the field.</p> <p>As part of the culture change within the Council, ensuring that we put Gwynedd people at the centre of everything we do, we aim to have an organization that continuously scrutinize our decisions.</p>	Corporate Director	Complete

13. October 2015 – Supporting the Independence of Older People: Are Councils Doing Enough

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Rate your progress as:
					<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Rate your progress as: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
1	Improve governance, accountability and corporate leadership on older people's issues	Housing Senior Manager	<ul style="list-style-type: none"> • the appointment of a senior lead officer who is accountable for coordinating and leading the council's work on older people's services; • realigning the work of the older people's strategy coordinators to support development and delivery of plans for services that contribute to the independence of older people; • the appointment of a member champion for older people's services; and • regularly disseminating and updating information on these appointments to all staff and stakeholders. 	<p>Head of Adult Health and Welfare is responsible for leading the work of the council on services for older people.</p> <p>A Wellbeing Manager has been appointed and is responsible for ensuring that Gwynedd Council's Age Well action plan is implemented. Specific work program to be set within the next few months.</p> <p>Older People's Champion has been identified, and represents the interests of older people in Gwynedd.</p>	Complete
2	Improve strategic planning and better coordinate activity for services to older people	Housing Senior Manager	<ul style="list-style-type: none"> • ensuring comprehensive action plans are in place that cover the work of all relevant council departments and the work of external stakeholders outside of health and social care; and • engaging with residents and partners in the development of plans, and in developing and agreeing priorities. 	<p>Draft Ageing Well Action Plan has been developed but not approved. Discussions to be held with the Corporate Management Team on what to prioritize and how to proceed.</p> <p>Following a meeting with Council's Leadership Team, and visits to 5 Departments within the Council by the Welfare Manager, the Ageing Well Plan has a new emphasis on supporting departments across the Council which will be drafted and submitted to Cabinet on December 13, 2016.</p> <p>Age Cymru Gwynedd and Anglesey have engaged with older people to know identify their priorities. The Age Cymru Gwynedd and Anglesey report, which identifies these priorities, are included in the Ageing Well Plan.</p>	In progress
3	Improve engagement with, and dissemination of, information to older people by ensuring advice and information services are appropriately configured and meet the needs of	Housing Senior Manager		<p>Work program to be developed under Care Challenge to raise community awareness of what is required by the new law and how they can play a role in promoting the independence of older people and joint commissioning of services for them.</p> <p>There is an intention to use the Gwynedd Ageing Well Plan in its new form as a means to engage with older people to show how departments contribute. Give examples of good practice to</p>	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Rate your progress as:
	the recipients.			demonstrate how it is possible to promote independence through various schemes that have been commissioned jointly by the Council, Health and 3rd sector.	<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
4	Ensure effective management of performance for the range of services that support older people to live independently:	Housing Senior Manager	<ul style="list-style-type: none"> • setting appropriate measures to enable members, officers and the public to judge progress in delivering actions for all council services; • ensuring performance information covers the work of all relevant agencies and especially those outside of health and social services; and • establishing measures to judge inputs, outputs and impact to be able to understand the effect of budget cuts and support oversight and scrutiny. 	There will be specific action points under different chapters of the Ageing Well scheme designed to be implemented by specific departments and agencies. The expected results are described and we will be reporting on the progress of the action points annually. Measures have been identified in the Ageing Well Action Plan, but discussions are taking place as to their appropriateness and the monitoring mechanism. The majority of outputs are based on the national framework for the Welfare and Social Services Act.	In progress
5	Ensure compliance with the Public Sector Equality Duty when undertaking equality impact assessments	Housing Senior Manager	<ul style="list-style-type: none"> • setting out how changes to services or cuts in budgets will affect groups with protected characteristics; • quantifying the potential impact and the mitigation actions that will be delivered to reduce the potentially negative effect on groups with protected characteristics; • indicating the potential numbers who would be affected by the proposed changes or new policy by identifying the impact on those with protected characteristics; and • ensuring supporting activity such as surveys, focus groups and information campaigns includes sufficient information to enable service users to clearly understand the impact of proposed changes on them. 	<p>The conducting of Equality Impact Assessments on proposed cuts by the council's Gwynedd Challenge has been completed.</p> <p>Corporate arrangements are in place to support corporate conducting Equality Impact Assessments. In addition, a project within Gwynedd Council's 2016-20 Corporate Equality Strategy is specifically to improve our equality impact assessment arrangements.</p>	Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

14. December 2015 – Delivering with Less – Leisure Services

Ref	Recommendations for Improvement	Responsibility	Implementation Plan	Progress	Rate your progress as: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
1	Improve strategic planning in leisure services by:	Ian Jones, Economy and Community Senior Manager	<ul style="list-style-type: none"> • setting an agreed council vision for leisure services; • agreeing priorities for leisure services; • focussing on the council’s position within the wider community sport and leisure provision within the area; and • considering the potential to deliver services on a regional basis. 	<p>The Service is working on operating the Ffordd Gwynedd business model by developing a purpose and measures. This work takes into account national, regional and also the needs of the people of Gwynedd.</p> <p>Regarding Sport, Gwynedd Council is taking a lead role in developing an alternative model for planning and regional commissioning activities. The business case has now been agreed and we are moving forward to operate in order for the new organization to be in place by April, 2017.</p>	Complete
2	Undertake an options appraisal to identify the most appropriate delivery model based on the council’s agreed vision and priorities for leisure services	Ian Jones, Economy and Community Senior Manager	<p>The appraisal should consider:</p> <ul style="list-style-type: none"> • the availability of capital and revenue financing in the next three-to-five years; • options to improve the commercial focus of leisure services; • opportunities to improve income generation and reduce council ‘subsidy’; • a cost-benefit analysis of all the options available to deliver leisure services in the future; • the contribution of leisure services to the council’s wider public health role; • better engagement with the public to ensure the views and needs of users and potential users are clearly identified; • the impact of different options on groups with protected characteristics under the public sector equality duty; and • the sustainability of service provision in the future 	<p>The Service has completed a high-level study on the possible options for a new alternative operating model in Gwynedd. This study has demonstrated that it is possible to develop several alternative models which would release further efficiencies for the Council but a detailed business case needs to be developed before reaching a final decision. The Cabinet has approved a budget for delivering the business case and it is aimed to be completed by April, 2017. The business case will be carefully scrutinized before the Cabinet will make a decision in 2017/2018.</p> <p>The Service expects to deliver £820k of efficiency savings by reducing the subsidy in each leisure center in 2017/2018. This is achieved by reducing costs in part but mainly by operating commercially and increasing income.</p>	Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

15. June 2016 - National inspection of care and support for people with learning disabilities - Cyngor Gwynedd

Ref	Recommendations for Improvement	Responsibility	Progress	Rate your progress as: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
2.1	The local authority should give a higher priority to meeting the needs of people with learning disabilities. Leadership is needed to provide direction for improvement, professional support for staff and wide ranging engagement with stakeholders.	Head of Adult, Health and Wellbeing Department	<p>Since April 2016 a new Senior Manager with appointed with overall responsibility for the learning disability service in Gwynedd, including the internal learning disabilities provider. Set out below is a summary of the key changes: -</p> <ul style="list-style-type: none"> • Appointment of New Senior Manager; • Appointment of a new County Manager; • Appointment of New Senior Practitioners; • New Appointment of Provider Manager; • Revised focus on development and modernization projects; • Merger of adult social care and internal provider unit for adults with learning disabilities; • Secondment of a training officer focusing on promoting active support, progression and PBS. • Establish a management team fro the service (several meetings have been held as well as development days). 	Complete
2.2	The local authority should establish channels of communication to achieve meaningful engagement with people, families and carers - using advocacy services as needed.	Head of Adult, Health and Wellbeing Department	<p>The service is committed to ensuring effective channels of communication and engagement. As a result, the service has established a new ethos of promoting engagement sessions led by a common person. These sessions will focus on informal a 'coffee and chat' approach. The service will continue to facilitate more formal engagement in seeking specific views on certain modernization projects. In addition, in August 2016 the service produces a newsletter itself.</p>	Complete
2.3	Strategic planning with health colleagues is needed to develop long term aspirations and plans. A joint commissioning strategy should be developed between health and social services based on an analysis of need.	Head of Adult, Health and Wellbeing Department	<p>Work is underway to develop a stronger strategic relationship with our health colleagues, regionally and locally. We aim to develop our commissioning strategy as a direct result of our population needs assessment submitted to WAG in 2017. In addition, a modernization forum will be established in December 2016 with an invitation to all key stakeholders (including health colleagues and external providers) to attend as core members.</p>	In progress
2.4	The local authority should develop and improve its communication with providers of services, involving	Head of Adult, Health and	<p>All providers are invited to attend the modernization forum established in December 2016. In addition, all providers are invited to attend consultation events on service changes that may affect the provision of services.</p>	In progress

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Progress	Rate your progress as:
	them in the construction of a market position statement and in discussions about a joint commissioning strategy with health.	Wellbeing Department		<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
2.5	The local authority should review its arrangements for adult safeguarding ensuring that there is clarity regarding roles and responsibilities and quality assurance arrangements.	Head of Adult, Health and Wellbeing Department	It has been agreed to establish a Safeguarding and Quality Assurance unit for adult services. Currently the new management position is advertised on safeguarding adults and quality assurance and the person appointed will lead the work of the unit under the supervision of the Learning Disabilities, Mental Health and Safeguarding Senior Manager.	In progress
2.6	The local authority should review the way in which it safeguards the rights of people where their liberty is being deprived to ensure that human rights are properly supported and protected.	Head of Adult, Health and Wellbeing Department	As above, the new manager will focus him / her attention on this particular work stream. The aim is that many members of the new Safeguarding unit will be trained as 'Best Interest' assessors and therefore they will have the skills to assess adults who are subject to deprivation of liberty safeguards measures (DOLS). In addition, a new work plan will be drawn up and implemented in autumn 2016 with focus on developing systems and safeguarding and quality assurance measures.	In progress
2.7	The local authority needs to ensure appropriate performance management and professional advice is in place to support the workforce.	Head of Adult, Health and Wellbeing Department	There are systems in place to ensure that learning disabilities staff receive professional supervision from the Senior Manager.	Complete

16. October 2016- Community safety in Wales

Ref	Recommendations for Improvement	Responsibility	Progress	Rate your progress as:
A1	Improve strategic planning to better co-ordinate activity for community safety by replacing the existing planning	Community Safety Delivery	<p>The Recommendation states that this is a responsibility that sits with - Welsh Government / Home Office / Police Commissioner, and Local government.</p> <p>To date, there is no instruction from the Welsh Government or the Home Office that a discussion is going</p>	<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete <p>Not started</p>

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Progress	Rate your progress as:
	framework with a national strategy supported by regional and local plans that are focused on delivering the agreed national community safety priorities.	Manager	on to develop a national framework. Until that, it's hard to respond locally.	<ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
A2	Improve strategic partnership working by formally creating effective community-safety boards that replace existing community-safety structures that formalise and draw together the work of Welsh Government, police forces, local authorities, health boards, fire and rescue authorities, WACSO and other key stakeholders.	Community Safety Delivery Manager	<p>The Recommendation states that this is a responsibility that sits with - Welsh Government / Police Commissioner, and Local government</p> <p>Gwynedd Council structures are consistent with statutory requirements – that is a Community Safety Partnership is in existence. The local Partnership collaborates with the regional Board to pull work together -as required - there is representation from the three responsible bodies (above) on the Board</p> <p>No regional / local discussions of yet to decide if structures here in North Wales need to change.</p>	Not started
A3	Improve planning through the creation of comprehensive action plans that cover the work of all partners and clearly identify the regional and local contribution in meeting the national priorities for community safety.	Community Safety Delivery Manager	<p>The Recommendation states that this is a responsibility that sits with - Welsh Government / Police Commissioner, and Local government</p> <p>In North Wales, there is a Regional Strategy, which includes the Commissioner's priorities. Derived from these, there are local operational plans in place.</p>	Complete
A4	Review current grant-funding arrangements and move to pooled budgets with longer-term funding commitments to support delivery bodies to improve project and workforce planning that focusses on delivering the priorities of the National community-safety strategy	Community Safety Delivery Manager	<p>The Recommendation states that this is a responsibility that sits with - Welsh Government / Police Commissioner, and Local government</p> <p>Community safety specific grants, more or less have now all combined.</p>	Complete

EXTERNAL AUDIT REPORTS 2012/13 – 2016/17

APPENDIX 1

Ref	Recommendations for Improvement	Responsibility	Progress	Rate your progress as: <ul style="list-style-type: none"> • Not started • Being planned • In progress • Complete
A5	Ensure effective management of performance of community safety	Community Safety Delivery Manager	<p>The Recommendation states that this is a responsibility that sits with - Welsh Government / Police Commissioner, and Local government</p> <p>There are regional, local and service level measurements in place.</p> <p>There are no national measures yet, due to the situation -regarding recommendation one.</p> <p>This may be addressed further after establishing the Public Service Board.</p>	In progress
A6	Revise the systems for managing community-safety risks and introduce monitoring and review arrangements that focus on assuring the public that money spent on community safety is resulting in better outcomes for people in Wales.	Community Safety Delivery Manager	<p>The Recommendation states that this is a responsibility that sits with the Police Commissioner and Local government</p> <p>Discussion between the Police Commissioner and the Council in this respect, have yet to happen.</p>	Not started
A7	Improve engagement and communication with citizens through Public Service Boards	Community Safety Delivery Manager	<p>This recommendation states that it is the responsibility of the Public Service Board (PSB)</p> <p>The PSB is yet to complete a needs assessment, and yet to complete a strategy for Gwynedd and Anglesey.</p>	Not started