

CYNGOR SIR CEREDIGION COUNTY COUNCIL

Report to: Healthier Communities Overview and Scrutiny Committee

Date of meeting: 22nd November 2023

Title: Care Inspectorate Wales (CIW) Updated Action Plan

Purpose of the report:

1. To report on the activities included in the Action Plan to address the issues identified in the CIW Report now that we are six months post Inspection.
2. To note the progress and to raise any points of interest.

Reason Scrutiny have requested the information:

Scrutiny requested that the Action Plan that was developed to address the recommendations made by CIW was reviewed after a period of six months. This report is being presented as this period of time has now elapsed.

Background

Care Inspectorate Wales (CIW) carried out a performance evaluation inspection of Ceredigion County Council's (the Local Authority) Social Services in March 2023.

The purpose of the inspection was to review Ceredigion County Councils Social Services performance in exercising its social services duties and functions in line with legislation as defined under the principals of the Social Services and Wellbeing (Wales) Act 2014.

Following this inspection, and having accepted as a proportionate response the recommendations contained in the report, an Action Plan was devised to seek to address the findings and to continue to make further improvements.

Having initially shared the Action Plan with Committee on the 24th May 2023, Committee requested that the Action Plan be monitored through the Healthier Communities Scrutiny Committee after six months and then one year after to maintain progress and momentum through to completion.

Current Situation

The current Action Plan is an active live document that is used to support the improvement work following the CIW Inspection as well as continuous monitoring of services that seeks to improve services and celebrate success.

Wellbeing of Future Generations:

Has an Integrated Impact Assessment been completed? If not, please state why.

No, this is not a policy or strategy.

Summary of Integrated Impact Assessment:

Long term:

Collaboration:

Involvement:

Prevention:

Integration:

Recommendation(s):

To note the contents of the report.

Reasons for decision:

Contact Name: Audrey Somerton-Edwards

Designation: Corporate Lead Officer, Porth Cynnal and Statutory Director of Social Services.

Date of Report: 30th October 2023

Acronyms:

CIW – Care Inspectorate Wales

Theme	CIW Ref	Strengths Identified
People - Voice & Choice	2.1	For many people, their voices are heard, and their personal outcomes captured. There were examples of practitioners working collaboratively and consistently with people to support what matters to them. People we spoke with said they had been understood and their voice heard with effective and regular communication. 82% of people who responded to our people survey said they were treated with dignity and respect 'at all times' or 'most of the time' by the local authority.
People - Voice & Choice	2.2	People are able to communicate in their preferred language. There was evidence of the active offer being made and managers were confident of adequate numbers of Welsh speaking practitioners to implement the active offer
People - Voice & Choice	2.3	We found advocacy is proactively considered and offered, particularly in the context of child protection conferences and reviews for children who are looked after by the local authority. It remains a strength from our previous assurance check in 2021 that these services are readily available. Advocates routinely attend decision making forums to represent children's views. Some children who are looked after told us of difficulties they had at times in accessing support and a lack of transparency about their rights and entitlements. Some of the children felt they were making decisions unaided at key points in their lives. This may be an area in need of further strengthening. In adults there was evidence of people being supported by informal advocates to participate in decisions that affect them. Practitioners in adult's services understand the importance of advocacy. The formal advocacy provider noted that perhaps, at times, they could have been involved at an earlier stage
People - Voice & Choice	2.4	People are being provided with the opportunity to tailor and manage their own care and support using direct payments. However, in common with other local authorities across Wales recruitment of personal assistants to provide support via direct payments is a challenge. We heard how the service is actively trying to recruit new personal assistants supported by a new website and software system
People - Voice & Choice	2.5	Ceredigion has a committed workforce which is responding to an increasing workload both in terms of complexity and volume. 77% of the respondents to our anonymous staff survey reflected these challenges but said they were well supported by colleagues and managers. We also heard how staff valued the accessibility of senior leaders. 74% of staff said their workloads were manageable
People - Voice & Choice	2.6	In response to the challenges faced by the local authority when recruiting qualified social workers there is a focus on 'growing our own' from internal staff. We heard how, positively, the local authority has been working closely with Aberystwyth University to try and establish a social work course to train the workforce required for the future. We further note the local authority is carefully considering employing overseas workers. They would want those workers to commit to learning the Welsh language and are mindful of supporting them to integrate into the local culture
People - Voice & Choice	2.7	Managers we spoke with expressed confidence they are skilled and supported to lead. The Director of Social Services is currently a temporary appointment. A permanent person is being sought to give the senior leadership team improved stability.
Prevention	3.1	Senior managers fully understand access to early intervention and prevention is key to maintaining well-being and mitigating the demand on managed care services. An area of strength in Ceredigion is the shared strategic commitment to the preventative agenda as evidenced by the transformation to the TAW model. This ensures a focus on prompting people's independence and supporting families to stay together when safe to do so
Prevention	3.2	We saw examples of assessments and child protection conference reports, which were child focused and written in a way the child or young person could engage with and understand. The quality of most reviews for children remains a strength from our previous check in 2021. Minutes are written directly to the child, giving the feeling of a personalised letter. These minutes acknowledge the child's wishes and explain in child-friendly language the outcomes and decisions of their review
Prevention	3.3	Social workers clearly strive to establish meaningful relationships with children and families, with an emphasis on direct work with individual children. We saw examples of social workers playing games with children, colouring with them and playing football to build relationships. We found strong evidence of practitioner reflection, professional curiosity and clear decision making in respect of children and young people
Prevention	3.4	Under the TAW model a range of preventative services have been combined under the umbrella of PCC. The range and capacity of these services, including those provided by the third sector, is undoubtedly a strength which our staff survey indicated is appreciated by the workforce in Ceredigion. We observed well organised meetings to determine which services are best placed to support families. Well-being centres are planned as a 'one stop shop' for services including leisure, housing and youth services. The local authority is currently developing a directory of resources, services and facilities to make the early help offer clearer for staff and the public

Prevention	3.5	We heard, as a commitment to developing community links and supporting the preventative agenda, the local authority has increased the number of Community Connectors, working in a patch-based model, throughout the county, looking to connect people with services, activities and events happening in their locality with the aim of impacting positively on their well being
Prevention	3.6	Despite the high demand and waiting list for occupational therapy assessments we saw some examples of the services ability to respond promptly. This included the provision of some equipment to promote people's independence enabling them to remain living at home for longer.
Prevention	3.7	Assistive technology, including the provision of wrist watches to monitor people's vital health signs and falls, is a key strategy to support early intervention and prevention. We also heard about projects such as PCC giving 'Fitbits' to young people to encourage them to stay active even when they were not engaging directly with services. The local authority is also developing office space to be able to showcase the offer of assistive technology
Prevention	3.8	Like most local authorities across Wales there is substantial pressures on capacity within the domiciliary care market in Ceredigion. Despite this demand timely hospital discharge continues to be a priority. We saw a focus by the enablement team on effectively supporting people to regain their independence and enabling people to return home in accordance with their wishes.
Well-being	4.1	Safeguarding children and young people is prioritised across the TAW model. Social workers demonstrated a good understanding of the history and current situation of families. We found skilled and competent workers performing well in meeting children and young people's need to be safeguarded. Decision making in relation to significant harm is clear and results in appropriate action
Well-being	4.2	Children are seen by their social worker as often as needed in line with the levels of needs and risks. There is recognition of the impact of poverty on families and financial support regularly provided to support parents to attend contact. We saw practitioners increasing visits, including on weekends, and supporting intensively to proactively reduce safety risks. One parent powerfully described the approach as "understanding, actually supporting me and letting me speak". She also said the conference reports now recognise strengths as well as risks. This supports our findings that risks in child protection are appropriately considered and balanced with the families' strengths
Well-being	4.3	Family Group Conferences are routinely and effectively used to formalise support for parents/carers to safely care for their children. In these cases, good outcomes are often achieved for children. Significant work is being undertaken to maintain children with their parents and, although this was not always possible, we saw good outcomes where children remained with extended family. Positively, we heard how Family Group Conferencing is now being extended to include work with adults, as a reflection of the TAW model.
Well-being	4.4	We saw excellent examples of practitioner analysis and rationale recorded which evidenced an understanding of what was required to help people meet outcomes. Children's views are considered as part of planning and informed social worker analysis on the risk of harm. Recordings highlight strengths as well as detailing the worries and the lived experiences of children. We saw excellent examples of multi-agency risk assessments, using SOS methods and a range of other tools to facilitate direct work.
Well-being	4.5	In relation to adult safeguarding, an area of strength previously, we saw some variation across the social care records reviewed, with most showing timely and effective safeguarding practices aligned with the Wales Safeguarding Procedures (WSP). However, records could be strengthened by consistently evidencing all reasonable steps have been taken to enable the person to participate in the safeguarding process.
Partnership	5.1	We heard consistently positive messages about partnership working from the people we spoke with during our inspection. At a strategic level, senior leaders work together to address cross cutting departmental challenges. One senior manager described their senior management structure as a 'powerhouse' for getting things done. Externally, we heard about excellent working relationships with the strategic lead in community health services. We saw evidence of partnerships directly benefiting people such as the development of care homes for children in Ceredigion meaning they can remain in their own communities, and the Borth project, a multiagency meeting focusing on getting people the right help and support at the right time
Partnership	5.2	Operationally, effective integration and collaboration between professionals is evident across teams. Structures are in place which allow for coordinated consideration of requests for care and support in relation to prevention. Integrated working with health services in Porth Gofal Triage and Assessment ensures people can be directed towards the most relevant professional in a timely manner. This promotes holistic consideration of people's circumstances and risks to ensure well informed triage decisions. For example, effective and timely triage and referral for enablement input meant one person could be discharged promptly from hospital and regain independence at home without the need for formal care and support

Partnership	5.3	Decision making forums, including child protection conferences, are well attended by a range of professionals. Practitioners described engagement in these meetings as 'exceptional' with examples given of paediatricians routinely in attendance. We heard how conference reports are routinely shared, however the sharing of the conference minutes in a timely manner, post conference, needs to improvement. There was evidence of joint working with health in the small number of disabled children files viewed and healthy disagreements between professionals at times.
Partnership	5.4	Schools have many positive partnership arrangements. For example, we saw a clear pathway enabling children who are looked after to access emotional health support through the Emotional Literacy Support Assistant (ELSA) and more general initiatives such as surveys to target specific groups of children and contextual risks around issues like vaping. There are clearly good partnerships benefiting children between schools and youth workers, school counsellors and inclusion officers
Partnership	5.5	Social work staff told us the timeliness and quality of partners contributions to assessments is good. We saw examples of effective multi agency partnership working and a commitment to supporting families and maintaining children within their families.
Partnership	5.6	Providers gave positive feedback about their relationships with the commissioning team. They talked about how the tendering process can be challenging, but the local authority is supportive and hold workshops to simplify this and clarify expectations. Providers also said the commissioning team are willing to listen to their opinion and take action to improve issues.

Theme	CIW Ref	Area for Improvement	Owner	Actions	Due Date	Update 1 September 2023	RAG	Scrutiny Review 1 Healthier Communities Scrutiny 22 November 2023	RAG	Final Review and Completion	RAG
		The local authority must ensure people's voice is central to the work they undertake with people.	DP	*Review of recording Policy will be revised to explicitly reference the need to record the recognition of the need for a carers assessment and the offer being made.	31.12.23	The Recording Policy will be updated to reflect carers discussions regarding their needs.		Not yet completed but is being reviewed and will be actioned by the due date.			
			RC	*Establish a Care Experience forum - to co produce the Commissioning of services, Policy development, represented on interviews for key roles.		There are developments in place to ensure that the experience of children looked after is assimilated into areas of the local authority business. There has been investment from the Eliminating Profit Program to strengthen the care leaver support we offer. The appointment of a Team Manager for Care Leavers will strengthen support for care leavers and those who work with them.		The initial Corporate Parenting Meeting took place in September which was a collaboration of Cllrs and Officers in raising the profile of Corporate Parenting activities across the Council. Further activities in developing the work of the Corporate Parenting Meeting will take place through November, December and January with a fit for purpose Corporate Parenting Meeting established in February 2024.			
			RC/EI	*Collaborate with schools to identify and support young carers in education.		This work will commence when the new school year starts		Work has started with key stakeholders, but further work is required to identify young carers through exploring opportunities within PCC and Lifelong Learning.			
	2.9	The local authority must ensure practitioners consistently comply with the general duty to promote the well-being of the carer, by explicitly offering carers assessments to people to discuss what support they require, with reasons for refusal of an assessment routinely recorded.		* Regular reporting on Cares Assessment compliance through the Performance Board by inclusion in Business Plans.		When the Ombudsman review is complete consideration will be given to inclusion in the Business Plan		Thematic review timetable agreed at TAW Board and will be completed within the next 12 months			
				* Review all documentation to ensure they reflect the need for a Carers Assessment to be offered		This is being reviewed and will include any recommendations from the Ombudsman review. Additionally this is being reframed within the Signs of Safety development.		As above			
				Donna Pritchard will be the designated Lead Officer whilst the carers development work is undertaken. This role will be re-considered at the conclusion of the Ombudsmans review.		Greg Jones is now the Designated Lead Officer for unpaid carers activity since being appointed in June 2023.					
People - Voice & Choice	2.10	The local authority must increase short break provision across the county to help address the well-being needs of parents and carers.	SH/NL	*This work is being address as part of the Respite/Care Breaks within the Carers, Community and Ageing Well Steering Group	31.03.2024	This work has commenced.					
			NL	* Eliminating Profits project is focused on recruiting foster carers including short breaks and respite.		Eliminating Profit funds have been invested in the Fostering Service. The Foster Wales national initiative is also being accessed to increase the number of mainstream foster carers and short break and respite carers.		Day Opportunities and Respite review has been concluded and final draft of the report will be presented to Healthier Communities Overview and Scrutiny Committee on the 22nd November 2023 and Cabinet on the 5th December. The Fostering team continue to progress with the recruitment of an officer that will support the recruitment of foster carers including short break foster carers.			
			NL/ASE	Ensure that carers are appropriately represented in the approval of respite carer fostering, Supported Lodgings and Shared Lives placements to fully appreciate the needs for the carer. Representation on Panel will also offer reassurance that the child/relative will receive good quality care.		There is a foster carer representative on the Ceredigion Foster Panel. When the Supported Lodgings and Share Lives		As previous update			
People - Voice & Choice	2.12	The local authority must carefully consider their future workforce strategy to prioritise a sufficient and sustainable workforce, with the capacity and capability to consistently meet statutory responsibilities.	RC/GE	* This is being addressed as part of TAW Recruitment and Retention workstream and being monitored as part of the group in to TAW Programme Board	30.09.2023	The recruitment and retention issue is active and ongoing. This includes the rolling advertisements, commissioned recruitment activity and the prompt response to all enquiries. The need to recruit across all social care roles is recognised and prioritised within the TAW service and colleagues in People and Organisation. The red rating is in recognition of the acute challenges in recruiting qualified social workers, occupational therapists and care and residential staff.		The Council continues to experience challenges with recruitment of suitably qualified social workers on a permanent basis. The challenges are also relevant for the recruitment of suitably experienced practitioners as Agency Workers. The Local Authority are exploring options, including overseas recruitment and the utilisation of Agencies in supporting recruitment activities. The Workforce Development Strategy will inform this work further but similarly, the red rating is in recognition of the acute challenges of recruiting qualified social workers, occupational therapists and care and residential staff. Positively, we have been able to recruit the TM within the Occupational Therapy team.			
				* Strategy will be reviewed as part of the revised Workforce Plan		The newly published Workforce Plan recognises and reflects recruitment challenges.		Continues to be under development.			

People - Voice & Choice	2.13	The local authority should ensure robust management oversight of practice and reflective conversations are taking place with sufficient information noted to evidence decision making.	RC	*Comms has been put in place around updated supervision policy, and also highlighted within the QA Framework.	30.06.2023	The newly launched supervision policy was announced by internal comms. The consultation in respect of the Quality Assurance Framework work was undertaken by workforce wide consultation. The formal launched will communicated by internal comms.		New Supervision Policy has been launched but continued QA activity will support the narrative that this is making a positive impact on the quality of practice, reflection and analysis that has a direct impact on the services and interventions provided to people.		
			QA Officer	* Thematic Audit required to allow for full picture to be understood		This is a recording practice issue that will be the subject of thematic review.		A full range of priority action Audit Activity has been produced and approved by the TAW Board. Over the coming 12-month period the QA activity will be rolled out in the priority service areas that triangulates the quality and standard of practice and the impact this is having on people of Ceredigion.		
				* Recording Policy Needs to be updated		As above		As above.		
People - Voice & Choice	2.14	The local authority must ensure it has a competent and confident workforce.		* TNA's are completed every year, and appraisals are also completed. Annual Appraisal will consider all training needs be it mandatory or specialist	30.09.2023	The Annual Appraisal cycle has commenced with a strong emphasis on supporting the workforce to complete training in line with their specialism and to identify future training needs.				
People - Voice & Choice	2.15	Staff told how they benefited from the support of peers and would welcome more opportunities for face-to-face contact in offices. We heard how arranging in-person meetings for adult and children's services can be a challenge due to lack of suitable facilities. This included child protection conferences when face to face meeting is the family's preference. This is something the local authority should consider.		* Office are now open for staff face to face access. * Locations for CP Conferences are limited but available. Team Manager Quality Assurance to complete an audit of available and suitable locations for CP Conferences and present the available options for consideration.		The hybrid model is in action. New locations for CP conferences have been identified. However, there is still scope to improve the number of suitable venues to utilise for face to face conferences		Offices remain open that supports hybrid working. Work is underway to identify suitable venues across the County through working with partner organisations, including the 3rd sector.		
People - Voice & Choice	2.16	The local authority must implement and embed a robust quality assurance framework.	ASE	* The QA Framework consultation has now concluded and the feedback received is being considered and amendments will be made to strengthen the approach where appropriate. * Quality Assurance Officer post out to advert * Quality Assurance Support Officer out to advert	30.06.2023	QA Framework to be launched 1 October 2023. Appointment made		As above, the QA framework has been agreed and is in place. As above		
				* Development of a thematic audit workplan		Proposed workplan to be presented to TAW Programme Board on 25.09.2023				
People - Voice & Choice	2.17	The local authority must ensure complaints are consistently responded to in accordance with the prescribed timescales in the "The Social Services Complaints Procedure (Wales) Regulations 2014", and lessons learned from responding to complaints drive improvements.	RC	* Develop a tracker for all Social Service Complaints to be reviewed as part of regular CLO meetings with the Complaints Manager to review responses and ensure that there is adherence to timescales from all perspectives. The review meetings will take place on a fortnightly basis. * Ownership of the tracker will rest with the Statutory Director of Social Services in partnership with Complaints Manager. * QA Officer will be in a position to gather and implement learning from complaints via lessons learned log linking with L&D, and Policy Review	30.06.2023	There is now a fortnightly meeting between the Statutory Director of Social Services and the Complaints Manager to discuss and coordinate complaints activity. As above		These meetings are taking place regularly between the Customer Complaints and Compliments Team and the DSS. As above		
						This work will commence when the Quality Assurance Officer takes up post on 1 October 2023. The information gathered from the monitoring meetings which take place between the Complaints Manager and the Statutory Director of Social Services will assist in identifying themes and trends which contribute to service improvement. The aim is to reduce the number of complaints by learning from services users.		This work will be carried forward given that the QA officer took up post in October 2023.		
Prevention	3.9	The local authority must review its current arrangement to ensure people consistently receive a timely response when they contact them.		*Revisit protocol between Clic and Porth Gofal Triage and Social Work Teams to ensure access to case holder	30.09.2023	There is a comprehensive review of Pathways and Protocols taking place. During September there are a series of workshops scheduled to involve managers from across the TAW service. The purpose is to reinforce the need for efficient case transfers and to identify opportunities to build capacity.		This work is ongoing.		

				* Need to ensure feedback to referrers at point of decision		See above		This work is in progress and will be supported by the work of the QA Officer.		
				* Need to identify thematic QA for process.		See above		This work is in progress.		
Prevention	3.10	The local authority must take the required action to ensure compliance with timescales for statutory reviews and ensure all relevant professionals are invited to contribute, as it is missing the opportunity to assure itself resources are being used to best effect.	RC	* Develop a specific action plan and program of work to resolve backlog	31.01.2024	See above		This work is in progress.		
Prevention	3.11	The local authority should continue to work strategically and operationally with its partners to look for solutions to alleviate the situation.	DP	* Working group already established and tendering process is being reviewed	30.06.2023	The tendering process had been reviewed and practice amended accordingly				
Prevention	3.12	The local authority should engage with people experiencing sensory loss to hear their voice to influence the development of services.	HW	* Assistive Technology and Equipment workstream is focused on the Sensory Service with a view to redesigning service	31.03.2024	The appointment of the Technology Enabled Care and Sensory Services Manager has strengthened the approach to utilising technology in the care settings. The workstream continues to be active.		Workstream continues to focus on this programme and a service implementation plan has been developed to further develop services.		
Prevention	3.13	The local authority must ensure it understands the high re-referral rate, so leaders can assure themselves about the appropriateness of closures/signposting and demonstrate clear evidence of management oversight.	TJ	* This will form part of the first year cycle of thematic reviews for the QA Officer, but is also currently being analysed as part of the ongoing monitoring of the Children's Porth Gofal Triage and Assessment process. The re-referral statistic was identified prior to the inspection.	31.03.2024	This data is being analysed as part of the Pathways and Protocols work that is ongoing.		Work on this continues to progress. A key area of work identified is the appropriate capture of data and information to inform the service in relation to referrals.		
Prevention	3.14	The local authority must assure itself the discharge of care orders is prioritised.	ASE	* Already forms part of the CLA Strategy and incorporates a clear plan to support the reduction or prevention of children becoming accommodated by the local authority. Early Intervention services are key to prevention.	30.06.2023	Eliminating Profit funding has been utilised to purchase additional legal services capacity to discharge care orders where children are now safe at home or with family or Special Guardians.				
				* Currently 10 children being explored for revocation.						
Prevention	3.15	Fostering recruitment should continue to be prioritised.	NL	* Foster Care recruitment is being progressed as part of the Children's Steering Group and Eliminating Profit work. There has been further additional funding allocated to Ceredigion through Foster Wales (02.05.2023) to strengthen and develop the foster carer infrastructure. Work has already started on the Fostering integration with MyAccount which will support the recruitment process to help the wider daily report functionality to free up capacity.	30.06.2023	Work alongside the our internal plans and the Foster Wales initiative continues with funding to support recruitment allocated from the national pot to further develop services.		No further update		
				* Foster Carer Engagement Plan in place to allow for the sharing of innovative ideas between officers and foster carers.		Regular Engagement Meetings are taking place between officers and foster carers to generate innovative ideas to recruit and support foster carers.		As per previous update		
Prevention	3.16	There are mixed views from third sector providers about partnership working with some expressing the opinion that there could be more recognition of what services there are and more done to coordinate them at a strategic level. The local authority may benefit from carrying out a mapping exercise to understand the variety of third sector services with the aim of facilitating greater collaboration.		* Contracts Panel has been put in place to monitor the quality and effectiveness of contracts and determine whether value for money is being achieved.	30.06.2023	The Contract Panel and the supporting documentation has now been established and will commence in September 2023.		Underway		
				* This needs to form part of the 3rd sector grants review, with a view of rationalisation of funding. The work of the Contacts Panel will assist in gathering this information for rationalisation.		See above				
				* Clients Service Strategies should also determine the need for services		Working ongoing				
Prevention	3.17	The local authority must ensure plans are updated in line with statutory standards.	RC	* Need to understand the issues that are causing timescales to drift, what is contained in the IRO monitoring reports, is whether this still the case now that Innovate are in place. Will review following Q4 data reporting to analyse the performance.	30.09.2023	More analysis is needed in this area. Although timescales have improved.		Work continues in this area with close working between CM and Manager for the IRO Service. Further analysis is needed in this area although their continues to be improvement in the timescales.		
			RC	* Protocol required for Personal Advisors to improve timescales for care leaver Pathway Plans.		This review will start when the Team Manager comes into post after 18 September 2023.		Progress in this area is developing with the permanent recruitment to the Team Manager post within the Leaving Care Team. They will be able to continue to develop this work and provide further analysis of need.		
Well-being	4.5	In relation to adult safeguarding, an area of strength previously, we saw some variation across the social care records reviewed, with most showing timely and effective safeguarding practices aligned with the Wales Safeguarding Procedures (WSP). However, records could be strengthened by consistently evidencing all reasonable steps have been taken to enable the person to participate in the safeguarding process.	EU/RC	An end to end review of current practice will take place to assess effectiveness of current practice and identify any areas that need to be strengthened to encourage participation of the person at risk.	30.06.2023	The Signs of Safety development has given an opportunity for practitioners and managers to review practice to support effectiveness and implementation. The work is continuing but the uncertainty regard WCCIS is a risk.		Momentum in embedding the Signs of Safety work across the organisation continues with the roll out of the Signs of Safety Practice Ambassadors and now a regular practice forum where good practice is celebrated. Some uncertainty regarding the current WCCIS challenges and capability but work is progressing with the development of tools that supports direct delivery of practice to people.		
Well-being	4.6	The local authority should review current arrangements to ensure the outcome of referrals are shared with the reporter and that minutes are shared with attendees in a timely manner.	TJ and all decision making managers	Need to ensure referrers are notified at point of decision within Porth Gofal Triage and feedback is recorded.	30.06.2023	This is part of the Pathways and Protocols Review.				
			ASE/EU	Need to ensure that minutes are approved in a timely manner and circulated as required within good practice guidelines.		Business support has been strengthened to address this issue.				

			TJ	Develop reporting suite, also need to focus on backlog of case closures		The data set for the service has been reported to TAW Board and the backlog has improved and continues to be addressed.				
Well-being	4.7	The local authority must ensure there is robust oversight of safeguarding practice to assure itself of compliance with the WSP.	RC/EU	Needs to be reviewed		The Concise Child Protection Review has acted as test in this area. Feedback has indicated that the Care Inspectorate Wales have not identified weakness in Ceredigion. However, a full audit of procedures relating to children and adults will take place.		As part of the robust audit plan this area of work will be a focus of this work to provide reassurance and evidence that practice in this area remains strong. As noted, no identified weaknesses were noted in the Inspectorate Wales Activity and will remain a focus of future inspectorate activities in line with the roll out of future inspection activities.		
Well-being	4.8	The local authority initiates child protection processes in a timely way but must assure itself multi-agency involvement is considered at the earliest opportunity.	All managers will input into the audit	Undertake a thematic audit of strategy discussions and meetings to understand attendance levels in line with statutory timescales.	30.06.2023	A review of this matter was undertaken for the Mid and West Wales Safeguarding Board and reported through the Local Operational Group.				
Well-being	4.9	The local authority must review adult assessment documentation to ensure it follows all core statutory requirements as outlined in Part 3 Code of Practice (Assessing the Needs of Individuals).	EU/QA Officer	* This work will be addressed as part of the QA Framework and thematic audits. A document review is taking place under the Signs of Safety development programme.	30.09.2023	This will be within the remit of the Quality Assurance Officer on commencement of duties.		As noted earlier.		
Well-being	4.10	The local authority must review its recording policy to include robust managerial oversight to ensure all records are maintained appropriately.	EU/QA Officer	*Policy review is to form part of the role of the QA Officer *General comms to managers regards the outcome of the inspection and areas of learning via workshops	30.09.2023			As noted above.		
Partnership	5.7	There is evidence of practitioners developing professional working relationships with people built on co-operation and a shared understanding of what matters. However, working in partnership with people and carers on co-produced outcomes requires improvement in some service areas. As already mentioned earlier in the report the domains of assessments and principles of 2014 Act need further embedding in practice especially when completing proportionate assessments. At times the support is service led and functional rather than focussing on what matters and the outcomes the person wants to achieve.	All managers will input into the audit	Thematic audits will be conducted in order to measure input of families to their plans, and the proportionality of assessments.		The Proportionate Assessment has been reviewed and is being utilised.				
Partnership	5.8	The local authority should review its communication strategy to ensure that their model is understood and accessible.		Link to Comms Workstream - Website development	30.09.2023	Work with partner agencies is ongoing to assist their development of understanding the Through Age Wellbeing model.				
Partnership	5.9	Overall providers feel the local authority has been clear about the vision of the TAW model. However now that the restructure has taken place some are unclear of the current situation within some teams. The local authority should consider updating their partners on the current operational arrangements.		* Comms Plan to be updated, to ensure stakeholders are aware of new structure and the roles of teams and services within the model. The update of the website will assist in this area. We will give consideration to facilitating a workshop across the TAW for third sector providers.		As above.				
Partnership	5.10	Some providers noted the number of agency workers in some teams, which can affect the quality of referrals and when the workers are not based in Ceredigion this has been a barrier to meeting. The local authority should ensure that employing agency staff working outside Ceredigion does not cause any barrier or delay to people receiving support.	CM's	Terms of reference will be reviewed for all Through, Age, Care and Wellbeing meetings and agreeing to the ongoing approach to hybrid meetings.		Complete				

Carer assessment offer and support plans
Voice - young carers, adult victims of alleged abuse
Re-referrals

Recording Policy
Carers Policies