

Care Inspectorate Wales – Inspection of Children’s Services – August 2018

ACTION PLAN

Area for development	Action	Completion due by	Responsible officer	Date Completed by	Comments
1. Leadership, management and governance					
<ul style="list-style-type: none"> There is a need for further embedding of the principles of the Social Services and Well-being (Wales) Act 2014 (SS&WBA) into social work practice. <p><i>This action relates to a finding that care and support plans did not sufficiently detail how personal outcomes would be achieved or allow evaluation of progress. There is need for case files to evidence the identification of strengths.</i></p>	<p>Review the care and support plan to ensure it adequately supports the identification of strengths and personal outcomes and enables progress monitoring.</p> <p>Launch a revised care and support plan with associated guidance for staff.</p>	<p>December 2018</p> <p>January 2019</p>	<p>Regional Coordinator, Sustainable Social Services in collaboration with Children and Young People Services Operational Managers and Team Managers (CYPS OMs and TMs)</p> <p>Regional Coordinator, Sustainable Social Services in collaboration with CYPS OMs and</p>		

	Ensure integration of the revised care and support plan in WCCIS.	March 2019	TMs Regional Coordinator, Sustainable Social Services		
<ul style="list-style-type: none"> Senior managers are aware of the priority to reproduce a range of performance management information to assist staff and managers to deliver timely and effective services following the implementation of the Wales Community Care Information System (WCCIS). 	Develop a full suite of reports within WCCIS that effectively supports performance monitoring	March 2019	Operational Manager Commissioning and Information		
	Ensure that performance reporting from WCCIS is escalated to the National WCCIS Board	September 2018	Director of Social Services		
<ul style="list-style-type: none"> Further work is required to develop a more comprehensive quality assurance system that incorporates specific tasks for managers. 	Finalise the Directorate's quality assurance framework currently in draft.	January 2019	Policy and Quality Assurance Officer in collaboration with Directorate Operational Managers		
	Endorse and launch the framework ensuring ownership across the Directorate.	March 2019	Social Services Management Team		

<ul style="list-style-type: none"> Social work practitioners would benefit from a review of the current operationalization of the electronic recording system and from further training to support its use. 	<p>Identify and implement the necessary range of exemplars to support utilisation of WCCIS.</p> <p>Further to the above, undertake a training needs analysis to identify and respond to outstanding training needs within the Division.</p>	<p>March 2019</p> <p>May 2019</p>	<p>Head of Resource Management and Safeguarding in collaboration with the Directorate WCCIS Operational Group</p> <p>WCCIS Operational Group in collaboration with OMs, TMs and the Performance Management Team</p>		
<ul style="list-style-type: none"> The Local Authority should continue the prioritisation of filling vacant posts by recruitment exercises and monitoring reasons for leaving. 	<p>Implement the Directorate's Recruitment and Retention Plan.</p>	<p>March 2019</p>	<p>Head of Children and Young People Services (CYPS) in collaboration with Directorate and Corporate partners</p>		

2. Access arrangements: information, advice and assistance.					
<ul style="list-style-type: none"> A review of referrals where previous contacts or referrals have been received would be beneficial to ensure decision making is appropriately robust. 	Audit of re-referrals to the Intake and Family Support Team to be included within the Division's audit programme, with any associated learning and informing relevant action planning.	March 2019	Policy and Quality Assurance Officer		
3. Assessment					
<ul style="list-style-type: none"> Assessments must take into account all available information from previous contacts and incorporate any risks. 	<p>Staff to be reminded of the need to ensure their assessments evidence the consideration of all available information and the consideration of any risks.</p> <p>Audit of assessments to be included in the Division's audit programme.</p>	<p>September 2018</p> <p>March 2019</p>	<p>CYPS OMs with collaboration with TMs</p> <p>Policy and Quality Assurance Officer</p>		
<ul style="list-style-type: none"> Practitioners should explicitly seek the views of children seen alone, where appropriate, and fully outline these in assessments. 	Staff to be reminded of the need to seek and record the views of children seen alone.	September 2018	CYPS OMs with collaboration with TMs		

	Audit of assessments to be included in the Division's audit programme.	March 2019	Policy and Quality Assurance Officer		
4. Care and support and pathway planning					
<ul style="list-style-type: none"> The Local Authority will wish to ensure proportionate recording including rationale for decisions and content of visits to children and the incorporation of risk assessment and management plans into care and support plans. 	Case recording policy to be reviewed and re-issued ensuring the necessary emphasis on decision making and what should be recorded when visiting a child.	November 2018	Policy and Quality Assurance Officer		
	Case recording template to be launched on WCCIS outlining clearly the expectations of a case record.	November 2018	CYPS OMs and OM for Safeguarding and Service Outcomes		
	Review the care and support plan to ensure it adequately supports the identification and management of risk.	December 2018	Regional Coordinator, Sustainable Social Services in collaboration with CYPS OMs and TMs		

	Conclude the current work to achieve a common risk assessment within all service areas within the Division.	April 2019	CYPS OMs in collaboration with TMs.		
<ul style="list-style-type: none"> IRO caseloads should be reviewed and IROs should prioritise speaking with children prior to review meetings. 	Expectation to be introduced that IROs speak to all children before their statutory review meeting.	September 2018	OM for Safeguarding and Service Outcomes		
	Review of IRO caseloads/role expectations to enable the above to be achieved.	December 2018	OM for Safeguarding and Service Outcomes		
<ul style="list-style-type: none"> The Local Authority should ensure relevant children are offered advocates and independent visitors. 	Staff to be reminded of their responsibilities to ensure a referral is made to NYAS for the active offer of advocacy to be made to relevant children and young people.	September 2018	CYPS OMs with collaboration with TMs		
	Compliance to be monitored through the IRO/CP Chair monitoring form, with exception reporting shared with CYPS OMs.	December 2018	Operational Manager Safeguarding and Service Outcomes		

<ul style="list-style-type: none"> Out of area placement panels should be undertaken in compliance with regulations. 	<p>Terms of reference reviewed to ensure panel members are reminded of their responsibilities under the relevant regulations.</p>	Immediate	Head of CYPS	Completed	
	<p>Decision making oversight supported by established processes.</p>	Immediate	Head of CYPS	Completed	
5. Safeguarding					
<ul style="list-style-type: none"> Practice should be developed in co productive working with children and families; considering risks, strengths, barriers and toward agreed outcomes where possible. 	<p>Review the care and support plan to ensure it adequately supports the identification of risks, strengths, barriers and personal outcomes, and enables progress monitoring.</p>	December 2018	Regional Coordinator, Sustainable Social Services in collaboration with CYPS OMs and TMs		
	<p>Launch a revised care and support plan with associated guidance for staff.</p>	January 2019	Regional Coordinator, Sustainable Social Services in collaboration with CYPS OMs and TMs		

	Audit of care and support plans to be added to the Division's audit programme.	May 2019	Policy and Quality Assurance Officer		
<ul style="list-style-type: none"> There should be regular review of safeguarding performance information by the safeguarding unit. 	Safeguarding performance to be reviewed on a quarterly basis by the Operational Manager for Safeguarding and Service Outcomes and placed on the agenda for discussion with CYPS HoS and CYPS OMs.	April 2019	OM for Safeguarding and Service Outcomes		