

Meeting of:	Live Well Scrutiny Committee
Date of Meeting:	Tuesday, 27 May 2025
Relevant Scrutiny Committee:	Live Well Scrutiny Committee
Report Title:	Performance Evaluation Inspection of Vale of Glamorgan Social Services Update
Purpose of Report:	To update Scrutiny Committee on progress with regards to the areas of improvement identified in the Inspection by CIW in January 2023.
Report Owner:	Director of Social Services
Responsible Officer:	Director of Social Services
Elected Member and Officer Consultation:	Operational Manager, Legal Services Operational Manager, Finance
Policy Framework:	This report is consistent with the Policy Framework and Budget
<p>Executive Summary:</p> <ul style="list-style-type: none"> • This Scrutiny Report provides an update regarding the progress in delivering actions to fulfil the identified areas of improvement determined as part of the performance evaluation of Social Services that took place in January 2023. • An update was provided in May 2024 and this update now concludes the actions against the areas of improvement identified by Care Inspectorate Wales (CIW). 	

Recommendation

1. That Scrutiny Committee considers the progress against the identified areas of improvement developed by Care Inspectorate Wales (CIW).

Reason for Recommendation

1. To ensure that Members are informed of this progress as requested by the Healthy Living and Social Care Scrutiny Committee in May 2024.

1. Background

- 1.1 Care Inspectorate Wales (CIW) is the independent regulator of social care and childcare. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales. CIW aim to provide independent assurance about the quality and availability of social care in Wales; safeguard adults and children, making sure that their rights are protected; improve care by encouraging and promoting improvements in the safety and quality of social care services; and inform policy, standards and provide independent professional advice to the people developing policy, the public and social care sector.

- 1.2 The January 2023 inspection was framed around the following principles of the Social Services and Well-being (Wales) Act 2014 (The 2014 Act):

People – voice and control

- 1.3 How well is the local authority ensuring all people are equal partners who have voice, choice and control over their lives and can achieve what matters to them?
- 1.4 How well is the local authority ensuring the workforce is sufficient in numbers, suitably skilled, experienced, and supported?

Prevention

- 1.5 To what extent is the local authority ensuring the need for care and support is minimised, and the escalation of need is prevented whilst ensuring the best possible outcomes for people are achieved?

Well-being

- 1.6 To what extent is the local authority ensuring people are protected and safeguarded from abuse and neglect and any other types of harm?

Partnerships

- 1.7 To what extent is the local authority able to assure itself effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people?

2. Key Issues for Consideration

- 2.1** The context for delivering social services is very challenging and this was recognised by CIW through their inspection. They recognised the pandemic recovery and cost of living crisis as the context within which social services is working and the resultant high levels of demand and increased complexity of people's needs.
- 2.2** While this report focusses on the 'areas for improvement' the Performance Evaluation Inspection report also identified many 'strengths' which are not part of this committee report. Care Inspectorate Wales's summary and overall findings reflected positively upon the work of Social Services staff, their managers, and corporate colleagues.
- 2.3** The identified 'areas for improvement' were transferred into the Social Services Reshaping Board's action plan and have been followed up on a quarterly basis.
- 2.4** An extract of this action plan is attached at Appendix 1. This shows progress made by quarter and was last updated at the end of March 2025. All actions are now complete and so will not continue to be monitored. Some actions have become business as usual and so will be monitored through ongoing performance frameworks.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** In reviewing the performance of local authorities in Wales, CIW also takes into account the Well-being of Future Generations (Wales) Act 2015. This puts the efficacy and impact of local authorities' approach to planning and financial decision-making at the heart of their considerations.
- 3.2** The Inspection Report was produced in collaboration with staff, service users and carers.
- 3.3** The report examined our integrated arrangements and our relationships with our partners.
- 3.4** The 'areas for improvement' require further collaboration to ensure that the service responds for the longer term.

4. Climate Change and Nature Implications

- 4.1** There are no Climate Change and Nature Implications as a direct result of this report.

5. Resources and Legal Considerations

Financial

- 5.1** There are no direct financial implications resulting from this report however the identified 'areas for improvement' stated that the current resources were not

keeping up with demand. In a very challenging context, the Council has awarded additional funding to the Directorate to meet many of the identified cost pressures.

Employment

5.2 There are no employment implications resulting from this report.

Legal (Including Equalities)

5.3 CIW has powers to review local authority social services functions as set out under section 149 of the Social Services and Well-being (Wales) Act 2014. This includes reviewing: the overall exercise of local authority social services functions in Wales; the way in which the social services functions of a particular local authority are exercised; the exercise of a local authority social services function of a particular description (including the power to inspect two or more local authorities where they are working together through regional arrangements); the exercise of a local authority social services function by a particular person or persons.

6. Background Papers

Report to HL&SC Scrutiny Committee, 16th May 2023 – Minute No. 25

Report to HL&SC Scrutiny Committee, 14th May 2024 – Minute No. 23

Vale of Glamorgan Council Social Services

Care Inspectorate Wales Inspection Action Plan Update – 31-03-2025

Action Status

Of the actions identified during the inspection all have now been completed (100%).

Adult Services Actions and Progress Update

SSWB Principles Referenced in Inspection Report
1. People - voice and control
CIW Action Plan Area of Focus and Objectives
How well is the local authority ensuring all people are equal partners who have voice, choice and control over their lives and can achieve what matters to them? How well is the local authority ensuring the workforce is sufficient in numbers, suitably skilled, experienced, and supported?
1.1 CIW Evidence of Need - Advocacy
Whilst we saw the need for advocacy considered by practitioners, this was not consistent. The local authority currently co-ordinates its commissioning of advocacy services on a regional basis. Practitioners and partners told us of the delays in identifying an independent professional advocate for some people. We were made aware that current arrangements are under review. The local authority, through its joint commissioning arrangements, must ensure services are available and responsive to people's needs and preferences. The local authority must strengthen the advocacy offer and ensure the importance of advocacy is understood by all practitioners.
Actions Required / What are we going to do
The need for advocacy will be promoted within team meetings, supervision, and the practitioner forum. This must be under pinned by training of practitioners on the local authority's duty to make available independent professional advocacy without delay through the Cardiff and Vale Advocacy Gateway.
Person Responsible
Jason Bennett
Person responsible for providing updates:
Andy Cole / Linda Woodley
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Cardiff and Vale Advocacy Gateway was recommissioned for a further three years during 23/24. All case management staff are aware of the need to positively promote advocacy whenever a person is not able to fully participate with the social care. Practitioners have been reminded of support service and need for advocacy to be promoted
Where have we got to / Progress at Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25.
Action Status
Completed
Reference
AS/CIW/2.19

1.2 CIW Evidence of Need – Unpaid Carers
We saw evidence of some carers being offered an assessment of their needs and completion of carers assessments and support plans. Some carers and families spoke positively of the relationship established with individual practitioners and of the support they had received. We also heard from some carers whose experience had been less positive and who had not been offered a carers assessment. The local authority should continue to work in partnership with the health board, to ensure practitioners consistently comply with the general duty to promote the well-being of the carer. This will ensure their needs are consistently being considered and supported alongside the cared for person.
Actions Required / What are we going to do
Recording of offer of assessment within WCCIS to be made mandatory
Person Responsible
Jason Bennett
Person responsible for providing updates:
Andy Cole / Linda Woodley
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Action completed this is now a mandatory question where there is a known carer.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25.
Action Status
Completed
Reference
AS/CIW/2.20

1.3 CIW Evidence of Need- Funding Disputes
One social care record reviewed showed a delay in a person's eligible needs being met. The carers were left with no option but to fund a significant package of care whilst the local authority and local health board were in dispute over responsibility for funding. The local authority must ensure it continues to work with statutory partners to agree to meet a person's eligible needs whilst a dispute is being resolved.
Actions Required / What are we going to do
Arrange a discussion with C&VUHB to agree mutual agreement for joint funding without prejudice pending any dispute in line with NHS continuing care framework
Person Responsible
Jason Bennett
Person responsible for providing updates:
Andy Cole
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Dispute arrangements still require agreeing by partners.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Vale of Glamorgan Adult Services and C&VUHB have established a Collaborative Forum for complex case discussions and funding agreements. Where disputes remain or there is a delay in Nurse Assessor allocation interim funding agreements are in place while final decision is resolved. This is now business as usual.
Action Status
Completed
Reference
AS/CIW/2.21

1.4 CIW Evidence of Need – Supervision Records
Most practitioners report receiving regular supervision from their managers. Supervision records viewed vary in content and quality. The local authority must ensure robust management oversight of practice and reflective conversations are taking place, with sufficient information noted to evidence decision making.
Actions Required / What are we going to do
Finalisation, action and monitoring of the new supervision policy
Person Responsible
Jason Bennett
Person responsible for providing updates:
Amy Reed/Natasha James
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
The supervision Policy has been shared with heads of service and is in its very final stages before being launched in Quarter 1 2024.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25. The supervision policy was launched in July 2024, in March 2025 a review of its implementation is scheduled.
Action Status
Completed
Reference
AS/CIW/2.22

1.5 CIW Evidence of Need - Complaints
Responding to complaints within statutory timescales has become increasingly challenging for AS due to pressures in the services and increased complexity of complaints. Arrangements are in place for monitoring complaints and the sharing of information with senior managers which includes identifying trends and learning. 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”.
Actions Required / What are we going to do
Develop mechanisms for regular oversight of complaints and associated timescales including production of a quarterly complaints and compliments report. Reiterate escalation process for when timescales are reaching or have exceeded agreed timescales. Lead officer for complaints to attend Adult Services Business Meeting each month with a report of all current complaints, narrative and timescales.
Person Responsible
Iain McMillan
Person responsible for providing updates:
Amy Reed/Natasha James
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Completed - ongoing review. Complaints/compliments summary report being produced shared with SMT for oversight before being sent more widely across the directorate. Monitoring and escalation process for complaints at Stage 1/2 has been distributed to TMs and OMs.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25. Complaints/Compliments report is now shared with SMT’s on a quarterly basis, this supports oversight and monitoring of timeliness of complaints and supports identifying trends and lessons learnt.
Action Status
Completed
Reference
AS/CIW/2.23

SSWB Principles Referenced in Inspection Report
2. Prevention
CIW Action Plan Area of Focus and Objectives
To what extent is the local authority ensuring the need for care and support is minimised, and the escalation of need is prevented whilst ensuring the best possible outcomes for people are achieved?
2.1 CIW Evidence of Need – Response Times
People’s experience of contacting AS is varied. Some people, including carers, told us of the difficulty they experienced in speaking to the appropriate person or receiving a timely response. The local authority must review its current arrangement to ensure people consistently receive a timely response when they contact Adult Services.
Actions Required / What are we going to do
Wellbeing matters steering group to review and monitor performance data for people accessing service
Person Responsible
Jason Bennett
Person responsible for providing updates:
Andy Cole / Neil Morgan / Tony Curliss
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Wellbeing Matters Steering Group is still establishing self. Wellbeing Matters Integrated Manager Post re-evaluated but funding not available through RIF. Post will be readvertised for recruitment 1st qtr. 24/25.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Wellbeing Matters Manager in post 1st October 2024. Wellbeing Matters group now merged into Vale Alliance Delivery Group and performance is monitored across the whole system to ensure a “no wrong door” approach.
Action Status
Completed
Reference
AS/CIW/3.15
2.2 CIW Evidence of Need -Adult Reviews
Some statutory reviews are not undertaken in a timely manner. The local authority is missing an opportunity to ascertain whether people have met their personal well-being outcomes or continue to need support to do so. The local authority must take the required action to ensure compliance with timescales for statutory reviews.
Actions Required / What are we going to do
Review the process for recording and monitoring reviews on WCCIS and ensure reporting mechanisms are in place to highlight when reviews are due.
Person Responsible
Jason Bennett
Person responsible for providing updates:
Andy Cole / Linda Woodley
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Completed with ongoing review - The progress of reviews and overdue reviews are monitored on monthly basis and reported to OM and HOS.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25.

Action Status
Completed
Reference
AS/CIW/3.16

2.3 CIW Evidence of Need – Hospital Discharge
The importance of timely hospital discharge is understood and remains a priority but providing domiciliary care to enable people to return home safely is a challenge for the local authority. The local authority should continue to work strategically and operationally with its partners in the local health board to look for solutions to alleviate the situation.
Actions Required / What are we going to do
We will work with CVUHB partners to explore trends / data in relation to delayed transfers of care. We will use this data to inform work on new models of care in line with WG Further Faster paper
Person Responsible
Jason Bennett
Person responsible for providing updates:
Andy Cole / Linda Woodley/Eve Williams
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Regional Pathways of Care Delay Group and Action plan monitored by WG on a monthly basis. Completed with ongoing review
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25. Performance in this area has significantly improved.
Action Status
Completed
Reference
AS/CIW/3.17

SSWB Principles Referenced in Inspection Report
3. Well-being
CIW Action Plan Area of Focus and Objectives
To what extent is the local authority ensuring people are protected and safeguarded from abuse and neglect and any other types of harm?
3.1 CIW Evidence of Need – Contingency planning
Carers we spoke with told us how contingency and future planning was important in providing them and the cared for person with reassurance that suitable arrangements were in place. However, we saw little evidence of contingency planning taking place. The local authority should review this area of practice. Carers told us how contingency and future planning was important in providing reassurance that suitable arrangements were in place. However, we saw little evidence of contingency planning taking place. The local authority should review this area of practice.
Actions Required / What are we going to do
Case management teams to build this into their core team plans and provide assurance to families on individual cases as required
Person Responsible
Jason Bennett
Person responsible for providing updates:
Andy Cole / Linda Woodley
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Case Management and Day Centre teams work with unpaid carers where appropriate to develop Contingency plans to provide reassurance to carers and people with care and support needs. This action forms part of each Team's Team Plan. Completed - ongoing review.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25.
Action Status
Completed
Reference
AS/CIW/4.09

3.2 CIW Evidence of Need – Safeguarding Enquires
The local authority responds to immediate safeguarding concerns. Professionals in the safeguarding team working effectively with partners and colleagues from the wider local authority teams to protect adults at risk. Partners understand their duty to report, and we saw evidence of timely and appropriate reports being made to the Safeguarding Team. There was, however, little evidence of the outcome of sec126 enquiries being shared with the person making the report. The local authority must review current arrangements to ensure the outcome of enquires are shared with the reporter.
Actions Required / What are we going to do
Review current Adult Safeguarding processes. Build in feedback mechanisms for those S126 enquiries that require outcome to reporter.
Person Responsible
Iain McMillan
Person responsible for providing updates:
Nicole Devonish
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)

Adult safeguarding process has been updated and where appropriate the outcome of enquiries is being feedback to reporting person. Action Completed.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25. Adult safeguarding process has been updated and where appropriate the outcome of enquiries is being feedback to reporting person. Action Completed.
Action Status
Completed
Reference
AS/CIW/4.10

SSWB Principles Referenced in Inspection Report
4. Partnerships
CIW Action Plan Area of Focus and Objectives
To what extent is the local authority able to assure itself effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people?

4.1 CIW Evidence of Need – Housing Provision
The local authority is developing an Older Persons Housing Strategy reflecting the long-term vision for housing provision for older people. During the inspection we heard of the challenges of finding suitable housing to support people with substance misuse and complex mental health needs. The local authority must work with all its departments and key partners to develop housing provision for all adults in need of support or care and support. .
Actions Required / What are we going to do
We will work with Area Planning Board partners to commission a review of practice in this area.
Person Responsible
Jason Bennett
Person responsible for providing updates:
Jason Bennett / Linda Woodley
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
The review of practice and pathways for people with co-occurring mental health and substance misuse issues in Cardiff and Vale of Glamorgan is in progress.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Report received by Cardiff and Vale Commissioning Manager March 2025. Will now be shared with Partnership Group prior to wider circulation.
Action Status
Completed
Reference
AS/CIW/5.12

4.2 CIW Evidence of Need – Unpaid Carers Views
5.13. Partners must work together to ensure unpaid carers consistently feel their views are sought and heard. Not all carers spoken to were aware of the carers gateway. The local authority and the health board must ensure carers supporting people with a primary health care need or relatives/friends in hospital are recognised, listened to, and supported.
Actions Required / What are we going to do
Work with partners through the regional HSC Unpaid Carers Board to develop effective mechanisms for capturing and seeking views of unpaid carers. Review service specification and model of Carers Gateway to ensure there is effective approaches to raising awareness and publishing of their services.
Person Responsible
Iain McMillan
Person responsible for providing updates:
Natasha James
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
During quarter four we have continued to review the dataset and monitored the performance of the service to ensure there is an increased awareness of unpaid carers services.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25. There is ongoing communications and awareness raising from the carers gateway hub.
Action Status
Completed
Reference
AS/CIW/5.13

Children and Young People Services

SSWB Principles Referenced in Inspection Report
5. People - voice and control
CIW Action Plan Area of Focus and Objectives
How well is the local authority ensuring all people are equal partners who have voice, choice and control over their lives and can achieve what matters to them? How well is the local authority ensuring the workforce is sufficient in numbers, suitably skilled, experienced, and supported?
5.1 CIW Evidence of Need - Supervision
Despite there being evidence of regular informal and formal supervision, the examples we saw varied in content and quality. Some had a clear focus on staff welfare, including training needs, but some records demonstrated limited evidence of an opportunity to reflect on practice. Supervision practice and recording should be strengthened to ensure there is time for staff to reflect on their involvement with children and families and for supervisors to have sufficient oversight of the work being undertaken.
Actions Required / What are we going to do
Build in QA mechanisms to review quality and effectiveness of supervision and enable scrutiny of the revised supervision arrangements.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Amy Reed/Natasha James
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Personal Supervision forms have a QR code at the top to allow managers to record the frequency of supervision taking place. This allows the QA team to report on the frequency staff are receiving supervision. Annual staff questionnaires are also proposed to obtain staff feedback surrounding their experience of supervision. The Supervision Policy has been shared with Heads of Service for launch in Quarter 1 2024.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25. New supervision policy was launched in July 2024. Review of new policy taking place in March 2025.
Action Status
Completed
Reference
CYPS/CIW/2.09

5.2 CIW Evidence of Need- Recording on WCCIS
We found the records lacked evidence of practitioner reflection, managerial oversight and decision making in respect of children and young people. We heard and saw that not all social care records are up to date in WCCIS, resulting in challenges around preparation for supervision and undertaking robust oversight of case management decision making for line managers.
Actions Required / What are we going to do
CYPS Forms Group to complete the review of the forms in WCCIS to ensure they facilitate the recording of appropriate evidence and decision making. WCCIS/Business Process maps to be developed to map the care pathways for children and young people and how this should be recorded on WCCIS to assist practitioners in their recording.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Sharon Miller
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Forms groups continue to review forms and processes with 20 new forms on target to go live in Q1. Processes have been agreed by Operational Managers and made available for staff via our WCCIS StaffNet Pages. Completed - with ongoing review
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25. All key forms have been updated the final tranche of forms will be launched on April 1 st 2025.
Action Status
Completed
Reference
CYPS/CIW/2.10

5.3 CIW Evidence of Need- Oversight and Decision Making
We found the records lacked evidence of practitioner reflection, managerial oversight and decision making in respect of children and young people. We heard and saw that not all social care records are up to date in WCCIS, resulting in challenges around preparation for supervision and undertaking robust oversight of case management decision making for line managers.
Actions Required / What are we going to do
Refocussing our approach to recording including expectations re what is included, why, when and by whom.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Karen Conway / Laura Pritchard / Rob Goodhew / Lucy Treby
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
New Recording Policy developed, ratified and implemented in Q2. Action Completed
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24.
Action Status
Completed
Reference
CYPS/CIW/2.10

5.4 CIW Evidence of Need – WCCIS Functionality
Staff told us the WCCIS system is ‘clunky’ and ‘inefficient’ and not supporting practice. Service development leads are aware and in the process of redesigning forms in line with the ‘Building on Strengths’ model. Through the ‘Reshaping Board’, a task and finish group has been established which aims to address this and maximise the use of WCCIS. The local authority must continue to work towards achieving consistent use of WCCIS which results in social care records of children being updated regularly and which reflect key decision making. This is a theme emerging from the learning of a recent child practice review.
Actions Required / What are we going to do
CYPS Forms Group to complete the review of the forms in WCCIS. The intention is to support practice by improving both the content and the flow of information to reduce duplication and assist timely decision making and to facilitate effective reporting and management information.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Karen Conway, Laura Pritchard, Rob Goodhew, Lucy Treby, Sharon Miller
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
20 new forms for CYPS have been agreed and are on tracked to be launched in Q1. Following the review by the forms group, these forms will support practice and facilitate improved recording. Action completed.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24. All key forms have been updated the final tranche of forms will be launched on April 1 st 2025.
Action Status
Completed
Reference
CYPS/CIW/2.11

5.5 CIW Evidence of Need – Social Work Recording
Independent Reviewing Officers told us it can be challenging to ‘make sense’ of a child or young person’s situation from reading their social care record on WCCIS. We heard from staff that recording on social care records is considered as being important but is not prioritised due to work-load pressures and capacity issues, this was supported by what we saw. Social work recordings are an opportunity to demonstrate how decisions are reached and should be a mechanism for the child or young person’s lived experiences to be highlighted and their voices elevated. We recognise this work is being developed through the BoS approach and monitored via the ‘Reshaping Board’. The local authority should consider this an area of priority and seek to address it at pace, focusing on providing clarity to staff around the expectations of recording which must be timely, accurate and reflect what is happening for the child.
Actions Required / What are we going to do
Develop guidance documents and training videos to assist practitioners in their day-to-day use of WCCIS and offer bespoke training sessions to support individuals or groups of staff in areas where additional support is required. This will be supported by business process maps that clearly set out expectations in terms of the forms that need to be recorded and the statutory timescales for completing them.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Sonia Hutchings
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Process maps for all key areas have been approved and are now available to support practitioners on the WCCIS pages in StaffNet. A series of 30+ WCCIS how to videos have now been published and mandatory introduction training module has been introduced. To support CYPS practitioners in the Intake and Project

Teams, WCCIS trainers have provided weekly, in person drop-in sessions to support the Teams use and understand of WCCIS.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24. but review of this action has been ongoing through 24/25. The review of the forms has to change in the content that reflect the child's lived experience and promotes the voice of the child.
Action Status
Completed
Reference
CYPS/CIW/2.12

5.6 CIW Evidence of Need – Recording Policy
Independent Reviewing Officers told us it can be challenging to 'make sense' of a child or young person's situation from reading their social care record on WCCIS. We heard from staff that recording on social care records is considered as being important but is not prioritised due to work-load pressures and capacity issues, this was supported by what we saw. Social work recordings are an opportunity to demonstrate how decisions are reached and should be a mechanism for the child or young person's lived experiences to be highlighted and their voices elevated. We recognise this work is being developed through the BoS approach and monitored via the 'Reshaping Board'. The local authority should consider this an area of priority and seek to address it at pace, focusing on providing clarity to staff around the expectations of recording which must be timely, accurate and reflect what is happening for the child.
Actions Required / What are we going to do
Recording policy review to be concluded, working alongside the workforce to embed a shared understanding of why, what, when and where we should record.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Karen Conway / Laura Pritchard / Rob Goodhew
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
New Recording Policy ratified and implemented in Q2. Action Completed
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24.
Action Status
Completed
Reference
CYPS/CIW/2.12

5.7 CIW Evidence of Need – WCCIS Development
There are opportunities for the local authority to work regionally and look across other local authorities that have WCCIS well established to understand good practice in its use and maximise its potential as a valuable data collection and reporting tool which can drive practice and ensure quality.
Actions Required / What are we going to do
Consider opportunities to work regionally and look across other local authorities that have WCCIS well established to understand good practice in its use and maximise its potential as a valuable data collection and reporting tool which can drive practice and ensure quality.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Sonia Hutchings
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Ongoing attendance at WCCIS regional and national groups continue. Focus during Q4 has been around partnership working with the Cwm Taff Morgannwg region and the Connecting Care Programme. This will continue in 2024-25
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25.
Action Status
Completed
Reference
CYPS/CIW/2.13

5.8 CIW Evidence of Need – Communication
Most people who responded to the survey stated that it is very difficult to contact social services and reported issues with communication with social workers, specifically around calls being returned. The local authority should consider this further to ensure effective and timely communication with people is prioritised.
Actions Required / What are we going to do
Consider more direct communication routes, exploring options for the sharing of individual numbers / email addresses and / or a duty arrangement in each team. Review calls received and routed through the main reception number, identifying actions as appropriate.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Karen Conway / Laura Pritchard / Rob Goodhew
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Communication standards document agreed and circulated with the aim of improving the timeliness of our response. Action completed.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24.
Action Status
Completed
Reference
CYPS/CIW/2.14

SSWB Principles Referenced in Inspection Report
6. Partnerships
CIW Action Plan Area of Focus and Objectives
To what extent is the local authority able to assure itself effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people?

6.1 CIW Evidence of Need – Demand and Resources
Demand is outstripping supply, and current resources are not meeting the need of children, young people, and their families. Discussions with providers, commissioners and budget holders should continue around how to improve the situation, to maintain good working relationships and ensure good outcomes for children and young people. We heard about waiting lists and delays in the provision of services because of demand in specific areas, such as advocacy, contact centre provision and parenting support. The local authority should continue to monitor demand work creatively to minimise delay of provision of services to children, young people and their families.
Actions Required / What are we going to do
The action incorrectly reflects delays in advocacy. In respect of parenting support and family time (contact), the action is to retender and award our new super contract.
Person Responsible
Rob Goodhew
Person responsible for providing updates:
Rob Goodhew/Karen Conway/Laura Pritchard
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Tender awarded and contract is now live. Contract includes increased capacity for supervision of family time. Completed - ongoing review
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25.
Action Status
Completed
Reference
CYPS/CIW/5.07

SSWB Principles Referenced in Inspection Report
7. Well-being
CIW Action Plan Area of Focus and Objectives
To what extent is the local authority ensuring people are protected and safeguarded from abuse and neglect and any other types of harm?
7.1 CIW Evidence of Need – Safeguarding Children
We saw missed opportunities to avoid drift and to adequately safeguard some children and young people, this was a consequence of staffing pressures and sickness at the time. The local authority must ensure that those most at risk receive the appropriate intervention, through decision making which is supported by robust management oversight even at times of heightened staff absence and vacancies.
Actions Required / What are we going to do
This recommendation relates to concerns for a child allocated within our Intake Team. Actions are required to ensure the Team can operate effectively, with clear processes and standards of practice in place and sufficient levels of staffing.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Laura Pritchard
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Capacity challenges during January/February delayed the exit of the project team. A further review took place in March 2024. Practitioner Manager capacity was increased, with the temporary addition of two Practitioner Managers to support a timely response at the front door. Project Group in place chaired by the Director overseeing the effective operation of the Team and options to improve the functioning of the Team.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Further stability achieved in manager and practitioner roles in Intake with associated maintenance of improvements in performance. Launch of Threshold Document and development of Integrated Front Door will further enhance working arrangements.
Action Status
Completed
Reference
CYPS/CIW/4.05

SSWB Principles Referenced in Inspection Report
8. Prevention
CIW Action Plan Area of Focus and Objectives
To what extent is the local authority ensuring the need for care and support is minimised, and the escalation of need is prevented whilst ensuring the best possible outcomes for people are achieved?

8.1 CIW Evidence of Need – Demand for Preventative Services
There is a range of preventative services available in the VoG, however capacity is limited for some services, and others have waiting lists as demand is outstripping the resource. The local authority must work with its partners and commissioners to analyse and understand the demand for and improve timely access to preventative services to minimise escalation of need and risk.

Actions Required / What are we going to do
Establish up to date baseline.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Laura Pritchard
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
Action relates to Vale Parenting Service. Waiting list has increased, now at 10-12 weeks in context of additional capacity coming to an end. Proposals being considered to review service delivery model. For further discussion with Management Board.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Service delivery changes made in Vale Parenting Service to improve waiting list. Confirmation received that arrangements operating under Early Help are supporting timely access to advice and support. The Families First Advice Line is well established, increasing awareness and access to services. Clear monitoring arrangements in place.
Action Status
Completed
Reference
CYPS/CIW/3.09

8.2 CIW Evidence of Need – Unpaid Parent and Young Carers
The local authority is aware of and is monitoring waiting lists for carers assessments, which clearly impacts on providing early intervention and support for people. To address this, the local authority has employed a full-time carers worker who will sit within Early Help to undertake parent/carer and young carer assessments. The local authority must monitor the progress of this and work toward reducing waiting lists.
Actions Required / What are we going to do
Utilise data from our recording systems to monitor length of time from request to assessment. Develop clear criteria and threshold information for parent carer assessments.
Person Responsible
Rachel Evans
Person responsible for providing updates:
Nicola Hale
Where have we got to / Progress during Quarter 4 (Jan-Mar 24)
The assessment referral pathway is fully implemented. Regular meetings continue to take place with managers from the Families First Advice Line to maintain progress with this action. A Threshold Tool has been developed and has been circulated for feedback and revision.
Where have we got to / Progress during Quarter 4 (Jan-Mar 25)
Action completed in 23/24, but review of this action has been ongoing through 24/25. The assessment referral pathway is fully implemented. Regular meetings continue to take place with managers from the Families First Advice Line to maintain progress with this action. The threshold tool for young carers is now a live document.
Action Status
Completed
Action Status
CYPS/CIW/3.10