

Improving Care and Social Services in Wales:
CHIEF INSPECTOR'S
ANNUAL REPORT
2009-2010



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CHIEF INSPECTOR'S ANNUAL REPORT 2009-2010

Foreword

This report is the conclusion of a huge amount of work and commitment during 2009-10 by everyone involved in social care and social services in Wales. It provides a view through the lens of the Inspectorate, using hard evidence we have gathered, and importantly, the views and perspectives of service users, their families and carers, our stakeholders and staff.

Our commitment is to putting service users' experiences at the heart of our work. This report highlights steps along the path which we hope will make that a reality. Our aim, working with our stakeholders, is to ensure that the Inspectorate has simplified, clear and user friendly processes in place. These will capitalise on the wealth of experience gained by our staff in their inspections and reviews. They will be designed in partnership with service users and stakeholders to ensure they are fit for purpose.

The report reflects the performance of social care and social services, and of CSSIW during 2009-10. On the whole, it is a broadly positive picture, and it presents evidence about that period of time, drawing on the work of all CSSIW staff. This involves what we have learned from our inspections and reviews – both local authority and regulatory – from services users, their families and carers and from our work with partners and stakeholders. Reflections are only valuable if they are used to learn what was good and what was not so good, and to drive up improvement with the aim of delivering better outcomes for people who use or may need to access services in the future.

This is the second year that CSSIW has reported as an inspectorate of four regions with four Regional Directors. We are continuing to build stronger links with local authorities, other regulators and inspectors and service users to develop a dynamic

picture of the strengths and areas for improvement in each local authority area. The work done locally in 2009-10 has helped inform our programme of national inspections and reviews for our three year business plan. We place value on being in close touch and gathering qualitative information from service users as well as actual facts and figures to inform our work – not just for our own programme but importantly for our collaborative work with other regulators. It is important that our work is well informed and takes account of the activities and priorities of other inspectorates. It must have maximum impact to ensure that people are safe and protected from harm, and in promoting continuous improvement, innovation and value for money, and critically, challenging poor services and poor practice.

“

I have always made it clear that I see the safeguarding of children and adults as key priorities for us all. Safeguarding is not just a social services responsibility, it is everybody's business. Inspection and review has shown the need to update our approach and ensure it is fit for purpose.

- Deputy Minister for Social Services

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Chief Inspector's Overview

Introduction

This is my first annual report as Chief Inspector for the Care and Social Services Inspectorate Wales. Since taking up my post in December 2009, I have had the opportunity to hear first-hand from people across Wales about social care and social services. I have met with service users, their families and carers, service providers and commissioners and with stakeholders who bring a wide range of perspectives. I have also listened to the accounts of CSSIW staff whose experience on the 'front line' is essential in shaping us as an effective Inspectorate. This has been a time of not just business as usual, but of carefully evaluating the position of social care and social services in Wales and of CSSIW itself.

The contacts I have made and the views I have heard from our staff, service users and stakeholders will play a major role in shaping CSSIW as we modernise and adapt to the changing nature of social care. I want to emphasise how much I value the contributions made by individuals and organisations who have taken time to articulate what works and what could be improved. This is reflected in the importance I place in putting people at the heart of what we do. CSSIW must provide assurance to people who use social care and social services, their families and carers. People want to know about the quality of services available, want to be sure that they are safe, and involving those people in all aspects of our work is a critical element in delivering public assurance. This report spotlights our engagement practices and intentions, safeguarding people and quality and improvement as its major themes.

It reflects on the performance of social care and social services, and of CSSIW during 2009-10. We must celebrate the achievements of those social services departments and social care providers who deliver an effective service which makes a real difference to so many lives. We also need to take these exemplars and ensure those who need to develop further learn from what has worked well. I am grateful to our stakeholders and our staff for helping to develop the report this year, and look forward to growing engagement for the future. CSSIW will want to build on the relationships built

and learn from the lessons of past experience in moving forward and delivering simplified and user friendly processes in a modernised Inspectorate.

Context

The policy statement on *Inspection, Audit and Regulation in Wales in 2009* clearly set out the future direction. This is informing and shaping all of the Inspectorate's work.

The Independent Commission on Social Services was established by the Welsh Assembly Government to consider the way social services and social care could best meet the needs of the citizens of Wales over the next decade.



This includes consideration of how the Government can support the further development of professional practice; build inclusive social services; effect a step change in collaboration between social services and other key partners and ensure that integrated social services are capable of meeting the needs of children, young people and adults and older people in the most effective way. The Commission's report will be critical in informing the forthcoming White Paper and the regulatory framework that will be put in place.

Our focus is on placing people who use services at the centre of everything we do. Our work is all about people - those who use the services now, those who will need services in the future and the public who want assurance that social care services are safe and of good quality. We can only improve services for the citizens of Wales and protect them from poor services by sharing a common and consistent vision that informs lasting change and improvement. The starting point for that vision is about valuing people, delivering results and achieving excellence.

Demand for services is increasing, combined with rising expectations of what services will provide in terms of choice, flexibility, quality and standards. Set against a background of reductions in public expenditure, this is a time of very significant change and challenge for social care.

Findings

In setting out CSSIW's findings, it is important to state that the primary responsibility for improving services is with those who commission and deliver them, within the requirements of legislation and government policy.

As a regulator our role is to ensure that the right people are registered, that the services are meeting and will continue to meet the standards required and that where they do not, we act swiftly to tackle deficiencies. In our work with local authorities we are responsible for identifying strengths and areas for improvement through our inspections and reviews. This means delivering tough messages

clearly where needed, and signposting good practice to drive up improvement.

The Inspectorate's findings are based on the inspections and reviews from over 4,000 inspections of regulated settings and national reviews of adult protection which included all 22 local authorities. These national reviews included access and eligibility in social care, third party payments in care homes, and the first stage of a two year review of the national services framework for older people, in partnership with Healthcare Inspectorate Wales (HIW).

Safeguarding people was a key theme, and in year we delivered a national inspection of arrangements to safeguard and protect children and an examination of the role of serious case reviews. A follow up inspection of services for children in Swansea to monitor progress in meeting its statutory duties was another important piece of work. For adults, we delivered on a national review of adult protection, with important follow up learning with our stakeholders to embed the important lessons.

These inspections and reviews provide vital information about improvement in care and social services over time. Reflecting on the Inspectorate's work provides very clear messages.

On a daily basis, CSSIW staff observe services which have a real, positive impact on the quality of people's lives, and it is essential that these are recognised and maintained. There are many positive messages of improvement, which is encouraging at a time when both public and private sector face increasing financial constraints. We must all welcome this trend and a small proportion of these good examples are included in the report. In both children's and adult's services, we can see examples of innovation and a real focus on positive outcomes for service users that provide an inspiration for future developments. This year we have included anonymised exemplars and in future years we will highlight and share good practice in all our external communication, as well as being transparent when we find issues. I believe that we learn and grow

from sharing what works, as well as the lessons when things go wrong.

Over several years we have highlighted the variability in performance delivery in care and social services across Wales, and it continues. In the majority of cases, citizens receive good quality care. However, there is scope to improve further. For example, in adult services, the quality of commissioning is mixed, with some inappropriate admissions, particularly for people with dementia. This leads to situations in which the capacity and competence of staff are not sufficient to meet the needs of individuals. Citizens should have consistently good quality, safe services and there is further scope to improve the linkages between commissioning, contract monitoring and the reviews of care plans to get a really effective approach to quality and improvement.

Some regulated settings do well in collecting the views of service users, staff and stakeholders effectively, but fail to analyse the information to identify areas for improvement and the actions in response. The quality assurance systems in a significant number of regulated settings are weak and there is little evidence that care home providers regularly review the quality of their service against the objectives in their statement of purpose. Where a report is produced, this may not contain an evaluation of services, refurbishment or improvements carried out. Most do not contain information about complaints received and the action plans arising from them.

Allegations of abuse in adult services are acted upon quickly by most local authorities, with experienced practitioners and easy access to specialist expertise and intervention. The quality of response to allegations of abuse is often compromised by a failure to deliver assessments and action plans and record them adequately. Risk assessments and management plans were of particular concern.

The collection and use of performance information in children's services is generally well embedded. There is evidence of increasing use of case file audits as part of regular quality assurance.

For looked after children, there are sharp increases in the numbers. Notably, looked after children report positive experiences of care.

Contributing to the report

In addition to the evidence gathered during this programme of work, for the first time this year we worked with our staff, service users and stakeholders to get their views about the performance of care and social services and of CSSIW, in order to inform this report. This provided us with a rich source of information and a model which we will build upon as part of our commitment to strengthening engagement, and involving service users, their families and carers at all levels in our work.

Informing policy and practice

We are committed to playing an important role in providing advice to Welsh Ministers and policy makers on operational issues, policy development and implementation and legislative change. Our reports on safeguarding children led to the establishment of the National Forum for Safeguarding Children and to the ongoing development of a new framework for reviewing, learning and improving policy and practice in child protection. We are represented on a range of strategic groups, for example the Ministerial Project Group on Adult Protection and the Social Work and Social Care Work Force Task Group. We have given evidence to Assembly Committees, for example, on Local Safeguarding Children Boards and one on youth justice. We advise on the commissioning of research and the development of social research policy, and have membership of the UK and Wales networks, sharing in the development of policy thinking and practice development. Our professional advice is based on the evidence we have gained from our regulation and inspection work, our professional experience and knowledge gained from a wide range of activity at many levels. We will have an important contribution to make to the development of the White Paper on the future of Social Services, which the Deputy Minister intends to publish in the New Year.

Staff are the substance of our organisation, and my commitment to confident well trained staff is absolute. They have a unique position with access to the service users and services across Wales, seeing and hearing first hand what is really happening. The information they gather and the issues they identify will be used to inform both our practice and policy.

“ We must demonstrate honesty about our own performance. We need to turn the camera on ourselves about our own performance – where we have been and where we are going. ”

Moving forward

Encouraging improvement against a challenging economic background and increasing pressure on services requires innovation, commitment, resilience and determination. It is essential that we all keep positive outcomes for service users at the forefront of our work, and CSSIW will continue to work with its wide range of stakeholders in developing the most effective ways to achieve these outcomes. We must continue to involve service users, their families and carers in making decisions about service change. More than ever services need to avoid duplication, improve performance, increase innovation and the pace of change. This requires strong leadership for social services and social care at every level in Wales.

The involvement of service users, carers and their families, commissioners and providers must be a thread through our work. I propose to build this into our forthcoming engagement strategy, ultimately having involvement in all our business systems and processes. As a first step, I will be setting up quality panels with our stakeholders, ensuring input and external influence in our work.

Services and organisations that are valued the most are those that have strong arrangements in place for continuous improvement. During this year, for the first time, Directors of Social Services have had a statutory duty to produce an annual report and performance plan. Although only at the beginning of this process, the requirement itself is a significant milestone.

This year CSSIW faced criticism and challenge about its own practices. It is absolutely right that public services should be scrutinised and challenged, and learn from the experience. We have taken the opportunity to look closely at how we do business as part of an “end to end” review – but again always focusing on the people who use services. I hope that once our review is completed we will be able to offer an enhanced and modernised service which will help drive up improvement in Wales.



*Imelda Richardson
Chief Inspector*

Chapter 1

Who we are and what we do

Our formal title is the Care and Social Services Inspectorate Wales, but we are known as CSSIW. Our role is to encourage the improvement of social care, early years and social services by regulating, inspecting and reviewing services. We provide professional advice on care and social services issues to Welsh Ministers and policy makers. Our aim is to raise standards, improve quality, promote best practice and tell people about social care.

Our work covers the whole of Wales. At 31 March 2010, there were 11 offices in the 4 administrative regions and the National Office. During 2010, the number of offices has been reduced to 9.

We review services at both a national and local level so we can tell the public whether services are up to standard; suggest ways of improving services, and help safeguard the interests of service users and their carers. We inspect and review the performance of local authorities on specific topics.

From April 2009 we have a new framework for local authority social services inspection, review and evaluation. It is designed to be citizen focussed and to encourage improvement, innovation and ownership of change by local government.

We regulate and inspect services for everyone from the very young to older people. Our work can affect the lives of the majority of people living in Wales at some time in their lives.

Regulatory activity

In 2009-10, we regulated more than 6,000 settings. Regulation includes registering services that wish to provide care and social services, inspecting the services, dealing with complaints about services, ensuring that they comply with the regulations and standards and taking enforcement action if services do not comply with the law.

The settings (or services) we regulate are:

- Care homes for adults – including care homes with nursing facilities.
- Nurses' agencies.
- Domiciliary care agencies.
- Adoption support agencies.
- Adult placement schemes.
- Children's homes.
- Child minding and other day care settings for children under eight.
- Public sector and independent fostering agencies.
- Public sector and voluntary adoption agencies.
- Boarding schools, residential special schools and further education colleges which accommodate students under 18.
- Residential family centres.

Under the Care Standards Act 2000, our inspection activity covered:

- Care homes for older people.
- Care homes for younger adults.
- Full day care of children.
- Childminders.
- Domiciliary care agencies.
- Fostering agencies.
- Adoption agencies.
- Nurses' agencies.
- Adult placement schemes.

Table 1: Number of settings and places regulated by CSSIW

		End of the year		
		2007-08	2008-09	2009-10
Adults' Services				
Settings		1,578	1,593	1,612
Places		26,599	26,836	26,868
Children's Day Care				
Settings		4,443	4,452	4,378
Places		72,856	73,689	73,317
Children's Services				
Settings		193	191	177
Places		2,211	2,224	2,166
Total				
Settings		6,214	6,236	6,167
Places		101,666	102,749	102,351

Source: CSSIW business support system

Table 2: Number of inspections due and carried out by CSSIW

		End of the year		
		2007-08	2008-09	2009-10
Adults' Services				
Number of settings due to be inspected		1,432	1,481	1,492
Number of settings that have been inspected		1,380	1,390	1,494
% of settings that have been inspected		96	94	100
Children's Day Care				
Number of settings due to be inspected		2,838	2,209	2,474
Number of settings that have been inspected		2,589	2,015	2,348
% of settings that have been inspected		91	91	95
Children's Services				
Number of settings due to be inspected		182	164	170
Number of settings that have been inspected		130	132	165
% of settings that have been inspected		71	80	97
Total				
Number of settings due to be inspected		4,452	3,854	4,136
Number of settings that have been inspected		4,099	3,537	4,007
% of settings that have been inspected		92	92	97

Source: CSSIW business support system

Note: All of the 17 services that CSSIW regulate are subject to inspection. Most are subject to annual inspection except for: childminders; out of school care; sessional day care; crèches and open access, which are inspected every two years; and public sector and voluntary adoption agencies, boarding schools and further education colleges, which are inspected every three years.

In 2007-08 out of school care, sessional day care, crèches and open access were subject to annual inspection. The numbers due for inspection take this into account.

CSSIW records an inspection as complete once the report has been issued to the provider. Inspection visits will therefore have taken place for some settings where the inspection is not considered complete in these figures. The number of reports due in a given year can relate to activity in the previous year so the number of reports due does not directly correlate with the number of inspections due/number of complaints investigated.

For inspection reports CSSIW's benchmark target for making the report public is 63 days, so for any annual/biennial/triennial inspection visit where work in the setting or service ends 63 days before the end of the financial year, the report will be due for publication in the subsequent year. Inspection tables for further education colleges and boarding schools have not been published due to issues with data quality and small numbers.

- 6,167 settings were regulated by CSSIW at 31 March 2010, a decrease of 69 settings or one per cent from 6,236 settings in the previous year. 5,990 or 97 per cent of these were registered settings. Whilst services were registered and de-registered throughout the year, the total number of services registered at any one time remains fairly constant. CSSIW spends a considerable amount of time on considering changes to conditions of registration. Around 24 per cent of settings had variations considered in the year.
- There were 102,351 places within these regulated settings at 31 March 2010, which is consistent with previous years. CSSIW does not currently hold information on the numbers of service users within these places.
- 4,136 settings and services were due to be inspected in 2009-10.
- 4,007 or 97 per cent of settings and services due to be inspected in 2009-10 were inspected, an increase from 92 per cent in the previous year.
- There were 117 protection investigations with CSSIW involvement in 2009-10. This is consistent with the previous year.
- 351 complaints were received and dealt with by CSSIW as a formal complaint in 2009-10. This is consistent with the previous year.
- 169 or 48 per cent of complaint investigations by CSSIW were completed within 42 days. This is consistent with the previous year.

Source of information:

These figures relate to activity recorded in our regulatory monitoring system. The numbers of settings registered with CSSIW are those with open registrations at 31 March. Registration, de-registration and changes to registration occur throughout the year although the number of settings registered at any one time is fairly consistent. More detailed information by setting type is available on our website in the form of electronic Excel tables and information briefings.

Local authority social services

Our work to inspect and review local authority social services covers all service areas. In 2009-10 we put in place a new framework for that work. This provides an annual cycle of review and analysis of evidence by the Inspectorate. The result is an annual inspection plan for each social services authority in Wales. This plan will include specific activity in response to each authority's particular circumstances, and any survey or fieldwork done to inform national reviews or inspection by CSSIW in the year.

The framework takes account of the requirement for directors of social services to report annually on performance and plans for improvement set out in the statutory guidance on the role and accountabilities of the director of social services.

The new approach comes within the overall framework for public service improvement in Wales. It is underpinned by the Local Government Measure as well as the Welsh Assembly Government policy on inspection, audit and review.

Under the *Health and Social Care Act 2008* our activity covered:

- a national inspection of adult protection which included all 22 local authorities in Wales;
- a national review of access and eligibility in social care that sampled performance in 8 local authorities;

- a review of third party payments in care homes; and
- the first stage of a two year review of the national services framework for older people in partnership with Healthcare Inspectorate Wales, which is due to be published in January 2011.

We also undertook a follow up inspection of services for children in Swansea in order to monitor the authority's progress in meeting its statutory duties under the *Children Act 1989*.

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Service users are keen to access inspection reports to make informed choices about the services they receive. Reports should be clearly available on-line, written in clear language and in easy-read formats. Service users reported that they generally find the language used in public service documents to be inaccessible, making it difficult for them to relate to and preventing them from making informed decisions about services. Methods of communication which service users said they find more effective are use of video, especially if it is conveyed from a “by the service user, for the service user” perspective. Digital stories were also reported to be much more accessible than “dry, written reports”

- Service user focus group

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Where to get more information

We write reports of all of our inspections and reviews. These are public documents, and can be found on our website www.cssiw.org.uk. Local authorities are required to produce reports about the performance of their own services and to publish them.

Chapter 2

Quality and Improvement

“ I need support for my voice to be heard. Whether I’m heard or not depends on who’s listening – some staff are better than others. ”
- Service user

Key findings

There remains too much variability across Wales in the performance, standard and quality of services, and within this context:

- There is continuing evidence of improvement across services, from referral through to assessment of need, commissioning of services and the delivery of the care plan.
- There is further scope to improve the linkages between commissioning, contract monitoring and the reviews of care plans to get a really effective approach to quality and improvement.
- The quality of commissioning adult social care is mixed, with some inappropriate admissions, particularly for people with dementia.
- The quality assurance systems in regulated settings are weak and care home providers do not regularly review the quality of their service against the objectives in their statement of purpose.
- There are a small proportion of regulated services that need to significantly improve and we will be closely monitoring progress in achieving this.
- The collection and use of performance information in children’s services is generally well embedded and there is evidence of increasing use of case file audits as part of regular quality assurance.

- There has been a ten per cent increase in the number of looked after children¹.
- Looked after children report positive experiences of care.
- Services are reporting increasing demand with accompanying pressure on capacity and resources.
- An increase in the number of managers of children’s homes who are appropriately qualified.

Introduction

The quality of social services and social care is a critical factor in ensuring positive outcomes for people who use services. The responsibility for service improvement and compliance with the legislative framework rests with service providers and commissioners. The key to promoting and sustaining improvement is to have systems and processes that focus on performance and quality and which are woven into the fabric of the organisation.

Local authority social services are vital in promoting quality through improved commissioning and contract monitoring; in driving up the quality of assessments and care plans; developing improved reporting mechanisms which capture the outcomes and experiences of service users.

¹ Source: Welsh Assembly Government data collection on looked after children from Welsh local authorities (SSDA 903) published at: <http://www.statswales.gov.uk/TableViewer/tableView.aspx?ReportId=24382>

Understanding the whole system and how the different parts work together is a crucial factor in improving the quality of services.

Through its inspection and regulation work and the provision of professional advice, CSSIW's focus is on encouraging improvement and driving up the quality of services to improve outcomes and the quality of life for people who need social care services.

Other factors that support improvement in social care include a stable workforce, and a commitment to working together across organisations and learning from best practice. There are notable examples of service modernisation and collaborative working in contracting and commissioning. These include a joint commissioning agency which was set up to commission children's placements. It is proving to be cost effective and it is now in the process of introducing outcome based care plans in order to ensure that placements are meeting the needs of children placed and that they are also achieving positive outcomes and improvements

for the children. In adult social care there are increasing numbers of examples of partnership working between local authorities and between local authorities and the health service.

We asked our staff what they considered were the key determinants of a quality service, based on their experience. These were identified as:

- A good manager who provides leadership with a clear vision and strong values that are communicated to the staff team;
- A stable staff team who have the appropriate skills and competencies to do the job and who are familiar with the local community;
- Consultation and involvement of service users and their family carers;
- Planned activities that fit with people's interests and skills; and
- Good care plans with clearly identified outcomes

Examples were identified and are spotlighted throughout the report.

National reviews undertaken in 2009-10

The *National Review of Access and Eligibility in Adults' Social Care* was published in September 2010. Getting the quality of the service to the public at this early stage is very important. Set against an overall picture of tightening resources coupled with a commitment to preventative approaches, the review found that in 2009/10 15 out of 22 local authorities met critical and substantial needs only. Access was often dependent on first contact, before formal assessment against the eligibility criteria.

The review of *Third Party Payments for care home fees in Wales* published in May 2010 found that around 40 per cent of homes in our survey charged third party payments ('top ups'). It recommended that local authorities should review the way in which they identify, monitor and review the provision of third party payments in order to be confident that they are complying with statutory guidance.



What makes for a quality service?

In response to the question: *“What do you think of the quality of services within social care and social services?”*

Generally individual services are felt to be positive but there are certain issues that were common to all groups. The service users want to be treated with respect and for staff to be accountable. They felt that sometimes staff forget that they are there to help service users. One group based in a rural area pointed out that mileage restricts their access

to social opportunities. It was important to have services that directly respond to the needs of the person e.g. a person with a degenerative disease will have different needs at different times. Unless the need was met immediately the support offered could be inappropriate in 6 weeks time.

- Service user focus groups commissioned by CSSIW



Children's services

In children's services the focus in recent years has been on improving outcomes for children in terms of:

- **Stability** – whether with their birth family, within their local community or in stable placements away from home that meet their needs.
- **Wellbeing** – safeguarding and promoting the welfare of children.
- **Resilience** – ensuring that vulnerable children and young people are effectively prepared for adulthood.

Authorities reported that almost all children on the child protection register (99 per cent) had an allocated social worker², with 96 per cent of child protection plans reviewed on time³; and 93 per cent of looked after children had an allocated social worker⁴, with 91 per cent of plans reviewed on time⁵. For children in need, 56 per cent had their plans reviewed in the required timescale, with nine authorities not reporting any data against this. Seven of those authorities have not reported any data for 4 years⁶. Having children's cases appropriately allocated is essential and once achieved, authorities need to ensure that the quality

of the relationship between the social worker and the child is productive. It is essential that regular reviews of plans take place to ensure that the child's circumstances are updated and that the plans are reviewed to ensure they meet the child's needs. Research and inspection highlight how children and families find frequent changes of social worker disruptive and unhelpful.

In our inspections we continue to find the quality of the care plans is very variable with examples of excellent practice, but too few are sufficiently outcome focussed, and assessments and care plans are not always obviously linked. While it is essential that authorities are able to demonstrate that children's cases are being dealt with in a timely manner, there is a need to give greater attention to the quality of the work, to ensure that the needs of

2 Source: National Assembly for Wales performance indicator set SCC/013 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 3 Source: National Assembly for Wales performance indicator set SCC/034 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 4 Source: National Assembly for Wales performance indicator set SCC/013 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 5 Source: National Assembly for Wales performance indicator set SCC/021 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 6 Source: National Assembly for Wales performance indicator set SCC/016 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>

children are being fully assessed and that plans are clear, timely and outcome focussed and that they address the needs identified in the assessment.

We commented last year on the improvement of the collection and use of performance information in children's services and case file audits. The evidence is that this improvement has been sustained.

Since 1998, the numbers of looked after children have risen every year but one⁷, a growth of 69 per cent with a ten per cent growth in the last year.

There are significant variations between authorities, ranging from a reduction of 23 per cent (25 children) in one to an increase of 34 per cent (100 children) in another⁸. There has also been a rise in the number of children entering the looked after system in the last three years, with 1,445 in 2008, 1,640 in 2009 and 2,020 in 2010⁹.

This places increased pressure on the availability of placements and on already stretched budgets. It also limits choice and increases the risk of disruption and breakdown of placements for children. The rate of looked after children per 10,000 of population of children under 18 in Wales has increased from 45 in 1997¹⁰ to 82 in 2010,¹¹ whilst in England in the same period the rate has increased from 45 in 1997¹² to 55 in 2010. There is a need to understand why the pattern is different between countries and consider the implications for future policies and practice development. If current trends continue, it will raise serious questions about the sustainability of services as they are currently configured and delivered. The Inspectorate will be undertaking work next year into the rising number of "looked after children" and outcomes for children in need and looked after children. The publication of the Children in Need census in early 2011 will also be important in informing this work.

Increasingly authorities need to understand where to target their resources to have maximum impact in keeping people safe and in improving outcomes. In children's services, meeting increasing demand for placements is challenging. There are some very good examples of how services are doing this as the short break service below illustrates.



7 Source: Welsh Assembly Government data collection on social services statistics published at: <http://wales.gov.uk/docs/statistics/2009/091214socialservices200708en.pdf>; 8 Source: Welsh Assembly Government data collection on looked after children from Welsh local authorities (SSDA 903) published at: <http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=24382>; 9 Source: Welsh Assembly Government data collection on looked after children from Welsh local authorities (SSDA 903) published at: <http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=24424>; 10 Source: Welsh Assembly Government data collection on social services statistics published at: <http://wales.gov.uk/docs/statistics/2009/091214socialservices200708en.pdf>; 11 Source: Welsh Assembly Government data collection on looked after children from Welsh local authorities (SDR 145/2010) published at: <http://wales.gov.uk/docs/statistics/2010/100916sdr1452010en.pdf>; 12 Source: the Department for Children, Schools and Families statistics on looked after children in England, available at: <http://www.education.gov.uk/rsgateway/DB/SFR/s000878/sfr25-2009v2.pdf>

Quality Services – Demonstrating Action

Short break service for disabled children

Being child focused and actively involving children and their families in their care has produced positive outcomes for children and their parents in this setting. Run by a Third Sector organisation, the setting provides respite care places for children. The self assessment form is always completed fully by the setting manager, giving a very clear picture of what's happening there. The setting involves families and carers in its work.

The environment is pleasant with an outdoor play area. Bedrooms are personalised for the child – with their photo on the door, family photos, their own toys and bedding in their room – it is “theirs” for the period of respite. Children appear happy and busy, and participating in play activity.

Each child has a key worker. Staff have developed a variety of means of communicating with the children, which they have made available to inspectors. They have produced communication boards with pictures which have been used to get

the views of the children very successfully. The children contributed to the Looked After Children (LAC) review.

The service produces a quality of care report and consults with as many people as possible to “check out” the level of service.



Quality Services – Demonstrating Action

Children's day care

In the last two years the inspection team in North Wales has focussed on diet and nutrition. This followed contact by a community dietician about work with day care providers. During inspections, inspectors have raised awareness about the use of trans fats and salt content, particularly in convenience food. They have also informed providers about the dietician's nutrition course where they were not aware of it. Inspectors have noted an improvement in the food provided in day care as a result of this initiative.



Adult services

In adult services, the focus in recent years has been on improving outcomes for adults in terms of:

- Safety – ensuring that people in need of protection from abuse receive a prompt and effective response to make them safe.
- Dignity – the importance of treating people with respect and valuing their views and experience.
- Independence – a commitment to enabling people to stay in their own home for as long as possible and to maintain their autonomy regardless of where or how they receive help.

While some providers are measuring the quality of life for residents using observational tools, the overall picture is of the need to improve quality assurance systems within regulated services. This includes, for example, the need to demonstrate that the outcomes for people using social care services have been reviewed against the stated objectives in the service's statement of purpose.

Our work identifies that there remains considerable scope for local authorities to improve the linkages

between commissioning, contract monitoring and the review of care plans in order to establish a truly comprehensive approach to quality assurance and improved outcomes for service users.

In adult social care, 922 of care homes with at least four residents had achieved the standard of 85 per cent of places in single rooms. Of the 100 homes that fell short, 41 were found to be taking action to meet the standard. This year the number of care homes that voluntarily ceased to operate rose from 27 to 40. Overall provision of care in care homes remained static. The number of care homes for adults in Wales is consistent at just under 2,000 homes. The number of places available in care homes with nursing rose slightly during the year, with the total providing personal care falling slightly¹³. While the increase in provision for people who need care with nursing reflects the growing need in this area, growth in the care home market alone is unlikely to be sufficient to meet the level of demand faced by commissioners of services. It needs to be coupled with the development of a range of services to support the most vulnerable in ways that support their dignity and autonomy and meets their assessed needs.



Quality Services – Demonstrating Action

A care home for adults

- Users say that it feels like “my home” not a “unit”.
- There is choice, independence and community involvement.
- It offers a person centred individualised service.
- Views are listened to and acted upon.
- There are experienced and committed staff with low staff turnover.
- Staff in the setting have positive relationships with service users, their families and carers.
- The setting has a quality assurance report that provides clear and detailed information.

¹³ Source: These figures relate to activity recorded in our regulatory monitoring system.

In 2009-10 there was a small improvement in the timeliness of reviews of care plans, with 71 per cent completed on time, compared with 68 per cent in 2008, and 57 per cent in 2006¹⁴. Reviews are crucial to establishing how far the services provided have achieved the outcomes set out in the care plan. They provide an opportunity to reassess needs and help to determine continued eligibility for support. In this way they promote both the meeting of individual need and the delivery of efficient social services overall.

A high percentage of people aged 65 or over (92 per cent) received a home or day care service within the 29 days of the care plan or review¹⁵. The rate of delayed transfers of care for social care reasons has fallen from 9.5 to 6.1 per thousand population since 2006-7¹⁶. This reflects a determined effort on the part of the local authorities and health service to work together to tackle a shared challenge. The success is founded on better and more mature systems thinking across social services, health and the independent sector. The challenge is now to deliver continuous improvement and to identify the causes and solutions of the variation in performance across local authorities.

The rate of older people aged 65 or over supported in the community fell slightly in the year¹⁷. At the same time the rate of older people supported in care homes remained consistent¹⁸. This suggests that while local authorities are supporting less of the overall population, they are supporting proportionately more older people in the community. This relatively slow rate of progress illustrates the challenge of delivering step change in adult social care. Similarly while almost 4 per cent of people aged 18 or over who are supported in the community received direct payments, this conceals a wide variation in performance by individual local authorities ranging from 1 per cent to 10 per

cent¹⁹. Local authority social services need to be confident that people are aware of the option of direct payments and, if they wish, are provided with effective support for taking up the option.

The quality of commissioning care continues to be mixed. Some authorities, for example, are making significant progress in joint commissioning with health colleagues, others are finding it difficult to bring about significant change in the pattern of services and the deployment of resources. Authorities and their partners need to be able to meet the challenge of reshaping services to meet a great diversity of individual need within a difficult financial climate. There needs to be a more proactive approach to strategic planning with partners in shaping the market so that individuals have greater choice about the kind of help they want to meet their needs. There remain examples of inappropriate admissions to care homes where the settings may not be registered to meet the needs of the individual being placed, or where staff are not appropriately trained or competent. This is particularly true for some people with dementia. The level of demand for applications to the inspectorate to approve exceptions to terms of registration for services is indicative of the reactive nature of the market at the moment.

14 Source: National Assembly for Wales performance indicator SCA/007 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 15 Source: National Assembly for Wales performance indicator SCA/014a available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 16 Source: National Assembly for Wales performance indicator SCA/001 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 17 Source: National Assembly for Wales performance indicator SCA/002a available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 18 Source: National Assembly for Wales performance indicator SCA/002b available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 19 Source: National Assembly for Wales performance indicator SCA/017 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>

Raising standards

In February, CSSIW began its Review of Regulation, to modernise its systems and processes and improve working practices. Focussing on people who use services, their families and carers, how they experience the care services that they need and receive and what they believe needs to change is at the heart of this review. Achieving positive outcomes for people who use social care services and encouraging sustainable improvement in the performance of social care services is the goal.

In line with the policy statement on Inspection, Audit and Regulation in Wales in 2009 the review will ensure that inspection is proportionate and targeted, whilst continuing to provide public assurance about the quality and safety of services. It will be based on risk assessment and analysis of the information on the service both from self assessment, complaints, concerns, and feedback from service users and their families. Inspection will become more dynamic and less predictable and allow for sampling inspections of services that provide good quality and safe services.

Concluding comments

Overall the performance of authorities has remained relatively stable. In order to drive change and respond to increasing demand within a difficult financial climate, authorities need to focus attention on how and where to drive improvement further and faster to maximise impact and resource utilisation and improve outcomes. This has to be done through the continued development of strategic and operational collaboration and partnerships across authorities, services and organisations. This is challenging but the benefits are clear where these arrangements are working well. There remains a continuing need to tackle variance across Wales and authorities need to give this further impetus, building on the work they have already started through "Narrowing the Gap".



Chapter 3

Safeguarding People

“ People’s experiences depended on who the safeguarding team were in the local authority. The safeguarding team need greater clarity of purpose /role.
- Service provider focus group ”

Key findings

Children

- Agencies work effectively together in responding to initial concerns of child harm and abuse.
- Decision making is timely and appropriate action is taken to protect children.
- Once protected, children and families experience differences in the quality and type of response they receive and with the continued engagement of all agencies.

Adults

- Allegations of abuse are acted upon quickly by most local authorities and partner agencies.
- The quality of response to allegations of abuse is often compromised by a failure to adequately deliver assessments and action plans, and record them. Risk assessments and management plans were of particular concern.
- The best services were provided by local authorities with experienced practitioners and easy access to specialist expertise and intervention.

Introduction

Protecting the most vulnerable in society is hugely important and it is a priority for CSSIW to ensure, through its work, that services are keeping people safe. We regularly review the effectiveness of local authorities in safeguarding and protecting vulnerable people.

CSSIW carried out a national inspection of services aimed at safeguarding children in 2009-10, and this was covered extensively in last year’s annual report. More recently an inspection of adult protection was carried out, and whilst there are some differences between adult and child protection, some common themes emerged including:

- The crucial role of partner agencies such as police, health and education services in providing protection;
- The increased risks for vulnerable people when these partnerships fail;
- Clear strengths demonstrated by local authorities in taking timely action to protect vulnerable people; and
- Significant variations in the quality of service given to vulnerable people after initial concerns have been raised.

Services for Children

The importance of social workers seeing a child was highlighted and reinforced in the Victoria Climbié Inquiry. This was built into the performance measurement framework to enable local authorities to monitor this closely.

The CSSIW report *Safeguarding and Protecting Children in Wales, Review of Local Authority Social Services and Local Safeguarding Children’s Boards in Wales (October 2009)* found that most local authorities were responding promptly to

child protection and welfare referrals and acting appropriately to protect children. However, the report also identified that once immediate concerns and risks had been dealt with, long term planning and continued interagency involvement needed strengthening.

Performance data for 2009-10 show that the strengths identified in the review have been maintained. Referrals and issues of concern are being dealt with much more promptly.

In 95 per cent of referrals, decisions were being made within 24 hours²⁰; 99 percent of children on the child protection register were allocated a social worker²¹ and 96 per cent of child protection case conferences were reviewed within agreed timescales²².

Some issues of concern remain. There has been an increase of five percentage points – to 32 per cent - in the number of re-referrals of children within a 12-month period²³. This rate is now at its highest level for four years and masks variations with a range from two per cent to 49 per cent across local authorities.



Such high rates of re-referrals could indicate a problem with the amount and quality of information being gathered, which could in turn lead to decisions not to accept referrals or cases being closed too soon. Authorities need to more closely scrutinise this information at regular and frequent intervals to ensure it is understood fully, that appropriate action is taken, and that decisions about children's cases are timely and in their best interests.

Local authorities also report difficulties in managing an increasing number of referrals, rising court proceedings and with numbers of inexperienced social workers on the front line. Some have responded to this pressure by restructuring their service behind the intake service and combining their child protection teams and Looked After Children teams into a "generic service". Other authorities have maintained separate teams to ensure that permanency planning remains a priority.

There are advantages and disadvantages to both arrangements but CSSIW's work continues to identify the importance of competent experienced team managers and service managers in delivering good quality and effective frontline services.

Authorities need to ensure that the arrangements they have in place for delivering services to children look at short term needs and long term planning. This is particularly important given the continuing increase in numbers of looked after children.

It is now seven years since the publication of the Victoria Climbié Inquiry report and Directors of Social Services and elected members need to give urgent attention to improving their performance, through rigorous monitoring and reporting.

CSSIW commissioned a self assessment and improvement tool (SAIT) to support Local Safeguarding Children Boards (LSCBs) in assessing their own effectiveness. This tool was successfully introduced during the year and a methodology has

20 Source: National Assembly for Wales performance indicator SCC/006 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 21 Source: National Assembly for Wales performance indicator SCC/013ai available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 22 Source: National Assembly for Wales performance indicator SCC/034 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>; 23 Source: National Assembly for Wales performance indicator SCC/010 available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>

been developed to support a joint inspection of LSCBs in 2011. These inspections will be carried out jointly by CSSIW; Healthcare Inspectorate for Wales (HIW); ESTYN; Her Majesty's Inspectorate of Constabulary, Her Majesty's Inspectorate of Probation, and Wales Audit Office.

Services for Adults

The National Inspection of Adult Protection was published in March 2010 and provides the findings from the individual inspections of all 22 local authorities' performance. It also looked at adult protection in 192 care homes. The inspection identified that:

- Most local authorities need to do more to provide a consistently effective service to protect vulnerable adults from abuse.
- The more effective services were provided by local authorities in which there was a ready availability of specialist advice and intervention (for example through an adult protection co-ordinator or specialist team) or had experienced practitioners who offered a consistent and stable approach from mainstream care management teams.
- Most local authorities provide a timely response to allegations of abuse, taking prompt action and working well with partner agencies at the front line.
- The quality of the response to allegations of abuse is often compromised by a failure to adequately deliver and record assessments and action plans. This is particularly true of risk assessments and risk management plans. In part this reflects a widespread difficulty in focussing on outcomes for service users in adult social services.
- There is not a consistent understanding of the point at which adult protection services should be provided.
- Advances in policies, procedures and training since the launch of *In Safe Hands* in 2000 have often been led and supported by Area Adult Protection Committees (often working together in forums); these bodies now need to develop further and deliver leadership and drive required to secure comprehensive safeguarding services for vulnerable adults.
- Examples of notable practice were seen across Wales and more needs to be done to share those achievements.

The number of completed referrals for adult protection during the year was 4889 - this represents a 10 per cent increase on the previous year, and a 15 per cent increase from 2006-07²⁴. The number of completed referrals where the risk was reduced or removed increased by 13 percentage points to 69 per cent²⁵. This year there is a slight increase in the number of adult protection investigations in regulated services in which CSSIW participated, from 109 in 2008-09 to 117.

Safeguarding People – Demonstrating Action

OPCAT and National Preventive Mechanisms

The *Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT)* is an international human rights treaty designed to strengthen the protection of persons deprived of their liberty. Acknowledging that such persons are particularly vulnerable to ill-treatment

and believing that efforts to end ill-treatment should be focused on prevention, OPCAT provides for a system of regular visits to places of detention. CSSIW is one of several 'visiting bodies' in the UK acting as part of a national preventative mechanism (NPM). Our work in monitoring the implementation of deprivation of liberty safeguards is highly relevant to our responsibilities under the NPM. However, our more wide ranging efforts to promote dignity in care is founded on a commitment to a human rights approach, and should be at the heart of our work.

²⁴ Source: Welsh Assembly Government data collection on adult protection referrals published at: <http://www.statswales.wales.gov.uk/TableViewer/tableView.aspx?ReportId=24786>; ²⁵ Source: National Assembly for Wales performance indicator SCA/016biii available at <http://dissemination.dataunitwales.gov.uk/webview/index.jsp>

The Inspectorate participated in 510 adult protection strategy meetings, 376 of which were concerned with allegations of abuse in care homes for older adults and was directly involved in 112 adult protection investigations in regulated settings where a suspected breach of regulations had taken place, many being associated with allegations of neglect in care homes. This year there is a slight increase in the number of adult protection investigations in regulated services in which CSSIW participated, from 109 in 2008-9 to 117. The majority of the investigations were focussed in care homes with only 16 investigations relating to Domiciliary Care Agencies. Further work is needed to strengthen awareness of what constitutes abuse and to challenge poor practice. The evidence from the national data is that the most common outcome of any referral from any setting is inconclusive. The evidence from the local authority fieldwork in the national inspection, which looked at individual case examples, is that the abuse can have its roots in a more pervasive culture of poor quality of care in the home. If this goes unchallenged by leaders within the home, or by statutory agencies then it is more likely that poor practice and care will become abusive.

Safeguarding People – Demonstrating Action

Practice development

The statutory guidance *Escalating Concerns With, and Closures of, Care Homes Providing Services for Adults* was published in May 2009. This promotes early intervention in care homes where there are concerns about quality that fall short of requiring full intervention. The emphasis is on early prevention and improvement rather than intervening only at the point of crisis.

The Mental Capacity Act *Deprivation of Liberty Safeguards (DoLS)* was introduced in England and Wales in April 2009. It allows care homes and hospitals to obtain a power to detain residents or patients who lack capacity, if this is necessary in their best interests to protect them from harm. The Welsh Ministers have provided that the safeguards will be monitored by CSSIW in respect of care homes. The first annual DoLS monitoring report will be published in 2011.

CSSIW is informed of complaints about regulated services. During the last year we have identified the need to review how the Inspectorate responds to and deals with complaints. This review is currently taking place and is involving service users in the process. It will report its findings and recommendations early in 2011.

Ensuring that services are effectively safeguarding and protecting vulnerable people will continue to be a high priority for CSSIW in the future.

Concluding remarks

Safeguarding and protecting vulnerable people from harm requires effective multi-agency working at all times. There is plenty of evidence across Wales that agencies charged with this responsibility are taking effective action to protect people when abuse is suspected. As our work demonstrates, there is a continuing need to improve the service and systems surrounding the protection processes to ensure that individual needs are being fully assessed and appropriate multi-agency plans are put in place. Maintaining constant vigilance and achieving alignment across agencies remains a continuing challenge. In adult protection there is continuing work to strengthen systems and processes, reflecting on the experience in children's services, where systems are more firmly established. In children's services, there is a lively debate about what systems and processes are needed to support a professional culture of reviewing, learning and improving. Protecting vulnerable people is often difficult, complex and challenging work. It is essential to ensure that everyone involved in protecting vulnerable people understands what works, learns from each other and makes best use of resources across adults and children's services to achieve this.

Chapter 4

Looking to the future

This report has highlighted a number of issues which CSSIW proposes to address in the future to help achieve our vision and values. We have taken many steps already, identifying challenges for ourselves and for social care and social services.

We can already demonstrate action in addressing the way we do business to ensure we can provide a modern, engaged, efficient and effective regulation and inspection system. This work will continue, and will involve our partners and stakeholders whose views will be invaluable in helping us improve.

When we asked our staff to focus on the future as part of our work in developing the annual report, they identified issues from various perspectives. Key issues that were discussed included dignity, respect, choice, quality care staff, interaction, independence and protection for users of services. Service users identified some similar issues, which we are publishing in our summary of the focus groups held for the 2009-10 annual report.

The difficult financial climate presents significant challenges for all public services. In this context, it is essential that organisations and services work effectively together to make best use of the available resources to meet the needs of vulnerable people. Our priorities for the

future reflect the need to provide public assurance about social care services, and in encouraging improvement to ensure that services are fit and ready to meet the challenges now and in the future. We will continue to undertake work building on what we have already done, to ensure that services are effectively safeguarding and protecting vulnerable people.

While all services face pressures, we will be focussing our attention on the rising numbers of looked after children and meeting the needs of children in need; assessment and care planning; commissioning services; dementia care and carers' services.



Annex

Engaging with our stakeholders

Engagement with service users and stakeholders is an important part of our work. In 2009-10, in addition to the direct engagement that took place at each and every individual inspection, we met with a large variety of stakeholders to secure participation, listen to their views and provide information.

The people and organisations we engage with are mainly in the following groups:

- Services users, their families and carers.
- Social care professionals.
- Service providers.
- Service commissioners.
- Other regulatory bodies including Health Inspectorate Wales, ESTYN and the Wales Audit Office, the Health and Safety Executive.
- Citizens – the general public.
- Organisations that represent particular groups of service users, their families and carers.

We have set up a Partnership Board for engagement at a strategic level. It was set up to provide high level challenge and steer to CSSIW from the perspective of the service user, their families and carers, key service partners and citizens. Membership of the Partnership Board is drawn from service users and carers, other regulators, the Older Persons' Commission, the Children's Commission, service commissioners, service providers, the Care Council for Wales, local government, the Third Sector and Welsh Assembly Government policy leads.

CSSIW staff have worked with stakeholders from across the statutory, third and independent sector both strategically and operationally. We have been involved in the Social Services Improvement Agency on their "Getting Engaged" project to explore engagement standards; with the National Childminding Association, who also helped us develop our application pack for childminders, and are now working with partners as part of our modernisation agenda in our Review of Regulation.

CSSIW has been developing an engagement strategy, which we will publish for consultation in 2011. The strategy will provide a framework for CSSIW for the future, as the basis for involving people in its work at all levels. The work on this annual report, supported by Participation Cymru, will inform our proposals.

We get regular feedback on our inspections from the questionnaires that we issue as part of our inspection and review work. However, we understand that we need to further develop our engagement, and improve our questionnaires and develop a variety of ways of seeking service user and stakeholder views. Our aim is to report back on progress in the next annual report.



Reports produced by CSSIW in 2009 -10

Title	Date
Performance Evaluation of Denbighshire County Council 2008	01/04/2009
Performance Evaluation of Isle of Anglesey County Council 2008	06/04/2009
Reviewing Social Services in Wales 1998-2008 - learning from the journey	16/06/2009
Follow up review of Bridgend County Borough Council's children social services	10/07/2009
National review of the Independent Reviewing Officer Services 2008-09	28/07/2009
Review of Blaenau Gwent Local Safeguarding Children Board	16/10/2009
Review of Bridgend Local Safeguarding Children Board	16/10/2009
Review of Caerphilly Local Safeguarding Children Board	16/10/2009
Review of Cardiff Local Safeguarding Children Board	16/10/2009
Review of Carmarthenshire Local Safeguarding Children Board	16/10/2009
Review of Ceredigion Local Safeguarding Children Board	16/10/2009
Review of Conwy & Denbighshire Local Safeguarding Children Board	16/10/2009
Review of Flintshire Local Safeguarding Children Board	16/10/2009
Review of Gwynedd Local Safeguarding Children Board	16/10/2009
Review of Isle of Anglesey Local Safeguarding Children Board	16/10/2009
Review of Merthyr Tydfil Local Safeguarding Children Board	16/10/2009
Review of Monmouthshire Local Safeguarding Children Board	16/10/2009
Review of Neath Port Talbot Local Safeguarding Children Board	16/10/2009
Review of Newport Local Safeguarding Children Board	16/10/2009
Review of Pembrokeshire Local Safeguarding Children Board	16/10/2009
Review of Powys Local Safeguarding Children Board	16/10/2009
Review of Rhondda Cynon Taff Local Safeguarding Children Board	16/10/2009
Review of Swansea Local Safeguarding Children Board	16/10/2009
Review of Vale of Glamorgan Local Safeguarding Children Board	16/10/2009
Review of Torfaen Local Safeguarding Children Board	16/10/2009
Review of Wrexham Local Safeguarding Children Board	16/10/2009
Review of Children's Safeguarding Arrangements in Blaenau Gwent County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Bridgend County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Caerphilly County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in City and County of Cardiff	16/10/2009

Title	Date
Review of Children's Safeguarding Arrangements in Carmarthenshire County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Ceredigion County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Conwy County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Denbighshire County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Flintshire County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Gwynedd County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Isle of Anglesey County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Monmouthshire County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Neath Port Talbot County Borough Council	16/10/2009
Review of Newport Local Safeguarding Children Board	16/10/2009
Review of Pembrokeshire Local Safeguarding Children Board	16/10/2009
Review of Powys Local Safeguarding Children Board	16/10/2009
Review of Rhondda Cynon Taff Local Safeguarding Children Board	16/10/2009
Review of Swansea Local Safeguarding Children Board	16/10/2009
Review of Vale of Glamorgan Local Safeguarding Children Board	16/10/2009
Review of Torfaen Local Safeguarding Children Board	16/10/2009
Review of Wrexham Local Safeguarding Children Board	16/10/2009
Review of Children's Safeguarding Arrangements in Blaenau Gwent County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Bridgend County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Caerphilly County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in City and County of Cardiff	16/10/2009
Review of Children's Safeguarding Arrangements in Carmarthenshire County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Ceredigion County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Conwy County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Denbighshire County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Flintshire County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Gwynedd County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Isle of Anglesey County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Merthyr Tydfil County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Monmouthshire County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Neath Port Talbot County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Newport City Council	16/10/2009

Title	Date
Review of Children's Safeguarding Arrangements in Pembrokeshire County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Powys County Council	16/10/2009
Review of Children's Safeguarding Arrangements in Rhondda Cynon Taff County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in City and County of Swansea	16/10/2009
Review of Children's Safeguarding Arrangements in Vale of Glamorgan Council	16/10/2009
Review of Children's Safeguarding Arrangements in Torfaen County Borough Council	16/10/2009
Review of Children's Safeguarding Arrangements in Wrexham County Borough Council	16/10/2009
Safeguarding and protecting Children in Wales - The review of Local Authority Social Services and Local Safeguarding Children Boards	20/10/2009
Improving Practice to Protect Children in Wales: An Examination of the role of serious case reviews	20/10/2009
Review of the Impact of the National Service Framework (NSF) for Older People in Wales	05/11/2009
Services for children and young people with emotional and mental health needs	24/11/2009
A Scoping study into the Infection Control Standards in Care Homes for Older People in Wales	30/11/2009
Care and Social Services Inspectorate Wales Annual Report 2008-2009	07/12/2009
Adult Placement Schemes 2008-2009	07/12/2009
Domiciliary Care Agencies 2008-2009	07/12/2009
Children's Homes 2008-2009	07/12/2009
Children's Day Care Services 2008-2009	07/12/2009
Adult Care Homes 2008-2009	07/12/2009
Nurses Agencies 2008-2009	07/12/2009
Schools and Colleges 2008-2009	07/12/2009
Fostering Services 2008-2009	07/12/2009
Inspection of Adult Protection in City and County of Cardiff	09/12/2009
Inspection of Adult Protection in City and County of Swansea	09/12/2009
Inspection of Adult Protection in Monmouthshire County Council	09/12/2009
Inspection of Adult Protection in Flintshire County Council	11/12/2009
Inspection of Adult Protection in Carmarthenshire County Council	05/01/2010
Inspection of Adult Protection in Wrexham County Borough Council	05/01/2010
Inspection of Adult Protection in Blaenau Gwent County Borough Council	19/01/2010
Inspection of Adult Protection in Caerphilly County Borough Council	19/01/2010
Inspection of Adult Protection in Gwynedd Council	19/01/2010
Inspection of Adult Protection in Merthyr Tydfil County Borough Council	29/01/2010

Title	Date
Protection of Vulnerable Adults Monitoring Report 2008-2009	29/01/2010
Inspection of Adult Protection in Conwy County Borough Council	09/02/2010
Inspection of Adult Protection in Powys County Council	15/02/2010
Inspection of Adult Protection in Bridgend County Borough Council	19/02/2010
Inspection of Adult Protection in Pembrokeshire County Council	19/02/2010
Inspection of Adult Protection in Denbighshire County Council	01/03/2010
Inspection of Adult Protection in Isle of Anglesey County Council	01/03/2010
Inspection of Adult Protection in Neath Port Talbot County Borough Council	01/03/2010
Inspection of Adult Protection in Torfaen County Borough Council	01/03/2010
Inspection of Adult Protection in Rhondda Cynon Taff County Borough Council	16/03/2010
Inspection of Adult Protection in Ceredigion County Council	22/03/2010
Review of Social Services for Children and Young People in the City and County of Swansea	23/03/2010
Inspection of Adult Protection In Vale of Glamorgan Council	30/03/2010
Inspection of Adult Protection in Newport City Council	30/03/2010
National Inspection of Adult Protection - All Wales Overview	30/03/2010





Improving Care and Social Services in Wales:

CHIEF INSPECTOR'S ANNUAL REPORT 2009-2010

We have also published detailed information on the individually regulated services:

- Adult Care Homes
- Adult Placement Schemes
- Domiciliary Care
- Nurses' Agencies
- Children's Homes
- Schools and Colleges
- Fostering services
- Children's day care services

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