

Report to	Governance & Audit Committee
Date of meeting	04 October 2022
Lead Member / Officer	Cllr Gill German / Nicola Stubbins
Report author	Rhiain Morrle
Title	Care Inspectorate Wales – Inspection of Intake and Intervention Service, November 2021

1. What is the report about?

1.1. This report outlines the findings of the ‘follow up’ inspection of the Intake and Intervention Service that sits within Education and Children’s Services. The purpose of this inspection was to measure progress following the CIW Assurance Check that took place in June/July 2021.

2. What is the reason for making this report?

2.1. To ensure that the Committee is aware of this evaluation and the ongoing improvement agenda within the service.

3. What are the Recommendations?

3.1. That the Committee considers the CIW findings letter, understands the areas for improvement and considers whether any further scrutiny is required.

4. Report details

4.1. CIW conducted an Assurance Check from 28 June to 2 July 2021. The findings of this check are attached as Appendix A. The purpose of the assurance check was to review how well local authority social services continue to help and support adults and children with a focus on safety and well-being.

- 4.2. CIW found several areas of good practice across Education and Children's Services, including services for Looked After Children, Therapeutic & Edge of Care Service and across Early Intervention and Prevention.
- 4.3. The Assurance Check also highlighted some concerns regarding inconsistency of practice within a specific area of the service and it was this area that was subject to a follow up inspection in November 2021. The findings of this inspection is attached as Appendix B.
- 4.4. The practice issues within this area of the service had been recognised by Senior Managers prior to the Assurance check. The service was subject to additional scrutiny and improvements actions were underway.
- 4.5. The follow up inspection highlighted some areas of improvement, but recognised the impact of a high number of vacancies across the service was having on the improvement journey.
- 4.6. The national crisis in the recruitment of qualified social workers remains a significant issue with the service with staff under increasing pressure due to vacant posts.

5. How does the decision contribute to the Corporate Priorities?

- 5.1. This Inspection provides an external perspective of the Council's performance in relation to a specific service area within Education and Children's Services.

6. What will it cost and how will it affect other services?

- 6.1. The response to delivering improvement actions is integrated into the Service Business Plans. The delivery of these plans will be managed within existing financial resources and additional finance requested, if required, as part of the agreed budget process.

7. What are the main conclusions of the Well-being Impact Assessment?

- 7.1. A Well-being impact assessment is not required for this report.

8. What consultations have been carried out with Scrutiny and others?

8.1. Scheduled engagement meetings take place with the Corporate Director, Heads of Service and CIW which help inform this evaluation as well as assess progress in delivering improvement.

9. Chief Finance Officer Statement

9.1. Statement not required for the purpose of this report.

10. What risks are there and is there anything we can do to reduce them?

10.1 There are no risks associated with implementing the recommendations of this report.

11. Power to make the decision

11.1 There is no decision being asked in this report.