

Eich cyf/Your ref
Ein cyf/Our ref

Dyddiad / Date: 02/03/2017

Dear ,

ATISN 11088

Thank you for your request which I received on 02/02/2017 that asked:

1. Who monitors and/or inspects the CSSIW?
2. Are the quality of the CSSIW's Adult Safeguarding (also referred to as POVA) referrals monitored. If so, by whom, what is monitored? Are there any reports or recommendations?
3. Do CSSIW inspectors receive training with regard to adult Safeguarding? If so, how much how often/ Does this training include completion of Adult Safeguarding referrals?

The information you requested is as follows:

1. CSSIW is the independent regulator and inspectorate for adult and children social care, childcare and social services in Wales. CSSIW carries out its functions on behalf of Welsh Ministers using powers under various Acts.¹

There are mechanisms in place to ensure CSSIW has operational independence and accountability to Welsh Ministers; including:

- A Memorandum of Understanding² between Welsh Minister and the Chief Inspector of CSSIW;

¹ Health and Social Care (Community Health Standards) Act 2003, Care Standards Act 2000, the Children Act 1989, the Adoptions and Children Act 2002, the Children and Families (Wales) Measure 2010.

² <http://cssiw.org.uk/docs/cssiw/general/150106moucssiwhiwen.pdf>

- Statute³ also requires CSSIW (on behalf of Welsh Ministers) to publish a report every year on the way it has exercised its functions and their findings in the course of exercising of those functions; and .
- Each year the responsible Minister/s write to Assembly Members to bring their attention to the publication of CSSIW annual report and its key findings.

Welsh Minister's are accountable to the National Assembly for Wales (NAfW) where Assembly Committees scrutinise Government's performance on behalf of the people of Wales.

In addition, Welsh Ministers may invite Assembly Members to scrutinise their work through a plenary debate. In respect of CSSIW, on 17 March 2015 the Assembly debated the CSSIW annual report for 2013/14. Please see below a link to the record of proceedings:

- <http://senedd.tv/Meeting/Archive/13182cf3-d531-4a3d-bd14-68e3a71eeee6?autostart=True#>

2. Not at the present time. We consider adult safeguarding as part of our concerns process and at present we monitor volumes only. The quality of the handling of individual concerns is overseen by line managers. There are no reports on this.
3. The following training has been held in relation to the handling and processing of notifications and concerns, which includes elements of safeguarding:
 - During April 2013, the ACI of Operations lead a one day Concerns Awareness session across the three CSSIW regions for Area Managers, Senior Inspectors, Inspectors and Business Development Managers.
 - In August 2013, training was held for business support staff that work in the Customer Care/Concerns teams across the three CSSIW regions. The training provided staff with the skills in handling difficult telephone calls and included half a day around the new concerns reporting process.
 - A 3 day "Pre-Inspection Process" training programme, held in September 2016, included references to notifications, concerns and safeguarding referrals. Attendees included inspectors responsible for adult and children's services.
 - The Skills Development Framework for new inspectors includes a section dealing with concerns and notifications.

³ Section 142 of the health and Social Care Act 2003 - places a duty on the Assembly to make an annual report or reports, of the way in which it has exercised its social care and health care functions in the Act, and its functions under the CSA 2000 in relation to the registration of independent health services and registered social care services in Wales, and its findings in the course of the exercise of those functions over the year.

The Assistant Chief Inspector for Operations, David Francis, is very happy to discuss your request further if you would like and his PA Andrea Roberts can be contacted on 0300 062 8812 if you would like to arrange a meeting or a telephone call.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely