

# EXTERNAL AUDIT REPORTS 2012/13 – 2014/15

## APPENDIX 1

### 1. ANNUAL AUDITS

#### 1.1 Annual Improvement Report – Wales Audit Office

##### 1.1.1 Year 2012-13

The table below includes the Wales Audit Office's proposals for improvement and the Council's implementation plan opposite each proposal

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
P1	Increase stakeholder participation in improvement planning and evaluation.	Head of Strategic and Improvement	We will be using the voice of the users/citizens when assessing which matters will need attention in the Strategic Plan. In terms of contact with partners, we will hold a regular dialogue with the work on the Single Integrated Scheme. The timetable for planning the improvements allows more time this year for a dialogue with stakeholders when reviewing the proposals.	April 2014	Arrangements for stakeholder participation have been integrated in the preparation work for the Strategic Plan e.g. using the material from the Gwynedd Challenge consultations and the work of creating the Single Integrated Plan.
P2	Include more comprehensive and better quality performance measures, baseline data and targets in the Improvement Plan.	Head of Strategic and Improvement	The Cabinet has agreed to arrange to review the Strategic Plan which will specifically address improving clarity and assertiveness in relation to indicators and targets.	April 2014	The Improvement Plan has shown progress since 2012-13, so that it includes measures that are important to the people of Gwynedd and which affect their circumstances and show a clear link with the outcomes. Also trends are highlighted and the plan sets a clear ambition. Comparative data is included when reporting on performance.
P3	Provide better alignment and links between the improvement objectives, key performance measures and the national strategic indicators in the Improvement Plan.	Head of Strategic and Improvement	From 2014/15 onwards, the Council intends for all relevant performance indicators and national indicators to be placed under the relevant improvement objectives in order to highlight the link between them.	April 2014	The performance measures and the national indicators have been included under the relevant improvement objectives in Performance Reports from 2013-14 onwards.
P4	Establish a rolling programme of reviews to support the annual self-assessment of the governance framework. The first year of the programme should include evaluations of the effectiveness of: <ul style="list-style-type: none"> <li>• the annual performance self-assessment;</li> <li>• the roles of the Corporate Management Team, Informal Cabinet and the chairs and vice-chairs of the Scrutiny Forum in identifying and addressing areas of underperformance against the improvement objectives; and</li> <li>• the work of the three scrutiny committees in identifying the effects of Council policies on the residents of the county.</li> </ul>	Head of Finance	As noted by the auditor in his letter, a Governance Arrangements Assessment Group has been established which includes representation from the Corporate Management Team, the Monitoring Officer, Audit and Risk and Strategic and Improvement. The group will meet approximately four times a year, drawing up a work programme for the year with the annual cycle ending with the submission of the draft Annual Governance Statement to the Audit Committee in July. The Auditor's suggestions will be duly addressed when drawing up the work programme until July 2014.	28/2/2014	The Governance Arrangements Assessment Group continues to hold regular meetings. It meets on a monthly basis for the period up to summer 2016. The Group continues to assess elements of the Council's Governance Framework, and commissions improvements – through the Strategic Plan as needed – in order to maintain its role in assessing the governance arrangements.

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Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
P5	Ensure the outputs from the self-assessment of the governance framework are regularly and robustly scrutinised and challenged by the Corporate Management Team and the Audit Committee.	Head of Finance	The Corporate Management Team and the Audit Committee will receive regular feedback on the developments described in the response to P4 above.	31/3/2014	See the Audit Committee's Forward Programme, which is a separate item on the agenda, for details of when the Committee will consider the 'Governance Framework Self-assessment'. The Management Group, which includes the Corporate Management Team and the heads of department, receives updates during the key steps, such as giving input to the Annual Governance Statement.
P6	Ensure the Audit Committee receives all regulators' reports and evaluates and challenges improvements to the governance arrangements from the implementation of the recommendations in the reports.	Head of Strategic and Improvement	Discussions have already been held between Finance and Strategic and Improvement officers in order to strengthen the effectiveness of the reports by regulators which are submitted to the Committee and to consider the role of the Committee and the requirements of the Local Government (Wales) Measure 2011. From now on, the Committee will receive regular reports (at least every six months) on how the Council response to recommendations and proposals of Wales Audit Office, Estyn and Care and Social Services Inspectorate Wales.	31/12/2013	Arrangements have been in place to submit the six monthly reports. From now on, in addition to receiving information on how the Council responds to audit report recommendations, the Committee will receive copies of the full action plans.
P7	Reach early agreement on the further efficiencies, improved demand management and service cuts necessary to meet the £16.1 million required from these areas over the next four years.	Head of Strategic and Improvement	<p>At the time of the last Audit, the Council had already drawn up a four year plan for the 2013/14 – 2016/17 period with schemes already in place for meeting the financial deficit in 2013/14 and 2014/15. We identified that more schemes would be required in 2015/16 and procedures were in place to do this.</p> <p>By now the deficit for 2014/15 will be much more than expected and the Cabinet will be revisiting the strategy. It is considered that we will be able to deal with the 2014/15 situation by following the same route as the original plan but by changing some elements within that strategy and using some of the balances in order to buy time until such time as more savings schemes will be available from September 2014 onwards.</p> <p>The programme for finding those savings is in hand and we will be providing details on it over the coming two months.</p>	April 2014	<p>Completed. The Savings Strategy 2010-2013 report was submitted to the Council Board on 01/12/09 where savings worth £16m were approved.</p> <p>On 14/12/10, and following consideration by the Principal Scrutiny Committee, the Financial Strategy 2011/12 – 2014/15 report was submitted to the Council Board to approve further savings work £11m based on 1% efficiency savings across department budgets and Corporate Efficiency.</p>

### 1.1.2 Year 2013-14

It did not include a new proposal or recommend any improvement.

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### 1.1.3 Year 2014-15

Presented to the Corporate Management Team, Cabinet Members, Heads of Service, Chairs and Vice-Chairs of the Scrutiny Committees and the Audit Committee on 30<sup>th</sup> July 2015. The report includes the following proposals for improvement:

#### Governance and Performance

Ref	Further proposals for improvement	Responsibility	Implementation Plan	The monitoring arrangement and the progress made so far
P1	Review its working practices against the recommendations in the Auditor General's 2014-15 Local Government National Reports and implement improvements.	Chief Executive	Sicrhau fod y materion sydd wedi eu codi yn argymhellion Adroddiadau Cenedlaethol 2014-15 yr Archwilydd Cyffredinol yn derbyn sylw drwy'r drefn rheoli perfformiad.	The Governance Group has considered the matter and has identified that as the Audit Committee is responsible for ensuring that the Council has suitable governance arrangements in place that this Committee should receive regular reports noting the recommendations of the District Auditor in his various reports and should note what happens to those recommendations. The Audit Committee will then be able to assess whether our response is appropriate or whether there is a need to express concern.
P2	Participate more fully in the Welsh Government's Waste and Resource Action Plan to validate and/or improve waste recycling and cost reduction plans.	Head of Highways and Municipal	Cais wedi ei wneud i Lywodraeth Cymru i gael gwneud ymarferiad 'Toolkit Waste & Resources Action Programme'(WRAP) dan y 'Collaborative Change Programme' ( CCP). Dim cyllideb ar gael dan Raglen Llywodraeth Cymru ar gyfer gwneud hyn eleni,ond yn fodlon ystyried hyn ar gyfer 2016/17.	A specific scoping meeting has been arranged with WRAP to be held on 13 November, 2015.
P3	Identify and/or develop performance indicators that enable progress against the objectives in the Ffordd Gwynedd Strategy to be measured.	Chief Executive		Relevant indicators have already been included in section 8 of the Ffordd Gwynedd Strategy that was adopted by the Cabinet on 14 July.
P4	Ensure – in conjunction with its partners – that the Joint Local Service Board has sufficient resources to enable it to discharge its responsibilities effectively, including the update of the Single Integrated Plan.	Delivering and Supporting Change Service Senior Manager		Resources paper to be submitted to the Board's Lead Group in December outlining what is expected of the Partnership Unit until March 2017 and the resources needed to meet the requirements.

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### 1.2 Annual Review and Evaluation of Performance of the Care and Social Services Inspectorate Wales (CSSIW)

#### 1.2.1 Year 2012-2013

The report was presented to Cabinet on 28 January 2014, and to the Services Scrutiny Committee on 13 February 2014. Below is the progress report against the recommendations:

ACTION	Leader	Implementation Plan	By when	Progress
<p><b>1. Forming Services</b></p> <p>i. Maintain the momentum in terms of reorganising residential services for older people</p>	<p>Corporate Director</p>	<p>Transformation of Older People Services Project 2013-14 Action Plan (specifically aiming to seek better collaboration with the Health Service):</p> <p>Residential Care</p> <ul style="list-style-type: none"> <li>• Consider the recommendations of the Porthmadog accommodation and care assessment</li> <li>• Identify a way forward for the provision in the Porthmadog catchment area</li> <li>• Implement a programme of engagement on the way forward</li> <li>• Agree on the way forward with the Council's residential homes</li> <li>• Open a purpose-built Respite Unit as a pilot</li> </ul>	<p>March 2014</p>	<p>Recorded within the Evidence Grids of the 2013/14 CSSIW Annual Report: 6b.4</p> <p><b>Hafod y Gest:</b> During the year, the recommendations of the Porthmadog accommodation and care assessment were considered, and a way forward was identified for the provision in the Porthmadog area. At the end of 2013-14 the Council Cabinet agreed to close the Hafod y Gest Residential Home and it was decided to sell the site to Cymdeithas Tai Eryri.</p> <p>By now, draft plans have been drawn up by Tai Eryri to construct Extra Care Housing on the Site and it has also submitted a draft business case to the Council. The hope is to secure planning permission for the development in September 2014 and to commence work on the site in March 2015.</p> <p>As part of the efforts it was ensured that an engagement programme was implemented throughout the duration of the work in Porthmadog including meetings with local elected members and regular communication with residents, their families and staff.</p> <p><b>The Council's Residential Homes:</b> A report on rationalising residential provision is being produced in order to rationalise service needs and to make the best use of resources.</p> <p><b>Respite Unit:</b> In order to be able to plan to meet the increasing demand in coming years, it is intended to establish respite care units in the three areas. To this end, during the year a pilot scheme was established in Plas Pengwaith residential home in Llanberis for people aged 65+. The unit will accommodate up to 7 people, and will be seen as a separate unit from the remainder of the home, which offers long term care. Using the Council's home enables us to open a respite unit at no extra cost. A baseline can be established for use and planning following the pilot period.</p>

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ACTION	Leader	Implementation Plan	By when	Progress
ii.	Corporate Director	<ul style="list-style-type: none"> <li>• Develop proposals in order to provide a range of beds which meets the demand through the Adults Service's End to End Review</li> </ul>	March 2014	<ul style="list-style-type: none"> <li>• The Uned Lleu in Plas Gwilym is operational, with six beds for Enablement.</li> <li>• Respite Unit at Plas Pengwaith.</li> <li>• Extra Care Housing Units being developed in the three areas.</li> </ul>
<b>2. Seeking support</b>				
i. Predict the demand for community support	Corporate Director	<ul style="list-style-type: none"> <li>• Continue to monitor in order to anticipate the demand</li> <li>• Research and analysis in relation to demographic changes and the impact on the service</li> </ul>	March 2014  Continuous	Continue to monitor. Enablement means that service user figures increase during the year. Demographic analysis work is a key part of the planning cycle as these details will be submitted by the department to ensure that changes to demography are reflected within budgets.
<b>3. The services provided</b>				
i. Develop the range of services in the community for adult services	Corporate Director	Transformation of Older People Services Project 2013-14 Action Plan (specifically aiming to seek better collaboration with the Health Service):  Day Care <ul style="list-style-type: none"> <li>• Agree on a scheme that addresses the day care needs of older people including opportunities for work / volunteering / socialising / personal care and intensive care</li> <li>• Identify day care options at Maesincla Caernarfon</li> <li>• Develop a joint Work Programme with the Betsi Cadwaladr University Health Board regarding the specialist dementia day care provision</li> </ul> Telecare <ul style="list-style-type: none"> <li>• Complete a review of the telecare business case</li> <li>• Agree on the way forward</li> </ul>	March 2014	<p><b>5b.7 Evidence Grids</b></p> <p><b>Day Care:</b> Implement the Agreement with Age Cymru to extend the informal support for older people across Gwynedd.</p> <p>A specialist day service was established for adults with memory problems in the Arfon area at Plas Hedd Day Centre in Bangor. It is a new service that provides a service jointly between Social Services and the Betsi Cadwaladr University Health Board. The service is provided every Wednesday and Saturday. This is the first time for the Council and the Health Board to provide such a service on a Saturday.</p> <p>A lunch club was established with Age Cymru at the Awel y Coleg Extra Care Housing facility.                      Agreement with Age Cymru to establish activities at Awel y Coleg, Bala.</p> <p>Developments by Age Cymru were seen in Nefyn, Bala and Dolgellau, where Ageing Well centres were established and a number of clubs/activities have been established within these centres. There are 36 clubs in Nefyn and five in Bala. The Ageing Well Centre at Dolgellau was opened in June 2013. It is open for two days a week, and a number of activities have been set up as internal clubs, five at the time being. This means that 46 activity clubs are now in operation for individuals aged over 50.</p> <p><b>Telecare:</b> A review of the arrangements and processes of the telecare service has taken place. Continue with the relationship with Care and Repair.</p>

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ACTION	Leader	Implementation Plan	By when	Progress
ii. Develop the range of services in the community for adult services	Corporate Director	Transformation of Older People Services Project 2013-14 Action Plan and specifically: <ul style="list-style-type: none"> <li>• Identify day car and accommodation models for people with Learning Difficulties</li> </ul>	March 2014	<b>5b.9 Evidence Grids</b> An exciting £1.5 million development is afoot to construct six one bedroom bungalows and one two-bedroom bungalow for tenants with learning disabilities on land at Pant yr Eithin, Harlech. This is a joint development between Cymdeithas Tai Eryri and Gwynedd Council to develop a new accommodation model that will meet the needs and long term aspirations of tenants with Learning Disabilities and promote their independence. It is hoped to complete the plan before the end of 2014-15.
iii. Develop the range of services in the community for children services	Head of Education	Additional Learning Needs Project Action Plan 2013-14 and specifically: <ul style="list-style-type: none"> <li>• Agree on a new model of providing educational experiences and opportunities for children with Additional Learning Needs</li> <li>• Decide on possible sites for establishing a new Special Education Centre of Excellence in the Dwyfor-Meirionnydd area.</li> </ul>	March 2014	<u>New Model</u> <ul style="list-style-type: none"> <li>• Have developed a new Strategy offering a new more integrated way of introducing the service to children with Additional Learning Needs</li> </ul> These principles include the intention to give further attention to the following: <ul style="list-style-type: none"> <li>• Early Years and Early Intervention;</li> <li>• Establish a central, integrated team of specific expertise to facilitate collaboration and joint-planning;</li> <li>• Decommission the SENJC;</li> <li>• Training Programme to upskill the workforce;</li> <li>• Introduce the use of Person-centred Planning</li> </ul> Hope to obtain the Council's approval for adoption – December 2015.  <u>New Meirion / Dwyfor Special Education Centre of Excellence</u> <ul style="list-style-type: none"> <li>• Have agreed on a site in Penrhyndeudraeth and the work has already commenced on the site. Hope to complete construction during autumn 2016.</li> </ul>
iv. Develop the range of services in the community for children services	Corporate Director	<ul style="list-style-type: none"> <li>• Bring together the preventative and statutory services for children</li> </ul>	March 2014	The statutory services and the preventative service for children, young people and their families (Flying Start and Gyda'n Gilydd) were brought under a new Department led by a Head of Service since April 2014.
v. Develop the range of services in the community for children services	Head of Children and Families Department	<ul style="list-style-type: none"> <li>• Develop proposals in order to discover a method of offering better value for money in offering an effective service through the Children Service's End to End Review</li> </ul>	March 2014	A children's 'End to End' report was submitted to the Cabinet in January 2014 and approval was given to proceed with two of the review's six recommendations. These were specifically related to establishing the Edge of Care Team and establishing arrangements for scrutinising placements within the service. The Edge of Care team has been operational since January 2015 and works with a number of families to stop children from entering care, or to return children to their parents when it is safe to do so soon after they become looked after. The team operates within the service's placements strategy and a report will be submitted to the Corporate Parent Panel and the Cabinet on the team's work in the new year. The Placements Scrutiny Panel is held every month and is chaired by the Head of Service.

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ACTION	Leader	Implementation Plan	By when	Progress
<b>4. The effect on people's lives</b>				
i. Ensure that services promote independence for older people	Corporate Director	<p>Transformation of Older People Services Project 2013-14 Action Plan (specifically aiming to seek better collaboration with the Health Service):</p> <p>Residential Care</p> <ul style="list-style-type: none"> <li>• Consider the recommendations of the Porthmadog accommodation and care assessment</li> <li>• Identify a way forward for the provision in the Porthmadog catchment area</li> <li>• Implement a programme of engagement on the way forward</li> <li>• Agree on the way forward with the Council's residential homes</li> <li>• Open a purpose-built Respite Unit as a pilot</li> </ul> <p>Day Care</p> <ul style="list-style-type: none"> <li>• Agree on a scheme that addresses the day care needs of older people including opportunities for work / volunteering / socialising / personal care and intensive care</li> <li>• Identify day care options at Maesincla Caernarfon</li> <li>• Develop a joint Work Programme with the Betsi Cadwaladr University Health Board regarding the specialist dementia day care provision</li> </ul> <p>Telecare</p> <ul style="list-style-type: none"> <li>• Complete a review of the telecare business case</li> <li>• Agree on the way forward</li> </ul>		<p>See above – 1(i)</p> <p>See above – 3(i)</p> <p>See above – 3(i)</p>
ii. Ensure prompt review for looked after children in accordance with statutory guidelines.	Head of Children and Families Department	<ul style="list-style-type: none"> <li>• The Children and Families Service to continue to monitor closely and receive reasons from the Chair of Case Conferences for every conference which is late.</li> </ul>	Continuous	<p>There has been continuous improvement over recent years in reaching the deadline for undertaking looked after children statutory reviews:</p> <p>12/13- annual performance was 75.4%</p> <p>13/14- annual performance was 94%</p> <p>14/15- annual performance was 91%</p> <p>This year's target is set between 92% and 95%</p> <p>The reviewing officers keep a record of the reasons why reviews are held after the deadline so that the Management Team can monitor the information to ascertain whether any patterns emerge to the extent that specific intervention is required.</p>

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iii. Improve the process of planning education for looked after children	Head of Children and Families Department / Head of Education	<ul style="list-style-type: none"> <li>• The Children and Families Service to continue to monitor closely.</li> <li>• There is an important role for the Vulnerable Groups Education Co-ordinator to secure this and raise awareness in Gwynedd schools regarding the importance of completing the personal education plans in a timely manner.</li> </ul>	Continuous  Continuous	<p>The situation in terms of completing the personal education plans of looked after children for this year has seen a decline with the cumulative performance at the end of quarter 2 demonstrating that 8% of the number that needed to be completed was completed on time. The Children's Service has referred the matter to the attention of the Corporate Director at the beginning of November in order to intervene to ensure that an action plan is put in place to improve performance.</p> <p>In previous years, the performance was as follows: 13/15 – 87% 14/15 – 82.1%</p> <p>A target of 85% of plans completed on time has been set for this year.</p>
iv. Ensure health services for looked after children	Head of Children and Families Department / BCUHB	<ul style="list-style-type: none"> <li>• The Children and Families Service to continue to monitor closely.</li> <li>• Continue to hold the discussion with the BCUHB to ensure that the arrangements for implementing health assessments are reviewed in a timely manner.</li> </ul>	Continuous  Continuous	<p>Discussions have been held with the Betsi Cadwaladr University Health Board for a number of years to ensure an improvement in the timeframes for undertaking health assessments. Historically, performance in Gwynedd has been low: 13/14 – 46% 14/15 – 50.6%</p> <p>Cumulative performance up to the end of quarter 2 this year demonstrates an improvement with 63.4% of the expected assessments being undertaken on time. A target of 60% was set to aim for, and this year's outlook is promising. Regular discussions take place at the Corporate Parent Panel on practice in this field with officers from the Health Board being called to report on improvement steps jointly with the Local Authority.</p>
<b>5. Delivering Social Services</b>				
i. Establish a quality assurance system in the services for adults.	Corporate Director	<ul style="list-style-type: none"> <li>• In terms of data – develop a new system which will draw out data directly from the Department's Data Recording Management system and will report on data quality.</li> <li>• Use the new system to report on a quarterly basis.</li> <li>• Prepare, develop and promote guidelines for using the system for employees within the priority fields.</li> <li>• Draw up and agree on a quality assurance strategy across the service.</li> </ul>	March 2014  October 2013  Continuous  March 2014	<p>A new system was developed by March 2014 in order to draw out data directly from the Department's Data Recording Management system and highlight any matters relating to data quality. It will be used from now on for the purpose of reporting on performance or management data as needed.</p> <p>The work of forming a quality assurance strategy is ongoing with a view to complete it by the end of March 2015, however further work has been scheduled for 2015/16 (this matter has carried to the 2013/14 Annual Letter below).</p>
ii. Ensure regular and constant staff supervision.	Corporate Director / Head of Children and Families Department	<ul style="list-style-type: none"> <li>• Develop and agree on a formal policy and procedure.</li> <li>• Consider various options for the monitoring procedure including agreeing on the procedure to be adopted.</li> <li>• Implement the procedure.</li> </ul>	October 2013  March 2014  Continuous	<p>The requirements of supervision relating to registered social workers is clear and there is a supervision policy in place. The Department is committed to offering formal supervision to every front line worker (including those who are not qualified) every month, and this extends to the Senior Managers within the Department.</p> <p>Supervision monitoring arrangements take place at meetings between Senior Managers and their team managers and through individual file audits.</p>



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ACTION	Leader	Implementation Plan	By when	Progress
<b>6. Provide a direction</b>				
i. Ensure that connections, protocols and professional advice support the statutory director.	Corporate Director	<ul style="list-style-type: none"> <li>Review to be undertaken by the Statutory Director.</li> <li>Develop a work programme in order to respond based on the structure, systems, staff skills and management culture.</li> </ul>	<p>March 2013</p> <p>Continuous</p>	<p><b>Evidence Grid 4(4.11)</b></p> <p>The following was accomplished during 2013-14:</p> <ol style="list-style-type: none"> <li>Adopt and implement Gwynedd Council's Policy and Guidelines for Safeguarding Children and Adults</li> <li>Designated Managers have been appointed for each Service</li> <li>Departmental safeguarding Policies have been formulated and approved by the Strategic Safeguarding Panel.</li> <li>A Safeguarding Children and Vulnerable Adults Training Programme has been created to provide staff training.</li> <li>A corporate e-learning module has been developed</li> <li>Training has been developed and is now being provided to Elected Members</li> </ol>
ii. Implement the corporate safeguarding policy	Corporate Director	<ul style="list-style-type: none"> <li>The Corporate Strategic Panel to raise awareness amongst staff and Gwynedd Council members regarding their safeguarding responsibilities.</li> <li>Prepare and adopt Corporate and Departmental Policy and Guidelines for Safeguarding Children and Adults.</li> </ul>	<p>Continuous</p> <p>May 2013</p>	<p><b>Evidence Grid 4(4.11)</b></p> <p>Corporate awareness of Adult Safeguarding matters has also increased over the last year with the establishment of the Strategic Safeguarding Children and Adults Panel. A draft corporate policy has been formulated. (The document was submitted to Cabinet on 30 April 2013 and to the Full Council on 2 May 2013 for approval).</p> <p><b>Corporate Parent Panel</b></p> <p>In light of the expectations of the Children Act 1989 and the Children Act 2004 a Corporate Parent Panel has also been established as a consultative panel to advise Gwynedd Council's Cabinet on matters regarding the welfare and interests of Gwynedd Council's looked after children. The new-look Corporate Parent Panel was established in July 2012. Panel meetings are held every quarter; however, it reserves the right to call an urgent meeting should the need arise. The Panel reports to the Cabinet and to individual Cabinet members in relation to matters within their portfolios.</p> <p>The Panel receives direction and information about good practice and best practice from specialist officers who are members of the Panel. Attention is given to best practice on a national and international level and such examples are reported upon as relevant.</p>
iii. Ensure corporate support for looked after children, in particular in the education planning field.	Corporate Director	<ul style="list-style-type: none"> <li>Develop a Strategy</li> <li>Implement the Strategy.</li> </ul>	<p>April 2014</p> <p>Continuous from April 2014</p>	<p>The Corporate Parenting Strategy is in the process of being completed, and there will be a focus on securing education support for looked after children. The strategy has been in draft form for some time, and after losing a post, there was further delay in completing the work. Since October 2015, it has been decided that the executive responsibility for the work of the Corporate Parent Panel sits with the Children and Supporting Families Department rather than with the Corporate Support Department and ensuring there is a clear strategy and action plan in place is a priority for the work programme.</p>

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### 1.2.2 Year 2013-14

The report was circulated to the relevant officers and the relevant members. The report was presented to the Services Scrutiny Committee on 11<sup>th</sup> December 2014 by Marc Roberts and Vicky Poole, of the Care and Social Services Inspectorate Wales together with the Council's implementation plan. The Care and Social Services Inspectorate Wales report was also presented to the Cabinet on 19<sup>th</sup> February 2015 where it was agreed to give the go-ahead to the work programme that responds to the Inspectorate's recommendations and areas for improvement.

Theme	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service
<b>Shaping services</b>	<b>i. Strategic planning with Betsi Cadwaladr University Health Board (BCUHB) in adult services.</b>	<p>In line with the council's strategic approach "Ffordd Gwynedd" the council aims to improve partnership working with Betsi Cadwaladr University Health Board (BCUHB), and the third sector.</p> <p>An Integrated Transformation Team including senior officers from BCUHB, social service, housing and the third sector has made progress in developing integrated working.</p> <p>There are further plans to improve integrated working by co-locating health and social services staff and improving the communication between information technology systems. These developments are important for improving effectiveness and for gathering information to inform future planning.</p>	<ul style="list-style-type: none"> <li>• Implement in accordance with the principles of the "Framework for A Framework for Delivering Integrated Health and Social Care For Older People with Complex Needs" signed up to in March 2014 by the 6 North Wales local authorities and BCUHB.</li> <li>• Establish the Gwynedd County Forum.</li> <li>• Hold Forum meetings every 6 weeks.</li> <li>• Review the arrangements and terms of reference of the Gwynedd and Môn Local Service Board.</li> <li>• Appointment (secondment) of an Integration and Service Transformation Manager post, jointly with BCUHB.</li> <li>• Implement Gwynedd 2014-15 Intermediate Care Fund (ICF) schemes</li> </ul>	<p>Care Achievement Panel</p> <p>Gwynedd and Môn Local Service Board</p> <p>County Forum</p>	<ol style="list-style-type: none"> <li>1. County Forum established and meets regularly.</li> <li>2. Efforts to review the arrangements and terms of reference of the Gwynedd and Anglesey Local Service Board continue.</li> <li>3. (Secondment) Integration and Service Transformation Manager jointly with BCUHB has been in post but has now come to an end.</li> <li>4. ICF funded schemes have been implemented - see relevant progress report.</li> <li>5. The relationship with Health continues to be strengthened.</li> <li>6. One scheme funded with ICF resources is the Review in Setting a Direction for Older People Services. A trial period of working in the new Ffordd Gwynedd method is operational since the 5th January 2015.</li> </ol>	<p>Ensuring resources so to continue with the schemes established with ICF resources is an issue.</p>
	<b>ii. Strategic planning with Betsi Cadwaladr University Health Board (BCUHB) in Child and Adolescent Mental Health Services (CAMHS).</b>	<p>The Child and Adolescent Mental Health Service (CAMHS) is part of BCUHB and do not monitor the therapeutic service to looked after children/young people placed out of authority unless they have made a financial contribution towards the placement.</p>	<ul style="list-style-type: none"> <li>• Meeting held at the beginning of Summer 2014, between the Council and BCUHB Senior managers, to discuss this area.</li> <li>• Further discussions to be held.</li> </ul>	<p>Children and Supporting Families Departmental Management Team and if required escalate to the:</p> <ul style="list-style-type: none"> <li>- Children and Young People Achievement Panel and</li> <li>- Corporate Parenting Panel</li> </ul>	<ol style="list-style-type: none"> <li>1. Meeting held early Summer 2014 between the Council and BCUHB Senior Managers to discuss this area.</li> <li>2. High level meetings to continue.</li> <li>3. Sub meetings also held as a result of the Summer 2014 meeting.</li> </ol>	<p>Sub meetings also held as a result of the Summer 2014 meeting and these are held quarterly. This is a positive step so to improve the strategic relationship for the future.</p>

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	<b>Improvement Area</b>	<b>Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14</b>	<b>Action Plan</b>	<b>How do we monitor</b>	<b>Progress situation as at end of May 2015</b>	<b>Comments raised by the Service</b>
	<b>iii. Using information from looked after panels to describe the population needs and trends.</b>	The council's systems do not routinely capture a profile of the looked after children population and their assessed needs. This information is essential if the authority is to evaluate the effectiveness of its placement and permanency strategies and predict future resource needs. The information presented to the various panels could contribute to a detailed profile of presenting need.	<ul style="list-style-type: none"> <li>• The Children and Supporting Families Department has established permanent care planning panels, resource panels to look at new applications and a statutory placements Commissioning Panel and a Placements Management Panel.</li> <li>• There will be a requirement to summarise the information on care needs from these structures so to feed into the service's care strategies.</li> </ul>	The Children and Supporting Families Department through the: <ol style="list-style-type: none"> <li>1. Permanent Care Planning Panels</li> <li>2. Resource Panels</li> <li>3. Statutory Placements Commissioning Panel</li> <li>4. Placements Management Panel</li> </ol> If required escalate to the Children and Young People Achievement Panel	<ol style="list-style-type: none"> <li>1. Panels established and are being held.</li> <li>2. Placement Management Panel established in addition and as a result of the conclusions stemming from the Children End to End review. This keeps the focus on new placements, and ensures that children return home timely.</li> </ol>	The Department will be able to pick out and identify tendencies stemming from these panels but to acknowledge that this will be a process over time.
<b>Getting help</b>	<b>i. Timeliness of initial assessment in children's services.</b>	The percentage of initial assessments completed within seven days needs improvement; in 2013-14 the council completed 67% of initial assessments in seven working days compared to a Welsh average of 72%.	<ul style="list-style-type: none"> <li>• One social worker role added to the Referral Team capacity.</li> <li>• Arrangement in place to ensure that a senior worker approves assessments so to improve the 7 day performance.</li> <li>• Work to improve arrangements, including regular preparation of reports to remind managers of cases that require closing.</li> </ul>	Children and Supporting Families Departmental Management Team and if required escalate to the: <ul style="list-style-type: none"> <li>- Children and Young People Achievement Panel</li> </ul>	<ol style="list-style-type: none"> <li>1. Achievement at the end of March 2015 for (SCC/042a) was 70% which is an improvement on the end of 2013/14 achievement of 67.1%.</li> <li>2. The 2014/15 ambition for SCC/042a was 73% therefore the end of March 2015 achievement was slightly lower.</li> </ol>	Efforts continue to ensure that we understand the reasons for any cases which have not met the requirements.
	<b>ii. Continued improvement to reduce the number of children re-referred.</b>	There has been a reduction in percentage of children being re referred from 39% in 2011-12 to 26.6% in 2013-14; however, this still remains above average for Wales and is an area for continued improvement.	<ul style="list-style-type: none"> <li>• The Children and Families Department to monitor closely to ensure and maintain continued improvement.</li> <li>• Systems of the Children and Families Department now differentiates between referrals and notifications, whereas this was not the case in past, which has led to improvement.</li> </ul>	Children and Supporting Families Departmental Management Team and if required escalate to the: <ul style="list-style-type: none"> <li>- Children and Young People Achievement Panel</li> </ul>	<ol style="list-style-type: none"> <li>1. Achievement at the end of March 2015 for (SCC/010) was 25.7% which is an improvement on the end of 2013/14 achievement of 26.6%.</li> <li>2. The 2014/15 ambition for SCC/010 was 30% therefore the end of March 2015 achievement was within the ambition.</li> </ol>	Efforts continue and arrangements still implemented to ensure maintaining the improvement.

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	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service
	<p><b>iii. Awareness and use of advocacy services.</b></p>	<p>The LAC inspection reported that young people said that they were encouraged to attend their reviews and that advocacy was available. The inspection found that the quality of the care plans was variable and needed to be refreshed by subsequent assessment.</p> <p>Some young people seen were not aware of the advocacy service and take up of the advocacy service is low with the issue based approach and lack of Welsh speaking advocates being identified as obstacles.</p>	<ul style="list-style-type: none"> <li>• Create a regional consortium (North Wales) in order to ensure agreement on a Regional Advocacy service provision from April 2015 onwards.</li> <li>• Tendering process for a Regional Advocacy service.</li> <li>• Appoint an Advocacy service provider for the North Wales region.</li> <li>• Regional Advocacy service being provided.</li> <li>• Review of the steps to raise awareness and an increase in the use made of the service.</li> </ul>	<p>Children and Supporting Families Departmental Management Team and if required escalate to the:</p> <ul style="list-style-type: none"> <li>- Children and Young People Achievement Panel</li> <li>- Corporate Parenting Panel</li> <li>- North Wales regional advocacy Consortia</li> </ul>	<ol style="list-style-type: none"> <li>1. Regional consortia established.</li> <li>2. The tendering process has occurred and the process of deciding on the successful provider was completed by the end of January 2015.</li> <li>3. The result of this work is that an advocacy provider has accepted a contract to provide over the 6 Counties in the North operational from 1st April 2015.</li> </ol>	<p>As a result of this work, we are contributing towards a national advocacy review with the intention of establishing a national service in the near future.</p>

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Theme	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service
<p><b>The services provided</b></p>	<p><b>i. Consistency in responding to complaints</b></p>	<p>The council has made improvements to its complaints process and the corporate oversight of complaints. Learning from complaints and using them to improve services is an important theme in “Ffordd Gwynedd”, strategic matters and all investigations by the Ombudsman are now considered by the corporate director.</p> <p>There are examples where complaints involved those who complained in identifying improvements and solutions, but there still is a need to further improve the consistency and management of complaints.</p> <p>The council plans to improve the service and respond to the Welsh Government new guidance regarding the management of complaints.</p>	<ul style="list-style-type: none"> <li>• Develop / review a Quality Assurance Strategy for the service that shall include the comments and complaints processes.</li> <li>• The staff of the Customer Care Unit to attend specialist training on complaints and data protection so to develop the skills of the staff and information base of the unit.</li> <li>• Implement in accordance with the 2013 Welsh Government’s complaints arrangements and regulations (statutory on 1st June 2014) in light of the new guidance – Doing Things Right.</li> <li>• In light of the new National regulations, revise the Department’s complaints guidelines and policy.</li> <li>• Publish information sheets in light of the revisions to guidelines and policy.</li> <li>• Training circle offered to staff all over the Social Services field.</li> </ul>	<p>Adults Health and Wellbeing Departmental Management Team</p> <p>Annual Progress Report to CSSIW</p>	<ol style="list-style-type: none"> <li>1. On 1st August 2014 a new statutory complaints process came into force thus superseding the " Gwrandd a Dysgu" national guidelines. We responded by launching a new local policy that convey the changes, held awareness raising sessions for staff and managers and launched a new leaflet for users.</li> <li>2. A project is on the horizon to collaborate with a young person to develop a specific sheet for children and young people on the complaints process.</li> <li>3. The Unit's Manager in November 2014 returned from a period of maternity leave.</li> <li>4. The Customer Care Unit Staff has attended specialist complaints training in order to develop the staff's skills and the knowledge base of the unit. We are confident that our managerial and monitoring processes have been strengthened and that we have improved our ability to adhere with the process' statutory timetables.</li> <li>5. During 2014/14 training was designed for Service Managers and will be available during 2015.</li> <li>6. An e-learning module on the complaints process is also being developed for front line staff.</li> <li>7. Quarterly complaints reports are being created by the Unit that highlight any statistics, reponse performance, matters arising and lessons to be learnt. There is also an annual report on matters over the year. These reports are shared with Management Teams and Managers so to bring to their attention any issues and lessons and to improve services as a result.</li> </ol>	<p>Learning from compliants and making use of the information to improve services are important themes within the Gwynedd way of thinking to ensure that the citizen is central to everything that we do. The Corporate Director considers all reviews undertaken by the Ombudsman ac responds to Stage 2 complaints.</p>

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Theme	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service
	<p><b>iii. Access to health care and accommodation for looked after children. (Accommodation)</b></p>	<p>The CSSIW fostering inspection found that children and young people have secure placements where their needs are met. Children have a voice and have opportunities to speak up, and they can influence the way the service is delivered. The CSSIW inspection of Drws y Nant the council's commissioned children's home found a very strong sense of person centred care where young people said they were listened to and valued.</p> <p>However, the looked after children inspection looked at young people with complex needs and found that the range of placements available was not sufficient to meet the complex needs of some young people and appropriate "matching" needs to foster carers' skills did not always take place. The council is working to increase the range of in house foster carers to meet this need.</p>	<ul style="list-style-type: none"> <li>• Work towards increasing the range of internal foster carers.</li> <li>• Increase the range of placements available so to meet the needs of children and young people with complex needs that receive care.</li> </ul>	<p>Children and Supporting Families Departmental Management Team and if required escalate to the:</p> <ul style="list-style-type: none"> <li>- Children and Young People Achievement Panel and</li> <li>- Corporate Parenting Panel</li> </ul>	<p>1. Efforts continue. 2. Gwynedd is part of a pilot for the "When I'm Ready" scheme along with Merthyr and Rhondda Cynon Taf Councils. The "When I'm Ready" scheme promotes the principle that the process of raising a child does not come to an end when young people reached eighteen years of age. The scheme provides young people with the option of continuing to receive help and support whilst remaining in their fostering placements beyond 18 year of age. As part of being involved in the pilot scheme the Council has:</p> <ul style="list-style-type: none"> <li>• Introduced the scheme to the 16+ Team in order to discuss the options with young people and their foster carers.</li> <li>• Provided monthly updates and data to the monitoring group, including feedback on lessons learnt in order to refine the final guidance that will be published by the Welsh Government when the scheme is rolled out across Wales.</li> <li>• Developed a draft policy and practice guidance through the monitoring group.</li> <li>• Held two focus groups for young people and foster carers in order to gain their views on the scheme. These meetings were facilitated by Action For Children.</li> <li>• Developed a cost impact analysis led by Rhondda Cynon Taf.</li> <li>• Developed a draft outcome measurement framework for young people who have been part of the scheme.</li> </ul>	<p>The use of fostering agencies is lower than previous years with regards new placements. The work is continuously challenging particularly so placements for children in their teens and those between 0 and 2 years of age. A report was put before the June 2014 Services Scrutiny Committee on "When I'm Ready" Leaving Care Scheme.</p>

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Theme	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at end of May 2015	Comments raised by the Service
	<b>ii.b. Access to health care and accommodation for looked after children. (Health)</b>	The national LAC inspection identified a need to develop looked after children's access to primary health services and move on accommodation. As part of its corporate parenting responsibilities, the council should ensure that children who they look after can use primary healthcare. Performance in being registered with a GP within 10 days declined from 92.5% in 2012-13 to 78.4% in 2013-14. Whilst the percentage of health assessments for looked after children improved by 15% to 46%, it still remains significantly below the Wales average of 81%.	<ul style="list-style-type: none"> <li>•The Children and Families Department to continue to monitor closely.</li> <li>• Continue to hold the discussion with the BCUHB to ensure that the arrangements for implementing health assessments are reviewed in a timely manner.</li> <li>• This area is reported on regularly to the Corporate Parenting Panel.</li> </ul>	Children and Supporting Families Departmental Management Team and if required escalate to the: - Children and Young People Achievement Panel and - Corporate Parenting Panel	<ol style="list-style-type: none"> <li>1. Achievement at the end of March 2015 for (SCC/039) was 50.6% which was an improvement on the 2013/14 achievement of 46%.</li> <li>2. Ambition for 2014/15 for SCC/039 was 60% so achievement for end of March 2015 was lower.</li> </ol> <p>Even though the percentage of health checks for looked after children has improved again this year to 50.6%, it remains much lower than the Welsh average of 81%.</p>	This is a matter of concern to the Council and is an area receiving attention from the Corporate Parenting Panel which continues to undertake discussions with BCUHB to ensure an improvement.

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Theme	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at May 2015	Comments raised by the Service
Effect on people's lives	<b>i. Evaluation of the impact of the corporate safeguarding structures.</b>	In 2013-14 Gwynedd and Anglesey councils established a joint Safeguarding Adults Board. The board has developed a work programme to increase understanding of safeguarding and develop a preventative approach to safeguarding adults.	<ul style="list-style-type: none"> <li>• Policies and arrangements reviewed annually and approved by the Strategic Safeguarding Panel.</li> <li>• Impact measurement reporting arrangement in place and reporting to the Strategic Safeguarding Panel, the Cabinet and Management Team.</li> <li>• Annual audit undertaken measuring the quality of safeguarding policies and arrangements and awareness of staff on how to respond in times of concerns.</li> <li>• Ensure an independent audit of the quality of safeguarding policies and arrangements through the sampling arrangements and the level of staff awareness within the Council.</li> <li>• Implement and act upon the audit recommendations.</li> </ul>	<p>Strategic Safeguarding Panel</p> <p>Cabinet</p> <p>Corporate Management Team</p>	<ol style="list-style-type: none"> <li>1. Corporate arrangements continue. The Strategic Safeguarding Panel meets regularly every 6 weeks to 8 weeks and the Operational Panel meets monthly.</li> <li>2. A report was submitted to the Cabinet on 16 December 2014 reporting on the results of 3 Safeguarding related inspections. The report concentrated on the corporate recommendations made by the auditing bodies.</li> <li>3. The recommendations and intentions were approved by the Cabinet. The Panel agreed to incorporate these recommendations into the 2015-2016 Work Programme.</li> <li>4. The audit commissioned by the Strategic Panel "Audit - Safeguarding Children and Adults (Gwynedd Council) and carried out by an external expert was published. This is a positive report that includes a series of recommendations. These were discussed in the Strategic Panel and a decision made to incorporate them into the 2015-2016 Work Programme.</li> </ol>	<p>The 3 reports which were the basis for the discussion in the December 2014 Cabinet were:</p> <ol style="list-style-type: none"> <li>i. "Report on the quality of local authority education services for children and young people." Estyn and the Wales Audit Office in March 2013.</li> <li>ii. "National Inspection of Safeguarding and Care Planning for looked after children and care leavers who exhibit vulnerable or risky behaviours." CSSIW in August 2014</li> <li>iii. "Local Authorities' Safeguarding Children Arrangements" Wales Audit Office in October 2014.</li> </ol>
	<b>ii. Timeliness of child protection conferences.</b>	The council has reduced the number of children it looks after from 203 in 2012-13 to 185 in 2013-14. It has significantly improved its performance in the timeliness of reviewing the care plans of looked after children, with 94.3% now being carried out within statutory timescales compared to 75.4% in 2012-13. However, this remains below average for Wales (95.9%).	<ul style="list-style-type: none"> <li>• The Children and Families Department to continue to monitor closely.</li> <li>• The Children and Families Department to receive from Independent Reviewing Officers the reasons on each late review and to respond as is appropriate.</li> </ul>	<p>Children and Supporting Families Departmental Management Team and if required escalate to the:</p> <ul style="list-style-type: none"> <li>- Children and Young People Achievement Panel and</li> <li>- Corporate Parenting Panel</li> </ul>	<ol style="list-style-type: none"> <li>1. The monitoring work and receiving of reasons for late reviews continues.</li> <li>2. Achievement at end of March 2015 for (SCC/034) was 95.7% which is a small fall on the end of 2013/14 achievement of 96.9%.</li> <li>3. The 2014/15 ambition for SCC/034 was 96% so the end of March 2015 achievement is in accordance with this ambition. (Wales level 2013-14 was 98.1%)</li> </ol>	<p>Aduring the year, and regardless of staffing problems, we saw the performance of timely child protection conferences in Gwynedd being maintained.</p>



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Theme	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at May 2015	Comments raised by the Service
<b>Delivering Social Services</b>	<b>i. Raise awareness of the implications and requirements of Deprivation of Liberty Safeguards (DoLS) and improve the governance arrangements for the operation of the procedures.</b>	<p>The CSSIW DoLS inspection found that the appropriate training was provided to the specialist assessors who were supported by knowledgeable and experienced managers. Local training and promotion of the DoLS outside the council had not resulted in wide awareness and understanding of the safeguards. The need to increase DoLS training and awareness reflects a more general need to mainstream the DoLS throughout the council, social care and health. Inspectors noted that the council should examine its management arrangements to ensure that there is no conflict of interest between the supervisory body that oversees the DoLS assessment process and the managing authority that is responsible for the care provided.</p> <p>Recent case law has considerably widened the scope for potential application of the DoLS safeguards and this is already having a marked impact upon demand and the need for the council to appropriately respond. The council has 9 best interest assessors and is in a good position to meet the increase in demand.</p>	<ul style="list-style-type: none"> <li>• Revise Gwynedd's DoLS arrangements.</li> <li>• Appoint a DoLS Co-ordinator for Gwynedd.</li> <li>• Preparations with regards training staff on the DoLS arrangements and requirements.</li> <li>• Formulate a DoLS work programme in relation to further work to respond locally to DoLS obligations.</li> <li>• Prepare and submit a financial bid for permanent funding, to fund the DoLS Co-ordinator post and fund a solicitor and administrative support to undertake DoLS requirements, from 2015 onwards as part of the Council's bidding process.</li> </ul>	<p>Adults Health and Wellbeing Departmental Management Team</p> <p>Strategic Safeguarding Panel</p>	<ol style="list-style-type: none"> <li>1. Reviewing of Gwynedd DoLS arrangements has occurred.</li> <li>2. A DoLS Co-ordinator for Gwynedd has been appointed.</li> <li>3. A bid formed and submitted for permanent funding, for the purpose of funding the DoLS co-ordinator and to fund a lawyer and administrative support to undertake the DoLS requirements, from 2015 onwards as part of the Council bidding process.</li> <li>4. Staff training arrangements with regards DoLS arrangements and guidelines.</li> <li>5. The work of formulating a DoLS work plan for further efforts, to respond locally to DoLS obligations, <b>to be completed by end of March 2015.</b></li> </ol>	<p>It is apparent that the financial bid for permanent corporate resources has not been successful. A need therefore to identify resources from the Department's budgets (acknowledging the efficiency savings and cuts agenda that we face). The number of DoLS applications has increased significantly between 2013-14 and 2014-15.</p> <p>DoLS applications 2013-14 : 7  DoLS applications 2014 - 15 : 365  Authorised applications: 152  Applications assessed but which do not meet th DoLS criteria: 25  Inappropriate referrals : 69  Waiting list: 119  Total medical costs since April 2014 - £26,411.72</p>

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Theme	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at May 2015	Comments raised by the Service
	<b>ii. Quality assurance - Adults Health and Well-being Department</b>	<p>The council's ability to accurately report on performance has continued to improve. Risk management within the service has improved with regular use and updating of a risk register.</p> <p>The council has not established a comprehensive quality assurance system. It plans to do so in 2014-15.</p> <p>The need to improve quality assurance was noted by CSSIW in last year's annual evaluation report. It is also an area for improvement in both of the recent national inspections and in the adoption inspection report. The council is introducing a cross cutting children and adults safeguarding and quality assurance team.</p>	<ul style="list-style-type: none"> <li>• In terms of data – develop a new system which will draw out data directly from the Department's Data Recording Management system and will report on data quality.</li> <li>• Use the new system to report on a quarterly basis.</li> <li>• Prepare, develop and promote guidelines for using the system for employees within the priority fields.</li> <li>• Draw up and agree on a quality assurance strategy across the service.</li> </ul>	<p>Adults Health and Wellbeing Departmental Management Team</p> <p>Annual Progress Report to CSSIW</p>	<ol style="list-style-type: none"> <li>1. In terms of data – a new system developed during March 2014 which draws out data directly from the Department's Data Recording Management system and reports on data quality.</li> <li>2. Work to draw up a quality assurance structure completed by end of March 2015. Further work during 2015-16 on this structure.</li> </ol>	<p>We shall prepare quarterly reports pulling out the key messages arising from complaints, any audits and information stemming from the contracts monitoring process. The report shall summarise all the information and then highlight the main messages and risks. Undertaking quality assurance of social work practice is now part of the scheme.</p>
	<b>iii. Quality assurance - Children and Supporting Families Department</b>	<p>The council's ability to accurately report on performance has continued to improve. Risk management within the service has improved with regular use and updating of a risk register.</p> <p>The council has not established a comprehensive quality assurance system. It plans to do so in 2014-15.</p> <p>The need to improve quality assurance was noted by CSSIW in last year's annual evaluation report. It is also an area for improvement in both of the recent national inspections and in the adoption inspection report. The council is introducing a cross cutting children and adults safeguarding and quality assurance team.</p>	<ul style="list-style-type: none"> <li>• A Safeguarding and Quality Unit to be established and structurally accountable to the Head of Children and Supporting Families</li> <li>• Formalise the quality assurance framework for children as part of the work programme for the Children and Supporting Families Department during the 2015/16 performance year period</li> </ul>	<p>Children and Supporting Families Departmental Management Team</p>	<ol style="list-style-type: none"> <li>1. The Safeguarding and Quality Unit established during April 2014 which is structurally accountable to the Head of Children and Supporting Families</li> <li>2. Work ongoing in order to develop this unit.</li> </ol>	<p>During 2015/16 there shall be specific efforts to formalise the children's quality assurance framework as part of the Children and Supporting Families Department work programme.</p>

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Theme	Improvement Area	Comments made by CSSIW in their annual evaluation of Gwynedd 2013-14	Action Plan	How do we monitor	Progress situation as at May 2015	Comments raised by the Service
Providing direction	i. Corporate parenting support for looked after children by the council and partners.	The council has made positive steps in its corporate parenting arrangements but these now need to be further developed. The corporate parenting panel will work with looked after children in 2014-15 to provide outline the actions that the council will take to support children in care. Members will need to provide greater support to assure that the strategic aims are effectively owned and translated into action across the council's services and by partner agencies; ensuring appropriate health care, increased educational support and temporary employment in the council for looked after children.	<ul style="list-style-type: none"> <li>• Developing a Strategy.</li> <li>• Implementing the Strategy.</li> <li>• Annual Report of the Corporate Parenting Panel submitted to Cabinet.</li> </ul>	Corporate Parenting Panel	1. Previous meeting of the Panel was on 20th April 2015. 2. Discussed was: <ul style="list-style-type: none"> <li>- draft of the Strategy</li> <li>- Health report on looked after children</li> <li>- Health care of looked after children</li> <li>- Looked after children quarterly report</li> <li>- Looked after children personal education plans report</li> <li>- The fostering service</li> <li>- End to end project</li> </ul>	The Edge of care Team is operational since the start of February 2015. It was noted that the results have been scheduled to be presented before the Services Scrutiny Committee before the end of the year.  It was reported that a review of the Fostering Service was undertaken by CSSIW between end October and early November 2014. It was noted that it was a positive review and was content that the fostering service promotes the welfare of those children under their care.

### 1.2.3 Year 2014-15

The 2014-15 Annual Report of the CSSIW published on 30<sup>th</sup> October 2015 is on the agenda of the Services Scrutiny Committee on 26<sup>th</sup> November 2015.

## 1.3 ESTYN INSPECTIONS

### 1.3.1 ESTYN 3 Year Inspection : Inspection on the Quality of Gwynedd Local Authority Education Service for children and young people during March 2013

Following the ESTYN inspection of education services for children and young people on 11 – 15 March 2013, deeming that the authority's progress needed to be monitored by Estyn, The Estyn's Post Inspection Implementation Plan was received and confirmed by the Cabinet on 17 September 2013. The Post-Estyn Inspection action plan was considered by the Services Scrutiny Committee on 3 October 2013.

Following Estyn Inspectors visit on 2 – 5 December 2014 a letter was received recording the final results of monitoring after the inspection:  
 " Gwynedd Council is judged to have made sufficient progress in relation to the recommendations that arose from the inspection in March 2013. As a result, Her Majesty's Chief Inspector of Education and Training in Wales is removing the authority from follow-up activity".

Estyn Inspectors attended a meeting of the Services Scrutiny Committee on 12<sup>th</sup> February 2015 in order to report back on their 2-5<sup>th</sup> December 2014 visit.

#### Local Authorities' Inspection Cycle (ESTYN)

In terms of the cycle of local authorities' inspections, the last cycle has just come to an end and by now the cycle is held at least once every 6 years.

- The tri-annual cycle of individual schools has come to an end and has now changed to once every 6 years.

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- ESTYN can visit any school or authority at any time, but they need to give a school at least a month of notice, and at least 12 weeks (or three months) notice to a local authority.
- The schools link inspector (ESTYN) visits every term.
- An inspection is currently being undertaken on the Welsh schools improvement consortia, namely: Gwe, Erw and two consortiums from south Wales.

Recommendation	Responsibility	Action Plan	By when?	Progress
<p>A1 Improve safeguarding by ensuring that the Council's procedures and policies are clearly understood by all LEA employees and are regularly updated and disseminated.</p>	<p>Monitoring Officer: Corporate Director</p>	<ul style="list-style-type: none"> <li>• Distribute and ensure awareness of the 'Children and Adults Safeguarding Policy and Guidelines' (corporate) and compliance with it.</li> </ul>	<p>February 2014</p>	<p><u><b>Progress up to June 2014 visit</b></u>  <i>-The Strategic Safeguarding Children and Adults Panel and the Operational Safeguarding Children and Adults Panel have been established since 6/11/12.</i>  <i>-The membership of the Strategic Panel includes Cabinet Members for Education and ChYP and Social Services, Corporate Directors and the Heads of Department.</i>  <i>-The Strategic Panel is leading on establishing the strategic direction and deals with practical issues which need a high level of input.</i>  <i>-The Operational Panel includes managers from all Council departments and they develop work according to the direction established by the Strategic Panel.</i>  <b>Further Progress by December 2014 visit</b>                      The Operational Panel of Designated Managers from every Department continues to meet monthly.                      The Strategic Panel continues to meet every two months. Specific additional meetings of the Strategic Panel were also arranged earlier this year.</p>
		<ul style="list-style-type: none"> <li>• Ensure that all Council staff undertake basic safeguarding awareness</li> </ul>	<p>Continuously</p>	<p><u><b>Progress up to June 2014 visit</b></u>  <i>-The Corporate Policy was approved by Gwynedd Council's Cabinet on 30/3/13. The Policy will be reviewed on an annual basis. It is expected to review this policy in May 2014.</i>  <i>-Drafts of the information leaflet and poster are being developed at present.</i>  <i>-The CETIS programme requests that staff familiarise themselves with the Council's policies and a CETIS module has been created for Safeguarding as part of Level 1 training. 350 members of staff have used the module so far.</i>  <i>-A set of questions on Council policies and the safeguarding process have been provided within CETIS.</i>  <i>Every department in the Council has produced and confirmed their departmental safeguarding policy. These will be annually reviewed by the Delivery Panel.</i>  <i>-The Safe Workforce system has been put in place and is in operation.</i>  <i>-Training has been arranged for every member of staff who is a manager, including Senior and Middle Management. See the Training Programme document</i>  <i>Training for members is to be held on 7 May 2014.</i>  <b>Further Progress by December 2014 visit</b>                      The corporate policy and every departmental policy have been reviewed by the Operational Panel and have been submitted to the Strategic Panel for approval in line with the aim of the Work Programme.                      A letter and a briefing note have been sent to every manager across the Council's department, with a request to include the item on the agenda of team meetings.                      Every Designated Manager schedules a visit to every team meeting within their departments to reiterate the message in the briefing note.                      Include an agreed poster and completed work to ensure one common phone number to report on any staff/public concerns.</p> <p><u><b>Progress up to June 2014 visit</b></u>  <i>-Training for staff at Level 1 has been provided since February 2014. Level 1 is provided through an e-learning programme and it is expected for all Council staff to achieve it successfully and that staff complete the programme again every three years.</i>  <i>Training at Level 1 has been held on February 28 and provided by Sue Maskell on behalf of the Safeguarding Board. See section 1.10 Training Material.</i>  <b>Further Progress by December 2014 visit</b>                      The e-learning package for Level 1 training for staff has been officially launched following the commencement of the online "Policy</p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
		training.		<p style="color: red;">Centre". Staff from the Human Resources, Strategic and Improvement and GwE departments have already gained access, and guidance with staff from other departments is to follow.</p> <p><u><b>Progress up to June 2014 visit</b></u>  <i>The Child Protection Policy has been amended and re-submitted to schools and distributed amongst central teams of the Local Authority.                      GCSU and GYDCA minutes refer to and remind headteachers of the requirements.                      Primary Headteachers Federation discuss Safeguarding matters and further leadership has been offered.                      An invitation has been sent to the leader of the children's team to the next GYDCA meeting.                      Further training and support has been arranged for schools.                      This requirement has been highlighted to schools during Safeguarding training in 2013 and 2014, and has been raised during strategic meetings for headteachers.                      Some schools had voluntarily reported at the end of 2012-13: EVERY school will be required to respond this year. An analysis of those findings is awaited by the Summer Term.                      LEVEL 1 = every employee in the education workforce will receive Level 1 training, either directly or via Educare. The new catering and cleaning workforce has been transferred under the education department from February 2013. A training programme is in place to provide training for the new workforce. The Council's Learning and Development Service is developing an on-line bilingual training resource which will be available to everyone - yet to commence. Once this is in place, there will be no need to use Educare.                      LEVEL 2 - A series of dates of full-day, HMS training for Level 2 were held during 2012-13 and the programme for 2013-14 is now operational. An external consultant and the department's Vulnerable Groups Officer in addition to the former Education Senior Manager who is responsible for Safeguarding, had taken part. Every Headteacher and Designated Child Protection Governor has been invited.                      Over 90% had attended, and the remaining 10% would attend this year.                      The annual programme is ongoing.                      LEVEL 3 = relevant officers from the education department attended. A further Level 3 programme would be arranged this year for other managers.                      The children's service's annual and quarterly reports. Individual cases of a lack of quality in receiving appropriate progression                      The participation of teaching staff, ancillary staff, governors, parents and children will be included as part of the sample of monitoring visits.                      An external advisor was commissioned to work with the safeguarding officer, schools have been identified.                      Monitoring visits are arranged for the first half term in Summer.</i></p> <p style="color: red;"><u><b>Further Progress by December 2014 visit</b></u>                      Impact monitoring visits have been held in a sample of schools and individual reports have been prepared for every school.                      The main messages of the individual reports will be collated for a composite report with recommendations to be incorporated in the departmental Safeguarding action plan.                      Further guidance on specific fields of safeguarding has been presented to each primary headteacher via the Primary Headteachers Conference</p> <p><u><b>Progress up to June 2014 visit</b></u>  <i>The Carmarthenshire Plan is being adapted to include monitoring visits for a sample of 11 schools during the summer term.                      Schools were given a prior warning of the authority's intention to hold the audit during the autumn term of 2013 by means of the secondary and primary strategic groups.                      Schedule of visits and a list of schools has been identified. Summer term (advisor not available until then).                      Reports for every school with an action plan and timetable.                      A composite report will be prepared for the Education Department with recommendations to be incorporated in the departmental Safeguarding action plan.</i></p> <p style="color: red;"><u><b>Further Progress by December 2014 visit</b></u></p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
		<ul style="list-style-type: none"> <li>• Ensure that the priority of the field of Safeguarding Children and Adults is reflected in the Council's Strategic Plan.</li> <li>• Lead Members to receive evidence of the Council's corporate / cross-departmental performance in relation to safeguarding children and adult matters</li> </ul>	<p>September 2014</p> <p>Continuously</p>	<p>Independent audit held and a composite report has been formed, including recommendations to be incorporated in the departmental Safeguarding action plan.</p> <p><u>Progress up to June 2014 visit</u>                      -A request was made for funding to conduct the audit, and it has been received. The funding will be shared between three fields. The Operational Group will develop the method of conducting the audit.</p> <p><b>Further Progress by December 2014 visit</b>                      An independent audit has been undertaken with recommendations for further priorities within the work programme to be considered at the next meetings of the Strategic Panel and the Operational Panel.</p> <p><u>Progress up to June 2014 visit</u>                      The strategic priority of the field of Safeguarding Children and Adults can be seen in the 2014-17 Strategic Plan in the draft GOF3 document.</p> <p><u>Progress up to June 2014 visit</u>                      -Cabinet Members who have responsibilities over the fields of Social Care, Children and Young People, and Education are members of the Strategic Safeguarding Children and Adults Panel. The Social Care member is the chair of the Panel. The Panel will receive audit reports as noted above in 1.5 and 1.6. The Panel will receive reports based on indicators which are developed by the Panel's indicators sub-group.                      The Corporate Director, the Head of Education Department and the Head of Children and Families Services are members of the Anglesey and Gwynedd Safeguarding Board                      -All the Safeguarding Policies' documents are available for all staff on the Council's intranet.  <a href="http://mewnrwyd/gwy_doc.asp?cat=8312&amp;doc=30806">http://mewnrwyd/gwy_doc.asp?cat=8312&amp;doc=30806</a></p> <p><u>Progress up to June 2014 visit</u>                      -The Report of the Statutory Director is annually released and there is a specific reference to the safeguarding work in the foreword, and in more detail on page 17.                      -The annual report of the Strategic Panel will be released in May/June 2014.</p> <p><u>Progress up to June 2014 visit</u>                      -A video of interviews has been created by the former manager of the Safeguarding Board and is available on Anglesey Safeguarding Board's website.                      -Training sessions on 'Managing Allegations of Professional Abuse' were held by Sue Maskall, in February and March of 2013 and in January 2014.</p> <p><b>Further Progress by December 2014 visit</b>                      Following re-structuring in the field of Safeguarding Boards, there is by now an intention to develop a regional website in order to share information and provide information for the public and partners about activity in the field of safeguarding including publishing executive summaries of the reviews of child cases.                      The regional Safeguarding Board has held a conference earlier on this year to raise awareness about domestic abuse and another conference has been arranged for December, which will specifically focus on sexual abuse.</p> <p><u>Progress up to June 2014 visit</u>                      -Estyn's Post-inspection report was submitted to the Anglesey and Gwynedd Local Safeguarding Board in September 2013. The Statutory Corporate Director, the Head of Children Services and Family Support and Head of the Education Department are members of the Local Board.</p> <p><b>Further Progress by December 2014 visit</b>                      Following the regional re-structuring which is happening in the field of safeguarding, the Operational Safeguarding Group has been</p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
				<p>established across Gwynedd and Anglesey which replaces the former Local Safeguarding Children Board. The Head of Children Services in Gwynedd chairs this Group, and the membership focuses on executive officers from each organisation who will be able to influence in their own working fields on raising awareness and creating stronger links to continuously improve collaboration. The terms of reference for the task groups are currently being reviewed to ensure that the agenda is relevant to local needs and priorities, while at the same time contributing to the regional agenda.</p> <p><b><u>Progress up to June 2014 visit</u></b>  <i>-The Procurement and Contracts Task Group has been established and has formed recommendations for the Panel. The Operational Panel has received the recommendations to implement.                      An Action Plan is in place to Review the Procurement Handbook and to operate the recommendations, namely:-</i>                      - consistent guidance on safeguarding issues                      - include a specific appendix on safeguarding (including standard clauses and considerations in the procurement process)                      -include a specific appendix on monitoring the safeguarding requirements in contracts.                      -The Procurement Unit are leading on this and a draft is awaited by May / June 2014.</p> <p><b><u>Further Progress by December 2014 visit</u></b>                      The Task Group has reviewed and added to a relevant part of the Procurement Handbook. The Operational Panel and the Strategic Panel have welcomed and approved the work undertaken. Steps are in the pipeline to raise awareness about this specific part of the Procurement Handbook when a review of the entire document has been completed.</p> <p><b><u>Progress up to June 2014 visit</u></b>  <i>-A Safe Workforce Database was established to ensure that all staff working with children and young people have been identified as requiring a DBS check.                      -A series of training sessions has been offered to managers to explain how the system works.                      -The Staff Safety Administration procedure has been updated.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b>                      The database is in operation and is used to record all DBS requirements for every relevant post within the Council.                      An implementation protocol has been adopted.</p> <p><b>Realised improvements</b>  <b><u>Progress up to June 2014 visit</u></b>  <i>Suitable corporate and departmental policies are in place and are available to staff via the intranet.                      Training for staff and members is in the process of being provided. Electronic packages have been developed and verbal presentations are being submitted.                      Methods to monitor the successes of the training, staff's understanding and commissioning methods are being developed.                      Corporate Safeguarding Policies were adopted by the Council's Cabinet on 30/4/2013. An overview of the policies' implementation via the Strategic Safeguarding Children and Adults Panel is provided every 6 weeks.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b>                      Corporate and departmental policies have been reviewed and submitted to the Strategic Panel for approval.                      Nine workshops for managers and Elected Members have been held to raise awareness.                      A briefing note has been provided and sent to every manager with instruction to include an item on the agenda of team meetings and to share the information in the briefing note.                      The first annual audit has been held and a report has been submitted which includes recommendations for further improvement.                      The Strategic and Operational Panels are currently focussing on those recommendations.                      One contact phone number has been identified to report on concerns/doubt of the abuse of vulnerable children/adults. A poster has</p>

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				<p style="color: red;">been designed which includes the new phone number                      A corporate database to record DBS checks is in operation                      An e-learning package has been launched with scheduled access for staff from some departments. The new Policy Centre enables staff to gain access to the e-learning site online.                      A safeguarding dashboard has been developed to record and measure the impact.</p> <p><b>Result of ESTYN Visit – 2-5 December 2014</b>  <b>This recommendation has been largely addressed.</b></p>
<p>A2 Raise standards in key stage 4 by targeting underperforming departments at poorly performing secondary schools more robustly.</p>	<p>Monitoring Officers: Iwan Trefor Jones, Owen Owens, Awen Morwena Edwards</p>	<ul style="list-style-type: none"> <li>Ensure a swift and effective response to the findings of the Scrutiny Working Group's research into the KS4 performance of Gwynedd Secondary Schools</li> </ul>	<p>Summer 2015</p>	<p><u><i>Progress up to June 2014 visit</i></u>  <i>The Secondary Headteachers received a presentation on the findings of the Scrutiny Committee and the objectives of the Quality Promotion Project. The Project Officer started in post in January (0.5) and has visited every secondary school to gather information and ensure that the schools take ownership of the work.                      Gather information about good practice outside the County and over the border and share them with the schools.                      Secondary headteachers have agreed on collaboration principles and a pattern of sharing good practice across the County is in place (tracking, attendance, I-Pads).                      A sub-group has been formed to promote professional development and collaboration within and between the County's schools.                      Cross-county CPD day was held on 24 October.                      Three schools have agreed to open their doors to share good practice in key fields across the county as part of the campaign to develop leadership.</i></p> <p style="color: red;"><u><b>Further Progress by December 2014 visit</b></u>                      Leadership Development Days were held at Ysgol Botwnnog and Ysgol y Moelwyn which resulted in very good feedback.                      A case study was undertaken on schools that had experienced success in L2 Mathematics in the Summer 2014 examinations.                      A 'KS4 Mathematics' document was created and introduced to the schools.                      A meeting was held with the GwE Brokerage Officer and a paper was prepared called 'School to School Collaboration'.                      The County's Inclusion Group received guidance on the update to ESTYN's Inspection Framework in relation to vulnerable children.                      A Vulnerable Learners Support Strategy was created and introduced to Gwynedd schools.                      Meetings were arranged for the schools' Numeracy Coordinators.                      A Professional Development Day was organised for the County's teachers and assistants.                      Gathered the opinion of learners about the support received by the schools in KS4. A summary was produced for all schools noting the learners' suggestions.                      Resources were created and shared with schools in order to promote the voice of the learner.                      Training was held for Participation Coordinators. A Participation Strategy was created and introduced to Gwynedd schools.                      Headteachers received feedback at the GCSU meetings.</p>
			<p>December 2013-11-18</p>	<p><u><i>Progress up to June 2014 visit</i></u>  <i>Term-time monitoring visits have been held and full use has been made of the range of data to agree on targets and steps for further improvements at the five schools. .                      A detailed evaluation of the five schools' performance was undertaken and synergy was seen between the school's recommendations and the recommendations of the Link System Leader. The quality of the five schools' evaluations has seen notable improvement as well as their ability to determine priorities for further improvements.                      Five schools have formed an improvement plan in accordance with the local requirements. Those plans note the action steps; leadership and monitoring responsibilities; a timetable for implementation and the expected quantitative outcomes. Every plan has been checked by the link SL to check that the key matters receive adequate attention and they have been submitted to the Governing Body. Term-time visits were undertaken to monitor progress towards the range of recommendations and the performance data for KS4 2013 highlights the improvements that have already taken place across the five schools.                      A professional network was set up from among the target schools' SMTs in order to share good practice and introduce further guidance on setting targets and tracking the progress of learners, the effective use of data by school leaders, how to ensure early</i></p>



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		forums to share good practice and take advantage of the expertise of System Leaders and leaders of successful schools.		<p><i>and effective intervention in cases of underperformance, promote excellent teaching and learning across the school. Additionally, three day training was arranged for representatives of middle leaders in order to give further attention to self-evaluation aspects, planning improvement, tracking on a departmental level and planning the learning/teaching. Through the LA's Lead Officer guidance was secured on SEG/PDG plans. The majority of the target schools follow the best practice of the Sutton Trust Toolkit and the best practice of the Estyn website when producing their SEG and PDG plans.</i></p> <p><i>Examples were seen of plans that will lead to improving the quality of teaching and learning and raise literacy and numeracy levels. A number of the applications also included plans to raise the achievement standards of PDG pupils and MAT pupils. A number of the target schools addressed family involvement and held after school activities. Collective training sessions were held for Governors in the fields of data analysis; self-evaluation, planning for improvements and challenging the school's performance. Additionally, specific training sessions were held at three of the five target schools.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b></p> <p>In light of Estyn's findings at Ysgol y Berwyn, it was decided to add the school to the target group. A series of meetings of the Professional Network were held to share good practice and to introduce further guidance. The matters that have been addressed include setting targets and tracking learner progress, effective use of data by school leaders, ensure early and effective intervention in cases of underperformance, promote excellent learning and teaching across the school. This has led to more refined implementation across the schools, however more work needs to be done at two schools in particular. Two day training was held for a representation of middle leaders from the six schools which resulted in very positive feedback. There have been obvious improvements in nearly every indicator in all of the linked schools between 2012 and 2014 including:</p> <ul style="list-style-type: none"> <li>• Progress 2012&gt;2014</li> <li>• TL2+]:</li> <li>• School 1: 9.1%</li> <li>• School 2: 6.0%</li> <li>• School 3: 13.4%</li> <li>• School 4: 22.8%</li> <li>• School 5: 28.4%</li> </ul> <p>National increase: 4.0%</p> <p>[A similar increase for the CSI also]</p> <ul style="list-style-type: none"> <li>• Mathematics:</li> <li>• School 1: 10.1%</li> <li>• School 2: 7.4%</li> <li>• School 3: 9.0%</li> <li>• School 4: 26.1%</li> <li>• School 5: 37.9%</li> </ul> <p>National increase: 3.0%</p> <ul style="list-style-type: none"> <li>• TL2:</li> <li>• School 1: 14.0%</li> <li>• School 2: 14.8%</li> <li>• School 3: 10.5%</li> <li>• School 4: 31.7%</li> <li>• School 5: 18.4%</li> </ul> <p>National increase: 9.4%</p> <ul style="list-style-type: none"> <li>• TL1:</li> <li>• School 1: 5.9%</li> <li>• School 2: 3.9%</li> </ul>

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				<ul style="list-style-type: none"> <li>• School 3: -1.9%</li> <li>• School 4: 12.9%</li> <li>• School 5: 6.0%</li> </ul> <p>National increase: 2.0%</p> <ul style="list-style-type: none"> <li>• Capped points score:</li> </ul> <ul style="list-style-type: none"> <li>• School 1: 48</li> <li>• School 2: 31</li> <li>• School 3: 6</li> <li>• School 4: 58</li> <li>• School 5: 43</li> </ul> <p>National increase: 16</p> <p>Good increase also to be seen in English, Welsh and Science.</p> <p>A good increase was also seen between 2013 and 2014 in all indicators at the school that was added to the original five schools [TL2+: +12.6%].</p> <p><i>However, although there has been good progress between 2012 and 2014, there has been a small slippage in TL2+ in 2014 compared with 2013 at one school [0.7%] and a more significant slippage in another [-6.6%].</i></p> <p><b><u>Progress up to June 2014 visit</u></b></p> <p><i>A professional network was set up from among the target schools' SMTs in order to share good practice and introduce further guidance on setting targets and tracking the progress of learners, the effective use of data by school leaders, how to ensure early and effective intervention in cases of underperformance, promote excellent teaching and learning across the school. There have also been attempts to pair the target schools with other schools in the LA in order to transfer good practice e.g. DN&gt;Tryfan; SHO&gt;DO.</i></p> <p><i>Additionally, three day training was arranged for representatives of middle leaders in order to give further attention to self-evaluation aspects, planning improvement, tracking on a departmental level and planning the learning/teaching.</i></p> <p><i>A Leadership Development Workshop was held for deputies and assistant head teachers at Ysgol Eifionydd, Porthmasog on 4 December 2013. Representative from the target schools were in attendance. Middle leaders also attended the training.</i></p> <p><i>A presentation was given followed by group activities using the Welsh Government's document (Leadership Standards – individual leadership review) as a basis for the activities.</i></p> <p><i>The following elements were identified and developed:</i></p> <ul style="list-style-type: none"> <li>• Further understanding of the leadership standards and the evidence needed to complete the school leadership review;</li> <li>• The inclusion of individuals to further contribute towards leadership and management within their schools; and</li> <li>• Understanding and knowing the individual key fields/standards that need to be developed further by individuals in order to contribute towards:</li> </ul> <p><i>a. Leadership and management; and</i></p> <p><i>Professional development (e.g. preparing for applications for CPC/head teacher posts).</i></p> <p><b><u>Further Progress by December 2014 visit</u></b></p> <p><i>[Following a meeting with the Inspection Team in June 2014, it was agreed that the above was more relevant to recommendation three - and that it would be addressed as part of the monitoring visit during autumn term 2014. Therefore, the above was transferred to 'Recommendation 3'.</i></p> <p><i>The mentoring scheme for new head teachers / head teachers in charge was established in September 2013 in order to develop the capacity and competence of these individuals to lead and manage their schools more effectively. This plan (seven days of specific and strategic support) was based on the Welsh Government's Leadership Standards. Experienced or newly retired head teachers were provided as mentors. The Headteacher in Charge of one of the target schools is receiving support as part of this scheme.</i></p> <p><i>This sheet notes that the Mentoring Scheme for new Headteachers/Headteachers in Charge is taking place this year also (2014-2015), but with a new cohort of new headteachers/ headteachers in charge.</i></p> <p style="text-align: right;">.....</p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
		<ul style="list-style-type: none"> <li>Ensure that the target schools have agreed [and started to implement] robust plans to improve the standards of literacy [reading and writing in particular], and numeracy, across the school in accordance with the requirements of the National Framework.</li> </ul>	Autumn 2013	<p>The Professional Network from among the SMTs of the six target schools have had the opportunity to access guidance and good practice on:</p> <ul style="list-style-type: none"> <li>Setting targets and tracking progress</li> <li>Effective use of data by leaders</li> <li>Intervention programmes</li> <li>Improving teaching and learning</li> </ul> <p>Evidence from monitoring visits has shown that this has led to more refined implementation across the schools, however more work needs to be done at two schools in particular.</p> <p>Two day training was held for representatives of middle leaders in order to give further attention to self-evaluation aspects, planning improvement, tracking on a departmental level and planning the learning/teaching. Evidence from monitoring visits shows that this has led to more refined implementation in some departments.</p> <p><b><u>Progress up to June 2014 visit</u></b>  <i>Every school has responded to the requirements of the national programme and has received support via the medium of a CfBT Partner.</i>  <i>A joint scrutiny exercise was held in the 5 schools to form an opinion on the quality and range of the opportunities to promote extended writing and to scrutinise the quality of the feedback on learners' work. After every exercise, specific action steps were agreed upon to ensure further improvements.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b>  <i>Action at schools is continuing in line with individual timetable plans. Very good progress has occurred in one target school in the field of literacy/numeracy and feedback on learners' work. Further support has been undertaken in three specific schools and definite progress has occurred in two schools. Some concern remains about the quality of opportunities and the standard of writing and feedback on learners' work in one of those schools.</i></p> <p><b><u>Progress up to June 2014 visit</u></b>  <i>Termly monitoring visits are held at the five schools [with further visits being undertaken based on a risk assessment]. There is a definite focus in the progress monitoring visits and to collect evidence of impact. In some cases, this has led to targeting further support. The reports are submitted for the attention of the Governing Body.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b>  <i>Termly monitoring visits have been held at 6 schools [with further visits being undertaken based on a risk assessment]. In the case of 2 schools where definite enough progress was not seen, additional intervention was targeted. This has led to definite improvements in one of those schools, and some improvement in the other. In this case, access to the Governing Body was requested in order to express the Authority's concern.</i></p> <p><b><u>Progress up to June 2014 visit</u></b>  <i>A Senior System Leader was present at every meeting of the Quality Group and the Management Team, who reported on the progress against the action. The System Leader is present at meetings where contact schools are discussed.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b>  <i>A Senior Her Advisor is present at every meeting of the Quality Group and the Management Team, who reports on progress against the action. The HA is present at meetings where contact schools are discussed.</i></p> <p><b><u>Progress up to June 2014 visit</u></b>  <i>Two detailed discussions were held at meetings of the Scrutiny Committee. It is consistently sought to intertwine Council Members' roles with their roles as Governors.</i>  <i>Specific training sessions were held for Elected Members by the Senior GwE System Leader.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b>  <i>Detailed reports on 'Promoting the Quality of Education Project' and 'The Work and Impact of GwE' will be submitted to the Services</i></p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
				<p style="color: red;">Scrutiny Committee on 11 December</p> <p style="color: blue;"><u>Progress up to June 2014 visit</u></p> <p style="color: red;"><u>Further Progress by December 2014 visit</u></p> <p style="color: red;">Act on the grounds of the Partnership Agreement in line with the support levels in each category. Have used powers on a regulatory issue at Ysgol y Gader. Moving on to the regional/national categorising arrangement and reviewing the Partnership Agreement.</p> <p><b>Realised improvements</b></p> <ul style="list-style-type: none"> <li>• There have been obvious improvements in nearly every indicator in all of the linked schools between 2012 and 2014.</li> <li>• Improvement in the % of target schools with performance in the lowest quartile in 2013 (KS4 indicators quartile benchmarks for 2014 are not available at present, but target schools have shown obvious improvements for almost every indicator in 2014).</li> </ul> <p><b>Results of ESTYN Visit 2-5 December 2014</b> This recommendation has been partly addressed.</p>
<p>A3 Monitor and challenge every school and use all the available powers at the LEA's disposal to improve leadership and management at underperforming schools.</p>	<p>Monitoring Officers: Head of Education, Senior Schools Manager, Senior Additional Learning Needs and Education Inclusiveness, Challenge Consultant, Corporate Director</p>	<ul style="list-style-type: none"> <li>• Empower the Authority's actions in relation to developing leadership and management in primary schools.</li> </ul>	<p>Summer 2014</p> <p>Continuously</p> <p>Continuously</p> <p>Continuously</p>	<p>Garem Jackson was appointed Education Quality Improvement Officer in September 2013. Part of his role is to develop and lead on plans in the field of developing leadership, specifically in the primary sector.</p> <p>The mentoring scheme for new head teachers / head teachers in charge was established in September 2013 in order to develop the capacity and competence of these individuals to lead and manage their schools more effectively. This plan (seven days of specific and strategic support, which is more than the three days which is recommended by the Welsh Government) was based on the Welsh Government's Leadership Standards. Experienced or newly retired head teachers were provided as mentors. The plan continues this year (2014-2015) for a new cohort of new headteachers / headteachers in charge.</p> <p>A Leadership Development Workshop was held for deputies and assistant head teachers at Ysgol Eifionydd, Porthmadog on 4 December 2013. Middle leaders were also in attendance at the training.</p> <p>A presentation was given followed by group activities using the Welsh Government's document (Leadership Standards – individual leadership review) as a basis for the activities.</p> <p>The following elements were identified and developed:</p> <ul style="list-style-type: none"> <li>• Further understanding of the leadership standards and the evidence needed to complete the school leadership review;</li> <li>• The inclusion of individuals to further contribute towards leadership and management within their schools; and</li> <li>• Understanding and knowing the individual key fields/standards that need to be developed further by individuals in order to contribute towards:             <ol style="list-style-type: none"> <li>a. Leadership and management; and</li> <li>b. Professional development (e.g. preparing for applications for CPC/head teacher posts).</li> </ol> </li> </ul> <p>Following holding awareness raising sessions and preparing for prospective CPC applicants this year (2014-2015), 10 applicants from Gwynedd succeeded to make an application. 8 of the 10 applicants have been selected for the CPCP programme this year. That means that 40% of the successful applicants across the six authorities of the north come from Gwynedd (8 out of the regional quota of 20).</p> <p>A conference was held on 18 November 2013 to launch 'School to School' in Gwynedd on the form of a pilot scheme to:</p> <ul style="list-style-type: none"> <li>• Establish a local procedure of taking action that emulates aspects of the national model for Lead/Developmental Schools; and</li> <li>• establish a professional network for school leaders to promote improvements and to share good practices.</li> </ul> <p>The conference was very successful, which led to groups of three or four schools being developed in the strategic fields. The Authority selected the groups, while the school leaders selected the strategic fields.</p> <p>A second conference was held on 16 June 2014 in order to re-visit the field, and to offer opportunities for school leaders to select different groups and strategic fields for 2014-2015. This time, school leaders were selecting their groups, and the strategic fields were selected by the Authority, namely:</p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
				<ul style="list-style-type: none"> <li>• The Literacy and Numeracy Framework;</li> <li>• Reducing the impact of poverty on achievement;</li> <li>• Leadership;</li> <li>• Governance (including ‘Supporting Headteachers to offer better guidance to Governors’); and</li> <li>• Assessing and tracking, including tracking welfare.</li> </ul> <p>Following discussions at meetings of the Post Inspection Commissioning Team during 2013-2014, an innovative pilot scheme was established in the Moelwyn catchment area to release one of the school headteachers for 40% of his time (Mr. Dewi Lake was appointed, Headteacher of Ysgol y Moelwyn) to act as a Strategic Leader for all the catchment area’s schools in specific fields, namely:</p> <p><b>General Principles</b></p> <ul style="list-style-type: none"> <li>• Establishing a culture and procedures which promote excellence.</li> <li>• Challenge underperformance on every level, offer support and ensure appropriate intervention and follow-up.</li> </ul> <p><b>Specific / Operational Fields</b></p> <ol style="list-style-type: none"> <li>1. Promote a co-ordinated development in the catchment area in the fields of literacy, numeracy and reducing the impact of poverty on achievement.</li> <li>2. Lead on developing leadership on every level across the catchment area.</li> <li>3. Lead on effectively tracking progress.</li> <li>4. Lead and encourage multi-agency provisions for the benefit of children and their families.</li> <li>5. Chair meetings of the chairs of governing bodies at the catchment area’s schools.</li> <li>6. Develop co-ownership over the best possible use of regulatory and educational resources available in the catchment area.</li> </ol> <p>A bid was formed to the Welsh Government for financial assistance to realise the above. Although financial support from the Welsh Government was not available, they are very supportive of the principles (the scheme was directly funded by the Education Department). As a result, the scheme has received the interest and focus of the National Leadership Development Board (NLDR), and one of the Authority’s officers was invited to give a presentation on the scheme to the NLDR in July 2014.</p> <p>The scheme was put to the test in September 2014, with the first meeting on 9 September (one of the Authority’s officers were present). By now, the Strategic Leader and the other heads are meeting every two weeks to realise the objectives of the scheme.</p> <p><b>The documentation in the evidence column can be referred to for a more detailed explanation and background.</b></p> <p>Initial discussions were held with Ceredigion, Powys, Carmarthenshire and the ERW Consortium during 2013-2014 to discuss collaboration in the field of mentoring new headteachers / headteachers in charge. Gwynedd has shared the Headteacher Mentoring Scheme with Ceredigion and Carmarthenshire, and it is expected that there will be further development to this collaboration in future.</p> <p>Two workshops were held on 28 and 29 November 2013 by 7 leading headteachers in the field of self-evaluation and planning for improvements. The workshops were very successful, with representation of GwE advisors and officers from the Authority supporting them. Between both workshops, almost every primary headteacher in Gwynedd received quality training in these fields. There was an increase of 2.7% in the TL2+ which is the main KS4 indicator for 2014. Despite this, too many secondary schools remain in the lower quartiles of the FSM benchmarks because of disappointing performance in Mathematics and English mainly. There has been some progress to ensure the accuracy and consistency of teachers’ assessments in the primary sector, but there is a need to ensure a more robust procedure of standardising and moderating during the current academic year, and this has been programmed as part of a priority action by GwE.</p> <p>Termly monitoring visits have been held [focus on the performance at the end of key stage ... in the Autumn Visit and progress against targets in every following visit]. A high challenge level has been requests for action plans where concern about performance was identified. The Heads of Core Subjects have attended several of these monitoring meetings in secondary schools and are challenged on the performance of their departments.</p> <p>A performance analysis has been held in every school and although the gap between the strongest and the weakest has reduced, some inconsistency remains along the quality of the evaluations. There is better consistency in the secondary sector than what is</p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
		<ul style="list-style-type: none"> <li>• In cases where a school is placed in a statutory category by Estyn, the Authority has to act urgently and use the statutory powers</li> <li>• Ensure that sharp and appropriate procedures are in place by means of the Regional Service [GwE] to monitor and evaluate the progress of the schools and to intensify the actions and interventions where the expected</li> </ul>		<p>seen in the primary sector. That has led to targeting support and intervention for specific schools in both sectors. Categorising has happened based on risk using agreed criteria. Stakeholders have received a letter of notice and meetings have been held with the Head/Chair of Governors to highlight the requirements.</p> <p>A programme of intervention/support has been targeted for orange/red schools. Significant improvements have been seen in approximately half the schools and a definite progress in most of the remaining schools. More severe intervention is in operation with the schools that have not made an adequate progress including implementing to develop the role of the Governors as a critical friend and to improve the quality of evaluation and planning improvements.</p> <p>Plans are in operation across all schools but there is some inconsistency in the quality of those plans in some schools. A programme of intervention and support has been agreed and implemented in every school. There is a definite focus in the progress monitoring visits and to collect evidence of the impact of the intervention. Additional monitoring visits have been held and detailed reports on progress have been submitted to the SMT/Governors. Regular progress reports have been submitted to the Quality Group/Management Team/Scrutiny Committee. Training on the role of challenging has been presented to Elected Members and school Governors. Collective training sessions were held for Governors in the fields of data analysis; self-evaluation, planning for improvements and challenging the school's performance. Additionally, specific training sessions were held for Governors of schools which cause concern.</p> <p>A suitable level of challenge and support is ensured for schools via the collaboration between GwE and the Authority. A statutory power was used in relation to a regulatory matter with one school. Training on the role of challenging has been presented to Elected Members and school Governors. An increase in the number of schools who include Governors either in termly monitoring visits or monitoring/scrutiny practices with the Her Advisor. Targets have been agreed for the performance at the end of key stages at every school and the challenge level is to be checked at monitoring visits. A concern remains in a minority of secondary schools about the gap between performance and target. A more detailed focus has been on evaluating leadership quality at the termly monitoring visits. Improved quality and consistency to self-evaluation processes and planning for improvement across the Authority, with a programme of intervention/support targeted for a few schools which still cause concern. An increase in the number of schools who include Governors either in termly monitoring visits or monitoring/scrutiny practices with the Her Advisor. A monitoring programme has been agreed with every school and progress reports have been submitted to the school, the governors and the LA. Her Advisors have been part of an up-skilling programme, and the service has implemented comprehensive quality checking procedures [which included general templates, sharing good practices, monitoring visits and standardising reports.] As a result, there is a higher level of consistency in the quality of the support and the challenge across both sectors. Regular progress reports have been submitted to the Quality Group/Management Team/Scrutiny Committee.</p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
		<p>progress cannot be seen.</p> <ul style="list-style-type: none"> <li>Empower and sharpen the Council's internal accountability procedures for schools' performance:</li> </ul>		<p>Identifying an officer from the Education Department to co-ordinate performance management matters and the collaboration between the officer and the Performance Improvement Officer has organised the Education Department's reporting on progress. Monitoring and challenging happens through the medium of the department's Management Team, then the Delivery Panel. Matters of concern will be brought to the attention of the Cabinet.</p> <p>In addition to the above procedure the Scrutiny procedure implements on matters of concern which are identified by the Corporate Performance Team and are challenged, according to need, at the Scrutiny Committee.</p> <p>The Education Quality Promotion Project derived from this procedure.</p> <p><b>Realised improvements</b></p> <ul style="list-style-type: none"> <li>Effective monitoring and challenging programme operational along with clear arrangements for reporting on progress</li> <li>Higher level of challenge/accountability operational.</li> <li>Leadership quality improved across schools in both sectors.</li> <li>No schools adjudged as <i>unsatisfactory</i> by Estyn in Key Stage 3 since 19 September 2013 and 5 schools have been adjudged as <i>adequate</i>.</li> <li>Improved ownership of the improvement programme across the range of stakeholders [Heads, Officers, System Leaders, Governors and Elected Members].</li> </ul> <p><b>Results of ESTYN Visit 2-5 December 2014</b> This recommendation has been partly addressed.</p>
<p>A4 Continue to develop and implement the authority's current strategies to improve attendance at secondary schools.</p>	<p>Monitoring Officer: Senior Manager Additional Educational Learning Needs and Education Inclusiveness</p>	<ul style="list-style-type: none"> <li>Ensure evaluation of methods and procedures in Gwynedd secondary schools to record absences.</li> </ul>	<p>July 2013</p>	<p><u><b>Progress up to June 2014 visit</b></u> <i>Completed.</i> <i>Every secondary school has continued to make progress against their attendance %. 8 schools have shown progress over 2 consecutive years.</i></p> <p><u><b>Further Progress by December 2014 visit</b></u> <i>Every secondary school continues to make progress against their attendance %. 9/14 schools are in the highest quartiles.</i></p> <p><u><b>Progress up to June 2014 visit</b></u> <i>Completed.</i> <i>Report has been submitted to the GCSU.</i> <i>Every secondary school has continued to make progress against their attendance %. 8 schools have shown progress over 2 consecutive years.</i></p> <p><u><b>Further Progress by December 2014 visit</b></u> <i>Completed.</i> <i>Intention to submit a further report to the GCSU on 2013/14 data.</i> <i>Every secondary school has continued to make progress against their attendance %.</i></p> <p><u><b>Progress up to June 2014 visit</b></u> <i>Completed.</i> <i>Attendance % of every secondary school has improved.</i> <i>2011/12 - 3 schools are in the highest quartiles. 11 schools are in the lowest quartiles.</i> <i>1 school – Q1</i> <i>2 schools – Q2</i> <i>2 schools – Q3</i> <i>8 schools – Q4</i> <i>By 2012/13 – 9 are in the highest quartiles and 5 are in the lowest quartiles.</i> <i>4 schools – Q1</i> <i>5 schools – Q2</i></p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
				<p>3 schools – Q3 2 schools – Q4</p> <p><b>Further Progress by December 2014 visit</b> Attendance % of every secondary school continues to improved. 2013/14 Data 6 schools – Q1 3 schools – Q2 2 schools – Q3 3 schools – Q4</p> <p><b>Progress up to June 2014 visit</b> Completion Information has been submitted to the relevant groups. Attendance data shows an improvement. 12/13 Performance benchmarks - KS3 - 12 schools are in the highest quartiles. 2 schools are in the lowest quartiles. KS4 - 6 schools are in the highest quartiles. 8 schools are in the lowest quartiles. Regional guidance regarding Fixed Penalty Notices has been adapted. Training on implementing FPN has been presented to the inclusion officers, welfare officers and heads of department.</p> <p><b>Further Progress by December 2014 visit</b> Completed. Information has been submitted to the relevant groups. Attendance data shows an improvement. Regional guidance regarding Fixed Penalty Notices has been adapted. Training on implementing FPN has been presented to the inclusion officers, welfare officers and heads of department. Guidance on implementing FPN is in place. Agreement across the sectors has been received in relation to school holidays, study period, prosecution, FPN. Authorised absences – 5.8% - 4<sup>th</sup> best in Wales Unauthorised absences – 0.6% - 3rd best in Wales</p> <p><b>Progress up to June 2014 visit</b> Training and school visits completed. Administrative staff showing proficiency in implementation - consistency in implementation. Absences have reduced.</p> <p><b>Further Progress by December 2014 visit</b> Training and school visits completed. Administrative staff showing proficiency in implementation - consistency in implementation. Absences have reduced.</p> <p><b>Progress up to June 2014 visit</b> Completed. Level of absences has reduced. Attendance Advisory Officer has submitted reports to the relevant forums. It is reported in accordance with the Departmental Performance Management procedure on attendance on a quarterly basis at the Education Management Team under the Chairpersonship of the Cabinet Member for Education.</p> <p><b>Further Progress by December 2014 visit</b> Continued progress. Completed. Level of absences has reduced.</p> <p>Attendance Advisory Officer has submitted reports to the relevant forums.</p>



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Recommendation	Responsibility	Action Plan	By when?	Progress
		<ul style="list-style-type: none"> <li>Ensure the absence improvement targets of specific schools in accordance with their previous performance</li> </ul>	Spring 2013	<p>It is reported in accordance with the Departmental Performance Management procedure on attendance on a quarterly basis at the Education Management Team under the Chairpersonship of the Cabinet Member for Education.</p> <p><b><u>Progress up to June 2014 visit</u></b> Completed. Visits to share good practices have been held in every secondary school. Policy and strategy to implement registration have been updated to meet the new requirements of September 2014.</p> <p><b><u>Further Progress by December 2014 visit</u></b> Completed.</p> <p><b><u>Progress up to June 2014 visit</u></b> Completed. Every secondary school has completed an annual report and has sent a copy to the WG and the Education Department. 2012/13 – Authorised absences - have reduced to 6.6% compared with 7.9% in 2011/12. Wales – 7.4%. Gwynedd is joint-second best on a national level. Unauthorised absences 2012/13 – have improved from 0.9% to 0.7%. Wales is 1.3%. Gwynedd is placed joint-third on a national level.</p> <p><b><u>Further Progress by December 2014 visit</u></b> Completed. Every secondary school has completed a year report and has sent a copy to the WG and the Education Department. 2013/14 - Authorised absences - have reduced from 6.6% to 5.8%. Gwynedd is 4<sup>th</sup> best on a national level. Wales – 6.4% Unauthorised absences 2013/14 – have improved from 0.7% to 0.6%. Wales is 1.3%. Gwynedd is placed joint-third on a national level.</p> <p><b><u>Progress up to June 2014 visit</u></b> Completed. Attendance data shows an improvement.</p> <p><b><u>Further Progress by December 2014 visit</u></b> Completed. Attendance data shows an improvement.</p> <p><b><u>Progress up to June 2014 visit</u></b> Completed. Attendance data shows an improvement.</p> <p><b><u>Further Progress by December 2014 visit</u></b> Completed. Attendance data shows an improvement.</p> <p><b><u>Progress up to June 2014 visit</u></b> Completed. Every secondary school has agreed to set an attendance target of 95%. Monitoring reports are being submitted consistently at the meetings of the Education Welfare Service and the information is submitted to the Education Management Team.</p> <p><b><u>Further Progress by December 2014 visit</u></b> Completed. Every secondary school has agreed to set an attendance target of 95%. Monitoring reports are being submitted consistently at the meetings of the Education Welfare Service and the information is</p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
		and agree on an action plan with each school in relation to attendance.		<p>submitted to the Education Management Team.</p> <p><b><u>Progress up to June 2014 visit</u></b>  <i>Specific target groups have been established in the secondary schools. The Welfare Service monitors the performance of attendance.  Monitoring information will be submitted by the Education Management Team.  It is reported in accordance with the Departmental Performance Management procedure on attendance on a quarterly basis at the Education Management Team under the Chairmanship of the Cabinet Member for Education.  Attendance Advisory Officer has submitted recommendations to the GCSU and the Inclusion Group providing guidance on specific aspects such as illustrative policy, FPN etc.  It is intended to undertake a full evaluation of the impact of the work of the Attendance and Welfare Officers on the outcomes of the target groups, and performance of individual schools, before the end of the 2013/14 academic year with an intention to draw up an action plan in light of this evaluation's outcomes.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b>  Specific target groups have been established in the secondary schools. The Welfare Service monitors the performance of attendance.  Monitoring information will be submitted by the Education Management Team.  It is reported in accordance with the Departmental Performance Management procedure on attendance on a quarterly basis at the Education Management Team under the Chairmanship of the Cabinet Member for Education.  Attendance Advisory Officer has submitted recommendations to the GCSU and the Inclusion Group providing guidance on specific aspects such as illustrative policy, FPN etc.  The work programme of the Attendance and Welfare Officer monitors the outcomes of target groups and individual schools' performance with the intention of including an action plan in the SDP of every school.</p> <p><b><u>Progress up to June 2014 visit</u></b>  <i>Specific target groups have been established in the secondary schools. The Welfare Service monitors the performance of attendance.  The Education Department is in the process of reviewing the work patterns of Officers on a county scale. Their work programmes have been adapted to include reviews on specific target groups of learners in every school.  Attendance shows an improvement – absences reducing.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b>  Specific target groups have been established in the secondary schools. The Welfare Service monitors the performance of attendance.  The work programme of the Attendance and Welfare Officer monitors the outcomes of target groups and individual schools' performance with the intention of including an action plan in the SDP of every school.  Attendance shows an improvement – absences reducing.</p> <p><b><u>Progress up to June 2014 visit</u></b>  <i>Completed.  Regular, monthly meetings with the Welfare Team. The minutes of those meetings will be submitted to the Management Team.  Monitoring information will be submitted by the Education Management Team.  It is reported in accordance with the Departmental Performance Management procedure on attendance on a quarterly basis at the Education Management Team under the Chairmanship of the Cabinet Member for Education.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b>  Regular, monthly meetings with the Welfare Team. The minutes of those meetings will be submitted to the Management Team.  Monitoring information will be submitted by the Education Management Team.  It is reported in accordance with the Departmental Performance Management procedure on attendance on a quarterly basis at the</p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
		<ul style="list-style-type: none"> <li>Ensure that attendance data is inspected in detail and proactively by the attendance and welfare service, and agree on improvements following annual self-evaluations.</li> </ul>	Annual from 2013/2014	<p style="color: red;">Education Management Team under the Chairmanship of the Cabinet Member for Education.</p> <p><u>Progress up to June 2014 visit</u> Completed. <i>Attendance shows an improvement – absences reducing.</i></p> <p style="color: red;"><u>Further Progress by December 2014 visit</u> <i>Attendance shows an improvement – absences reducing. Regular, monthly meetings with the Welfare Team. The minutes of those meetings will be submitted to the Management Team. Monitoring reports will be included in the monthly minutes of the Welfare Team.</i></p> <p><u>Progress up to June 2014 visit</u> Completed. <i>Reports received and discussed at the monthly meetings of the Welfare Service. Details shared within the performance management structure of the Council on a quarterly basis.</i></p> <p style="color: red;"><u>Further Progress by December 2014 visit</u> <i>Regular, monthly meetings with the Welfare Team. The minutes of those meetings will be submitted to the Management Team. Monitoring reports will be included in the monthly minutes of the Welfare Team.</i></p> <p><u>Progress up to June 2014 visit</u> <i>Item on attendance and the impact of holidays on attendance in the next edition of 'Gwynedd Ni', September 2014. Illustrative policy model has been discussed and presented to the Inclusion Officers of every secondary school (Secondary Inclusion Group). Policy includes information about holidays during school terms and administration and implementation of fixed penalty notices.</i></p> <p style="color: red;"><u>Further Progress by December 2014 visit</u> <i>Item on attendance and the impact of holidays on attendance in the next edition of 'Gwynedd Ni', January 2015. Illustrative policy model has been discussed and presented to the Inclusion Officers of every secondary school (Secondary Inclusion Group). Policy includes information about holidays during school terms and administration and implementation of fixed penalty notices. Every school has updated an attendance policy in accordance with the illustrative policy model under the guidance of Inclusion Officers.</i></p> <p><b>Realised improvements</b></p> <p><u>Progress up to June 2014 visit</u> <i>Attendance of Gwynedd secondary schools is improving. 2011/12 – 3 schools are in the highest quartiles. 11 schools are in the lowest quartiles.</i></p> <p><i>1 schools – Q1 2 schools – Q2 2 schools – Q3 8 schools – Q4</i></p> <p><i>By 2012/13 – 9 are in the highest quartiles and 5 are in the lowest quartiles.</i></p> <p><i>4 schools – Q1 5 schools – Q2 3 schools – Q3 2 schools – Q4</i></p> <p><i>Consistency in terms of the actions and structures across secondary schools in the field of absences leading to improved performance by specific groups of children. Impact of the additional regional resource (by means of the national Attendance Improvement grant), leading to an improvement in attendance over time.</i></p> <p style="color: red;"><u>Further Progress by December 2014 visit</u></p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
				<p>Attendance of Gwynedd secondary schools has improved and is continuing to improve. 2013/14 – 9 schools are in the highest quartiles. 5 schools are in the lowest quartiles.                      6 schools – Q1                      3 schools – Q2                      2 schools – Q3                      3 schools – Q4                      Consistency in terms of the actions and structures across secondary schools in the field of absences leading to improved performance by specific groups of children.                      Impact of the additional regional resource (by means of the national Attendance Improvement grant), leading to an improvement in attendance over time.</p> <p><b>Result of ESTYN Visit – 2-5 December 2014</b>                      This recommendation has been largely addressed.</p>
<p>A5 Improve quality of self-evaluation, and how improvement plans and performance management procedures are implemented in the Education Department.</p>	<p>Monitoring Officers: Head of Education, Planning and Strategic Performance Manager, Assistant Assistant Education Quality Improvement Officer</p>	<ul style="list-style-type: none"> <li>Ensure additional capacity within the Education Department to coordinate performance management matters.</li> </ul>	<p>Continuously</p>	<p><u>Progress up to June 2014 visit</u>  <i>Officer from the Education Department has been designated to co-ordinate performance management matters. The Officer and the Performance Improvement Officer meet regularly.</i>  <b>Further Progress by December 2014 visit</b>                      Officer from the Education Department has been designated to co-ordinate performance management matters. The Officer and the Performance Improvement Officer meet regularly – this arrangement continues.</p> <p><u>Progress up to June 2014 visit</u>  <i>Additional assistance is provided by the Performance Improvement Officer on quarterly monitoring matters. Robust quarterly procedure in place, with a quarterly performance handbook provided to the department's Management Team.</i>  <b>Further Progress by December 2014 visit</b>                      Above arrangement continues.</p> <p><u>Progress up to June 2014 visit</u>  <i>Cabinet Member chairs a Quarterly monitoring slot, and time has been programmed and maintained in the 2013/14 financial year. Timescale has been programmed for 2014/15. Accountability and ownership has strengthened following the arrangements. Outcomes' agreement – the result of improving the quality of education was totally successful in 2013/14.</i>  <b>Further Progress by December 2014 visit</b>                      Cabinet Member chairs a Quarterly monitoring slot. Timescale has been programmed for 2014/15. Accountability and ownership has strengthened following the arrangements.</p> <p><u>Progress up to June 2014 visit</u>  <i>Robust quarterly procedure in place, with a quarterly performance handbook provided to the Department's Management Team. Specific item on the agenda of the Management Team under the chairmanship of the Cabinet Member. On the whole, performance will be monitored within three weeks. Matters being discussed/resolved in the Delivery Panel.</i>  <b>Further Progress by December 2014 visit</b>                      Above arrangement continues.</p> <p><u>Progress up to June 2014 visit</u></p>

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Recommendation	Responsibility	Action Plan	By when?	Progress
		<ul style="list-style-type: none"> <li>• Ensure identification of individual improvement programmes that contribute towards the indicators of the Education Department / Service.</li> <li>• Create a matrix of the indicators.</li> <li>• Agree and establish a robust self-evaluation system.</li> </ul>	<p>October 2013</p> <p>December 2013</p> <p>September 2013 – December 2014</p>	<p><i>Completed.</i> <i>Training held on 04/10/2014.</i> <b><u>Further Progress by December 2014 visit</u></b> <i>Completed.</i></p> <p><b><u>Progress up to June 2014 visit</u></b> <i>Individual improvement projects / programmes have been identified ensuring a better system of accountability in individual services.</i> <b><u>Further Progress by December 2014 visit</u></b> <i>In light of the evaluations of individual services, individual work programmes have been identified which have led to improved accountability in individual services.</i> <i>Officers within the Education Department are clear regarding their responsibilities for specific indicators.</i> <i>This has also led to strengthening and improving planning on a departmental level.</i></p> <p><b><u>Progress up to June 2014 visit</u></b> <i>Timescale has slipped.</i> <i>Following a slippage with the work's timescale, it was decided to postpone the work until 2014/15 as 2014/15 indicators are different due to the Council's annual business planning cycle.</i> <b><u>Further Progress by December 2014 visit</u></b> <i>In light of the evaluations of individual services, individual action plans have been identified in order to monitor progress and evaluate performance. This has led to better accountability in individual services and ensured better planning on a departmental level.</i></p> <p><b><u>Progress up to June 2014 visit</u></b> <i>Improvement programmes have been identified.</i> <i>During 2014/15, there will be a need to agree on a procedure and timescale to report on progress in individual services.</i> <b><u>Further Progress by December 2014 visit</u></b> <i>In light of the evaluations of individual services, individual work programmes have been identified that have led to better accountability in individual services. Officers within the Education Department are clear regarding their responsibilities for specific indicators. This is also a way to strengthen and improve planning on a departmental level.</i></p> <p><b><u>Progress up to June 2014 visit</u></b> <i>Bids Timescale has been addressed, with bids determined within the corporate timescale.</i> <i>Threats and Opportunities meetings have been held with every service unit, namely:</i></p> <ul style="list-style-type: none"> <li>• Pupils and Inclusion – 13/02/14</li> <li>• Schools Improvement – 17/02/14</li> <li>• Resources – 07/03/14</li> <li>• Schools – 12/03/14</li> </ul> <p><i>Self-evaluation per service completed with relevant staff.</i> <i>2014/15 priorities and indicators have been identified.</i> <i>It is intended to review the SE above at the meetings of the Management Team at the beginning of September as part of the process of identifying the department's bids. It is intended to undertake a more detailed self-evaluation following receipt of the final Summer 2014 outcomes namely in the succeeding new year (February 2015).</i> <b><u>Further Progress by December 2014 visit</u></b> <i>Bids Timescale has been addressed, with bids determined within the corporate timescale.</i></p>

# EXTERNAL AUDIT REPORTS 2012/13 – 2014/15

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Recommendation	Responsibility	Action Plan	By when?	Progress
				<p>Threats and Opportunities meetings have been held with every service unit, namely:</p> <ul style="list-style-type: none"> <li>• Pupils and Inclusion – 16/09/14</li> <li>• Schools Improvement – 21/10/14</li> <li>• Resources – 23/09/14</li> <li>• Schools Organisation – 25/09/14</li> </ul> <p>Self-evaluation per service completed and action plans identified. 2014-15 priorities and indicators have been identified. It is intended to undertake a more detailed self-evaluation following receipt of the final Summer 2014 outcomes namely in the succeeding new year (February 2015).</p> <p><b><u>Progress up to June 2014 visit</u></b> Completed. 2014/15 priorities and indicators have been identified.</p> <p><b><u>Further Progress by December 2014 visit</u></b> Completed. 2014/15 priorities and indicators have been identified.</p> <p><b>Realised improvements</b></p> <p><b><u>Progress up to June 2014 visit</u></b> <i>Strengthen ownership within the Department and the accountability of the Education Department for performance management matters. Provide clear guidance on Performance Management principles and procedures. Detailed planning arrangements and thorough performance management procedures. Make more effective use of performance indicators in order to regularly monitor progress against milestones, and <b>take appropriate rectification steps.</b> Ensure that all Education Department officers contribute to the discussion on the threats and opportunities of services on an annual basis.</i></p> <p><b><u>Further Progress by December 2014 visit</u></b> Ownership and accountability has strengthened within the Department for performance management matters. Clear guidance on Performance Management principles and procedures. Detailed planning arrangements and thorough performance management procedures. Make more effective use of performance indicators in order to regularly monitor progress against milestones. All Education Department officers contributing to the discussion on the threats and opportunities of services on an annual basis. Officers within the Education Department are clear regarding their responsibilities for specific indicators. In light of the self-evaluations of individual services, individual work programmes have been identified that have led to better accountability in individual services. This has also led to strengthening and improving planning on a departmental level.</p> <p><b>Result of ESTYN Visit – 2-5 December 2014</b> This recommendation has been partly addressed.</p>

# EXTERNAL AUDIT REPORTS 2012/13 – 2014/15

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Recommendation	Responsibility	Action Plan	By when?	Progress																																	
A6 Continue to implement plans to reduce the number of surplus places.	Monitoring Officers: Lead Manager (Re-organisation of Secondary Schools), Lead Manager Re-organisation of Primary Schools, Senior Schools Manager, and Officer to be designated.	<ul style="list-style-type: none"> <li>Implement surplus place programmes in specific areas and catchment areas.</li> </ul>	Continuously	<p><b>Realised improvements</b></p> <ul style="list-style-type: none"> <li>The pattern of reducing surplus places in the County is the result of a combination of reorganisation schemes and the work of reviewing schools' capacity.</li> <li>Schemes are in the pipeline or have been implemented to remove 1,289 surplus places in the primary sector by combining school reorganisation schemes and the work of reviewing schools' capacity. This is within the target set against January 2015 to reduce Primary surplus places.</li> <li>The number of surplus places is reducing in the secondary Sector. Schemes e.g. the Berwyn scheme, are going to contribute further to the target in the next few years.</li> <li>Schemes are in the pipeline or have been implemented to remove 1,014 surplus places in the secondary sector by combining school reorganisation schemes and reviewing schools' capacity.</li> </ul> <p><b>SUMMARY</b></p> <ul style="list-style-type: none"> <li>By January 2015, <b>1,474</b> surplus places will be removed from Gwynedd Council's schools estate which is equivalent to a saving of <b>£532,620</b> (in accordance with the cost of a surplus place as defined in a report by Estyn) (<i>How do surplus places influence available resources to be spent on improving outcomes for pupils? - 2012</i>)</li> <li>By means of proposed schemes, a further <b>851</b> surplus places should have been removed from Gwynedd Council's schools' estate by September 2017 which is equivalent to a saving of <b>£338,778</b> (in accordance with the cost of a surplus place as defined in a report by Estyn).</li> <li>Given all the schemes that have been realised so far, and upcoming schemes between now and September 2017, a total of <b>2,325</b> surplus places will be removed from Gwynedd Council's schools' estate, which creates a saving of <b>£871,038</b> (in accordance with the cost of a surplus place as defined in a report by Estyn).</li> <li>This information has been summarised in the tables below:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #e0f7fa;"> <th style="width: 60%;">Scheme / Project</th> <th style="width: 20%;">Impact on Surplus Spaces by January 2015</th> <th style="width: 20%;">Savings in accordance with Estyn (£262 Primary, £510 Secondary)</th> </tr> </thead> <tbody> <tr> <td>Tywyn</td> <td style="text-align: center;">-257</td> <td style="text-align: center;">-£67,334</td> </tr> <tr> <td>Berwyn phase 1 – Upgrading Ysgol O. M. Edwards</td> <td style="text-align: center;">-43</td> <td style="text-align: center;">-£11,266</td> </tr> <tr> <td>Berwyn phase 2 – Lifelong Campus in Bala</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Gader Catchment Area</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Groeslon, Carmel and Bronyfoel Area School</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Ysgol Glancegin</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Ysgol Llidiardau</td> <td style="text-align: center;">-76</td> <td style="text-align: center;">-£19,912</td> </tr> <tr> <td><b>Secondary Surplus Places</b></td> <td style="text-align: center;">-589</td> <td style="text-align: center;">-£300,390</td> </tr> <tr> <td><b>Primary Surplus Places</b></td> <td style="text-align: center;">-509</td> <td style="text-align: center;">-£133,358</td> </tr> <tr style="background-color: #e8f5e9;"> <td style="text-align: center;"><b>TOTAL</b></td> <td style="text-align: center;"><b>-1,474</b></td> <td style="text-align: center;"><b>-£532,260</b></td> </tr> </tbody> </table>	Scheme / Project	Impact on Surplus Spaces by January 2015	Savings in accordance with Estyn (£262 Primary, £510 Secondary)	Tywyn	-257	-£67,334	Berwyn phase 1 – Upgrading Ysgol O. M. Edwards	-43	-£11,266	Berwyn phase 2 – Lifelong Campus in Bala	0	0	Gader Catchment Area	0	0	Groeslon, Carmel and Bronyfoel Area School	0	0	Ysgol Glancegin	0	0	Ysgol Llidiardau	-76	-£19,912	<b>Secondary Surplus Places</b>	-589	-£300,390	<b>Primary Surplus Places</b>	-509	-£133,358	<b>TOTAL</b>	<b>-1,474</b>	<b>-£532,260</b>
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**2. OTHER INSPECTIONS**

**2.1 Wales Audit Office Report: Local Authorities Safeguarding Children Arrangements – Gwynedd Council – October 2014**

Gwynedd Council's Local Authorities Safeguarding Children Arrangements were audited by Wales Audit Office and a report was published in October 2014. Following this, the proposals below were submitted in the report of Councillor Wyn Williams to the Cabinet on 16 December 2014. In order to ensure that action had been taken in terms of the proposals, the report in question was submitted, as well as the national report, to the Strategic Safeguarding Children and Vulnerable Adults Panel (29 September 2015). It was agreed at the meeting that the Operational Group would consider the national recommendations and local proposals and report on any gaps that remain which require further attention. The Operational Group will report back to the Strategic Safeguarding Children and Vulnerable Adults Panel on 02 December 2015.

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
P1	Review the Local Authority Designated Officer for Child Protection requirements under the Children Act 2004 to ensure full compliance with the legislation.	Corporate Director	<ol style="list-style-type: none"> <li>The proposal was submitted to the Cabinet – 16.12.14.</li> <li>The report was discussed with relevant officers to try to identify potential actions.</li> <li>The proposal was submitted to the Strategic Safeguarding Children and Vulnerable Adults Panel (29.09.15) to see whether or not further action was required to what had already been implemented.</li> <li>Observations in terms of any gaps that remain or</li> </ol>	02.12.15	Specifically in terms of this proposal, it was noted in the Strategic Safeguarding Children and Adults Vulnerable Panel that further clarity was required from the Wales Audit Office as some were unclear what exactly was in question here. After the meeting, it was agreed that Dafydd Paul, Senior Manager – Safeguarding and Quality, would follow up the matter with the



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Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
			elements that require further attention is expected at the next meeting of the Strategic Safeguarding Children and Vulnerable Adults Panel – 02.12.15.		Wales Audit Office and report back to the Strategic Safeguarding Panel (02.12.15).
<b>P2</b>	Ensure safeguarding risks, and their mitigating actions, are up to date in the Corporate Risk Register.	Corporate Director	<ol style="list-style-type: none"> <li>1. The proposal was submitted to the Cabinet – 16.12.14.</li> <li>2. The report was discussed with relevant officers to try to identify potential actions.</li> <li>3. The proposal was submitted to the Strategic Safeguarding Children and Vulnerable Adults Panel (29.09.15) to see whether or not further action was required to what had already been implemented.</li> <li>4. Observations in terms of any gaps that remain or elements that require further attention is expected at the next meeting of the Strategic Safeguarding Children and Vulnerable Adults Panel – 02.12.15.</li> </ol>	02.12.15	<p>They have been included on the Corporate Risk Register.</p> <p>The corporate register will be submitted to the Management Group and a report on risk management arrangements will be submitted to the Audit Committee on 1 December 2015.</p>
<b>P3</b>	Improve scrutiny of key elements of the Council's safeguarding arrangements through, for example, regular reporting on performance on safe recruitment; attendance and impact of safeguarding training; and the outcome of the annual school audit programme.	Senior Manager - Democratic and Delivery	<ol style="list-style-type: none"> <li>1. The proposal was submitted to the Cabinet – 16.12.14.</li> <li>2. The report was discussed with relevant officers to try to identify potential actions.</li> <li>3. The proposal was submitted to the Strategic Safeguarding Children and Vulnerable Adults Panel (29.09.15) to see whether or not further action was required to what had already been implemented.</li> <li>4. Observations in terms of any gaps that remain or elements that require further attention is expected at the next meeting of the Strategic Safeguarding Children and Vulnerable Adults Panel – 02.12.15.</li> <li>5. It should be emphasised that the existence of the Strategic Safeguarding Panel is evidence in itself of scrutinising the safeguarding field – this is one of the reasons for the Panel namely to monitor and scrutinise the field.</li> </ol> <p>The item was noted at the annual workshop of the Services Scrutiny Committee during the year.</p>	02.12.15	<p>The matter is being considered by the Services Scrutiny Committee at its meeting on 26 November when key indicators in the field, amongst other things the Scrutiny Committee have sought, will be addressed.</p> <p>The intention of the Services Scrutiny Committee is to scrutinise whether or not they think the arrangements the Council have put into place in terms of the Strategic Safeguarding Panel work.</p>
<b>P4</b>	Agree a regular internal audit programme of work for reviewing the Council's safeguarding arrangements.	Senior Manager - Revenue & Risk	<ol style="list-style-type: none"> <li>1. The proposal was submitted to the Cabinet – 16.12.14.</li> <li>2. The report was discussed with relevant officers to try to identify potential actions.</li> <li>3. The proposal was submitted to the Strategic Safeguarding Children and Vulnerable Adults Panel (29.09.15) to see whether or not further action was required to what had already been implemented.</li> <li>4. Observations in terms of any gaps that remain or elements that require further attention is expected at the next meeting of the Strategic Safeguarding Children and Vulnerable Adults Panel – 02.12.15.</li> <li>5. The existence of the Strategic Safeguarding Panel</li> </ol>	02.12.15	<p>An audit was undertaken by Glyn Hughes, independent consultant, in 2014. Further details (e.g. specific dates) can be obtained from Geraint Owen.</p> <p>For 2015/16, a discussion was held with Catrin Thomas, Chair of the Safeguarding Operational Panel, and it was agreed on a programme for Internal Audit to undertake the work.</p> <p>An update on that will be submitted at every meeting of the Audit Committee.</p>

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			and the Safeguarding Operational Group seeks to respond to matters in terms of the Council's safeguarding arrangements, and at times this would include input from internal audit. Audits will be undertaken regularly.		
<b>P5</b>	Provide training for all staff on the Council's Whistleblowing Policy.	Learning and Development Manager	<ol style="list-style-type: none"> <li>1. The proposal was submitted to the Cabinet – 16.12.14.</li> <li>2. The report was discussed with relevant officers to try to identify potential actions.</li> <li>3. The proposal was submitted to the Strategic Safeguarding Children and Vulnerable Adults Panel (29.09.15) to see whether or not further action was required to what had already been implemented.</li> <li>4. Observations in terms of any gaps that remain or elements that require further attention is expected at the next meeting of the Strategic Safeguarding Children and Vulnerable Adults Panel – 02.12.15.</li> </ol> <p>Due to the number of individuals who need to receive basic awareness raising sessions in the Safeguarding field, sessions will be held through e-learning under the care of the Learning and Development team.</p> <p>In addition to this, a Series of Awareness Raising workshops for Managers and Elected Members have been held, and further sessions are being arranged for the future.</p>	02.12.15	<p>In terms of "Whistleblowing" in the context of Safeguarding, there are instructions on how to report concerns within the Safeguarding policy and modules.</p> <p>Also:</p> <ul style="list-style-type: none"> <li>○ reference is made to it in the workshops for managers</li> <li>○ cards with contact numbers have been circulated to staff</li> </ul> <p>As this is slightly different to the general "Whistleblowing" procedure, it is not anticipated that additional sessions to the e-learning modules will be held.</p>

### 2.2 Gwynedd Domiciliary Care Services Review by Care and Social Services Inspectorate for Wales

The above report was published on 14 March 2014 following the inspection on 5 February 2014 and 7 February 2014. A scheduled baseline inspection is held every 3 years. It was noted, although steps have been taken to address the issues identified during the last inspection, progress is slow and effective steps must be taken to implement the new documentation in each area in particular

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
<b>1</b>	Risk assessments	Registered Manager of the residential Home	It is expected that a risk assessment is completed to identify any risks for service users in the residential homes.	Continuous	Monitoring Visits 27 from officers who monitor Provider, Adults, Health and Well-being.
<b>2</b>	Person-centred care planning documentation	Registered Manager of the residential Home	All our documents have been adapted in the form of a PCP, Personal Centre Plan, for every individual in our Elderly and Learning Disability Residential Homes.	Continuous	Monitoring Visits 27 from officers who monitor Provider, Adults, Health and Well-being.

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### 2.3 National Review of the Use of Deprivation of Liberty Safeguards (DOLS) in Wales 2014 - Gwynedd Local Authority and Betsi Cadwaladr University Health Board - Care and Social Services Inspectorate for Wales (CSSIW)

1. The Council and Health Board should continue to develop understanding of the Mental Capacity Act, DoLS and the implications of the Supreme Court at all levels. It should ensure that it builds on the existing knowledge and skills of care managers in adult services so that where there are authorised deprivations in place, care management reviews reflect consideration of their outcome and effectiveness. The links between care management and contract monitoring in adult services should be more robust.
2. The Council and Health Board should ensure that it reports performance information on the Safeguards to senior managers and elected members regularly.
3. The Council should examine its management arrangements to ensure that there are no conflicts of interest between its supervisory body and managing authority functions.
4. The Council and the Health Board should each develop more robust quality assurance mechanisms, so that all applications, assessments and authorisations comply with legislation, guidance and case law.
5. The Council and the Health Board should each review the BIA and Section 12 doctor capacity to ensure that they are able to meet the requirements of the legislation and the Supreme Court judgment.
6. The Council and the Health Board should each review their engagement with the relevant person, their families and carers. They should seek feedback on the clarity and effectiveness of available information. They should include details of how to express compliments, concerns and complaints.
7. The Council and the Health Board should consider where closer partnership working could bring additional benefits and improve outcomes for the relevant person and their families.
8. The Council and the Health Board should each ensure that Mental Capacity Act and DoLS training for managers and staff in all relevant social and health care settings becomes mandatory and is delivered regularly. They should audit the effectiveness of all such training.

### 2.4 Care and Social Services Inspectorate for Wales Report – Gwynedd Fostering Service – January 2015

A scheduled inspection was held during October and November 2014. The report notes: “We did not identify any areas of non-compliance with the requirements of The Fostering Services (Wales) Regulations 2003; however we have identified areas where practice could be further developed to assist in improving the standard of the service provided.

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
1	Foster carers felt more should be done to recognise what children achieve.				A note in the external audit reports register states that <b>any recommendations will be included in the Department’s work plan.</b>
2	Develop the initiative to better involve children in foster carer reviews.				
3	Consider a review of the disruption meeting format.				

### 2.5 Wales Audit Report: Housing and Council Tax Benefit Service Review

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
P1	Ensure that effective succession planning arrangements are in place for the Quality Assurance and Training Officer (QA and T Officer) post.	Senior Manager - Revenue & Risk	Keep the effective succession planning arrangements of the whole unit under continuous consideration, not only for one post.	As soon as possible	The arrangements of the whole unit are under consideration in the context of the welfare reform system, and the roles and responsibilities of all posts have been considered when discovering efficiency savings and cuts in accordance with the corporate framework.
P2	Ensure that all staff are aware of business continuity arrangements	Senior Manager - Revenue & Risk	Ensure that emergency planning arrangements of the Finance Department is available for everyone.	As soon as possible	New corporate arrangements have recently been introduced, with Strategic and Operational

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Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
	contained in the disaster recovery plan.				Panels established within the Council to ensure consistency. The Benefits Unit, as with every other unit within the Council, is working within these arrangements.
<b>P3</b>	Ensure that the transfer of the delivery of take-up activities from the Council to the Citizens Advice Bureau (CAB) does not impact negatively on citizen engagement.	Senior Manager - Revenue & Risk	Arrangements have been established with Citizens' Advice Bureau in order to maintain service standards.	As soon as possible	<p>In 2012, it was reported to the Audit Committee that CAB had appointed a benefits promotion officer with finance that had been transferred to them from the Welsh Government, and that this officer was already in contact with the Council's benefits officers, establishing protocols to refer cases etc.</p> <p>Service Level Agreements between the Council and the Citizens' Advice Bureau (annual agreements with the current ones in place until 31 March 2016). These include a specific reference to the matters referred to in Proposal for Improvement C3.</p>
<b>P4</b>	Consider introducing a process of consultation or survey to evaluate the customer's view about the service.	Senior Manager - Revenue & Risk	In September 2012, it was reported to the Audit Committee, "The Council is strongly in favour of the general principle of consulting with customers. However, we do not consider that it would be timely to do this so close to the most radical national changes ever to the benefits service (cutting the level of rent allowance permitted, introducing the local support scheme for council tax and shifting the Council's housing benefit rights to the DWP's own Universal Credit system)." These observations were approved by the Committee at the time.	As soon as possible	<p>As Committee members will be aware, there has been a substantial slippage in the Westminster Government's timescale to introduce Universal Credit. Consequently, the situation described in 2012, to all intents, continues.</p> <p>However, it should be noted that Siop Gwynedd is consulting with a percentage of their customers to evaluate opinion on services received; this will include customers who receive advice about benefits.</p>

### 2.6 Wales Audit Report: Gwynedd Council Information Management Feedback (April 2012)

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
<b>1</b>	The Council should enhance the action plan which supports the information strategy to include actions to identify the Council's information and intelligence needs and to co-ordinate the activity of the range of information services to meet these needs.	Information Manager	This was discussed with Gwenan Parry, Head of Customer Care Support Department in 2012. It was felt that the function of the Information Management Service was not to find out what were the Council's information requirements and that our role was to provide guidelines and expertise on how to manage information once it had reached the Council (in terms of protection, disposal, accuracy, retention for appropriate periods of time). This is the role of information management services in every Council. The role of the Research Unit is to respond to the services' information requirements.		No monitoring procedure has been in place. Has been incorporated in the Strategic Plan in the Strategic Plan after the Governance Group noted that not enough is done about it.

## EXTERNAL AUDIT REPORTS 2012/13 – 2014/15

### APPENDIX 1

Ref	Further proposals for improvement	Responsibility	Implementation Plan	By When	The monitoring arrangement and the progress made so far
			The Information Management Strategy will soon be updated, therefore, we can incorporate this for the future if there is a desire to do this.		
<b>2</b>	Develop an appropriate forum to co-ordinate the activities of the Council's information teams.	Information Manager?	Collaboration with the information team of the Adults Department already takes places. There would be a need to be clear on the purpose and aim of the forum.		No monitoring procedure has existed.
<b>3</b>	Ensure that the responsibilities of an Information Security Group are effectively discharged, clearly defined as per ISO27001 and documented. Strengthen arrangements to formally brief the Senior Information Risk Owner following forum meetings to ensure corporate oversight of, and responsibility for information issues.	Information Manager	The Security Group has now changed to be the Senior Information Risk Owner Delivery Group. Meetings are chaired by the Senior Owner and are documented, and there is a procedure for reporting back to the corporate Information Management and Protection Group.		The work has been completed.
<b>4</b>	Address the non-compliance issues in relation to the time it takes to respond to Freedom of Information requests.	Information Manager	This has been resolved – 2013-14 performance was 91% and 2014-15 was 90%, therefore, a major improvement has taken place since the date of the review.		Performance is reported on the Ffynnon system on a quarterly basis and figures are submitted to the Council's Information Management Group.