

| Estyn / CIW Improvement Area | Is the Recommendation included in the Response Plan Board's work programme? | Update (July 2026) |
|---|---|---|
| <p>1. Establish a corporate policy on the voice of the child and align arrangements for listening to the voice of the child under the Wales Safeguarding Procedures to ensure consistency across the education department and the children and families services; use messages from children and young people's forums to influence strategic planning directly</p> | <p>Yes Theme 1: CPR-1, NEW-1, CPR-6, Theme 2: CPR-11</p> | <p><u>The Voice of the Child Strategy</u></p> <p>A draft Voice of the Child Strategy has been completed. Observations have been received on the content by the Response Plan Programme Board members of the recovery board and have been incorporated in the current version.</p> <p>Work has been done to draw up some appendices, but not all. The appendix on the voice of children and young people in education is ready for discussion with the Children and Young People Forum, Education Strategic Groups and Gwynedd Governors Forum.</p> <p>There is work to be done to amend the current guidance of the Children's Services so that it becomes a natural part of the Strategy as a whole; the current content is wholly appropriate, but its format needs to be amended so that it reads as one. The content needs to be discussed with the Children and Young People Forum. This may be a task for the Engagement Coordinator that is currently in the process of being appointed.</p> |

| | | |
|---|---|---|
| <p>2. Establish corporate quality assurance arrangements that measure the impact of child safeguarding and protection work on practice and on children’s well-being and use the findings to inform decisions, prioritise resources and strengthen governance at all levels.</p> | <p>Yes Theme 2: NEW-2, NEW-3, NEW-7, NEW-10 and the Quality Assurance Framework</p> | <p><u>Quality Assurance Framework</u></p> <p>The Quality Assurance Framework has now been completed and presented to the Response Plan Program Board. The Framework sets out the vision and values of the service in a clear and simple way, outlining the role of everyone within the quality assurance process, together with the expectations in terms of training, supervision and learning.</p> <p>It also places emphasis on a culture of constructive challenge, learning from feedback, complaints and reviews, and ensuring that the quality of the service provided to children and families is central to the Council's work.</p> <p>The post of Safeguarding and Quality Manager is currently being advertised, with the hope that it will be possible to fill the gap and strengthen the service's capacity by the summer.</p> |
| <p>3. Strengthen safeguarding training for all staff and governors, ensuring it is fit for purpose and includes information on grooming and establish robust processes to evaluate the impact of training on practice</p> | <p>Yes Theme 1: CPR-3 Theme 3: CPR-18, RP-C2, RP- B1b, RP-C2d, RP- B1a</p> | <p><u>What has already been done?</u></p> <p>Following the urgent need, an awareness element of "grooming" was added to the protection training slides for schools at the beginning of each school year (September 2025). This element is not specialist in nature, but is based on resources on the NSPCC website and focuses on raising basic awareness among school staff.</p> <p><u>Specialist Training commissioned</u></p> <p>The Department for Education and the Department for Children have jointly commissioned a more comprehensive training package from the NSPCC. The NSPCC is currently preparing the materials, with some delay due to the need for a bilingual resource. It is expected to be ready and available to us from June 2026.</p> |

| | | |
|--|--|---|
| | | <p>The training will include two parts:</p> <ol style="list-style-type: none"> 1. An on-line class for up to 5000 for officers across the Council, raising awareness of the signs of grooming, and how to respond, etc. The training will also be available to elected members and school Governors. 2. Face-to-face training for 20 officers (5 sessions booked, therefore 100 officers in total). This is specific for front-line workers; Social Workers, Teachers, Designated Safeguarding Persons in Schools and Headteachers. |
| 4. The local authority must: | | |
| a) inform the referrer within 7 working days of the referral outcome | Yes Theme 2. | <p>This was recognised as a challenge, considering the capacity of the service, the level of demand and the complexity of some cases, which can make responding to the referrer within the timescale difficult in practice at times.</p> <p>The service has introduced an automatic response to acknowledge receipt of the referral and give an initial update, in order to ensure better communication with the referrer while assessing whether this would meet the requirements of the expectation.</p> |
| b) engage with the child when they state that they are at risk of harm, abuse or neglect | Yes Theme 1: CPR-6 Theme 2: CPR-11 | <p><u>Voice of the Child (Section 5 Safeguarding Procedures)</u></p> <p>The Children's Department now makes a proactive effort to ensure that a Social Worker speaks to every child who is the subject of a safeguarding referral (Section 5)</p> <p>Some challenges arise with parents feeling very uncomfortable with a social worker talking to their child and, as a result, refusing permission. Such complaints are recorded and would be continuously monitored. Initial discussions have also been</p> |

| | | |
|---|------------------------------------|---|
| | | <p>held with a legal expert in order to review the rights of parents and children in accordance with safeguarding procedures.</p> <p>The process is now part of the performance measurement of the Children's Department and is monitored and scrutinised regularly.</p> |
| c) strengthen commissioning arrangements and the monitoring of service agreements | Not included in the Response Plan. | <p>Work is ongoing to assess brokerage opportunities, commissioning and providing quality assurance through the commissioning team. There has been a clear and obvious strengthening of our work through the commissioning team with the children's department over recent months and there is an intention, from the 1st June 2026, to establish a commissioning project / small homes / profit elimination to further strengthen this work.</p> |
| d) ensure regular involvement of key practitioners in strategy discussions | Yes Theme 2: NEW-3, NEW-7 | <p>Ensuring that there is regular contribution from key practitioners is an integral part of safeguarding strategic discussions.</p> <p>Work is also ongoing to strengthen the way we collaborate multi-agency, especially with the Police. As part of the inspection and audit arrangements, the presence and contribution of partners in strategic meetings will be monitored, with the intention of developing further measures to enable the Response Board to scrutinise this more systematically.</p> |