

Year of Audit	Name of Audit	Lead Officer	Directorate	Recommendation	Management Response	Action Date	Accountability/Reporting to	Previous updates	Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status	Open/Closed
2018-19	Transport Vision	Matthew Price	PT&E	Prevention (Prevention activity is at the centre of the Green Paper with targets established to monitor the impact of preventative interventions and solutions)	Prepare a monitoring strategy that identifies the effectiveness of sustainable travel and air quality interventions and quantifies the variance and accuracy in the measures.	Sep-19		Dec 2020 - Cardiff Transport White Paper has identified more ambitious sustainable travel targets, with 63% of Cardiff residents travelling to work by sustainable modes in 2025 and 75% in 2030. The methodology for measuring achievement towards the target was independently audited in November and December 2019. The audit identified that although the techniques and sample sizes used in the surveys are sound, some unintended consequences of the self-selection survey methodology may have introduced bias. Therefore, a more robust methodology will now be developed to minimise bias. Cardiff is participating in the South East Wales Transport Model Working Group with Transport for Wales, which may present opportunities for joint data collection and the development of a more comprehensive monitoring programme. The Council's sustainable travel targets and method of data collection will also be reviewed as part of the comprehensive review of Cardiff's Local Development Plan. The LDP review will also seek to maximise opportunities to introduce alternatives to private car use from the outset of the occupation of development, potentially through 'Mobility As A Service' or other technology solutions/initiatives and early deliverable infrastructure interventions. Scheme specific monitoring plans are also included within each project. The Clean Air Plan in the city centre will include the installation of a full real time monitoring station on Cathedral Street and five other part real-time locations to measure changes in dispersion. The Healthy Travel Charter, developed in partnership with Cardiff Public Services Board and Cardiff and Vale University Health Board, is providing a platform for the promotion of the health and environmental benefits for modal shift. The Council has published an updated 'Keeping Cardiff Moving' website, www.keepingcardiffmoving.co.uk to provide information and promote sustainable travel. The Council is working closely with the Welsh Government, Transport for Wales, Traveline Cymru and its partners on a publicity campaign to encourage the use of sustainable travel during the period of construction works in the city centre associated with the Clean Air Plan. The LDP review is underway, although due to Covid-19, it has an altered timescale. It is still anticipated that the Council's sustainable travel targets and method of data collection will be reviewed as part of this process. Scheme specific monitoring plans are ongoing. Keeping Cardiff Moving has been further developed to provide additional resources, particularly in relation to active travel to schools, and the Healthy Travel Charter has been rolled out more widely. Work to improve air quality is ongoing, although some interventions have been impacted as a result of Covid-19, such as the planned works in Cardiff city centre. Conversely, other elements have been accelerated (the 'top-up' software) and reviewed (access for vehicles). Messaging on sustainable travel has altered during Covid-19, due to concerns about use of public transport and UK government guidance advising against using these modes of transportation. An appropriate response to this issue is being considered as part of the wider recovery plans, which includes communicating messages about the safety measures/training regimes which are in place. The uptake of walking and cycling during the lockdown/Covid restrictions, particularly in local communities, has provided an opportunity to expand messaging about the benefits of active modes in improving air quality/reducing traffic noise.		April 2021 - This action is ongoing. The Council's sustainable travel targets and method of data collection and scheme monitoring will be reviewed in conjunction with the development of Cardiff's new Local Development Plan. Ongoing monitoring is now embedded in strategic projects to measure the impacts on sustainable travel and air quality. For example, the Castle Street project incorporates a detailed monitoring plan.	Green	Closed
2018-19	Transport Vision	Matthew Price	PT&E	Prevention	Continue to plan and monitor the prioritised phasing of sustainable transport interventions for new developments to prevent reliance on car use from the outset.	Ongoing		April 2021 - This action is closed. Sustainable transport interventions needed to mitigate the impacts of development are assessed through the development control process. The phasing of the improvements and initiatives are established through Section 106 agreements and included in the delivery programme and financial monitoring for new developments.	Green	Closed		
2018-19	Transport Vision	Matthew Price	PT&E	Prevention	Continue to target sustainable and active travel interventions where the air quality is worst.	Ongoing		April 2021 - This action is closed. The Council's interventions to increase active and sustainable travel continues to be informed by ongoing air quality monitoring carried out in support of the Council's Clean Air Plan.	Green	Closed		
2018-19	Transport Vision	Matthew Price	PT&E	Prevention	Expand messaging on the benefits to health and the environment being key outcomes for modal shift.	Ongoing		April 2021 - This action is ongoing. The Council continues to promote the health and the environment as key objectives for modal shift through its all its messaging in respect of its transport agenda. For example, the health benefits of active travel are being actively promoted as part of the Active Travel Schools Team's engagement with schools.	Green	Closed		
2018-19	Corporate Safeguarding	Finn Medall	P&C	The Council should improve its approach to safeguarding training in the following ways: • Get staff through mandatory safeguarding training more quickly and take forward the work identified by the Corporate Safeguarding Board to collate a percentage breakdown of safeguarding training compliance with each Council Directorate	March 2020 - Mechanisms are in place for PC Users, Directorate/Service Areas, understand requirements for compliance. Policy and Performance monitors and provides monthly compliance reports to individual Directorate/Service Areas. Mechanisms are in place for Non-PC Users, and a process flow chart is under development for dissemination to all Directorate/Service Areas to achieve compliance. Directorate/Service Areas are to send Attendance Sheets to Policy Performance and Academy for monthly compliance monitoring. Policy and Performance collate a percentage breakdown of each Directorate on a quarterly basis. Third Quarter figures have been completed and Fourth Quarter figures will be available in April 2020. A video is being developed to support awareness raising of safeguarding to staff in an engaging way. December 2020 Performance reporting will be on a monthly basis for all directorates from December 2020. Target set at 85% by the end of March 2020 for employees and members - this does not include non-employees (i.e. Agency staff and governors, needs resolution)		Training staff developed and will be piloted in directorate area. • Training compliance breakdown now complete and can be seen on developing dashboard by managers		Amber	Open		
2018-19	Corporate Safeguarding	Finn Medall/Treacy Thomas	Resources/P&C	• Ensure it centrally collates safeguarding training records for those staff and volunteers who have had face to face safeguarding training as well as the e-learning safeguarding training	Training records centrally located for all staff in Digigov. Volunteer training to be part of the volunteer module which will be implemented as soon as those changes have been made which were a site requirement.		March 2020 - Information centrally collated by the Academy for all staff and volunteers. Dec 2020 - Academy collates training for the e-module for permanent employees, including non desk-based staff. Managers are to record on Digigov for employees, but the system needs developing for non-employees, such as agency staff and governors. Additionally, the Digigov volunteer recording function is being built. Year end 2020/21 Academy collates training for the e-module for permanent employees, including non-desk-based staff. However, the system needs developing for non-employees, such as agency staff and governors. Additionally, the Digigov volunteer recording function is being built and will be completed in September 2021	Academy and Digigov now linked for training. Governor and non-perm employees being developed		Amber	Open	
2018-19	Corporate Safeguarding	Finn Medall	P&C	• Clarify when mandatory safeguarding training for staff and members needs to be refreshed	March 2020 - Training levels are being drafted in line with roles and responsibilities. A brief video is being developed to raise staff awareness of safeguarding Council wide in an accessible way. Those who work directly with citizens will have ongoing CPD requirements. There is reference to individual and manager responsibility to ensure CPD of all of the workforce will be expected to undertake the e-learning safeguarding training module and any other training relevant to the position that they hold and to renew their qualifications to the highest level. Dec 2020 - For decision at CSR/SMT in Jan 2020; recommended for every three years.		It was agreed at the Corporate Safeguarding Board in May 2021 that a 3 year training cycle would be implemented, commencing in March 2022.	Green	Closed			
2018-19	Corporate Safeguarding	Finn Medall	P&C	• Consider ways in which it could extend its safeguarding training offer, for example building on the planned Child Sexual Exploitation Awareness training to be given to taxi drivers, and to provide safeguarding training to for example those working in the night time economy	Year end 2020/21 Implementation delayed by Covid-19. Task and finish group has been set up in December 2020 to reconvene work following pandemic and work is ongoing.		Mar 2020 - Corporate Safeguarding meets with relevant colleagues to promote the Safeguarding Training. A S&AR exists in relation to recommendations for Safeguarding training for escorts and drivers (School Transport). A piece of work is underway with licensing, police and children's services to see how training be strengthened, including taxi drivers. Vulnerability training is being delivered by the police to night-time economy staff and planning is underway to strengthen this collaboration with the police. Dec 2020 - Covid-19 has delayed progress, however work is underway with key employees to progress in December 2020, linking in licensing, safeguarding, community safety and partnerships and exploitation lead.	This work is now a workshop in the Night Time Economy task and finish group. We are meeting as a smaller group to pull together the various training packages that exist to provide a more cohesive approach. Both Transport Police have undertaken some training with hotel staff in conjunction with the NSPCC and this is compressive. The police are in communication with me about 'Hotspots' (currently a cinema in the city centre, some hotels and late night food establishments) Licensing are a part of this conversation. Next meeting scheduled for 12th November.		Amber	Open	
2018-19	Corporate Safeguarding	Natalie Southgate	Adult Services, Housing & Communities	• Accelerate the mandatory completion of Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (VAMWASV) training	Dec 2020 - Group 1 - completion into 65% (education figures are excluded). One online session was offered as part of White Ribbon Calendar of Events, but was cancelled due to low numbers, however individuals due to attend were provided with the online link to complete the training. The Council is awaiting guidance on how to reach staff without access to IT Group 2 - training rolled out in November. November Sessions offered - 16 Number of places - 220 across Cardiff Council, Vale of Glamorgan Council and Velindre Hospital Numbers attended - 127 (Cardiff figures only) Sessions cancelled - 0 December Sessions offered - 18 Number of places - 160 (across the 3 organisations) Numbers attended - 75 with a further 46 booked on (Cardiff figures only) Sessions Cancelled - 3 (2 due to low attendance and 1 due to tutor illness) January Sessions to be offered - 11 Number of places available - 620 (across the 3 organisations) *These sessions will be advertised in December 2020. Group 3 - Train the Trainer undertaken in Jan 2021; roll out during March 2021. Trainers - The Council require to increase training across departments for Group 2 and Group 3. RISE specialist VAMWASV service are providing the majority of specialist support required for delivery. Atal Y Frio in the Vale of Glamorgan and the Velindre Safeguarding lead are also providing specialist support, which involves co-facilitation of sessions. April 2021 Group 1 e-learning is progressing with 70% completion. Focus is on schools staff where is the largest non-compliance. HR now included in all Directorate Delivery Plans, with quarterly performance by team allowing active management and targeted action Group 2 Ask and Act training roll-out began in Q3 2021. During Q4 906 staff across the Cardiff and Vale of Glamorgan region were trained.	Group 3 continues to be progressed, with a particular focus on school staff, using a variety of methods. Currently waiting on guidance from Welsh Government regarding how to target harder to reach groups of staff (e.g. cleaners. Group 2 continues to be successful, but is now being affected by a loss of trainers. Group 3 will begin roll-out in Q3. Waiting for publication of independent report into the National Training Framework which may require consideration of changes to delivery.		Amber	Open			
2018-19	Corporate Safeguarding	Finn Medall	P&C	The Council's corporate safeguarding internet pages could be strengthened by providing: • a link to the Corporate Safeguarding Policy; • information on the lead officer for corporate safeguarding, the lead member for corporate safeguarding and the Corporate Safeguarding Board; and • information on where to report concerns or to find out further information.	April 2021 update - Recruitment and selection policy being finalised for consultation with SMT and Trade Unions during May 21.		Mar 2020 - The policy is being reviewed by the HR OM by March 2020. Safe Recruitment is promoted through Corporate Safeguarding Team via Directorate/Service Area and OSO forums. Dec 2020 - Currently in draft and being commented on - will be finalised March 2021. The lead officer is Tracey Thomas. Recruitment and selection policy being finalised for consultation with SMT and Trade Unions in Summer 2021	The Council's Recruitment and Selection Policy has been strengthened in relation to safeguarding and safe recruitment. A series of changes were made to the policy following engagement with Children's and Adults Safeguarding teams, and the amendments to the policy were considered and agreed by Corporate Safeguarding Board in September 2021.	Green	Closed		
2018-19	Corporate Safeguarding	Tracey Thomas	Resources	The Council should strengthen its safeguarding contractual provisions by being more explicit about its safeguarding training requirements.	April 2021 update - Task and Finish Group established and due to report by June 2021. Agreed key actions include reviewing existing procurement practice in relation to safeguarding, developing a tiered risk based safeguarding set of procurement templates/guidance, developing a Contractors Safeguarding Policy and reviewing safeguarding training provision / requirements for contractors.		Mar 2020 - The Council includes within the specification for all social care tenders, and other relevant tenders, standard questions on safeguarding and DBS checking of staff. In terms of DBS checks and safeguarding training in particular, all tenders need to provide a detailed plan for ensuring all staff are DBS-checked and have received the relevant safeguarding training before they are involved in service or project delivery or go on a construction site. Dec 2020 - As identified in the previous update, an update has been requested from Steve Robinson, the lead officer and O&M Commissioning and Procurement, to confirm, then can be closed.	The Task and Finish Group has developed a Safeguarding Policy for Contractors and a Procurement Safeguarding Assessment Guide for staff developing tender documentation. The approach has been approved by the Council's Safeguarding Board. Tender documentation is now being updated and the new approach will be implemented in Quarter 3. A menu of online Safeguarding Training courses for staff and contractors is being finalised.	Task and Finish Group established. Key documents have been reviewed, including existing procurement practice in relation to safeguarding, development of a tiered risk based safeguarding set of procurement templates/guidance, development of a Contractors Safeguarding Policy and a review of safeguarding training provision / requirements for contractors. Consultation and feedback is being undertaken with the wider team and will be incorporated into the documents following on from this. An update on progress was presented to Corporate Safeguarding Board by the Head of Procurement in May 2021.	Green	Closed	
2018-19	Corporate Safeguarding	Tracey Thomas	Resources	The Council should ensure it is able to record and monitor volunteer information centrally, including any training records and Disclosure and Barring Service checks for volunteers.	Volunteer module in final draft following late request for it to also contain training records. Expected delivery June 2021.		March 2020 - The Manager must register the volunteer using the appropriate application on Digigov to ensure that there is a central record kept. This will record how often the individual volunteers and record the roles that they are undertaking. This will then determine whether they are in regulated activity, as well as the recruitment checks to be followed in line with the Council's DBS Policy. The volunteer Digigov platform is being developed and nearing sign-off. Tracey Thomas, HR, is the lead officer.	Volunteer module in final draft. Expected delivery Summer 2021.		Amber	Open	
2018-19	Environmental Health	Dave Holland	Economic Development	The Council should subject any future changes to environmental health services to a more rigorous analysis of costs, benefits and impacts. We found some evidence of cost/benefit/impact analysis being performed to enable decision-making around savings and changes to services. Whilst some consideration was given to the impact of staffing restrictions over the period between 2018-2021, members and officers acknowledged that the real impact of this will be largely unknown until £498k of savings begin to take effect.	March 2020 - This proposal for improvement comments upon the delivery of SRS savings across the three Councils only and not budget reductions from the other services within Cardiff. Future SRS changes/savings will undergo rigorous analysis across the three Councils. This process will begin again in May 2020, as the SRS sets out to meet three year financial programme covering 2021 to 2024. Proposals will be considered by the SRS Management Board, Elected Members, through the review mechanisms at each Council, the Trade Unions and SRS officers. Changes to the other Environmental health services delivered by the Council will also be assessed through the established Council mechanisms and that process will pay heed to the requirements of this proposal. Both processes will also take into account the recommendation presented in Proposal 8. April 2021 - The budget for the financial year 2021/22 was set following discussions with the partner councils. It was agreed that the budget should remain unchanged in light of the demands placed upon the service by the Coronavirus outbreak. The proposed analysis set out in volume 6 will be initiated in August 2021.		March 2020 - The SRS will as part of the budgeting process for 2021/24 undertake a full assessment of existing income streams and determine what additional income might be generated without impacting upon service delivery to local people. Income generation on Environmental Health functions is an important part of the SRS model. SRS has generated new, and increasing, income arising through training and the operation of the Primary Authority scheme. However, Income Generation has limitations, while it will provide some receipts if funding for service delivery reduces in the future, it is not a complete panacea for the challenges facing service delivery in the future. April 2021 - The Coronavirus outbreak has caused many of the businesses in the area to close or reduce significantly their activities. New income generating opportunities have therefore been few, but existing Primary Authority relationships have been maintained with SRS offering detailed advice on Covid-19 safe practices at offices, shops, etc.		Green	Open		
2018-19	Environmental Health	Dave Holland	Economic Development	The Council should investigate further possibilities for commercialisation and income generation for environmental health services in order to provide additional financial capacity / funding reduces in the future.	March 2020 - The SRS will as part of the budgeting process for 2021/24 undertake a full assessment of existing income streams and determine what additional income might be generated without impacting upon service delivery to local people. Income generation on Environmental Health functions is an important part of the SRS model. SRS has generated new, and increasing, income arising through training and the operation of the Primary Authority scheme. However, Income Generation has limitations, while it will provide some receipts if funding for service delivery reduces in the future, it is not a complete panacea for the challenges facing service delivery in the future. April 2021 - The Coronavirus outbreak has caused many of the businesses in the area to close or reduce significantly their activities. New income generating opportunities have therefore been few, but existing Primary Authority relationships have been maintained with SRS offering detailed advice on Covid-19 safe practices at offices, shops, etc.				Amber	Open		

Year of Audit	Name of Audit	Lead Officer	Directorate	Recommendation	Management Response	Action Date	Accountability/Reporting to	Previous updates	Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status	Open/Closed
2019-20	Financial Sustainability	Ian Allwood	Resources	The Council has a medium term financial plan based on reasonable assumptions but needs to consider how it is going to meet its longer term funding gap, including strengthening the links between its transformation programme and its medium term financial plan.	Agreed - More robust savings methodology introduced in advance of the 2020/21 budget with a focus on: a) Efficiency b) Transformation/ Service Change - Business case development strengthened, and no savings included in the budget strategy 2020/21 'at planning stage' - Focus on identification and delivery of savings in year, not just as part of an annual budget setting process.			December 2020 - The Report and Findings were taken to Audit Committee on 17 November 2020. Awaiting Provisional Settlement on 22 December 2020. Intended Cabinet Report on Consultation for January 2021.		Green	Closed	
2019-20	Financial Sustainability	Ian Allwood	Resources	The Council has a track record of achieving the majority of its overall savings, but it will become increasingly challenging to deliver them in the future and the Council needs to strengthen its savings planning process.	Agreed - Closer working is underway between Performance, Finance, Risk and Service Planning, both in terms of strategy planning and reporting. The critical issue remains the annual nature of funding settlements, inhibiting the ability to provide sufficiently robust longer-term planning.			December 2020 - The Report and Findings were taken to Audit Committee on 17 November 2020. Awaiting Provisional Settlement on 22 December 2020. Intended Cabinet Report on Consultation for January 2021.		Green	Closed	
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should ensure it sets the strategic direction for the YOS by having a clear vision that is communicated to staff and key stakeholders.					April 2021 - All Our Futures Strategy created and launched during the year. Briefings for staff, young people and partners held.		Green	Closed
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should review its membership, role and function to make sure that its representatives have the seniority to make decisions and commit necessary resources to the YOS.					April 2021 - Advocacy Panel, Management Board and Sub-Committee set up, refreshed and refocused with new terms of reference and new membership to ensure the appropriate representatives are in place with seniority to make decisions and commit resources.		Green	Closed
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should make sure that all members of the YOS partnership and other partner agencies provide appropriate support and services.					April 2021 - Management Board workplan in place including quarterly board meetings, focus sessions and pairing sessions between members of board and YOS staff. Each Board meeting receives a financial report, performance report and Head of Service report. Board members all contribute on behalf of their partner agency to ensure that appropriate support and services are provided.		Green	Closed
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should develop members' knowledge and understanding of their role as Board members and the service's work and provide effective challenge to partners.				April 2021 - Heads of partner agencies meet with YOS staff in pairing meetings to share knowledge and ensure understanding of issues, challenges and the YOS Framework. A Board Handbook has been developed and will be published to set out the role of each Board member. The Board and sub committee both provide appropriate challenge and remove barriers to effective service provision.	October 2021 - The Board Members Handbook has been updated and distributed. There is a regular schedule of quarterly meeting. Month 1, Board meeting, then Month 2, Focus Session, then Month 3, pairing session. The focus of the pairing and focus sessions this year is on National standards. The Board chair provides monthly briefings to Board members and staff.		Green	Open
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should provide the management team with the necessary resources and support to manage the service effectively.				April 2021 - Permanent dedicated Operational Manager post created and appointed to. An interim Service Manager post was appointed to immediately to cover the period while the permanent OM was created, advertised and recruited to. A temporary 3rd Team Manager is in post whilst the planned restructure consultation is ongoing. Board pushed for Health post that had been vacant for some time to be filled. This has been achieved.	October 2021 - The Board has agreed the new Management structure. The posts are out to advert and then the interviews will commence. The Board use the Risk Register to maintain oversight of wider management capacity.		Green	Open
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff Youth Offending Service Management Board should develop robust plans to drive service improvement in response to findings from audits and inspections and communicate these more effectively to staff.				April 2021 - Implementation of All Our Futures Strategy and YOS development plan ongoing.	October 2021 - The Terms of Reference of the sub-committee has been revised, there are arrangements in place for sub-committee to oversee the YOS Development plan.		Green	Open
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff YOS Manager should ensure that all staff have appropriate induction, training, supervision and management oversight of their work.					April 2021 - An induction pack was created as well as an induction policy. A supervision policy has also been agreed. A 360-degree was completed and mandatory training identified, commissioned and delivered. Including MAPPA, MASH, Carefirst and AusetPlus training. Weekly staff briefing sessions take place and a workforce development strategy has been written. Management oversight is evidenced via ChildView recordings and supervision notes. The supervision format has been updated and supervision levels are reported to the CV Board on a quarterly basis.		Green	Closed
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff YOS Manager should establish a service level agreement, protocols, performance frameworks and guidance in relation to commissioned services for out of court disposal work.					April 2021 - The contract with MAC has been agreed and signed and a service specification is in place. Partnership meetings currently take place on a monthly basis but will be taking place quarterly going forward with a renewed focus on positive outcomes in relation to joint working.		Green	Closed
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff YOS Manager should review the management structure, communication and lines of accountability to ensure that the quality of safeguarding and public protection work improves.				April 2021 - The management structure is currently under review. There are two interim team managers in place and a permanent OM started in December 2020. The Duty YOS Team Manager has a recorded daily discussion with MASH and the YOS OM sits on the Children's Management Team (CMT) and chairs high risk panels on a rota basis. The CFF and CE MASH process is under review and are being amalgamated. The YOS ensures representation at MASH and MAPPA forums. The YOS has a named safeguarding lead and safeguarding is a standing agenda item on the monthly All YOS meetings.	October 2021 - The new management structure has been agreed, the posts are out to advert.		Amber	Open
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff YOS Manager should develop and update policies, procedures and guidance that will enable all staff to deliver quality work.				April 2021 - All stage 1, 2 and 3 policies have been agreed at the Board. Stage 4 policies are due to be agreed at the June 2021 Board meeting.	October 2021 - The stage 4 policies were agreed at CYB in June 2021. Stage 1 and 2 policies have been reviewed, stage 3 policies will be due for review in March 21. Stage 5 policies will be presented to Board in December 21.		Green	Open
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	The Cardiff YOS Manager should have oversight of all YOS cases where there are safeguarding and public protection issues, making sure that appropriate referrals are made, and joint work takes place as needed.				April 2021 - A joint CS and YOS scorecard has been implemented and is seen at CMT every 5 weeks. Team Managers chair the Case Planning Forums (CPFs) and any concerns are escalated to High Risk Panel - the YOS OM chairs high risk panels on a rota basis. Individual case discussions take place in case managers supervision with staff in relation to safeguarding and child protection. The Duty YOS Team Manager has a recorded daily discussion with MASH and the YOS OM sits on the Children's Management Team (CMT). The CFF and CE MASH process is under review and are being amalgamated. The YOS ensures representation at MASH and MAPPA forums. The YOS has a named safeguarding lead and safeguarding is a standing agenda item on the monthly All YOS meetings.	October 2021 - The YOS OM is contributing to the SAFE pilot and rollout regarding children's risk of exploitation.		Green	Open
2020-21	HMP Inspection of Youth Offending Services	Deborah Driffield	Childrens	Local authority education services should develop effective strategies to encourage children who speak Welsh to access services in their preferred language, and to use, develop and recognise the value of the language as an employment skill.				April 2021 - A staff briefing session was held in April 2021 around Welsh language awareness and further work is ongoing to ensure the ChildView database has up to date information regarding which children are in Welsh medium schools. The YOS Sub-Committee have commissioned an in-house exercise to report on the number of Welsh speaking children and young people known to the YOS, both first language and those who attend Welsh medium schools. Looking at how we initially evidence the active Welsh language offer and continue this offer. There are 5 members of staff who are able to correspond in the medium of Welsh, including administrative staff.	October 2021 - Following a report by the YOS OM, a work plan has been put in place by the YOS OM to ensure a gold standard offer to all those young people who wish to receive tech service in Welsh. This has been shared with YOS subcommittee as well as the YOS HWB Doeth and taken forward via education as joint piece of work.		Green	Open
2020-21	Financial Sustainability Assessment	Ian Allwood	Resources	Addressing the budget gap and savings planning P1 The Council needs to formulate and progress its plans to meet the medium term budget gap, including: <ul style="list-style-type: none"> Continuing to strengthen its savings planning process; Identifying the level of savings it can achieve through its transformation programme; Taking into account its other plans, for example about its estate, workforce and use of digital; Factoring in any medium to long term implications and opportunities from the pandemic; and Evaluating why savings have not been achieved in order to learn lessons and inform future plans. 	Agreed - The Council has strengthened its savings planning work and savings are no longer included 'at planning stage' within final budgets. Delivery against savings will continue to be monitored and reported to Cabinet and Strategic Committee. Lessons learned will be part of the challenge and have already been considered for example in terms of strengthening the business case approaches taken. Estates and workforce issues are seen as critical, in particular in response to the Transformation/ Hybrid Working agenda for example. The Budget Strategy and Corporate Plan due to be reported on in February and March of this year will include linkages to the estate and workforce challenges and future reports, in particular around Organisational Recovery post pandemic will also be prepared in the coming months. The medium term impact of the pandemic will be a key consideration for the budget strategy work in respect of 2022/23 given the ending of support through the Welsh Government hardship fund and this will be reported on in the Spring.	Ongoing					Green	Open
2020-21	Financial Sustainability Assessment	Ian Allwood	Resources	Capital programme P2 The Council needs to ensure that its capital programme remains affordable in the medium to long term.	Agreed - The Council's Capital Programme is underpinned by a robust Capital Strategy that sets out priorities and mechanisms to fund the programme established. Governance and Audit Committee, through its role with respect to Treasury Management will continue to receive reports on performance against Prudential indicators that ensure the programme remains affordable and robust. The action is to be closed as the required governance arrangements are established, and will be closely monitored and maintained.	Ongoing					Green	Closed

Year of Audit	Name of Audit	Lead Officer	Directorate	Recommendation	Management Response	Action Date	Accountability/Reporting to	Previous updates	Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status	Open/Closed
2020-21	Financial Sustainability Assessment	Ian Allwood	Resources	Pattern of overspending Given the pattern of overspending in some key services, the Council needs to maintain its focus on understanding and addressing the reasons for these overspendings to ensure they do not have a negative impact on its medium-term financial sustainability, particularly given its forecasted medium-term budget gap and increasing demand pressures.	Agreed: Monitoring processes and the ability to respond quickly to budget variations are being constantly reviewed and where appropriate improved. The modelling work, in particular within high demand areas is also an area where work continues although it is noted that volatility will always exist in some areas and this has been magnified during the pandemic and resultant impact on service demands. The action is to be closed as the required governance arrangements are established, and will be closely monitored and maintained.	Ongoing				Green	Closed	
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield	Children's Services	Care and Support Plans These are variable in quality. Some of the weaker plans lack clarity of purpose and must include transition actions needed to support parents to understand what needs to be done in order to improve their children's lives.	What we will do: To improve consistency of quality of Care and Support Plans via QA and management oversight: Review care plans pro-forma with staff to ensure fit for purpose and supports permanency. Agree timeline for introducing WBA alongside eAT. Reintroduce QA processes paused during COVID-19 to monitor quality of plans, include child/ family feedback in audit cycle and annual audit plan 2021-22. Introduce care and support review mechanism	See Mid-year assessment updates		Update December 2021 Monitor via good practice and QA actions in DDP. Monitoring of progress of SMMT objectives will be reviewed. (to be complete by Spring 2022) To be taken forward via implementation of Edgip. 5a priorities being implemented alongside a review by the Practice Development Groups. (to be complete by Spring 2022) To be taken forward via implementation of Edgip. (Complete) Being taken forward via implementation of Reviewing Hub. DM appointed (31/12/2021)			Open	
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield/Lane Thomas	Children's Services/Adult Services	Advocacy Children's Services There was evidence of people being supported by informal advocates to participate in assessments and decisions that affect them. Some practitioners were aware of arrangements to commission formal advocacy whilst others were not. The local authority must ensure consistent consideration is given to both informal and formal advocacy as outlined in Part 10 Code of Practice for 2014 Act. Adult Services Some practitioners were aware of arrangements to commission formal advocacy whilst others were not. The local authority must ensure consistent consideration is given to both informal and formal advocacy as outlined in Part 10 Code of Practice for 2014 Act.	What we will do - Children's Services To ensure children and young people understand their rights ensure that all children and young people have access to a trusted adult who can support their voice being heard: Review access to Advocacy. Update policy - share widely with staff and promote. Update focus on all advocacy not just active offer. Include advocacy in 6-monthly audit and annual audit plan 2021-22. What we will do - Adult Services Ensure consistent approach to advocacy across the teams by: Implement advocacy strategy following consultation Undertake awareness raising sessions for teams re gateway and range of advocacy services available Ensure clear guidance is available based on code of practice Reintroduce monitoring reports to ensure advocacy is used appropriately across the teams Re-commission IPA arrangements to meet identified needs - based on an analysis of data provided by the Gateway.	See Mid-year assessment updates		Update December 2021 Children's Services Monitor via workforce action in DDP. (Completed) The Independent Visitors offer has been increased and the NVAS Service has been expanded to provide better service user engagement. MOMO app has gone live. This is a digital platform open to every child involved in Children's Services and Early Help to communicate directly with their social worker and Children's Services 24/7. (Completed) Drop in sessions offered: NVAS have attended Extended CMT and are now attending individual Team Meetings to raise awareness. Guide to advocacy published. (Spring 2022) Regular reminders issued to all staff. Risked members via performance dashboard and contact monitoring. (Completed) To be taken forward via implementation of Edgip Update December 2021 Adult Services Final draft of the Advocacy Strategy currently with the working group for final comments. Strategy includes development of a Communication Plan which will ensure consistent understanding and use of the Advocacy referral pathways and services Plans in place to include Advocacy Strategy as part of the Adult Services Strategy and include in Cabinet sign off arrangements planned for December 2021. Advocacy Recommendation Project Plan is currently being drafted. Advocacy Strategy has been finalised and will be signed off by Cardiff Council via an Officer Decision Report. The Vale of Glamorgan Cabinet have reviewed the Strategy and we have been advised this was received well. It has since been agreed this strategy will not form part of the Adult Services Strategy, as this strategy will focus on older persons, whilst Advocacy is cross cutting for all Adult Services. An Officer Decision Report for the tender of Advocacy Services is currently being drafted. It is expected the model will include particular lots for specialist population groups that can be supported by advocacy (e.g. BME groups etc.) The Advocacy Gateway and services will remain regional; however the services will be tendered by each LA separately. The Services will be required to ensure they advertise and publicise advocacy services to adult services. It is expected new arrangements will be in place by July 2022.			Open	
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield	Children's Services	Recruitment and retention The local authority remains committed to this improvement, however, despite this effort its ability to recruit suitably qualified practitioners remains a challenge.	What we will do: Workforce action plan to be agreed. Workforce action plan implemented.	See Mid-year assessment updates		Update December 2021 Monitor via workforce action in DDP. (Completed) Engagement is taking place with the Community Care Forum to not only engage with the wider social work sector by using research as a way to influence recruitment activity, but also to showcase the innovative practice which goes on in Cardiff. Intervention hub practice, IFAC, IFSS and Strengthening Localities. Staff have provided presentations at national workforce recruitment and market fairs. There is also an recruitment and retention framework which engages with both permanent and agency strategies to recruit the right skillsets. (31/03/22)			Open	
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield	Children's Services	Recruitment and retention The local authority must take steps to address the negative impact of persistent change of workers on team working and relationship building particularly with young people and families in addition to the financial implications for the authority.	What we will do: Workforce action plan to be agreed. Workforce action plan implemented.	See Mid-year assessment updates		Update December 2021 Monitor via workforce action in DDP. (Completed) Permanent workforce has been increased to 80% by introducing a market supplement and developing a continuous professional development framework. Work is taking place with universities to encourage newly-qualified staff to come in. Action steps are being taken to retain agency workers with specialist skills to help to upskill the wider workforce, developing proof of concept roles which assist with the implementation of current practice and development. (31/03/22)			Open	
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield	Children's Services	Communication with and involvement of staff Whilst there are indicators the local authority is starting to stabilise the workforce, some practitioners who responded to our survey and some we met during the inspection continued to be anxious and uncertain about further structural changes, especially to certain teams within Children's services. Although operational, some key decisions on proposed changes had already been made. Senior managers should continue to prioritise and develop the ways in which they involve and engage with practitioners, particularly at a time when transformational change is happening at pace.	What we will do: Senior managers to continue to prioritise and develop the ways in which they involve and engage with practitioners, particularly at a time when transformational change is happening at pace: Practice Development Group Extended CMT. Team meetings Ambassador meetings Newsletters to be developed.	See Mid-year assessment updates		Update December 2021 In place. A number of surveys have been undertaken, the Practice Development Forum and Reunification Forum continue to be used and the 5 key priorities and lessons for practice for engaging staff in continuous professional development. Ambassador meetings are being re-introduced, Extended CMTs are held regularly, including a workshops with staff and managers regarding the Children's Services Strategy, feedback being given at Extended CMT and the Strategy document amended accordingly. Staff are included in recruitment fairs enabling the sharing of experience of what it is to work for Cardiff. (Completed) In place. (Completed) In place. (Completed) In place. (Completed) In place. (Completed) Developed. (Completed)			Closed	
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield/Lane Thomas	Children's Services/Adult Services	Supervision Children's Services Whilst many practitioners reported receiving supervision and support from managers, we did not see evidence of critical evaluation in the sample of supervision records we reviewed. Supervision should provide opportunity for personal and professional reflection, constructive challenge and direction setting. Managers must ensure high quality supervision and management support is evident across all service areas. Consistent and well-recorded staff supervision should be a priority for improvement. Adult Services SUPERVISION: Did not see evidence of critical evaluation in the sample of supervision records we reviewed. Supervision should provide opportunity for personal and professional reflection, constructive challenge and direction setting. Managers must ensure high quality supervision and management support is evident across all service areas.	What we will do: Children's Services Implement new supervision policy. Implement supervision modules on Edgip. Introduce reflective supervision. Practice development groups to monitor and develop process to ensure that setting of standards and reviewing mechanisms are integral to the QA and supervision process. Adult Services Review supervision policy and update to strengthen arrangements and promote consistency of approach Develop arrangement for monitoring compliance regarding quantity and quality of supervision taking place	See Mid-year assessment updates		Update December 2021 Children's Services Pilot ongoing. (Completed) Reflective supervision training has been undertaken and most teams are doing peer supervision/peer learning reviews. (31/03/2022) Structured learning pods take place weekly. Practice Leads post have been created to lead practice and support staff to upskill knowledge and experience re specific pieces of work. (Completed) A system is in place for monitoring supervision. All staff had the opportunity to be involved in developing this. A Key Decisions document has been developed and introduced. (Completed) Funding for module approved - timeline TBC by supplier. Back to basics approach agreed - whatsapp channel. Adult Services Completed (May 2021) Supervision audits have been included as part of the new Quality Assurance Framework. Work on this will continue once new QA Manager is in place. (September 2021)			Open	
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield	Children's Services	Audits Whilst Children's Services auditing of work is undertaken on a regular basis and is strengthened by a moderation system that gives the local authority a clear understanding of practice consistency, actions arising from audits do not always focus sufficiently on outcomes for children, and this is a necessary step to help the move to good practice. The planned introduction of a Framework for Quality Assurance for Children's Services has been delayed due to the pandemic.	What we will do: Reintroduce QA processes paused during COVID-19.	See Mid-year assessment updates		Update December 2021 Monitor via QA action in DDP. (Completed)				Closed
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield	Children's Services	Placement Sufficiency Sufficiency of suitable accommodation for young people remains a challenge.	What we will do: Launch Assessment Centre (Falconwood) Complete registration of residential provision (Oakway). Undertake a needs analysis to inform development of residential provision. Continue to develop relationships with IFAs to ensure placement sufficiency and consider the development of parent and child placements and step down from residential Implement central oversight of commissioning and governance of semi independent accommodation. Continue to monitor and develop Gateway accommodation provision in order to meet need. Introduction of review procedure to ensure step down and move on managed appropriately. Development of a 5 year plan to increase in house residential provision by a further 4 units	See Mid-year assessment updates		Update December 2021 Monitor via Commissioning Strategy actions in DDP. (Completed) Decisions re: development of residential provision have been based on presenting need and existing cohort of children in residential care. (Completed) Needs analysis being completed. Cardiff is committed to adopting the North Yorkshire County Council "No Wrong Door" model of residential care provision and any future substitute care provision will be based on the concept of this model of delivery. (Ongoing) Discussions re: potential for finance staff to move to sit alongside the Placements team commenced. This will support central monitoring of all independent living accommodation. (Ongoing) Second batch of Young Person's Gateway provision on stream with 4 young people accommodated. Residential review panel piloted in North locality and now being rolled out to East and South. Resource Panel implemented to oversee decisions re: placements. (Complete) Plan developed - includes changes to Crosslands, the opening of Falconwood and Oakway, and 4 new 3 bed properties, 2 of which will be used to house young people currently in Crosslands whilst renovation work is undertaken on the building.			Open	
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield/Lane Thomas	Children's Services/Adult Services	Children's Services Communicating with our children and families Some people who responded to our survey told us of difficulties in contacting the service. We heard of calls not being returned and of long delays before calls are returned. Concerns were raised about the attitude of some members of staff. The local authority must ensure it has robust arrangements to communicate effectively with people. Adult Services COMMUNICATION: Some people who responded to our survey told us of difficulties in contacting the service. We heard of calls not being returned and of long delays before calls are returned.	What we will do: Children's Services Participation Framework will be developed. Learning from complaints and enquiries to feed into service development. Adult Services Review and improve current contact arrangements with care providers, ensuring contact arrangements and expected response times are clearly communicated. Continue to hold regular forum meetings with providers and smaller meeting with provider association committee members with attendance from case-management services to promote open dialogue. Develop an escalating process for providers so that they are aware who to contact if they are dissatisfied with a response or are unable to secure a response from a staff member.	See Mid-year assessment updates		Update December 2021 Children's Services Monitor via participation and QA actions in DDP. Draft has been developed. Adult Services Complete A survey has been carried out with providers to determine the most effective way they would like the LA to communicate with them. Email was the preferred option but it was acknowledged that the range of communication methods currently deployed were meeting needs. This included virtual meetings, newsletters, telephone calls as well as e-mail. Using the Contacts mailbox as a single point of contact for correspondence was felt to be working well. (September 2021) A specific communication has been sent out to providers detailing the contact details of case management team and operational managers to contact in the event that providers need to escalate matters regarding specific cases. Meetings with providers continue - fortnightly meetings with care home association and quarterly care home provider forums / monthly meetings with care home association and wider sector and quarterly dom care provider forums. Specific consultation undertaken for key areas of development - e.g. Fee Setting Strategy for Dom care / cost of Care exercise for MNU/LSU care homes.			Open	
2020-21	QW Risk Based Inspection November 2020	Deborah Driffield	Children's Services	Transfers between teams We heard of delays in case transfer between teams and this was a particular area of concern raised by staff and young people where teams had a high turnover of staff.	What we will do: Implement transfer protocol.	See Mid-year assessment updates		Update December 2021 QA quarterly report established in Q1 triangulates this information - the report structure will be further developed. (Complete)				Closed

Year of Audit	Name of Audit	Lead Officer	Directorate	Recommendation	Management Response	Action Date	Accountability/Reporting to	Previous updates	Mid Year Assessment update 2021/22	Year End Assessment Update 2021/22	Current RAG Status	Open/Closed
2020-21	CW Risk Based Inspection November 2020	Deborah Driffield	Children's Services	Strong meetings - risk identification and planning Child protection strategy meetings provide effective forums for partners to share information that enables the right threshold decisions to be made for children who are at risk. In contrast, as plans were developed the focus on risk diminished, the taking out of detail and drawing in support network of family and friends was not always evident.	What we will do: Review the focus on risk in plans / meetings and the involvement of key supportive networks and family	See Mid year assessment updates			Update December 2021 Introduction of Family Group Conferences. (Completed) Section on support networks and professionals included in the plan along with the actions they will be taking to support the family as part of the development of Eclipse. In interim, social workers to use existing documents to record risk and networks. (Ongoing 2022) Following audits on joint Section 47s practice guidance has been developed re strategy discussions and what needs to be included in those. The strategy discussion will then tie up into the Section 47 outcome actions to pick up the risks identified. This will be introduced alongside the Wellbeing Section 47 to be used in line with Eclipse.			Open
2020-21	CW Risk Based Inspection November 2020	Deborah Driffield	Children's Services	Child Protection plans Review the focus on risk in CP plans.	What we will do: Ensure the perspective of all statutory partners in the development of plans is embedded.	See Mid year assessment updates			Update December 2021 Monitor via care planning action in DDP. (31/12/21) 5 key priorities being implemented alongside a review by the Practice Development Groups.			Open
2020-21	CW Risk Based Inspection November 2020	Jane Thomas	Adult Services, Housing & Communities	DIRECT PAYMENTS: In adults services we found direct payments not routinely offered. The local authority must ensure people are routinely offered and supported to make informed choices about accessing direct payments and how the level of control they wish to maintain over their own care and support can be achieved.	Ensure people are consistently and correctly advised about direct payments Monitor data on direct payments offered / in place - on a team basis Explore opportunities to include mandatory fields for DP on Carefirst / Eclipse to ensure offer is appropriately captured Review information on DP and update to ensure clear written information is available Set out communication strategy for citizens, professionals and other colleagues Review procedures including safeguarding arrangements to give confidence to professionals on the use of direct payments Review current arrangements for Direct Payments and complete options appraisal for future arrangements.	See Mid year assessment updates		Update December 2021 Direct Payments Project Group initiated, with project plan currently being drafted. Project Plan will have two main focuses for the review: 1) Internal processes for the referral and use of Direct Payments 2) Review of the Direct Payment Service with options appraisal and recommendations for future provision. (March 2022) The Direct Payment project group have been progressing and are considering training options with a Cardiff contact for Social Workers: training around the practical and financial elements has already been rolled out to some teams. Additional work is being looked at to map current processes and review the policy and procedures for direct payments. (March 2022) Strengthening of contract monitoring arrangements in place with DPs support provider - awareness raising of DPs undertaken via advice service and the Comms team. (March 2022) In progress An initial data analysis has been completed in relation to hours and related costs. KPI will be developed as part of the ongoing review.			Open	
2020-21	CW Risk Based Inspection November 2020	Jane Thomas	Adult Services, Housing & Communities	CARERS ASSESSMENTS: In adults services some carers were refusing carers assessments wanting the focus to be on the needs of the caree for. Managers need to consider the variation in practice between teams and promote learning from its own areas of positive practice. The local authority must ensure carers are provided with the right information, advice and assistance to support them	Review how carers assessments are carried out and communicated Review monitoring of carers assessments Consider increased intervention at First Point of Contact Review how carers assessments are communicated to ensure the potential benefits to carers are promoted Consider approach currently used and context/life of document. Consult with appropriate partners to establish carer friendly system. Run the full approach from initial referral and onward into locality team and link assessment with Cardiff/Eclipse work Carers Gateway currently provides support, ensure this fully promotes carers assessments Provide additional community support groups through the Hubs and promote carers assessment as part of this.	See Mid year assessment updates		Update December 2021 This work is taking place as part of the locality working project, access work to services. (March 2022) A review of carers assessments has taken place. We are making better use of the carers gateway, and it has been agreed to relocate the service into ILS The service will be located in the First Point of contact, by January 2022. Every call into the first point of contact will have an explanation of the benefits of a carers assessment, and an active offer to speak with an assessor at that point, or an appointment made. From Feb: we will ensure all carers assessments are offered, either by phone, virtually or face to face. The assessors will be fully trained on all links to the ILS community connections teams, which actively supports isolation and access to community support, income maximisation, life time improvements and much more Our holistic visiting service will ensure they actively offer carers assessment, and we will work with our hubs, to ensure when they identify with an informal carer, they can sign post to the first point of contact, we will then look to develop services to support the informal carer, and the caree for person within hubs and local community groups We will then look to further develop services to support the informal carer, and the caree for person within hubs and local community groups, and in association with a citizen engagement and carers			Open	
2020-21	CW Risk Based Inspection November 2020	Jane Thomas	Adult Services, Housing & Communities	RELATIONSHIPS: Concerns were raised about the attitude of some members of staff	Better understand and monitor the cause of complaints Managers to proactively address any complaints about attitude and support staff to communicate more positively Ensure themes arising from complaints are identified and lessons learned sessions undertaken for staff Support staff to communicate negative decisions in a positive way Ensure all staff are aware of the wide range of positive offers that can be made to support people Continue to roll out collaborative conversations training and monitor impact Consider further customer service training Consider merits of providing Motivational Interviewing Training for teams Communicate and value compliments Regularly report on both compliments and complaints	See Mid year assessment updates		Update December 2021 Annual report on complaints has recently been finalised for Adults and Children's Services. Complaints are considered at Adult Services Management Team (March 2022) The complaints process is being reviewed and is being restructured to sit within adult services with a new complaints manager and additional resource. A new complaints and engagement officer role is currently going through HR. The remit for this role will include strengthening our engagement with the workforce via surveys and focus groups etc. As set out in QA section above work is underway to strengthen complaints arrangements in Adult Services to make them more closely aligned to training and policy development. Work is progressing on a restructure for the training unit which will strengthen the training arrangements within Adults and Children's Services. It is expected that consultation on the proposed new structure will commence at the beginning of November. These new arrangements will allow for better training plans and monitoring.			Open	
2020-21	CW Risk Based Inspection November 2020	Jane Thomas	Adult Services, Housing & Communities	COMMUNICATION: Providers are not always informed of changes to people's care and support plans and personal circumstances. It is of concern that this involved people discharged from hospital. This is an area the local authority should review as good communication with providers is key to ensure people's well-being and safety particularly following a period in hospital.	Review communication with care providers as part of the wider review of SPA & CRT: Ensure continuity of care wherever possible Clear pathways for hospital discharge to be developed and fully understood by all partners "warm" handover to be carried out between CRT Homecare and domestic agency Encourage feedback from providers.	See Mid year assessment updates		Update December 2021 A full review of SPA and CRT is underway. proposals for the future should be complete by January. This project will then move into the implementation phase. The "to be" model for CRT and FPOC Hospitals has been developed in Q2. In conjunction with the @home locality programme where we have explored a number of "to be" options. An options paper is to be presented to the locality board with a decision expected in Q3. This also includes the tender, procurement and commencing implementation of the new call monitoring and scheduling system for CRT. We have set up weekly working groups with CRT Health, Local authority and Social Care. From which we have put together proposals for a To Be model interfacing the pink army with SPA and discharge services in to the community setting. The next steps are to agree the process and milestones, system support, in conjunction with staff, out of which will come a full written process along with a MoU, for both organisations. January to March we intend to begin a trial of the proposed services, which will be located on site in UHW, on 3 trial wards. We will build in bi-weekly evaluation of the impact and benefits, to compare with the current system, if the trial model is found to be beneficial, we will scale up across all our hospital sites.			Open	
2020-21	CW Risk Based Inspection November 2020	Jane Thomas	Adult Services, Housing & Communities	SAFEGUARDING: Further work is required to embed the key areas identified in the local authority's Adult Safeguarding Audit Report in February 2020. We identified, however, the need to strengthen and quality information gathered during the course of managing safeguarding reports and undertaking section 126 enquiries.	Develop a comprehensive improvement plan for Safeguarding arrangements with clear actions and milestones Development of clear practice guidance which: Embeds the language of the Act Sets clear thresholds for action Ensures the voice of the individual is heard Ensures consistent assessment of risk / recording / information gathering	See Mid year assessment updates		Update December 2021 Service Improvement plan has been developed. Will be updated for the last % of the financial year (March 2022) Practice guidance has been completed in draft and presented to Adult Services Management Team for comments. This should be finalised shortly Pending consultation with ASMT Self and peer auditing has been introduced Reviewing and developing a local protocol for Large Scale Enquiries within and Adult Safeguarding Context Introduction of weekly team development hour to embed good practice and consistency across the service Quantitative data collection has been used to monitor timescales			Open	