

**Date:** Wednesday 23 January 2001

**Venue:** Committee Room 1, National Assembly Building

**Title:** Social Services in Wales 2000/2001  
Report of the Chief Inspector: Social Services Inspectorate for Wales and Social Services Inspectorate's Programmes for 2001-2006

## **Purpose**

1. To report to the Committee on the performance of social services in Wales and the work of SSIW.
2. To provide an opportunity to discuss major themes arising for the Welsh Assembly and Social Services in Wales.

## **Summary and Recommendations**

3. To note and comment on:

- A. the report of the Chief Inspector, SSIW "Social Services in Wales 2000-2001"
- B. the Inspection Programme 2002-3 and beyond
- C. the SSIW Development Programme 2001-2006.

## **Background**

### **A. THE CHIEF INSPECTORS REPORT: SOCIAL SERVICES IN WALES 2000/2001**

## **The Report**

4. The Chief Inspector's Report for Wales for 2000/2001 is attached at [doc 1](#). The report has been published in bilingual format and will be widely distributed.
5. The report underlines the need for strong leadership and partnership in social services to protect vulnerable people and promote independence and social inclusion.
6. It reports progress on achieving the vision and objectives set out in the Social Services White Paper "Building for the Future" through:

- The establishment of the Care Standards Inspectorate – arrangements are in place for it to fulfil its tasks of improving the regulation and inspection of care services from April 2002.
- Setting up the Care Council for Wales from 1<sup>st</sup> October 2001: this new body will regulate the workforce and improve the training and quality of all people working in social care.
- Developing a framework for management of performance which will support the evaluation of services.
- Completing half our five year programme of inspections of all local authorities, including the joint reviews commissioned in partnership with the Audit Commission.

7. The report highlights key challenges and issues facing the social care sector including:

- Maintaining an effective workforce: I was asked by the Minister for Health and Social Services to lead a Task Group to address concerns about recruitment and retention: the Task Group's reports was published in September 2001 and sets out a programme of action which is now underway.
- Working with the NHS and other partners: ensuring effective partnerships so that people receive care appropriate to their needs and not in inappropriate settings which do not maximise independence.
- The care sector: responding to concerns about capacity in the sector both in residential and domiciliary care.
- Improving safeguards and services to meet the needs of children and families, promoting achievement of Children First objectives and performance indicators and taking account of inspection, joint review, inquiry, research and other findings.

8. The report also notes key trends in social services:

- Improved levels of qualification in the workforce for those employed by local authorities. Amongst all social services staff the percentage with qualifications rose from 19.1% to 23.6%.
- Increasing expenditure on residential care for older people alongside a more level pattern of expenditure on day and domiciliary care services.
- Growing demand for adult community care services.
- Decline in the use of residential care for looked after children and increased demand for foster care placements. The role and development of these services is being considered in work to promote the Children First objective to improve placement choice and stability.
- Until recently static levels of expenditure apart from that allocated specifically for new community care responsibilities.

9. The report also looks to the future of social services and the need to support further the agenda to promote quality. These include consolidating the new framework for regulation of services and the workforce. They provide the foundation for building means of evaluation that can demonstrate to the public and users effective services in which they can have full confidence.

10. The first chapter sets the overall scene while subsequent chapters deal with the quality agenda, services for adults and children and inspection.

## **B. INSPECTION PROGRAMME 2002-3**

11. Annexed to this paper are:

- Social Services Inspectorate for Wales consultation document: Inspection programme 2002-3 and beyond
- a summary of the response to the consultation.

12. SSIW's inspection programme is determined annually following a process of consultation with interested parties, within a five-year framework agreed some years ago. Because of the long development time required for inspections, the content of next year's programme was effectively decided by last year's consultation, and subsequent discussion in this Committee. It is set out in the consultation document in the section *The inspection year 2002-3*.

13. This year, the consultation document invited comment not only on the year ahead but also on the broader shape of the inspection programme to follow the end of the five-year cycle in 2004. Proposals for the future must take into account broader changes in inspection and other performance evaluation arrangements for local government as a whole, including the proposed Wales Programme for Improvement, and parallel arrangements for the Health Service. The Committee may wish to note in particular SSIW's intention to carry out joint work with the Commission for Health Improvement.

14. SSIW inspections and joint reviews contribute to a systematic evaluation of social services in Wales. They aim to provide public assurance about the quality of services and to promote improvement. They are increasingly linked with SSIW's development programme, so that the lessons learned can be taken forward more generally.

## **C. DEVELOPMENT PROGRAMME 2001-2006**

15. The Social Services Inspectorate runs a development programme which has the following objectives:

- promoting and disseminating the development of good practice;
- supporting the implementation of policy;
- monitoring performance and promoting the results of inspection, research or other service review or evaluation.

16. The attached programme sets out streams of work under the themes of:

- promoting quality;

- promoting independence and meeting dependency needs;
- safeguarding vulnerable people.

17. This includes a series of specific initiatives to address quality, management and performance across social services generally as well as services for adults and children. The programme is designed to set the development work of the Inspectorate in a comprehensive and strategic framework and works closely with others to support the Welsh Assembly's programmes of action in social care. Directors of Social Services and interests in the Welsh Assembly have been consulted. The Committee's views on the programme would be welcome.

## **Compliance**

18. The work of the Inspectorate is carried out - and the Chief Inspector's report is published - under powers contained within Section 7 of the Local Authority Social Services Act 1970. These powers have been transferred to the Welsh Assembly and delegated to the Minister for Health and Social Services.

## **Conclusion**

The Health & Social Services Committee are invited to provide their comments on the attached report and programmes of work.

**Contact:** Graham Williams, Chief Inspector Extension 3196

## **SOCIAL SERVICES INSPECTORATE FOR WALES CONSULTATION DOCUMENT:**

### **INSPECTION PROGRAMME 2002-3 AND BEYOND**

#### **Introduction**

SSIW's inspection programme is determined annually by the National Assembly for Wales, following a process of consultation with interested parties. The annual programme is decided within a five-year framework agreed some years ago. SSIW's programme must also take into account other inspection programmes and more general developments in the monitoring, regulation and accountability arrangements for public services.

The first five-year cycle of SSIW's inspection framework will end in 2003-4. Since the framework was established, there have been many changes in the context of social services inspections, including the advent of Best Value, the Commission for Health Improvement and the Care Standards Inspectorate for Wales. It makes sense, therefore, to consider now the longer-term future as well as the immediate year ahead, to allow adequate time for discussion, planning and implementation of any changes in the framework and general approach.

#### **The existing framework**

## **Background**

SSIW's framework for local authority inspections is designed to work systematically through all local authorities and through all major subject areas in social services. In a five-year period, each local authority receives:

- a joint review (carried out by a special team on behalf of SSIW and the Audit Commission) of its overall social services functions
- a major inspection of adult services
- a major inspection of children's services.

Within the latter two, SSIW varies the subject from time to time, so as to run series of inspections on particular service areas. For example, in adult services SSIW has run series on assessment and care management for elderly people, mental health services, and services for people with disabilities. (This means each local authority receives an inspection in one of these service areas but not all; which it receives depends where it fits in the programme.) In children's services, SSIW has run series on children looked after by local authorities, children in need, and child protection.

Each of these inspections or reviews results in a published report on the individual authority, with recommendations (or, in joint reviews, areas for improvement). The authority is required to prepare an action plan to address these. SSIW follows up the implementation of the action plan.

## **The changing context**

When the framework was established, there was little if any other systematic evaluation of social services in Wales. This is increasingly no longer the case. Through the performance management framework (whose development is led by SSIW), policy agreements and other performance indicators, monitoring of particular initiatives (such as Children First), and authorities' own Best Value reviews, the Assembly (and other interested parties) will have much more routine information about local authority social services. SSIW intends to collate all these sources with the findings of inspections and reviews to make possible an overall evaluation of each local authority's social services. So, whereas inspections once stood on their own as the major source of information, they now complement other sources.

The joint review programme for England and Wales was similarly devised at a time when there were fewer other sources of information about local authority social services. The National Assembly and the Department of Health in England have commissioned a review of the current joint review arrangements, to help decide whether they should be modified at the end of the five-year cycle.

Co-operation with other inspectorates and co-ordination of different inspection regimes have become increasingly important. The drive towards more joined-up services requires a parallel response from inspectorates. SSIW has already worked with Estyn and the criminal justice inspectorates. SSIW is planning joint work with the Commission for Health Improvement, an area likely to become particularly important.

Best Value has introduced new dimensions to the need for co-operation and co-ordination. The requirement for

local authorities to review all their services, and for SSIW to inspect following review, has not sat easily with SSIW's five-year programme. At present, Best Value inspections are largely additional to inspections in SSIW's framework. There are proposals to change the Best Value inspection regime, which may allow for a better accommodation.

## **Discussion**

The five-year framework is serving its purpose well in providing a systematic view of all authorities and the major subject areas. It is open and predictable, allowing local authorities to plan in advance. It has generally been well accepted. It has also proved resilient; so far it has been able to cope with special concerns about individual authorities or services with very little adjustment. It has allowed reasonable comparisons between authorities.

The five-year programme does not fit well with the current Best Value inspection regime. It also lacks flexibility in tailoring inspections to the individual circumstances of local authorities, for example in the choice of subject within the overall heading of adults or children's services.

Suggestions have been made that, in accordance with the principle that inspection should be proportionate to risk, SSIW should differentiate more in the number of inspections it carries out in each authority. Our view is that, given the inherent risk in social services, the three inspections (joint review, adult services, children's services) represent the minimum for any authority. Greater differentiation is possible in the amount of follow-up work, in the number of additional Best Value inspections, and possibly in the content of each inspection.

One proposal is that SSIW should retain the framework, but with more flexibility and responsiveness within each inspection. For example, an inspection of children's services might have some core modules about the overall management of the service, but SSIW would decide in consultation with the authority which particular aspects of the service to inspect, taking into account performance information and the authority's own programme of Best Value reviews, and other inspection programmes.

Please let us have your views about the framework and general approach for SSIW inspections of local authority social services.

What is the minimum level of public assurance SSIW's inspection programme should provide about local authority social services?

How flexible should SSIW be in responding to the circumstances of individual authorities?

### *Thematic inspections*

Thematic inspections are designed to give an overview of a given theme, rather than to examine the performance of individuals local authorities or other service providers. They result in a single report for Wales. Thematic inspections are more exploratory and developmental in nature. They are well suited to subject areas that do not fit within the main framework and to areas of topical interest, when a national rather than local picture is required. In recent years SSIW has carried out such inspections on local registration and inspection units, on the education of looked after children (jointly with Estyn), and on out-of-hours emergency duty

services.

If local authority inspections in the main framework are more individualised, as suggested above, SSIW will rely more on thematic inspections to give a view of particular services across Wales. This could mean carrying out more thematic inspections, in addition to or in place of other inspections. SSIW could, say, inspect a group of Best Value reviews on a similar subject and produce an overview report summarising the findings as a whole (provided this is possible within guidance agreed for Best Value inspections as a whole).

*Have you views about SSIW's thematic inspections?*

Should SSIW group together Best Value inspections as suggested above?

*Other inspections*

*Responsibility for most regulatory inspections (of children's homes and adoption societies) will pass to the new Care Standards Inspectorate for Wales. SSIW will work with CSIW to ensure a smooth transition.*

*SSIW is continuing discussions with the Youth Justice Board and other inspectorates in England and Wales about inspections of youth offending teams.*

*SSIW will participate in inspections of the new Child and Family Court Advisory and Support Service (CAFCASS). HM Magistrates' Courts Standards Inspectorate leads these inspections.*

Have you any comment about other inspections?

*Inspection methodology and code of conduct*

*SSIW methodology for main adult and children's services inspections has developed and become increasingly standardised over recent years. Services are examined against a set of standards and criteria sent out in advance. In addition to a large number of interviews and meetings, we now routinely carry out questionnaire surveys of users and carers and systematic case file samples. We have tried to make the whole process more transparent.*

*Our methodology for thematic inspections is still evolving. In most cases we carry out a questionnaire survey of all local authorities, followed by selective fieldwork.*

*We have developed a standard approach to Best Value inspections, in line with the publication Best Value Inspection in Wales.*

*We have a simple code of conduct for our inspectors, namely that they should:*

- *carry official identification*
- *treat everybody with courtesy and respect*
- *listen attentively to what they are told*
- *respect individual confidentiality.*

Have you any comments about our methodology and code of conduct?

### *Inspection reports*

*We publish our inspection reports and place them on our website.*

*Following last year's consultation, we now include in our main local authority reports a judgement grid like that used in joint review reports.*

*We are attempting to make our reports clearer to a lay audience, while still doing justice to the complexity of services. We are concerned that too many of our reports take too long to produce. There are a number of reasons for this and we are attempting to resolve those which lie within our own control.*

*We include in our published report of the inspected authority's response and action plan, for two reasons:*

- *to show the authority's acceptance of the findings and recommendations*
- *to demonstrate on publication not only what may need doing but also what is being done about it.*

*These remain powerful reasons for continuing the practice. However, it does contribute to delay in publication, and also leaves us out of line with most other inspectorates. The alternative is for us to publish our report and recommendations and ask the authority to produce its action plan separately.*

Have you any comments on our inspection reports?

Should SSIW continue to include the authority's response and action plan in published inspection reports?

### *The inspection year 2002-3*

*The content of next year's programme has been largely determined following last year's consultation.*

*Joint reviews will take place in Blaenau Gwent, Bridgend, Denbighshire, Flintshire and Monmouthshire.*

*Adult services inspections will take place in Ceredigion, Gwynedd, Merthyr Tydfil, Neath Port Talbot and Newport. The subject will be services for people with learning disabilities.*

*Children's services inspections will take place in Wrexham (postponed from 2001-2), Carmarthenshire, the Isle of Anglesey and Rhondda Cynon Taff. The subject will be "planning for permanence" – long-term planning for children looked after by local authorities. The Vale of Glamorgan (originally in the programme) will not receive a full inspection but will receive a follow-up to the inspections carried out (at the Minister's request) in 2001.*

*As stated above, we have begun discussions with the Commission for Health Improvement with a view to co-operating in inspections. It is possible, in 2002-3, that we shall be able to align our programmes to allow*



*some joint look at the way health and social services are working together to provide more joined-up services for users and patients. We may, for example, schedule one or more joint review at the same time as CHI is carrying out an inspection of community health services in the same area, so that each can contribute to the other.*

*Our thematic inspection of services for children leaving care may continue into the new inspection year. We plan a thematic inspection on social services in relation to hospitals, particularly hospital discharge. We hope to begin work on one or two more thematic inspections during the year. Possible subjects for these include:*

- *equality issues in social services*
- *the social services contribution to social inclusion*
- *substance misuse services*

*- or a subject chosen from local authorities' Best Value reviews, as discussed above.*

Have you any comment on our inspection programme for the year 2002-3?

Have you any comment on plans to work with CHI?

Have you any comment on thematic inspections, including the choice of theme for future inspections?

*Inspection year 2003-4*

*For the last year of our current five-year cycle, we need to consider now the possible choice of subject areas.*

*For adult services, we shall by then have carried out inspections for the major user groups: older people, people with mental health problems, people with disabilities, people with learning disabilities. There may be a strong case to examine services for some of the most vulnerable groups – the frail elderly and the elderly mentally infirm. We could look at a particular aspect of service, such as home care or day care. Or we could move directly to the more flexible form of inspection suggested earlier in this paper.*

*For children's services, services for children with disabilities remains a major area we have yet to examine specifically. Such a series of inspections would lend itself well to joint work with Estyn and CHI, if this can be achieved.*

Have you any comment about SSIW's programme for 2003-4?

Have you any comment on the choice of subject for adult service inspections?

Do you agree that we should inspect services for children with disabilities?

*General comments*

*We welcome general comments on SSIW inspections, including matters not mentioned in this paper.*

*Please send your comments, to arrive by 14 December 2001, to:*

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**SSIW INSPECTION PROGRAMME 2002-3 AND BEYOND: RESPONSE TO CONSULTATION**

The consultation document was discussed in the following meetings:

Meeting with Directors of Social Services  
Wales Inspectorate Forum (includes representatives of inspectorates, auditors, and local government)  
SSIW Inspection Advisory Group (includes representatives of WLGA, ADSS, independent providers and user/carer interests).

Written responses were received from:

Carmarthenshire CC (Margaret Bell)  
Commission for Health Improvement (Steve Graham)  
Conwy CBC (Bethan Jones)  
Flintshire CC (Tom John)  
Inspection Advisory Group member (Jean Thomas)  
Newport CBC (Ellis Williams)  
NHS Wales (Ann Lloyd)  
Pembrokeshire CC (Jon Skone, Phil Bevan)  
Rhondda Cynon Taff CBC (John Wrangham)  
Torfaen CBC (John Turner, Stuart Greenwell, Steve Gillingham)  
WCV A (Graham Benfield).

Question	Comments received	Response to comments

<p><b>Overall framework</b></p>	<p>Sensible.</p> <p>Depends on nature of BV reviews.</p> <p>Need greater integration with other inspection and audit regimes. Join up work between SSIW and District Audit.</p> <p>Need to ensure co-ordination, to avoid duplication and overload for the authority.</p> <p>Fully integrate BV inspections, joint reviews and other major inspections into one process.</p> <p>Join up with other inspection regimes.</p> <p>Has worked well; question the need for routine inspections of children and adult services in the future – may not fit with new BV regime and increased reliance on PIs.</p> <p>Linkage between SSIW inspections and BV inspections needs further development.</p> <p>Directors were concerned about the integration of inspection regimes and the overall burden of inspection; they welcome the constructive use of inspection to improve services. They welcome a more continuous process of evaluation, provided this is well integrated and efficiently managed.</p> <p>The Wales Inspectorate Forum welcomes the prospect of better integration between SSIW's main programme and the BV programme.</p>	<p>The overall framework has served the Assembly well in providing a systematic picture of social services across Wales and served authorities well in providing an open and predictable process.</p> <p>The main issue remains the integration of SSIW's main programme with Best Value inspections and the work of other inspectorates and auditors. Discussions to improve this will take place in the Wales Inspectorate Forum, in the context of the new Wales Improvement Programme.</p>
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<p><b><i>Minimum level of public assurance</i></b></p>	<p>Probably right, but disappointed that safety is the objective rather than excellent services.</p> <p>Proposed minimum may not fit with Wales Improvement Programme.</p> <p>Proposal is realistic.</p> <p>Directors accept the need for public assurance.</p> <p>The Advisory Group thought the public need more assurance that services improve as a result of inspection; more attention and publicity should be given to follow-up.</p>	<p>There is some tension between the different interest groups but in general all recognise the need for rigour and public assurance in inspection; this needs to be held within a generally constructive approach and an emphasis on inspection leading to improvement.</p> <p>The Advisory Group proposal that SSIW should publicise the results of follow-up work (to assure the public that improvements have been made) merits serious consideration. (Members of the Health and Social Services Committee have made similar points.)</p>
<p><b><i>Flexibility in responding to circumstances of individual LAs</i></b></p>	<p>Good idea, but without diluting the strength of the scrutiny.</p> <p>Risk-based inspections are the best way to go.</p> <p>Agreed, but any alterations must be agreed with LA.</p> <p>Flexibility is welcome.</p> <p>More flexible inspections can better reflect the circumstances in each area.</p> <p>Some flexibility ... would ensure maximum benefit.</p>	<p>More flexibility is generally welcomed but the detail of this has yet to be worked out. This discussion can also be taken forward in the context of the Wales Improvement Programme and SSIW's plans for annual performance evaluation of LAs.</p>

<p><b><i>Thematic inspections</i></b></p>	<p>Danger that they hide the detail and appear bland.</p> <p>Must be consistent with other key NAW strategies.</p> <p>Positive view: provide national perspective with examples of good practice and potential problems.</p> <p>Favour thematic inspections, provided these are geared to agreed strategic priorities.</p> <p>Useful and informative.</p> <p>More information on the criteria and process of determining themes would be useful.</p> <p>Propose SSIW should actively involve voluntary organisations in planning and carrying out aspects of thematic inspections.</p>	<p>The more overtly developmental approach of thematic inspections is generally welcomed. SSIW acknowledges that there is still work to do on developing the methodology and making these inspections more routine.</p> <p>SSIW accepts the need to align thematic inspection work with key NAW strategies; we have developed internal NAW reference groups in order to do this.</p> <p>SSIW is considering WCVA's proposal for more involvement of voluntary groups; this may well happen in inspections currently being developed.</p>
<p><b><i>Best Value inspections</i></b></p>	<p>Grouping may be useful but requires thinking through in light of the Wales Improvement Programme.</p> <p>Should be as thematic as possible; should be a co-ordinated approach to reviews across Wales (aided by ADSS support unit).</p> <p>Support themed inspections linked to grouping BV reviews.</p> <p>Proposal to group BV inspections has merit.</p> <p>Grouping BV inspections would offer the potential of improving the comparison requirements.</p>	<p>The proposal for grouping Best Value inspections into themes is generally welcomed. Implementation will depend on the outcome of discussion on the Wales Improvement Programme.</p>

	<p>Directors believe that LAs still have much to learn internally about carrying out BV reviews and would welcome SSIW assistance with this.</p>	
<p><b><i>Other inspections</i></b></p>	<p>There will need to be some joint work between SSIW and CSIW.</p> <p>The clout that is behind joint reviews is scary but nevertheless welcome, to make things happen and change.</p> <p>Youth offending teams are a corporate entity rather than social services; role of various inspectorates needs to be clarified.</p> <p>Increased remit of CSIW will increase external scrutiny of LA services.</p>	<p>These points will be considered individually.</p> <p>SSIW will discuss with CSIW areas of common interest.</p> <p>Joint reviews are subject to separate review.</p> <p>Discussions on the future of youth offending team inspections have yet to reach a conclusion.</p>
<p><b><i>Methodology and code of conduct</i></b></p>	<p>Transparency has to be the key. The approach should be one of wanting SSDs to do well rather than trying to catch them out.</p> <p>Do not encourage league tables or star rating.</p> <p>Methodology seems sound, but much depends on capabilities of lead inspector.</p> <p>Need minimum standards and consistency on feedback of reports. Conclusions must be supported by evidence. Inspectors should welcome challenge. Inspectors should be open to challenge.</p> <p>Voluntary organisations should be fully involved in the inspections of services for vulnerable groups; inspectors should engage with voluntary organisations that are able to represent the views of users and carers, and involve voluntary organisations</p>	<p>SSIW is continuing to develop its methodology. It has already made great progress in greater openness and consistency and will improve this further.</p> <p>SSIW will review the contribution of lay, user/care and voluntary sector interests at all stages of the inspection process, as part of a review of Inspection Advisory Group arrangements.</p>

that provide independent support for people to help them express their views about services.

Directors support an open and constructive approach to inspection.

The Advisory Group also supported the greater involvement of voluntary groups in planning and carrying out inspections, particularly in facilitating user and carer participation. The Group also expressed interest in the lay assessor scheme and potential advocacy roles.

***Inspection reports***

Blandness ... if the evidence is there to make striking comments, they should be made.

Delays must be minimised.

Some reports have been a little bland.

The wide availability of inspection reports and subsequent action plans is important for all interested bodies ... if action plans are published separately, mechanisms should ensure distribution to all who receive the inspection report.

Directors criticise undue delay in producing reports, which reduces their effectiveness.

SSIW recognises the crucial importance of reducing delay in producing reports (insofar as this is compatible with maintaining proper standards). We hope to make significant improvements next year (thanks to improved resourcing and improvements in the process); we will then be better placed to give fixed timescales for local authority responses.

The criticism of blandness is an interesting one. SSIW wishes to be clear in its judgements without being sensationalist; the criticism suggests there is room for greater boldness. SSIW has already introduced a grid marking to make overall judgements clearer.

<p><b><i>Inclusion of LA response and action plan</i></b></p>	<p>Good practice ... the delay could be overcome by agreeing to timescales and keeping to them.</p> <p>There is an argument not to include them ... they can be published later.</p> <p>Encourage retention of the principle of publishing action plan in inspection report.</p> <p>Publishing action plans is a positive step.</p> <p>LA's response and action plan should be published in the report.</p> <p>The inclusion of the LA's response and action plan is vital so future inspections can check progress has been made.</p> <p>Given that reports are published documents, it is important that the LA has the opportunity to make a response and can show how it intends to address issues raised.</p> <p>Directors generally thought that, providing delays can be reduced, action plans should be included.</p> <p>The Advisory Group supported the inclusion of action plans (and would like to see the results of follow-up inspections published).</p>	<p>Opinions are divided but mostly in favour of keeping action plans published in reports. SSIW therefore proposes to maintain the current practice. The delay in production (see above) is the greater issue.</p>
<p><b><i>Programme for 2002-3</i></b></p>	<p>Agreed.</p> <p>No comment.</p> <p>No comment.</p>	<p>The programme will be published as described, subject to Ministerial approval.</p>



<p><b><i>Working with CHI</i></b></p>	<p>Strengthening the links with CHI is welcome; we need an inspection framework which gives real bite to social and health joint working.</p> <p>This approach is essential.</p> <p>Supported (by CHI); possibility of linking work more widely.</p> <p>Co-operation between SSIW and CHI makes eminent sense with the joint flexibilities agenda.</p> <p>Supported.</p> <p>Rational next step as joint working continues to develop.</p> <p>Directors support joint working with CHI and would like Audit Commission and District Audit studies to be co-ordinated with other inspections.</p> <p>The Advisory Group supports joint working with other inspectorates generally.</p>	<p>SSIW will work with CHI towards greater co-operation. We are currently awaiting the approval of CHI commissioners to proposals for 2002-3.</p> <p>SSIW will also work with NHS colleagues in the Assembly on other ways of looking at services involving health and social care.</p> <p>SSIW will raise in the Wales Inspectorate Forum the question of co-ordinating Audit Commission and District Audit studies with the work of inspectorates.</p>
<p><b><i>Choice of thematic inspections</i></b></p>	<p>Partnership work with LHGs/NHS Trusts.</p> <p>Outcomes in joint work emanating from major restructuring, e.g. children's' services and education, community care and housing.</p> <p>Support social inclusion, cross-referenced with work of other inspectorates.</p> <p>Delayed transfers of care/rapid response and reablement teams.</p>	<p>The case for an inspection of work between social services and health is overwhelming. SSIW will carry out in 2002-3 its long planned thematic inspection on social work services to hospitals.</p> <p>Other themes will be considered as the year progresses.</p>

	Themes listed are valid. Others worth considering include recruitment and retention of staff, managing the community care market.	
<b><i>Programme for 2003-4</i></b>	No comment.  Agreed.	See below. The programme for 2003-4 will be subject of further consultation next year.
<b><i>Choice of subject for adult service inspections</i></b>	<p>Services for frail older people or older people with a mental infirmity – jointly with health.</p> <p>Strong case for examining services for frail elderly and elderly mentally infirm.</p> <p>Themes listed, plus service users who do not fit traditional categories, and adult protection.</p> <p>People who do not fall into any category by being multiply handicapped.</p> <p>The Advisory Group expressed concern about particularly vulnerable groups and people who fall between categories.</p>	<p>There is strong support for inspection of services for some of the most vulnerable groups of service users – the frail elderly, the elderly mentally infirm, or people falling into more than one service category or none. SSIW could either:</p> <ul style="list-style-type: none"> <li>• inspect one such service group</li> <li>• inspect the protection of vulnerable adults (generally) following the issue by the Assembly of <i>In Safe Hands/ Mewn Dwylo Diogel</i>.</li> </ul> <p>SSIW believes the latter is the better way of capturing the concerns raised.</p>
<b><i>Choice of subject for children's services inspections (children with disabilities)</i></b>	<p>Agree children with disabilities - done jointly with education and health.</p> <p>Agreed.</p> <p>Agreed.</p> <p>Support children with disabilities; children and adolescents with mental health problems also a concern.</p> <p>Services for children with disabilities need to be carefully watched.</p>	<p>There is strong support for a series of inspections of services for children with disabilities. SSIW has already approached Estyn with a view to joint work on this subject.</p>

<p><b>General comments</b></p>	<p>Proposed new performance evaluation will consume LA time; should be reduction in inspection.</p> <p>Contribution inspections make to services well recognised; are there arrangements to inspect SSIW?</p> <p>The value of the various evaluation programmes to the Council and to the social services function in particular has been considerable.</p>	<p>The integration of inspection and other performance evaluation regimes (including performance indicators and policy agreements) is a major theme. SSIW will continue to work on this, in its own work and with others.</p> <p>Who inspects the inspectors? is a classical question. SSIW hopes that its open approach makes its inspection work responsive to comment, through exercises such as this, through inspection feedback questionnaires (from inspected bodies and from lay assessors) and other means. SSIW procedures were subject to a major external audit in 1999; the Permanent Secretary has monitored the implementation of the report's recommendations.</p> <p>It is pleasing to see the positive value of inspections recognised. It is a primary aim of our work to promote improvement.</p>
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## DEVELOPMENT PROGRAMME 2001-06

### PURPOSE

**Attached is the current 5-year development programme which started in April 2001 which the Health and Social Services Committee considered in January 2001 of this year. The attached details show the progress made to date and proposals for work into 2002 / 03.**

The programme covers a wide range of actions which are grouped under the three strategic themes of SSIW's development work

1. Promoting Quality
2. Promoting Independence and Meeting Dependency Needs
3. Safeguarding Vulnerable People

### CONTEXT

The purpose of the programme is to provide competent professional advice to the Assembly in the process of policy development and to promote improved performance in social services by supporting the implementation of legislation and policy and disseminating good practice. It reflects the policy priorities for social services and the Assembly and Government and sets targets for the coming year in the context of the anticipated direction

over five years.

The programme includes a number of different although often related activities. Some take place largely within the Assembly, for example providing professional advice to the Assembly on a day to day basis as issues arise and contributing to the commissioning of research in social care. Others involve working with other devolved administrations and Department of Health and other UK Government departments. Areas of work best known to local authorities and other agencies are likely to be the consultation, dissemination and development activity in which they and their staff participate. Some takes place in representative groups established and supported by the Assembly while larger scale events, including seminars, workshops and conferences, are often used as a method of engaging with a larger cross section of personnel from services across Wales.

<i><b>SOCIAL SERVICES INSPECTORATE WALES</b></i>				
<b>5-YEAR DEVELOPMENT PROGRAMME 2001-2006</b>				
<i><b>STRATEGIC THEMES  &amp; CORE AREAS</b></i>	<i><b>YEAR 2001/2002 TARGETS</b></i>	<i><b>OUTCOMES FOR YEAR 2001/2002</b></i>	<i><b>TARGETS FOR 2002/2003</b></i>	<i><b>5 YEAR DIRECTION</b></i>
<b>PROMOTING QUALITY</b>				
Care Standards Inspectorate (CSIW)	Secure Implementation of CSIW by 2002	On course  Contribution to development of standards for implementation April 2002	Establish working relationship with CSIW  Contribution to development of standards for subsequent implementation	CSIW fully operational and meeting quality standards
Care Council	Secure implementation of Care Council by October 2001 including publication of codes of conduct and practice and workforce issues	Achieved  Codes of conduct still under development	Establish monitoring arrangements for ASPB. Secure Assembly contribution to effective delivery of Care Council's targets including registration scheme	Registration of Social Workers & Residential Child Care Staff complete. Other staff on course.  Care Council managing issues for the workforce including qualification and recruitment

Quality Strategy and Social Services Management, Training, Recruitment and Retention}	Complete consultation on Quality Strategy including development of:			Targets for staff qualification on course.
	<ul style="list-style-type: none"> <li>● Training policy</li> </ul>	On course		Revised arrangements for Diploma in Social Work in place.
	<ul style="list-style-type: none"> <li>● Review Diploma in Social Work and student funding</li> <li>● Review of TSP to raise standards in social care workforce</li> <li>● Develop overall qualification framework</li> </ul>	<ul style="list-style-type: none"> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> </ul>	<p>Workforce development strategy being taken forward by Care Council</p> <p>Continue review of DiPSW</p> <p>TSP review to be completed in 2002/03 implemented 2003/04</p> <ul style="list-style-type: none"> <li>-</li> <li>-</li> <li>-</li> <li>-</li> </ul>	Student funding arrangements established.
	<ul style="list-style-type: none"> <li>● support employers to develop recruitment and retention strategy building on workforce audits</li> </ul>	<p>Qualification framework completed and issued by CCETSW / TOPSS</p> <p>Workforce Taskforce report set new programmes for recruitment and retention for the workforce</p>	<p>New targets set from Taskforce report</p>	
	New Target In Year			
	Workforce Taskforce			

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## 5-YEAR DEVELOPMENT PROGRAMME 2001-2006

<b><i>STRATEGIC THEMES  &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
<b>PROMOTING QUALITY</b>  Quality Strategy and Social Services Management,  Training, Recruitment and Retention}  <i>(Contd)</i>	<ul style="list-style-type: none"> <li>• SCIE (Social Care Institute for Excellence)</li> <li>• Governance Leadership and Management</li> </ul>	SCIE established  -  -  Review of governance arrangements with WLGA	Engage Welsh interests in the development of SCIE	SCIE established and producing evidence based practice guides.  Social services soundly based within agenda for local communities and local government
Performance Management Framework	Establish core components  <ul style="list-style-type: none"> <li>• Planning</li> <li>• Management information</li> <li>• IT systems</li> </ul>	Planning Guidance issued Grant Scheme established  Strategy published	Use strategy to support new evaluation framework and strategy	Full framework established and monitored
Complaints	Preparation for proposed changes in legislation and guidance  Support implementation	Consultation process completed and Minister has agreed to proposed changes  Drafting of revised guidance	Launch of revised guidance	Changes are reflected in new procedures

Research	Full use and development of Welsh Office of Research & Development programmes	Research Grants Scheme commissioned key work. Ongoing	Establish new joint strategy including participation with other interests in initiatives to strengthen relationship between research and improvements in practice and service development	Development of evidence/research based practice
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***SOCIAL SERVICES INSPECTORATE WALES***

**5-YEAR DEVELOPMENT PROGRAMME 2001-2006**

<b><i>STRATEGIC THEMES &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
<b>PROMOTING QUALITY</b>  Children First	Support and Promote Implementation of Programme  Monitor progress and outcomes	Annual review meetings with authorities to monitor progress and identify areas where development programme could promote improvement  Promote achievement of objectives through work focussing on: <ul style="list-style-type: none"> <li>● Services for disabled children</li> <li>● Child protection co-ordination</li> <li>● Permanence and adoption</li> <li>● Using management information and statistics to understand and improve performance</li> </ul>	Contribute to annual review meetings with authorities to monitor progress and identify areas for development	Improvements are consolidated as part of children's services

		<ul style="list-style-type: none"> <li>• Children and families participation in decision making and planning services, and policy development and planning services</li> <li>• Social services contribution to joint working with other local authority services and health services</li> <li>• Promoting use of flexibilities to fund services where appropriate</li> </ul>		
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**5-YEAR DEVELOPMENT PROGRAMME 2001-2006**

<b><i>STRATEGIC THEMES  &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
<b>PROMOTING QUALITY</b>				
Children's Commissioner	Promote and support development of mechanisms to facilitate communication between the commissioner and social services for children.	Contact has been established with the Commissioner with a view to establishing protocol(s) between his office and SSIW	Development of protocols	Mechanisms in place and subject to evaluation



<p>National standards and codes of practice</p> <ul style="list-style-type: none"> <li>● Foster care</li> <li>● Adoption</li> </ul>	<p>Implementation of national standards and codes of practice</p>	<p>National standards and codes of practice for foster care have been launched</p> <p>New regulations in place for foster care</p>	<p>Support the implementation of standards and regulations</p> <p>Contribute to review draft standards and codes of practice for adoption in light of responses to consultation</p> <p>Contribute to work on:</p> <ul style="list-style-type: none"> <li>● National minimum standards for adoption, and foster care agencies</li> <li>● Policy development and regulations</li> </ul>	<p>Mechanisms are in place to promote and monitor compliance with standards and codes of practice.</p>
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**5-YEAR DEVELOPMENT PROGRAMME 2001-2006**

<b><i>STRATEGIC THEMES &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
Carers	Promote implementation of strategy	Monitoring & promotion of strategy and carers and Disabled Children 2000	Support continued  Implementation & grant scheme	Review implementation of strategy

Assessment Framework for Adults	Development of Assessment Framework completed. Consultation and piloting underway	Consultation completed and assessment framework launched. This includes eligibility criteria and fair access to care	Support implementation	Assessment Framework fully implemented
Assessment and Care Planning (including Intervention and Review) for individual children and families	<p>Promotion and reinforcement of key aspects of the Looked After Children (LAC) system including:</p> <ul style="list-style-type: none"> <li>● Achieving improvements in health of looked after children</li> <li>● Achieving improvements in education of looked after children</li> <li>● Achieving improvements in use of Assessment and Action Records</li> </ul>	<p>Guidance on Education of Looked After Children issued</p> <p>Guidance on health of Looked After Children issued</p> <p>-</p> <p>LAC documentation revised to take account of feedback from practitioners and managers</p>	<p>Services are implementing guidance</p> <p>Services are implementing guidance</p> <p>Use of documentation improves</p>	<p>Improvement in educational attainment of looked after children</p> <p>Improvement in take up of services including medical assessment, dental checks and health promotion advice</p> <p>Incorporated in Integrated Children's System</p> <p>LAC system incorporated in Integrated Children's System</p>

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<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
<p>Assessment and Care Planning (including Intervention and Review) for individual children and families</p> <p><i>(Contd)</i></p>	Implementation of Framework for Assessment of Children in Need and their Families	<p>Local authorities engaged in implementation of Framework –</p> <p>Training materials issued for local use</p> <p>Managers and trainers attended multi-disciplinary workshops. Training materials issued for local use</p>	All authorities engaged in implementation of framework – (expectation is that framework will be used for all new cases from April 2002)	Framework established in practice and incorporated in Integrated Children's system
	Development of Integrated Children's System for assessment, care planning, intervention and review	<p>NAW and LAs working with DH and authorities in England to develop system – participation in steering and advisory groups</p> <p>Consultation on development of the system has taken place in England and Wales.</p>	Piloting of system	System established and subject to monitoring and evaluation
	Children Leaving Care – promote and support implementation of legislative changes (implementation October 2001)	<p>Children (Leaving Care) Act 2000 implemented October 2001</p> <p>Thematic inspection will provide information about implementation across Wales</p>	To respond to outcome of thematic inspection and other information about implementation across Wales	Arrangements for care leavers established and subject to performance monitoring

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<b>STRATEGIC THEMES  &amp; CORE AREAS</b>	<b>YEAR 2001/2002 TARGETS</b>	<b>OUTCOMES FOR YEAR 2001/2002</b>	<b>TARGETS FOR 2002/2003</b>	<b>5 YEAR DIRECTION</b>
<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
Assessment and Care Planning (including Intervention and Review) for individual children and families  (Contd)	Promote planning for permanency, including consideration of whether adoption is an appropriate option, as part of assessment and care planning for looked after children	Contribution to policy development drafting of legislation	Establishment of "Advisory Group" and support team  Support team promoting achievement of permanency for looked after children and improvements in LA adoption work	Planning for permanency monitored as an integral part of assessment and care planning
	Promoting and supporting work between services for children in need and youth justice services to:	Continued professional support to policy division  Regular participation in relevant meetings in Wales to promote and support work between services for children in need and youth justice services as outlined in targets for 2001/2002:	Contribute to All Wales Youth Offending Strategy Group  Continue professional support to policy division  Maintain contact with other interests to promote and support work between services for children in need and youth justice services as outlined in targets for 2001/2	Effective mechanisms in place to facilitate:
	i. Address strategic issues including planning and commissioning services and public protection			1. Strategic planning and commissioning of services and public protection

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## **5-YEAR DEVELOPMENT PROGRAMME 2001-2006**

<i><b>STRATEGIC THEMES &amp; CORE AREAS</b></i>	<i><b>YEAR 2001/2002 TARGETS</b></i>	<i><b>OUTCOMES FOR YEAR 2001/2002</b></i>	<i><b>TARGETS FOR 2002/2003</b></i>	<i><b>5 YEAR DIRECTION</b></i>
<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
Assessment and Care Planning (including Intervention and Review) for individual children and families  (Contd)	Ii. Facilitate coherent assessment and care planning, including consideration of public protection issues, for children in need who are also subject to the youth justice system, for example:			2. Coherent assessment and care planning for children
	<ul style="list-style-type: none"> <li>● Children who are looked after and children leaving care</li> <li>● Children who are involved in child protection investigations and children included on a child protection register</li> </ul>			Coherent and effective assessment, care planning, intervention and review for children receiving services from YOTs and other services for children in need
	<ul style="list-style-type: none"> <li>● Disabled children and children with learning difficulties</li> <li>● Young Carers</li> </ul>			
Assessment and Care Planning Overall	Transition planning: ensuring effective links between children's and adult's services	Establishment of interest group under auspices of Children First	Group to engage with representatives of adult services to identify best practice	Effective mechanisms for transition in place and monitored by local authorities

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<b><i>STRATEGIC THEMES &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>	
<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>					
Direct Payments	Review of usage & support mechanisms	Not advanced	Carry forward to 2002/03		
Commissioning and Purchasing Services for Adults	Developing strategies to improve choice and stability in commissioning services	Work undertaken to review state of care sector and commissioning	Advance work to secure sector through effective commissioning and related activity	Commissioning strategies firmly in place	
	New Target In Year  State of Care Sector	New Target In Year  State of Care Sector			
	Charging: Support development of guidance on charging	Consultation and research on charging undertaken	Set framework and monitor	Arrangements for equitable charging in place	
	Supporting People: enable SSDs to share learning and preparation for Supporting People	On course	Work towards implementation in April 2003	Supporting People implemented	

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<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>  Commissioning and Purchasing Services for Children	Promote development of a framework to assist authorities in developing strategies for commissioning and purchasing services for looked after children that increase placement choice and improve stability for children and addresses: <ul style="list-style-type: none"> <li>● Retention and recruitment of foster carers</li> <li>● Availability of placements for children with complex needs</li> <li>● Availability of specialist services to support children in placement and their carers</li> </ul>	Submission of draft strategic framework followed by consultation on draft strategic framework in Spring 2002  Research about availability of placements for children with complex needs commissioned through WORD	-  -  -  -  Consultation on draft strategic framework  Support implementation and review of draft strategic framework and promote developments to achieve improvements, placement choice and stability  Dissemination of research findings	Strategies for commissioning and purchasing placement services in place that are subject to evaluation and review

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<b><i>STRATEGIC THEMES &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>

<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
<p>Commissioning and Purchasing Services for Children</p> <p><i>(Contd)</i></p>	<p>Promote development of family support services for children in need who are living at home, including disabled children</p> <p>Support development of post adoption support services</p>	<p>Review of Children and Families Grant Scheme</p> <p>Evaluation of funding applications under Sure Start and Children and Youth Partnership</p> <p>Liaison with and support for Adoption consortia of adoption agencies</p> <p>Establishment of Steering / Advisory Group to support local authorities</p> <p>Analysis of LA responses to SSIW enquiries about services for looked after children for dissemination in inter-authority events to promote development and achievement of CF objectives</p>	<p>To continue to promote development of family support services for children in need who are living at home, including disabled children</p> <p>Programme of work with authorities based on consortia where appropriate</p> <p>Dissemination of analysis</p> <p>Prepare for similar exercise to be commissioned at appropriate date taking account of implementation of new legislation and policy changes</p>	<p>Post adoption services identified and available</p>



New in year:  Out of Hours Services / Care Direct	Review outcomes of inspection & implication for Care Direct in Wales	Inspection findings published	Set specific targets & programme including identification of implications for "Care Direct" in Wales	Effective joint out of hours and direct access available
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<b><i>SOCIAL SERVICES INSPECTORATE WALES</i></b>				
<b>5-YEAR DEVELOPMENT PROGRAMME 2001-2006</b>				
<b><i>STRATEGIC THEMES  &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
Joint Working with Health  Framework for collaboration	Partnership arrangements clarified and being implemented	NHS Plan arrangements clarified	LH Boards to be established by April 2003	Partnership arrangements fully operational
<ul style="list-style-type: none"> <li>Flexibilities</li> </ul>	Implementation of flexibilities supported and monitored	Flexibility programme rolled out	Support continued  Monitoring and embedding of arrangements	Partnership working embedded
<ul style="list-style-type: none"> <li>Charter</li> </ul> Revised in year: Health and Social Care Guide	Charter standards established  Revised in year:  Health and Social Care Guide Signposts established	Consultation launched	Guide to be implemented	Charter standards implemented  Revised: Health & Social Care Guide Support

<ul style="list-style-type: none"> <li>Planning Health Improvement Plans (HIPs)</li> </ul>	HIP process fully established in partnership	Under review in light of NHS Plan	Support development of planning arrangements for the new NHS	Planning systems effectively established
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**5-YEAR DEVELOPMENT PROGRAMME 2001-2006**

<b><i>STRATEGIC THEMES &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
<ul style="list-style-type: none"> <li>Emergency Pressures/ Waiting Times</li> </ul>	Planning arrangements fully in place  Revised in year: Improved information collection Guidance on effective transfers / discharges	Arrangements for winter 2001/02 in place. Monitoring being undertaken	Further clarification and development of arrangements	Services able to plan and manage for peaks in demand etc
<ul style="list-style-type: none"> <li>Intermediate Care</li> </ul>	Support policies for development and implementation of intermediate care services	Supported development of Assembly guidance	Roll out of guidance and programmes	Intermediate care services implemented and evaluated
New Targets in Year  Continuing Health Care Guidance	Support development and consultation	On course	Review implementation	Consistent health and social care criteria in place

National Service Frameworks (NSFs)	Older Persons NSF  Support Wales approach	Assessment aspect taken forward as part of single assessment process. Other elements being developed	Support further implementation	NSF fully implemented
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<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
	NSF for children's services - work commenced in year	Participation in initial stages of development	Specific targets will be determined as development proceeds	Implemented
	Other NSFs (eg Diabetes, Coronary Heart Disease)	On course.  Support framework and review implications for social services	Support further development, implementation and monitoring	NSF framework fully in place
Links with NHS and professional and practice developments eg Fundamentals of care, Innovations in care	Support projects' Implementation led by health professional groups	Fundamental aspects of care and innovations in care developed	Support to further development	Results of developments incorporated in policy and practice for health and social care

Specific Areas for Adults  Older People	Response to the Royal Commission developed and implementation framework established. Wales strategy developing	Support Older Persons Strategy work and specific initiatives on NHS funded nursing care and personal care	Secure further clarification & implementation of policy	Policy implementation in place and monitored
	New Target In Year  NHS funded nursing care			

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<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
Mental Health	Revised Mental Health Strategy in place	Strategy issued	Support implementation of Strategy & NSF	Strategy implementation being monitored  Care Programme Approach (CPA)

	Child and Adolescent Mental Health Strategy in place	Strategy issued	Support implementation and ensure joining up with other areas of work – child protection, promotion of permanence for children, improving placement choice and stability for looked after children, youth justice	Implementation continuing and being monitored
	Revised in year:  NSF for mental health	NSF under development & consultation		
	Support dissemination and implementation of recommendations from mental health inspection.  Revised in year:  Findings have been "tested" at CMHSD managers network and links made to strategy implementation	Mental health inspection disseminated and fed into policy and practice development	Followed up in continuing development work	Implemented

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<b>PROMOTING INDEPENDENCE AND MEETING DEPENDENCY NEEDS</b>				
Learning Disabilities	Framework for services.  Service framework complete	Consultation on service framework complete	Support implementation	Monitoring implementation of the framework and services
Physical and Sensory Disabilities	Inspection work and research reviews completed. Implications for policy under consideration	Framing development work in light of inspection and research	Consult on actions arising from inspections and research	Policy outcomes implementation
Substance Misuse	Short term targets of strategy established			Medium term targets of strategy implemented

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<b><i>STRATEGIC THEMES &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
<b>SAFEGUARDING VULNERABLE PEOPLE (LINKS WITH PROMOTING QUALITY)</b>				
Public Interest Disclosure Whistleblowing	Promote and support development of policies and procedures taking account of requirements laid down in legislation and guidance	Programme to support implementation of legislation and codes of practice in social services context	Delivery of programme	Systems established and subject to monitoring and evaluation

Child Protection	<p>Implementation of Working Together and associated guidance including guidance on:</p> <ul style="list-style-type: none"> <li>Investigative interviewing of vulnerable witnesses and associated training materials</li> <li>Support implementation of guidance and use associated training materials</li> </ul>	<ul style="list-style-type: none"> <li>Development of training materials. Tendering exercise underway</li> </ul> <p>Work in progress</p>	To achieve targets as set for 2001/2	Ongoing and subject to monitoring and review
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***SOCIAL SERVICES INSPECTORATE WALES***

**5-YEAR DEVELOPMENT PROGRAMME 2001-2006**

<b><i>STRATEGIC THEMES &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
SAFEGUARDING VULNERABLE PEOPLE (LINKS WITH PROMOTING QUALITY)				

Child Protection (Contd)	<ul style="list-style-type: none"> <li>Induced and feigned illnesses in children by carers</li> </ul>	<ul style="list-style-type: none"> <li>Guidance on induced and fabricated illness nearing completion – consultation has taken place in England and Wales</li> </ul>	Promote implementation / guidance and guidelines	
	<ul style="list-style-type: none"> <li>Information sharing between social services and police during investigations</li> </ul>	<ul style="list-style-type: none"> <li>Home Office led group has produced guidelines for social services and police ("Lost in Care" recommendation 22) – Assembly is conducting a consultation exercise</li> </ul>		
	<p>Implementation of the response to Lost in Care</p> <p>Liaison with LAs and DH to identify practice and policy issues arising from complex investigations</p> <p>Responding to ACPC overview reports on Part 8 reviews</p>	<p>Contribution to Report to H&amp;SSC early 2002</p> <p>Commission Review of Practice guide issued in 1999</p> <p>Ongoing. Also contributing to commissioning of biennial review of reviews</p>	<p>Continue to monitor and promote implementation of recommendations</p> <p>Publication of revised guide</p> <p>Contribute to dissemination of guide</p>	<p>Specific tasks completed principles and practice recommendations consolidated in SSIW's inspection and development programmes</p> <p>Ongoing</p>



**SOCIAL SERVICES INSPECTORATE WALES**

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<b><i>STRATEGIC THEMES &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
<b>SAFEGUARDING VULNERABLE PEOPLE (LINKS WITH PROMOTING QUALITY)</b>				
Protecting Vulnerable Adults	Monitoring of new procedures underway	Monitoring exercise being undertaken	Review progress in light of monitoring	Review of effectiveness of procedures
	New Target In Year  Establishment of register for Protection of Vulnerable Adults (POVA)	Link with action on England and Wales basis	Support implementation of register	Register fully established
Human Rights Act – implications for social services			Delivery of programme	Social services and other agencies are confident that policies, procedures and systems take account of the legislation and are monitored and reviewed
Data Protection Act			Delivery of Programme	Social services and other agencies are confident that policies, procedures and systems take account of the legislation and are monitored and reviewed

BRI Inquiry Report	Published in year	Support preparation of Assembly's response	Support implementation of Assembly's response	-
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***SOCIAL SERVICES INSPECTORATE WALES***

**5-YEAR DEVELOPMENT PROGRAMME 2001-2006**

<b><i>STRATEGIC THEMES &amp; CORE AREAS</i></b>	<b><i>YEAR 2001/2002 TARGETS</i></b>	<b><i>OUTCOMES FOR YEAR 2001/2002</i></b>	<b><i>TARGETS FOR 2002/2003</i></b>	<b><i>5 YEAR DIRECTION</i></b>
<b>SAFEGUARDING VULNERABLE PEOPLE (LINKS WITH PROMOTING QUALITY)</b>				
Inquiry into death of Victoria Climbié	Commenced in year		Continue to monitor progress of inquiry and prepare for publication of report and recommendations	Child protection work has taken account of any lessons from this case
Review of safeguards for children in the NHS	Contribute as appropriate to setting up and progress of review	Contribution made  Publication anticipated Spring 2002	Contribute to Assembly's response and its implementation	Improved safeguards for children
Advocacy	Contribute to policy developments	Contribution to work led by policy divisions		