

Julie Thomas
Head of Children's Service
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Ein cyf / Our ref:

Dyddiad / Date: 9 July 2019

Dear Julie

This letter outlines our proposal for CIW annual focused activity within children's service.

We would like to focus on the developments within the Independent Review Process, in particular considering how the Independent Reviewing Officers (IROs) promote the voice of the child.

Our practice guidance (currently in draft) defines focused activity:

CIW undertakes focused activity in local authorities every year. Along with other review activity, this activity informs the annual performance review meeting and CIW annual performance letter. Focused activity involves visits to the local authority and where possible will include listening to people who use services and their carers. This may include attending existing support groups and it may also be relevant to speak with voluntary organisations, advocacy and partner agencies. We may also interview staff and managers, review relevant documentation and review case files.

Annual focused activity- *this may include consideration of innovative areas of practice, aspects of service identified for improvement in the director's annual report or identified by CIW by other means. We will evaluate and highlight positive practice and areas for development. We undertake at least two focused activities each year; one evaluating an aspect of adult services and one evaluating children's services.*

The work will be undertaken by myself and Tracey Shepherd, Inspection Manager.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

We would like to undertake the focused activity on 22 and 23 August 2019. If these dates are inconvenient due to the absence of key personnel, for example, we would be grateful if you could make us aware.

I attach a draft plan and I would be grateful if you identify a contact point with whom we can discuss arrangements further, as necessary. I would be grateful if we could have arrangements confirmed by 24 July.

I would be grateful if you could also arrange for the advance information to be sent to me by 24 July.

If you have any queries regarding any of this, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink that reads "D. C. Marshall". The signature is written in a cursive style with a clear first initial and a last name.

Duncan Marshall
Senior Manager

cc. Dave Howes

Plan for City and County of Swansea Annual Focused Activity – Children’s Service

Date: 22 and 23 August 2019

CIW personnel

- Duncan Marshall, CIW Senior Manager
- Tracey Shepherd, CIW Inspection Manager

Methodology

Prior to our visit we will:

- Review LAC documentation provided.
- Speak with a representative from Tros Gynnal Plant – CIW will arrange this conversation.

On our visit we will:

- Interview the operational manager with responsibility for the IROs, to talk about developments within the service.
- Speak to children who have agreed to speak with CIW; whose LAC meeting minutes we have reviewed prior to the inspection.
- Interview the IROs as a group.
- Provide interim verbal feedback to Head of Service, if they so wish.

Following our visit we will:

- Speak with any children, directly or by telephone, whom we could not meet with on the above set activity dates – arrangements will be confirmed when we are on site.
- Provide a letter outlining findings of the focused activity which will be sent on or before 5 September 2019.

Request for advance information:

Please could you provide

- LAC meeting minutes for six children – for children aged from eight years and above. These are to be selected by yourselves from the last six sets of minutes that have

been finalised since 21 February 2019, and which relate to children within the specified age range.

- Any associated feedback or consultation documents received from the above selected children.
 - Performance information in relation to LAC reviews.
 - Any quality assurance data for the past 6 months in relation to how the voice of the child is captured – e.g. - IROs seeing children prior to / in between reviews, children's attendance at reviews, active offer of advocacy, and IROs visiting children in placement.
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- **Please provide the above by 24 July 2019**

Practical arrangements

We would be grateful:

- if it could be arranged for us to meet with the IROs (90-minute meeting) and IRO manager (60-minute meeting) on the morning of 21 August. Individual meetings with children (30 - 45 minute meetings) can be scheduled for the afternoon of the 21 August and 22 August;
 - if a room could be provided for our use, with table/desk and power point for laptops.
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- If the Head of Service would like some interim verbal feedback, prior to receipt of the findings letter, we can provide this face to face or via telephone, as wished. We would be available to have a short meeting with the Head of Service on the afternoon of 23 August following the scheduled meetings. If this date is not convenient we will make alternative arrangements.
 - CIW contact person for arrangements is Tracey Shepherd:
Tracey.Shepherd@gov.wales Direct line: 03000 628716

We would be grateful if you could confirm arrangements by 24 July 2019.

