

# Care Inspectorate Wales

## Local authority code of practice



Easy Read version

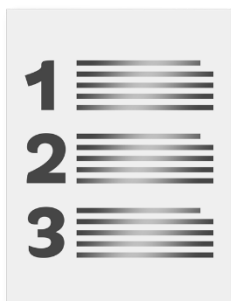


We are Care Inspectorate Wales (CIW)

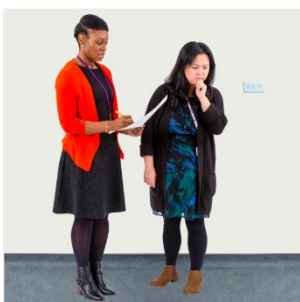


We make sure of the quality and safety of social care and childcare.

We make sure services are safe by:



- Keeping a register of all services



- Inspecting services



- Take action to improve the quality and safety of services



The law says we can look at Local Authority social care services.

Our code of practice says how we will do this. Our aim is to:



- make sure people can trust the quality of services and how easy it is to get a service.



- Make sure children and adults are safe and their rights are protected.



- Make care better



- Make sure everyone has good information to make good policies.

# How we work



We have changed the way we work with local authorities.



We now work online and face to face.



We have thought about how we work and we now work better.



We have updated our code of practice and our principles.

# These are our new principles:



## **Putting people first**



## **Being intelligence led.**

This means we make our decisions on things we have found out.



## **Being risk based and responsive.**

This means understanding when something might go wrong and being ready to support to put it right.



## **Working together**



## **Supporting improvement and thinking about better ways of working**



## **Reflecting and learning**

This means looking at what has been done and making sure we do better.

# Performance review



This is how we make sure local authorities are working well.



We try to check every local authority every year.



We share a report of what we find.



## **Performance evaluation inspection**

This is a full inspection of a council.

We look at adult and children's services.

We do this every 5 years.



## **Assurance check**

We do this between inspections.

We share a letter about what we find.



## **Improvement check**

We do these to check things have got better after an inspection.

We share a letter about what we find.



## **Thematic review**

We look at a topic or theme. We visit local authorities across Wales.

We share a report of what we find.

# How we do inspections



Our inspections look at how well social services helps people to have good lives.



When we do an inspection we collect evidence:



- **What we hear**

- We talk to people who use services
- Staff
- Managers
- Other people they have worked with



- **What we see**



- **What we read**

We look at records and reports.





We think about how good the people in charge of services are.



When we have done our visits we write a report or letter.



We might see something that makes people unsafe or at risk.



We make sure the local authority takes action to put this right.



We check to see how well the local authority is using Welsh in all their services.



We tell everyone about good work that we find so they can learn from it.



We tell the Welsh Government what we find in our inspections.



We look at how local authorities learn and improve their services.



We want to talk to people about their experiences. This is important. People's experience of services help us understand services better.



We check how well local authorities talk to people who use their services.



If a local authority tells us about good work we will find out more.

We will share this across Wales to make sure everyone has a better service.



We go to council meetings to listen to what they are talking about.

# Our Inspectors



Our inspectors all worked for health or social care in different jobs.



Inspectors are civil servants.



Civil servants follow the civil service code. These are rules to make sure they are doing the best job.



Inspectors must also follow the Code of Professional Practice for Social Care.

# Working with others to make services better



We work with other inspectors in Wales and across UK.



Working together makes local authorities better for everyone.



We work with:

- His Majesty's Inspectorate of Constabulary, Fire and Rescue Services
- His Majesty's Inspectorate of Prisons
- His Majesty's Inspectorate of Probation.



We work with Social Care Wales.

We work together to make social care services better.



Each part of Wales has a regional Partnership Board.



The boards have a worker who makes sure the board works with us.



We work with partners to make sure the regional boards are doing their best for people.



We are not able to look at complaints about a person or a service they receive.

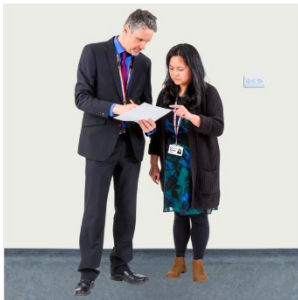


We do look at services where concerns are raised.

# Making sure things are done better



Sometimes we see services that are badly run.



We go back to these to make sure they are doing better.

This is an improvement check.

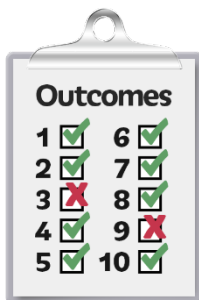


Sometimes a local authority is failing to do everything the law says it should.



There are 2 levels:

- Serious concern
- Serious and significant concern.



Serious concerns are:

People's outcomes or staff and management are not good enough.



Serious and significant concerns are:  
Where a local authority is failing in a lot of areas. This means:

- people may be at risk
- people have poor outcomes from the service.

We will meet with managers from local authorities. We will:

- Tell them why we have said they are failing
- Make sure they have a plan to do things better
- Have regular improvement checks
- Extra monitoring.



We tell local authorities about other services that do the best work and share good ways of working.



# Our reports



We write reports on:



- Good practice



- What must improve



- What should improve

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