

## **CIW National Advisory Board – 6 July 2023**

### **Agenda**

Welcome and apologies	Chair
The role of the Citizens Voice Body “Llais” in social care	Ben Eaton, Llais
Joint CIW / HIW equality, diversity and inclusion plan	Margaret Rooney
CIW’s use of language document	Gillian Baranski
BREAK	
CIW Priorities Updated and progress with Strategic Plan	Margaret Rooney
Voices of NAB members	All
Priority Action Notices – your views?	Sarah Glynn-Jones
Closing remarks	Chair
Finish	

### **Upcoming meetings:**

- Wednesday, 4 October 2023
- Wednesday, 7 February 2024

## **CIW National Advisory Board – meeting minutes**

### **Welcome and apologies**

#### **Attendees**

- Ruth Hussey
- Orlaith Brennan
- Stuart Davies
- Rachel Harris
- Peter Max
- Claire Protheroe
- Ben Eaton (guest speaker)
- Mary Wimbury

#### **CIW representatives**

- Gillian Baranski
- Kelsey Evans
- Sarah Glynn-Jones
- Emma Mackintosh

- Myfanwy Moran
- Richard Payne
- Margaret Rooney

#### Apologies

- Melanie Davies
- Natalie Fletcher
- Carole Jones
- Beth Kay
- Julia Nawell
- Jenny Williams
- Vicky Poole
- Valerie Billingham

#### **Actions from previous minutes – 8 February 2023:**

**Previous action:** Secretariat to contact members for any missing profiles for the website. Complete.

**New action:** Edit to the minutes – Myfanwy Moran was not present at the 8 February meeting.

**New action:** Secretariat to contact the Offices of the Older People's Commissioner and Children's Commissioner to check contact details of the current representatives.

**Decision:** Minutes of the meeting on 8 February 2023 approved. Agreed for them to be published on the CIW website.

#### **The role of the Citizens Voice Body (CVB) “Llais” in social care**

Ben Eaton, Strategic Director of Organisational Strategy & Engagement at [Llais](#) provided an overview of the new body, which is replacing community health councils (CHCs) in Wales. Ben said they want to have on-going communication with health boards, not just when things go wrong.

Chair, Ruth Hussey referenced the [2018 review](#) for Welsh Government on health and social care which she chaired which highlighted the importance of involving people in designing services.

Mary Wimbury (Care Forum Wales) explained how difficult it is for care providers right now and asked how Llais planned to engage with registered social care providers. Ben explained there will be a communication and engagement strategy for Llais, with social care and providers being a big priority for them and they would speak with local authorities first.

Margaret Rooney (Deputy Chief Inspector, CIW) said it was important for CIW to work together with Llais so that each organisation's role is clear, otherwise it could become complicated and confusing for people receiving services.

Myfanwy Moran (Senior Manager, Local Authority Inspection Team, CIW) welcomed the creation of the new body and said she was reminded of the quality standards under the prevention section of the Social Services and Well-being (Wales) Act and building resilience in communities before people require formal social care. She said CIW expects there to be a clear multi-agency prevention strategy within local authorities that's done in conjunction with health boards and the third sector, showing the contribution of all agencies.

Rachel Harris (Childcare and play service practitioner) confirmed she had passed on information about Llais to a Parent Champions group in the Wrexham area.

Gillian Baranski (Chief Inspector, CIW) said she sees this as a real opportunity to involve more people and hear their views about the care and support they access or receive. She said if we can co-operate effectively with one another, there would be real 'value added' for people across Wales.

### **Joint CIW / HIW equality, diversity and inclusion strategy**

Margaret Rooney presented the draft joint equality, diversity and inclusion strategy for Healthcare Inspectorate Wales (HIW) and CIW, asking members if they felt these were the right objectives.

Using a 1-5 star rating system, with 1 meaning "needs work" and 5 meaning "perfect", members voted to give an overall rating of 3.7 out of 5.

Margaret explained the background to the strategy and the decision to work jointly with HIW, saying it felt natural for the inspectorates to collaborate on this. She said the plan is to publish the full strategy later this year.

Members gave a range of helpful comments about how the objectives could be improved.

Mary Wimbury (Care Forum Wales) said Responsible Individuals are a very diverse cohort, possibly the most diverse group within the sector, and there were opportunities for providers to hear from other providers around best practice and learning, ensuring staff from diverse backgrounds can have a voice.

Claire Protheroe (PACEY Cymru) asked whether this strategy included childcare and play services and children generally. Margaret confirmed it does.

Margaret commented that CIW did consider the diversity of the National Advisory Board when it was first set up.

Claire Protheroe (PACEY Cymru) suggested CIW approaches community mentors - a Welsh Government initiative.

When asked if there was anything missing in the objectives, members highlighted the following:

- reference to the childcare sector;
- equality and diversity related to workforce;
- the diversity of the National Advisory Board itself;
- and re-wording the objectives to be more outcomes focused.

Members highlighted the importance of helping/supporting organisations to work towards the action plan by signposting and engaging staff.

**Action:** Update/amend the draft strategy based on feedback and re-circulate to members.

### **CIW's use of language document**

Gillian Baranski (Chief Inspector, CIW) presented a recently created internal document for CIW which sets out the best terminology to use when writing reports or correspondence. It also highlights some terminology which is outdated and potentially offensive, for example describing people who access care services as "service users".

Gillian described this as a living document which encourages CIW staff to think carefully about the language we use.

Suggestions from members included to say 'the global majority' rather than people from ethnic minority backgrounds.

Chair, Ruth Hussey asked whether the document worked in Welsh. Emma Mackintosh (Communication and Engagement Team, CIW) confirmed it was being sense-checked by colleagues who work in translation within Welsh Government.

Rachel Harris (Childcare and play service practitioner) asked how CIW will ensure they update the document. Gillian said it would be checked regularly.

## **Voices from the sector**

Claire Protheroe (PACEY Cymru) spoke about the recent [independent review of childminding](#) commissioned by Welsh Government and carried out by Arad Research.

Claire said childminders were particularly vulnerable during the pandemic in terms of employment support because they are self-employed and described a decline in new childminders coming through as well as more people de-registering than in previous years. She said this decline was present before COVID-19.

Claire queried whether, in a drive for childminders to be seen in the same way as sessional childcare and playwork, bodies such as PACEY and CIW may have made it too burdensome and that there may be too much red tape for childminders.

Claire said if childminders don't deliver Flying Start early education, they may lose children to out of school and breakfast clubs, so there needs to be funded opportunities available to support wider financial viability going forward.

There are 23 recommendations in the report, and PACEY Cymru has been working with Welsh Government to flag the most urgent items.

Claire advised that the sector is at a crisis point and swift action is needed.

Chair, Ruth Hussey thanked Claire for bringing this to members' attention and noted there had been a sharp decline in numbers of childminders.

Gillian Baranski (Chief Inspector, CIW) said one of the things CIW's childcare and play improvement project will be looking at is whether we have got the balance right on what we do as a regulator when it comes to childminders, to make sure we're adding maximum value and that our processes are as proportionate as they can be.

Rachel Harris (Childcare and play service practitioner) updated members about the ["Creative learning in the early years" project](#) her setting had been involved with, in conjunction with Early Years Wales and Arts Council of Wales, which is an extension of the "Creative learning in schools" plan.

**Action:** CIW childcare and play inspectors may wish to signpost to settings how they can apply to take part.

## **Progress with CIW Strategic Plan 2020-2025**

Gillian Baranski (Chief Inspector, CIW) updated members on the progress with the Strategic Plan against its actions and asked members to think ahead to the next plan, which will be launched in April 2025, and what topics or areas might need to be in it.

Peter Max asked if there was an opportunity to ask people's views at the National Social Services Conference taking place in October. Gillian confirmed that CIW does have staff attending.

Rachel Harris (Childcare and play service practitioner) suggested climate change and sustainability, energy use and costs.

Chair, Ruth Hussey suggested Artificial Intelligence (AI) and the use of robots in care services in some parts of the world, as regulation and delivery of care might change during the timeframe of the next Strategic Plan. She suggested horizon scanning to prepare for future challenges.

Myfanwy Moran (Senior Manager, Local Authority Inspection Team, CIW) suggested training for the workforce of the future is a hot topic.

Gillian said CIW needs to focus on things only we can do, working in partnership with others and thinking as creatively as we can about solutions. She said there was a need to focus on priority actions.

Margaret Rooney (Deputy Chief Inspector, CIW) said the approach taken by CIW's childcare and play improvement project is a pilot for other areas of CIW's work.

## **Priority Action Notices (PAN) – your views?**

Sarah Glynn Jones (Head of Adult & Children's Services Inspection Team, CIW) asked members for their views about sections of our inspection reports which describe Priority Action Notices or Areas for Improvement issued to care providers as part of their inspection.

Members raised a number of useful suggestions and queries.

Sarah said she would be setting up consultation groups of people using services or their friends/relatives to look at our inspection reports and would keep members updated on this.

**Next meeting: 4 October 2023**