



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru
Care and Social Services Inspectorate Wales

Sent by email to:

Eich cyf/Your ref
Ein cyf/Our ref ATISN 10473

Dyddiad / Date: 20/06/2016

Dear ,

ATISN 10473

I am writing with regards to your request regarding Vulnerable Adults And Safeguarding Team, External Investigation. You asked the following questions:

1. What was the initial reason for the Yourselfs Investigating the concerns raised regarding the failures in this area?
2. How many Social Workers, Nurses, Home Carers, Support Workers and Other staff were interviewed over the complaints
3. Have there been any deaths of people under the service prior the investigation?
4. Have any Staff members been suspended during the investigations?
5. Have the Investigations into Safeguarding within Adults and Children's Services been concluded?
6. What are the recommendations from yourselves, If the investigation has concluded?
7. Are Conwy council, On Special Measures, or are they to be placed on such due to the failures in the service currently ?
8. Will this investigation be announced publicly, due to the major implications posed regarding Child protection and Vulnerable adults?
9. Is the old Pova team still in existence? If so, what role does it play in Safeguarding? or is the new Hub now in place?

We have considered your request and are able to provide the following responses. These responses have been numbered to reflect the question they relate to.

1. An anonymous concern was received.
2. 39 members staff – as per question 1 an anonymous concern was received, this was not a complaint.
3. No information is held by CSSIW, this question should be directed to CCBC.
4. No information is held by CSSIW, this question should be directed to CCBC.
5. Yes

6. Our conclusion is that there are some areas requiring consideration for improvement which are being addressed. This includes clearer communication and links between teams however we did not receive any evidence that people were placed at risk or left vulnerable as a consequence of this.
7. No
8. No
9. The council have had revised arrangements in place for some time and we are unsure what 'old team' is being referred to. Responsibility for safeguarding is everybody's business.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely