



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

Eich cyf/Your ref
Ein cyf/Our ref

Dyddiad / Date: 20/10/2016

Dear

ATISN 10799

Thank you for your request which I received on 27/09/2016. You asked for:

- Internal guidance (policies and procedures) to inspectors on how CSSIW/inspectors respond and become involved in any safeguarding matters
- Copies of any templates and forms that inspectors are expected to use to underpin the internal policies and procedures
- Copies of any national guidance and legislation in relation to safeguarding which underpin the policies and procedures
- Copies of any legislation which gives CSSIW/Inspectors powers which they can exercise legally in relation to any safeguarding matters

In relation to the third and fourth bullet points of your request, whilst I can confirm that CSSIW holds information of this description, it is considered exempt under section 21(1) of the Freedom of Information Act 2000 – information accessible to the applicant by other means. National guidance and legislation in relation to safeguarding and CSSIW's powers is available from Welsh Government's website at the following links:

<http://gov.wales/topics/health/socialcare/safeguarding/?lang=en>

<http://gov.wales/topics/health/socialcare/act/?lang=en>

<http://gov.wales/topics/health/publications/socialcare/reports/ishnov09/?lang=en>

The information requested in the first 2 bullet points of your request is enclosed.

I have provided you with all the guidance relating to this which we have in place. CSSIW does not have separate guidance on safeguarding at the present time although we do

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www.aggcc.org.uk
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.

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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.

intend to produce supplementary guidance in the coming months to clarify our role when attending strategy meetings, case conferences and undertaking joint investigations. The reason we have delayed doing this is because we are waiting for the new practice codes to be produced by the Welsh Government following the implementation of the Social Services and Wellbeing (Wales) Act 2014 which made some significant changes to safeguarding responsibilities, particularly in relation to the role and powers of Local Authorities.

Prior to 2011 CSSIW had multiple processes for covering safeguarding, complaints from the public and whistle blowing. These often overlapped and caused confusion, especially as one incident may be both the subject of a complaint from the public as well as a safeguarding issue. We therefore streamlined our processes and consider all of these under a single process, "Concerns and Complaints" which I have attached. We have no separate powers in relation to safeguarding and therefore our response to any safeguarding issue is to apply our normal powers of inspection and enforcement.

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