

Ref	Recommendations	Key actions / milestones	Outcomes	Due date	Evidence (RED = Outstanding – AMBER – In Process - GREEN = Completed)
1a.	The Director of Social Services should review the policies, procedures and actions of managers and staff at Hillside. They should determine whether they were sufficient to ensure that young people at Hillside were kept safe, and should report their findings and any actions they intend to take in response to the Prisons and Probations Ombudsman and the department for education within 3-months of receipt of the final version of this report.	<ol style="list-style-type: none"> 1. Policies, Procedures and actions of Managers and staff at Hillside to be reviewed to determine whether they are sufficient enough in keeping yps safe. 2. A full compliance audit regarding safeguarding checks, monitoring, recording of incidents will be undertaken. 3. Findings will be reported to Welsh Government and department of Education within 	<ol style="list-style-type: none"> 1.1 Audit to contribute to final report and the proposed National Framework of compliance and monitoring. 1.2 Policies and procedures must be fit for purpose. 1.3 Staff must agree and sign that they have read and understood all of the policies reviewed. 	<p>1st May 2018 dependant on the date of receipt of the final report.</p> <p>01/06/18</p>	

		3-months of receipt of the final version of the PPO report.			
2.	<p>Welsh Government to lead on National approach to develop national framework of compliance and welfare checks for young people who are placed in secure accommodation in wales.</p> <ul style="list-style-type: none"> • Clear instruction about the nature and purpose of checks; • Details of how to record checks accurately; • Details of who decides what checks are necessary and how these are communicated to staff; • Consideration of the frequency of checks required on young people, including 	<p>Welsh Government will coordinate a meeting and complete this framework within 4-months of the final report being disseminated by the PPO.</p> <p>To set up a working group which Hillside staff will contribute to.</p> <p>Training on checks on young people.</p> <p>SONAR training is rolling programme.</p> <p>Centre Briefing to include SONAR updates.</p>	<p>Ensuring staff members are checking young people while in their rooms as per SONAR and policy and procedure.</p> <p>Safeguarding Officer will carry out observational video and compliancy checks.</p>	<p>01/05/18 (to be negotiated and determined by Welsh Government)</p> <p>Immediate</p> <p>Immediate</p>	<p>Weekly audit logs of CCTV and bedroom checks</p> <ul style="list-style-type: none"> • Training needs analysis for 2018 • Signing in forms • Staff tracker

	<p>whether it is necessary to check all young people throughout the night regardless of their risk;</p> <ul style="list-style-type: none"> • Consideration of the number of staff needed to undertake checks; • Instruction about when staff should go into a young person's room and management oversight of checks. 		<p>1.1 Training Officer in conjunction with the Behaviour management team/support services to plan and deliver training which covers:</p> <ul style="list-style-type: none"> • Nature & purpose of checks • How to carry out the checks • SONAR information in regards why the checks have been decided and by whom. 	<p>01/05/18</p>	<p>forms</p> <ul style="list-style-type: none"> • Compliance audit
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			Instruction when to go into a young person's room		
		Training on recording and reporting	1.1 How to record the checks on young people.	April 2018	<ul style="list-style-type: none"> • Signing in forms • Staff tracker form
3.	The Principal Manager of Hillside should ensure that there is an emergency response policy at Hillside, which includes when it is appropriate to start CPR.	<p>Emergency First Aid training</p> <p>All Behaviour Management Team to be fully First Aid Trained (4-day course).</p>	<p>1.1 Amendments to first Aid training for staff to include:</p> <ul style="list-style-type: none"> • Medication awareness • CPR • Seizure training. • Defibrillator training 	01/03/18	<ul style="list-style-type: none"> • Signing in forms • Staff tracker forms.
	See recommendation number 3.	<p>Policy on first aid emergency response</p> <p>CPR policy needs to be completed</p>	1.1 Policy on emergency response.	<p>Immediate</p> <p>01/06/18</p>	<ul style="list-style-type: none"> • Policy completed and places on the

			1.2 All staff to receive training on the policy		Hillside P drive 1.1 <ul style="list-style-type: none"> • Signing in forms • Staff trackers
4.	The Principal Manager and SMT of Hillside should ensure that relevant information of a young person's welfare is recorded and disseminated appropriately.	Review and update the policy in relation to Recording & Sharing information	Review through MDT the sharing and recording of information. Reinforce with staff the importance of reading thoroughly any appropriate recordings.	Immediate	To be monitored through the QA Process.
5.	The Principal Manager of Hillside should ensure that whenever a young person dies or is taken seriously ill, a	Family Liaison Officer* *Emergency Family Support Officer	1.1 Identify best person for the role. Identify the process and	April 2018	1.1 (Care) <ul style="list-style-type: none"> • Minutes from SMT

<p>Family Liaison Officer / EFSO is appointed to ensure that the young person's next of kin are informed as soon as possible and to provide them with support and a point of contact (in Wales, in the case of a death of a young person, where the PRUDIC Protocol is implemented, discussions must take place with the chair of PRUDIC to determine whether it is more appropriate for a Police Officer to be appointed as the Family Liaison Officer). <i>*PRUDIC is the protocol for reporting unexplained deaths in infants and children in Wales.</i></p>	<p>(EFSO) / Family Liaison Officer.</p>	<p>role for the family Liaison officer.</p>		<p>Meeting</p> <ul style="list-style-type: none"> • Minutes from Duty Managers meeting <p>1.2 (EFSO) Minutes and actions from a cross section of Hillside employees to identify the process for the Liaison Officer</p>
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