

# Public Document Pack



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

Mrs Annwen Morgan  
Prif Weithredwr – Chief Executive  
CYNGOR SIR YNYS MÔN  
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<b>RHYBUDD O GYFARFOD</b>	<b>NOTICE OF MEETING</b>
<b>PWYLLGOR SGRIWTINI CORFFORAETHOL</b>	<b>CORPORATE SCRUTINY COMMITTEE</b>
<b>DYDD MAWRTH, 22 MEDI, 2020 am 9:30 y bore</b>	<b>TUESDAY, 22 SEPTEMBER 2020 at 9.30 am</b>
<b>CYFARFOD RHITHIOL</b>	<b>VIRTUAL MEETING</b>
<b>Swyddog Pwyllgor</b>	<b>Ann Holmes 01248 752518</b>
	<b>Committee Officer</b>

## **AELODAU/MEMBERS**

Cynghorydd/Councillor:

## **PLAID CYMRU / THE PARTY OF WALES**

Lewis Davies, John Griffith, Dylan Rees (*Is-Gadeirydd/Vice-Chair*), Alun Roberts, Nicola Roberts

## **Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP**

Richard Griffiths, Richard O. Jones

## **PLAID LAFUR CYMRU/ WALES LABOUR PARTY**

J. Arwel Roberts

## **ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS**

Aled Morris Jones (Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats)(*Cadeirydd/Chair*)  
Bryan Owen

## **AELODAU CYFETHOLEDIG (Gyda hawl pleidleisio ar faterion Addysg) / CO-OPTED MEMBERS (With voting rights when dealing with Educational matters)**

Mr Keith Roberts (Yr Eglwys Gatholig / The Catholic Church)

Mrs Anest G. Frazer (Yr Eglwys yng Nghymru / The Church in Wales)

Mr Dyfed Wyn Jones (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor-  
Primary Schools Sector)

Llio Johnson (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent  
Governor- Secondary Schools Sector and ALN)

## A G E N D A

**1     DECLARATION OF INTEREST**

To receive any declaration of interest by any Member or Officer in respect of any item of business.

**2     ANNUAL REPORT OF THE STATUTORY DIRECTOR OF SOCIAL SERVICES  
2019/20** (Pages 1 - 58)

To present the report of the Interim Director of Social Services.

**3     SOCIAL SERVICES PROGRESS REPORT** (Pages 59 - 66)

To present the report of the Interim Director of Social Services.

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	22nd September 2020
<b>Subject:</b>	Annual Director's Report on the Effectiveness of Social Services 2019/20
<b>Purpose of Report:</b>	To receive comments and suggestions for any improvements on the final draft report of the Annual Directors Report, presented by the Interim Statutory Director.
<b>Scrutiny Chair:</b>	Councillor Aled Morris Jones
<b>Portfolio Holder(s):</b>	Councillor Llinos Medi
<b>Head of Service:</b>	Fôn Roberts, Interim Director of Social Services & Head of Children and Families Services, and Iola Richards, Interim Head of Adults Services.
<b>Report Author:</b>	Fon Roberts, Interim Director of Social Services
<b>Tel:</b>	Emma Edwards, Deputy Business Manager 01248 751887
<b>Email:</b>	Emmaedwards@ynysmon.gov.uk
<b>Local Members:</b>	Relevant to all Members

<b>1 - Recommendation/s</b>
<p><b><u>Recommendations</u></b></p> <p>1.1. Members are invited to comment on the content of the draft Isle of Anglesey County Councils' Annual Director's Report on the Effectiveness of Social Services 2019/20</p> <p>1.2. It is recommended that members consider:</p> <ul style="list-style-type: none"> <li>a) whether the report has captured the Council's current position with regards to delivering its Social Services;</li> <li>b) whether the reports accurately reflects its improvement priorities for both Adults and Children and Families Services for the forthcoming year;</li> <li>c) whether the report reflects the Council's accountability and responsibility with regard to its Social Services.</li> </ul>

<b>2 – Link to Council Plan / Other Corporate Priorities</b>

The work undertaken by Social Services links to each of the three objectives stated within the Isle of Anglesey Plan 2017/2022.

### **3 – Guiding Principles for Scrutiny Members**

**To assist Members when scrutinising the topic:-**

**3.1** Impact the matter has on individuals and communities [focus on customer/citizen].

**The Report sets out the priority for Social Services for the forthcoming year, as well as reflection on the past twelve months. Anglesey Citizens are at the heart of what we do, and the report addresses the Authorities work in ensuring we comply with the Social Care and Wellbeing Act.**

**3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]

**The report has a specific chapter setting out our financial resources and how we plan for the future. It is an ongoing challenge to balance the needs of our citizens within the financial allocation, but the report highlights clear budgeting planning.**

**3.3** A look at any risks [focus on risk]

**The report includes updates on the service risks, including our actions in improving our Children’s Services over the past twelve months. Financial implications are an ongoing risk which has been addressed in detail (see above). We also consider our COVID-19 response within the period.**

**3.4** Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]

**There is no requirement that the Council publishes its yearly Social Services Director’s Report covering 2019/20 due to the COVID-19 pandemic. However we believe that it is our duty to offer a comprehensive update with regard to journey travelled, especially with the challenging pandemic emergency, hence the reason we are sharing the report with you today for consideration.**

**Input has also been received from other departments such as Housing, Education etc. The report has been scrutinised by the Authority’s Senior Leadership Team (030820), before being circulated to Scrutiny Committee, Executive Committee ( 28/09/20) and a meeting of the Full Council later in the year ( TBC October 2020).**

**3.5** Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

**Wellbeing is central to everything that we do, and the report outlines our priority for the forthcoming year. The last two months of the financial year 2019/20, which the reports refers to were primarily focused on responding to the Pandemic, ensuring that our most vulnerable were protected during the crisis.**

**Other and above this we have made good progress with our Small Group Homes which is an incredibly exciting and innovative project.**

#### **4 - Key Scrutiny Questions**

It is recommended that members consider:

- d) To what degree does the Council believe that the report has captured the Council's current position with regards to delivering its Social Services;
- e) To what degree does the Council believe that the reports accurately reflects its improvement priorities for both Adults and Children's Services for the forthcoming year;
- f) To what degree does the Council believe that the report reflects the Council's accountability and responsibility with regard to its Social Services.

#### **5 – Background / Context**

##### Background

There is a statutory requirement that the Director of Social Services publishes a yearly report. A yearly Directors Report has been produced by Anglesey Council since 2009/10. The purpose of the Annual Report is to promote awareness and accountability for the performance and progress made over the past year in delivering Social Services within Anglesey County Council, as well as outlining the improvement priorities for the forthcoming year.

##### Final Design

Please note that the final report, once agreed, will be published on the Council's website using. The Final draft will be designed by the council's graphic designer.

##### Timetable

It is proposed that the report is shared with the following committees:

Senior Leadership Team 3<sup>rd</sup> August 2020.

Corporate Scrutiny Committee 22<sup>nd</sup> September 2020

Executive Committee 28<sup>th</sup> September 2020

Full Council TBC prior to 31<sup>st</sup> October 2020.

#### **6 – Equality Impact Assessment [including impacts on the Welsh Language]**

Not Applicable.

#### **7 – Financial Implications**

Not Applicable.

**8 – Appendices:**

Copy of Draft Report

**9 - Background papers (please contact the author of the Report for any further information):**

- Annual Director 's Report, 2018/19 (Copy on Council Website)

**Annual Directors Report on the effectiveness of Social Services 2019-20**

## Content

- Director's Introduction & Summary of Performance
- COVID-19 Update
- How are People Shaping our Services?
  
- Quality Standard 1 - Working with people to define and co-produce personal well-being outcomes that people wish to achieve
- Quality Standard 2 - Working with people and partners to protect and promote people's physical and mental health and emotional well-being
- Quality Standard 3 - Protecting and safeguarding people from abuse, neglect or harm
- Quality Standard 4 - Encouraging and supporting people to learn, develop and participate in society
- Quality Standard 5 - Supporting people to develop safely and to maintain healthy domestic, family and personal relationships
- Quality Standard 6 - Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.
  
- Our Workforce, and how we Support their Professional Roles
  
- Our Financial Resources and How We Plan For the Future
  
- Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

This document provides a summary of our annual self-assessment. We believe it outlines some of our key achievements in the past year, as well as highlighting the challenges that need to be addressed in the coming year.

We welcome any comment on the format and content of this report in order to assist our improvement journey.

About our Social Services 2019-20		
Total Social Services Budget is <b>£37,599,160</b>	Adult Services Budget is <b>£26,449,150</b>	Children & Families Service Budget is <b>£11,150,010</b>
Total amount of Grant Funding <b>£2,979,587</b>	We employ 592 people	476 (83%) of our employees speak Welsh (L3 or above)
Who we Helped & Support		
<b>4,486</b> contact with Adults		<b>3,956</b> contact with Children & their families
<b>2,245</b> of adults receiving information, advice & assistance	<b>1,752</b> of adults receiving a Care & Support Plan	<b>188</b> of children receiving a Care & Support Plan
194 individual Looked After Children	199 individual Children on the Child Protection Register (72 average no of children on register throughout the year)	550 Carers Assessed during the year
52 Foster Carers	245 WCCIS Users	116 of Young Carers supported by Action for Children

## **Director's Introduction & Summary of Performance**

I am pleased to present my first Annual Report in my role as Interim Director of Social Services for Anglesey County Council. During the year we have seen a significant change in the Council's Senior Leadership team, following the retirement of our Chief Executive Dr Gwynne Jones, whose dedication and support for assisting in improving our social services is widely recognised.

I would like to formally introduce Mrs Annwen Morgan as the Council's new Chief Executive, and Dylan Williams as Deputy Chief Executive. Further information regarding the revised structure can be found under our update "Our Partnership Working, Political and Corporate Leadership, Governance and Accountability"

I would like to extend my thanks to Alwyn Rhys Jones, who led the work mentioned in this report as the Statutory Director for the Isle of Anglesey County Council. Alwyn was recently appointed to the Statutory Directors role in Wrexham and we wish him all the best in his new role.

We have embarked on journey to engage with stakeholders to adopt a radical new Learning Disabilities Day Opportunities Strategy. This involves consulting on an exciting new approach to the way we currently provide our services, and we are excited about sharing our vision regarding modernising this essential provision.

In partnership with our health and third sector partners we have made progress in establishing Community Recourse Teams (CRTs) within three areas of Anglesey. Whilst the project has not yet fully delivered due to challenges in securing appropriate premises and technical and logistical issues, we are committed to ensuring that this work progresses over the coming financial year.

As we strive to deliver good quality social care to the residents of Anglesey, it remains a challenge with continued increased financial budget pressures and an ageing population. However with the continued hard work and dedication of our workforce, clear business planning and inventive and resourceful projects, I am confident we can provide the best services possible.

Fôn Roberts,  
Interim Director of Social Services & Head of Children & Families Services

## Coronavirus -19 pandemic (COVID-19)

The worldwide COVID-19 pandemic has affected the way we work since late February 2020, with Corporate and Business Continuity Management plans implemented following national guidance and due to impact of COVID-19 mid March 2020:

- State of emergency powers and budgets deployed
- Emergency Management Response Team continuing, whilst managing business as usual, and preparing for both the unlocking and recovery phases
- Daily and weekly Situation Reports prepared summarizing key decisions, issues and risks
- Daily communication internally with Members and staff and externally via the Council website and social media
- Formal COVID-19 risk register reviewed and updated weekly

Deployment of emergency delegated powers enabling the Council to make essential decisions. This resulted in the majority of the Council Staff working from home where possible, the closure of our Council building for visitors, closure of our learning disability day centres, lockdown of our Residential Care and Nursing homes to non-essential visitors and a reduction in our services.

During the lockdown period we have:

- Continued to meet all our statutory duties
- Worked closely with Welsh Government, Care Inspectorate Wales, Association of Directors of Social Services (ADSS), BCUHB, Providers and colleagues within North Wales Resilience Team, as well as many others.
- Set up a Covid-19 PPE store to manage the Welsh Government PPE deliveries, managed within Social Services resources.
- Set up the COVID testing referral process and managed this 7 days per week by Council staff.
- Developed and deployed innovative working practices to adapt to the pandemic period to facilitate contact, assessments, reviews, ensuring that our safeguarding duties are carried out.
- Continued to complying with Court proceedings and Care Planning.
- Continued to recruit Local Authority Foster Carers.

## How are People Shaping our Services?

The Wellbeing agenda is the focus of all our work – putting the individual central to everything we do working with families, communities and other professionals to ensure improved outcomes for all.

In this document we will report against the four principles of the Social Services and Wellbeing Act (SSWBA) - wellbeing, people (voice and control), partnership, and integration and prevention.

Despite the ever increasing financial challenges faced we have continued to make progress in 2019-20 in many areas.

Our key priority for Adults is to promote independence and prevent escalating need. For Children & Families Services it is to ensure our looked after children are given the best possible support and opportunities.

“Anglesey Adult Services firmly has prevention on their agenda. There are many positive examples of practitioners providing and arranging care and support for people in their communities to prevent them from reaching crisis.” **Care Inspector Wales**

We continue to be in regular contact with Care Inspectorate Wales ( CIW) throughout the year in order to ensure that our regulators are assured with our continues improvement journey. Our Annual meeting allows the opportunity to discuss our plans and offer evidence of performance milestones. Working with CIW over the past 6 months has allowed us to register our new children’s homes on Anglesey quickly and efficiently, despite COVID-19 challenges.

Social Services created an Action Plan in response to Welsh Government’s **More Than Just Words: Follow-on Strategic Framework 2019-2020**. The Local Authority has undertaken work in relation to the recruitment of bilingual staff, raising awareness of the need to make the Active Offer through the medium of Welsh via staff conferences and staff induction sessions, supporting staff to develop their Welsh language skills and improving how Social Services records the Active Offer. Good practice is shared through the North Wales More than Just Word Forum.

**During the year our Children and Families services have been taking part in a pilot –“Practice project” with Bangor University which provides a methodology to change the linguistic behaviour of staff by tailoring interventions and support in a non-complex and cost effective way. The ultimate aim will be to create a toolkit to increase the use of Welsh for organisations in Wales.**



Case Study:

6



We are proud of Sian Morgan, Support Worker in the Resilient Families Team who was honoured at the National Eisteddfod for the use of Welsh in the workplace. Sian who has worked with the Children and Families Services for nearly 15 years and is highly regarded by her colleagues and peers. Sian proudly accepted the 'Caring in Welsh' award at the National Eisteddfod in Llanrwst on the 7<sup>th</sup> August 2019.

The ceremony was attended by the First Minister, Mark Drakeford, and Welsh Language Commissioner, Aled Roberts. Sian was one of six finalists for the award, and was chosen as the winner by a public vote - in which more than 850 people had their say.

The award aims to recognise and celebrate care workers in social care, early years and childhood who provide excellent care through the medium of Welsh. Sian delivers care and support through the medium of Welsh to ensure that the people she cares for feel comfortable, listened to, and are able to communicate in their native language.

Sian was nominated for the award by her manager, Dawn Hutchinson, who said, "*Sian has made a great difference to the lives of people she supports on Anglesey. By communicating with people in their first language, and using the local dialect, Sian has helped families feel understood and feel less isolated.*"

Council Leader and Social Services portfolio holder, Councillor Llinos Medi, said, "*We are extremely proud of Sian and her commitment to delivering such a high level of care. The delivery of public services through the medium of Welsh is essential and, on Anglesey, we take great pride in seeing our language having such a positive impact on the lives of local residents.*"

She added, "Sian has shown that speaking Welsh, in her role as a social worker, can make a real difference to the lives of the children and young families who receive her care and support."

Social Services logged 199 **positive comments** received about its services in 2019/20. The Service also logged 65 **negative comments / concerns**, 37 Stage 1 **complaints** and 7 Stage 2 complaints. Consideration is given to any actions needed

to implement the learning from complaints, and feedback received about services is regularly reported on and discussed in Social Services management meetings.

**The Integrated Care Fund (ICF)** aims to drive and enable integrated and collaborative working between social services, health, housing, and third and independent sectors. It is intended to help the Regional Partnership Boards develop and test new approaches and service delivery models that will support the underpinning principles of integration and prevention. Priority areas of integration and all regional ICF programmes must address them proportionately, in line with their regional population assessments and area plans are Older people with complex needs and long term conditions, including dementia; People with learning disabilities; Children with complex needs; and Carers, including young carers.

Throughout this report you will notice reference to the different projects and pilots that Anglesey are working on for these priority groups, with the aim to find new integrated service delivery models and approaches that will:

- enable older people to maintain their independence and remain at home, avoiding unnecessary hospital admissions and delayed discharges;
- enable families to meet their children's needs and help them to stay together;
- support carers in their caring role and enable them to maintain their own wellbeing;
- support the development of integrated care and support services for individuals with complex needs including people with learning disabilities, children with complex needs and autism;
- offer early support and prevent the escalation of needs; and
- promote emotional health and wellbeing as well as prevent poor mental health.

### **The Children (Abolition of Defence of Reasonable Punishment) (Wales) Bill Preparation**

The purpose of the Bill is to abolish the common law defence of reasonable punishment so it is no longer available in Wales to parents or those acting in loco parentis as a defence to assault or battery against a child.

The defence currently applies in respect of both the criminal and civil law. Under the criminal law, it applies in respect of the common law offences of assault and battery; and under civil law, in respect of the tort of trespass against the person.

The Bill is intended to support children's rights by prohibiting the use of physical punishment, through removal of this defence. The intended effect of the Bill, together with an awareness-raising campaign and support for parents, is to bring about a further reduction in the use and tolerance of the physical punishment of children in Wales.

It is likely that the Bill will become operational in 2022. Below is a link to the Welsh Government short introduction to the bill: <https://youtu.be/iK4O-Cd6Q8I>

Our 2018/19 Report we reported the successful tendering of our new model of Domiciliary Care and support across the Island. During 2019/20 we are excited to that on 8<sup>th</sup> November 2019 the **Domiciliary Care transformation team project won the Putting People First / Personalisation Award at the Welsh heat of the Great British Care Awards 2019.**

#### **Case Study:**

The Great British Care Awards are a series of regional events throughout the UK and are a celebration of excellence across the care sector. The purpose of the awards are to pay tribute to those individuals or teams who have demonstrated outstanding excellence within their field of work.

The remodelling of the Domiciliary Care service saw the introduction of a contract which improves services delivery, quality and choice for individuals who require support by having a single provider in each patch of the Island (3 patches in total). This transformation has ensured people who require help at home, or following a hospital stay receive that care quickly regardless of where they live in Anglesey and allows individuals to stay as independent as possible within their own homes.

## **Quality Standard 1**

### **Working with people to define and co-produce personal well-being outcomes that people wish to achieve**

#### ***Adults***

**Community Resource Team (CRTs)** – All three of our designated CRT co-located sites have been updated with compatible ICT infrastructure to enable integrated working across health and social care practitioners.

It is anticipated that the CRT's will become operational at the end of April 2020 with all multi-disciplinary staff co-located on site. Third sector and domiciliary care provider representation is integral within the CRT's aiming to streamline access to local provision.

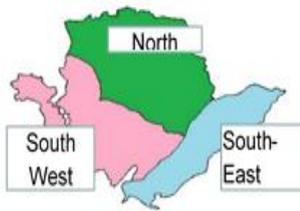
Funding from the Parliamentary review has enabled the development of a transformation team to drive forward this transformation agenda across the area with three transformation officers designated for Ynys Môn.

A series of team building 'Basis' training has been conducted for all staff across the health community facilitated by the Transformation leads for Ynys Môn aiming to understand and address any localised issues during the transition period. A communication strategy is being developed to ensure public awareness of the integration agenda and to raise awareness of localised access in the three designated areas.

#### **Community Resource Teams – Health Board & Anglesey County Council**

The priority area for integration will be met through the development of CRT accommodation in 3 strategic locations on Ynys Môn. Community Resource Teams (CRT) are fully operational integrated health and social service teams that will provide a seamless co-ordination of health and social care, ensuring advice and intervention at the right time and right place from the right professional to help support individuals to live their life as they want to live it. CRT's will operate under an integrated working model that involves close working relationships between primary and community care and strong links with secondary care. Older Persons Mental Health (OPMH) will also be part of the core team. The third sector and in particular the specific roles of Local Asset Co-ordination, will provide a robust social prescribing service and stronger links within our communities, whilst adopting an asset based approach to community development and supporting individuals, to co-produce community solutions to issues affecting their lives.

ICF capital is required to adapt/extend existing Health Board / LA accommodation in 3 strategic locations across Ynys Môn to provide suitable integrated working space for CRT staff.



On the 1<sup>st</sup> January 2020, Welsh Government published its revised Part 10 Code of Practice (Advocacy). A copy can be found <https://gov.wales/advocacy-services-code-practice>. Local Authorities are responsible to ensure the new code of Practice is imbedded into daily practice, and we are working on ensuring this happens within Anglesey.

The revised Code of Practice outlines a number of benefits - Advocacy should be considered as an inherent element of the (Social Care and Wellbeing (Wales)) Act 2014 to focus social care around people and their well-being. Advocacy helps people to understand how they can be involved, how they can contribute and take part and whenever possible, to lead or direct the process.

Through advocacy, people are active partners in the key care and support processes that identify and secure solutions through preventative services; information, advice and assistance; assessment; care and support and support planning; review and safeguarding.

During the year we have carried out a review of the assessment documentation, to ensure that the need for Advocacy is clearly noted and recorded at all stages of interventions. Social care staff have received refresher training to ensure compliance with service standards and to raise awareness of when independent Advocacy provision should be utilised. The service intends to invite North Wales Advocacy service to team meetings to share the nature of work engaged, to share learning experiences and reinforce referral pathways.

**Case Study:**



I-r Anglesey Council Leader, Cllr Llinos Medi; Anglesey's Head of Adult Services, Alwyn Rhys Jones; Health and Social Services Minister, Vaughan Gething; Pobl Seiriol Alliance Chair, Dr Steve MacVicar; Canolfan Beaumaris Chair, Alwyn Rowlands; and Anglesey Council Chief Executive, Dr Gwynne Jones.

Welsh Government Health and Social Services Minister, Vaughan Gething, visited Anglesey on 6<sup>th</sup> June 2019, and learned how the **Pobl Seiriol Alliance** is involving residents in decision making and helping to plan for the future.

Mr Gething visited Beaumaris where representatives from Pobl Seiriol Alliance, Canolfan Beaumaris and Isle of Anglesey County Council signed a new Memorandum of Understanding - a first for the Island - to aid further and sustainable collaboration.

The document will guide the Pobl Seiriol Alliance as it explores ways in which the community can take on more local responsibilities and commission its own services. It also sets out the key objectives and principles of collaboration; as well as governance structures and respective roles and responsibilities.

Supported by Medrwn Môn and Anglesey Council, the Pobl Seiriol Alliance is chaired by retired local GP, Dr Steve MacVicar.

Dr MacVicar said, "*This is an important day for the Seiriol ward and all its residents. The memorandum of understanding will play an important role in terms of continued*

*collaboration between partners as we look to play our part in improving the health, well-being and future prosperity of the local area."*

He added, *"I'm grateful to Medrwn Môn and the County Council for their support in developing this ground-breaking partnership; and to the Health and Social Services Minister, Vaughan Gething, for joining us here today."*

The **Seiriol Building Communities** project was first established three years ago and engaged with the local community, town and community councils and its local county councillors.

This project is supported by **Medrwn Môn**, which works with local voluntary and community groups, and Anglesey Council. The Pobl Seiriol Alliance has already explored ways of developing social care provision and could now work to develop other priority areas, such as affordable housing, job creation and transport.

Anglesey Council Leader and Social Services portfolio holder, Councillor Llinos Medi, added, *"The signing of the Memorandum of Understanding underlines the commitment of all partners to continue working together. It also reflects the County Council's aim of meeting the guiding principles of both the Social Services and Well-being (Wales) Act and Future Generations Act 2015."*

**Learning Disabilities Day Opportunities Strategy-** Engagement on the strategy was held during May and June 2019, and we engaged extensively with those people directly involved in the current day service provision. Examples of the activities undertaken include:

- Copies of the strategy with feedback questionnaires sent to all current users of day services and their families (including easy read versions of all documents) (Ref appendices 1,)
- Four separate Focus Group meetings for service users facilitated by Advocacy Services independent of the Council
- One to one meetings held with all providers after which each provider shared information with their staff, who were also invited to comment on the strategy

What respondents told us about the strategy:

- 96% of respondents agreed that the strategy looked at the right areas and covered what is important to people with a learning disability and their families.
- Most people said that they would like more opportunities to be with their friends making a difference in their local community.

### **Children & Families**

We have established a project with **Voices From Care** regarding establishing a participation group for looked after children and young people on Anglesey. The project has 3 elements:

- Developing a Participation group,
- Young Person led local campaign,
- Corporate Parenting support.

**Voices From Care Cymru** is an All Wales voluntary agency who works with looked after children on promoting their rights and improving services provided for them. We have agreed to establish a targeted approach in establishing monthly participation group for looked after children and young people aged between 14-22 years. The purpose of the participation group is support Anglesey Council in the development of their Children Looked After and Care Leavers' Strategy and provide a platform that supports relationship building between looked after children, young people and their corporate parents in Ynys Môn. The group will develop their own identity and coproduce a range of promotional and marketing material and will develop a series of resources and local campaigns, unique to Ynys Môn.

As an organization, Voices From Care Cymru have appointed a project worker who will be based with our Children and Families Services staff, and will offer advice and support as a 'critical friend' on participation and corporate parenting. This project is a direct result of joint funding provided from services within the Local Authority – Children & Families, Housing and Education Services– with the aim of listening to the voices of looked after children which will shape services that will strengthen our corporate parenting responsibilities towards them.

#### **Early help Hub:**

Our Early Health Hub has been formed in reaction to the work completed within the "Early Action Together programme" on the multi-agency response to adverse childhood experiences and other legislative and regulatory requirements that aims to provide better quality, cost effective services that secure good outcomes for all in Anglesey. Primarily, these concern:

- Requirements of the Social Services and Wellbeing Act (2014) to ensure families have access to relevant information, advice and support as much as possible within their communities to build wellbeing and resilience.
- Anglesey County Council ongoing response to four of 12 recommendations of the Care and Social Services Inspectorate Wales (CSSIW) Inspection of Children's Services (2015). These relate to making available more integrated, early intervention for children and families through closer partnership work and better information-sharing.
- From 2014/15 onwards, *Police and Crime Plans* have set clear objectives about reducing repeat offences, including specifically for domestic violence. Moreover, Police and Crime Plans recognise that to reduce domestic violence and child sexual exploitation for example, these *'touch and concern the responsibilities of other agencies involved with public safety and health, and an effective response can only be delivered in partnership with the other agencies.*

*As the focus on these crimes continues to sharpen, the importance of partnership working will also continue to grow'.*

- A fresh spotlight on how the cycle of childhood adversity can lock successive generations of families into poor health, poor life chance outcomes and anti-social behavior (all at high cost- to public services) through the growing recognition of the Adverse Childhood Experiences (ACEs) study conducted by Public Health Wales (2015). The focus on preventing and mitigating the impacts of ACEs in future generations was also given extra impetus by new statutory duties arising from the Well-being of Future Generations Act 2015.

**Priorities 2020-21:**

- Deliver on our integration agenda with health and Third sector partners and relocate multi-disciplinary staff to three designated sites on the island.
- Complete the re-tendering and implementation of the new Supported Living Service
- Consult, adopt and implement our new Learning Disabilities Day Opportunities Strategy.
- Agree a Pooled budget with BCUHB for Learning Disability services.
- Continue the Service Development Plan improvements

**QS1 - What difference did we make?**

63.08% of people were living independently at home following reablement

55 People were delayed in hospital waiting for Social Care

89.62% of Children’s assessments are completed within 42 days

98.88% of our Children Services Managers Decision completed within 24 hours

**What our People say?**

“Both my husband and myself are extremely appreciative of the help and support given to us by our Care Provider, when I was rushed to hospital recently. The attending carers gave extra time to my husband and they all made sure he was well cared for in my absence. They are exceptional people.”

“Very positive conference today and thank you for co-working so well with me... it’s so much better for families when the LA Social Worker is as pro-active and approachable as you are.”

“We would like to thank you so much as a family. You have been amazing support to us all as a family and mostly to [child]. You have made such a difference in our lives and you have always been there. Without you [child] wouldn’t have had a voice when he needed help. You have never let him down. I will always be very grateful to you. You are such an amazing person and we have been very lucky to have had all of your support and help. I will always remember what you have done. The world is so much better with people like you in it.”

## **Quality Standard 2**

## Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing

### Adults



The Social Prescribing model on Anglesey incorporates the **Môn Community Link** service and **Local Asset Co-ordination model**. The services are delivered within Medrwn Môn as the overarching voluntary body, Community Link is a Third Sector Single Point of Access which provides access to information, advice and support tailored to an individual's low-level needs relating to health, social care and wellbeing services based within their own community. Môn Community Link will assist in maintaining and promoting people's independence and wellbeing through enabling the individual to make informed choices from the information offered, or through a referral to a Local Asset Co-ordinator.

Local Asset Co-ordinator project is a community-based approach encouraging adults and their families to take the lead in developing their own support systems whilst focusing on their strengths and abilities. It is essentially a preventative model, but is now proving beneficial also to those who may already be in receipt of statutory services. Local Asset Coordinators work with individuals and groups to develop and use local networks to promote local solutions to local needs.

### Linc a LAC

Increasing social value, promoting independence and co-production is at the heart of our preventative strategy for older people. Môn Community Linc provides Information, Advice and Assistance to our residents. During the first 6 months of this year Linc Môn has received 647 enquiries whereby individuals were provided with Information/Advice by signposting to community opportunities/services and/or referred to the Local Asset Co-ordinator service for Assistance. 273 referred to the LAC service during the 9 months

Quotes:

***"I now attend groups once again, I put make up on and feel like me."***

***"I get to see B again, we have been friends for over 35 years, I only spoke to her on the phone, but now I see her every Tuesday in the coffee morning."***

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**“Mr C said “Without the support of the Linc project, I would never have joined a community group. It has been a life saver as I now have people to talk to, who have been in the same situation as me caring for a loved one”**

**The Place Shaping Programme on Anglesey** is a partnership between Anglesey County Council, Medrwn Môn and Menter Môn to deliver on the corporate vision to ***‘develop and strengthen our engagement with and involvement of Anglesey citizen’s in the Council’s decision making and accountability processes’***.

The Programme seeks to work at ward level across the Island with Town and Community Councils to create comprehensive asset maps of their areas. These maps identify 3 levels of assets, gaps and priorities within each ward, across public, private and voluntary sectors.

This is done through using the Building Communities Model created by Medrwn Môn, and endorsed by the Joint Engagement & Consultation Board, to ensure that as many people in our communities take part in developing and designing future proof services that address identified needs.

All the while this is informed by the Work Programme and Consultation Calendar of the County Council so as to avoid duplication and to ensure that conversations are informed by local and National Policies.

The Place Shaping Programme began in 2018 with the mapping of assets within 5 Electoral Wards.

- Twrcelyn
- Llifon
- Aethwy
- Bro Rhosyr
- Canolbarth Môn

Three meetings take place in each of the wards and representatives from each of the Town and Community Councils, interested residents, local groups etc are invited to learn more about the Programme and to develop the skills to use the mapping tools themselves. This ensures that there is local ownership and participation.

Once the mapping has been completed, Alliance type structures are set up, three key priorities are agreed and an action plan is created to develop alternative and creative solutions to the address the priorities and gaps that they have identified. This work is facilitated by Medrwn Môn and Anglesey Council is committed to ensuring that officers and departments within the Council contribute to discussions and support as part of this process. This is a process that has worked effectively in the South of the Island, where the Seiriol Alliance is now commissioning it’s own community based services in partnership with Anglesey Council.

Assets	Assets could be anything that the residents value and use in a given geographical community from buildings & green spaces, to skills and knowledge of residents, to particular services (libraries, transport etc)	Conversations can look at how assets are used, by who, when etc. Alternatively they can be discussed in terms of how they could potentially be used more effectively within a community.
Gaps and Service Areas	Conversations identify how working in partnership community groups, third sector, public or private sectors can address gaps in services and activities. The term 'service areas' is used to describe the links between one or more services that are needed to work together i.e. third sector, social services and health to ensure activities in Community Hubs help to reduce impact on front line health services through support community activity, redirecting community service such as community pharmacists etc	Where conversations identified good practice in joint working already happening in their communities we explored how this could be shared and replicated. Where gaps were identified we asked communities to offer potential solutions for addressing those gaps.
Priorities or solutions	Conversations always looked at how priorities and solutions can be explored on a whole community approach- encouraging communities to look at how services and community activities are linked and to encourage joint working as opposed to quick, individual fixes i.e. sharing community buildings, spaces and resources to avoid duplication, competition for funding	Evidence looks to identify similarities across the 8 areas in order to provide public, private and third sector services with both an overall view of gaps and priorities as well as area specific information. (see excel sheets)

**Work to date:**

- **Twrcelyn-** asset mapping complete, Alliance set up and three priorities identified. 2 Alliance meetings held and now looking to use the seed funding available
- **Aethwy-** Menai Bridge mapping complete, Penmynydd and Llanfair PG mapping to be completed in January. Two big projects already identified and being facilitated by Medrwn Môn (capital funding applications for Memorial Hall Llanfair PG and Hen Ysgol, Penmynydd)
- **Canolbarth-** Llangefni Mapping complete, outlying areas to be completed Jan/Mid-Feb)
- **Bro Rhosyr and Llifon-** intensive mapping to begin in February, initial Community Councils and small mapping events have been carried out. Llais Ni youth engagement work and priorities have been completed (task and finish) with Llanfaelog Youth Club.
- 2 Community Officers in post since beginning of January- 18.5 hours a week, working with staff in Medrwn to make links in the community (including 6 Local Asset Co-ordinators), carry out the mapping and facilitate meetings with Community Councils.
- Secured mobile exhibition unit to use to engage with people in the more rural areas where there is no community asset.

Second round of 5 wards to begin in April 2020.

The West LIT (Local Implementation Team) in delivering the **Together for Mental Health in North Wales Strategy** has prioritised a preventive approach based on the I-can methodology. This promotes the use of volunteers who, following a rigorous recruitment, selection and training programme, provide support to individuals experiencing mental distress. Support is provided as follows:

- **I-can Unscheduled care** – working in partnership with the emergency department at Ysbyty Gwynedd support is provided to individuals between 6pm and 1am daily in a dedicated facility. This can include people who are waiting for assessment by the psychiatric liaison team, people who are awaiting assessment for medical needs and people who are experiencing mental distress and need immediate support.
- **I-can Community hub** – in partnership with CAB Ynys Môn volunteers are present at centres in Holyhead, Llangefni and Amlwch to offer support to individuals who present with a range of social and emotional issues.
- **I-can primary care** – volunteers will be available in GP surgeries to provide support to people presenting with mental distress.

The focus of the I-can project work is ensure that people are provided with timely and appropriate support, information, advice and assistance in order to prevent an escalation in mental distress and the requirement for more intensive statutory support.

**Health checks for people with Learning disabilities** – this is a work stream identified in the North Wales Learning Disability strategy and Ynys Môn has been leading on strengthening partnership working with GP practices in order to ensure that people are supported to have an annual health check. People with learning disabilities are recognised as having more complex health issues than the general population and also being less likely to participate in routine health screening.

We are working with colleagues from BCUHB to develop a **Community Garden at Cefni Hospital**. With the support of ICF funding the central courtyard in Ysbyty Cefni is to be remodelled to make it **dementia friendly** and accessible. It is currently unusable for the patient group, due to flooring and design. This would enable the ward to allow unrestricted access to safe outdoor space. A path from the ward will be of an 'infinity' design which promotes meaningful walking rather than pacing up and down. Raised planting beds to be installed to enable patients to participate in gardening. Seating installed to provide quiet space for patients and relatives.

**Case study:**



Staff and service users of Gors Felen Resource Centre organised a fundraising event to raise funds towards social groups on the island that support people who have been affected by Alzheimer's and Dementia.

The centre, which offers day opportunities for adults with learning disabilities, organised a day where staff and service users could wear their pyjamas and raise money in aid of two local social groups that support people with Alzheimer's or Dementia.

**Carers Trust North Wales (Crossroads Care Services)** were one the groups to receive funding, they offer both respite services to unpaid carers across the Island and drop in groups for people with memory problems and their carers. **Memory Lane Club** (based in Newborough) was the second group, a support group set up by volunteers that meet every month to provide activities and friendship for those affected by Alzheimer's/Dementia or those who have feelings of loneliness and isolation across the island.

Annwen Owen, Manager of Gors Felen Resource Centre, said, "*We organised the pyjama day at the centre in order to raise funds and awareness for Alzheimer's and Dementia.*"

*"It was great to see so many of our service users and staff turn out in their favourite nightwear to support such an important cause. The day was a great success and we raised a total of £630. Both groups play a vital role in the local community, offering support to those suffering from Alzheimer's or Dementia and their friends and families."*

**“Partnerships, integration and co-production** – we found operational services mostly working well together to support people to remain at home for as long as possible. Communication is good between practitioners and services are creatively mixed and matched to meet people's needs.”  
**Care Inspectorate Wales**

### ***Children & Families***

Our Children and Families service in conjunction with Medrwn Môn have developed two new **Family and Community Co-ordinator** posts. This is an exciting new development which aims to build individual, family and community resilience through the effective social navigation into services within communities that could prevent children and their families from having the need to access main stream statutory services, similar to our LAC Officers within our Adults Services, mentioned above.

With the creation of the posts we aim to enhance the participation of children and families who may benefit from early intervention in the community life by developing and co-ordinating support and information systems built upon the Community Hub model.

The coordinators will seek to develop opportunities and networks for children and families to fulfil their potential and reduce the likelihood of them suffering or mitigate any adverse childhood experiences that they may have suffered in the past. This will be done by the creating the opportunity for them to work to produce their own solutions through connecting with services and others in their communities and encouraging new ways of working with the third and statutory sectors.

#### **Community Development & Capacity Building**

- To build on recent asset mapping exercise and gain a clear understanding of local resources, gaps and opportunities
- Develop identified community strengths and sustain and develop further citizenship contributions and involvement to create inclusive services
- Utilise new approaches to target unmet needs and those currently disengaged from their communities
- To enable effective collaboration between the community, statutory and voluntary sectors through asset based development and embed cross-sector working practices
- To promote and facilitate a different culture and practice about how decisions about future services are made- ensuring that the local community is involved in the

planning and organising of services that provide improved social value, are accountable to local users and whose outcomes are community driven

### Coordination

- To develop and establish new models of working to reflect the new requirements of the Social Services and Wellbeing Act and Future Generations Act.
- To develop and establish the theory and practical approach to co-production into the Building Communities model and create more inclusive and supportive communities through developing partnerships between communities and organisations in the Statutory and Voluntary sector
- To contribute to strategic developments as required by the SSWB Act mainly the prevention programme for children and families. Establish community based support systems for those specific target area within the Programme
- To build and maintain effective working relationships with children, young people, their families and their communities
- To introduce and establish alternative preventative intervention models that encourage and engage individuals in building stronger and more resilient networks which support those who are vulnerable to adverse childhood experiences.
- To support access to accurate, timely and relevant information and assist individuals and their families to access information through a variety of means and promote self-advocacy
- To promote asset based approaches to encourage children, young people and their families to utilise their personal and local networks to develop practical solutions to meet their needs and desired outcomes
- To build effective partnerships and working relationships with community and statutory services including GP's, Police, community organisations, health, adult social care and children and family services.
- To organise and maintain administrative records/data sharing within the organisation protocols (WCCIS).
- Signpost individuals and families to relevant support processes
- To attend and participate in the "early help hub" meeting on a weekly basis.

Commented [EJE1]:



### **"One Front Door" Pilot Project**

Analysis of our figures has identified that domestic abuse is a feature in 73% of referrals received into the Children and Families service in Anglesey. This is a high percentage and domestic abuse is the most common feature of the service referrals.

The aim of the project will be to improve the identification of individual family need when domestic abuse referrals are received within the Children and Families service. It is envisaged that we would take a multi-agency view on those references and come to a decision at a "one door front" meeting on the best steps to be taken e.g. who will be best at offering and delivering interventions.

Secondly, the project will look at our response on service delivery along the range of risk (high, medium, low).

Finally we are in the process of broadening the Integrated Family Support Services Team (IFSS) brief to work not only with families where drugs and/or alcohol is a feature, but also to work with children and subsequently victims of domestic abuse and perpetrators of domestic abuse. The three elements i.e. drugs, alcohol and domestic abuse are usually a 'toxic trio' within families. IFSS together with staff within the Department and our partners will receive specialist training from Safe Lives in the coming months.

**The First 1000 Days Programme** aims to build and disseminate the best available evidence for improving outcomes and reducing inequalities in the first 1000 days – during pregnancy and to a child's second birthday. By asking parents what is important to them in the first 1000 days we can obtain valuable information about improvements that can be made to the way that services are being delivered.

While services aim to ensure that parents have access to information and support that is effective and safe, this is only one part of a service user's experience of the care they receive. The way services are accessed, the way that people's support needs are assessed and how referrals between different components of the first 1000 days system are managed all play an important part in service users' overall experience of the care they receive.

Ynys Mon and Gwynedd Local Authorities alongside the BCUHB have decided to create a **Peripatetic multi-disciplinary team** working with young people/ children and their families between the ages of 0-25 on the edge of care, at risk of entering care without intervention and individuals already in care who is would be appropriate to return home. Ynys Mon will lead on this project having secured £3 million grant from Welsh Government.

### **Priorities 2020-21:**

- One Front Door – embed this in order to provide the right support for victims of domestic abuse
- Prevent Agenda – enhance this by continuing to develop Early Help Hub
- Children’s Local Asset Coordinators (LAC)

**QS2 - What difference did we make?**

523 of adults required residential care at some point during the year (compared to 518 in 2018/19 and 573 2017/18).

316 of adults were in residential care on 31st March 2019 (compared to 375 on the 31/03/18, and 366 in 31/03/17).

100% of looked after children have an allocated Social Worker.

**What our People say?**

“Most of the (Domiciliary care) workers are excellent and treat me with respect and dignity. I especially enjoy Iona coming as her cheerful and happy nature brightens my day, particularly when I’m feeling down. When she walks into the room she makes me laugh and raises my spirits.”

“I would like to say thank you for chairing another positive meeting! I really feel that the boys have now got a fantastic team supporting them! long may it continue!”

“The work (the Resilient Families worker is) completing with the family is invaluable in respect of both further assessments and the possibility of rehabilitation of the [child] to the care of his parents. The Guardian said that this family are having every opportunity possible given to them to make changes, and find internal motivators and this is largely thanks to Sian’s work.”

### **Quality Standard 3**

#### **Protecting and safeguarding people from abuse, neglect or harm**

##### **Corporate Safeguarding Arrangements**

"Safeguarding" remains everybody's responsibility within the Council. The Local Authority has:

### **Quality Standard 3**

#### **Protecting and safeguarding people from abuse, neglect or harm**

##### **Corporate Safeguarding Arrangements**

"Safeguarding" remains everybody's responsibility within the Council. The Local Authority has:

##### **Main achievements**

- Relevant Processes, Procedures and Systems in place that reflect current legislation, statutory guidance and expectations and accepted best practice so that officers are clear what must or may be done in specified circumstances and define the limits of professional discretion
- Launched Good Practice Guidance for School Transport Operators aimed at ensuring pupil and driver safety

##### **Adults Services**

###### **Main achievements**

- Launched the interim Safeguarding Policy and Procedure and provided advanced safeguarding training for practitioners and managers
- Launched the Mental Capacity Policy and provided training for practitioners and managers
- Built on the previous achievements of our DoLS Team to manage the increased demand for Deprivation of Liberty Safeguards assessments and improved processes to assess quickly and effectively.
- Closely monitored services we commission in terms of the quality of care they provided through domiciliary care, supported living and long term care homes.
- Evaluations of practice shows that the citizen can be confident that
  - Social workers work closely with other professionals to keep adults at risk safe
  - Social workers will respond in a timely way of there are concerns about their safety.
  - Social workers will try their best to make sure that the citizen is at the centre of their safeguarding experience.

##### **Children Services**

###### **Main achievements**

- Implemented a new approach to child protection - Cryfder ar y Cyd, which aims to work with the family to secure changes to keep a child safe.

- Working hard to make sure that care experienced children are at the heart of their review process.
- Make a difference to families –Children whose names were placed on a child protection register on average spend (242 days) on that register before the risk is reduced and their names are removed from the register. The level of those children whose names are subsequently placed on the register again, within 12 months, is low: suggesting that we are successful in helping families create and maintain changes that reduce risk to their children

**Priorities for 2019/20**

- Work to the new All Wales Safeguarding Procedures
- Continue to put the individual at the heart of what we do
- Preparing for the advent of the Liberty Protection Standards.

<b>QS3 - What difference did we make?</b>
91.30% of Adult Protection enquiries were completed within 7 days
259 DOLS assessments completed during the year
5.69% of children on the Child Protection had a previous registration
224 Days (average) on the Child Protection Register during the year
94.27 % of all Child Protection Reviews were carried out in timescale.
100% of Looked After Children have an allocated Social Worker.
100% of children on the Child Protection Register has an allocated Social Worker.

## **Quality Standard 4**

### **Encouraging and supporting people to learn, develop and participate in society**

#### **Adults**

The **OPUS Project** was a bespoke intervention designed to support individuals that are over 25 years of age, whom are long-term unemployed or economically inactive with multi barriers, to become employed. The project came into being on 1st January 2016 and concluded on the 31st August 2019. The OPUS project was funded by the Welsh European Funding Office (WEFO) which is part of the Welsh Government and manages the delivery of the EU Structural Funds projects in Wales.

During the course of the project participants got the opportunity to attend various accredited training such as Lantra Strimmer & Ride on Mowers, Manual Handling, Food Safety etc. This allowed participants to then be exposed to a wider range of activities in the Day Centres. This will be an ongoing benefit and will allow Social Services clients a more interesting and varied programme. Mentors also developed a yearly football tournament where all of the day centre participants would come together to compete. As well as the accredited training and football OPUS bought cameras, craft equipment and fishing gear so that participant had more opportunities to develop social skills and increase interaction with other people.

Even though the project outcomes were lower than the profiled target, Anglesey performed very well compared with the other North Wales counties. Whilst the project did not achieve high numbers of people into employment it did provide training opportunities and qualifications to those with no or low skills. The soft outcomes such as the development of social skills and interaction, building confidence and reducing social isolation did have an impact on people's lives that weren't really captured because they are not economic outputs.

Supported by the Integrated Care Fund, the aim of the **Community Transport** project, managed by Medrwn Mon is to tackle older people's isolation and improve their social networks holistically by providing access to voluntary befrienders and buddies, community transport services and volunteering opportunities in Anglesey. This will be done through developing a network of new Befriending and Good Turn Scheme services as well building on and supporting existing Good Turn Scheme provisions bringing in the support of partners such as the Community Transport Association.

**Anglesey Direct Payments** - Throughout the year we have continued to offer Direct Payments as the best option for service users and families to take control of their care package, and live the flexible life they want to lead. The Anglesey DP service has

grown considerably over the last financial year from 162 to 210 (106 in 2018/19) which shows an increase of 77.14%.

- Total Direct Payments expenditure - **£1,422,000**
- Service cost through a commissioned service projection - **£2,717,102**
- DP service savings compared to commissioned service - **£629,203**

**Direct Payments Success Stories** – Over the last twelve months the local authority has continued to work with a number of partners:

**Leonard Cheshire Disability (LCD)** - When looking into the practicalities of forming big co-operatives, opening co-operative bank accounts and outlining who would employ the staff that would deliver the support they reached numerous barriers. As a result they reevaluated options and made relevant changes to lower or get rid of the barriers e.g. Personal assistants that work on the project would be on a self-employed basis supported by LCD, and the co-op bank accounts would also be managed by LCD. They have also included the idea of working with local business in the area to create volunteering and work opportunities for service users, which we are very keen on developing here on Anglesey, and hope to progress over the next financial year.

We are currently working with LCD with a view of Anglesey trialling the revised LCD Website Portal. The website portal has been tested and ready to go, LCD have made a few alterations to the project to aid improvement, for example PA's have to be self-employed to take the responsibility off DP clients to employ cooperative staff. Unfortunately COVID-19 has stopped further progress, but go live will happen as soon as it is safe to do so.

**Pooling of Direct Payments:** Four of our Direct Payment service users that have been a part of the LCD project and the Mencap Môn committee, have yet again this year been banking some of their Direct Payment hours and personal resources for respite. They will be using the saved money to take a dream trip to Florida, USA in February 2020, supported by two of their DP personal assistants for a week to visit Universal Studios. These individuals have saved up all their respite entitlement throughout the year to enable them to make their dream a reality. All service users live at home with their family, and the holiday will also enable their family members to receive block respite.



The **Mencap Môn** Hub was established over four years ago by a group of parents that had sons or daughters with a learning disability. The group has over 300

members on the Island. The Hub also gives opportunities for student social workers and nurses to liaise and gain experience of different learning disabilities as well as offering volunteering opportunities.

Mencap Môn Hub in Llangefni has a prime location situated on Llangefni High street which encourages a true community focused environment, allowing the attendees to experience a sense of social inclusion and the opportunity to shape and drive the Hub in a way that they and the trustees desire. Mencap have successfully networked and forged strong links/partnerships with a huge number of local organisations, ensuring that we continue to be at the heart of the community and provide the appropriate services, activities, projects and information to all our members.

An ICF grant will enable Mencap Môn the opportunity to buy the property as a phase one, ensuring that the hub continues to be an essential community resource for the many members who access the building on a weekly basis, and continuing with the direct Payment HUB in North Wales.

We look forward to continuing and strengthening our relationship with Mencap Môn.



We working with **North Wales Advice and Advocacy Association** to provide a Co-operative to provide more community based options to support individuals with their care and support needs. Tackling loneliness and isolation amongst older people. The long term outcome is to provide a range of community based options for care and support. Developing workers and user co-operatives will enable individuals to receive a service which is person centred, experience really choice and utilising their financial benefits either through direct payments or personal assets to their full potential. Users are able to pool their finances to undertake similar opportunities/activities and therefore reduce costs and with close links to the workers co-operatives, users will have access to personal assistants.

The **Trac and Adtrac Schemes** have been supported by the European Social Fund through the Welsh Government and are based with Anglesey Youth Services. Trac supports young people aged 11-16 to overcome barriers to learning and achieving their full potential. Adtrac provides a bespoke mentoring service to help young people aged 16 to 24 years to get into education, training or employment (NEET). Both projects are pan-North Wales projects, supported by the 6 Local Authorities, and both projects provide additional training opportunities, therapeutic or mental health support and mentoring to prepare for or to go into volunteering, tailored work experience or employment. Both projects work with a range of Partnerships, but mainly with Careers

Wales, and AdTrac also works in partnership with Betsi Cadwaladr Health Board, and Grŵp Llandrillo Menai.

At the end of January 2020:-

Of the 584 11-16 year old individuals who either have or are currently being supported by TRAC:

- 112 out of the exited clients were at a reduced risk of becoming NEET. There are currently 298 live learners whose Reduced Risk of Neet is unknown until they complete the programme.
- 50 have attended tailored work experience, with additional visits to schools by employers for pupils not deemed ready for the workplace.
- 36 have moved on to a full time higher level course in college.
- Since 2018 155 refusals of engagement with the project.
- 88 have completed qualifications to level 1 or above in the following areas: Health & Safety in the workplace, First Aid, Climbing, Child-care, Employability skills, Consequential Thinking, Construction Safety Skills, Agored Cymru units in a range of subject areas e.g. healthy lifestyles.
- Non accredited courses include:- Seasons for Growth Bereavement and Loss, FRIENDS (resilience), Cooking, Outdoor activities, John Muir Environmental Award, Gardening.
- 148 have received therapeutic intervention

Of the 164 16-24 year old individuals who have or are currently being supported by ADTRAC:

19 have moved into employment

48 have received further training and/or qualifications

10 have moved onto a full time education course in College or University

12 have spent time volunteering (5) or in work experience (7)

48 have attended the Well-being Hub

Positive outcomes moving them closer to employability that are measured during a participant's journey on ADTRAC...

- 2 achieved a part of a qualification
- 6 achieved unaccredited training/qualifications
- 25 achieved more than one qualification
- 26 demonstrated an improvement in mental wellbeing on exit compared with on entry (WEMWBS)
- 25 demonstrated an improvement in their employability skills on exit compared with on entry (Work star)

53 refused engagement (*however, this is a mixture of those who actually refused engagement, those who were picked up by Mon CF or C4W as they resided in a Communities First Postcode area, and those who dis-engaged after initially engaging without achieving an outcome*).

### **Children & Families**

**St David's Day Fund** - the purpose of the fund is to support young people who are or have been in local authority care to access opportunities that will lead them towards independent and successful lives. This goes directly to care experienced young people and the money can be used as a way of advancing independence, development and progression. The money has been spent on education; employment; health and wellbeing; housing and access to ongoing advice and support. Locally, many of our young people have used the money on driving lessons and on course fees. The local authority received additional funding for 2019-2020 of approximately £40,000.

**When I'm Ready** – When I'm Ready is well established and strongly advocated within Children and Family Services for looked after children with 5 young people currently remaining with their foster carers after they have turned 18 years old. The When I am Ready scheme has 3 core objectives:

- Provide stability and continuity for young people leaving foster care as they prepare for independence.
- Improve the life-chances of our 'Looked After' children.
- Ensure 'Looked After' children and Care Leavers can exercise their voice and have control over the decisions that affect their lives.

These objectives aim to improve the life-chances of 'Looked After' children by increasing their opportunities for social inclusion and providing the skills required for independence including managing a tenancy, managing money and finding education, employment or training.

The **Resilient Families Team's** core aims are to *Prevent, Return, Reduce, and Review*; **Prevent** children from becoming Looked After when it is unnecessary ('edge of care' intervention), **Return** children home during the first 8 weeks of care, and work with identified families for the reunification of their children from care, **Reduce** the nature of Looked After accommodation/care required, (e.g. from residential care to foster care to family to revocation), and **Review** the safe return of children in long term care.

The Team, which has been recognised for its innovative and research in-practice approach, has been established since October 2017, and a two year report was published by the Practice Leader in October 2019 highlighting that 57 families and 123 children were supported during this period.

In order to work towards and increasingly meet these core aims of *Prevent, Return, Reduce, and Review*, the Team is a group of highly skilled, multi-disciplinary workers who intervene with families who present a high level of need which causes their children to be at risk of becoming Looked After, or has recently caused their children to become Looked After, or which prevents their children being reunified to their care. This is being achieved through a sustained and workforce-wide systemic focus on delivering evidence-enriched practice.

**IMPACT Team** – our BCUHB based team, funded by the ICF project supports a Preschool Autism Communication Therapy (PACT) and Interactive Music (IM, or Musical Interaction Therapy) are evidence-based therapies, both designed to improve

the core “symptoms” of autism by trying to restore the natural processes of development. Parent and therapist work together as partners using video feedback to interpret the child’s often puzzling communication patterns, and find ways to respond that will help the child to engage in interaction and develop clearer communication. PACT firmly places parents at the heart of helping their child, aiming to reskill them with an understanding of their child’s communication, to empower them in how to respond, and improve their morale and confidence. Working with parents also enables and beneficial changes in interaction to be carried into the child’s everyday life, the context in which early social skills are usually learned.

**Priorities for 2020/21:**

- Increase the number of Older people in receipt of Direct Payments to facilitate self- commissioning of services that promotes social interaction and wellbeing.
- Promote the use of information technology in Community Hubs.
- Priorities Workforce Planning in Adult Services

<b>QS4- What difference did we make?</b>
99.03% of Adults receiving their service in the language of their choosing
52 Anglesey Foster Carers
<b>What our People say?</b>
<p>“The social services response you were part of was really encouraging, and we’re both happy with the result. I’m not a big fan of bureaucracy, but the straightforward home assessment and direct payment system are a simple, practical way of dealing with a practical problem. No lengthy forms, no long waiting times, adaptable and pragmatic. I’m grateful that you made it so easy for us.</p> <p>If [service user] stops needing the help, we’ll let social services know. That’s another great feature of your system; it can adapt to our fluctuating needs and other priorities.</p> <p>For the record, the Social Services response has met our needs perfectly and we are very happy with the outcome.”</p> <p>TAF Worker really helped me. She was supportive and understanding and didn’t judge me as a mother. She built my confidence up as a person.</p>

"I am sure your email helped - I am really grateful for everything you have done for us. She (Service user) has had a great summer holidays with the direct payments and has done what she wanted to do!! Thank you for all your help!!"

"(Service user) is a lot more confident, outspoken. He has goals to reach and is excited about them, thanks to TAF worker"

## **Quality Standard 5**

### ***Supporting people to develop safely and to maintain healthy domestic, family and personal relationships***

#### **Adults**

The **Dementia Support Worker Project**, funded via ICF grant, aims to provide Community support services for older people and younger adults presenting with moderate to severe memory related issues or with a diagnosis of dementia. The Dementia Support Workers will adopt a person-centred approach to improve identification of individuals and families within designated geographical patches to provide timely advice and support to navigate and access appropriate services. The dementia support workers will work closely with the Local Asset Co-ordinator to identify community based solutions to improve wellbeing outcomes of the individual living with dementia and their carer. They will support the development of community activities within local hubs and support local Dementia Alliances to implement local priorities.

**Domiciliary Care Fund Project**, funded via ICF grant aims to provide community support services primarily aimed at supporting carers of individuals living with dementia and presenting with moderate to severe cognitive impairment. Following our recent transformation of domiciliary care services on Anglesey this funding will be made available to each domiciliary care provider, in each of the three designated community service patches and managed within our service commissioning arrangements.

**Alzheimer's Advisory Role** – supported by the Alzheimer's Society, via the ICF grant, the service offers a support pathway with trained advisers who will be the trusted, reliable link to everything Alzheimer's Society can offer for someone affected by dementia. The service provides a part time Engagement and Liaison Officer to establish links with GPs working across Anglesey with the aim of building on the links already established by the **Dementia RED** service has monthly information points run by volunteers in some surgeries across the island.



Full time **Carers Support Officer**, funded by the ICF grant in partnership with Carers Outreach, based in Ysbyty Gwynedd will be supporting unpaid carers of patients on clinical wards. Our officer visits wards to identify carers and give information and advice and assistance when necessary. The post will be to support carers during the difficult time, this is often when carers realise they are a carer or realise they will be a carer when their loved one returns home. Majority of carers do not know what is available to them, and the Officer takes the opportunity to explain the discharge process, what is to be expected when they go home, guide them and put things in place and we support the carer emotionally. When the patient is home, the carer then receives support from our **Carers Link Officers** and **Outreach and Development Officers** in the community.

**Community Hubs.** This service provides community based opportunities avoiding statutory intervention altogether. The Community Hub model on the island is developing well. We have established a Community Hub Alliance and now have 10 active hubs across the island. Currently over 1000 people/week attend hub activities. Further work will include working with more community hubs and increase the menu of opportunities for older people within the various CRT catchment areas.

### ***Children & Families***

Welsh Government has allocated funding across Wales to encourage innovative approaches to service delivery across health and social care for children and families. The service will provide responsive and intensive support that seeks to build family resilience with the purpose of retaining and bringing families together.

The North West Wales partnership includes Gwynedd and Ynys Môn children and families social services and the Betsi Cadwaladr University Health Board will provide a peripatetic team, co-located of experienced multidisciplinary professionals who will Working together to support children, young people and their families in continuing to live at home rather than entering the care system. This will include intensive and robust assessment and direct therapeutic support for a small number of children and their families.

The new team will be co-located across Gwynedd and Ynys Môn and will undertake work with children and families in a range of settings including outside the region, and recruitment is currently taking place (temporary until March 2021 due to ICF Funding).

### ***Priorities for 2020-21:***

- Develop a range of flexible respite options for Carers of individuals with Dementia
- Support the delivery of a range of health related preventative services within Community hubs

- Shaping the marketplace in relation to Older Adults care.

<b>QS5 - What difference did we make?</b>
98 % of adult carers who were offered an assessment or review of their needs in their own right
No. of people receiving night owls during the year – 346 total (Galw Gofal 254, WAST 57, Planned 35)
No. of people receiving reablement during the year – 362
8.76% Return Home (Child missing)
246 TAF referrals received
<b>What our People say?</b>
“I am very grateful for all their (Domiciliary Care) help, their patients, kindness, concern and helpful manner. Everyone has always treated me with respect and encouragement. I need the companionship that comes with the care. Thank you.”
“Please could you let your Adult Social Care team know that this is the clearest answer I've received so far and also the most supportive of personal empowerment and the principles of choice and control which underpin Independent Living. I would encourage you to share this good practice at every opportunity!”
“TAF Worker gave me more confidence, uplifted her. She noticed my personal problems and helped me to get some help. Helped the family communicate together and get along better. She has assisted us immensely and helped us all to get along better with new learning tools for us all to work with and we are learning to work together. TAF have been an essential help to us as a family for us all and we would like to thank you all.”
“My sincere thank you to you (Social Worker) for your kindness, understanding and empathy you have shown during the time you worked with us and securing us the best package of support. We will never forget you. You are amazing.”
“The discussion was very beneficial to [parent] and the way the meeting was conducted was made accessible in order for [parent] to participate fully.”

## **Quality Standard 6**

**Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs.**

### ***Adults***

During the year we have continued with the planning for a new Extra Care facility in the Seiriol Area, although securing a suitable property has remained an ongoing challenge resulting in slow progress. The council remains committed to the project and continues to explore options.

The **Night Owls Service** enables Social Care workers to support people who have been assessed as requiring care needs during the night from 10pm to 8am, 7 nights a week. The service involves visits to people's home for planned care or to respond to crisis situations e.g. falls or breakdown in informal carer networks. The Night Owls respond to non-injured fallers which releases the capacity of Welsh Ambulances Service NHS Trust (WAST) to deal with life threatening emergencies. Night Owls aim to respond within approx. 30 mins. Current data for the first nine months reported that 59 planned call outs undertaken with a further 231 emergency call outs. Additionally the Nightowls service responded to 42 non-emergency falls resulting in WAST not sending out an ambulance.

**Llawr y dref project** – utilising ICF grant monies the learning disability team has worked in partnership with the Council's Housing department and the in-house provider Môn Care to develop 2 housing units where individuals with learning disabilities can undergo a comprehensive assessment of their abilities and receive appropriate support to develop skills for independent living. To date 2 people have benefitted from this service and they are currently being supported to identify suitable move-on accommodation. This project has been developed to ensure that people receive the right level of support in line with their individual needs and that they have the necessary skills to enable them to live successfully in the community.

### ***Children and Families Services***

In order to promote de-institutionalisation and reduce significant overspends and allow for the children and young people who are from Anglesey to continue to receive care on the Island, a range of alternative care provision is required. There are a number of children currently living "Out of County" who are unlikely to be reintegrated or placed with family, friends, foster or adoptive families in the foreseeable future. In order to ensure that these children are not 'left behind', and to make significant savings, there is a need to develop alternative residential care services.

**Cartrefi Clyd Môn** means no more than two children living together in 'homely' surroundings and functioning in a similar way to children at home i.e. going out to school, living in the community, having neighbours and friends and so on. The houses will be dispersed throughout the community enabling the resident children to merge more easily into the community.

Each home will be staffed by a small team of residential care workers, ensuring continuity of care for the resident children. There are currently 2 Cartrefi Clyd properties being registered by CIW with a view to them both opening by 1<sup>st</sup> April 2020, funded with assistance from revenue ICF grant.

**Helping Out – Carers Outreach** project provides preventative support to delay/avoid the escalation of future needs of children with additional learning needs and reduce the need for statutory services in the future. With funding from the ICF grant, its aims are to:

- Improving emotional health, mental well-being and resilience of children and families.
- Promote healthier lifestyles and reducing health inequalities.
- Support young people with care and support needs with transition to adult services.

The project will operate a 'voucher' system that will support families to make positive use of short break opportunities by providing a range of opportunities for a time limited period. This includes:

- Grants for carers/families. Up to £400 towards the cost of sport and leisure activities that will give everyone a break and develop skills and experiences, this can include holidays, club membership, support and transport to attend social activities.
- Additional support for families to introduce them and take part in new activities and attend specialist or integrated social groups like Cylch Teulu, Create a Smile etc.
- Together Breaks. Up to £150 towards the cost of a day out, planned trips, overnight breaks for the family.

Following the launch of the Core Offer the recruiting of Foster Carers has increased. We have seen figures more than double in terms of Foster Carers being approved. In the same time period during 2018 and 2019 (the first two quarters) the number of Foster Carer Households approved at the Fostering Panel and Permanency Panel has risen from three in 2018 to eight in 2019 (The Corporate Parenting Panel Report, December 2019). We are forecasting that the number of assessments will increase further in the same time period in 2020.

**Case Study:**

Foster Care Fortnight (13-26 May 2019) was celebrated and promoted by Staff, Foster carers and friends by walking 130 miles around the Anglesey Coastal Path. Whilst enjoying the beautiful coastline, the team also managed to raise a total of £1,478.34 (which included the Bake Off competition and a raffle) for Anglesey Foster Carers Association whilst promoting fostering opportunities.

During 2019 Children and Families Services and Housing Services have worked together to establish a **Training flat** to support young people aged 16-19 who are/will be leaving care the opportunity to see if they are able to **live independently**. The young person will live alone in the flat for up to 28 days, support will be provided around building skills and improving confidence to be able to live independently in the future.

The young person's current foster placement/residential placement will be kept open during the period. The overall assessment period would be for up to 28 days. Near the end of the set period, an assessment will be carried out by the Personal Advisor, Social Worker, Support Worker and any other professionals who have provided additional support.

## Housing Services

### Supporting People / Housing Support Grant

The Supporting People Programme Grant, (SPG) which has been part of the preventative agenda since its inception in 2003, now forms part of the Housing Support Grant. Anglesey's apportionment of the SPG has remained unchanged at £2,643,866 per annum for the past four financial years. The HSG is an important early intervention grant programme which prevents people from becoming homeless. It stabilises their housing situation, and can help potentially homeless people to find and maintain their accommodation. It supports vulnerable people to address the sometimes multiple, problems they face, such as debt, employment, tenancy management, substance misuse, violence against women, domestic abuse and sexual violence, and mental health issues. It helps some of Wales' most vulnerable people to live independently in their own home, be it owner occupied, privately rented or via social housing or within designated supported housing projects.

During 2019 /20, the following numbers of referrals have been received via the Supporting People's Single Point of Access.

<b>Quarter 1 April – June 2019</b>	213
<b>Quarter 2 July- September 2019</b>	205
<b>Quarter 3 October-December 2019</b>	<u>230</u>
<b>Total</b>	<u>648</u>

The graph below, highlights the support needs of service users who present with housing support needs. A total of 1356 needs were recorded from 648 referrals for 3 full reporting quarters. It is therefore clear that the majority of people at the point of presenting for support and or accommodation based needs, have multiple needs, as shown below.

Demand for support and accommodation have increased as a result of socio-economic issues, at a time when the Supporting People funding element of the Housing Support Grant is experiencing the most uncertain and unstable period since its inception in 2003. The likelihood of substantial reductions across many authorities in Wales, as a direct result of the proposed and revised redistribution formula, could have a very significant impact on our financial ability to sustain current provision, at a time where it seems, demand is outstripping supply. The impact of such reductions on statutory provision is likely to place further pressure on statutory services such as Social Services, Health and the Criminal Justice System, and should neither be underestimated or ignored.

**Priorities 2020-21:**

- Undertake an options appraisal for an additional Extra care accommodation north of the island
- Cartrefi Clyd – open a further one property more during 20/21
- Increase Foster Carers

<b>QS6 - What difference did we make?</b>
99.03% of adults were able to discuss their problems during assessment/ re-assessment in their preferred language
44% Care Leavers were in education, training or employment two years after leaving care
<b>What our People say?</b>
“Always helpful, (Domiciliary Care) team compassionate in their work to ensure my parents are safe”
“Appreciation for all the kindness and expertise received from you; [service user] really appreciated the time taken to explain and discuss her needs, and you made it possible for her to continue in our home till the very last. Thank you.”
“You not only cared for [service user] with so much tenderness, care and love, you found the time and empathy for her family. We all so missed your kindness and care. It is a great tribute to you all that all your residents are happy, well cared for and contented and it is easy to see why.”

## **How We Do What We Do**

### **A) Our Workforce. and how we Support their Professional Roles**

*'In relation to the Act a workforce strategy that supports understanding and ability to implement the changes, new roles (e.g. in formal partnerships and for IOACC services), learning and development requirements'.*

The Workforce Development Unit continues to administer the SCWWDP grant to provide training and development opportunities for Social Services and the wider Social Care Partnership on Anglesey. National, Regional and Local priorities are taken into account when planning development opportunities for the workforce and every opportunity is taken to work in partnership with our neighbouring Local Authorities, NHS and other Agencies in order to deliver on the plan.

Key priority areas supported are noted below:

- continued implementation of the Regulation and Inspection of Social Care (Wales) Act including:
  - supporting the domiciliary care workforce to prepare for registration and supporting knowledge/role of responsible individuals.
- support the training, development and qualification of social care managers: including the Middle Manager Development Programme; Team Manager Development Programme; and those requiring registration as managers
- support the ongoing development of approaches to outcome focussed care and support practice
- support for both social work qualifying training and post qualifying training in Wales
- support frontline social care workers to develop their skills overall in relation to social care, and support the introduction of the revised induction framework
- enable the workforce to meet regulatory requirements for qualification and/or registration using guidance available in the Qualification Framework
- provide learning and development to equip the workforce to work effectively alongside carers and to meet the aspirations of the SSWBW Act for carers,

including raising awareness of carers and good practice in carers needs assessments. Social Care Wales provides the following national resources to support these objectives:

- a carer awareness e-learning module
- a toolkit for practitioners undertaking carers needs assessment.

To meet the requirements of the SCDWPP grant, examples of the type of initiatives that were arranged in line with the objective of supporting the workforce were; AIM 3 / AIM Under 12's / AIM intervention – due to updates to the models and guidance; Recording and Reporting, Court Etiquette and Providing Best Evidence, awareness sessions such as OCD/Hoarding, Suicide and more specific training such as Supporting Clients with Personality Disorders and Mental Health First Aid. A full programme was developed and arranged for Foster Carers in line with the training needs identified.

In addition, a number of both Regional and Local sessions were promoted and arranged by the Workforce Development Unit in order to provide up to date information to ensure that Managers were informed about the requirements of the Regulation and Inspection of Social Care Act and as a result, that the Staff were also supported to ensure that they are able to meet the requirements.

In addition, a number of priority areas of development were identified and included in the development plan to promote and support the **registration of the domiciliary care workforce. Examples of these are noted below:**

- supported workforce managers prepare to register their workforce with Social Care Wales by providing Registration Workshops and one to one support from the development team. As a result of this support, 80% of the domiciliary workforce registered with Social care Wales by December 2019.
- Canolfan Anterth worked in partnership with Coleg Menai, offering the Social Care Induction Framework, enabling 20 learners to gain the required Qualification to register as a Social Care worker.
- We provided 4 workshops delivering AWIF Principles and Values (Unit 1) where 80 learners attended support sessions, 60 of the learners completed the on line Principles and Values unit enabling them to register with Social Care Wales and are now continuing to complete the All Wales Induction Framework (AWIF).
- We continued to support frontline Social Care workers to develop their overall skills in relation to social care and supported the introduction of the revised Induction Framework by arranging Induction workshops. These offered underpinning knowledge sessions to support learning and development and the completion of the AWIF within the 6 Months' time guide.
- Our training plan supported priority areas of development including specialised areas of training to support the registration of domiciliary care staff and meet regulatory requirements for qualifications.

<b>Course Title</b>	<b>Course</b>	<b>Numbers attended</b>
Dementia	Awareness raising session for staff across the care sector, volunteers and families	80
All training was arranged in line with the Dementia Action Plan and Good Work Framework as well as meeting the requirements of the AWIF /Core Qualifications	Sensory Loss	40
	End of Life /Palliative Care / 6 Steps End of Life	45
	Dementia and Learning disability	25
	Communication and person Centre care when dealing with behaviours that can be seen as challenging.	25
Outcome Focused Planning	Introduction to what outcomes are and how this i translates from paper to practise in line with the Social Services and Well-being (Wales) Act. To understand the approach to outcomes and how outcomes are put into care and support plans and practises.	75
Induction	To support the implementation of the all Wales induction framework SCW RISCA	80
Care Qualifications	L2 Adults	120
	L3 Adults/Children and Young People	4
	L5 Advanced practitioners award	4
Regulated Workforce	Awareness raising sessions on how to register home carers by 2020 and beyond. Domiciliary Care registration workshops in line with the Social	80

We continued with our Partnership with Bangor University and 2 other Local Authorities to support social work students. The Authority provided traineeship opportunities, undertaking MA/BA qualifications via Bangor University or through the Open University Wales with the aim of all students gaining employment within the Authority.

We worked alongside Bangor University and other Authorities across North Wales to develop a North Wales Practice Educators Programme. During this period we had five qualified and experienced social workers undertaking the Award.

Newly qualified social workers were successfully appointed, all three students from Bangor University – one of which was supported through our trainee scheme.

We continued to support newly qualified practitioners through their First Three Years in Practice which includes the Consolidation Programme, Porth Agored, with one member of staff successfully completing this programme during 2019-20.

Further information regarding post-qualifying social work achievements are below:-

Programme	Number Achieved in 2019-20
Practice Teaching Award	1
Team Managers Development Programme (TMDP)	2

As well as the above, we continued to support our unqualified staff to undertake modules and programmes as level 4 through the Open University Wales.

### WELSH LANGUAGE SKILLS

The Authority is very supportive of staff utilising the opportunities afforded to them to undertake personal development with Welsh Language Skills, which supports the “Mwy na Geiriau” agenda. Staff are encouraged to attend a range of courses/training in order to address their individual needs/raise awareness of the importance of bilingual language skills. See table below for details:

Course	Number of Social Service Staff attended
Welsh language for learners ( <b>Weekly sessions</b> )	4
Nant Gwrtheyrn	4

### SAFEGUARDING TRAINING

Greater emphasis has been placed on ensuring that staff across all services received relevant Safeguarding training. A planned programme of Basic and General Safeguarding courses are included in the Annual Development plan which is accessible to all care staff (LA/Private Sector/Voluntary). In addition, specific courses are arranged to ensure that the workforce is adequately upskilled in specialist areas, see details below:

Safeguarding Subject Area	Numbers Attended
Safeguarding For Professionals	23
General Safeguarding (Full day)	99
Basic Safeguarding (half day)	8
What? Why? How? Recording and Reporting Training	48
Joint Investigation Training	6

Most staff in Adults and Children Services have received training on the new Safeguarding Procedures.

### E-Learning

During 2019/2020 further work was undertaken to develop the provision of E-Learning as a blended method of Learning. The Learning Pool platform was introduced in October 2019 and this method of learning hosts a variety of programmes which include promoting and supporting the wellbeing of staff. Staff are encouraged to take part as part of their own Personal and Professional Development. Accessibility is available via all digital devices.

The table below which provides an overview of some of the modules undertaken by Social Care staff:

<b>Module</b>	<b>Number of completions</b>
Violence against Women, domestic abuse and sexual violence	413
Modern Slavery	230
GDPR	216
Cyber Awareness	182
Prevent	157

Access to the E-learning modules has enabled the Authority to strengthen the skills and knowledge of the Direct Payments (Your Life in your Hands Project) workforce. Enabling this group to enrol onto E-learning modules, enabled them to develop a greater understanding of the policies and procedures influencing their work; thus enabling them to empower the individuals they support to thrive in making choices and in taking control of their lives.

## **B) Our Financial Resources and How We Plan For the Future**

Financial planning remains a serious challenge for the Council under continued and prolonged financial pressures, even though the settlement from Welsh Government for 2020-21 was better than initially anticipated, with Aggregate External Funding amounting to £101m for the year. The year-end position showed an overspend of £1,293k for Social Services for 2019/20.

Children & Families Services overspent by £155k, the significant reduction in the overspend compared to 2018-19 is a direct result of the additional £1.39m which was added into the budget for 2019-20 to recognise the financial pressure within the Children Being Looked After service. The service have worked tirelessly to maintain the level of Children Being Looked After, however on 31-03-2020 we had 161 Looked After Children under our care, compared to 149 on 31-03-2019. This shows that despite the best efforts of the service, the demand has increased by 12 children over a 12 month period. We are expecting to open the 3 Small group Homes imminently, which will result in a reduction of costs in Out of County and Non Standard Placements.

Adult Services overspent by £1,138k in 2019/20 due primarily to (i) fee pressures caused by increases in National Living Wage, (ii) increase in demand for Services and, (iii) Historical underfunding. We have assigned an additional £980k budget to Adult Services in 2020-21 in order to address the issue of underfunding, with the aim of balancing the budget in 2020-21. The Social Care Workforce and Sustainability Pressures grant from Welsh Government has also increased from £670k in 2019-20 to £894k in 2020-21.

Despite the improved funding from Welsh Government in 2020-21, both Services acknowledge that the austerity measures are not over and continue to transform services and manage demand.

The Council has effective and well-managed budget setting and financial planning processes in place, and elected members are fully involved in the cyclical programme of planning, and the scrutiny of budget setting and monitoring.

Estimating future changes is challenging, due to the lack of accurate information on future local government settlements but our Medium-Term Financial Plan initially predicted that there may be a requirement to make up to £6.72m of additional cuts over the next 3 years from 2020/21 to 2022/23. Although the settlement was better than expected in 2020-21, the current economic outlook will look somewhat different in years to come following the outbreak of Covid19.

The table below outlines the financial accounts of our Social Services 2019/20:

	<b>Budget £</b>	<b>Actual £</b>	<b>Variance £</b>
<b>CHILDREN and FAMILIES SERVICES</b>	10,268,480	10,423,621	155,141
<b>ADULT SERVICES</b>			
OLDER PEOPLE	7,495,890	8,606,214	1,110,324
PHYSICAL DISABILITIES	1,924,900	2,030,856	105,956
LEARNING DISABILITIES	6,324,050	6,987,173	663,123
MENTAL HEALTH	1,979,370	2,240,336	260,966
SUPPORT SERVICES	1,272,450	1,144,045	(128,405)
<b>PROVIDER UNIT (MÔN CARE/ OTHER SERVICES)</b>	6,027,430	5,153,302	(874,128)
<b>TOTAL</b>	<b>35,292,570</b>	<b>36,585,547</b>	<b>1,292,977</b>

### **C) Our Partnership Working, Political and Corporate Leadership, Governance and Accountability**

Political governance within the Council has continued to be robust. This has allowed for clear and consistent support for both Adults and Children & Families Services and measured scrutiny of progress.

The **Executive** is the key decision making body and consists of the Leader and 8 Portfolio Holders. The Leader continues to be the Portfolio Holder for Social Services and has continued to politically oversee our improvements. This growing effectiveness is evidenced in taking difficult decisions such as *Older Adults Social Care Programme* (for example building Extra Care Housing in Llangefni, which has been complete and now has a waiting list). The exploration of further Extra Care provision continues and allocating additional resources to Children & Families Services to assist the management of demand has embedded stable working practices.

#### **Partnership Working**

The Panel of Elected Members which was established after the elections of May 2017 to scrutinise, challenge and support the Service Development Plan for Children & Families Services, continues its work and has seen improvements. The agenda has now morphed into a Social Services Panel and oversees both Children's and Adults social care agenda. The membership of the panel is drawn from across the political groups, and continues to provide the opportunity for the Members to enhance their knowledge and understanding of the work undertaken by the department, leading to better scrutiny.

Anglesey Social Services are committed to partnership working on both a local, sub regional, regional and national basis. This has been recognised as a strength in external inspection reports in the past and it continues to be an area for us to build on. Both Children & Families and Adults Services remain actively involved in the All Wales and the North Wales agendas to improve the delivery of social services through a collaborative approach.

Governance arrangements continue to be in place through the North Wales Social Services Improvement Collaborative (NWSSIC) and the Regional Partnership Board. NWSWIC has in place a comprehensive programme of improvement through collaboration, focused on the requirements under Part 9 of the Social Services and Wellbeing (Wales) Act 2014. This partnership ethos can be further evidenced through the collaboration of the Council's Social Services with BCUHB via the Integrated Delivery Board (IDB). The purpose of the IDB is to ensure that the health and care needs of the people of the Isle of Anglesey will be better served by the improved integration of services between health and local authority services. Model Môn is the operational arm of the IDB, with responsibility for delivering the detailed Work Programme.

We continue to work closely with the Betsi Cadwaladr University Health Board to deliver the Integrated Care Fund (ICF) on Ynys Môn. Areas specifically targeted include services for older adults and young people and children with complex needs and Welsh Communication Care Information System (WCCIS). The ICF has been spent on developing Garreglwyd as a specialist home that supports older people living with dementia and the Môn Enhanced Care and Night Owls services within Adult Social Care.

The expectations of the Wellbeing of Future Generations Act (Wales) 2015 continues to embed it's working practices amongst services and the established Public Services Boards (PSB) is overseeing and ensuring that public bodies work together to create a better future for the people of Wales.

We continue to develop close consultation and partnership working with the **Third Sector** through the Voluntary Sector Liaison Committee which meets on a quarterly basis. We recognise the role of the **Third Sector** locally as a strategic partner and have developed appropriate governance arrangements to support this e.g. the role of Medrwn Môn on the Model Môn Operational Group, the OPUS Board (EU funded project) and the Adults Social Care Transformation Board. The established third sector partnership group is maturing and continues to be tasked with delivering against Council objectives and ensuring appropriate engagement and consultation techniques are adhered to with regards to developing strategies and transformation work across the different organisations.

### **Performance**

The Council corporate planning and performance management framework is embedded into its annual governance arrangements. This framework has been adopted to ensure a continuous improvement mind-set is embedded within the work of the Council, and that its monitoring could identify issues prior to under-performance which would impact on service delivery to the citizen. This is undertaken on a quarterly basis via a corporate scorecard and the work of two corporate transformation programme boards.

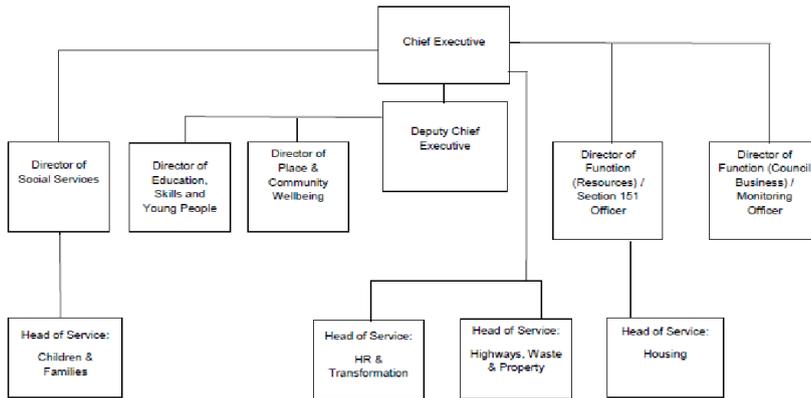
These practices continue to see improvements in a number of social services related indicators, with particular success being seen in the performance of indicators related to the care provided to Adults. Performance indicators for Children & Families Services have also improved and with the continual focus via the revised Social Services Improvement Panel, it is anticipated that there will further be further improvements with regards to performance and consistency of practice which were priorities for 2019-20. The caveat which could obviously impact on this direction of travel is the impact of Covid-19 felt amongst our communities. To mitigate this, emergency structures and systems have been adopted and is led by the Senior Leadership Team.

The new and revised Senior Leadership Team appointed during the year has a new Chief Executive and Deputy Chief Executive and is made up of the following individuals -

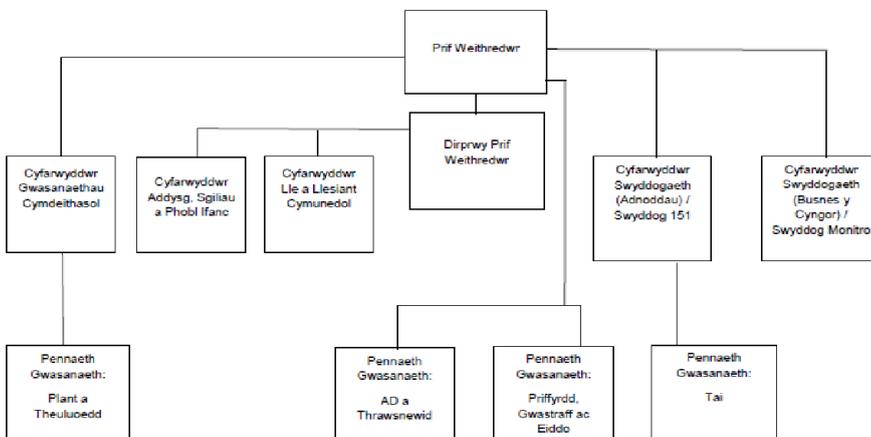
- Chef Executive
- Deputy Chief Executive
- Director of Finance & S151
- Monitoring Officer and Head of Legal

- Director of Social Services
- Director of Learning, Skills and Young People

Isle of Anglesey County Council  
Senior Leadership Team / Head of Service structure



Cyngor Sir Ynys Môn  
Strwythur yr Uwch Dim Rheoli / Penaethiaid Gwasanaeth



Social Services  
Council Offices  
Llangefni  
Anglesey  
LL77 7HB

Contact us on: Tel: 01248 751887

Email: [EmmaEdwards@ynysmon.gov.uk](mailto:EmmaEdwards@ynysmon.gov.uk)

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	22 <sup>nd</sup> September 2020
<b>Subject:</b>	Social Services Progress Report
<b>Purpose of Report:</b>	<b>Confirm progress and improvements made to date in Social Services.</b>
<b>Scrutiny Chair:</b>	Cllr Aled Morris
<b>Portfolio Holder(s):</b>	Cllr Llinos Medi Huws
<b>Head of Service:</b>	Fôn Roberts, Interim Director of Social Services & Head of Children & Families Services Iola Richards, Interim Head of Adults Services
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<b>Local Members:</b>	Relevant to all Members

**1 - Recommendation/s**

**The Corporate Scrutiny Committee is requested to:**

- **Confirm that it is satisfied with the pace of progress and improvements made to date in Social Services.**
- **Recommend to the Executive that progress and pace of improvements in Social Services are adequate.**

**2 – Link to Council Plan / Other Corporate Priorities**

Yes linked to the YM Council Plan 2017-22 - Objective 1, 2 and 3.

**3 – Guiding Principles for Scrutiny Members**

**To assist Members when scrutinising the topic:-**

- 3.1** Impact the matter has on individuals and communities [**focus on customer/citizen**]
- 3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]
- 3.3** A look at any risks [**focus on risk**]  
CIW Reports are shared under Section 5, point 1 and 2 outlining progress to date across both Adults Services and Children and Families Services, and seeks to give members reassurance of the improvements made.

### **3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]**

This report seeks to reassure Members of the Scrutiny Committee that we have developed and imbedded Quality Assurance processes, which are reported under Section 5, Point 4 of this report.

### **3.5 Looking at plans and proposals from a perspective of:**

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

## **4 - Key Scrutiny Questions**

1. To what degree are the work programmes in place sufficiently robust to achieve the necessary improvements at an appropriate pace?
2. What are the major risks to achieving the necessary improvements and how are these being mitigated?
3. What actions are being taken by the Social Services Improvement Panel in support of the improvement journey?
4. What suggestions does the Committee have to further strengthen these work streams?

## **5 – Background / Context**

### **Background - Social Services Improvement Panel**

This report aims to advise Members of progress since the initial meeting of the Social Services Improvement Panel.

Whilst our work is prioritised around statutory requirements, we also align our efforts to assist the corporate priorities as listed in the Council Plan. The relevant objective for our services is:

Objective 2: Support Vulnerable Adults and Families to Keep Them Safe, Healthy and As Independent As Possible

#### **1. Children & Families Service Update:**

##### **i) Increasing the number of Local Authority Foster Carers-**

By offering a high level of professional support as well as enhancing the package to include a 10% increase in foster care allowance, a 50% reduction in Council Tax, free leisure services membership cards and a free parking ticket for use in our car parks.

During 2019/20 the Local Authority recruited an additional 7 Foster Carers offering 13 new foster placements for the children and young people of Ynys Môn. Throughout Q1 and Q2 of 2020/21 we have continued to recruit, assessment take foster carers to the Fostering Panel which has been convened virtually. During Q1 and Q2 we have approved 5 new foster carers which offer in total 9 extra placements.

The increase in the foster care package has had a positive impact on the number of foster carers and we have a much wider choice of placements available to Ynys Môn children now.

**ii) Opening our first “Cartrefi Clyd”:**

Working towards our family-style homes, on the island which will enable looked after children from Anglesey to receive care on the Island, attend local schools and participate in community life as opposed to potentially being placed in accommodation further away from the local community they are used to.

We have succeeded in getting two Cartrefi Clyd registered with Care Inspectorate Wales (CIW) to date. We are currently training the staff by implementing detailed training plans for each member of staff.

We have a young person in our one bedroomed property and two children are planned to move into the second home imminently. We have a third property is currently being refurbished in preparation for registration application.

We have secured ICF funding to provide one property which will provide care for disabled young people who have complex needs, to enable them to remain in the local area rather than have to move to specialist residential placements which are all out of county.

**iii) “Opening a Training flat’ for young people leaving care so that we can support them to live independently for the first time.**

We opened a new “training flat” base in Llangefni in January 2020 to provide a central and homely base for care leavers to provide them with an opportunity to experience living independently and to learn and develop their skills to live independently in the future. This forms part of their pathway plans.

Since opening, 8 young people have stayed at the flat for short periods of time before returning to their foster carers.

The feedback we have received for the young people has been very positive and here are some of the comments we have received:

**“lovely flat enjoyed the independence”**

**“enjoyed cooking for myself and looking at what to buy”**

**“yeah sound place”**

**“handy place to learn about cooking and budgeting and things”**

## **2) Adult Services Update:**

### **i) Continue to work on planning for a new extra care housing provision in the South of the Island –**

Which will offer a home for life for people over 60 years of age who wish to live independently in a safe and welcoming community with care and support services on site. Progress on planning for the development of Extra care accommodation in the south of the island has been on hold due to the decision to rescind the previous decision on the future of Ysgol Gynradd Beaumaris. Over the next few months, and dependent on any Coronavirus implications, a revised action plan will be considered and progressed in partnership with key stakeholders to review island wide provision.

### **ii) Develop the Shared Lives programme to support people living with dementia and their carers as well as design a Dementia Strategy which is in line with the Welsh Government Dementia Plan-**

The Shared Lives programme provides support for people living with dementia and their Carers. The focus is on early intervention for individuals presenting with moderate needs, and look specifically to offer respite & short-break provision. We are currently working with 3 enablers who are at various stages of the registration process. Reviews of each premises have been undertaken and enablers are currently undertaking a training programme. We anticipate they will be in a position to support individuals during the Autumn.

### **iii) Develop opportunities for people with mental health needs to participate in community based group activities-**

During the year, we further developed a weekly programme of group activities for people with mental health issues with a focus on recovery, well-being, physical activity and reducing social isolation. Some of the programme is run in conjunction with third sector organisations, the council’s nature park wardens and Betsi Cadwaladr University Health Board. A key feature is co-production with people with lived experience and the use of local resources across the island.

### **iv) Increase participation levels in the community hub models by promoting and developing the hubs held across the Island-**

v) The Community Hubs continued to grow during 2019/20 and there are over 1,100 individuals participating in community hub activities.

We have established a Community Hub Alliance that brings the hubs together to pool resources and share good practice. The social prescribing model through the

Local Asset Co-ordinators continue to support lonely and isolated people and link them into community hub activities.

A recent development is the new software “Elemental” that GP’s can use to refer individuals directly to the social prescribing service.

We also started work on developing a virtual community hub programme by developing a website and associated “app” with activities, information and advice. This work will continue into 2020/21.

**Establish 3 Community Resource Teams, located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll, that will bring Council and Betsi Cadwaladr Staff together to improve access to our care and support services at the earliest opportunity-**

Work to establish three Community Resource Teams (CRT) located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll was undertaken during the year. All Health and Social Care staff have been designated to their allocated CRT in the three areas.

A refurbishment of accommodation, IT infrastructure and operational policies and procedures is taking place in each area.

Plans to transfer staff into virtual CRT will start on 14<sup>th</sup> September 2020.

**Engage and consult with users on the Adult Learning Disability Day opportunity Strategy so that we create a greater range of high quality day opportunities for individuals in their communities-**

A full and open consultation process was undertaken with stakeholders on the Day Opportunity Strategy. There was a high level of engagement with service users, families and providers with advocacy in support where it was needed.

The results of the engagement were fed into the Day Opportunities Options Appraisal in December 2019 and a consultation programme was agreed by the Executive for 2020-21.

**3) Social Services Joint COVID Update:**

The worldwide COVID-19 pandemic has affected the way we work since late February 2020, with Corporate and Business Continuity Management plans implemented following national guidance and due to impact of COVID-19 mid March 2020:

- State of emergency powers and budgets deployed
- Emergency Management Response Team continuing, whilst managing business as usual, and preparing for both the unlocking and recovery phases

- Daily and weekly Situation Reports prepared summarizing key decisions, issues and risks
- Daily communication internally with Members and staff and externally via the Council website and social media
- Formal COVID-19 risk register reviewed and updated weekly

Deployment of emergency delegated powers enabling the Council to make essential decisions. This resulted in the majority of the Council Staff working from home where possible, the closure of our Council building for visitors, closure of our learning disability day centres, lockdown of our Residential Care and Nursing homes to non-essential visitors and a reduction in our services.

During the lockdown period we have:

- Continued to meet all our statutory duties
- Worked closely with Welsh Government, Care Inspectorate Wales, Association of Directors of Social Services (ADSS), BCUHB, Providers and colleagues within North Wales Resilience Team, as well as many others.
- Set up a Covid-19 PPE store to manage the Welsh Government PPE deliveries, managed within Social Services resources.
- Set up the COVID testing referral process and managed this 7 days per week by Council staff.
- Developed and deployed innovative working practices to adapt to the pandemic period to facilitate contact, assessments, reviews, ensuring that our safeguarding duties are carried out.
- Continued to complying with Court proceedings and Care Planning.
- Continued to recruit Local Authority Foster Carers.

#### **4) Care Inspectorate Wales (CIW) Local Authority Performance Review**



CIW - Annual Letter  
- Anglesey - 2019-20

A copy of the Annual Letter is attached above for your perusal.

#### **5) Social Services Improvement Panel – Progress Report**

##### **1. Context**

- Members will be aware that the Council's arrangements for panel and committee meetings were suspended at the end of March, 2020 as a result of the Covid-19 pandemic

- the Council has amended the way in which it operates its framework for public committee meetings in accordance with the Coronavirus Act 2020, with all meetings now being convened virtually
- the current period (**managing the emergency response to the Pandemic**) and the next period (**Recovery Period**) are extremely challenging times for the Council and every other public organisation in Wales as we continue to face the challenges of the Covid-19 emergency
- during an emergency period such as this, governance and accountability are of key importance. It is therefore key that our internal systems and processes provide assurance to Elected Members and the citizens of Anglesey that decisions made are appropriate, timely and transparent, even if the Council's processes have gained pace and changed significantly.

## 2. Social Services Improvement Panel

- Progress with implementing the Social Services Development Plan including the contribution of the Improvement Panel was last reported to the Corporate Scrutiny Committee in March, 2020<sup>1</sup>
- In accordance with the Authority's Covid-19 meetings strategy, arrangements have been put in place to resume meetings of our 3 scrutiny panels which includes the Social Services Improvement Panel. A meeting of the Improvement Panel was convened on 10<sup>th</sup> September and below is a resume of its deliberations:

### i. **Annual Report of the Statutory Director of Social Services**

The Panel noted the impact of Covid-19 on the timescale for completing the 2019/20 Annual Report with a proposal that the document be endorsed by Full Council in October, 2020<sup>2</sup>. The report is a factual account of the provision of Social Services during 2019/20 and effective partnership working was noted as a golden thread in this 6<sup>th</sup> Annual Report.

### ii. **Progress Report on Social Services Improvements (March → September, 2020)**

The Panel noted progress over the past 6 months within the context of a global pandemic. Alignment between service transformation work streams and the Improvement Panel was noted as an area to be further explored.

### iii. **Annual Report 2019/20: Listening and Learning from Complaints**

The Panel noted the Annual report.

### iv. **Social Services Response to Covid-19**

The Panel noted the current position as regards the Social Services response to the pandemic and measures in place to

<sup>1</sup> Meeting of the Corporate Scrutiny Committee convened on 9<sup>th</sup> March, 2020

<sup>2</sup> Meeting of the Executive on 28<sup>th</sup> September, 2020 and Full Council on 27<sup>th</sup> October, 2020

mitigate or minimise impact on service delivery. It was also resolved to recommend that the Corporate Scrutiny Committee could refer specific areas of work to the Panel for in-depth scrutiny within the broader context of the parent committee's work programme on the Council's response to Covid-19.

- Further meetings of the Panel have been scheduled as follows:
  -  27<sup>th</sup> October, 2020
  -  24<sup>th</sup> November, 2020
  -  16<sup>th</sup> December, 2020

#### **6 – Equality Impact Assessment [including impacts on the Welsh Language]**

Not Relevant

#### **7 – Financial Implications**

Not Relevant

#### **8 – Appendices:**

Not Relevant

#### **9 - Background papers (please contact the author of the Report for any further information):**

As included.