

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	17th July 2017
Subject:	Annual Director's Report 2016/17
Portfolio Holder(s):	Councilor Llinos Medi Huws
Head of Service:	Alwyn Jones (Adults' Services) & Llyr Bryn Roberts (Acting Head of Children's Services)
Report Author:	Dr Caroline Turner, Statutory Director of Social Services, Assistant Chief Executive
Tel: E-mail:	Emma Edwards, Deputy Business Manager – Extension 1887 ejess@anglesey.gov.uk
Local Members:	

A –Recommendation/s and reason/s
Opportunity for the Executive Committee to comment on the final draft document as presented by the Assistant Chief Executive in her role as Director of Social Services, and to contribute to the final document.

B – What other options did you consider and why did you reject them and/or opt for this option?
Not Applicable.

C – Why is this a decision for the Executive?
This is brought to the Executive Committee as it constitutes a yearly report produced for the attention of the public and our Regulators, the Care and Social Services Inspectorate Wales (CSSIW), and the Executive Committee input and approval is considered appropriate.

CH – Is this decision consistent with policy approved by the full Council?
The Approved Report will be shared with the Full Council on the 26 th September, 2017.

D – Is this decision within the budget approved by the Council?

Not Applicable.

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	In Agreement - Meeting dated 12 th June 2017
2	Finance / Section 151 (mandatory)	In Agreement – Info provided by the Finance department
3	Legal / Monitoring Officer (mandatory)	Not Applicable.
4	Human Resources (HR)	Had input into the content of the report (Workforce development)
5	Property	Not Applicable.
6	Information Communication Technology (ICT)	Not Applicable.
7	Scrutiny	In Agreement – Meeting dated 26 th June 2017
8	Local Members	
9	Any external bodies / other/s	

E – Risks and any mitigation (if relevant)

1	Economic	Not Applicable.
2	Anti-poverty	Not Applicable.
3	Crime and Disorder	Not Applicable.
4	Environmental	Not Applicable.
5	Equalities	Not Applicable.
6	Outcome Agreements	Not Applicable.
7	Other	Not Applicable.

F - Appendices:

Not Applicable.

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

Not Applicable.

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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 highlight the challenges that need to be addressed in the coming year. It has been prepared as an inactive document, which is best read online to maximise the opportunity to link electronically to supporting documentation and external web sites.

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

You can write or email to: Emma Edwards, Deputy Business Manager, Social Services, Anglesey County Council, Llangefni, Anglesey. LL77 7TB.

Email: emmaedwards@anglesey.gov.uk

Summary Overview – What we did and Our priorities for 2017/18

Quality Standard	What we did	Priority 2017/18
Additional	<ul style="list-style-type: none"> • Listened to the citizens of Ynys Môn – events, consultations, questionnaires, complaints, • Successfully completed the North Wales Needs Assessment • Continue to actively promote the Welsh Language, by offering all our services bilingually. 	<ul style="list-style-type: none"> • Ensure that the Children's Services Improvement Plan work is managed and monitored to certify that the CSSIW Inspection Recommendations are met. • The improvements will be overseen by the newly formed Children's Panel, part of the Council's Scrutiny arrangements. • Successfully implement the Welsh Community Care Information System, an innovative All Wales Health and Social Care recording system, which will allow for better data sharing across organisations. • Continue to offer a fully bilingual service (Welsh & English) across all our Services, in line with the Welsh Government Strategy 'Mwy na Geiriau'.
<p>1 Working with people to define and co-produce personal well-being outcomes that people wish to achieve</p>	<ul style="list-style-type: none"> • Continued to offer a comprehensive Single Point of Access (SPOA) for health and social care referrals. • Developed Môn Community Hub – a third sector point of contact run by Medrwn Môn, offering information regarding support within the community. • We have introduced a Children's Service Information, Advice and Assistance Hub, which is now known as 'Teulu Môn' • Our Specialist Children's Services have a dedicated Information Advice and Assistance team, made up of multi-disciplinary team members to streamline the access to information and services. • Advocacy Services are available across our services, where required. 	<ul style="list-style-type: none"> • Continue to work with the community, thirds sector organisations and other partners in order to strengthen and build on the partnership work, which we do in order to further improve our communities for all our citizens. • Remodel our SPOA service within our Adult Services in order for it to be fit for purpose to support the changes in the SSWB Act, • To further Imbed our Teulu Môn Service within our Children's Services in order to meet the requirements of the SSWB Act, and to promote awareness of the service with children, young people, families and professionals across Anglesey.
<p>2 Working with people and partners to protect and promote people's physical and mental health and emotional well-being</p>	<ul style="list-style-type: none"> • Set up the Public Services Board Partnership Unit, with external partners in order to utilise local resources. • The Seiriol Alliance – worked with Community groups, Town & Community Councils to successfully 	<ul style="list-style-type: none"> • We intend to retender our homecare provision across the Island during the next few months. • Add an Advanced Practice Paramedic (APP) to the MEC Team in order to strengthen our integrated care agenda. • Continue to deliver against our

	<p>identify, fund and develop local projects.</p> <ul style="list-style-type: none"> • Continue to develop the preventative services offered by Môn Enhanced Care Team (MEC) • Our Island wide Night Owls Service offering overnight care and support for people in their homes. • The Bont partnership pilot project has now been mainstreamed, offering guidance and support in all aspects of transition for disabled people and their families. • Our Looked after Children practice remains our focus, and we have embarked on a Service restructure in order to improve our quality of social work intervention and performance. • Over 700 children and families have been assisted by our Flying Start Preventative Programme over the year. 	<p>inspirational Age Well Action Plan.</p> <ul style="list-style-type: none"> • Improve our services and response to our Looked After children. • We will continue to develop solid working relationships with our educational colleagues in order to ensure a strong preventative agenda, on products such as Flying Start Programme.
<p>3 Protecting and safeguarding people from abuse, neglect or harm</p>	<ul style="list-style-type: none"> • Reviewed and relaunched our corporate Safeguarding Policy. • Played a full role in the work and priorities of the North Wales Regional Safeguarding Boards for children and Adults. • Strengthened our management of our Deprivation of Liberty Safeguards (DoLS) • Established the 'Adults Vulnerability Panel', working with North Wales Police to support people who present with complex needs across the public services. • Continued to play our part in the Multi-agency public protection arrangements (MAPPA) and Multi-agency Risk Assessment Conferences (MARAC). • Established the Vulnerability and Risk Management (VARM) pilot process with our North Wales Police colleagues. 	<ul style="list-style-type: none"> • Achieving the delivery of the improvements of our safeguarding arrangements within Children Services as identified in the post CSSIW inspection plan. Quality Assurance was identified as an area for improvement; we will strengthen the Quality Assurance Framework and embedded within the Service in order to drive continuous improvement in practice quality. • The Safeguarding and Quality Assurance Unit will be strengthened with the re-establishment of the post of Quality Assurance Manager, the appointment of an additional Independent Reviewing Officer and additional business support officer. • Performance Indicators will be reviewed to ensure effective monitoring within the service and of the Service. • A case file audit action plan has been implemented. • All of the cases where the child's name has been on the Child Protection Register for more than 12 months are being reviewed. • Preventative Services will be reviewed,

		and a new corporate preventative strategy developed jointly with partners.
4 Encouraging and supporting people to learn, develop and participate in society	<ul style="list-style-type: none"> We have worked with our third sector partners in order to establish Local Asset Co-ordination – with 3 area officers now in place. Continued to develop our Aging Well in Wales Programmes – centres now exists in Amlwch, Llangefni and Brynsiencyn. Multi agency group are working on developing a Dementia Strategy for Anglesey. This is ongoing work towards becoming a ‘Dementia Friendly Anglesey’. 50% increase in Direct Payments has been made over the year, and we further wish to increase this in future. Our Children and Families Services have developed an Active Support and Progression Model, funded by the Intermediate care Fund in order to develop skills of our disabled children and young people. 156 young people have been helped by our TRAC project helping our vulnerable young people succeed in work. Training or education. 	<ul style="list-style-type: none"> Finalise the Anglesey Dementia Strategy with assistance and support from multi-agencies. To realise a Dementia Alliance, including striving towards ensuring that Beaumaris becomes the first Dementia Friendly Community. To facilitate further development of Community Hubs across the Island. Maximise the opportunities that the OPUS projects offers to assist both people and businesses. Work towards continued further increase in the take up of Direct Payments. Working in partnership, we will improve on the transitional process, via the Active Support and Progression Model.
5 Supporting people to develop safely and to maintain healthy domestic, family and personal relationships	<ul style="list-style-type: none"> Developed a carers Strategy with our partners ‘Partneriaeth Gofalwyr Gwynedd a Mon’. Supporting the Welsh Government five year strategic plan - ‘Taking Wales Forward’, by promoting such programmes as The Families First Programme, placing emphasis on early intervention and prevention. 	<ul style="list-style-type: none"> Assist in the implementation of the Anglesey Carers Group Action Plan to implement the local Carers Strategy. Contribute to the Families First Programme to help improve outcomes for children and their families. Prioritise the service and support offered to our Looked After Children. Participate in the National project ‘Recruitment & Retention of Foster Carers’, and actively implement the Action Plan over the next year.
6 Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that	<ul style="list-style-type: none"> Continued construction of Hafan Cefni, the new extra care facility in Llangefni (Completion estimated Summer 2018), in collaboration with the Health Board. The Supporting People Grant has provided the Council with £2.6m additional grant to commission 	<ul style="list-style-type: none"> Continue with the Hafan Cefni Extra Care development in Llangefni (completion date summer 2018) Remodel the care at Garreglwyd Residential Home to support individuals with complex Dementia needs. Continue to review and evaluate our out

meets their needs	<p>housing related support.</p> <ul style="list-style-type: none"> • Working closely with our colleagues within Housing Services in order to provide a range of housing options. • Manage our Out of County placements, via the Internal Review Panel. 	<p>of County placements for our Looked After Children.</p> <ul style="list-style-type: none"> • Working with our Housing Department colleagues to ensure that our young people leaving care have the best possible accommodation, and that it is suitable furnished.
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Introduction

In this, my second Annual Report as Director of Social Services, I am pleased to present a summary of the effectiveness of the Isle of Anglesey County Council's services to those who needed the support of Adult and Children's Services over the past twelve months. This report also outlines our goals for delivering improvements during the 2017/18 financial year.

2016/17 was a challenging year, as we transformed the planning and delivery of our services to meet the requirements of the Social Services and Wellbeing Act (Wales) 2014 (SSWB Act). I'm pleased to report that good progress has been made across all of our services, and this will be explained throughout the report. This was greatly assisted by the Corporate focus on understanding the requirements of the SSWB Act, amongst Elected Members, the Senior Management Team, as well as by the training undertaken by staff within Adult and Children's Services. Continued pressure on budgets, as well as an awareness of likely future trends, has certainly required a radical re-thinking of how services are provided, to make sure that they are sustainable for the future.

Whilst the Council provides many services directly to the people of Anglesey, there are many other organisations who also provide vital services locally, whether in the public, private or third sector. However, due to our geographical location, we don't always have the range of services available in more populated areas. There are a number of large-scale economic development opportunities that are currently being planned on the Island that could drastically change the nature of our communities, and increase the demands on our services, over the next five to ten years; we need to be well-prepared to meet these challenges, anticipate and mitigate any harmful effects.

In addition to my role as Director within the local authority, I Chair the North Wales Welsh Community Care Information System (WCCIS) Project Board, and represent North Wales on the Wales National Implementation Board. WCCIS is an ambitious national Social Care recording system, which will see most local authorities and Health Boards throughout Wales implement over the next few years. This will enable us to move to a shared system, which will facilitate appropriate sharing of information, making joint working and integrated teams much more effective. We look forward to the roll-out of this new system in Anglesey during 2017/18.

I would like to take this opportunity to thank Llyr Bryn Roberts, who has been the Interim Head of Children's Services since October 2016, as well as Leighton Rees, who joined us to lead the Strategic Director of Children's Services at the same time. These arrangements were put in place to cover a planned period of absence by the Head of Service, who recently returned to the local authority as Service Manager for the Safeguarding and Quality Assurance Unit. I would like to acknowledge the service of Gareth Llwyd who recently retired following 26 years of service in North West Wales; Gareth's knowledge and expertise will be greatly missed. I would like to welcome Dafydd Bulman, who joined us as Strategic Transformation and Business Support Manager in August 2016; Dafydd brings a wealth of experience, and will be central in supporting our services, as we move forward. We've had more stability in the management of Adult Services, with Alwyn Rhys Jones having been with the local authority for three years.

Moving forward, the newly-elected Council and the new Executive will soon be consulting on the Corporate Plan for the next five years, and the requirements of the SSWB Act, as well as of the Wellbeing of Future Generations Act (Wales) 2015, at the heart of our planning. There will be much

more focus on preventative services, encouraging resilience amongst our communities, and a commitment to meet the needs of our service users, based on what's important to them, rather than a defined range of services available from the local authority.

Dr Caroline Turner

Assistant Chief Executive and Statutory Director of Social Services



Social Services Senior Management Team,

(From left to right) Alwyn Rhys Jones, Head of Adults Services; Dr Caroline Turner, Assistant Chief Executive and Statutory Director of Social Services; and Llyr Bryn Roberts, Interim Head of Children's Services.

Director's Summary of Performance

We are pleased to reflect on our performance during the year and the opportunity to learn and improve. For example within our Adults Services, we have completed a total of 1,949 assessments, 27% of which have gone on to receive a Care and Support Plan. Of the Advice and Assistance contact we have had with the public, 75% have not been in contact with the Service within the following six months, proving that we are giving the right support and response at the first meeting. The number of adults who we support in the community has increased to 81% (from 78% in 15/16), whilst 63% of people who have received our reablement package are in receipt of no further care package 6 months later. However we are aware that we need to improve our Delayed Transfer of care (DTC) performance, and we have been working closely with colleagues in Health in order to improve our joint processes. This will be an area of focus for us during 2017/18. From a safeguarding perspective, 90% of our adult protection enquiries are completed within seven working days, ensuring that we respond in a timely to our most vulnerable client group.

Within our Children's Service we have over the year carried out 803 assessments of need for care and support, 89% of our children's assessments were completed within statutory timescales (42 days), 16% of which have gone on to receive a Care and Support Plan. During the year we have seen an increase in our Looked after Children to 141 (from 112 in 2015/16), creating an addition pressure and demand on our resources. 89% of reviews were carried out within statutory timeframes. We are fully aware that performance within our Children's Services requires some improvement, and our Improvement plan for monitoring progress will be referred to throughout this report.

We have seen a further increase (of 25% in the current year, in addition to the 44% increase experienced during the previous 24 months) in the number of children and young people who are Looked After by the local authority during 2016/17. Although the number of children on the Child Protection Register stabilised and reduced during the year, this remains higher by 65% than in 2015. Demand for services from Adult Services is predicted to increase as the population of Anglesey aged 75 years and over is projected to increase from 7,499 in 2013 to 13,774 by 2033. Applying the same percentage of people over 75 living alone in 2013 to this future projection suggests that there will be an increase of 85.85% in the number of people aged 75 and over living alone on Anglesey, from 3,224 in 2013 to 5,992 by 2033.* The focus on preventative services, personal and community resilience within recent legislation is therefore welcome and provides an appropriate goal for future provision.

The increase in the number of children and young people requiring support from Children's Services has certainly put pressure on the resources in recent years, and has impacted on a number of teams within Social Services. The Care and Social Services Inspectorate Wales's (CSSIW) inspection of Children's Services in November 2016 was welcome since it gave us an opportunity to take stock of our performance and reflect on priorities for improvement. We published our Service Improvement Plan for 2017/18 very soon after CSSIW published its Inspection Report in March 2017. This plan has a strong focus on strengthening preventative services, improving the range of services available to families, as well as improving supervision, record keeping and Quality Assurance. We are already seeing improved collaboration with our partners, with stronger links being established with North Wales Police, Health Board, as well as our Lifelong Learning Service.

CSSIW reported that, "All staff were clearly committed to improving the lives of the children and families they worked with...". We will be building on this strength by developing a new Workforce Strategy. We are currently in the middle of restructuring parts of our Children's Services, and will be establishing smaller Practice Groups, with an enhanced focus on improving professional practice and focusing on outcomes for children and families. We're committed to making significant improvements by the time CSSIW return to inspect us again during 2018. However, we are also dedicated to long-term improvements, and ensuring that the changes we make are sustained over time. The Council has committed to maintaining the budget for Children's Services, to provide stability as we improve. Our

Elected Members have a key role in holding us to account and ensuring that we deliver the improvements in our service improvement plan, and a new Children’s Panel is being established as a sub-group of our Scrutiny Committees.

Adult Services has seen a period of stability, delivering good levels of services to all of its client groups. This has enabled the Service to focus on planning for the future. With a focus on developing local Community Hubs across the island to support older people, the construction of ‘Hafan Cefni’ a new Extra Care facility in Llangefni, and we are planning to expand the capacity to care for those with Dementia on the Island, in collaboration with the Health Board. This, along with our plans to re-tender the contracts for Homecare, will ease the pressure on local hospitals, and reduce the incidence of Delayed Transfer of Care. Moving forward, we are about to start a process of co-production to modernise the services for those with Learning Disabilities.

* Source: A Strategy for Older People Delivery Plan, “Making Anglesey a great place to grow old”

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How are People Shaping our Services?

We have gained feedback from individuals and partner organisations in many different ways including events, consultations, questionnaires (online and hard copies posted), regular monitoring reports, judiciaries, population needs assessment, and service user representation on groups/forums. There has already been focus groups, project groups, different techniques and tools used in particular services such as Team Around the Family (TAF) and Integrated Family Support Services (IFSS). The Older People's Council and Older People's forum more specifically give older people a voice in the decision making process.

The feedback gathered has informed and influenced services by changing/creating: protocols, legal charters, service improvement plans, commissioning plans, tender documentation such as service specification, strategies, web pages, promotional materials such as leaflets, court report and care plans, the 'Teulu Môn' information hub for Children's services. Improvements were made to pre-birth work and safe caring plans for looked after children, better planning for children and young people and parents being part of decision making for day care registration for children with disabilities.

We have worked with our partners to make sure that the wishes and interests of individuals are listened to and what matters to them influences the support they receive.

The Council in partnership with Community Voice, Public Service Board Partnership Unit and local third sector organisations looked at various methods of developing community capacity and increasing social capital. The favoured method is an asset based approach to community building. The Building Communities Project centres on community visioning exercises in the Seiriol ward. The project looks to actively engage with communities to get more involved in shaping the design and delivery of services locally, and looking at alternative methods of delivering services. This approach is termed Co-production.

A North Wales population needs assessment was carried out in 2016 to establish the current and future care and support needs of people, In Anglesey we had questionnaires available for service users (including children and young people), service providers and non-service users. Over 230 responses were received. Following on from this we will be working on a Regional Area Plan in 2017/18.

Furthermore, the Council is committed to providing a bilingual service in Welsh and English across all of its services. We promote a proactive approach to ensure services can be offered in the Welsh language in accordance with the Welsh Government Strategy Framework 'Mwy Na Geiriau' (More Than Words). We already ensure compliance with the Council's Welsh Language Scheme by monitoring services on a quarterly basis. We are committed to support our Workforce in the use of the Welsh Language, and can confirm that 89% of our workforce are Welsh speaking.

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Quality Standard 1

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

How do individuals access our support?

Adults

Community and third sector organisations play a key role in helping people to stay energetic, independent and healthy. They offer support and activities in the heart of the community close to people's homes, and often support individuals that are most vulnerable in our communities.

Môn Community Link is the Third Sector point of access run by Medrwn Môn. It has up to date information about community activities/groups/classes from the nearest walking group to IT skills classes. Môn Community Link works closely with the SPOA in Adults Services. This service is crucial in offering contacts about support in the local community.

The Council and Medrwn Môn are continuing to work in partnership with different Council departments and local organisations to populate the [DEWIS Cymru](#) website with local information about provision for supporting individuals' well-being.

The Single Point of Access for Adults Services (SPOA)'s main purpose is to manage health and social care referrals generated from statutory community services (health and social care-including primary care) and the Third Sector. SPOA is the first point of contact and gives individuals access to clear and understandable information, advice and assistance and where necessary considers whether the individual requires further assessment. It supports adults aged 18years and over including carers.

Children and families

[Teulu Môn](#) is the new Children's Services **Information, Advice and Assistance** hub that has been set up in response to the SSWB Act and includes the duties of the Family Information Service under the Childcare Act 2016. We are passionate about ensuring that every child and family have easy access to information, advice and support and will work hard to keep abreast of local, regional, national and legislative developments so that we can always provide individuals and professionals with the most up to date information and advice.

Our **Specialist Children's Services (SCS)** have a dedicated Information, Advice and Assistance Social Worker that is the first point of contact for new referrals for Health and Social Services, this has streamlined the referral process and will avoid duplication. The worker takes part in multi-disciplinary team meetings to discuss cases where there is a need for a multi-disciplinary response to support a family.

Officers in both Adults and Children's Service will have the 'What matters' conversation with individuals to consider how they can be supported to use their own strengths and resources to do to achieve well-being and personal outcomes. Well-being is about a person being happy, healthy and comfortable with their life and what they do. In order to receive services in their own language (English or Welsh) throughout the process of identifying and meeting care and support needs; individuals will be asked about their preferred language during the 'What matters' conversation. Having this initial conversation across Adults and Children's services means that the process starts with the

16.2% of individuals that were referred to SPOA were not referred on to formal Health and Social Care services

person themselves. It is an approach to assessment and care planning that recognises that needs can be met through active support and help to enable people to meet their own needs and not only through the provision of services. Across Adults and Children's Services the family dynamic needs to be taken into account and responded to in that way to ensure appropriate response to the needs.

When eligible needs are identified and care and support plans required

When assessing eligible needs workers now focus on people's strengths and community support, and work with individuals (including carers) on how best to utilise what is available to them via an asset based approach. Promoting and encouraging independence and accessing what is available in the community is key. When this has been done and it's considered that formal care is required to assist an individual a care and support plan is developed.

Adults

In Adult Services, we use a simple care and support plan which has been agreed regionally and highlights how care and/or support will be delivered to allow individuals to meet their personal outcomes.

In Mental Health service, we use the care and treatment plan in line with the Mental Health Measure requirements. These identify personal well-being outcomes and strategies to address care and/or support needs. We have identified a need for community based support to reduce reliance on statutory services and we have introduced a range of well-being groups across the island.

Children and families

As of the 10th April 2017, the front door of three sources of Anglesey Information, Advice and Assistance; namely our Family Information Service, Team Around the Family and our Children's Duty Team will come together to create an easy access streamlined Service known as "Teulu Môn".

Recommendations from the CSSIW inspection on Children's Services has highlighted inconsistencies in practice, recording, chronologies, quality assurance, decision making around assessments and referrals. We are working with our staff and partner organisations to address these issues.

When individuals might need help to say what they want

"Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice."

We have contracts in place for **Advocacy Services** for individuals with Learning Disabilities and for children and young people. Advocacy services for children and young people is commissioned on a regional basis and from June 2017 the Active offer discussion will be held when children/young people

are on the Child Protection Register and/or when they become Looked After. We spot purchase advocacy services for older people. We are currently working with Gwynedd Council on the possibility to joint commission advocacy services with Gwynedd Council for all eligible adults and to strengthen our offer.

What are our priorities for next year and why?

- Continue to work with the community, thirds sector organisations and other partners in order to strengthen and build on the partnership work, which we do in order to further improve our communities for all our citizens.
- Remodel our SPOA service within our Adult Services in order for it to be fit for purpose to support the changes in the SSWB Act,
- Imbed our Teulu Môn Service within our Children's Services in order to meet the requirements of the SSWB Act.

Measuring Quality Standards 1:

Measure	2016/17 data	2015/16 data
% of service users responding positively to the question "I have had the right information/advice when I needed it".	89.90%	N/A
People reporting they were treated with dignity and respect	95.64%	N/A
% of service users responding positively to the question "I have been actively involved in decisions about how my care and support was provided / provided for my child"	86.42%	N/A
% of service users responding positively to the question "I know who to contact about my care and support?"	90.10%	N/A
% of service users responding positively to the question "Overall, how satisfied are/were you with the care and support services you received?"	92.67%	N/A
% of adults who receive a support package from social services who report that they are satisfied with the service they are receiving	93.25%	N/A
% of adults who receive a support package from social services who report that they are satisfied about how the services they received were meeting their needs	93.25%	N/A
The % of people not being referred to Formal Health and Social Care Services by the SPoA (our information, advice and assistance service)	19.33%	N/A

The % of total contacts to the SPoA service which did not lead to a referral to formal Health and Social Care Services	16.20%	N/A
The % of assessments completed for children within statutory timescales (42 working days)	89%	N/A

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Quality Standard 2

Working with people and partners to protect and promote people's physical and mental health and emotional well-being

Support that may be available to individuals

Adults

Support from within the community

The Council in partnership with Community Voice, Public Service Board Partnership Unit and local third sector organisations looked at various methods of developing community capacity and increasing social capital. The favoured method is an **Asset Based Approach to Community Building**. The joined up, or co-production approach to delivering services is highlighted as a key priority for the partners involved in this project and is a common aim for the statutory, private and third sector organisations who are facilitating the visioning process. The idea behind the community visioning process as an engagement method is to enable the County Council and the third sector to start open and honest discussions with communities about how services are going to be delivered in the future project.

The Seiriol Alliance in Beaumaris has developed into a mechanism whereby local people are identifying local priorities and addressing these by working with community groups, communities of interest, Town and Community Councils to fund local projects in the area. Identified areas include improved access to information and advice, access to health and social care, transport. Projects include purchase of a community minibus, development of a local website, Sunday lunch group for people identified as lonely and isolated, community social activities, improving access to community assets etc. Since January 2017, two extra Local Asset Co-ordinators have been in post in order to replicate this model in Holyhead and Llangefni.

Prevention and recovery

The **Reablement Service** is for individuals aged 18 years and over to get them 'back on their feet' by regaining their independence following a period of illness, disability or loss of self-confidence and empowering them to manage their health and well-being. The service is seen as a short term intervention in the form of rehabilitation and will identify any ongoing care and/or support needs. Integral to this service is provision of equipment and assistive technology. We work in partnership with the Health Board, Conwy and Gwynedd Social Services to provide equipment on loan to individuals to promote independence e.g. mobility, personal care and enabling safe manual handling.

The main aim of **Môn Enhanced Care Team (MEC)** continues to be prevention of admission into hospital of frail, elderly people with multiple health conditions. MEC plays a part in promoting independence and re-ablement, integral to the principles of the SSWB Act. In 2016/17 two GPs with special interests have joined the team on a part time basis and 245 individuals have received the service (a slight increase to 2015/16).

“They couldn’t have given more support. They were my rock. With my husband being treated at home it saved all the travelling by public transport to Bangor.

I cannot add anything to improve the service. I was given the best.”

“It certainly stopped Dad from having to go to hospital. It is likely that the result would’ve been different had he have gone to hospital. This is a special service –

The proposal for 2017/18 through the Integrated Care Fund is to add an Advanced Practice Paramedic (APP) to the MEC team, to increase service capacity and develop the APP role within the team. The proposal also supports the integrated care agenda, will aid the prudent healthcare agenda, care closer to home, and maximises use of community assets. An evaluation of MEC by Bangor University health economists in 2014 estimated a two-week MEC stay as £762 versus a 2-week hospital stay at £2854 - note these figures did not consider the costs of the Ambulance Service resources to convey to/from hospital.

We have 3 dedicated **intermediate care beds** available at Plas Mona residential care home in LlanfairPG. These are used to facilitate hospital discharges where a further period of reablement is required, they are also used as ‘**step up**’ beds to prevent hospital admissions for individuals who are medically stable but require a further assessment period.

We have a **Multi-Disciplinary Team** (Occupational Therapist, Physiotherapist, Social Worker and District Nurse) working closely with individuals and their families with the aim to support them to return home. We have multi-disciplinary teams based in the Penrhos Stanley Hospital in Holyhead, Amlwch GP surgery and Plas Mona. In addition, there are intermediate care resources for short term placements within care homes on the island to manage crisis situations and also fast track hospital discharges.

There has been a 16% decrease over the past three years in the number of people who have had a fractured neck or femur on Anglesey and during the same period there has been a decrease of 15% on Anglesey in the number of 999 calls to the Ambulance service because of a fall.

The **Anglesey Falls Prevention Service** (partnership between the Council’s Leisure Department and the Health Board) offers a wide range of interventions to the over 65’s on Anglesey to help reduce the risk of having a fall and the fear of falling. One key element of the Ageing Well Action Plan is ‘Falls prevention’, we have a well established multi-agency Falls prevention group on the island. From the start of the service over 1600 multi-factorial risk assessments have been completed, with over a 1000 people accessing the falls service and exercise programme. 120 people have attended hospital based falls prevention classes. During the lifetime of the service around 50 community based

postural stability classes have been held and currently we have 15 classes running across the island.

The National Exercise Referral Scheme is a Public Health funded exercise rehabilitation programme which targets individuals aged 16 or over who have, or are at risk of developing, a chronic disease. Individuals are referred by a health professional on to the 16-week programme which takes place in all of the local leisure centres and various community centres across the island. Individuals with physical and or learning disabilities are also able to access the scheme to help improve their health and well-being. Groups are also able to access the programme and are offered an 8-week group “Foodwise” Lifestyle Education course followed by exercise sessions in the fitness room. Recent groups who have accessed the scheme have been learning disability groups and mental health support groups.

The Disability Sport Wales programme on Anglesey is funded through the National Lottery and aims to get every disabled person hooked on sport for life. The programme includes two key areas Insport Development and Insport Club. Anglesey is currently on the insport Development Silver standard as a result of the inclusive delivery across all facilities, partnership work with National Governing Bodies and improved access at all Môn Actif Leisure facilities. On the island there are currently 28 insport clubs that enable us to offer disabled participants a wide range of opportunities, with a total of 88,843 opportunities provided over the last 12 months.

Ongoing support

We provide and commission a range of **Day and Work Based Opportunities for Individuals with Learning Disabilities**. Several of the organisations we commission are social enterprises and we are currently exploring to develop our own in house work opportunities as an arms-length trading organisation or a social enterprise. Our in house services support individuals with various disabilities to access and sustain engagement with meaningful work through Canolfan Byron Workshop (Mona), Haulfre Gardens (Llangoed), and our day centres in Llangefni & Holyhead etc, which all run commercial/semi-commercial ventures like Woodwork, Gardening and crafts.

Our **Telecare Service** is designed to enable individuals to remain living independently, safely, securely and with dignity in their own homes and for some this is a lifeline. Telecare provides the means to monitor lifestyles and real time emergencies by providing equipment such as personal sensors e.g. fall detectors and environmental sensors e.g. door entry sensors. We received 369 referrals to the service in 2016/17 compared with 383 in 2015/16.



Our Island wide **Night Owls service** is a service providing ongoing care and support for people overnight in their own homes. The service helps avoid unnecessary hospital admissions, inappropriate admission to residential care or nursing care, as well as supporting early discharge from hospital. The total number of service users receiving a service over the 12 month period was 217 with 283 calls undertaken.

Cost Avoidance Summary to Local Blue Light Services, Local Health Board & Council:

Welsh Ambulance Service NHS Trusts – 27 calls avoided Police – 41 calls avoided
Residential Care Home Placement – 1920 days @ £68.87 p/d = £132,230.40
Avoid Hospital Admission / Facilitate Hospital Discharge: 66 days @ £343 per day = £22,638.00

On the island we have 276 individuals in private residential care a 120 in Council run care homes.

Individuals on Anglesey receiving **Homecare** have told us that they want enough time to receive the care they need, receive the best quality care possible and have Home carers that have the right skills, knowledge and training. They also wish to receive care from the same team of carers on a regular basis. Being listened to about important things, and directing them to relevant sources of information is also important to them. At present we know that we have difficulty in securing care in some areas of Anglesey and for some individuals with complex care needs. In order to strengthen provision and improve availability of care we intend to buy care in three patches across the island and by late 2017 one care agency will be responsible for delivering care in each patch. This new service will ensure more of a community based focus for the agency, easier access to care, timely responses and more consistency and continuity of Home Carers. The new model will focus on an outcome based approach for people.

In May 2016 the **Community Support Services team (in-house mental health provider)** was successful in being awarded a new contract under the Supporting People grant scheme for the delivery of housing related support. During the year we have reviewed and re-modelled the provision of community support and supported housing for people with mental health issues. The team delivers time-limited, housing related support, to people with a range of mental health issues in the community, including those referred through primary care services. The team also delivers housing related support to people living in two supported living projects helping individuals to develop the necessary skills and confidence to move on to live independently in the community. In addition, the team supports a range of individuals with enduring mental health issues to live in the community. This service provides practical

support in a person centred way with a strong emphasis on 'recovery' and enabling people to develop and maintain community presence. The Community Support Services team works closely with the Community Mental Health Team and works together with other statutory and third sector organisations to ensure that the health and welfare of people with mental health issues is paramount.

Consultation with the Adults' services staff was undertaken in September 2016 and weekend working was implemented January 2017 with Council Social workers and Occupational Therapists working as part of a team on weekends to provide a **Seven day service**. This ensures effective co-ordination of assessments and care planning arrangements including therapeutic and nursing interventions; focussing on preventative care and to avoid unnecessary hospital admission or delayed discharge for older people, particularly the frail elderly. Timely response allows better use of resources at a time of continued pressure on services in the community. Between January–March 2017 we have seen a reduction in the number of individuals waiting in hospital for reablement and/or mainstream home care. Feedback from the Physiotherapy services identified that one of the biggest benefits of the timely support over the weekend means that patient can be discharged on a Friday with weekend follow up. Therefore, referral time to assessment time has reduced.

Active Woods project is still in place for individuals with Learning Disabilities and uses local woodlands to promote activity, exercise and healthy lifestyles.

Children and families

The Bont partnership pilot project is now mainstreamed and a Transition Worker and Social Worker continue to work in the school with other staff to provide guidance for all aspects of transition for disabled young people and their families (this support is available for young people and their families that are not open to the Specialist Children's Services).

Participation in leisure activities contributes to a person's health and well-being, as well as their self-esteem and confidence. Leisure activities can re-engage young people who have become detached from sport, improve social interaction/ inclusion, reduce anti-social behaviour, provide 'skills for life' through participation in or coaching of sport, as well as support the independence of older people. To promote attainment and self-confidence we support clubs, arrange competitions, support community events, run a programme of swimming lessons for all ages and encourage schoolchildren to take part in various extra-curricular activities. All of which provides life skills and encourages an ability to perform under pressure, solve problems and achieve goals. To foster social inclusion and sense of identity – we provide facilities from morning to night, 7 days a week – leisure centres become community hubs, involve partnerships with Community Bodies (e.g. Communities First, Town Council, Urdd, etc.) and the numerous clubs that use our facilities provide areas with a sense of community.

The arrangement still exists for any professional who is concerned about a child/young person's emotional well-being by providing a consultation session with **Child and Adolescent Mental Health Services (CAMHS)** Tier 1 preventative service to establish if the child/young person that is subject to a care and support plan can be supported to prevent the need for referring on to formal Tier 2 CAMHS.

The Children's Services Joint commissioning panel meets every month to identify joint commissioning to reach agreement between Education, Health Board and Children's Services for children/young people who need specialist care appropriate resources and respective funding arrangement.

We continue to improve our practice in relation to **Looked After Children** with the Specialist Nurse being part of the Looked After Team working with children/young people to ensure that they achieve their well-being outcomes. The success of which can be seen in us ensuring that 100% of our LAC are registered with a GP within 10 working days of start of placement.

There are 710 children and families within the **Flying Start Programme** in Anglesey supported by a range of parenting provision from groups to one to one support in the home with everything from

budgeting, healthy eating, managing children’s behavior, engaging in the community and taking advantage of wider community ventures. The emphasis is on the support to families with children aged 0 - 4 years old and the provision of preventative services to reduce or negate the need for statutory intervention. The programme works closely with the Team Around the Family for older children within families to ensure families are supported to access appropriate statutory services. Challenges the programme have faced is in recruiting appropriately qualified staff especially Health Visitors over the last two years and this continues to be an issue which requires national consideration.

What are our priorities for next year and why?

- We intend to retender our homecare provision across the Island during the next few months.
- Add an Advanced Practice Paramedic (APP) to the MEC Team in order to strengthen our integrated care agenda.
- Continue to deliver against our inspirational Age Well Action Plan.
- We will continue to develop solid working relationships with our educational colleagues in order to ensure a strong preventative agenda, on products such as Flying Start Programme.

Measuring Quality Standards 2:

Measure	2016/17 data	2015/16 data
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	6.05	6.63
The % of the adult population who required residential care at some point during the year	1.13%	1.21%
The number of adults who required residential care at some point during the year	637	686
The number of adults in residential care on 31st March	396	401
The percentage of children seen by a registered dentist within 4 months of becoming looked after	91%	N/A
The percentage of looked after children registered with a GP, within 10 working days, of start of Placement	100%	98%
The % of health assessments for looked after children due during the year, that were undertaken	97%	96%

Protecting and safeguarding people from abuse, neglect or harm

Safeguarding remains at the very heart of everything that we do, to ensure that children, young people and adults with care and support needs fulfil their lives, free from abuse and neglect. In order for us to carry out this duty we work with individuals, families and partner organisation to try and prevent abuse, minimising risk and responding proportionately where abuse or neglect has occurred. During the year we have ensured that the Council was ready to implement the revised safeguarding requirements under Part 7 of the SSWB Act. The Local Authority has a Safeguarding Board in place which is responsible for scrutinising the Corporate Safeguarding Arrangements, and driving the implementation of the Corporate Safeguarding Action Plan.

Whilst this is still work in progress, we have made positive steps:-

- Reviewed and made available to all staff the Corporate Safeguarding Policy
- Each service has identified how it aims to improve its safeguarding arrangements
- Identified the training and awareness building that each member of staff requires to ensure that they understand their safeguarding duties,
- Making sure that the Council recruits staff that have the necessary employment checks in place
- Supported the delivery and development of a number of Corporate Safeguarding agendas, such as Prevent Programme, Child Sexual Exploitation (CSE), Modern Slavery and Domestic abuse and Violence against Women.
- The Independent Reviewing Officer role ensures that the plan to facilitate the child's needs are being met and that the plan for their long term care is implemented.

The Council is also playing a full part in the work and priorities of the **North Wales Regional Safeguarding Boards** for children and adults: both on a regional and local basis. This has included both financial support and officer time, which contributes to and supports the priorities of the Boards.

Adults

Within Adults' Services, we have concentrated our efforts:-

- Reviewing the arrangements for ensuring that Deprivation of Liberty Safeguards (DoLS) applications were responded to effectively and increasing Best Interest capacity. We believe that we now have a strengthened managed system in place.
- Training has been provided to practitioners on the new safeguarding requirements including the provision for the new Adult Protection Support Orders, ensuring our staff are trained and well equipped to deal with the changes.
- Established the 'Adult Vulnerability Panel' jointly with our colleagues from North Wales Police, to coordinate our work in supporting individuals who present with complex needs across public services.

Children and families

Furthermore we have continued to play out part in the Multi-agency public protection arrangements

(MAPPA) and Multi-Agency Risk Assessment Conference (MARAC) arrangements. Multi Agency Public Protection Arrangements continue to monitor and manage risk on a multi-agency basis regarding individuals who are assessed as being high risk to the public. The findings of CSSIW's Inspection Report of Children's Services was discussed in the North Wales Safeguarding Children Board in March 2017, ensuring a collective understanding of the issues (including multi-agency and Regional issues), and a commitment by partners to work with the Council to improve services for children. The report has also been discussed at the Gwynedd and Anglesey Local Delivery Group; the role of the group's Quality Assurance sub-group will be discussed at the next meeting to strengthen the multi-agency quality assurance system and training arrangements to ensure that thresholds for assessment are understood by all partners and are consistently applied.

The VARM (Vulnerability and Risk Management) process was established, following work undertaken by a task and finish group under the direction of the Chief Constable of North Wales Police and the then Director of Social Services, as a local pilot project in order to provide a more co-ordinated response to those individuals with complex needs who present frequently to the attention of statutory agencies but fall outside the criteria for established frameworks such as MARRAC, MAPPA or POVA. A range of statutory partners are represented (North Wales Police, Health Board, Probation, Wales Ambulance Trust, Fire service, Housing, Adult services) as well as third sector partners such as Victim support, Housing associations and support providers. The primary aim is to share information and to develop risk management strategies for each person under consideration. The group meets monthly and reports to the Corporate Safeguarding Board.

Within Social Services we have ensured that the requirements of the SSWB Act were translated into clear procedures for practitioners –the Launch of the new Children Services Procedures has taken place, ensuring that each practitioner is aware of what is expected of them, and providing consistency of practice and process. Moreover, we have continued to embed CSSIW inspection recommendations. Further work is required to strengthen arrangements for care leavers with accommodation, education and work opportunities and we continue to focus on improving the education attainment of our looked after children to ensure they achieve their full potential.

What are our priorities for next year and why?

- Achieving the delivery of the improvements of our safeguarding arrangements within Children Services as identified in the post CSSIW inspection plan. Quality Assurance was identified as an area for improvement; we will strengthen the Quality Assurance Framework and embed it within the Service in order to drive continuous improvement in practice quality.
- The Safeguarding and Quality Assurance Unit will be strengthened with the re-establishment of the post of Quality Assurance Manager, the appointment of an additional Independent Reviewing Officer and additional business support.
- Improved working arrangements between the Safeguarding Unit and the Operations Team will be established. Performance Indicators will be reviewed to ensure effective monitoring within the service and of the Service.
- A case file audit action plan has been implemented with the expectation that all managers undertake regular audits to ensure consistency and the quality of practice. Targeted interventions will be undertaken if practice does not improve.
- Further embed the arrangements for DoLS provision, ensuring that our work in the past year becomes embedded in daily practice.
- Support the delivery of the Corporate Safeguarding Training Framework, again building on the foundations that have been laid over the past twelve months.

- Once appointed and allocated to Lead Practice Groups, developmental opportunities will be provided to support the workforce in carrying out their duties.
- All of the cases where the child's name has been on the Child Protection Register for more than 12 months are being reviewed, to ensure timely and swift action is undertaken to address safeguarding concerns.
- Preventative Services will be reviewed, and a new corporate preventative strategy developed jointly with partners, to ensure more effective services and commissioning, to reduce the number of children and young people who need to be placed on the Child Protection Register and who need to be Looked After.

Measuring Quality Standards 3:

Measure	2016/17 data	2015/16 data
The % of adult service users responding positively to the question, "Has support set up by Social Services helped you to feel safe and secure in your home?"	90.50%	N/A
The % of completed Protection of Vulnerable Adults (POVA) referrals completed during the year where the risk has been managed	95.70%	93.02%
The % of care and support plans (or support plans for young carers) that were reviewed during the year, within agreed timescales	88.00%	93.00%
The percentage of re-registrations of children on local authority Child Protection Registers (CPR) within 12 months of previous end of registration	7.00%	N/A
The average length of time for all children who were on the CPR during the year, and who were de-registered during the year.	266 days	N/A

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

Adults

In the community

We are working in partnership with the Third Sector to establish **Local Asset Co-ordination** across the island. Currently we have three posts covering Beaumaris, Holyhead and Llangefni areas.

Local Asset Co-ordination means:

- Embedding Local Area Coordinators within a small geographical community to support 50-65 individuals and their families.
- Providing a local, accessible and single point of contact for people of all ages who may be vulnerable due to age, disability or mental illness. They are the "front end" of the service system.
- Helping individuals to solve their own problems and build a good life as a member of their own communities.
- Putting each individual at the centre of decision-making and working with the individual and family to pursue their vision for a good life as part of their community.

The [Ageing Well in Wales Programme](#) is for individuals aged 50 years and over and aims to develop the Local Authorities` Preventative Strategy by establishing three Agewell centres which work on the principle of inclusion, by signposting and improving access to mainstream and universal support. These centres exist in Amlwch, Llangefni and Brynsiencyn.

Community Hubs offer a range of services as a first point of contact and access to support i.e. chiropody, falls class, walking groups and Citizens Advice Bureau sessions on benefits and entitlements. They provide a focal point to foster greater local community activity and bring residents together to improve the quality of life in their areas and contributing towards minimising loneliness and isolation. Hubs have recently been developed in the following areas: LlanfairPG village hall, the community centre in Llanfaelog and a public house in Bryngwran. These will take time to become well established with the Council providing a facilitating role.

A multi-agency group has been set up to develop a **Dementia Strategy** for Anglesey, this will consider: information advice and assistance, technology, Telecare, alcohol related Dementia and Plas Crigyll out of hours support service. The draft Dementia strategy is in keeping with the Older People Strategy themes:

- Independent individuals/strong communities
- Helping you to live at home and
- When living at home is no longer an option

There are five Dementia Cafes on the island, these give people a place to go if they are caring for a person with Dementia, if they're worried about someone's memory, or just to meet other people who are affected by Dementia. There are four Homeshare schemes where a person can access support in a professional carer's own home to build on existing life skills and establishing greater links in the community. This also provides a break for the individuals looking after the person with Dementia.

We have worked with the Alzheimer's Society and a consultant on a programme of public meetings in Beaumaris to establish a Dementia Alliance to work closely with local business, increase the number of people who receive the dementia friend's awareness training and recruit and train Dementia champions.

The aim is that Beaumaris becomes the first Dementia Friendly Community on the island, followed by Holyhead and Llangefni. This would be the first part of the journey towards a Dementia Friendly Anglesey.

There has been a 50% increase in the take up of [Direct Payments](#) this year, enabling more individuals to have a choice and be in control about how their care is delivered. A consultation exercise was undertaken in partnership with 'Community Voice' with individuals receiving Direct Payments, carers and other stakeholders. The feedback received led to us making a number of improvements including the promotion, communication, information and support services available to recipients of Direct Payments. One example is improving the Council's web pages, which now has much more information including case studies and videos produced with individuals receiving the service and their families.

In employment

European Social Fund money has been secured to fund a programme called **OPUS**. The programme's aim is to tackle poverty through sustainable employment, training and volunteering and lifelong learning opportunities. To be eligible for the service individuals must be aged 25 years and over and been unemployed for over 12 months and are not currently actively looking for work, in education or training.

Children and families

We are looking to use **Active Support and Progression Models** to develop the skills of disabled children and young people to reduce behaviours of concern, this is done in partnership with families and Canolfan Addysg y Bont. We have secured Integrated Care Fund monies to build on this work in 2017/18 so that the focus is on 14 year olds up to the young people transitioning to adult services. We have facilitated a range of training opportunities for Social Care providers to promote the active support and progression models within Learning Disabilities services. Promoting independence by ensuring that individuals have more choice and control over their lives.

The TRAC project which is funded by the European Social Fund is a project which has been established in North Wales and covers the 6 local authorities, the Llandrillo Menai Group, Cambria College and Careers Wales. It supports vulnerable pupils between 11-16 years of age to continue and succeed in education, training or work. To date, 156 young people have received support, 48 qualifications were achieved, 20 young people have managed to secure regular work placements. 98% of the Year 11 participants in 2016 moved on successfully to further Education. Support is provided for the family and mental wellbeing support is provided for young people whose circumstances prevent them from continuing with their Education. Specific support is targeted towards children in care and there are excellent examples of care packages which have been customized for these young people.

Our LAC educational attainment is continued to be monitored by our LAC Educational Liaison Officer, by working closely with our educational partner, schools and children and young people.

Andrea* (teenager) came into care as a result of an adoption breakdown, and was in foster placement and remained with the foster carers under 'When I am ready'. Since then, she has moved into a rented flat, living independently. During this time she has successfully continued her education and has applied for university courses next year. The Personal Adviser from the LAC team supported Andrea in achieving her goals and helping her to access the relevant services (internally within the Council and externally), in keeping with Andrea's changing needs in a fluid and flexible manner.

From April 2016, young people in Wales have had the right to stay with their foster families beyond the age of 18, this is known as the **When I am Ready** scheme. This change to the law came into force with the SSWB Act, and is the result of a joint campaign between The Fostering Network and Action for Children. We are committed to preventing social exclusion amongst care leavers and in North Wales the six local authorities have developed a When I Am Ready Policy in order to ensure that 'vulnerable' care leavers and those in education receive continued support.

What are our priorities for next year and why?

- Finalise the Anglesey Dementia Strategy with assistance and support from multi-agencies.
- To realise a Dementia Alliance, including striving towards ensuring that Beaumaris becomes the first Dementia Friendly Community.
- To facilitate further development of Community Hubs across the Island.
- Maximise the opportunities that the OPUS projects offers to assist both people and businesses.
- Work towards continued further increase in the take up of Direct Payments.
- Working in partnership, we will improve on the transitional process, via the Active Support and Progression Model.

Measuring Quality Standards 4:

Measure	2016/17 data	2015/16 data
The % of service users responding positively to the question, "Do you feel that the support you receive from Social Services helps you to do the things that are important to you?"	83.76%	N/A
Percentage of children, with a care and support plan, achieving the core subject indicator at key stage 2	46%	N/A
Percentage of children, with a care and support plan, achieving the core subject indicator at key stage 4	12.50%	N/A
The % of looked after children who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31st March	17%	17%
The number of children experiencing one or more change of school in the year to 31 March	17	12

Quality Standard 5

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

Adults

We have continued to work closely with the '**Partneriaeth Gofalwyr Gwynedd a Môn**' group to develop a **Carers Strategy** for both Gwynedd and Môn areas. The partnership has members from both Local Authorities; Betsi Cadwaladr University Health Board and Third Sector partners working with Carers. A local Anglesey Carers Group has been set up to develop a local Action Plan to ensure the implementation of the Strategy on a local level.

All staff within Adult Services are aware that they need to offer Carers an assessment when in contact with individuals and their support network. This is embedded in to their day-to-day practice. This is coming in to practice within Children's Services and training is going to start on the assessment process, with carer assessments being a part of this training. Two dedicated Carers Officers work within Adult Services who can support all Carers (young and adult carers) in their day-to-day role, and who can also provide Information, Advice and Assistance to Carers. They assess carers needs and make them aware of their rights under the new SSWB Act and give them the links to statutory and voluntary organisations i.e. Carers Outreach.

Respite continues to be provided at home, and within care settings in line with the preferred option of individual Carers. This supports them to access social opportunities as well as educational opportunities. Respite offers continuity of care, and meaningful breaks to ensure that the needs of the Carers within the care and support plan are being met, and to assist them to continue to act as a Carer. Working in partnership with local agencies and groups is also a key part of being able to deliver what has been identified in the care and support plan.



A [Carers leaflet](#) has been created jointly through the 'Partneriaeth Gofalwyr Gwynedd a Môn'. This leaflet has been designed to support people to identify themselves as Carers, and to also provide essential contact details for Carers to be able to access Information, Advice and Assistance on different topics that may affect them.

We also work in partnership with local partners such as Carers Outreach Service, Carers Trust North Wales Crossroads Care Service and Hafal that provide information as well as resources and support within the community for Carers. Activities such as the 'Dementia cafes' and there are different support groups and activities being held on a regular basis. We will continue to develop and progress with this work with partners, and ensure that all Carers are aware that they are entitled to an assessment of their needs and that the Information, Advice & Assistance around Carers continues to be developed and publicised further.

Children and families

The Welsh Government's five year strategic plan: 'Taking Wales Forward', sets out clear aims for giving every child in Wales the best possible start in life, and for supporting families to create stable, nurturing environments in which children can thrive. **The Families First programme** is one of a number of plans and programmes which, together, help to deliver the Welsh Government's strategic priorities. Families First has a key role in providing support to families when they need it the most to help build communities which are confident and more resilient, it's designed to improve outcomes for children, young people and families. Placing an emphasis on early intervention, prevention, and providing support for whole families, rather than individuals. **"Early intervention is about taking action as soon as possible to tackle problems for children and families before they become more difficult to reverse"** (Early Intervention Foundation)

Early intervention is not just about focussing on early years support for children and families but about helping to prevent young people and families with children of all ages from developing problems which are difficult to overcome. By equipping families with the skills and support they need at as early a stage as possible, we are far more likely to prevent them from running into difficulties at a later stage, and more likely to help families develop intergenerational cycles of positive parenting, relationships and behaviour. By building on the strengths of parents we can help them create supportive and enriching environments for their children to give them every chance of reaching their potential and engaging in similarly positive behaviours with their own children. The Families First programme is part of a continuum of support that includes a broad range of needs. The support provided spans a wide range of needs, from early intervention support through to intensive, multi-agency interventions but should stop short of supporting families in crisis, who require statutory or specialist services.

Team Around the Family (TAF) (established in 2012 through the Families First Programme) continues to provide comprehensive early intervention to Children and Young People aged 0-25, their guardians/parents, other family members to identify their problems early, in the hope that we successfully improve on their situation/lives for the better by working together in preventing problems from developing into something more serious. We have supported over 987 families to date. TAF have recently transitioned over to Children's Services and are now part of the Information, Advice and Assistance hub: Teulu Môn. TAF continue to work closely with various agencies for the purpose of enhancing and improving on promoting the ethos of the early intervention service through multi agency working. The inspection report of Children's Services stated that there were significant evidence of proactive work from TAF with children and families that supported their independence and improved wellbeing.

'Lewis' was a young person with severe health needs. His mum was struggling to cope with meeting Lewis's needs after a bereavement and as a result Lewis was not able to make the best of his education or his leisure time. Maggie was reluctant to accept help from statutory social services. A social worker was able to advice Maggie about the TAF services and she and Lewis requested an assessment. The TAF worker made considerable effort to engage individual family members and to explore with each of them what they wanted to achieve from TAF involvement. She worked with them at a pace they set to address a range of issues including: support to claim appropriate benefits; advocacy support with the local health board; support for Lewis to independently attend appointments; liaison with school to address difficulties; and liaison with adult social services for transition services. As a result of these interventions the family were able to manage their finances more efficiently. His mum had received bereavement counselling and was generally coping better. With support Lewis was regularly attending school, health appointments and was able to access leisure activities that had previously been unavailable. This family had clearly been empowered and Lewis was evidently striving toward greater resilience and independence.

Parenting Programmes continue to support families that are open to Children's Services to prevent escalation of need and to provide evidence and assessment of parenting skills. Parents learn new skills and techniques by following a 12 week programme (this covers the whole parenting expectation e.g. relationships, understanding child development, preparing children for school readiness). Based on evidence and research the Incredible Years Programme model a bespoke programme has been developed specifically for working with Fathers, helping to build their confidence and understanding their role as a Father. We are currently running two Incredible Years groups on the island with the aim of having two more and continuing as a rolling programme. In the future, we will be developing further programmes for Parenting Teenagers, Parenting Children who Offend and Parenting Children who are at risk or have been sexually exploited through the work of the Resilient Families Team.

A project has been jointly commissioned between Bangor University and Children's Services to pilot and monitor the parenting programme with foster carers, the findings of this will help produce a document about children's behavioural issues in a foster care environment and identifying how to resolve these issues.

Gwynedd and Môn Integrated Family Support Service (IFSS) provides a highly skilled, multi-disciplinary team to intervene with families who present a high level of need and risk due to parental/carer substance misuse, in order to reduce the level of risk and ensure positive outcomes for the most vulnerable children. This is achieved through a sustained and system-wide focus on delivering quality services based on robust evidence of effectiveness and best practice. The team consists of three Social workers, a School nurse, a mental health nurse and a worker who previously worked in the substance misuse service.

The service aims to create sustained change within families that means that children can remain at home if it's safe for them to do so. During the last 12 months the service has worked with families who have been able to show sustained changes in their lives which have kept the children safe. There are also families who have been unable to change their behaviours and an alternative plan has been made for the children. Our goal was to work with 35 families during the year and during 2016/17 we reached that goal and worked with 35 families despite the service being down one worker for three quarters of the year. 19 families have been referred from Anglesey and 16 from Gwynedd, 67 children were present within those families.

Case study: At the time of referral the family of a mother and new born child was an open case to Social Services. The mother had a 20year heroin addiction. She has been able to abstain from heroin for the past 8 months. The court stated that such was the improvement in the family's situation they would be satisfied for the baby to remain in the care of the mother under a supervision order.

Quote from a service user: "I have been really happy with the level of support provided to me by the IFSS worker. She has supported me in making changes so that I can have my daughter back in my care. We need more workers like this"

Following changes in Childcare regulations we asked families of disabled children that were receiving support at the time what kind of support they would like in the future. This led to **Bryn Hwfa support services** being registered to provide day services for children under 8 years old. Following discussions with the Out of Hours service based in Ysbyty Gwynedd it was identified that there were no facilities on the island to support young people in crisis i.e. nowhere to go following police interview at 2am in the morning until appropriate support and services were available. Bryn Hwfa has been identified as a resource to use outside of working hours to provide temporary place of safety.

For **Looked After Children**; we do all that we can to minimise the number of changes, number of placements they experience and we strive to maintain stable placements (including foster care placements) for all children and young people. This isn't possible in a few cases for example when a child returns to the family or is adopted. A Placement Stability Protocol has been developed to ensure

that additional support needs are identified early to avoid placement breakdown. When a placement breakdown happens a Disruption Meeting is held to look at any lessons we can learn from this and ensure good future practice in the placement of children. We have been chosen to take part in a National pilot project about Recruitment and Retention of Foster Carers and have developed an action plan to take forward in 2017/18.

What are our priorities for next year and why?

- Assist in the implementation of the Anglesey Carers Group Action Plan to implement the local Carers Strategy.
- Co-production to modernise our Services for those with Learning Disabilities.
- Contribute to the Families First Programme to help improve outcomes for children and their families.
- Prioritise the service and support offered to our Looked After Children.
- Participate in the National project 'Recruitment & Retention of Foster Carers', and actively implement the Action Plan over the next year.

Measuring Quality Standards 5:

Measure	2016/17 data	2015/16 data
The % of looked after children on 31 March who have had three or more placements during the year	5%	9%
The % of adults carers who responded positively to the question "Overall, how satisfied or dissatisfied are you with the support you and the person you care for have received from Social Services in the last 12 months?"	93.10%	N/A
The % of adults carers who were assessed or reassessed during the year, who were subsequently provided with a service	99.00%	96.30%
The % of adult carers who were offered an assessment or review of their needs in their own right	96.70%	95.30%
The % of adult carers who responded positively to the question "In the last 6 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support provided to the person you care for?"	95.80%	N/A

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

Adults

Hafan Cefni extra care scheme is currently being built and due to be completed in Summer 2018. There will be 63 apartments for eligible adults over 60 years old. 15 apartments will be specifically designed and adapted for older people with memory loss or living with dementia. This will be the second extra care housing scheme on the island with Penucheldre scheme in Holyhead. We will be beginning the planned decommissioning process for Plas Penlan residential care home in Llangefni in preparation for the opening of Hafan Cefni in the town.



We are adapting **Garreglwyd residential care home** in Holyhead and remodelling the care in partnership with the Health Board to develop a home that can accommodate up to 28 individuals with complex Dementia needs. This proposed model of care will provide a much needed service and enable individuals to remain on the island close to friends and families and will be the first of its kind in Wales, (subject to Care Social Services Inspectorate Wales's agreement). Plas Crigyll is a specialist Dementia care home which we will continue to develop over the coming years, staff from Garreglwyd have gained work experience with Plas Crigyll staff in readiness for the new model of care in Garreglwyd.

During 2017-18 we will be working with the Council's Housing department to develop a new accommodation based service in Llangefni. The new facility will provide 3 self-contained, modern and fully adapted living units where people with learning disabilities can be assessed and supported to develop independent living skills. The focus of the provision will be 'enablement' and the provision of the support will be through the 'active support' model. Assistive technology will be utilised and individuals will be supported to engage in community based activities. The resource could support people with a range of needs including 'step-down' from residential care or support people currently in the family home to develop the necessary skills to move on to independent living. The support provided will be targeted and flexible in order to meet individual needs.

The Supporting People Programme Grant provides the Council with an additional income of £2.6m annually to commission housing related support provides to a raft of vulnerable individuals to maintain their tenancies/households and or live independently within the homes and communities of their choice for as long as possible. The intention of the programme is to apply a 'doing with' rather than 'doing for' ethos.

Closer working arrangements and alignment has been achieved across the Tackling Poverty Agenda which has seen referrals made by Supporting People Providers to Môn Communities First programme. This has resulted in vulnerable individuals gaining access to education, employment and training.

In response to “Where, in your opinion, would you be today, if it wasn't for this support?” individuals receiving the service answered:

“In a much worse position, and possibly very depressed due to my mental illness. But they have kept a close eye on me and given me all the support they possibly can.”

“I would be in the same dramatic situation as I fled from with no-where to turn to with my daughter, the staff at this refuge have been the best that they can.”

“I would probably have lost my home and be in debt”.

Housing related services were commissioned to meet the needs of 776 people per week on the island during 2016/17. This enabled and empowered them to obtain the necessary skills and support to live independently, to maintain their tenancies and prevent people from being unnecessarily admitted to hospital, care homes and prisons.

We remain committed as an Authority to providing a range of **Housing Options** and support across the Island. People are living longer as a norm, and as a result we are anticipating an increase of approximately 70% in the number of people over 85 living on the Island over the next ten years. This will impact upon the types of homes that are required particularly as we plan future accommodation and support for older people aged 50 years and over, who have a long term health condition. Older people themselves and the services which support them for example care and health workers and the third sector are recognised as finding the right solutions to changing needs.

We have supported individuals to participate as active citizens economically and socially by the promotion of **Benefit maximisations and social opportunities**. Individuals are identified through a network of Social Workers, carers, medical professionals, neighbours, members of the public and relatives. We've supported people to access **financial advice and help with benefits** and grants through the Council's (dedicated) Welfare Rights Unit based in the JE O'Toole Centre in Holyhead. They deal with benefits maximisation (across the board) help with applications, appeals and tribunals for benefit refusals as well as help with grants and financial problems. Individuals can go to the centre and or there is a visiting service across Anglesey for those who are unable to travel. We support the Citizens Advice Ynys Môn service who deal with Benefits and appeals – but whose main speciality is 'debt management' and negotiating with creditors on behalf of individuals.

There are specialised staff in Housing and Social Services who have access to the **Department of Work and Pensions (DWP)** Client Information System and are able to check and advise individuals on their entitlements and make referrals to the DWPs Visiting Officer Service for Benefit applications, checks and appointee visits. These are mainly for residents within residential care and their spouses (at home). Due to the volume of benefits-related referrals (particularly with drastic changes in the benefits system) the vast majority of benefits applications are referred straight to the Welfare Rights Unit or Citizens Advice Ynys Môn for resolution. We have dedicated Officers that are distributors for the Foodbank service run by The Elim Church (Holyhead) and Communities First (Holyhead & Llangefni).

We are working with **Housing's Rehousing/Homeless service**, empty homes project, independent (and adapted) living projects around the Island for individuals with disabilities in the community who historically have faced additional challenges in being placed in the community. Another example is the Council facilitated the arrival and housing of a number of Syrian Refugees in the Menai Bridge area.

A panel is held every fortnight with representatives from the Housing Options team and Occupational Therapists team. The purpose of the panel is to assess suitability of individuals and “band” in accordance with the Housing Policy, this means that we take account of individuals' needs and allocate within available adapted housing stock.

Adaptations services make a significant contribution in improving individuals' independence and promoting safety around the home. They also support carers in their caring role. The range of

adaptations include non-complex adaptations such as support rails, banisters to more complex adaptations such as bathroom modifications, external access work, stair lifts etc.

Children and families

Children’s Services works with the Housing Department to ensure that young people leaving care have suitable accommodation and are provided with a grant to help them to buy furniture etc. for their new home. Support is also provided around maintaining tenancy and developing their independent living skills. We support many individuals with a learning disability to live independently in the community in shared supported living settings across the island.

We have 43 children/young people in out of county placements (as at 31/03.17), which represent 43% of our LAC. Wherever possible we try and keep looked after children on the island but in some cases specialist provision is required and can only be met outside Anglesey. We have reviewed the profile of Looked After Children to identify children where work is required to ‘step down’ arrangements. A number of Internal Review Panel takes place monthly, with the aim of reducing the numbers who are placed out of county and to ensure care and support plans promote our Looked After Children’s wellbeing outcomes. The process for agreeing placements will be reviewed to ensure that costs are taken into consideration, though the needs of children and young people will continue to be a priority. The option of re-opening a residential setting in Holyhead was reviewed, and a decision taken that this is not a feasible option.

What are our priorities for next year and why?

- Continue with the Hafan Cefni Exta Care development in Llangefni (completion date summer 2018)
- Remodel the care at Garreglwyd Residential Home to support individuals with complex Dementia needs.
- Continue to review and evaluate our out of County placements for our Looked After Children.
- Working with our Housing Department colleagues to ensure that our young people leaving care have the best possible accommodation, and that it is suitable furnished.

Measuring Quality Standards 6:

Measure	2016/17 data	2015/16 data
"During your assessment, re-assessment or review, were you able to discuss your problems in the language of your choice?"	95.64%	N/A
% of adult clients who speak Welsh first language that were offered a service through the medium of Welsh	97.50%	97.24%
% of adult clients requesting a service in Welsh that go on to receive their service through the medium of Welsh	93.57%	90.38%

The % of clients that stated they live in a home (own home/care home/supported accommodation, etc.) that best supports their well-being	89.12%	N/A
The percentage of all care leavers during previous year (2015-16 for 2016-17) who are in education, training or employment at 12 months after leaving care	67%	N/A
The percentage of all care leavers during previous year + 1 (2014-15 for 2016-17) who are in education, training or employment at 24 months after leaving care	50%	N/A
The percentage of care leavers who have experienced homelessness during the year, to include all 16-24 year old relevant young people	31%	N/A

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Our Workforce and How We Support their Professional Roles

We acknowledge that our staff are our greatest asset, and we believe in supporting them through offering strong continued professional development opportunities, training and career development.

Whilst we continue to manage the challenge of recruiting and retention of staff within our Children's Services, as a result of the inspection on the service we have embarked on an ambitious Service remodel, which will result in an improved fit for purpose structure, which will allow us to fully meet the needs of the business within the new Children & Family Service area. We consulted staff on a new structure during February and March 2017. We have now begun the appointment process, with one Service Manager post filled and the second recently advertised. We have also begun the process of filling the eight Practice Leader posts internally, and will be advertising externally to fill the rest of the posts in June 2017. We do not underestimate the challenge that this brings - having a high staff turnover and reliance on temporary and agency staff historically, however we do offer a competitive pay package, and along with the revised structure based on delivering better support to the front line, we are confident that we can successfully remodel the Service over the next twelve months.

A Staff Survey was conducted at the end of 2016. Key messages have been shared with staff at Staff Conference, and through the Service's Staff Bulletin in April 2017.

A new Workforce Strategy is being developed, with support from Human Resources, and the content has been discussed with staff. This will be a practical and achievable document that will focus on key areas where we need to improve. The Strategy will be completed by the end of May 2017. We have during the year continued to develop our staff, in line with our Workforce strategy. The Unit has continued to support both Adults' & Children's Services to ensure the workforce retains the level of required recommended qualifications and development for their roles, whilst also promoting and integrating the ethos of the SSWB Act within our training programmes. A revised Children & Families Services Workforce Strategy has been developed in order to focus our efforts, and measure our successes moving forward.

Over the past twelve months, we have successfully trained over 200 staff members with regard to the SSWB Act, including Introduction and General Functions, Assessing and Meeting the Needs, Looked After and Accommodated Children and Safeguarding. Additionally, managers and Senior Practitioners have attended workshops on 'Changing Cultures' and 'Managing Performance' in line with the requirements of the SSWB Act. We have also supported unqualified practitioners that carry out assessments to undertake the 'Social Service Practitioner Award' in line with the requirement set out in regulation 3 of the assessment requirements within the SSWB Act. Furthermore, we have continued to support newly qualified practitioners through their first three years in practice in line with Care Council Wales requirements, which will again be a priority for the next 12 months. A comprehensive training programme has been put in place for May and June which focuses on areas that the inspection highlighted for improvement, including Supervision, the IFSS model of working, Collaborative Communication, Risk Model, Thresholds and Decision Making and Motivational Interviewing. The impact of the training on practice will be reviewed.

Four newly-qualified Social Workers have been recruited and will join us over the summer; we now have an open recruitment for experienced Social Workers. This will enable us to reduce the number of agency Social Workers on a managed basis during 2017. We have analysed the work of the Support Workers, and are in the process of moving most of them to the new Resilient Families Team, with a small number transferring to the Placement team to supervise Contact between Looked After Children and their families.

Over the past twelve months we have completed the restructure of the Business Support Team, resulting in the reorganisation of our Administrative teams into one central unit, offering support to both Children's and Adults Services. This has allowed for us to provide progression opportunities for our staff as well as providing a responsive support service to all our teams. Building on this improvement, we are planning to review our contracts and commissioning team, under the leadership of the recent appointment of the new Business Support and Strategic Transformation Manager, over the next year.

The aim here will be to further improve our procurement and contract monitoring management and support.

The next twelve months will see our efforts concentrate on transforming our front line services in both our Adults and Children's Services. The newly formed Teulu Môn, will be embedded as part of the remodelling of our Children's Service, whilst the Adults Services Single Point of Access service, will be transformed to meet the needs of the SSWB Act and service delivery requirements. Moving forward in response to the inspection of Children's Services, we will strengthen our Safeguarding and Quality Assurance Unit.

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Our Financial Resources and How We Plan For the Future

Financial planning remains a serious challenge for the Council under the continued and prolonged financial pressures, the Council's funding from the Welsh Government has fallen from £101m in 2013/14 to £92.7m in 2017/18. In order to achieve a balanced budget the Council has implemented over £16m of budget cuts over the same period, bringing the net budget for 2017/18 down from £129.3m in 2013/14 to £126.1m (this is after allowing for pay awards, inflation and other price increases).

Collectively as a department the year end position showed an overspend of £505k for 2016/17. Service pressures in Children's Services have been acknowledged and £600k of additional funds were identified to support the service for 2016/17. Similarly fee pressures and legislative changes have been supported with £625k additional funds identified for Adults Services for 2016/17. Both Services acknowledge the current austerity and continue to transform services and manage demand, contributing £478k of savings in 2016/17, similar plans are in place for 2017/18.

However, 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 predicts that there may be a requirement to make up to £8m of additional cuts over the next 3 years from 2018/19 to 2020/21.

The table below outlines the financial accounts of our Social Services 2016/17

Final Accounts – Social Services

	Budget	Actual	Variance
CHILDRENS SERVICES	7,536,100	8,556,096	1,019,996
ADULT SERVICES			
OLDER PEOPLE	6,624,250	6,623,267	-983
PHYSICAL DISABILITIES	1,425,770	1,623,320	197,550
LEARNING DISABILITIES	5,095,240	5,524,868	429,628
MENTAL HEALTH	1,770,300	1,841,746	71,446
SUPPORT SERVICES	742,920	647,910	-95,010
PROVIDER UNIT	7,037,740	5,928,107	-1,109,633
(MON CARE/ OTHER SERVICES)			
OTHER SERVICES	64,830	56,294	-8,536
TOTAL	30,297,150	30,801,608	504,458

Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

Political governance within the Council has been strong over the past three to four years. Specific changes were made to the constitution, such as the introduction of a five year term for the Leader of the Council, which has enabled political stability. Building on these foundations we have now created a structure which allows for effective political governance. The evidence from the last two years demonstrates a functioning and effective decision making process, with appropriate mechanisms for assurance.

This has allowed for clear and consistent support for Adults and Children's Services and measured scrutiny of progress.

The **Executive** is the key decision making body and consists of the Leader and 6 Portfolio Holders, which take responsibility for portfolios. The membership of the Executive has been stable since its appointment, and its growing effectiveness is evidenced in social services via achievements such as –

- *Older Adults Social Care Programme (Higher Level Accommodation Project)* – work has started on building Extra Care Housing in Llangefni – called Hafan Cefni. An evaluation of sites has been undertaken in the southern part of the Island. The Older People's Strategy has been adopted with community hubs an integral part of the new provision.
- *Smarter Working Programme* – The programme has been achieved within financial and time constraints. IT Developments introduced which enable staff to work more flexibly. Staff from satellite offices such as Parc Mount and the Rovacabins have relocated to the headquarters, assets have been sold and Contact Môn was opened in September 2016.

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 for us to build on. Both Children 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 are in place via the North Wales Social Care and Wellbeing Improvement Collaborative (NWSWIC) 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 IDB meets bi-monthly with key strategic officers present from Social Services, BCUHB and the 3rd sector. 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.

As previously highlighted, we are working closely with the 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.

The new Well-being of Future Generations Act (Wales) 2015 has established Public Services Boards (PSB) for each local authority area to make sure that public bodies work together to create a better future for the people of Wales. For Gwynedd and Môn, both Boards have decided to work together, and it is a partnership which includes the main public sector organisations in the region. The Gwynedd and Môn Public Services Board has divided the whole area into 14 smaller areas (six areas for Anglesey). Research has been carried out on behalf of the Board on each of the areas to learn and understand more about their well-being. A number of public drop-in sessions were held and there was an on-line questionnaire so that residents could have their say about their communities. The aim of the research

and the drop-in sessions was to enable the Board to draw up an assessment that will in the long run lead to a plan which would focus on improving the well-being of Gwynedd and Môn. The draft assessment for Anglesey is currently out for consultation and in 2017/2018 the PSB will be producing a Well-being Plan which outlines the objectives of the PSB in order to improve the well-being of residents and communities on Anglesey.

In addition, we have continued to develop close consultation and partnership working with the **Third Sector** through the Voluntary Sector Liaison Committee which meets on a quarterly basis. We continue to invest in a range of third sector providers and undertake regular reviews in order to confirm that these services are still delivering against expected performance and are in line with our evolving commissioning and service intentions for the near future. We have also developed a local compact and associated 'codes of practice' on finance and volunteering which were endorsed by the Council during 2016/17. Further work will be undertaken during 2017/18 to disseminate the terms of the compact and codes of practice so that all services are compliant.

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.

Scrutiny Committees

During 2016/17 we commissioned an external review of our scrutiny arrangements in order to make recommendations for consideration by our new Council. The review highlights the need for a new vision for scrutiny to be adopted and greater focus is given on how the scrutiny function can add value to the governance of the Council with greater emphasis on forward work planning and prioritisation. The Council is also preparing for the establishment of 3 standing panels of scrutiny which will focus on:

1. Improvements in Education Standards
2. Financial scrutiny
3. The Scrutiny of Children's Social Care (Children's Panel)

The new Children's Panel is being established in order to ensure that our Elected Members play a key role in holding us to account and certifying that we deliver the improvements set out in our service improvement plan. We will work together to ensure that our members have sufficient knowledge, information and expertise in order to help support us to make the necessary changes and developments, as part of the overall Corporate commitment to improvement.

Regulators demonstrate Anglesey's willingness to achieve

Over recent years the Council has succeeded in managing and evaluating itself regularly and as a result regulators' opinion has been positive in terms of willingness to achieve.

In their annual compliance certificate (November 2016) the Wales Audit Office states:

"I am of the opinion that the Council has fulfilled its duties under section 15 (6) to (9) of the measure and that it has acted in accordance with the Welsh Government's guidelines sufficiently to fulfil its duties"

Also, the Care and Social Services Inspectorate Wales noted, in their recent report (Children's Services Inspection Report – March 2017) that the Children's Service has been working in a s period of significant change in light of the new SSWB Act and that:

“senior managers accept the inspection’s findings and have committed themselves to achieving the necessary improvements”.

In this context, the Council is fully aware of the need to respond constructively to the recommendations of CSSIW and has drafted a comprehensive work-plan.

Citizen Engagement

The political leadership of the Council has demonstrated over the years accessibility and commitment to securing the views of citizens by undertaking drop-in sessions for citizens to pass comment and opinion on matters related to the budget / corporate plan / and modernisation strategies.

Examples are numerous regarding how public opinion and comments have impacted on policy and decision making within the Council for example budget planning for 16/17 & 17/18, school Modernisation decisions, waste management collection. Citizens occasionally are also invited to play a part in the decision making process via groups and officer led workshops. This is acknowledged as an area which perhaps should be developed further over the forthcoming term of Council to ensure we progress the inclusive nature of our work where a variety of different views are taken into account and enacted upon.

Regulators have reported that the work of the Council succinctly and clearly reflect the priorities of the citizens and partners. This drive to clearly reflect the view and priorities of the citizens will continue over the forthcoming months with a corporate engagement and consultation plan to be realised taking into account the views of staff, partners and citizens.

To aide the drafting of the new corporate plan for the new Council. Under the new well-being legislation the importance of including people in decisions and Council work is highlighted, this will be reflected in the plan with particular responsibilities being identified by citizens for citizens. It is envisaged that this new plan will be adopted by the new Council in the autumn of 2017.

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