

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Corporate Scrutiny Report
Date:	23 rd April 2018
Subject:	CIW (previously CSSIW) Performance Review (Letter dated June 2017)
Purpose of Report:	To update members of the Corporate Scrutiny Committee, (following the briefing to the committee on the 2 nd October 2017) of the progress against the Action Plan in response to the Care & Social Services Inspectorate Wales (CSSIW) Annual Performance review Letter.
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr Llinos Medi Huws Cllr Peter Rogers
Head of Service:	Alwyn Rhys Jones, Head of Adults' Services Fon Roberts, Head of Children's Services
Report Author: Tel: Email:	Dr Caroline Turner, Statutory Director of Social Services, Assistant Chief Executive Emma J Edwards, Deputy Business Manager 01248 751887 emmaedwards@ynysmon.gov.uk
Local Members:	

1 - Recommendation/s

It is recommended that the members of the Corporate Scrutiny Panel:

- 1) Are informed that Care and Social Services Inspectorate Wales (CSSIW) changed their name to Care Inspectorate Wales (CIW) on the 15th January 2018.
- 2) Consider and approve the updated Action Plan (April 2018) in response to the CSSIW Annual Performance Review Letter, the initial Action Plan was shared with members in October 2017. Please see Appendix 2 for a copy of the Action Plan for consideration. (Appendix 3 has a copy of the CSSIW 2017 Yearly Letter, for ease of reference).
- 3) Are informed that CIW informed IOACC in writing on the 23rd February 2018 confirming that following an evaluation, they would not be supplying an annual letter in 2018. A copy of the letter is attached for your information.

2 – Connection to Corporate Plan / Other Corporate Priorities

Members of the Scrutiny Committee requested that they were able to review an updated Action Plan in March 2018 (Rescheduled for April 2018). As a result, Social Services are sharing with members a progress report against the actions, which outlines progress or completion against the majority of tasks.

It is hoped that the update with further reassure members that the Director, Heads of Service and other Senior Managers are working tirelessly in order to make improvements and changes as outlined by CIW (previously CSSIW).

3 – Guiding Principles for Scrutiny

The following set of guiding principles will assist Members to scrutinise this subject matter:

3.1 The customer/citizen [looking at plans and proposals from the point of view of local people]

Our inspectors CSSIW, have produced the letters as a summary of their feedback on their Social services inspection, engagement and performance activity over the past 12 months. The updated Action Plan seeks to give reassurance to the customers and citizens of Anglesey that we are managing and addressing all issues and concerns as outlined by our Inspectors.

3.2 Value [looking at whether plans and proposals are economic, efficient & effective. Also, looking at the wider requirements of community benefits]

The Action Plan is part of a wider work plan that is linked to our Children's Services Improvement Plan, therefore it is aimed to give reassurance that issues are being addressed in a timely and efficient manner.

3.3 Risk [Look at plans & proposals from the point of view of resilience and service transformation. It is about the transition from a traditional service to a transformed one, and about the robustness of the transformed service once it is in place]

We are monitoring our improvement journey alongside our inspectors CSSIW in order to ensure we continue to progress our processes, management and outputs. The updated plan in response to our yearly letter is aimed to reassure both CSSIW and members that we are continuing to manage our improvement journey closely.

3.4 Focus on the system (including organisational development) [Ensuring that the Council & its partners have the systems in place to ensure that they can implement transformation smoothly, efficiently and without having a negative effect on service delivery]

3.5 Focus on performance and quality [Scrutiny undertaking a performance monitoring or quality assurance role, on an exception basis]

3.6 Focus on Wellbeing [Looking at plans and proposals from the perspective of the Wellbeing of Future Generations requirements]

4 - Key scrutiny Questions

1. Are you reassured that work is being progressed and completed, in a timely manner?
2. Are there any key risks with meeting requirements – how are these being addressed by the Service?
3. Is the detail in the action plan sufficiently robust and deliverable -are there any particular resource implications ?
4. Are there any other improvement areas that need addressing?

5 – Background /Context

Care and Social Services Inspectorate Wales (CSSIW) changed their name to Care Inspectorate Wales (CIW) on the 15th January 2018.

Following the publication of the Annual letter by CSSIW, Social Services responded with an Action Plan, shared with members of the Corporate Scrutiny Committee by the Director and Officials from CSSIW in October 2017. It was agreed that an updated plan would be shared with members of the Corporate Scrutiny Committee within 6 months in order to review progress.

CIW informed us in writing on the 23rd February 2018 confirming that following an evaluation, they would not be supplying an annual letter in 2018. A copy of the letter is attached for your information.

6 – Equality Impact Assessment

N/A

7 – Financial Implications

N/A

8 – Appendices:

1. Annual Letter Update from Care Inspectorate Wales (CIW) (Feb 2018)



letter - CIW Annual
Letter update feb 201

2. Updated Action Plan April 2018 based on the CSSIW Performance Review Letter.



CSSIW Improvement
Priority Plan - based c

3. Copy of the CSSIW 2017 Performance Review Letter, for aid of reference.



CSSIW Performance
Review letter for the l:

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

Should you need any further information, please contact Emma Edwards,
emmaedwards@ynysmon.gov.uk, 01248 751887.

Dyddiad / Date 23/02/18:

Dear Colleague

Re CARE INSPECTORATE WALES ANNUAL LETTER

This has been a year of significant change for Care Inspectorate Wales. Throughout our restructuring process we have been consulting with our staff and key partners about our priorities and work programme.

Last year we moved away from producing a detailed performance evaluation report and instead wrote to you in June summarising our analysis of the local authority's performance during 2016/17 and setting out our forward work programme. We sought feedback on this revised approach and received mixed responses. This, coupled with the issues arising from the revised suite of performance indicators, has led us to decide not to write an annual performance letter this year.

We will arrange to discuss our future approach to inspection and performance review with you and other key partners over the coming months to inform our forward work programme.

I would like to thank you and your officers for engaging with Care Inspectorate Wales managers throughout the year and as you will be aware we have arranged to meet with you for a Performance Review discussion in the coming weeks.

Yours sincerely



Vicky Poole
Head of Local Authority Inspection

Arolygiaeth Gofal Cymru (AGC)
Swyddfa Cyffordd Llandudno
Swyddfeydd Llywodraeth
Sarn Mynach
Cyffordd Llandudno
Conwy
LL31 9RZ
www.arolygiaethgofal.cymru

☎ 0300 790 0126
☎ 0872 437 7301
✉ civ.llandudnojunction@gov.wales

Care Inspectorate Wales (CIW)
Llandudno Junction Office
Government Offices
Sarn Mynach
Llandudno Junction
Conwy
LL31 9RZ
www.careinspectorate.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Action Plan 2017-18, based on CSSIW Performance Review Letter IOACC (June 2017)

Review March/April 2018 (Fon Roberts & Alwyn Rhys Jones)

	Service	Improvement Priorities Identified	Lead Officer	Outcome / Task / Mitigation	Time scale	Evidence	Reporting /QA Process
1	Adults	2017-18 CSSIW themes for Inspection, engagement & performance: “Support provided for people with mental health needs with a focus on Community Mental Health Teams”	ARJ – BW	Inform Service Managers and Team Leaders to expect Review during year.	Spring/ Summer 2018 (CSSIW timetable)	National Desk-top data collection completed for CSSIW. Full report expected in Spring/Summer 2018	Once CSSIW Report received (Spring/Summer 2018) a full response will be prepared accordingly.
2	Adults	SPOA Team – Team Review/ Restructure identified (additional S/W requirement tbc)	ARJ - IR	Review and evaluation of Service requirements of the SPOA & brokerage team to be carried out, and appropriate recommendations to be implemented during mid 2018/19 (revised from Jan 2018).	Trialling new structure March- June 2018. Revised structure mid 2018.	Due to staffing problems – currently trialling a new model – this includes having a Social Worker and Occupational Therapist as part of the service for 3 months (March-June). Action Plan will need to be addressed, consultation with staff to be carried out, implementation of new structure to be in place by (revised date) mid 2018.	Adult Services Senior Management Team
3	Adults	Transformation Agenda to be monitored	ARJ – EW ST	Business as Usual - Continue with the current plans as managed by the programme leads and programme managers.	BAU – each project has separate timescale, monitored by transformation	Transformation Board Minutes and agenda, Project Plans etc.	Adult Services Programme Delivery Groups

					delivery groups.		
4	Adults	Develop Residential Services to support people who have dementia and complex needs (with BCUHB). <i>CSSIW has advised caution to this approach</i>	ARJ – IR	Revised model of care agreed for Garreglwyd, in partnership with BCUHB. Work underway and being managed by service Programme Manager.	Garreglwyd has re-opened and residents numbers are increasing (ICF funding)	Registration of Garreglwyd completed, , and admission of new residents has commenced, in partnership with BCUHB.	Older Adults Programme Delivery Group
5	Adults	Recommissioning Domiciliary care services on a patch basis (with BCUHB). <i>CSSIW has advised caution against this approach</i>	ARJ – IR	Currently tendering for a revised area/patch based Domiciliary Care Service, via Sell for Wales.	Delay in Contract Award in October 2017 due to technical scoring difficulties. Re-tender by approximate April 2018	Transitional Manager has started in post,18 months basis, in order to support and monitor the work, once the Contract is awarded. Revised tender currently active. Revised bid due beginning April with a view of contract in place by June 2018.	Older Adults Programme Delivery Group
6	Adults	DoLS- need to improve performance linked to the previous national thematic reviews and recommendations. CSSIW will review progress in 2017-18.	ARJ – AH/OD	Business as Usual: Service has addressed the need to improve the management of its DoLS assessments, and will be monitoring progress.	BAU – however increased capacity agreed by executive committee to increase no of DoLS assessments	Lead DoLS Officer identified, and additional staff member appointed to manage requests, and to promote training and knowledge. Total of 7 staff trained and competent in carrying out DoLS assessments. Currently recruiting 2 new posts to support this work.	Adult Services Senior Management Team

					completed in 2018/19.		
7	Adults	Insufficient progress in modernising services for adults with Learning Disabilities. CSSIW will review progress in 2017-18.	ARJ – BW (ST)	LA to work with and engage with social enterprises to move this agenda forward, including: Co-produce Supporting Living Model, Framework agreement for Day Services, Outsourcing Internal Provider Services.	Framework Completed by March 2018	Out to tender for Framework in October 2018, for external day services. Co-produce Supporting Living Model work underway, with a view of completion within 12 months (in house provider – on target)). Outsourcing Internal Provider Services – further review completed, and currently planning to remain in-house using a co-production methodology. Working with specialist support to remodel and restructure the external supported living service. Currently reviewing the in-house Day services with a view of modernising and ensuring their sustainability for the future.	Younger Adults Programme Delivery Group
8	Adults	Advocacy has been identified as an area for development by Adult Services	ARJ -	We have joint procured advocacy services with Gwynedd County Council for all eligible clients. This will allow us to become compliant	Contract award date approx. October 2017. Contract start date 1 st April 2018.	Tender completed, and contract start date 1st April 2018.	Adult Services Senior management Team.

				with the needs of the SSWB Act.			
9	Children	2017-18 CSSIW themes for Inspection, engagement & performance: “Placement Decisions for Children looked after”	FR –	The Service is already prioritising this work: Working to ensure that our decisions are robust, based on clear assessment of need based on a care and support plan which outlines the intervention for families. 3.1 in Service Improvement Plan	Ongoing Work by Service CSSIW have confirmed they will be returning in Late 2018.	Improvements and monitoring of progress as point 3.1 of Service Improvement Plan	Children’s services Improvement Board
10	Children	Implementation of Improvement Plan (monitored by CSSIW as well as internal Scrutiny process). Re-inspection expected by CSSIW (confirmed for late 2018).	FR	Children’s Services are prioritising action against its Improvement Plan, including regular review and progress monitoring.	Ongoing CSSIW returning in late 2018.	Children Services Improvement Board continue to meet monthly and review and scrutinise progress against the Plan.	Children’s services Improvement Board
11	Children	Staffing – to ensure that the Service have an adequate amount of Welsh Speaking Staff, in line with the Welsh Governments ‘Mwy Na Geiriau’	FR	With the aim of recruiting the best possible candidates, Welsh language training and development may need to be considered for non-Welsh Speakers, in order to comply with the requirement. Welsh Speaking staff will be	1 st October-15 th January An additional 8 staff members commenced, 5 of which are fluent Welsh speakers.	Linked to Improvement Plan Action 1.1 & 1.2 Staff Language skills monitored. Various training and development programmes available to support staff language skills.	Children’s Services Management Team

				continued to be reviewed.			
12	Children	Carers – waiting list for the established young carers service,	FR-MJ	The Service to influence the Young Carers Service, in order to reduce the waiting time for services.	BAU – but regularly reviewed by Service Manager Melanie Jones.	<p>Currently working with Action For Children.</p> <p>The situation regarding the waiting list for the project has reduced and for Q3 was down to 3 families. 10 assessments were undertaken during this period.</p> <p>The aim of the service is not to have a waiting list and as a way of managing new referrals a Traffic light system has been developed to review and monitor cases that identifies the most vulnerable families i.e. where there is – serious/terminal illness, high levels of caring responsibility that have a negative impact on the Young Carer, Child protection</p> <p>Once a referral has been screened Action For Children now offer Skype as a way of communicating with young people. This development is proving a popular medium for the young people. The service continues to offer individual sessions, drop in sessions at all the secondary</p>	

						schools on Ynys Mon, and regular group activities.	
13	Children	LA is developing preventative services that promote independence and community resources	FR-LRh	Plan to develop a Corporate Preventative strategy across our services that support children and young people	April 2018	Families First funding will be utilised in order to support this work. Prevention strategy has been formed. Consultation sessions have been held with agencies and community groups. Delivery plan and full costings has been formulated the contents of which need to be agreed upon.	Children's Services Improvement Group
14	Adults & Children	Carers Strategy – need to progress commissioning and service planning to develop an understanding of the impact of these services that are being offered (Linked to 12 above)	ARJ & FR	CS - See Point 12 above AS - Recently revised our strategy in partnership with Gwynedd county Council, and in consultation with carers.	See P12 above Completed	CS - See 12 above AS - Revised strategy currently being rolled out.	See P12 above BAU/ Ongoing (Carers Group)
15	Adults & Children	LA has audited compliance against the Act – identified further work and resources that are required.	ARJ & FR – DB	HOS aware of priorities that need addressing during the year. Further Audit will be carried out in Q4 in order to monitor progress. (Delayed from Q3 due to other work pressures)	Ongoing Further Audit in Q4	Q4 Audit to be carried out in order to ascertain progress, and to assist in populating 18/19 work plan and Annual Council Reporting Framework (ACRF).	Outcome will be monitored by SLT etc.

16	Adults & Children	Strategic partnership working with BCUHB continues to be a challenge – the LA in the region need to address this collectively.	ARJ & FR	This work is progressing via groups such as the Regional Partnership Board, Partnership Friday, IDB Group, Work of the Specialist Children’s Services, and Model Mon etc.	There are a number of joint working initiatives all of which have varied timeframes.	Regional partnership is strengthening via work tasks such as a ‘week in a room’, WCCIS etc. YM are participating in the Regional Partnership Board.	Each individual board/ group.
17	Adults & Children	CIW/ CSSIW will continue to review actions against recommendation provided in previous CSSIW national thematic reviews: <ul style="list-style-type: none"> - DoLS - Services for people with Learning Disability - Domiciliary Care - Public Law Outline 	ARJ & FR	DoLS – See Point 6 above	6 above	6 above	6 above
				Services for people with Learning Disability - see Point 7 above	7 above	7 above	7 above
				Domiciliary Care - see Point 5 above	5 above	5 above	5 above
			FR	Public Law Outline - Senior Manager currently carrying out an Audit with regard to PLO, which will summarise progress and any other improvements needed to implement.	Ongoing	Review underway. Twice-yearly meeting with CAF/CASS to review. Quarterly meetings with Family Justice Board in relation to PLOs. The Service undertook an audit of cases in the PLO process: in May 2017. It was difficult to draw general conclusions from the small sample of cases, but in general from looking at this audit it can be said that the Legal Gatekeeping Meeting itself seemed to be working well, and was able to	Improvements linked to internal audit are logged via the 4Action System.

						<p>make clear decisions regarding thresholds for PLO from the information presented. There was a need for improvements in the timely follow up of decision in LGM and purposeful intervention under pre-proceedings meetings with parents are being held purposefully. The audit seems to show that letters before proceedings are covering all the key issues discussed,, There needs to be some consideration of the interface between the CP Plan and the PLO process, and how to ensure that parents are fully aware of what is expected of them including timescales for change.</p> <p>The Local Authority has as parts of its programme to improve practice – action designed to improve practice within the Public Law Outline</p>	
18	Adults& Children	The local authority has identified that it needs to do further work to	ARJ & FR	The safeguarding Unit will work with AS in order to map out the	March 2018	The Safeguarding Unit will meet the need to ensure that Reg 7 of	Adults Management Team

		develop guidance for staff and partners in implementing the new safeguarding guidance (Part 7 of the Safeguarding Regulations).	AH	requirements in order to ensure that working practices and policies comply.		<p>the safeguarding regulations are met.</p> <p>Adults Services worked with regional lead from Safeguarding Board to undertake an audit of cases to consider if the current practice within Adult Services is compliant with the requirements of the Social Services and Wellbeing Act 2014. The audit focused on the following areas:</p> <ul style="list-style-type: none"> • Quality of the Adult Safeguarding Reports (referrals) made by partner agencies • Decision making following the Adult Safeguarding Report • Enquiries Stage of the Safeguarding Process. There are three separate components of the enquiries stage that a nominated officer must follow: <ul style="list-style-type: none"> ➤ A reasonable 	
--	--	---	----	---	--	---	--

						<p>cause to suspect</p> <ul style="list-style-type: none"> ➤ The making of enquires; and ➤ Recording of the outcome of the enquires <ul style="list-style-type: none"> • The involvement of the Adult at Risk / Carers/ Families within the process • The oversight of the strategy meeting process and the involvement of partner agencies • The oversight of cases between strategy meetings <p>The results have been disseminated to the Head of Service. Agreement reached that up-date training will be provided once the Handling Individual Cases to protect Adults at Risk guidance has been approved. This is provisionally planned for early in the New Year and is aimed at</p>	
--	--	--	--	--	--	---	--

						improving consistency in decision—making across the service.	
--	--	--	--	--	--	--	--



To Caroline Turner
Director of Social Services

June 2017

Dear Director

CSSIW Performance Review of Isle of Anglesey County Council Social Services

This letter is informed by CSSIW's inspection, performance review and engagement activity during 2016/17. At the Performance Review meeting on 24 March 2017 we provided feedback on our inspection, engagement and performance review activity over the past 12 months.

Progress on key areas for improvements and developments in the last year

The local authority has made sustained progress in implementing the Social Services and Well-being Act (SSWBA). It has audited its compliance with the Act and identified areas where further work and resources are required. The demand for care and support is increasing and the local authority is developing preventative services that promote independence and community resources.

The adult services transformation programme emphasises supporting people to live independent fulfilled lives. The single point of access in adults' services is well established with strong links with the third sector. The local authority is now evaluating if it should invest additional social worker input into the service. In children's services the single point of access for all child and family related enquiries became operational in April 2017.

During 2017-18 the local authority plans to review, consult on and re-commission its preventative services for children and young people. Specialist Children's Services have developed their engagement with families and developed a preventative

AGGCC
Rhanbarth Gogledd Cymru
Swyddfeydd Llywodraeth
Sarn Mynach
Cyffordd Llandudno
Conwy LL31 9RZ
www.aggcc.org.uk

Tel: 0300 790 0126
Fax: 0300 062 5030
 ccssiw.north@wales.gsi.gov.uk
 ccssiw.north@cymru.gsi.gov.uk

CSSIW
North Wales Region
Government Offices
Sarn Mynach
Llandudno Junction
Conwy LL31 9RZ
www.cssiw.org.uk

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

service that successfully provides early information and advice at the specialist school.

Positive examples of the development of alternative models of delivery in line with SSWBA are the community asset coordination and support services which have been extended beyond office hours to be available at night and on weekends.

The local authority has recognised the need to further develop its services for older people. Working in partnership with Betsi Cadwaladr University Health Board (BCUHB) the local authority is developing its residential service to support people who have dementia and complex needs and is recommissioning domiciliary care services on a patch basis. CSSIW has advised caution in this approach.

The local authority is an outlier in its reported performance with respect to the Deprivation of Liberty Safeguards (DoLS) and is looking at its data collection processes to better understand the reasons for this. To improve performance the local authority has appointed an officer to manage the requests and trained other staff to assist. This is an area that CSSIW will be following up in 2017-18.

There has been insufficient progress in modernising services for adults with learning disabilities. The local authority plans to engage with social enterprises and progress this in 2017-18 and progress in taking this work forward will be monitored by CSSIW.

Advocacy has been identified by the local authority as an area for development in adult services. Children's services were seen to make effective use of informal advocacy.

The local authority has a significant proportion of Welsh speaking staff to meet the requirements of 'More than Just Words'. However the use of agency staff who do not speak Welsh has reduced Welsh language capacity in children's services.

Strategic partnership working with BCUHB continues to be a challenge the local authorities in the region need to address collectively.

Feedback on annual engagement themes

During 2016 – 17 we carried out a range of engagement activities across all authorities in Wales. This engagement activity focuses on two main themes, adult safeguarding and carers.

- Safeguarding

The local authority has developed its corporate safeguarding policy, procedures and practice in response to legislative changes. The safeguarding and quality assurance service has provided effective oversight and management of the adult safeguarding processes.

The local authority has established consistent safeguarding arrangements making use of experienced designated lead managers with regular audits and meetings to develop learning and practice improvement. Referrals to the safeguarding service are fewer and more appropriate due to screening by a social worker in the Single Point of Access service.

The local authority has identified that it needs to do further work to develop guidance for staff and partners in implementing the new safeguarding guidance.

- Carers

There are established third sector services for carers commissioned by the local authority. The services provided are highly valued by carers with a preventative approach seen in the well embedded Agewell services. There are also developing dementia support services such as the Pobol Seiriol community hub.

The elected member who is designated carers' champion is well informed about carers needs and is engaged in carers issues locally and nationally.

There is a waiting list for the established young carers service that provides a range of group and individual services. Some people with mental health and substance misuse issues had chaotic lives that had a huge impact on those who care for them. This caused high levels of anxiety for their carers.

Over recent years officers have not consistently given attention to the development of the carers' strategy and support services. Services have been established but an understanding of the impact of these services has not been developed. The current carers' strategy identifies the need to progress commissioning and service planning.

Progress on recommendations arising from CSSIW inspections

The November 2016 inspection of children's services looked at outcomes for children in need of help, care and support and protection and looked at the information, advice and assistance services. The inspection found significant concerns regarding the management oversight of safeguarding, access and assessment, and the pace of improvement in the service. During the year children's service faced pressures of increased levels of demand and children being looked after. Workforce development is a key area for development in children's services. The executive and council members are highly engaged and supportive of the improvement agenda. The local authority has produced an improvement plan that is being monitored by CSSIW through a structured series of review meetings, CSSIW is also observing key officer meetings and member scrutiny, and tracking the experiences of families. The service will be re-inspected to evaluate progress.

Inspection, Engagement & Performance Review Plan

In 2017-18 in addition to areas identified for follow up above, CSSIW themes for inspection, engagement and performance review are:

- Support provided for people with mental health needs with a focus on Community Mental Health Team's
- Placement decisions for children looked after

CSSIW will provide six weeks notice if the authority is scheduled for an inspection during 2017/18.

CSSIW will also continue to consider what actions have been taken by the local authority in relation to recommendations contained in its national thematic reviews

including Deprivation of Liberty Safeguards, services for people with learning disability, domiciliary care and Public Law Outline.

CSSIW work with partner inspectorates

You will note that this letter has been copied to colleagues in WAO, Estyn and HIW. CSSIW works closely with partner inspectorates to consider the wider corporate perspective in which social services operate as well as the local context for social services performance. .

As this is the first year we have written to you in this format we will not be publishing this letter, but will do so in subsequent years.

Yours sincerely

A handwritten signature in black ink, appearing to read 'V. Poole', written in a cursive style.

Vicky Poole

Regional Director

Copy sent to

Chief Executive of Isle of Anglesey County Council
Healthcare Inspectorate Wales
Estyn
Wales Audit Office