

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	The Executive
<b>Date:</b>	16 July 2018
<b>Subject:</b>	Annual Director's Report on the Effectiveness of Social Services 2017/18
<b>Portfolio Holder(s):</b>	Councillor Llinos Medi
<b>Head of Service:</b>	Alwyn Jones, Head of Adult Services and Fôn Roberts, Head of Children and Families Services
<b>Report Author:</b>	Dr Caroline Turner, Statutory Director of Social Services and Assistant Chief Executive
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<b>Local Members:</b>	Relevant to all Members

<b>A –Recommendation/s and reason/s</b>
<p><b>Purpose of the report:</b> To receive and make suggestions on the final draft report presented by the Statutory Director. The purpose of the report is to promote awareness and accountability for the performance and progress made over the past year in delivering Social Services within Anglesey County Council. The report also outlines the focus for improvement for the forthcoming year.</p> <p>Please note that the final report, once agreed, will be published on the Council's website using an interactive PDF – which will allow for electronic links to web sites and case studies etc – making the report more visually interesting and colourful. The template for which is being designed by our Graphic Designer and Digital Marketing Officer.</p> <p><b>Service Challenge Day</b> The Service held a Service Challenge session on the 14<sup>th</sup> June 2018 and partner organisations, third sector organisations, carers, providers and Service Users representatives were invited to attend the event. The event was well attended.</p> <p>Attendees were presented with key overview messages from Caroline Turner, Assistant Chief Executive, in her role as Statutory Director of Social Services as well as from Alwyn Jones, Head of Adults Services and Fôn Roberts, Head of Children and Families Services. The Service Challenge Day provided an important opportunity to engage with our key stakeholders in reviewing progress and identifying priorities.</p> <p><b>Timetable</b> The report was presented to the Corporate Scrutiny Committee on the 5th July 2018 and</p>

the final report is being shared with the Executive Committee on the 16<sup>th</sup> July 2018, and then to the Full Council on the 25<sup>th</sup> September 2018. Furthermore, the final report will be published on the Council's website via an Interactive PDF.

**Recommendations**

- 1.1. Members are invited to comment on the content of the draft Isle of Anglesey County Councils' Annual Director's Report on the Effectiveness of Social Services 2017/18.
- 1.2. It is recommended that members consider:
  - a) whether the report has captured the Council's current position with regards to delivering its Social Services;
  - b) whether the reports accurately reflects its improvement priorities for both Adults and Children and Families Services for the forthcoming year;
  - c) whether the report reflects the Council's accountability and responsibility with regard to its Social Services.

**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?**

The Executive's approval is needed to confirm that the report is an accurate reflection of the effectiveness of Social Services during 2017/18.

**CH – Is this decision consistent with policy approved by the full Council?**

Yes.

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

Yes.

**DD – Who did you consult?**

**What did they say?**

<b>1</b>	<b>Chief Executive / Senior Leadership Team (SLT)</b> (mandatory)	This was approved by the SLT on the 26 <sup>th</sup> June 2018.
<b>2</b>	<b>Finance / Section 151</b> (mandatory)	As above.
<b>3</b>	<b>Legal / Monitoring Officer</b> (mandatory)	N/A

CC-016749-LB/229501

4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	The Corporate Scrutiny Committee gave detailed consideration to the Annual Report of the Statutory Director of Social Services for 2017/18 and resolved as follows:  "It was resolved to accept and to note the Annual Report of the Statutory Director of Social Services for 2017/18 and to recommend the report to the Executive".
9	Local Members	N/A
10	Any external bodies / other/s	N/A

<b>E – Risks and any mitigation (if relevant)</b>		
1	Economic	N/A
2	Anti-poverty	N/A
3	Crime and Disorder	N/A
4	Environmental	N/A
5	Equalities	N/A
6	Outcome Agreements	N/A
7	Other	N/A

<b>F - Appendices:</b>	
Appendix A – Annual Director's Report on the Effectiveness of Social Services 2017/18	
<b>FF - Background papers (please contact the author of the Report for any further information):</b>	

**Draft 2.0 26<sup>th</sup> June 2018**

**Annual Directors Report on the effectiveness of Social Services 2017-18**

## Director's Introduction & Summary of Performance

I am pleased to present the third Annual Report under the Social Services and Well-being Act (Wales) 2014. Over the past twelve months I'm pleased with the progress that we've made in working corporately with the Housing and Education Services to deliver integrated support. Our collaboration with partners has also improved, in particular with Betsi Cadwaladr University Health Board, North Wales Police and our Third Sector partners.



We've made significant progress in improving Children and Families' Services during 2017-18, and this has been recognised by Care Inspectorate Wales in their letter in January 2018. There have been a number of key elements to this:

- We've reviewed the support provided to most of the children and young people who are either Looked After, on the Child Protection Register or in receipt of a Care and Support Plan; this has ensured that we're providing the most appropriate level of support. This allows our Social Workers to focus on the children and young people and their families who need support and protection.
- We've also strengthened the support available to families whose situation does not require intervention by Social Workers, but who do need additional support at this time. Teulu Môn is a new team that has been operational since October 2017, with significant additional resources. The new Prevention and Early Intervention Strategy will enable us to commission targeted interventions for children, young people and their families, making effective use of the Families First grant.
- For those families whose needs are greater, the Resilient Families Team, established in October 2017, has already provided intensive support for families who are at risk of having their children taken into care, or to facilitate the return home of some children and young people, where that is appropriate.

I would like to thank Leighton Rees and Llyr Bryn Roberts for leading the Service so effectively during 2017; I was pleased to welcome Fôn Roberts to the post of Head of Service in December 2017. Our improvement journey continues, and our aim during the remainder of 2018 will be to ensure that professional practice amongst our Social Workers is consistently good, and that we see an improvement in our Performance Indicators. We will also be seeking to increase the number of foster carers and residential placements for children "who are looked after" closer to home. We will be strengthening the support available to young people as they prepare to leave our care, giving them the support and assistance to become responsible and independent young adults. We continue to meet regularly with Care Inspectorate Wales, and provide them with examples of our improvements, as we prepare for a re-Inspection later in 2018.

Our support to the people of Anglesey is a corporate responsibility, and is not limited to statutory Children and Adult Services. We have undertaken some innovative work to raise awareness of the impact of Adverse Childhood Experiences during this year, and have also arranged for all Council employees to receive training on Violence against Women, Domestic Abuse and Sexual Violence. We're seeing a small but significant increase in serious crime on the Island, with some of that targeted at vulnerable people, whether adults or children. The problems that we associate

traditionally with inner cities are now affecting North Wales, and Anglesey is not immune to these trends. Our services will therefore continue to work in partnership with North Wales Police and Third Sector Partners to provide support to those affected, but also to raise awareness amongst our communities to try to prevent people from being drawn into these activities. Housing Services, Children and Families Services and the Lifelong Learning Service have been particularly active in their targeted support for a number of communities affected by these issues during 2017, and will continue to do so.

I am pleased with the progress that Adults' Services have made this year, in particular with the re-modelling of Garreglwyd in Holyhead so that we are able to provide specialist support for older people with dementia, enabling them to remain on Anglesey, closer to family and friends. Hafan Cefni, the new Extra Care facility in Llangefni, will open later in 2018, and will also enable more people to stay within their community as their care and support needs increase. We have begun the process of tendering for new Domiciliary Care arrangements, and look forward to awarding the contracts soon; this will also improve services on Anglesey, and ensure improved access and a consistency of service across the Island. All of these improvements will enable us to support our health colleagues as we jointly try to reduce the problem of Delayed Transfer of Care from our hospitals.

We will continue to review and improve our support for those with Learning Disabilities, ensuring that the arrangements are appropriate and make effective use of resources; we will co-produce any new arrangements with third sector providers, listening to the views of service-users, families and service providers as we make any changes. I am pleased that we have seen an improvement in the percentage of carers of adults who requested an assessment or review in their own right during the year; we have also seen an improvement in the percentage of adults who completed a period of reablement and have no package of care and support six months later. Enabling people to maintain or regain their independence, and remain at home where possible, is important for the quality of life for those affected, and the support provided by families and communities will become increasingly important as the pressure on public budgets remains, building on a strong tradition of looking after our families and neighbours within our communities.

I would like to thank our Elected Members for their challenge and support over the past year. Their input into policy has strengthened some of our proposals, and is important since they are able to articulate the views of their constituents. In particular, the work of the Children's Services Improvement Panel has been instrumental in overseeing the improvements in Children and Families' Services throughout the year, and the arrangements were strengthened and formalised as part of the Scrutiny arrangements following the May 2017 local authority elections. The interaction between Members of the Panel and managers from Children's Services, as well as the regular Laming visits that have recently been re-instated, have assisted members to understand the complexity of the services provided to children, young people, their families and carers, leading to enhanced challenge and scrutiny, but also to improved support as we continue to make changes and improve the service.

**Dr Caroline Turner**  
**Assistant Chief Executive and Statutory Director of Social Services**

## **How are People Shaping our Services?**

Our business revolves around people, our citizens, our clients, our staff and our partners. This has been prepared in a more accessible format, to encourage the people of Anglesey to read it, develop an understanding of the breadth of our services, and participate in any consultations about the ways that we can improve our services.

As a Council we are fully committed to providing a bilingual service. Anglesey Social Services are continuing to work towards the Welsh Government Strategy Framework 'Mwy Na Geiriau' (More than Words), and currently 81% of Children's Services staff and 74% of Adult Services staff that responded are almost fluent or are fluent Welsh speakers. This is an increase on previous year's figures.

We communicate regularly with individuals and partner organisations in order to gather information, views and opinions. Consultations, meetings, events and questionnaires have been used over the year to help us understand what's important to those we are most trying to help. This in turn helps shape our improvement plans and helps to prioritise our work. Examples of this would be the Seiriol Ward engagement with regard to the development of an Extra Care provision.

Working closely with our partners is of vital importance in the current climate. Co-producing care and support with individuals, communities and organisations allows us to do this and to challenge, adapt and change current models of care.

The development of Gŵyl Integ / INC fest is a positive example of Coproduction – this was an idea that came from a parent that grew and then became a reality through the willingness of Specialist Children's Service/ Families First and Third Sector (Carers Outreach) to work in partnership to make the event happen. This took place on the 28<sup>th</sup> March 2018 and was a great success with many children, families and adults attending. There were information stalls; activities; music workshops and live bands.

We have also continued to work with the community, third sector organisations and other partners to strengthen partnership working. We also continue to work within the community through our Multi-Disciplinary Teams and Local Asset Coordinators.

We have the Anglesey Foster Care Forum which aims to improve and develop the fostering service on Anglesey by working together as a team, in order to improve the quality of life of Looked After Children on Anglesey. We also have an annual survey asking foster carers for their views on everything from the support they receive to the training they have undertaken. We have also developed a new mentoring scheme with our foster carers as part of a pilot project with the fostering network. As part of this, we held consultation sessions with foster carers and the feedback was fed in to policies and guidance.

The Regional Partnership Board which includes Anglesey have published a new 5 year plan for how health and social care services will work together to meet the care and support needs of people in North Wales. The plan sets out priorities for integrating services between health and social care across North Wales for all people. It's been written in response to the population assessment which highlighted

an increase in the need for care and support. People across North Wales have taken part to have their say about the shape of future services. The plan is available at: <https://www.northwalescollaborative.wales/north-wales-population-assessment/regional-plan/>

Ynys Môn Adults Services are also drafting their commissioning plan for the future and will be published at the end of 2018/19 financial year.

We also learn from complaints that are made and the number of complaints for Children's Services has gone down during the second part of the year. Both Children and Adult Services are doing well in meeting complainants to discuss complaints but we need to ensure we write to all complainants within 5 days of meetings. In terms of positive comments, a total of 232 positive comments were recorded during the year (96 for Children's Services and 136 for Adult Services) – an increase on the previous year's total of 202.



## Quality Standard 1

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

#### **Adults**

Our **Single Point of Access or 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 18 years and over, including carers.

We will review the effectiveness of our SPOA service to ensure it complies with the Social Services and Well-being (Wales) Act 2014.

During the year we reviewed our **advocacy arrangements** and put in place a new contract, in partnership with Gwynedd Council. North Wales Advice and Advocacy Association now provide instructed advocacy across all adult user groups, self-advocacy support and engagement with specific projects. This puts us in a better position to meet the requirements of the SSWBA and to promote best practice.

**Môn Community Link**, the Third Sector and community point of access run by Medrwn Môn continues to provide Information, Advice and Assistance regarding community activities, groups and classes. 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 people's well-being.

#### **Children and Families**



**Teulu Môn** is the Children and Families Service's 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 2006. We are passionate about ensuring that every child; family and all professionals have easy access to up-to-date information, advice and support. We have also recently made arrangements with Dewis Cymru who will provide access via their web site for the families of Anglesey to access information.

The engagement officers have participated in several Môn events to promote the service. These events include family fun days, festivals, the national Eisteddfod, Sioe Môn and a unique festival promoting the inclusion of children with disabilities.

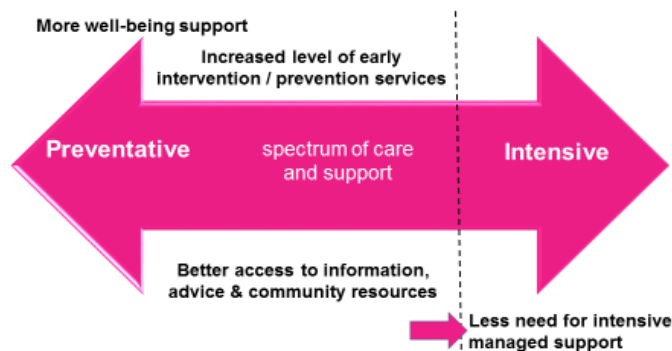
Engagement officers in Teulu Môn have the 'What Matters' conversation with individuals to consider how they can be supported to use their own strengths and resources to achieve well-being and personal outcomes. Well-being is about a person being happy, healthy and comfortable with their life and what they do. We have invested in training for the engagement officers in Motivational Interviewing and Brief Solution Focused Therapy to build upon and improve our current skill set. A representative from Social Care Wales who spent the day with Teulu Môn, noted that

the staff were very happy and committed to their job and were presenting an excellent front door service to callers in terms of their customer service skills.

When assessing eligible needs, starting with the 'What Matters' conversation, workers now focus on people's strengths and available community support, and work with individuals (including carers) on how best to utilise what is available to them to meet their needs. Considering the family dynamic is essential in this process. When this has been done and it's considered that formal care is required to assist an individual or family, a care and support plan is developed.

Early intervention is 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 an early stage, we are 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 achieve their potential and to mirror their positive behaviours.

## What is the Act trying to achieve: Prevention



Our aim is to enable vulnerable families to be better able to manage their problems and provide a suitable, safe and secure environment for their children. This would involve:

- **BUILDING** resilience in children, young people, parents, carers and the community.
- **PREVENTING** need escalating by the early identification of issues and effective intervention.
- **PROTECTING** from significant harm by offering intensive and effective intervention.

The Teulu Môn model works well if families are motivated to access provision and support and if the provision is available and accessible. However families which escalate often either have little recognition of their issues, or have a vested interest in not being open about their circumstances.

Our evidence also suggests that we can predict who the most vulnerable families are and are already known somewhere in the system.

The objectives for our Teulu Môn Service are therefore:-

- To establish a comprehensive database of resources and services in a format that is accessible and available to children and families.
- That the Information, Advice and Assistance hub provision is appropriately resourced.
- To establish an interface and possible integration with other information and advice services.
- To build links and relationships with key stakeholders to ensure they understand their role in the process and have the skills needed.
- To establish systems, skills and processes to gather the necessary content of the 'What Matters' conversation either directly or via the referring agencies.
- To establish intelligence systems to gather broader information to establish the extent and nature of risk and vulnerability.

We offer active intervention in circumstances where there is a significant risk of escalation, with a view to deescalating that need. In this context the escalation we are concerned about means:-

- The risk of significant harm/ being placed on the child protection register
- The need to go into the Public Law Outline (PLO) process
- The need to go into Care Proceedings
- The need for children to remain in the looked after children system.

Our model of intervention seeks, wherever possible and appropriate, to deal with matters at the pre-statutory services level. In that context all circumstances that do not involve a Section 47 investigation or removal to care will be dealt with by the Early Intervention and Prevention Service in that way. This will be by staff designated in the Team around the Family, Social Worker practice groups and a new stepping forward service. The investigation of significant harm (S47 investigations) complex care and support assessment or removal to care will be led by the Social Work practice groups.

**Adverse Childhood Experiences (ACE)** are harmful experiences that may affect children's development and impact their health, behavior and opportunities in adult life. We are eager to embed our knowledge around the ACE's agenda and have provided training to all staff to improve their understanding.

**Specialist Children's Services (SCS)**

Having the dedicated Information, Advice and Assistance (IAA) Social Worker has proved to be an effective way to manage new referrals coming into the service. As it was not practical for the IAA Social Worker to continue to assess the new referrals that were specifically for Health services, such as behaviour management, skills development, complex health needs, the children's community learning disability nursing team have set up 'screening' clinics as a way of assessing new referrals.

### **Priorities 2018/19**

- We will continue to work with all organisations and partners to strengthen partnership work, and improve our communities for all our citizens.
- To complete the evaluation and remodel of our SPOA to ensure it becomes a truly integrated with Betsi Cadwaladr University Health Board and Medrwn Môn.
- To use Families First funding to pilot a new hybrid post – Disability and Wellbeing Co-ordinator. This follows the development of Teulu Môn and a review of referral process.
- We will improve practice across the whole of Children's Services and ensure consistency in terms of assessments, statutory visits, recording and providing support.
- Embed new ways of working, ensuring all referrals to the integrated team come into the Specialist Children's Service via Teulu Môn, and complete a 'What Matters' Conversation. In turn the Practice Leader will decide how the referrals should progress, either to TAF/Teulu Môn, Specialist Children's Services or signposted to universal or alternative non statutory services.
- Teulu Môn will continue and build upon existing Engagement Strategy, making links with communities, families and individuals on Anglesey.
- To create an ACE's aware local Authority and for staff to be trauma aware.

#### **Measuring Quality Standards 1:**

- 94.25% of people reporting they were treated with dignity and respect
- 91.92% of service users responding positively to the question "Overall, how satisfied are / were you with the care and support services you received?"
- 92.60% of adults who receive a support package from social services who report that they are satisfied with the service they are receiving
- 92.60% 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

## Quality Standard 2

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

#### **Adults**

**Môn Enhanced Care Team (MEC)** continues to support prevention of admission into hospital of frail, elderly people with multiple health conditions. MEC plays a part in promoting independence and re-ablement. An Advanced Practice Paramedic has now joined the MEC Team. This role has increased service capacity to accept acutely ill patients at home from Welsh Ambulance Service Trust (WAST) directly.

<b>MEC Service September 2017 - March 2018:</b>	
Number of patients referred	117
Visits completed	533
Hospital admissions avoided	91
Bed days saved	409

A meeting of **the Loneliness and Isolation Group** was held in year with input from all stakeholders including voluntary organisations and Age Cymru Gwynedd a Môn. A lack of community transport was identified as a prime reason for loneliness and isolation particularly in rural areas, and as a consequence a summit on this specific matter is taking place to formulate a joined up approach to tackle this matter.


As part of the continued development of Age Friendly Communities, Community Hubs are being developed across the Island and a hub will be based in the Extra Care facility in Llangefni

The Night Owls service is providing on-going care and support for people overnight in their own homes

Adult Services now operates a full Seven Day Service focussing on preventative care; avoiding unnecessary hospital admission or delayed discharge

We continue to establish Community Alliances via our Building Communities Model. The Seiriol Community Alliance is well established.

We provide and commission a range of **day care and work based opportunities across Anglesey** for individuals with **learning disabilities**, including people with very complex needs. The services offer differing opportunities, including developing independent living skills, work skills, social skills, community presence, and the provision of respite for carers. Most services have a commercial aspect with gardening services, woodwork, arts and crafts on offer allowing individuals to experience a real business environment.



“It is reassuring to know that there are imaginative, hardworking, clinically able individuals to advocate on behalf of our client group and move services forward into the future. They are very committed and listen to support and advice offered and question practice where appropriate.”

The **Community Support Services Team** is an integral part of our delivery of community based mental health support. The team receives grant funding from **Supporting People** and delivers housing related support to people in primary and secondary care. Support is provided to people with moderate to complex needs in a range of community settings including people living in their own homes and in two supported living schemes where individuals are supported to develop the skills necessary for independent living. During the year the team has worked closely with partners in the housing sector to secure suitable move-on accommodation from the supported housing schemes. The team actively promotes recovery and well-being and works with a range of local providers in the Third Sector to reduce stigma, promote social inclusion and deliver person centred support.

The **Reablement Service** is for adults 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. Integral to this service is provision of equipment and assistive technology which support independence. Much of this equipment is provided through a loans store provided jointly the Health Board, Conwy and Gwynedd Social Services.

We continue to have 3 dedicated intermediate care beds available at Plas Mona residential care home in Llanfairpwll. These continue to be 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 require a further assessment period. It is planned that intermediate care beds will be available within our Extra Care Housing schemes in both Penucheldre and Hafan Cefni during the next year.

**Multi-Disciplinary Team** - We continue to have multi-disciplinary teams based in the Penrhos Stanley Hospital in Holyhead, Amlwch Health Centre and Plas Mona. In

addition, we continue to have intermediate care resources for short term placements within care homes on the Island to manage crisis situations and also fast track hospital discharges. The Multi-Disciplinary Teams are crucial to good practice. We have continued to strengthen multi partnership working via Model Môn and are further enhancing partnership working with our domiciliary care providers.

One key element of the Ageing Well Action Plan is '**Falls Prevention**'. A partnership between the Council's Leisure Department and the Health Board, the Service continues to offer a wide range of interventions to the over 65s 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'.

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

**Young carers** - The provision of services for young carers is essential to assist and support children and young people to have positive childhood experiences. We commission Action for Children to carry out this work and assess young carers and their needs across Anglesey.

**The Bont Partnership** continues to provide a service from the Specialist Children's Services Social Worker and Transition Co-ordinator who are based within Canolfan Addysg Y Bont on a weekly basis. This has created a closer working relationship between both services and developed a way of supporting individuals and families when any issues or concerns arise in a more responsive and co-ordinated way.

### **Priorities 2018/19**

- Undertake review of internal day services for adults with learning disabilities, focusing on progression, client choice and outcomes.
- To further strengthen and develop our Multi-Disciplinary Team working within the three patches in partnership with Betsi Cadwaladr University Health Board, third sector partners and domiciliary care providers in order to provide timely responses and secure local access to integrated provision.
- To implement our new home care contract in June 2018 and ensuring a smooth and well communicated transition to successful providers.
- To support progress of Seiriol Alliance community model.
- Specialist Children's Services would like to develop the service to offer a regular 'drop-in' session for all children, young people and families/carers who attend Canolfan Addysg Y Bont. These sessions could include advice / support from children's community learning disability nursing team, Teulu Môn/Team Around the Family sessions / Neurodevelopmental Pathway dependent on the needs of the disabled child, young person and their families/carers.

- Children’s Services to recruit to the following posts:
- **Emotional Well-being Worker** (this worker will work with children who are considered to be experiencing difficulties with general anxiety based conditions).
- **Domestic Violence Family Worker**- this worker will provide support to the children where domestic violence has been identified and work with the whole family including parents.
- **Healthy Relationships Worker**- worker will work closely with schools, children services and community health services to identify early signs of harmful sexualised behaviour in children of both primary and secondary school age.
- **Parental Mental Health and Substance Misuse Worker**- the worker will provide evidence based interventions with parents and families who may be suffering from low level depression or generalized anxiety disorders.

**Measuring Quality Standards 2:**

- 573 of adults required residential care at some point during the year compared to 637 for last year.
- 366 of adults were in residential care on 31st March 2018 compared to 396 in 2017.

*“You were all so kind. Nothing was too much for you – caring and compassionate staff that you are. Indeed, you are a magnificent team, I can vouch for that. Brwynog is really a home from home. Many thanks to you all.” –*  
**Brwynog, Adult Services**

*“Simply the best place. Fantastic Team. Lovely atmosphere, friendly, calm. Enjoyed every moment at Plas Crigyll. Can’t thank you enough.” –*  
**Plas Crigyll**



## **Quality Standard 3**

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

#### **Corporate Safeguarding Arrangements**

“Safeguarding” is everybody’s business within the Council. Whilst Social Services is the lead Service for dealing with enquiries regarding allegations / concerns that children and adults may be suffering significant harm, everyone has a responsibility to safeguard the welfare of children, young people and adults who may be at risk, whatever the role of the individual. The Local Authority, through the work of its Corporate Safeguarding Board, has put in place a number of key policies to underpin its Corporate Safeguarding arrangements, and has made considerable progress in completing the actions in the Corporate Safeguarding Action Plan.

#### **Key achievements**

- Reviewed the Safeguarding Policy: to ensure that it was current, and that Modern Slavery and Prevent Duties were embedded into the corporate arrangements.
- Provided training for staff in line with their role and responsibilities. Over 1600 staff have met the requirements to complete the Ask and Act Level 1 training as part of our Violence against Women, Domestic Abuse and Sexual Violence Act responsibilities.
- The revised Taxi Licensing Policy was approved, which includes mandatory (Child Sexual Exploitation (CSE) training for taxi drivers, which the Local Authority delivered alongside the police during 2017/18.
- Continued to ensure that the safeguarding implications of major developments are identified, and mitigation developed.

#### **Regional and Multi Agency Context**

The Council plays 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. There were no Child or Adult Practice Reviews held in relation to our work during 2017/18. We developed our multi agency quality assurance arrangements during the year.

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.

#### **Adults Services**

The Service has continued to implement the revised safeguarding requirements under Part 7 of the SSWB Act, moving away from the language of the POVA process to evidencing compliance with the SSWBA. We have worked with the North Wales Safeguarding Adults Board to undertake independent evaluations of our

safeguarding practice. Whilst in its early stages, we remain committed to learning from the people who experience our services.

As with Children's Services, evaluations of practice show that there are examples of good practice, in terms of the safeguarding of adult who may be at risk. However, the Service recognises the need to improve the robustness of the safeguarding process and to make best use of the enquiries stage of the Adult at Risk process. There are a number of matters to be taken forward on a multi-agency basis, including the engagement of partner agencies within the Adult at Risk Process and the quality of Safeguarding Reports made by partner agencies.

Within the VARM Panel (Vulnerable and Risk Management Panel) we work jointly with our colleagues from North Wales Police to coordinate our work in supporting individuals who present with complex needs across public services. The evaluation shows that through a multi-agency approach, engagement with support services improved, with reduced demands on the Police and Welsh Ambulance. There was a reduction in both vulnerability and risks on the individuals as a direct result of a referral to VARM. Feedback from professionals who attended VARM demonstrated that the panel was effective in ensuring a multi-agency approach to working with vulnerable individuals.

### ***Children's Services***

A key element of the Children Services Improvement Plan is to improve the practice within the service for safeguarding of vulnerable children. The Service has worked hard to achieve changes and improvements during the year. During the year we provided coaching/mentoring to practitioners to better embed the Gwynedd/Thornton Risk Model into the assessment process and at various points to support a robust and confident analysis of need/risk, considering the total evidence in each case.

Whilst there are examples of good practice, overall, practice remains inconsistent across the service. The Service recognises where further improvements are required and are working hard to achieve these.

We have focused on understanding the reasons why children become subject to a Child Protection Plan. All of the cases where the child's name is on the Child Protection Register have been reviewed, to ensure timely and swift action is taken to address safeguarding concerns. During this period we saw a significant decrease in the numbers of children on the register. We understand the reasons behind this, and we can evidence some effective work happening to escalate cases to a more statutory footing and/or cases where the work completed has seen the family bring about changes.

## ***Social Services Quality Assurance and Safeguarding***

The Safeguarding and Quality Assurance Unit has been strengthened with additional resources and focus.

- The unit has responded positively to the challenges within the Service Improvement Plan (Children Services)
- Developed and implemented the Children Services Quality Improvement Framework
- In collaboration with practitioners, set standards for areas of practice, upon which practice is evaluated.
- Ensured that the process of planned and systematic casefile audits, thematic audits/studies, management reviews and Multi Agency Audits are taking root within the services, with the findings supporting improvements in practice.
- Provided and facilitated learning opportunities based on the findings of evaluations.
- Considerable work to improve the arrangements for Part 4 meetings. There is more clarity on the threshold for holding a Part 4 meeting, improved attention to timeliness and clear decision making
- Reviewed the arrangements for ensuring that Deprivation of Liberty Safeguards (DoLS) applications are responded to effectively and increasing Best Interest capacity. This saw an investment in 2018/19 of £172k made to support Adult Services to address this.

### **Priorities for 2018/19**

- Improve Child Protection Processes– focus on improved preparation, planning, evidencing that thresholds for significant harm and registration met, reporting and measuring change and achieving safety/outcomes
- Improve Statutory Review Processes– focus on improved preparation, robust scrutiny of care and support for children, and putting the child at the heart of the review process.
- Deliver on the investment in increasing the Best Interest Assessor's capacity so that the DOLS waiting list is reduced, and reviews of exiting DOLS are carried out in a timely manner.
- Improve the robustness of the adult safeguarding process, aligning with the Adults at Risk Handling Individual Cases guidance (which is draft at the current time), when that is published by Welsh Government. The focus will be on making the most of the enquiries stage of the Adult at Risk Process; focus on timeliness of responses and improved engagement by other agencies within the Adult at Risk Process; improved case recording and independence of the child protection process.

**Measuring Quality Standards 3:**

- 90.48% 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?"
- 96% of care and support plans (or support plans for young carers) that were reviewed during the year, within agreed timescales compared to 88% the previous year.

## Quality Standard 4

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

#### **Adults**

A draft **Dementia Strategy** and Action Plan has been developed locally that will be aligned with the Welsh Government Dementia Action Plan for Wales 2018-2022. The draft Dementia Strategy is in keeping with the Older Peoples' Strategy themes, which are:

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

Included within the Strategy is improving current information, more training for care home managers and further developing the Dementia RED service across the Island. Discussions have also started around strengthening Multi-Disciplinary Team working within the area of Dementia with Betsi Cadwaladr University Health Board.

There continues to be three 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.

The **crisis response service** in Plas Crigyll is about to begin, and will provide out of hours support service for Carers of people who have Dementia that need urgent support during the night.

The **Side-by-Side Project** has also been running, and Carer Information and Support Programme and Dementia Support Drop-Ins have been running across the Island, which provides an opportunity for people affected by Dementia to speak to a Dementia Support Worker.

The Local Authority is aware of additional funding that will be allocated for Dementia in the coming year and is starting to plan the best use of this resource.

There are now three **Dementia Alliances set-up on Anglesey**. The Beaumaris Dementia Alliance has continued to develop, and new alliances have been set up in Holyhead and Llangefni. All have a three-point action plan to implement Dementia Friendly Communities within those areas. These are co-ordinated by the Local Asset Coordinators. They are working together to gain official recognition from the Alzheimer's Society and hope that Seiriol will be a designated **Dementia Friendly Community**. They aim to promote and raise awareness of simple changes that can make a world of difference to someone living with Dementia, their families and carers, so that they can be supported, understood and included.

**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

The **Homeshare Scheme** enables individuals to access support in a professional carer's own home to build on existing life skills and establish greater links in the community. This also provides a break for the individuals looking after a person with Dementia.

greater local community activity and bring residents together to improve the quality of life in their areas and contribute towards minimising loneliness and isolation. Community Hubs are located at Holyhead, Amlwch, Llangefni, Llanfaelog, Llangoed, Llanddona, Beaumaris, Bryngwran and Llanfairpwll. Future developments are planned for Newborough. We are also piloting the provision of personal care in community hubs in partnership with Menter Môn, a local Third Sector organisation.

**Local Asset Co-ordination** continues to be developed. The Local Asset Co-ordinator role is well established in the Seiriol Ward. Seiriol services established through the LAC programme includes Men's Sheds, dementia day opportunities within the community hubs and Dementia Alliance (remit to develop an action plan to establish Seiriol as a Dementia Friendly Community). The Local Area Coordinators in Holyhead and Llangefni are funded through the Integrated Care Fund.

The **Ageing Well in Wales Programme** is for individuals aged 50 years and over and aims to develop the Local Authority's 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 continue to operate in Amlwch, Llangefni and Brynsiencyn.

**Employability Schemes-** Anglesey provides support for young people and adults who need support to gain employment, working with neighbouring local authorities to access European Social Fund grants to support this work:

- The **TRAC** project supports learners aged 11-16 who are at risk of becoming NEET (Not in Education, Employment, or Training).
- **AdTRAC** aims to reduce the number of 16-24 year olds who are not engaged in employment, education or training and who experience barriers to progression onto positive pathways.
- The **OPUS** operation in North Wales has been developed to engage with economically inactive and long term unemployment, those considered to be the furthest from the labour market with multiple barriers to employment and bring them closer to the labour market. OPUS provides support and interventions that will equip the participants with the appropriate skills to gain sustainable employment.

The **TRAC project** is a partnership between the 6 North Wales 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, 329 young people have been referred to the project on Anglesey, 13 companies are delivering enhanced curriculum courses and 26 young people have managed to secure regular work placements. 97% of the Year 11 participants in 2017 moved on successfully to further Education. All participants report an improvement in one of the 6 core development areas. Bespoke support plans are designed between the learner, TRAC team, school and where relevant SSD, YJS and CAMHS and coordinated by Youth Workers and Therapeutic Workers. Specific support is targeted towards children in care and there are excellent examples of care packages which have been customised for these young people.

Through the Welsh Government's **Intermediate Care Fund** we are supporting young people and adults with learning disabilities to be as independent as possible. This will be achieved by supporting people to identify and achieve their own wellbeing needs and measuring the success of intervention from Children's Services through to Adult services:

- **Prevention and early intervention** – Active Support Plans allow young people to support the development of skills and support plans which will be portable through Transition to Adult Services.
- **Voice and control** – we are supporting individuals to develop Person Centred Plans and to decide on desired outcomes and implement these into progression plans.
- **Co-production** – we are co-producing a portable support plan to enhance current day service provision to promote independence, choice and control through the development of progression plans.

### **Promoting Independence**

Ynys Môn's **Direct Payments Service** has been transformed over the last 18 months – we focussed the changes on the areas that were deemed to be problematic by current and previous Direct Payment recipients. Take-up of Direct Payments has almost doubled, from 59 in September 2016 to 112 in March 2018. We intend to continue to engage with all current Direct Payment users during 2018/19 in order to focus our efforts on making further improvements where they deem necessary. Below are links to the stories of how Direct Payments have changed the lives of two families on the island.

Dylan's story – in Welsh with English subtitles:

<http://www.anglesey.gov.uk/health-and-care/adult-services/care-in-the-home/direct-payments/see-dylans-story-on-video/>

William's story – in English with Welsh subtitles:

<http://www.anglesey.gov.uk/health-and-care/adult-services/care-in-the-home/direct-payments/see-wiliams-story-on-video/>

### **Children and Families**

The **Youth Justice Service** covers the two-county area of Gwynedd and Anglesey and serves to support children and young people in, or who are at risk of entering, the justice system. For the sixth consecutive year the Gwynedd and Môn Youth Justice Service achieved positive results in the six Key Performance Indicators for Youth Justice in Wales. First Time Entrants rates and numbers continue to fall. Custody use remains low (reflecting a national trend). Although re-offending rates have remained stubbornly high in recent years, the Management Team and the Board were pleased to see slightly lower rates and frequencies compared with the rest of North Wales and Wales. The plans for the service in 2018-19 are to develop greater understanding of what we need to do to reduce reoffending rates and improve education, training and employment provision. In addition the service is at the centre of the work to develop Substance Misuse Services (SMS) for children and young people, with increased financial support from the Area Planning Board. We enter 2018-19 working closely with our partners in youth services and children and families services in the creation of an improved SMS team for the 2-county area.

**Specialist Children's Services** have developed a regular 'drop-in' session for all children, young people and families/carers who attend Canolfan Addysg Y Bont. These sessions could include advice and support from Children's Community Learning Disability Nursing Team, Teulu Môn/Team Around the Family sessions/ Neurodevelopmental Pathway, dependent on the needs of the disabled child, young person and their families/carers.

We are using the Integrated Care Fund (ICF) grant to develop the use of **Active Support and Progression**. The focus of the individual work with disabled children and young people is now based within our Bryn Hwfa specialist support centre. The support services manager now creates person-centred support plans, based on the social work or nursing assessment, and links in with the Active Support plans used by Canolfan Addysg Y Bont. The Support Workers are able to use these to create a menu of activities that can be used to meet the needs of each child and young person.

The **Community Group Network Fund** aims to building resilience within our communities, and is a significant part of the Children and Families Prevention Strategy. This small fund will help:

- Assist new community groups to be established across the island.
- For existing community groups to assist in the process of new groups.
- To engage with communities, holding events.
- To improve on the inclusion of children with disabilities into community events and activities.



Our long term goal is to establish Wellbeing Community Hubs. The purpose of these hubs will be to deliver services locally to families, clearly showing that preventative services are beneficial for all.

Our **Play Strategy** assists communities by encouraging good positive parenting through play. The aim of the play element is to:

- Increase the opportunities for play within communities.
- Encourage the development of play areas for children and young people within communities.
- Encourage positive play and appropriate risk taking.

### **Priorities for 2018/19**

- To fully implement the Anglesey Dementia Strategy and deliver on the local Dementia Action Plan, in partnership with Betsi Cadwaladr University Health Board and third sector partners.
- Undertake a review of internal day services, focusing on progression, client choice and outcomes.
- 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.
- Having multi agency agreement so that all professionals will support the use of Active Support. We will provide training and support for all relevant staff to increase the use of Active Support in all settings for disabled children and young people, including the home environment.
- Use Families First funding to employ an Additional Needs and Well-being Coordinator. The post holder will work with families to assist them and help improve their well-being.

#### **Measuring Quality Standards 4:**

- 85.28% 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?"

*"I have found this experience to be very helpful. [The social worker] has really helped me with my future as well as the present. I would happily use this service again. Thank you so much."* – **Early Intervention and Prevention, Children and Family Services**

## **Quality Standard 5**

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

#### ***Adults***

We continue to work closely with the **Partneriaeth Gofalwyr Gwynedd a Môn** and have developed and agreed a Carers Strategy for both Gwynedd and Môn. The partnership has members from both Local Authorities, Betsi Cadwaladr University Health Board and Third Sector partners working with Carers.

The local **Anglesey Carers Group** has been developing a local Action Plan to ensure the implementation of the Strategy on a local level. Focusing on:

1. Promoting 'carer friendly' communities
2. Implementing the rights of carers of all ages to receive an assessment of their needs and to develop effective and efficient referral pathways
3. Promoting early identification of the needs of carers of all ages, and ensure that they receive supportive, timely and appropriate services to improve their health and well-being.

There continues to be two dedicated Carers Officers that 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, make them aware of their rights under the SSWB Act and provide them with links to statutory and voluntary organisations, such as Carers Outreach.

Respite continues to be provided at home and within care settings, in line with the choice 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 identified within the Care and Support Plan are being met, and to assist them to continue to act as a Carer. The Local Authority has received funding from the Welsh Government's Carers' Respite Care Grant, which is being used to provide different respite options to Carers of all ages.

We are working with partner agencies and stakeholders to co-design and co-produce changes to services for individuals with learning disabilities – in particular accommodation based services.

#### ***Children's and Families***



**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, and other family members. The aim is to identify their problems early, in the hope that we successfully improve their situation for the better by working together to prevent problems from developing into something more serious. We have supported 1,033 families over the past six years. TAF moved to Children's Services in April

2017 and are now part of the Information, Advice and Assistance hub: Teulu Môn. TAF continue to work closely with various agencies to enhance, improve and promote the ethos of the early intervention service through multi agency working. The inspection report of Children's Services undertaken in 2016 stated that there was significant evidence of proactive work from TAF with children and families that supported their independence and improved wellbeing. We have increased the capacity within the team from two to six TAF Support Workers; this will support our goal of providing more targeted early help for families with the most need.

*"Your support has been a great help. We have benefitted from your advice and understanding. You have been excellent. You have made a huge difference. We feel very lucky to have had your help. Thank you."*

**The Resilient Families Team** was established during the year with additional funding agreed by elected members. The small Team of Social Worker's and Family Support worker's is now working intensively with families with the core aims are to:

- prevent children from becoming looked after,
- return children home during the first 8 weeks of coming into care and work with families for the safe return of their children,
- review the safe return of children in long term care.

In order to work towards and increasingly meet these core aims the Team will become a group of highly skilled, multi-disciplinary workers who intervene with families who present a high level of need.

### **Gwynedd and Ynys 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, an Occupational Therapist and a worker who previously worked in the Substance Misuse Service.



The Service aims to create sustained change within families to enable children to 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 their children safe. There are also families who have been unable to change their behaviours and an alternative plan has been made for their children. We achieved our goal of working with 40 families during 2017/18.

Our **Parenting Programme** continues 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 called the Incredible Years. 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.

### **Priorities for 2018/19**

- Work with partners, providers and service users to co-produce modernisation to our services for those with Learning Disabilities
- For families to access timely and good quality information and advice.
- For children and families to receive evidence based interventions that promote good parenting.
- Decrease in the number of children requiring a Care and Support Plan.
- Supporting staff to further their skills in Collaborative Communication.
- Develop the community aspect of the Prevention strategy.
- Increased referral rates from Anglesey Children and Families Service to IFSSS
- Embed the PAUSE / REFLECT Worker, who will work with women who have experienced, or are at risk of, repeat removals of children from their care.

#### **Measuring Quality Standards 5:**

- 94.50% of adult carers who were offered an assessment or review of their needs in their own right
- 90.16% 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?"

*"We would like to take this opportunity to express how professional the fostering team have been throughout our fostering experience, and cannot state enough how [the social worker] made the whole experience easier. She is sensitive, very supportive, extremely efficient and organised, and always dealt immediately with any issues we had. She is an excellent ambassador for fostering."*

## 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, Llangefni** continued to be developed during 2017-18 and the building is due to be completed during the summer of 2018. There will be 63 apartments, a mixture of 1 and 2 bedroom 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, and an important addition to the Penucheldre Extra Care facility in Holyhead. A Hafan Cefni Officer has been appointed and the application process for applying for an apartment in Hafan Cefni has opened. An Allocations Panel is in place and apartments have started to be allocated. The decommissioning process for Plas Penlan residential care home in Llangefni has been in place as we prepared for the opening of Hafan Cefni in the town. Plas Penlan is due to close during the summer.

Engagement took place during November 2017 to January 2018 within the Seiriol ward regarding the options of developing an Extra Care Housing scheme on the Beaumaris Primary School site. Following the period of engagement the Executive agreed with the recommendation of building the Extra Care Housing scheme on the Beaumaris Primary School site. We are now waiting for the result of the Education Department's consultation on the future of schools on the Island; the result of that process will determine whether the Extra Care Facility will share the site with a school, or whether a larger dedicated facility can be built on the site.

The Council worked in partnership with Betsi Cadwaladr University Health Board to develop a service model to support people living with dementia who are presenting as increasingly challenging and with complex care needs. **Garreglwyd** is a residential setting with appropriate accommodation and environment to meet current dementia care standards. It has specialist trained staff and the support of increased specialist health capacity in the shape of a Community Psychiatric Nurse and District nursing capacity on a 24/7 basis. The service model enables people living with complex needs to receive a service within their own community. This in part responds to the lack of Nursing Dementia Care beds on the Island, and reduces the need for Out of County placements.

During the 2017-18 financial year the Welsh Government confirmed that £60m of **Intermediate Care Funds** (ICF) should be used to support people to maintain their independence, remain in their own home and avoid unnecessary admissions to hospital or residential care. Locally we are in the process of developing an accommodation based community hub aimed at tenants living in sheltered accommodation in Amlwch, using ICF capital funding to support the work.

Isle of Anglesey County Council has assessed all areas across the Island to consider the potential of using capital expenditure in order to improve communities, allowing people to become more resilient and independent within their areas, and discussions regarding locality needs have taken place. Amlwch has been viewed as an area which would benefit from a portion of ICF Capital Funds, specifically the William Williams VC estate, reaching out to residents in Madyn Dysw and Brwynog Residential Home.

The work will consist of two phases. The initial phase is to develop the communal facilities, which is within reach of approximately 65 vulnerable elderly people in Amlwch. This phase will concentrate on improving the environment, the appearance of the accommodation area, in particular the communal area, and adopting a community hub model, with access and circulation around the scheme providing an age friendly outdoor environment. Phase 2, which will be completed within 5 Years as part of the Housing Departments' planned maintenance work, fully funded by the Council / HRA funds. The total funds approved are £228,000, which is for capital expenditure only. Tenant and community engagement is paramount to the success of this project, ensuring the needs are met through the sharing of ideas and suggestions on how to take this forward.

### ***Children's Services***

We have developed a **joint Housing and Leaving Care Protocol** in order to intervene early when supporting a young person in care as they move onto independence. The protocol seeks to ensure that there is a shared corporate responsibility for meeting the diverse accommodation needs of 16-25 year old young people, who meet the criteria as defined under Section 6 of the Social Services and Well-being (Wales) Act 2014 for aftercare services, without the need for a homeless application. It will establish roles and responsibilities and define the interrelationship between both services. It should be noted that neither service encourages independent living from the age of 16 years, a young person with a Pathway Plan clearly indicating the wish and ability to do so shall be supported.

At any given time, Ynys Môn Council will have responsibilities to Children and Young People for whom they have a statutory requirement to assess their needs and provide services for their overall wellbeing including that of housing.

The Social Services and Well-being Act places a duty on the Council and all of its services to ensure that Young People achieve the National Wellbeing Outcomes. This includes their Corporate responsibility for young people leaving care, as noted in category 1 to 6 (see appendix 1). The joint protocol:

- accepts responsibility for the local authority's looked after children /care leavers
- ensures care leavers are a priority
- seeks for care leavers to receive the same outcomes any good parent would want for their children

### ***Housing Services***

We have developed a **Housing Single Point of Access (SPoA)** that signposts vulnerable individuals and families to Supporting People funded services, with the aim of reducing homelessness and improving support to the most vulnerable households on our Island.

The new housing SPoA is funded by the Supporting People programme, and has been operational since October 2017. The Single Pathway can help customers access appropriate housing support services, dependant on criteria. Support is generally provided over a few months, dependent upon need. However, the support can last up to a maximum of 2 years, and by then people should have the right skills to live independently and maintain a tenancy.

Some providers have the option of “dipping” in and out of service as and when required, and prevent difficult circumstances becoming a crisis. The service is flexible and can be accessed when it is needed and can prevent a situation becoming serious at the point of when it is needed.

### **Mental Health pathway for individuals with accommodation needs**

IOACC Housing Services, Adults’ Services and BCUHB are in the process of developing a Mental Health Pathway for individuals, focusing on meeting their accommodation needs. The aim is to develop a Mental Health Pathway for individuals with mental health challenges who may struggle to maintain their rented or owned property during a period of personal crisis. This could be either through step down support when individuals are discharged from Hergest or any other mental health ward. Once the pathway is complete, we will map out the support required within our communities for individuals with mental health whilst maintaining their property. This will be linked to the Housing SPoA. The aim is to provide a wraparound service to individuals with mental health needs and ensuring their discharge from hospital (step down) is as comfortable and rehabilitating as possible. We will prioritise:

- Step down for individuals of no fixed abode as part of their discharge planning
- Tenancy support for individuals with mental health within the community in order to sustain their tenancy
- Consideration for emergency accommodation for individuals who are homeless and have mental health issues (not necessarily have been admitted) where Bed & Breakfast accommodation wouldn’t be appropriate given their needs.

### **Youth related anti-social behaviour**

Over the last 12 months, we have seen an increase in youth related anti-social behaviour in one area on the Island. This, in turn has had an effect on youth related crime statistics and on the wider community. The approach and intervention to this serious matter has been a multi-disciplinary approach between Children’s Services, Housing, North Wales Police and Youth Justice. Through frequent sharing of information, incidents and delivering on a bespoke support package for most of the young people involved, there has been a positive decline in reports of youth related anti-social behaviour within this area over the year. Services have been adjusted to

meet the desires and aspirations of each young person, thus reducing boredom, ensuring transparency with the young people on the effects of their behaviour within the community and developing interventions required by the young people and their families.

### **Adult related Anti-Social Behaviour**


Two Council estates on the Island have presented significant anti-social behaviour related matters within the last 12 months. This has affected victims and perpetrators, as well as the wider community. Often the individual concerned are not on the Council's radar since they do not receive services from our Adults' Services Department, BCUHB or any other statutory body. An adopted approach was to tackle the matters directly with the estates concerned, which included alleged perpetrators and victims. This happened in partnership with North Wales Police and Supporting People providers. Over the last 12 months, there is approximately 400 cases of tenant-related anti-social behaviour cases. Through preventative and early intervention approaches, we are looking to decrease these numbers, which in turn should improve community well-being.

### **Priorities 2018/19**

- Continue to work with partners and the 3<sup>rd</sup> sector to offer opportunities for those with Learning Disabilities to play an active part in the community and achieve their personal goals.
- Work in partnership with Housing Service and BCUHB to develop the Mental Health Housing Pathway
- Continue to promote the Community Wellbeing Groups through primary and secondary care referrals to promote well-being and recovery within Mental Health services.

#### **Measuring Quality Standards 6:**

- 95.33% answered yes to "During your assessment, re-assessment or review, were you able to discuss your problems in the language of your choice?"
- 98.76% of adult clients requesting a service in Welsh that go on to receive their service through the medium of Welsh



*"I just wanted to say a huge thank you for your support over the last couple of months, and for all the changes you have implemented that has fundamentally improved the care that I receive. I can't stress enough how grateful I am to you for improving the quality of my life." – Adults North Team, Adult Services*



## **Our Workforce, and how we Support their Professional Roles**

Our staff are our greatest asset, and we believe in supporting them through offering strong continued professional development opportunities, training and career development. The Workforce Development Unit continues to arrange training and development opportunities for Social Services and the wider social care partnership on Anglesey, including staff and managers working in Residential Care settings.

In October 2017 the new structure for the Children and Families Service was implemented to fully meet the needs of the business and deliver better support. We've restructured the Service so that Social Workers are in small Practice Groups; this enables the Practice Leader to get to know the cases being supported by their Social Workers well, provide clear guidance and regular Supervision. We've recruited a significant number of Social Workers during the year, as well as expanded the number of Engagement Officers. The new service user's service structure as well as the service improvement plan informed the training and development plan for the year. This included the Practice Leaders' induction programme and key elements such as Outcome Focused Supervision. A recruitment campaign was also undertaken to recruit experienced Social Workers to the service.

We continued to embed the principles of the Social Services and Well-being Act. Training focused on strengths-based approaches, including Collaborative Conversations, Motivational Interviewing and Brief Solution Focused Practice. Specialist training was also delivered on the Risk Model, Child Trafficking and Adverse Childhood Experiences.

Developments in Adults' Services have continued to focus on supporting and enabling independent individuals and strong communities. Dementia training has included various sessions on elements such as recreational activities, understanding behaviour and care planning to strengthen the knowledge and skills of managers, frontline workers and carers across the sector. We also worked in partnership with Bangor University to coordinate a successful North Wales Dementia Conference which provided a valuable opportunity to discuss and reflect on both current research and lived experiences.

A key priority this year has been to ensure we have a workforce that is suitably skilled and qualified to meet the requirements of the Regulation and Inspection of Social Care Act. There have been numerous awareness sessions as well as more specific training for Responsible Individuals. Canolfan Anferth plays a vital role in ensuring the workforce retains the level of required and recommended qualifications for their role. Individuals were supported to successfully complete Qualifications and Credit Framework (QCF) Level 2, 3 and 5 Diploma in Health and Social Care, QCF Level 2 and 3 Award in Dementia and QCF Level 2 Award in End of Life Care.

The qualifying and post-qualifying opportunities we offer are an important part of recruiting and retaining Social Workers in the sector. Through our well-established partnership with Bangor University we actively supported a variety of practice learning opportunities for our M.A. Social Work hosted students within the statutory and third sector. We have also provided learning opportunities for students studying the B.A. in Social Work at Glyndwr University and the Open University Wales.

We successfully recruited two Social Work Student Trainees that work within Children and Families Service. One is currently studying towards the B.A. in Social Work through the Open University Wales whilst the other is studying towards the M.A. at Bangor University.

Furthermore, we have continued to support newly qualified practitioners through their first three years in practice which includes the Consolidation Programme, Porth Agored. We have also supported experienced social workers through various other post-qualifying qualifications, including Practice Teaching Award, Senior Practitioner Programme, Team Manager Development Programme and AMHP.

Three of our Senior Managers have successfully completed the Middle Management Development Programme.

Four members of staff from Children's Services have been nominated by the department to be ambassadors for the Care Ambassador Programme. The care ambassadors work with a wide range of people, as well as students within schools and colleges who want to consider working within social care; early years and childcare.

We also provided opportunities for unqualified practitioners who carry out assessments to undertake the Social Services Practitioner Award.

In line with our Corporate Safeguarding Training Framework we co-ordinated Basic and General Safeguarding training across the organisation which is delivered as a rolling programme. Specialist training was also provided, such as Deprivation of Liberty Safeguards (DoLS), Child Trafficking and Self-Neglect. In compliance with Welsh Government agenda, the Authority has ensured that Violence against Women, Domestic Abuse and Sexual Violence level 1 e-learning training was undertaken to increase staff awareness. Further e-learning modules in relation to Modern Slavery, CSE and Prevent will be rolled out over the coming months.

Looking ahead, we envisage further regional working, including areas such as Joint Investigation Training, National Fostering Framework, The National Training Framework on VAWDASV, Continuing Health Care (CHC) regional training programme and the Learning and Development Framework for Occupational Therapists. We will also be working closely with local, regional and national partners to respond to changes under the Regulation and Inspection of Social Care Act, such as registration, qualifications and embedding the new All Wales Induction Framework for Health and Social Care.

## Our Financial Resources and How We Plan For the Future

Financial planning remains a serious challenge for the Council under continued and prolonged financial pressures; the Council's funding from the Welsh Government has fallen from £101m in 2013/14 to £95.8m in 2018/19. In order to achieve a balanced budget, the Council has implemented over £18m of budget cuts over the same period, bringing the net budget down from £129.3m in 2013/14 to £125.6m in 2018/19 (this is after allowing for pay awards, inflation and other price increases).

The year-end position showed an overspend of £1,992k for Social Services for 2017/18. Children's Services overspent by £1,778k due primarily to the unprecedented numbers of Looked-after Children. Additional funding of £582k was provided to the Service for 2016/17 to 2018/19 to establish an Edge-of-Care team with a view to reducing the number of Children placed in Care. Adult Services overspent by £215k in 2017/18 due primarily to fee pressures and legislative changes. Additional funding has been provided to Children's Service to meet these pressures.

Nevertheless, both Services acknowledge the current austerity and continue to transform services and manage demand, with Adults Services contributing to £559k of savings in 2017/18, and further savings of £350k have been agreed for 2018/19. Children's Services is looking to increase the number of places available locally for children who are looked after.

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 £5.25m of additional cuts over the next 3 years from 2019/20 to 2021/22.

The table below outlines the financial accounts of our Social Services 2017/18:

	<b>Budget £</b>	<b>Actual £</b>	<b>Variance £</b>
<b>CHILDREN'S SERVICES</b>	8,291,420	10,069,077	1,777,657
<b>ADULT SERVICES</b>			
OLDER PEOPLE	6,142,940	5,940,211	-202,729
PHYSICAL DISABILITIES	1,562,890	1,786,149	223,259
LEARNING DISABILITIES	5,378,650	5,859,647	480,997
MENTAL HEALTH	1,884,450	1,993,671	109,221
<b>SUPPORT SERVICES</b>	1,306,110	1,133,565	-172,545
<b>PROVIDER UNIT (MÖN CARE/ OTHER SERVICES)</b>	6,128,480	5,904,137	-224,343
<b>OTHER SERVICES</b>	65,480	58,374	-7,106
<b>TOTAL</b>	<b>30,760,420</b>	<b>32,744,831</b>	<b>1,984,411</b>

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

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

The **Executive** is the key decision making body and consists of the Leader and 8 Portfolio Holders, Since the County Council elections in May 2017 the Leader has taken the Portfolio for Social Services. Its growing effectiveness is evidenced in taking difficult decisions such as *Older Adults Social Care Programme* (for example building Extra Care Housing in Llangefni is nearing completion – Hafan Cefni. Following an evaluation of sites a decision has been taken to build a further Extra Care provision in the Seiriol ward and allocating additional resources to Children's Services

### **Partnership Working**

A refreshed Panel of Elected Members was established after the elections of May 2017 to scrutinise, challenge and support the Service Improvement Plan for Children's Services. The membership is drawn from across the political groups, and has provided an opportunity for the Members to enhance their knowledge and understanding of the work undertaken by the Service, leading to better scrutiny.

Anglesey Social Services are committed to partnership working on both a local, sub regional, regional and national basis. This has been recognised as a strength in external inspection reports 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 through 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 met bi-monthly during 2017-18 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.

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

living with dementia and the Môn Enhanced Care and Night Owls services within Adult Social Care.

The 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. A Joint partnership board for Gwynedd and Môn, has been established, 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 result of the research was the [Well-being Assessment](#) for both Anglesey and Gwynedd. This assessment was used by the Board partners to draft the Well-being plan to be adopted during 2018/19.

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

### **Performance**

The Council over the past 4 years has embedded a corporate planning and performance management framework into its annual governance arrangements. This framework was adopted to ensure a continuous improvement mind-set was embedded within the work of the Council, and that its monitoring could identify issues prior to under-performance which would impact on service delivery to the citizen.

This practise has seen improvements in a number of social services related indicators, with particular success being seen in the performance of indicators related to the care provided to Adults. Performance Indicators for Children's Services improved in the second half of 2017-18, though under-performance during the first six months affected the cumulative results for the year. Improvements in performance and consistency of practice will be priorities for 2018-19.

Progress in implementing the Children's Service Improvement Plan is overseen by the Panel of Elected Members (this is being implemented at pace with significant progress against 16 of the 21 actions; completing the work on the remaining 5 actions will be a priority for 2018-19).