

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Full Council
Date:	10 th September 2019
Subject:	Annual Director's Report on the Effectiveness of Social Services 2018/19
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Alwyn Rhys Jones, Head of Adult Services Fôn Roberts, Head of Children and Families Services
Report Author:	Alwyn Rhys Jones, Interim Statutory Director of Social Services
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Local Members:	Relevant to all Members

A –Recommendation/s and reason/s
<p>Purpose of the report: 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.. The template for which is being designed by our Graphic Designer and Digital Marketing Officer.</p> <p>Staff Challenge A joint Adults Services and Children and Families Services Staff Conference was held on 12th June 2019 in order to present the draft report and its key messages. This was the first Joint Conference held between the Services, and it was extremely well attended.</p> <p>Timetable The report was presented to the Corporate Scrutiny Committee on the 8th July 2019 and the final report is being shared with the Executive Committee on the 15th July 2019, and then to the Full Council on the 10th September 2019. Furthermore, the final report will be published on the Council's website.</p> <p><u>Recommendations</u></p>

- 1.1. Members are invited to comment on the content of the draft Isle of Anglesey County Councils' Annual Director's Report on the Effectiveness of Social Services 2018/19.
- 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 2018/19.

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?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	This was approved by the SLT on the 24th June 2019.
2	Finance / Section 151 (mandatory)	As above.
3	Legal / Monitoring Officer (mandatory)	As above.
4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	The Report was considered by Members of

		the Corporate Scrutiny Committee on Monday 8 th July 2019, and the Chair gave verbal comments direct to the Executive Committee on the 15 th July 2019, in support of the Report.
9	Local Members	N/A
10	Any external bodies / other/s	N/A

E – Risks and any mitigation (if relevant)		
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

F - Appendices:		
Appendix A – Annual Director’s Report on the Effectiveness of Social Services 2018/19		
FF - Background papers (please contact the author of the Report for any further information):		

Ynys Môn

THE ISLE OF

Anglesey

ANNUAL DIRECTORS REPORT ON THE EFFECTIVENESS OF SOCIAL SERVICES 2018 - 2019



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



@cyngormon

Content

Director's Introduction & Summary of Performance	1
How are People Shaping our Services?	4
Quality Standard 1 - Working with people to define and co-produce personal well-being outcomes that people wish to achieve	6
Quality Standard 2 - Working with people and partners to protect and promote people's physical and mental health and emotional well-being	9
Quality Standard 3 - Protecting and safeguarding people from abuse, neglect or harm	11
Quality Standard 4 - Encouraging and supporting people to learn, develop and participate in society	13
Quality Standard 5 - Supporting people to develop safely and to maintain healthy domestic, family and personal relationships	16
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.	18
Our Workforce, and how we Support their Professional Roles	21
Our Financial Resources and How We Plan For the Future	24
Our Partnership Working, Political and Corporate Leadership, Governance and Accountability	26



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

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

Director's Introduction & Summary of Performance

I am pleased to present the fourth Annual Report under the Social Services and Well-being (Wales) Act 2014. At the outset of this report I would like to thank Dr Caroline Turner, our former director, for her support over the last 2 years and wish her all the best in her new role in Powys.

Over the past twelve months, I am pleased with the progress that we've made collectively across both Children & Families and Adults Services. The good work in Children & Families Services has culminated in an inspection by CIW in October 2018. This tells us we are making good progress but must continue to strengthen services and practices. We welcome the findings of this inspection.

Over the last 12 months there are a number of developments of which we are rightfully proud within Children & Families Services. For example, our work is now underpinned by Improving Practice Quality Framework designed to govern and guide our workforce; Teulu Môn have in place a clear Engagement Strategy and the Stepping Forward Service aims to further strengthen families who no longer require statutory support but continue to need guidance.

Decisive steps have been taken to improve the Offer made to foster carers employed by the Council which we hope will not only increase our ability to recruit foster carers but also assist them to offer the best support to fostered children.

Similarly, Adult Services have been able to make progress in our goal to support adults to remain independent in their own homes. The opening of Hafan Cefni, Extra Care Unit, provides the people of Anglesey with accommodation which allows them to remain independent whilst at the same time receiving care and support should they need it. We thank our partners in Pennaf for their hard work in delivering this fabulous facility.

In partnership with the Betsi Cadwaladr University Health Board we have also successfully commissioned new domiciliary care provision for our residents from area based providers. From now on individuals with a need for care, including those needing support to meet their continuing health care needs (CHC), can expect to receive that care within 48 hours.

Mental Health Support Services have strengthened their focus on helping individuals to improve their wellbeing through group health & fitness sessions engaging in sporting and leisure activities on their path to recovery.

2019/20 continues to hold further challenges for both Adults and Children & Families Services and we consider that we are well placed to meet these.

In Children & Families Services we will continue to focus on supporting the safety and wellbeing of children and have ambitious plans to develop 3 Small Group Homes on Anglesey - Cartrefi Clyd Môn, in 2019/20. This will allow us to support children who have high needs within their local area and not in expensive out of county placements. We also remain committed to continue to deliver ongoing Service Improvement within the service. Adult Services aim to focus on a model of day support for individuals with a Learning Disability in a way that meets their goals and supports their progression. In partnership with our health and third sector partners, we also aim to establish Community Resource Teams within 3 areas of Anglesey to provide the best support for people to remain independent delivered by integrated teams.

Finally I would like to thank all our staff and those in commissioned providers for their hard work in 2018/19. A career in social care can often be challenging and we thank them for their continued dedication.



Alwyn Rhys Jones
Director of Social Services
& Head of Adult Services



Fôn Roberts
Deputy Director of
Social Services &
Head of Children &
Families Services



How are People Shaping our Services?

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

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

Despite the financial challenges faced we are pleased with progress in 2018-2019 in many areas. We have taken the opportunity to do things differently, considering other methods of working with our partners and alternative models of care. Examples can be seen throughout this report.

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

We are pleased with the findings of the recent Care Inspectorate Wales (CIW) inspection of Children & Families Services in October 2018 which reported significant improvements in key areas, strong leadership and governance, good joint working and a new open culture within the service. They also point to a 'passion and commitment at all levels' to deliver excellent services for children. We are reassured by these comments, whilst we recognise there are still areas for improvement.

Senior officers are described as 'visible, available and driving improvements', whilst partners on the regional safeguarding board, North Wales Police and health board colleagues are positive about the changes they have seen.



Anglesey's Head of Children & Families Services, Fôn Roberts, said, "The service has come a long way in a relatively short space of time. We still face challenges in terms of the increase in the number of children becoming looked after on Anglesey, which means an increase in the workload for teams. However, we are now in a much better position to meet these challenges."



Council Leader and Social Services portfolio holder, Councilor Llinos Medi, welcomed the CIW report. She added, "months and the hard work of our dedicated staff is showing positive results."



Welsh Language – We continue to raise the awareness of staff of the need to make an active offer of a service through the medium of Welsh, in line with **'More Than Just Words'** and the Welsh Language Standards. For example, during 2018/19, a summary of key points in relation to the Welsh Language Standards was shared with Provider Unit staff; bilingual glossaries of social work terms were circulated with staff to support them in the use of Welsh in the workplace, and raising awareness of the Welsh Language Standards and the Active Offer has been a part of the departmental induction process. 89% of our Children & Families Services Staff and 79% of our Adults Services staff are Welsh speakers. The Children & Families Services Workforce Strategy recognises the commitment to making the Service available in the Welsh language; it is a key requirement in our recruitment process, and is monitored constantly. The Council has a partnership agreement with Bangor University for the MA Social Work course for taking bilingual students and offer learning opportunities to them within the workforce. This helps the process of recruiting and retaining bilingual staff within Social Services.

It is an expectation that managers consider any learning points from complaints received, and any actions needed to address these points, when they respond to complaints under Stage 1 of the Social Services Representations and Complaints Procedure. If a Stage 2 investigation takes places, the Service creates an Action Plan following the investigation if the Independent Investigator makes recommendations in the Stage 2 report. Learning points from complaints received, as well as summaries of compliments received, are reported on and shared with management on a quarterly basis. In 2018/19, 212 positive comments were logged for social services. 59 negative comments, 44 Stage 1 complaints and 8 Stage 2 Complaints were logged during the year.



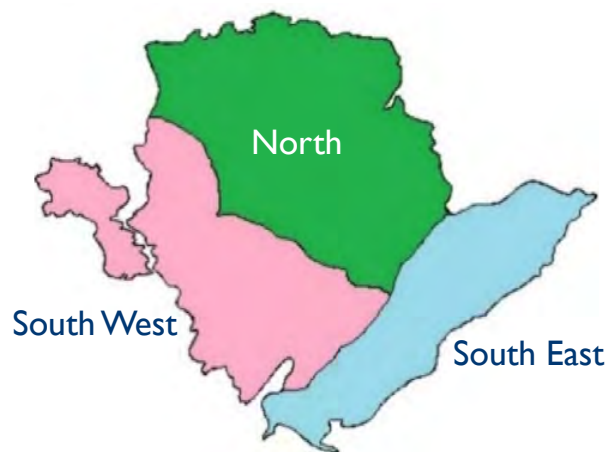
Quality Standard I

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

ADULTS

In partnership with Betsi Cadwaladr University Health Board we invited suppliers to tender for a new model of Domiciliary Care and Support across the Island - This included basic Continuing Health Care (CHC) packages and care within the two Extra Care Housing schemes (Penucheldre, Holyhead and Hafan Cefni, Llangefni).

The new model 'splits' the island into three patches with one provider only being successful in each patch. The contract also includes extra care schemes in two of three patches (with provision for development of a third within the life of the contract). **Carelink** will be providing homecare in the North of the island, **Abacare** will be responsible for the South-West of the island and the Plas Garnedd Consortium, which consists of **Plas Garnedd**, **Crossroads** and Gofal Seibiant, will be responsible for Homecare packages in the South-East of Anglesey.



Our historical model often struggled to ensure a consistent offer of support in all areas to people, meaning supported individuals were delayed in hospital and had services at inappropriate times. This left us with an inequitable service, and one that did not offer supported individuals choice, control and was commissioned on timed packages rather than outcomes for individuals. We believe the new model has improved this position significantly.



“the homecare services...provides more accessible care, is consistent and encourages our service users to become more independent individuals with their community”
- Anglesey Council Leader and Social Services portfolio holder, Councillor Llinos Medi.



Community Resource Teams (CRTs) - Our goal to develop teams of health & social care staff who support people within their own local areas has moved forward in 2018/19. A steering group continues to meet on a fortnightly basis to drive this forward with engagement sessions outlining the vision for CRT having occurred with multi-disciplinary staff. This will contribute to enhanced joint working and initiate shared ways of working. Accommodation for staff has been agreed and work is ongoing to enhance the environments in designated sites.

Outcomes Training for Staff

Staff across Adults Services have attended outcomes training building upon the collaborative conversation training sessions delivered by Social Care Wales during 2018/19. Additionally, the Service has commissioned integrated outcomes training between domiciliary care providers and frontline practitioners in order to facilitate a common understanding of and agree on common documentation.

CHILDREN & FAMILIES

We are ACE aware - The effect of Adverse Childhood Experiences have shown to be damaging to children and can affect them in later life. Research carried out by Public Health Wales (PHW) found 47% of adults living in Wales (aged 18-69 years) have experienced more than one Adverse Childhood Experience (ACE).

Individuals who had experienced four or more ACEs are at far greater risk of incarceration, and drug addiction.

The Early Action Together Programme in place locally builds on existing projects within Wales such as the North Wales pilot approach to complex families. The Programme has established an ambitious system wide, workforce development approach to responding to vulnerability using an ACE approach.

We believe this programme will help to reduce demand on policing and key delivery partners and improve the outcomes for people living in Môn through focusing on transforming policing vulnerability to a multi-agency, ACE informed approach that enables early intervention and root cause prevention to reduce escalation of issues. This will provide a joined-up service that is better able to respond to the needs of individuals and local communities in Môn, particularly the most vulnerable.

Purpose - The primary purpose of the Early Action Together delivery group is to ensure effective multi-agency local delivery against the 4 strategic objectives of the programme.

Objective 1 - A competent and confident workforce to respond more effectively to vulnerability using an ACE informed approach in both fast and slow time policing

Objective 2 - Organisational capacity and capability which proactively meets changing demands

Objective 3 - Un 'drws ffrynt' integredig 24/7 ar gyfer bregusrwydd sy'n cyfeirio, yn cefnogi ac yn diogelu gwasanaethau iechyd a llesiant 'golau glas'

Objective 4 - A whole system response to vulnerability by implementing ACE informed approaches for operational policing and key partners.

Improving Practice - During the year we have completed a process mapping exercise throughout our teams, aligning practice to our electronic recording system – the Welsh Community Care Information System (WCCIS). This work ensures more streamlined assessments, timely statutory visits, improved recording and improve support to children.

Teulu Môn (our Information, Advice and Assistance Hub) has further developed its **engagement strategy** and has embedded the Specialist Children's Services referrals into the Teulu Môn process – allowing for a swift response to Teulu Môn/ Team around the Family (TAF), Specialist Children's Services (SCS) or signposted to relevant non statutory service.



PRIORITIES 2019/20

- CRT - All 3 CRTs will be operational in designated sites and will deliver integrated information, advice and assistance incorporating third sector and domiciliary care providers.
- Advocacy - Assessment documentation will be developed to reflect the need to identify the need for advocacy at all stages of interventions and ensure we use the North Wales Advocacy Service effectively when there are no other designated informal advocacy in place.
- We will re-tender the Supported Living settings with a view to maximising opportunities for independence of those people living there.
- We will engage with stakeholders to adopt a new Learning Disabilities Day Opportunities Strategy.



Measuring Quality Standard I:

- **97.5%** of people reporting they were treated with dignity and respect (Adults, Carers & Children)
- **95.1%** of service users responding positively to the question "Overall, how satisfied are / were you with the care and support services you received?" (Adults, Carers, Children, Parents)
- **96%** of adults who receive a support package from social services who report that they are satisfied with the service they are receiving
- **96%** of adults who receive a support package from social services 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 wellbeing

ADULTS

Local Asset Coordination is a new model of working with communities on Ynys Môn. Local Asset Coordinators work with individuals and groups to develop and use local networks to promote local solutions to local needs.

- Developing a social prescribing model to strengthen the links between healthcare providers and community, third sector and local authority services.
- Reducing loneliness and isolation in our communities.
- Promoting healthier lifestyles and reducing health inequalities.

We now have 6 LACs working across the island. Two are funded through Integrated Care Fund (ICF) and a further 4 were employed in 2018/19 through a Partnership Agreement between LA, BCUHB (GP Cluster) and third Sector. LACs also work with communities to gain dementia friendly status and establish local hubs. As a result of hubs there is evidence that people are better informed as to how to receive advice and assistance about activities to prevent or reduce isolation and promote wellbeing.

During the first three quarters of the year, the following outcomes were achieved:

Number of people supported – 247

% people who feel less isolated – 88%

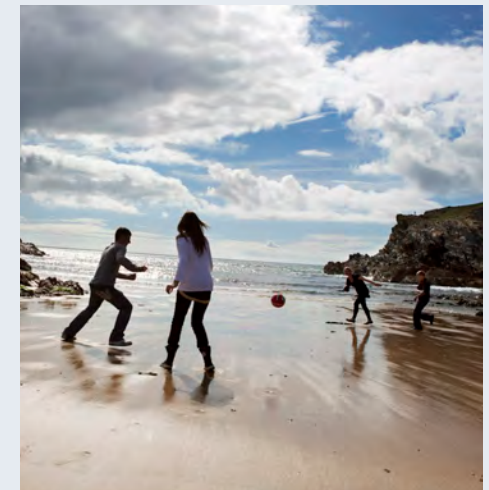
% people who report a positive difference – 91%

A new measuring tool (Elemental) will be used to track people's wellbeing outcomes.

A key priority within the Strategy for Older People is to establish Community Hubs across the island. Community hubs offer activities and support services including advice and information, befriending and transport. There are a number of different community hubs available ranging from hubs within Extra Care facilities, Agewell centres and sheltered housing schemes and often utilise existing community facilities such as village halls, libraries and leisure centres.

The community hub model at Hafan Cefni was launched in 2018 and offers a programme of activities within an Extra Care setting for the tenants and the wider local community. Examples include falls classes, healthy eating, podiatry, exercise classes, advice and information, housing related support.

A Community Hub Alliance has been established acting as a forum to exchange information and potential collaboration and to identify any issues which are both positive and negative in supporting community hubs to succeed on the island.



CHILDREN & FAMILIES

During the year we have established a Healthy Relationship Post, under the Welsh Government's Families First Grant, which will promote an increased awareness of child exploitation and harmful sexual behaviours. This includes CSE awareness day on the 18th March 2019 – visiting children and young people in various schools and youth clubs across the island as well as visiting local communities. This work will progress over the next financial year.

There is a regional "Missing" Protocol being developed in order to have a shared understanding across not only all 6 Local Authorities but also with partner agencies.

During the spring and summer of 2018, children and young people nationally took the opportunity to have a say on sport and their wellbeing. Over 1,000 schools took part in Sport Wales' School Sports Survey making it the biggest and most reflective survey of its kind in Wales, possibly even the world.

On Anglesey 56% of children are taking part in sports at least three times a week, the second highest percentage in Wales. Compared to 50% in 2015 and the current national average of 48%. The survey also showed that:

- 67% of pupils are members of a sports club
- 77% of pupils took part in sports at a club outside of school in the last year
- 86% of pupils are confident in trying a new activity



“Anglesey is punching well above its weight when it comes to sport provision for children and young people. Coming second throughout the whole of Wales is testament to the great work being done on the Island, by schools, volunteer coaches at countless sports clubs and the Council's own sports development team.”

Councillor Carwyn Jones, Major Projects and Economic Development portfolio holder



PRIORITIES 2019-20

- **Childhood obesity agenda** - we want to develop a multi-agency approach to tackle childhood obesity in Anglesey. We will aim to reduce the number of children identified as being obese in line with the Healthy Weight Healthy Wales Strategy. Our main focus will be to develop a multi-agency approach to addressing obesity in children who have been identified as being obese or who are not at a healthy weight, working towards the Healthier Wales Agenda, as published in June 2018- the Welsh Government's long-term plan for health and social services in Wales.

Measuring Quality Standard 2:

- **518** of adults required residential care at some point during the year (compared to 573 for last year).
- **295** of adults were in residential care on 31st March 2018 (compared to 366 in 2018).

Quality Standard 3

Protecting and safeguarding people from abuse, neglect or harm

CORPORATE SAFEGUARDING ARRANGEMENTS

“Safeguarding” remains everybody’s responsibility within the Council. The Local Authority has:

Main achievements

- Provided training for staff in line with their role and responsibilities with a focus on Domestic Violence and Modern Slavery.
- Continue to ensure that the safeguarding implications of major developments are identified, and mitigation developed.
- We continue to contribute significantly to be an active partner in the North Wales Safeguarding Board, Multi-agency Public Protection Arrangements (MAPPA) and Multi-Agency Risk Assessment Conference (MARAC) arrangements.

ADULTS SERVICES

Main achievements

- Developed an interim Safeguarding Policy compliant with the Act, pending the development of All-Wales Procedures.
- Undertaken multi-agency evaluations of safeguarding practice.
- Developed a DoLS Team to manage the increased demand for Deprivation of Liberty Safeguards assessments and improved processes to assess quickly and effectively, thus reducing our backlog. The team also advises other social work teams and providers, and considers reports of unauthorised deprivation of liberty.

- Reviewing how advocacy is delivered to make sure we comply with the Act – ensuring a person’s voice is heard at key stages along their social care journey.
- Adopted and implemented a Quality Improvement Framework – helping us to ensure that practice is safe and meets required standards.
- Launched the North Wales Self-Neglect Protocol locally.
- Closely monitored services we commission in terms of the quality of care they provided through domiciliary care, supported living and long term care homes.

CHILDREN & FAMILIES SERVICES

Main achievements

- Internal and external inspections of practice show that safeguarding practice has improved.
- Continued to implement the Improving Practice Quality Framework: providing a set of planned and systematic assurance processes used to shape learning and improvement. This helps us to recognise where further improvements are required and how best to achieve these.
- Developed and implemented a new approach to child protection Cryfder ar y Cyd. The aim is to make sure that Child Protection Plans are co-produced and focus on the important changes required to keep a child safe and evidence interventions to achieve those changes.
- Improving skills and knowledge in relation to undertaking s47 Investigations, ensuring that the Gwynedd/Thornton Risk Model informs the analysis of whether the child has or likely to suffer significant harm.

PRIORITIES FOR 2019/20

- We will continue to develop our Adult Safeguarding policy and practice to reflect the change in legal duty under the Act, and to respond to new national policy and procedures from the Welsh Government.
- 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.
- Continue with the launch and roll out of Cryfder ar y Cyd.



Measuring Quality Standard 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.
- **79%** of adults and carers in the Citizen Survey say that they feel safe.
- **81%** of children in the Citizen Survey said that they feel safe.
- Our performance over the past year on areas of safeguarding were:
 - **91%** of adult protection enquiries were completed within 7 days.
 - **88%** of initial Child Protection Conferences were carried out within statutory timescales.
 - **94%** of all Child Protection Reviews were carried out in timescale.
 - **100%** of children on the Child Protection Register have an allocated Social Worker.
 - **100%** of looked after children have an allocated Social Worker.
 - **2%** = Re-registrations of children on Local Authority Child Protection Registers.
 - **241 days** = the average length of time for all children who were on the CPR during the year.

Quality Standard 4

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

SUPPORT TO WORK (ADULTS AND CHILDREN & FAMILIES)

The national **OPUS Scheme, Trac and Adtrac Schemes** have been supported by the European Social Fund through the Welsh Government. OPUS supports economically inactive and long term unemployed individuals over 25 years of age, while Trac (which is managed in Anglesey's Education and Learning Service) supports young people aged 11-16 to overcome barriers to learning and achieving their full potential. Adtrac is a regional EU funded project being delivered by Local Authorities across North Wales to provide a bespoke mentoring service to help young people aged 16 to 24 years to get into education, training or employment (NEET).

Depending on their abilities and age, individuals are offered a range of support including training, therapeutic support and mentoring.

OPUS in Anglesey has been providing support and interventions that have equipped the participants with the appropriate skills to gain sustainable employment. Trac in Anglesey has offered learners the opportunity to attend short courses and tailored work experience which supports the development of confidence, resilience and self-esteem. Adtrac project is based on a holistic multi-agency approach to develop a personalised plan that aims to help remove barriers, promote wellbeing and confidence, develop skills and employability of vulnerable young people, including those with mild to moderate mental health issues and complex needs.

Of the 101 individuals registered for OPUS, a number have gained a qualification, have volunteered, gained employment or a combination of the aforementioned achievements.

- 79 have gained a qualification
- 42 have volunteered
- 10 have achieved employment

Of those individuals supported by TRAC:

- 108 have continued in full time education
- 96 were at a reduced risk of becoming NEET (Not in Education, Employment, or Training)
- 48 moving on to a full time higher level course in college

At the end of January 2019, a total of 75 young people from across Anglesey have been enrolled on to the ADTRAC project. 9 young people have been referred from IOACC Social Services, with 7 enrolled and fully engaging with the project and a further 2 referrals in the pipeline.



ADULTS

At the start of April 2018 the **Community Mental Health Support Service Team (CMHSST)** investigated the benefits for our clients of encouraging them to participate in group activities. During research we found that Flintshire Community Mental Health Support Services (our equivalent service in Flintshire) group participation provision was well advanced and we learnt a lot from numerous visits to the county to see for ourselves how they managed group participation opportunities for clients as well as the benefits group participation had on them.

Following fledgling success with a running club set up jointly with Betsi Cadwaladr University Health Board, and a walking club which followed, we decided to set up a programme of group based activities for our clients. The weekly attendance at the running club was regularly between 12 and 18 people.

Below is a sample of feedback statements from clients.

Client A

Client B

Client C

By developing this programme six months ago we enhanced our offer to individuals, not only offering one to one help but also the opportunity to participate in group activities. We currently provide opportunities in two leisure centers for badminton, bowling, parent and child groups, arts and craft as well as learning opportunities in association with Coleg Menai and North Wales Advocacy Services amongst others.

We have also set up three wellbeing clubs spread across the island and have applied for a grant to allow for further outdoor activities including climbing and kayaking.

Participation is always in accordance with the identified needs of clients in terms of their set objectives. We will offer this mix of support to the over 200 clients supported by the service ongoing.

Anglesey Direct Payments - Throughout the year we have carried on to offer Direct Payments as the best option for service users and families to take control of their care package, and live the flexible life they want to lead. The Anglesey DP service has grown considerably over the last financial year from 106 to 162 which shows an increase of 52.83%. This has also outlined considerable savings for the authority of £5.00 per hour on average for each hour commissioned compared to a commissioned agency service.

- Total Direct Payments expenditure - **2018/19 £1,422,000**
- Service cost through a commissioned service projection - **£2,051,203**
- DP service savings compared to commissioned service - **£629,203**



Direct Payments Success stories - Over the last 12 months the local authority has been working with Leonard Cheshire, Mencap Môn and other third sector organisations to trial the Innovative Active Communities (IAC) project which was launched in early March 2019 throughout Wales in the Senedd. The project has been led by our learning disability Direct Payments service users and their families to form a menu of community activities they can access in groups by pooling their resources/funding. This enables service users to form co-operatives and employ motivated personal assistants of their choice to support them in accessing the activities that they choose. By pooling their resources it will create less dependency on 1-1 support for able users, they will be able to access more activities than the assessed need due to them pooling their hours which will also mean that the local authority will be able to work with the service users to save any unspent funding. In 2018/19 we have claimed back over **£40,000** worth of unspent funding through monitoring the DP accounts closely.

Through creative resource pooling, Direct Payments has also enabled a group of learning disability clients who currently live with their parents in the community, to save a fraction of their weekly funding and access a bespoke respite break with their personal assistants.

CHILDREN & FAMILIES

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

PRIORITIES FOR 2019/20

- Sicrhau bod y ddarpariaeth ddydd yn y dyfodol yn rhoi cyfleoedd i unigolion sydd ag anabledd dysgu gyflawni eu potensial a chwarae rhan actif yn eu cymunedau.

Measuring Quality Standard 4:

- **85%** 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?"

Quality Standard 5

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

ADULTS

The Integrated Care Fund (ICF) revenue and capital elements have been used in 2018/19 in Anglesey to drive and enable integrated working across all client groups between social services, health, housing, third and independent sectors in supporting people to remain independent. Specific projects have been taken forward in the areas of Dementia, Learning Disability, Autism and children in care in Anglesey.

Local schemes ensure that ICF helps us achieve various principles and specific goals including:

Integration- Garreglwyd Enhanced Dementia service, Môn Enhanced Care - avoiding inappropriate hospital admissions.

Prevention - Projects supported include: Step up Step Down beds in care homes and Extra Care Housing, Learning disabilities prevention and progression model, Night Owls, Llawr y Dref Learning Disabilities move on flat.

Social Value- Projects include, Local Asset Co-ordination, third sector Single Point of Access, Carers Offices within Ysbyty Gwynedd.

A specific project supported in 2018/19 is the further development of the **Shared Lives** service already available in Ynys Môn. In its new form the scheme aims to include those with dementia by looking at increasing recruitment of Shared Lives enablers to provide family-based dementia support in their own homes rather than a hospital or residential care placement.

The new service which we expect to see fully operational in 2019 will be for older people with early stage dementia and will provide individuals with the opportunity to receive support with their matched carer or visit them regularly for day support or respite for them and their families.

CHILDREN & FAMILIES

Team around the Family (TAF) & Families First - Welsh Government Families First Programme:

The TAF team has made significant progress in 2018/19. TAF plays a significant part in the provision of early intervention services for children and their families in Anglesey. TAF is part of a wider **Prevention and Early Intervention Service** that includes a sister team called the **Stepping Forward Service** which consists of two Social Workers, a Substance Misuse Worker, a Wellbeing and Inclusion Officer and a Healthy Relationships Worker who provide services for families stepped down from statutory interventions. They are also able to provide a specialised early intervention provision in those fields that assist TAF and decrease the need to escalate cases for a social work intervention. The Team around the Family has been successful in establishing a model of strength based practice and all members of staff have received training in those methods of communicating, engaging and co-producing work with families that facilitates change and positive outcomes.

For example / Case study I: Family A was referred by the primary school in relation to concerns they had in regards to child A's emotional wellbeing and attendance. Family wanted to be sure that the child would be supported in the transition between primary and secondary school. TAF coordinated a family meeting and developed a family plan that included the family, child and agencies such as the school, NSPCC Family Therapist / Play Therapist, Mental Health Service, Local Authority Housing, Housing Association and the Education Welfare Officer

Child A no longer requires support as they have successfully settled in secondary school and they are implementing coping strategies they have learnt to deal with coping in the near future. Transition of child A to secondary school has been successful removing the need for agencies to intervene and improving the child's attendance, confidence and emotional wellbeing.

The team has received 204 referrals during 2018/2019 an increase from the 146 received in 2017/2018 and the 165 in 2016/2017

Team around the Family (Families First):

TAF also has a significant role to play in the provision of early intervention services for children and their families in Anglesey also. The team has received 204 referrals during 2018/2019 an increase from the 146 received in 2017/2018 and the 165 in 2016/2017. They are able to provide a specialised early intervention provision in those fields that assist TAF and decrease the need to escalate cases for a social work intervention.

Our **Integrated Family Support Services (IFSS)** have worked with a total of 50 families during the year 2018/19. The service has historically been shared between Gwynedd and Anglesey. However in April 2019 the current compliment of staff will be moving into the offices in Llangefni and will be utilised exclusively by the Anglesey Children & Families Services. The IFSS conducted a second evaluation of the service which guided our decision to change these arrangements. The evaluation has also confirmed that the IFSS model could be utilised within the field of domestic violence and common anxiety based disorders expanding the criteria from working with families where substance misuse had been identified as the main risk factor.

PRIORITIES FOR 2019/20

- **Shared Lives** - The Co-ordinator role will focus on recruiting and training enablers, develop training resources incorporating the principles of dementia care and person-centred support and to provide mentoring and support.
- **Obesity Support** - we will work to promote healthy children and families.

Measuring Quality Standard 5:

- **99.6%** of adult carers who were offered an assessment or review of their needs in their own right
- **94.44%** 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?"



Quality Standard 6

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

ADULTS

The development of flats in Llawr y Dref, Llangefni has provided individuals with a **learning disability** with the opportunity to achieve greater independence by living in an assessment flat with individualised support for a few weeks/months in order to support them to achieve their aim of living independently.

In partnership with Clwyd Alun, 2018 saw the opening of **Hafan Cefni**, a purpose built, 63 unit Extra Care facility, close to Llangefni town centre, with additional amenities on-site that are accessible to the local community. The benefits of living in an Extra Care facility are clear – with people already reporting increased levels of independence, health and well-being.

Mental Health & Substance Misuse

Below see some statistics regarding individuals with a mental health issue:

- Average of 270-280 referrals for adult mental illness per month were received in Ynys Môn (3,315 for year ending December 2018).
- 145-155 referrals per month for Ynys Môn children and young people (1,774 for year ending December 2018). This is 2% more than the previous year.

- For Children & Families Services, amongst all children with any statutory plan, close to 1 in 4 have parental mental health as a presenting factor (31% for LAC) and 12% of children on statutory plans are being treated for mental illness.
- In Supporting People, 69% of referrals indicate that the person has mental health needs in year ending September 2018. For those aged 55+, 13% are identified as having a mental health need. Amongst those with mental health problems (April- September) of 348 referrals, 13% (45) are reported as having high need, 49% (170) have medium need and 38% (133) have low need.
- For Children & Families Services, amongst all families where children have a statutory plan, about one third have parental substance/alcohol misuse as a presenting factor (51% for LAC) and 8% of children on statutory plans are identified as having substance / alcohol misuse needs. In TAF, approximately 9% have substance and / or alcohol misuse needs.

Supporting individuals and families in 2018/19, the Supporting People grant funded accommodation, and floating support has worked with 947 service users. Supporting People also provide 20 units for generic homeless individuals applying a Housing First approach (albeit that mental health is commonly a need) and with plans for up to five specific units for individuals with a mental health lead need. The latter has started and involves an intensive model of support working with Hergest Unit on safe discharge from hospital of persons with complex mental health needs.

With regards to those with more significant needs and referred to the Substance Misuse Service (SMS) for care and treatment to reduce or abstain substance/alcohol misuse, there were 305 referrals across March-November 2018 (which is higher than the 298 across December 2016-November 2017).

CHILDREN AND FAMILIES SERVICES

Cartref Clyd Môn – In November 2018 the Executive Committee agreed to develop Small Group Homes (SGH) now named as Cartref Clyd Môn, provision on the island. These are local authority homes where two children will be living together in 'homely' surroundings and functioning in a similar way to children at home i.e. going out to school, living in the community, having neighbours and friends and so on. The service is looking to open two during the 2019/20 financial year and a further two in 2020/21. It is expected that around £115,116 of savings will be made in Year 1 and around an additional £435,519 of savings in Year 2.

Foster Carers Package – To improve our offer to potential foster carers and aid recruitment the Council Executive agreed in November 2018 to offer a more competitive package in terms of allowances and benefits from April 2019, which is envisaged to make it easier to recruit foster carers to the Council which will bring savings. The Executive agreed for the package to provide:

- A 10% increase in the Foster Allowance;
- A 50% discount in Council Tax;
- Free Isle of Anglesey Leisure Services Membership Card;
- Free Council car parking ticket.

The Council remains a partner in the **North Wales Adoption Services (NWAS)** and will be participating in the coming year in work to increase the number of Adoptive parent(s) recruited throughout North Wales. There are increasing numbers of children in the care of local authorities who cannot return to their birth families. These children now need permanent, loving families who can provide stability and the opportunity for them to thrive and reach their full potential.

Housing Services

There were a minimum 1,507 **domestic abuse** incidents/offences for Ynys Môn in 2018 (approx. 570 households), albeit that this is an under-estimate given domestic abuse is reflected within other offences such as public order and criminal damage. Rates are up 23% on 2017.

This rapidly increasing problem is evident in Ynys Môn Children & Families Services, amongst children with any statutory plan, approximately one third have parental domestic abuse as a presenting factor.

In 2018/19 Supporting People funded in excess of £190k, to provide housing related support to circa 50 vulnerable individuals and families per week, and in so doing providing a range of services which include 5 units of refuge provision, a minimum of 30 Floating Support Units and 14 Independent Domestic Violence Advisor (IDVA) interventions per week.

Approximately 55-70 individuals- women (84%) / men (16%) that are victims of domestic abuse are helped across a year via Gorwel (of which there is 43-55 dependent children and about one in six live with their partner).

Further funding from the North Wales Police and Crime Commissioner and Families First provides for 1.5 FTE staff. Gorwel have advised that 126 children and young people are assisted through the year via activities such as group work and support to link in with other local initiatives.

Funding from Welsh Government enables us to deploy two School Liaison Officers working across North Wales schools delivering workshops in primary and secondary that promote healthy relationships and raise awareness for children, young people and adults about the issues of VAWDASV.

PRIORITIES 2019/20

- Continue with the design and planning for a new Extra Care facility in the Seiriol Area.
- Rollout of our new Enhanced Foster Care Packages to attract additional foster carers.
- Launch our Cartrefi Clyd Môn project, aimed at providing suitable accommodation for children and young people locally.



Measuring Quality Standard 6:

- 99% were able to discuss their problems during assessment / re-assessment in their preferred language



How We Do What We Do

A) Our Workforce, and how we Support their Professional Roles

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

The Workforce Development Unit continues to administer the SCWWDP grant to provide training and development opportunities for Social Services and the wider social care partnership on Anglesey. National, regional and local priorities are taken into account when planning development opportunities for the workforce and every opportunity is taken to work in partnership with our neighbouring LA's, NHS and other agencies in order to deliver on the plan.

Key priority areas supported are noted below:

- The Domiciliary Care Workforce to prepare for registration and supporting knowledge/Role of Responsible Individuals
- The training, development and qualification of Social Care Managers
- Outcome Focused Care and Support Practice
- Qualifying programmes for Social Work
- Post Qualifying programmes for Social Work
- Frontline social care workers to develop their skills overall in relation to Social care
- Enable the workforce to meet regulatory requirements for qualification and/or registration.

Examples of the type of initiatives that were arranged was the training focused on strengths-based approaches through the IFSS model of Building Stronger Families; Specialist training was also delivered on the Court Skills for social workers.

In addition a number of both regional and local sessions were promoted and arranged by the Workforce Development Unit in order to provide up to date information to ensure that our managers are informed about the requirements of the Regulation and Inspection of Social Care Act and as a result the staff supported to ensure that they are able to meet the requirements.

In addition, a number of priority areas of development were identified and included in the development plan. Examples of these are noted below:

Course Title	Course	Numbers attended
Dementia	Award L2	21
	Award L3	18
	Awareness raising session for staff across the care sector, volunteers and families	80
All training has been arranged in line with the Dementia Action Plan and Good Work Framework	Sensory Loss	25
	End of Life / Palliative Care	15
	Dementia and Learning Disability	25
	Communication and person centred care when dealing with behaviours that can be seen as challenging.	25

Course Title	Course	Numbers attended
Inspiring culture in care of individuals who have dementia, supported by the Good Work Framework	Inspiring culture change 3 day training programme for Care Home Managers	15
Outcome focused planning	Introduction to what outcomes are and how this translates from paper to practise in line with the Social Services and Well-being (Wales) Act. To understand the approach to outcomes and how outcomes are put into care and support plans and practices.	75
Induction	To support the implementation of the All Wales Induction Framework SCW RISCA	20
Care Qualifications	L2 Adults	12
	L3 Adults / Children and Young People	12
	L4 Step up to management	1
	L5 Advanced practitioners award	4

Course Title	Course	Numbers attended
Regulated Workforce	Awareness raising sessions on how to register home carers by 2020 and beyond. Dom Care registration workshops in line with the SSWA and regulating the workforce with in the guided time frame	75

We continue with our partnership with Bangor University and 2 other local authorities to support social work students and successfully recruited a further 2 social work trainees. 2 are 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.

We have continued to support newly qualified practitioners through their First Three Years in Practice which includes the Consolidation Programme, Porth Agored with 3 members of staff successfully completing this programme during 2018-19.

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

Programme	Number Achieved in 2018-19
Practice Teaching Award	4
Best Interest Assessor	1
Team Managers Development Programme (TMDP)	2
Middle Managers Development Programme (MMDP)	1

As well as the above, we continue to support qualified staff to undertake modules through the Experienced Practice in Social Work and Senior Practice in Social Work Programme.

WELSH LANGUAGE SKILLS

In support of the “Mwy na Geiriau” agenda, the Authority is very supportive of staff development in this area and encourages attendance at a wide range of courses/training in order to address their individual needs / raise awareness of the importance of bilingual language skills. See table below for a list of the variety of opportunities that have been arranged during 2018-19:

Course	Number of Social Service Staff attended
Welsh language for learners (Weekly sessions)	4
Welsh language (Welsh in the Workplace)	1
Develop language skills for fluent Welsh speakers	2
Welsh language awareness / Mwy na Geiriau	1

SAFEGUARDING TRAINING

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

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

E-Learning

Over the year, greater emphasis has been made on utilising E-Learning as a blended method of Learning. A variety of programmes are available to staff at all levels to undertake as part of their own Personal Development and which is accessible at any time/place. Additional work is being undertaken to develop key areas e.g. Basic Safeguarding, Food Hygiene, Health Information, Modern Slavery and Cyber Awareness.

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

Module	Number of completions	Percentage
Violence against Women, domestic abuse and sexual violence	224	37%
Modern Slavery	189	31%
GDPR	196	33%
DSE	174	29%

B) Our Financial Resources and how we Plan for the Future

Financial planning remains a serious challenge for the Council under continued and prolonged financial pressures; the Council's funding from the Welsh Government (WG) has fallen from £101m in 2013/14 to £95.8m in 2019/20. In order to achieve a balanced budget, the Council has implemented over £20m of budget cuts over the same period. The year-end position showed an overspend of £3,001k for Social Services for 2018/19.

Children & Families Services overspent by £1,830k due primarily to a further increase in the number of looked after children – as at 31/03/2019, we had 149 looked-after-children in our care, an increase of 4.2% on the 31/03/2018 figure of 143. One out-of-county placement can cost up to £250k/year. Additional funding of £1.39m has been added to the budget of Children & Families Services for 2019/20 to meet the pressures of the increased number of children in our care. The funding provided to the Service between 2016/17 to 2018/19 to establish an Edge-of-Care team, with a view to reducing the number of children placed in care, has also been added permanently to the budget in 2019/20.

Adult Services overspent by £1,171k in 2018/19 due primarily to (i) fee pressures caused by increases in National Living Wage and pension contribution rates and (ii) increase in demand for Services. Additional funding has been provided to Adult Services through a Welsh Government grant of £670k to assist in meeting these pressures in 2019/20. A further contingency of £277k has been set up for 2019/20 to meet pressures in demand for Services.

Nevertheless, both Services acknowledge the current austerity and continue to transform services and manage demand, with Adults Services contributing to £350k of savings in 2018/19, and further savings of £586k

have been agreed for 2019/20. Children & Families Services will also look to reduce its overspend position in 2019/20 by introducing Small Group Homes on the island with the view of reducing the children that are placed out-of-county.

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 £6.72m of additional cuts over the next 3 years from 2020/21 to 2022/23.



The table below outlines the financial accounts of our Social Services 2018/19:

	Budget £	Actual £	Variance £
CHILDREN AND FAMILIES SERVICES	8,727,410	10,557,202	1,829,792
ADULT SERVICES			
OLDER PEOPLE	7,095,640	7,447,693	352,053
PHYSICAL DISABILITIES	1,720,010	2,055,527	335,517
LEARNING DISABILITIES	6,582,830	7,103,668	520,838
MENTAL HEALTH	1,931,410	2,213,940	282,530
SUPPORT SERVICES	1,232,080	1,175,614	-56,466
PROVIDER UNIT (MÔN CARE/ OTHER SERVICES)	6,166,900	5,910,635	-256,265
OTHER SERVICES	59,692	52,542	-7,150
TOTAL	33,515,972	36,516,821	3,000,849



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

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

The **Executive** is the key decision making body and consists of the Leader and 8 Portfolio Holders. The Leader continues to be the Portfolio Holder for Social Services and has politically overseen our improvements over the past 2 years. This growing effectiveness is evidenced in taking difficult decisions such as Older Adults Social Care Programme (for example building Extra Care Housing in Llangefni which is completed and nearing capacity). 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 & Families Services to assist the management of demand.

Partnership Working

The Panel of Elected Members which was established after the elections of May 2017 to scrutinise, challenge and support the Service Improvement Plan for Children & Families Services, continues its work and has seen improvements been realised over a short period of time. 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 & Families and Adults Services remain actively involved in the All Wales and the North Wales agendas to improve the delivery of social services through a collaborative approach.

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

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

The Wellbeing 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 assessment by the Board during 2017/18 was used by partners to draft the Wellbeing plan which was adopted during 2018/19. This plan is now in its implementation stage.

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 continues to embed 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 practice 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 & Families Services have also improved and continual focus via the Children's Services Improvement Panel, it is envisaged will further improve performance and consistency of practice which have been priorities for 2018-19.

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CASE STUDIES

CASE STUDY 1: Local Asset Co-ordination Ynys Môn	i
CASE STUDY 2: Integrated Care Fund (ICF) 2018/19	iv
CASE STUDY 3: Transition / SCS	vi
CASE STUDY 4: Team Around the Family (TAF)	vii
CASE STUDY 5	x

I. CASE STUDY: Local Asset Co-ordination Ynys Môn

INTEGRATED CARE FUND (ICF) 2018/19

About the Project:	Local Asset Coordination (LAC) is a new model of working with communities and has been developed on Ynys Môn over the past two years. It is a preventative model, but is now proving beneficial also to those who may already be in receipt of statutory services. Local Asset Coordinators work with individuals and groups to develop and use local networks to promote local solutions to local needs.
Project's Aims:	<ul style="list-style-type: none"> • Reduce loneliness and isolation in our communities. • Promote independent living; people's choice and control over their own lives. • Promoting healthier lifestyles and reducing health inequalities. • Develop social prescribing – strengthen the links between healthcare providers and community, voluntary and local authority services.
Project Outcomes:	<ul style="list-style-type: none"> • People are better informed and know where to re-ceive advice and assistance about activities that would help to prevent or reduce isolation and lone-liness and promote health & wellbeing. • Greater number of people are participating in activi-ties that help to promote independence and resili-ence, and reduce impact on front line services.

About the person:

What is their age? Do they live alone? Do they have family/friends nearby? How is their general well-being?

Brian was referred to LAC Holyhead through her LAC colleague (Gwyneth) who had known Brian previously.

Our first meeting took place at his home. During our conversation he spoke about his wife, and how he had cared for her for over 30 years until her death in January 2017. He said that he was very lonely, didn't have anyone to turn to and didn't have any friends or family living locally, they lived in Yorkshire and Japan. Brian has a son but for some reason unknown to Brian the son had cut off all contact with him.

Brian lives in a ground floor flat on a new estate, since moving in four years ago he and his wife had experienced anti-social behaviour from the local children, they would throw stones at his van, walk out in front of the van, ring the doorbell, put their hands through the windows of the flat to grab at things, this particular incident happened when his wife was ill in bed. Brian also experienced verbal abuse when he went to speak to parents about their children's behaviour towards him and his wife. The Police and landlords were made aware of this anti-social behaviour.

What was the situation:

Describe how the person became involved with the service you are writing about. If an older person – what challenge or issue wee they facing and how was this affecting their life

Brian was referred to LAC Holyhead through her LAC colleague (Gwyneth) who had known Brian previously.

Our first meeting took place at his home. During our conversation he spoke about his wife, and how he had cared for her for over 30 years until her death in January 2017. He said that he was very lonely, didn't have anyone to turn to and didn't have any friends or family living locally, they lived in Yorkshire and Japan.

Impact statement
How did the service make a difference?

Describe what action the case worker/volunteer took to give support

<ol style="list-style-type: none"> 1. March 2018 – Brian was beginning to express and focus on the traumas of the previous months, the loss off his wife, being a victim of crime and being made a participant in an unwelcome mental health assessment. Together we prioritised how Brian wanted to manage and deal with what he considered to be these traumatic events. 2. Liaised with GP and ensured that Brian had clarification of the correct medication he was to take. 3. Supported Brian to attend CRUSE bereavement counselling over a 6 week period. 4. Supported and advised Brian with financial matters – utility bills, phone contracts, missed hospital and GP appointments. 5. April 2018 – introduced Brian to the Men's Shed. A turning point for Brian was when he 'buddied – up' with Richard, who had also recently been bereaved. Both men would meet up at the shed on most days to do whatever work was necessary, litter picking, building raised beds and creating a bird table that involved intricate work. 6. Brian was introduced to the local lunch club volunteers and clients. 7. Created an intervention between Brian and a local man who was able to help set up a home security system ensuring 24hr CCTV at his home. 	<ol style="list-style-type: none"> 8. Worked in partnership with Brian's Housing Association and the Police to hold a community event. This was a drop-in session giving the tenants (mostly families with young children) an opportunity to call into the community centre for a cup of tea, meet their neighbours and to chat with the Housing Association's liaison officer and local PCSO's about any concern they may have regarding their estate. This brought about a wider community benefit in community safety. 9. Supported Brian to attend MRI Scan (spine) and brain scan and to receive result of these scans. 10. Supported Brian in attending training and wellbeing sessions.
<p>What outcomes were achieved? <i>What was the outcome for the service user?</i> <i>What difference did the interventions make?</i></p>	<ul style="list-style-type: none"> • Within three months Brian attends two community groups – Lunch Club and Men's Shed. He is actively developing old skills with other men and helping others to learn. • Nine months on, Brian's anxiety has diminished greatly, and he no longer requires intensive contact with LAC. However, we retain weekly contact through the Men's Shed and Lunch Club. • Engaged with Brian's GP to review his Diabetes and long standing spinal condition. • In addition to above liaised with specialist Diabetes and Neurology services. • Brian attends an IT course to learn how to Skype, internet shopping and Facebook – now in contact with family in Japan and Yorkshire.

What outcomes were achieved?

*What was the outcome for the service user?
What difference did the interventions make?*

- Brian attended three Expert Patient Programme - Managing Diabetes, Foodwise and Diabetes and Controlling Chronic Pain. He benefited by better managing his diabetes and chronic pain by engaging in a non-restrictive exercise programme.
- Liaised with CPN who was allocated to undertake initial mental health assessment and provided useful information to demonstrate Brian's daily activities and levels of functioning: e.g. he was involved in very intricate and manual projects at the Men's Shed.
- Another crime committed at Brian's flat - on this occasion CCTV evidence was collected confirming local children had been responsible – PCSO's were quick to respond and dealt with the matter.
- The Consultant Psychiatrist recognised Brian's frustration and uncertainty as to why he had to undergo an assessment. He questioned LAC and Brian on the approach they had taken throughout this difficult process, and remarked on their success, and on the value of LAC intervention.
- Results of brain scan showed no signs of dementia and no cognitive impairment.

Quotes/Feedback

Please provide a direct quote from the service user. What did they say about the service received and the difference this has made to them?

Brian has given his consent to tell this story, as he said –
"the more people that know about what I've been through the better." *"People might then take more time to listen and understand what people go through when they feel so isolated and lonely after the loss of a love one."*
"Without the support from LAC I really don't know where I'd be today."

CASE STUDY 2:

INTEGRATED CARE FUND (ICF) 2018/19

About the Project:	Carers Outreach Service supports unpaid carers in hospitals and the community; we signpost, advise and refer to appropriate agencies who can offer them support.
Project's Aims:	Assess and refer carers to appropriate agencies in order to ease the stress placed upon them.
Project Outcomes:	Carers feel supported, informed and educated regarding the help that is available to them in terms of benefits, community groups etc.
About the person: <i>What is their age? Do they live alone? Do they have family/friends nearby? How is their general well-being?</i>	The person in this instance is the main carer for her brother who has cancer. The carer is a married 56-year-old whose daughter, son in law and granddaughter also live with her. The carer says her family are supportive. However, she stated that she is currently under a lot of stress as both her father and brother's health have deteriorated.
What was the situation: <i>Describe how the person became involved with the service you are writing about. If an older person – what challenge or issue were they facing and how was this affecting their life</i>	Initially, the carer's sister was referred to Carers Outreach Service by a Staff Nurse on Ogwen ward as she was the main carer for their elderly father who was admitted after a fall. At this point the carer also requested a referral as she too was struggling with her caring role. The challenges facing the carer and her family were broad and included the frailty of the father, accommodation issues, financial issues and the brother's palliative lung cancer which necessitated the caring role. Possible solutions were suggested and implemented, including benefit advice, referrals to other supportive agencies, financial assistance and emotional support.

Impact statement
How did the service make a difference?
Describe what action the case worker/volunteer took to give support

Carers Outreach Service supported the family by providing emotional support based on the issues and problems they faced daily.

Information was provided on what benefits were available, including PIP and Carers Allowance. An application for ESA was made.

Grant applications were made to the Roy Castle Fund, MacMillan Cancer Support and the Gwynedd carers' respite pot (managed and administered by Carers Outreach).

A Blue Badge application was made to facilitate accessible parking when travelling to/from appointments with the cared-for.

A Council Tax reduction was applied for. An application was made to the WaterSure Wales scheme for capped/ reduced water bills.

What outcomes were achieved?
What was the outcome for the service user? What difference did the interventions make?

For the carer, stress was reduced greatly as the whole family were being supported and a positive relationship was formed between Carers Outreach, the carer and the hospital.

The carer felt she had someone to talk to in confidence who she could ask for advice and support. The financial burden upon the cared-for was less as he received financial support, including grants, benefits and reductions that would help with paying the bills and general household costs. The Blue Badge ensured that the carer could take her brother to his appointments despite his deteriorating mobility.

The carer has requested respite which will give her the time she needs to recover emotionally and physically as the caring role will become more challenging and will escalate with time.

Dyfyniadau/Adborth

Rhowch ddyfyniad uniongyrchol gan y defnyddiwr gwasanaeth. Beth oedd ganddynt i'w ddweud am y gwasanaeth a gafwyd a'r effaith a gafodd arnynt?

Roedd y defnyddiwr gwasanaeth yn gwerthfawrogi'n fawr iawn y cymorth a'r gefnogaeth a roddwyd yn ystod y cyfnod anodd hwn.

"Anhygoel. Mae'n gwybod ei gwaith tu chwith allan ac yn cael canlyniadau. Nid oes unrhyw beth yn ormod o drafferth. Mae hi'n dda efo'r claf a'r teulu. Fyddwn i ddim wedi gallu ymdopi heb ei help."

CASE STUDY 3: Transition / SCS

P lives with her family in Llangefni and has a learning disability and attends Canolfan Addysg y Bont. P was referred to Specialist Children's Services in January 2018 when they were 17 years old for Community LD paediatric nursing service to support the school to manage her behaviour. P's family had not requested any support or involvement from services prior to this.

In June 2018, as part of the Partneriaeth - Y Bont – Partnership Transition Project (Based in the Special School), P and her family were able to have the additional support from the service Transition Co-ordinator without having to be open to a social worker. The Transition Co-ordinator was able to work in partnership with other multi-agency professionals who were working with P, to support in planning the Transition Process to adult learning disability services.

The Multidisciplinary Team working with the family and the school included SCS Nurse, Behaviour Analyst - Complex Needs Service, Speech and Language Therapist, Carers Assessor, Learning Disability Paediatric Psychiatrist, Transition Co-ordinator and Teacher.

As part of the transition process to adult services it was felt that it would be positive for P to widen her range of interests and activities to help her to become more independent, and also support her parents in their caring role by enabling her to have short breaks.

In October 2018 it was agreed with the family that it was the right time to introduce a social worker from Specialist Children's Services, to look at the types of support that would help P and support the family through the Transition to Adult Services.

As part of P's Care and Support Plan, the family used Direct Payments to enable her to take part in a range of activities in the community and this has provided the opportunity for P to develop her independence and social skills with the support of 2 personal assistants, on a weekly basis.

This is the first time the family have had social work support and this relationship meant that the social worker was able to get to know the family and ensure that links were made with the social work team within the Adult Learning Disability Service.

In January 2019, both social workers visited the family together so that the link with Adult LD would provide a seamless service for P and that the family were able to be confident that the Direct Payment service could continue and that, where necessary, the transfer of health services would be co-ordinated by the professionals that were part of the original MDT. Both social workers will work together to support P until she is 18 years old and the Transition Co-ordinator will continue to be involved as part of Adult Learning Disability Services, looking at day activities and other options for further education opportunities.

P's mother has shared with the social worker that she feels that the Transition Service has been 'good' and she has especially valued the role of the Transition Coordinator and social worker from Specialist Children's Services in supporting P and the family at this point in the transition process.

CASE STUDY 4:

Team Around the Family (TAF)

FAMILY - MOTHER, FATHER, DAUGHTER (7) SON (4)

Summary of family situation 08-05-18

Son has a speech delay and significant behavioural problems.

Mum is home with the children every day and is finding it very hard to cope with son. Son will scream and tantrum over the smallest of things.

Seen for initial assessment on the 21/10/16 and referred to SALT team for speech delay. Son has been attending pre-school since then to which mum states that improved his speech.

School have put a one to one worker in with him due to his short attention span. The last few weeks mum has found his behaviour increasingly challenging. He is a poor sleeper, his speech has regressed and he screams a lot. Mum states that he is lashing out with frustration.

Son likes routine and structure and fixates on certain toys or certain TV cartoon episodes. He loves sensory toys. The only time he is calm and engaged in an activity is when he's in the bath. Mum states that he sees no danger and that if he isn't strapped in to his pushchair when they go out he will run away/run in front of cars.

Mum suffers with stress and anxiety and feels she is at breaking point with son. Mum feels that her relationship with partner and older daughter is strained due to son. They have good family support locally but mum is often reluctant to share her problems with them.

Her sister helps a lot with the children. Son is only comfortable around her too. They have had to reduce son's school time by a day due to financial reasons.

Son has been referred to the community paediatricians and school has put extra support in place.

Son isn't aware of road safety, and will run out straight into the road. Family support with application to Housing to place a gate and fence at the back, so son can play outside freely and not run out straight into the road. This would help the family without causing additional anxiety to mum.

Summary of work completed 19-11-18

- Work was completed at home to support with son's behaviour, and build up mum's confidence in preparation to access the Incredible Years Course. Mum attended three sessions, but could not commit because of child care issues, so following the group, the support continued at home.
- Short term support for daughter around managing emotions and resilience, exploring daughter's wishes and feelings.
- Information to contact the Carers Assessment Team regarding safety support.
- Support was given to encourage and enable mum to take the family out. Implementing what mum had learnt and having the confidence to take the children out and test her own ability to manage son's behaviour and cope with her own anxiety, giving her the confidence to take the children out alone.
- Support mum with son's potty training.
- Support mum with school and the transition of son accessing main stream school.

Positive Outcome: Confidence building with mum improved her ability to parent and feel more confident in turn having a positive influence on her mental health.

Implementation of Incredible Years evident to have improved son's behaviour and support mum to manage his behaviour. Sessions with daughter gave her the ability to explore her wishes and work around emotional regulation, and gave her the ability to channel her anger in a more positive way.

Son is now toilet trained and settling well in school. Team Around the Family supported the family's finances regarding benefits and co-ordinated and communicated with agencies when mum found it difficult to do so.

Parent's Comment: Amazing turnaround from this time last year. I enjoy things daily and look forward to future upcoming events. Cannot thank Team Around the Family enough for all the support provided, forever grateful.

CASE STUDY 5

Family B were referred by the Educational Welfare Officer and Health Visitor in relation to the concerns she had in regards to the child's health and emotional wellbeing and possible learning needs within the school.

Family meeting was held at the school and an action plan was agreed upon. The meeting included the child and the family and representatives from the school, ABC Unit, School Nurse, SALT, Play Therapist, SNAP CYMRU, Housing Association, Education Welfare Officer and TAF were all present.

Child B's school achievements has increased and has they have been re-integrated in to main stream classroom from the Nurture Group.