

| ISLE OF ANGLESEY COUNTY COUNCIL | |
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| Committee: | Corporate Scrutiny Committee |
| Date: | 9 th March 2020 |
| Subject: | Social Services Progress Report |
| Purpose of Report: | Confirm progress and improvements made to date in Social Services. |
| Scrutiny Chair: | Cllr Aled Morris |
| Portfolio Holder(s): | Cllr Llinos Medi |
| Head of Service: | Alwyn Rhys Jones, Director of Social Services, and Head of Adults Services Fôn Roberts, Deputy Director of Social Services, Head of Children and Families Services |
| Report Author: Tel: Email: | Emma Edwards Deputy Business Manager, Adults' Services 01248 751887 Emmaedwards@ynysmon.gov.uk |
| Local Members: | Relevant to all Members |

1 - Recommendation/s

The Corporate Scrutiny Committee is requested to:

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

2 – Link to Council Plan / Other Corporate Priorities

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

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

- 3.1 Impact the matter has on individuals and communities [focus on customer/citizen]
- 3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]
- 3.3 A look at any risks [focus on risk]

CIW Reports are shared under Section 5, point 1 and 2 outlining progress to date across both Adults Services and Children and Families Services, and seeks to give members reassurance of the improvements made.

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

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

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

5 – Background / Context

Background - Social Services Improvement Panel

At the Adults Social Care Transformation Board on 22nd May 2019 and the Children and Families Service Improvement Panel on 23rd May 2019 it was recommended to establish a Social Services Improvement Panel. This would enable the Adult Services to have the same level of scrutiny as the Children and Families Services has had in recent years. It would also allow Elected Members to have more detailed knowledge of the processes and challenges within Adult Services. It is recommended that the newly constituted panel commences on its work with immediate effect.

This report supports the first meeting of the Joint Social Services Improvement Panel.

1. Care Inspectorate Wales (CIW) Local Authority Performance Review

(Full copy of the letter can be found in Section FF below - 1)

The Council received their Annual CIW Local Authority Performance Review letter during late October 2019. The purpose of the letter, which is published under the CIW Code of Practice is to:

- provide feedback on inspection and performance evaluation activity completed by us during the year;
- report on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews;
- outline our forward work programme.

This letter summarises CIW review of Isle of Anglesey County Council's performance in carrying out its statutory social services functions. It follows the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) and our increasingly collaborative and strengths based approach to supporting improvement.

The four principals are 1) Wellbeing 2) People – Voice and Choice 3) Prevention, and 4) Partnerships. The letter addresses each of the headings across both Services. The key messages are:

a) *The recent changes in senior leadership are being covered by interim arrangements for the statutory role of director of social services. Leaders of the council will want to ensure recent improvements in performance in children's services are not negatively impacted by changes in leadership.*
UPDATE: IOACC Senior Leadership team reorganisation has now been completed, with Alwyn Rhys Jones becoming the permanent Director of social Services.

b) *The need to maintain continued improvements in Children's services.*
UPDATE: Please see Point 2 below, which outlines the feedback by CIW of the focused monitoring of our Children's Services in September 2019.

c) *CIW monitoring of the deprivation of liberty safeguards has identified the local authority, in common with many others in Wales, is unable to assure itself people's human rights are not being breached by being deprived of their liberty unlawfully.*
UPDATE: Adult Services are working to improve on this point, and has provided training to staff in November 2019.

d) *Accommodation for children with complex needs who need to be looked after by the local authority is a challenge. Colleagues in social care and housing are working closely with elected members to provide opportunities for living accommodation on the isle of Anglesey for children who are eligible for support.*

UPDATE: In order to promote de-institutionalisation and reduce significant overspends and allow for the children and young people who

are from Anglesey to continue to receive care on the Island, a range of alternative care provision is required. There are a number of children currently living “Out of County” who are unlikely to be reintegrated or placed with family, friends, foster or adoptive families in the foreseeable future. In order to ensure that these children are not ‘left behind’, and to make significant savings, there is a need to develop alternative residential care services.

Cartrefi Clyd Môn means no more than two children living together in ‘homely’ surroundings and functioning in a similar way to children at home i.e. going out to school, living in the community, having neighbours and friends and so on.

The houses will be dispersed throughout the community enabling the resident children to merge more easily into the community. Each home will be staffed by a small team of residential care workers, ensuring continuity of care for the resident children. There are currently 2 Cartrefi Clyd properties being registered by CIW with a view to them both opening by 1st April 2020.

The letter also summarises CIW Performance Review Plan for 2019-20 (thematic inspection programme), which included the now completed prevention and promoting independence for older people.

It also refers to a pilot joint inspection of child protection arrangements which was scheduled for late 2019. We have not received any further information with regard to this at the time of writing.

2. CIW - Feedback on 2 days monitoring in IOACC Children’s Services Letter (dated 25/10/19)

(Full copy of the letter can be found in Section FF below - 2)

During the 19 & 20 September 2019 a total of 13 case files were evaluated, and interviews were carried out with five Operational team managers and two Independent Reviewing Officers (IRO’s). Again the four principals (Wellbeing, People – Voice and Choice, Prevention, and Partnerships) formed the basis of the monitoring and letter.

The letter states “our findings indicate a service on a positive journey of improvement underpinned by leaders and managers who are taking responsibility for driving improvements. We highlight some good pieces of work and areas requiring improvement.”

Areas for improvement:

- a) *“The local authority will want to continue to create opportunities to support children to remain within their own communities and reduce high cost out of county placements.”*

UPDATE: see the Small Group Homes – Catrefi Clyd above (1d).

- b) *“IROs have a key role in ensuring children have their voices heard and the quality of services are achieved and maintained. The local authority will want to ensure the potential of the IRO role is maximised.”*

UPDATE: Working is ongoing in order to ensure every child has their Voice heard. This work will be linked to our update below on Voices From Care Wales Update.

- c) *“The local authority will want to assure itself it is maximising every opportunity to address the reasons social workers are increasingly declining to undertake court work.”*

UPDATE: The Local Family Justice Board, which is sponsored by the Welsh Government is holding a workshop in December 2019 in order to look at this. This is a national issue and work is ongoing with the Judiciary in order to address this.

- d) *“We did see evidence in one case file of the positive benefits to the child of social services and children’s mental health teams (CMHS) working closely together. However, we are aware this is not always the situation. The local authority acknowledges the risk of children falling through the gap between children’s mental health services and children’s social services are high. Work is underway to address the challenges, making use of ‘Transformation’ money.”*

UPDATE: Regional work is being undertaken in order to look at how best agencies can support children and young people with mental health issues. Also, the regional transformational ICF bid for children is aimed to address some issues in this area.

3. Voices from Care Wales Update

The CIW Performance Review letter referred to the fact that *“Senior Managers are aware that there is more work to do to ensure children have their voices heard in the planning and development of services”*. As a result we are pleased to be able to update the Panel on the progress made with working with Voices from Care Wales:

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

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

Voices From Care Cymru is an All Wales voluntary agency who works with looked after children on promoting their rights and improving services provided for them. We have agreed to establish a targeted approach in establishing monthly participation group for looked after children and young people aged between 14-22. The purpose of the participation group is support Ynys Mon in the development

of their Children Looked After and Care leavers' strategy and provide a platform that supports relationship building between looked after children young people and their corporate parents in Ynys Mon. The group would develop their own identity and coproduce a range of promotional and marketing material and will develop a series of resources and local campaigns, unique to Ynys Mon. As an organisation Voices From Care Cymru have appointed a project worker who will be based with Children and Families staff who will offer advice and support as a 'critical friend' on participation and corporate parenting. This project is a direct result of joint funding provided from services within the Local Authority – Children Services, Housing and Education – with the aim of listening to the voices of looked after children which will shape services that will strengthen our corporate parenting responsibilities towards them.

4. Quality Assurance Update

As part of the improvement programme there has been an acute focus, on strengthening quality improvement work in Children and Families Service. As a result of this work, a Safeguarding and Improvement Unit has been established. Considerable attention has been given to developing clear statements of the methodology underpinning the Unit's work and to its arrangements for systematic and well evidenced reporting on its findings and recommendations for improvement in the management and delivery of services.

The implementation of the Quality Improvement Framework has been gathering pace, and the Unit has been able to report in an increasingly focused way the on its findings and to draw out areas in respect of which improvement work should be targeted. A draft protocol setting out the relationship between the Unit's work and the response of operational service managers has been developed. This shows how any responses to identified weaknesses or recommendations for improvement would be implemented by operational managers and reported to Senior Managers and to Members. In this way, an Improvement Cycle is strengthened and the work of the Unit placed at the very heart of the service's functioning.



Adroddiad Anwen
Huws - QA.docx

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

Not Relevant

7 – Financial Implications

Not Relevant

8 – Appendices:

Not Relevant

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

1.



Local authority
annual performance



Llythyr adolygu
perfformiad blynydc

2.



Anglesey letter -
ENG - 20191025.pdf



Anglesey Letter -
CYM - 20191025.pdf