

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Corporate Scrutiny Committee
Date:	22 nd September 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 Huws
Head of Service:	Fôn Roberts, Interim Director of Social Services & Head of Children & Families Services Iola Richards, Interim Head of Adults Services
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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

This report aims to advise Members of progress since the initial meeting of the Social Services Improvement Panel.

Whilst our work is prioritised around statutory requirements, we also align our efforts to assist the corporate priorities as listed in the Council Plan. The relevant objective for our services is:

Objective 2: Support Vulnerable Adults and Families to Keep Them Safe, Healthy and As Independent As Possible

1. Children & Families Service Update:

i) Increasing the number of Local Authority Foster Carers-

By offering a high level of professional support as well as enhancing the package to include a 10% increase in foster care allowance, a 50% reduction in Council Tax, free leisure services membership cards and a free parking ticket for use in our car parks.

During 2019/20 the Local Authority recruited an additional 7 Foster Carers offering 13 new foster placements for the children and young people of Ynys Môn. Throughout Q1 and Q2 of 2020/21 we have continued to recruit, assessment take foster carers to the Fostering Panel which has been convened virtually. During Q1 and Q2 we have approved 5 new foster carers which offer in total 9 extra placements.

The increase in the foster care package has had a positive impact on the number of foster carers and we have a much wider choice of placements available to Ynys Môn children now.

ii) Opening our first “Cartrefi Clyd”:

Working towards our family-style homes, on the island which will enable looked after children from Anglesey to receive care on the Island, attend local schools and participate in community life as opposed to potentially being placed in accommodation further away from the local community they are used to.

We have succeeded in getting two Cartref Clyd registered with Care Inspectorate Wales (CIW) to date. We are currently training the staff by implementing detailed training plans for each member of staff.

We have a young person in our one bedroomed property and two children are planned to move into the second home imminently. We have a third property is currently being refurbished in preparation for registration application.

We have secured ICF funding to provide one property which will provide care for disabled young people who have complex needs, to enable them to remain in the local area rather than have to move to specialist residential placements which are all out of county.

iii) “Opening a Training flat’ for young people leaving care so that we can support them to live independently for the first time.

We opened a new “training flat” base in Llangefni in January 2020 to provide a central and homely base for care leavers to provide them with an opportunity to experience living independently and to learn and develop their skills to live independently in the future. This forms part of their pathway plans.

Since opening, 8 young people have stayed at the flat for short periods of time before returning to their foster carers.

The feedback we have received for the young people has been very positive and here are some of the comments we have received:

“lovely flat enjoyed the independence”

“enjoyed cooking for myself and looking at what to buy”

“yeah sound place”

“handy place to learn about cooking and budgeting and things”

2) Adult Services Update:

i) Continue to work on planning for a new extra care housing provision in the South of the Island –

Which will offer a home for life for people over 60 years of age who wish to live independently in a safe and welcoming community with care and support services on site. Progress on planning for the development of Extra care accommodation in the south of the island has been on hold due to the decision to rescind the previous decision on the future of Ysgol Gynradd Beaumaris. Over the next few months, and dependent on any Coronavirus implications, a revised action plan will be considered and progressed in partnership with key stakeholders to review island wide provision.

ii) Develop the Shared Lives programme to support people living with dementia and their carers as well as design a Dementia Strategy which is in line with the Welsh Government Dementia Plan-

The Shared Lives programme provides support for people living with dementia and their Carers. The focus is on early intervention for individuals presenting with moderate needs, and look specifically to offer respite & short-break provision. We are currently working with 3 enablers who are at various stages of the registration process. Reviews of each premises have been undertaken and enablers are currently undertaking a training programme. We anticipate they will be in a position to support individuals during the Autumn.

iii) Develop opportunities for people with mental health needs to participate in community based group activities-

During the year, we further developed a weekly programme of group activities for people with mental health issues with a focus on recovery, well-being, physical activity and reducing social isolation. Some of the programme is run in conjunction with third sector organisations, the council's nature park wardens and Betsi Cadwaladr University Health Board. A key feature is co-production with people with lived experience and the use of local resources across the island.

iv) Increase participation levels in the community hub models by promoting and developing the hubs held across the Island-

v) The Community Hubs continued to grow during 2019/20 and there are over 1,100 individuals participating in community hub activities.

We have established a Community Hub Alliance that brings the hubs together to pool resources and share good practice. The social prescribing model through the

Local Asset Co-ordinators continue to support lonely and isolated people and link them into community hub activities.

A recent development is the new software “Elemental” that GP’s can use to refer individuals directly to the social prescribing service.

We also started work on developing a virtual community hub programme by developing a website and associated “app” with activities, information and advice. This work will continue into 2020/21.

Establish 3 Community Resource Teams, located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll, that will bring Council and Betsi Cadwaladr Staff together to improve access to our care and support services at the earliest opportunity-

Work to establish three Community Resource Teams (CRT) located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll was undertaken during the year. All Health and Social Care staff have been designated to their allocated CRT in the three areas.

A refurbishment of accommodation, IT infrastructure and operational policies and procedures is taking place in each area.

Plans to transfer staff into virtual CRT will start on 14th September 2020.

Engage and consult with users on the Adult Learning Disability Day opportunity Strategy so that we create a greater range of high quality day opportunities for individuals in their communities-

A full and open consultation process was undertaken with stakeholders on the Day Opportunity Strategy. There was a high level of engagement with service users, families and providers with advocacy in support where it was needed.

The results of the engagement were fed into the Day Opportunities Options Appraisal in December 2019 and a consultation programme was agreed by the Executive for 2020-21.

3) Social Services Joint COVID Update:

The worldwide COVID-19 pandemic has affected the way we work since late February 2020, with Corporate and Business Continuity Management plans implemented following national guidance and due to impact of COVID-19 mid March 2020:

- State of emergency powers and budgets deployed
- Emergency Management Response Team continuing, whilst managing business as usual, and preparing for both the unlocking and recovery phases

- Daily and weekly Situation Reports prepared summarizing key decisions, issues and risks
- Daily communication internally with Members and staff and externally via the Council website and social media
- Formal COVID-19 risk register reviewed and updated weekly

Deployment of emergency delegated powers enabling the Council to make essential decisions. This resulted in the majority of the Council Staff working from home where possible, the closure of our Council building for visitors, closure of our learning disability day centres, lockdown of our Residential Care and Nursing homes to non-essential visitors and a reduction in our services.

During the lockdown period we have:

- Continued to meet all our statutory duties
- Worked closely with Welsh Government, Care Inspectorate Wales, Association of Directors of Social Services (ADSS), BCUHB, Providers and colleagues within North Wales Resilience Team, as well as many others.
- Set up a Covid-19 PPE store to manage the Welsh Government PPE deliveries, managed within Social Services resources.
- Set up the COVID testing referral process and managed this 7 days per week by Council staff.
- Developed and deployed innovative working practices to adapt to the pandemic period to facilitate contact, assessments, reviews, ensuring that our safeguarding duties are carried out.
- Continued to complying with Court proceedings and Care Planning.
- Continued to recruit Local Authority Foster Carers.

4) Care Inspectorate Wales (CIW) Local Authority Performance Review



CIW - Annual Letter
- Anglesey - 2019-20

A copy of the Annual Letter is attached above for your perusal.

5) Social Services Improvement Panel – Progress Report

1. Context

- Members will be aware that the Council's arrangements for panel and committee meetings were suspended at the end of March, 2020 as a result of the Covid-19 pandemic

- the Council has amended the way in which it operates its framework for public committee meetings in accordance with the Coronavirus Act 2020, with all meetings now being convened virtually
- the current period (**managing the emergency response to the Pandemic**) and the next period (**Recovery Period**) are extremely challenging times for the Council and every other public organisation in Wales as we continue to face the challenges of the Covid-19 emergency
- during an emergency period such as this, governance and accountability are of key importance. It is therefore key that our internal systems and processes provide assurance to Elected Members and the citizens of Anglesey that decisions made are appropriate, timely and transparent, even if the Council's processes have gained pace and changed significantly.

2. Social Services Improvement Panel


- Progress with implementing the Social Services Development Plan including the contribution of the Improvement Panel was last reported to the Corporate Scrutiny Committee in March, 2020¹
- In accordance with the Authority's Covid-19 meetings strategy, arrangements have been put in place to resume meetings of our 3 scrutiny panels which includes the Social Services Improvement Panel. A meeting of the Improvement Panel was convened on 10th September and below is a resume of its deliberations:
 - Annual Report of the Statutory Director of Social Services**
The Panel noted the impact of Covid-19 on the timescale for completing the 2019/20 Annual Report with a proposal that the document be endorsed by Full Council in October, 2020². The report is a factual account of the provision of Social Services during 2019/20 and effective partnership working was noted as a golden thread in this 6th Annual Report.
 - Progress Report on Social Services Improvements (March → September, 2020)**
The Panel noted progress over the past 6 months within the context of a global pandemic. Alignment between service transformation work streams and the Improvement Panel was noted as an area to be further explored.
 - Annual Report 2019/20: Listening and Learning from Complaints**
The Panel noted the Annual report.
 - Social Services Response to Covid-19**
The Panel noted the current position as regards the Social Services response to the pandemic and measures in place to


¹ Meeting of the Corporate Scrutiny Committee convened on 9th March, 2020


² Meeting of the Executive on 28th September, 2020 and Full Council on 27th October, 2020

mitigate or minimise impact on service delivery. It was also resolved to recommend that the Corporate Scrutiny Committee could refer specific areas of work to the Panel for in-depth scrutiny within the broader context of the parent committee's work programme on the Council's response to Covid-19.

- Further meetings of the Panel have been scheduled as follows:

 27th October, 2020

 24th November, 2020

 16th December, 2020

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):

As included.