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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Richard Parry Jones, BA, MA.
Prif Weithredwr – Chief Executive
CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfeydd y Cyngor - Council Offices
LLANGEFNI
Ynys Môn - Anglesey
LL77 7TW

Ffôn / tel (01248) 752500
Ffacs / fax (01248) 750839

RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI PARTNERIAETH AC ADFYWIO	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
DYDD MERCHER, 14 IONAWR, 2015 am 2o'r gloch	WEDNESDAY, 14 JANUARY 2015 at 2.00 pm
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGEFNI	COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGEFNI
Swyddog Pwyllgor	Mairwen Hughes 01248 752516
	Committee Officer

AELODAU / MEMBERS

Cynghorwyr / Councillors:-

Annibynnol / Independent

D R Hughes (Cadeirydd/Chair), W T Hughes, Richard Owain Jones and
Dafydd Rhys Thomas

Plaid Cymru / The Party of Wales

John Griffith, Carwyn Jones, Alun W Mummery (Is-Gadeirydd/Vice-Chair) and Dylan Rees

PLAID LAFUR CYMRU/WALES LABOUR PARTY

Sedd Wag/Vacant Seat

Heb Ymuno / Unaffiliated

R.Ll.Jones

**Aelodau Ychwanegol/Additional Members (gyda hawl pleidleisio ar faterion
addysg/with voting rights in respect of educational matters)**

**Parch./Rev. Robert Townsend (Yr Eglwys yng Nghymru/The Church in Wales) and
Mr. Keith Roberts (Yr Eglwys Babyddol Rufeinig/The Roman Catholic Church)**

**Aelod Cyfetholedig/Co-opted Member (Dim Hawl Pleidleisio/No Voting Rights)
Mr Gerallt Llewelyn Jones (Rheolwr Gyfarwyddwr/Managing Director - Mentor Môn)**

A G E N D A

1 **APOLOGIES**

2 **DECLARATION OF INTEREST**

To receive any declaration of interest by any Member or Officer in respect of any item of business.

3 **MINUTES** (Pages 1 - 10)

To submit, for confirmation, the minutes of the meeting held on 27 November, 2014.

4 **PROPOSED JOINT LOCAL SERVICE BOARD SCRUTINY ARRANGEMENTS**
(Pages 11 - 18)

To submit a report in relation to the above.

5 **ANNUAL COUNCIL REPORTING FRAMEWORK (ARCF) LOCAL AUTHORITY SOCIAL SERVICES INSPECTION EVALUATION & REVIEW** (Pages 19 - 38)

To submit a report by the Corporate Director Community.

6 **CORPORATE SAFEGUARDING (CHILDREN)** (Pages 39 - 54)

To submit a report by the Head of Children's Services.

7 **UPDATE BY THE CHAIR OR VICE-CHAIR**

8 **WORK PROGRAMME** (Pages 55 - 60)

To submit a report by the Scrutiny Officer.

PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the meeting held on 27 November 2014

- PRESENT:** Councillor Derlwyn Rees Hughes (Chair)
Councillor Alun Wyn Mummery (Vice-Chair)
- Councillors John Griffith, R LI Jones, Dylan Rees and Dafydd Rhys Thomas.
- Mr. Keith Roberts (The Roman Catholic Church).
- IN ATTENDANCE:** Corporate Director (Lifelong Learning) (Item 7),
Senior Manager for School Standards (TR) (Item 7),
Head of Service (Housing) (Items 5 & 6),
Technical Services Manager (Housing) (DR) (Item 5),
Principal Technical Officer (Grants) (JGD) (Item 6),
Scrutiny Officer,
Committee Officer (MEH).
- APOLOGIES:** Councillors William Thomas Hughes, Carwyn Jones,
Richard Owain Jones
- ALSO PRESENT:** Leader of the Council & Portfolio Holder (Education) (Items 4 & 7),
Portfolio Holder (Social Services & Housing) (Items 5, 6, 8 & 9),
Mr. Elfyn Jones GwE: Senior Challenge Advisor (Item 7),
Senior Partnership Manager (Gwynedd & Ynys Môn) (AD) (Item 5),
Mr. John R. Jones – Chief Officer Medrwn Môn.
-

1 APOLOGIES

Apologies as noted above.

2 DECLARATION OF INTEREST

The Chair referred to Item 7 and wished to note that he is representing the authority as a Governor on the GwE Users' Group.

3 MINUTES

The minutes of the meeting held on 25 September, 2014 were confirmed.

4 SINGLE INTEGRATED PLAN (GWYNEDD & YNYS MÔN) AND PROPOSED JOINT LOCAL SERVICE BOARD SCRUTINY ARRANGEMENTS

Submitted – a report by the Senior Partnership Manager Gwynedd and Môn.

The Senior Partnership Manager reported that the Gwynedd and Ynys Môn Services Board had made a number of significant decisions relating to its future vision and strategic direction. At the last meeting of the LSB held on 26 September, 2014 consideration was given to the following :-

- Draft set of operating principles to underpin the functioning and work of the Board;
- Some underpinning partnership values;
- A draft terms of reference;
- Key shared priorities for delivery over the next 2 years;
- TOP 10 LSB issues on the radar.

The emerging LSB three key shared priorities are :-

- Key Priority 1 – Older People
- Key Priority 2 – Dysfunctional Families
- Key Priority 3 – Sustainable Communities/Community Regeneration

with three underpinning Enablers - Technology, Language and Culture and Engagement.

Subject to LSB approval on 28 November, the next step would be to further develop each of the work-streams giving particular consideration to the following :-

- Desired organisational outcomes per Key Priority and Enabler for each LSB partner over the next 2 years;
- Evidence base for each Priority/Enabler;
- Contribution of LSB partners to each work-stream;
- Delivery structure and governance under the Local Services Board to progress each Key Priority and Enabler.

The Officer further reported that one current prioritised work-stream was that of further developing elected member scrutiny arrangements underpinning the work of the Gwynedd and Ynys Môn Local Services Board. The principle objective had been to consider how to further develop robust scrutiny arrangements, providing an appropriate level of challenge to the Board, jointly across both Counties to reflect the mandate of the LSB. In light of Elected Member support of both Ynys Môn and Gwynedd Councils, work had progress in developing joint LSB scrutiny arrangements :-

- Multi-agency Task & Finish Project Group had been established. Its membership included Betsi Cadwaladr University Health Board, North Wales Fire & Rescue, North Wales Police, Snowdonia National Park, Local Authorities. The Group was currently negotiating 3rd sector representation;
- Initial options paper had been developed outlining the possible joint scrutiny models to be considered by Elected Members;

- Negotiated input and mentoring by the Centre for Public Scrutiny throughout the process of developing the joint scrutiny arrangements for Ynys Môn and Gwynedd.

It was further reported that the next steps in the joint scrutiny work-stream would focus on:

- Finalising the options appraisal paper giving consideration to the advantages and disadvantages of each proposed scrutiny model;
- Submitting joint scrutiny arrangement proposals for consideration by the Elected Member scrutiny committees of both Local Authorities early in the New Year. (Proposals to include a full options appraisal for each model);
- Seeking 3rd Sector input to the Options Appraisal of the scrutiny models.

Issues raised by Members :-

- Members referred to the specific responsibilities of LSBs and queried any powers the Local Services Board had to ensure that appropriate governance and performance management arrangements were in place to implement improvements, that managers and front line staff across agencies were working together effectively and that agreed priorities were reflected in individual organisations' corporate plans. The Senior Partnerships Manager responded by referring to arrangements that were in place by Welsh Government through statutory guidance – *Shared Purpose, Shared Delivery*. The Board was not currently a statutory function but would become statutory following enactment of the Well-being of Future Generations (Wales) Bill (from April, 2016).
- Questions were also posed as to how 3rd Sector interests would be represented in the proposed joint LSB scrutiny arrangements. The Senior Partnerships Manager responded by clarifying that negotiations were ongoing with 3rd sector representative bodies in both Gwynedd and Ynys Môn. The outcome of these dialogues would be reflected in the proposals to be submitted for Elected Member consideration early in the New Year.

RESOLVED to :-

- **Accept the report and support the Local Services Board proposed key priorities and enablers as outlined in the report.**
- **Note progress to date and proposed next steps in developing elected member joint scrutiny arrangements underpinning the work of the LSB.**

ACTION : A report be submitted to the next meeting of the Partnership and Regeneration Scrutiny Committee outlining an appraisal of possible scrutiny models for developing joint LSB scrutiny arrangements with Gwynedd Council.

5 HOUSING REVENUE ACCOUNT SUBSIDY - VOLUNTARY AGREEMENT

Submitted – a report by the Head of Housing Services in respect of the above.

It was reported that an agreement has been reached between HM Treasury and Welsh Government that will allow the eleven Authorities in Wales with retained Council stock to exit from the Housing Revenue Account (HRA) subsidy system and become self-financing from April 2015. The settlement value for exit has also been negotiated. The Local Authority's HRA account will be better off financially by approximately £765K per annum, by paying less interest on existing loans. In order this takes place, a Voluntary Agreement will need to be signed by all eleven Local Authorities. Having become self-financing, all eleven Authorities will be able to :-

- Accelerate Welsh Housing Quality Standard (WHQS) work, to ensure achievement by 2020, and sustain it into the future. Of the eleven, only four have achieved WHQS – Isle of Anglesey County Council being one;
- Increase investment in existing homes and in regenerating neighbourhoods over the short, medium and longer term;
- Ensure tenants benefit from more efficient and effective housing services;
- Increase the supply of new affordable homes;
- Increase investment in a range of other local priorities which could include increasing the energy efficiency of council homes, estate regeneration, remodelling general needs or sheltered housing, and purchase of existing homes to increase supply;
- Take a much longer term and business- like view of the housing stock and associated assets such as garages, commercial properties and land;
- Create jobs and training opportunities and increase investment in the local economy.

It was noted that this report will be submitted to the Executive, to be held on 1st December, 2014, together with the recommendations as set out in the report.

Issues raised by Members :-

- Questions were raised regarding the future of the housing stock if the Local Government Reorganisation was to take place. The neighbouring authority has placed its housing stock with a housing association. The Head of Housing Services responded that this issue has not been discussed at National Level. She further stated that it is not a matter for local government to decide if the housing stock is sold or not; the tenants would be given the opportunity to vote on the future of the housing stock. However the local authorities who have outsourced their housing stock have transferred the stock to a Housing Association for a nominal fee.
- Members wish to extend their appreciation to the Housing Service for arranging the recent Forum in respect of this matter.

RESOLVED to accept the report and the recommendations contained therein.

ACTION : To note that the report will be submitted to the Executive on 1st December, 2014.

6 PROPOSED CHANGES TO THE PRIVATE SECTOR HOUSING RENEWAL STRATEGY AND POLICY

Submitted – a report by the Head of Housing Services in relation to the above.

It was reported that the Council has offered grants to improve private sector housing. The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 changed the legislative framework which governed Local Authorities ability to provide financial assistance to home owners and allows for authorities to offer loan funding. Whilst acknowledging that lending money by providing repayable loans is a more economic use of the Council's limited resources it is proposed that Housing Services introduce loan base assistance to replace some of the existing grants. In January 2015, the WG intend to launch a Home Improvement Repayable Fund to enable local authorities to provide a home improvement loan scheme. In order to participate in this scheme, the Council will need to be in a position to offer loans under its Private Sector Housing Renewal Policy, before funds can be drawn down. Amendments to the current Private Sector Housing Renewal Policy, to reflect the proposed changes, will therefore be required. Mandatory Disabled Facilities Grants will not be affected and these will remain available under the provisions of Housing Grants, Construction and Regeneration Act 1996.

It was reported that this report will be submitted to the next Executive for approval.

Issues raised by Members :-

- Members welcomed the interest free loans of £1,000 to a maximum of £25,000 for home improvements but were concerned as to how the authority will administer and mitigate against risk of default on payments by applicants. The Officers responded that applicants will be subject to an affordability assessment to ensure that they can afford the loan and do not have an adverse credit history. All loans will be secured as a charge against the property. This work will be undertaken as part of the administration of the loan by Street UK Services Limited.
- Members stated that they wished to see more empty homes been upgrade and be available for local families and the homeless.
- The workers which will come to Anglesey to build the proposed Wylfa Newydd could have an effect on the availability of homes for rent on Anglesey.

RESOLVED :-

- **To support the changes to the private sector housing renewal strategy and policy (as Appendix 1), subject to consultation with external partners and organisations.**

- **To support the appointment of Street UK Services Limited, a third party provider, to administer and manage loan schemes on the Council's behalf and to the transfer of the Council's allocation for loans to Street UK Services Limited as 'Facility Monies' in order to service the loans, subject to the recommendations of the Section 151 Officer.**

ACTION : To note that this report will be submitted to the Executive on 1st December, 2014 for consideration.

7 ANNUAL REPORT ON THE SLA WITH THE REGIONAL SCHOOL IMPROVEMENT SERVICE (GWE)

Submitted – a report by the Corporate Director Lifelong Learning in relation to the above.

The Chair welcomed Mr. Elfyn Jones GwE: Senior Challenge Advisor and Mr. Trebor Roberts, Senior Manager for School Standards and Inclusion to address the meeting.

It was reported that the School Effectiveness and Improvement Service (GwE) was established in partnership between 6 Local Authorities in North Wales to be accountable to the Councils and to undertake their statutory duties in relation to school improvement and specifically to monitor, challenge and deliver support services. The nature and breath of expectations are made clear in a Service Level Agreement and the delivery model was compiled based on a fixed number of days for :-

- Conducting termly monitoring visits;
- Supporting at risk category schools (amber/red);
- Pre and post inspection support.

In 2014, through the National Model for regional working, the Welsh Government imposed further and wider national expectations on the consortia's work. Planning to respond to these requirements is currently work in progress.

An analysis of Anglesey school's performance against the various indicators was set out in the Annual Report.

GwE has received information from the National Support Programme regarding the support needs of all schools in Anglesey as regards literacy and numeracy. GwE has also analysed test results and has identified the best and worst performing schools in each LA and the weakest performing schools will receive targeted support and the best performing schools will be given opportunities to share their effective practice.

The Portfolio Holder (Education) stated that it is important that the elected members are aware of Estyn's Framework, the requirements of the Welsh Audit Office and expectations of the Welsh Government with regard to the governance and management of the regional consortia, require that they are in a position to answer

such questions as listed within the report, as part of self-evaluation and quality assurance.

The Corporate Director (Lifelong Learning) stated that this is the Annual Report on the SLA with the Regional School Improvement Service since the establishment of GwE last year. He stated that the joint working with the Officers of the Education Authority and GwE is extremely positive.

Members of the Scrutiny Committee were pleased to see improvement across the performance of Anglesey Schools which were highlighted in the report. It was suggested that this report should be distributed to all Elected Members of the County Council for information.

RESOLVED to note the report.

ACTION : That a copy of the report be circulated to Members of the County Council.

8 ANNUAL REPORT - 'LISTENING AND LEARNING FROM COMPLAINTS'

Submitted – a report in relation to the above.

The Business Support Unit Manager reported that Social Services operate a statutory Representations and Complaints Procedure in Wales. Until August 2014, this was in accordance with the 'Listening and Learning' regulations and guidance issued by the Welsh Assembly Government in 2006. There is an obligation to produce an Annual Report on the operation of the Representations and Complaints Procedure and present it to the Local Authority Social Services Committee for scrutiny and to monitor the arrangements for dealing effectively with complaints received from service users and their representatives.

Issues raised by Members :-

- The timescale to respond to Stage 2 complaints was unrealistic as the procedure can be complex and the complainant needs to be reassured that the complaint is dealt with properly and not restricted to a deadline.
- Members were pleased to note that the Department are reviewing complaints received over the year and producing an Action Plan for the service.
- When a complaint is received the complainant should be satisfied that the complaint is been implemented through the complaints system.

The Business Support Unit Manager responded that as part of the Customer Care Charter the staff within the department has been given guidance how to better deal with complaints in compliance with the Charter.

RESOLVED :-

- **To note the nature of the complaints received during 2013/14 regarding the service provided by the Social Services Department.**

- To note the performance of the Social Services Department in implementing the Representations and Complaints Procedure and dealing with complaints.
- To note the Action Plan for developing the arrangements for dealing effectively with representations and complaints received from service users and their representatives.

9 ANNUAL UPDATE - SAFEGUARDING ARRANGEMENTS FOR VULNERABLE ADULTS IN ANGLESEY

Submitted – a report by the Head of Adult's Services in relation to the above.

It was reported that the Wales Policy and Procedure for the Protection of Vulnerable Adults from abuse is intended to guide the safeguarding work of all those concerned with the welfare of vulnerable adults employed in the statutory, third and independent sectors in health, social care, the police and other services. Good inter-agency working ensures that all referrals are managed effectively and efficiently aiming to continuously improve performance and safeguard the most vulnerable citizens of Ynys Môn.

Adult Service and key partners recognise the need to agree and implement an action plan in preparation for the new safeguarding guidance as outlined in the Social Services (Wales) and Wellbeing Act. The Gwynedd and Môn Safeguarding Board outline the mechanisms and drivers for changing practice which are operationalised by key service managers across the sectors.

RESOLVED :-

- To note the update regarding safeguarding noted in the attached report, Ynys Môn Protection of Vulnerable Adults, Highlight Report 2013/14 (Appendix 1).
- To note and agree the developments noted in Section 5 of the Highlight Report.
- To note the update regarding Safeguarding Adults Board Regional and Local Arrangements (Appendix 2).
- To note and agree the recommendations noted in Section 3 of the report.
- To support continued member engagement in the overall Safeguarding Agenda.

ACTION : To note that the report will be submitted to the Executive in due course.

10 UPDATE BY THE CHAIR OR VICE-CHAIR

The Chair reported that a briefing meeting has been arranged on 18th December, 2014 on the Scrutiny procedure and Work Programme of both Scrutiny Committees for Town/Community Councils and the third sector.

The Scrutiny Officer noted that the Chair and Vice-Chairs of both Scrutiny Committees have been invited to attend.

The Vice-Chair stated that he had attended a session on 'Added Value of Scrutiny' by Mr. Rod Alcott, WLGA in preparation for the Corporate Governance Assessment in February 2015.

11 WORK PROGRAMME

Submitted and noted – the draft Work Programme.

The meeting concluded at 5.00 pm

**COUNCILLOR D.R. HUGHES
CHAIR**

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	14 January 2015
SUBJECT :	Proposed Joint Local Service Board Scrutiny Arrangements
PORTFOLIO HOLDER(S):	Councillor Ieuan Williams
REPORT AUTHOR:	Joint Report by: <ul style="list-style-type: none"> • Anwen Davies (Senior Partnerships Manager Gwynedd and Anglesey); • Vera Jones (Democratic Services Manager of Gwynedd Council); • Geraint Wyn Roberts (Scrutiny Officer of Isle of Anglesey County Council).
Tel: E-mail:	01286 679723 / 01286 679267 / 01248752039 AnwenDavies2@gwynedd.gov.uk verajones@gwynedd.gov.uk GeraintWRoberts@anglesey.gov.uk

1.0 RECOMMENDATION

- That the Committee agrees to proceed with Option B (i.e. establish a Joint Gwynedd and Anglesey Local Services Board Scrutiny Panel) and request officers to progress practical arrangements to include such matters as finalising membership arrangements, training arrangements, meetings schedule and venue.

2.0 REASON

2.1 There are numerous documents about scrutiny of Local Services Boards (LSB) available. For example, Welsh Government produced a report in 2013¹ which sought to gather information on the current state of play concerning LSB Scrutiny in Wales including understanding the extent of LSB scrutiny as well as motivators and barriers to effective LSB scrutiny.

2.2 A report jointly published by the Welsh Local Government Association (WLGA) and CfPS² in 2010 entitled “Scrutiny of Multi–Agency Partnerships” outlined some of the lessons learned from the development of scrutiny arrangements of Local

¹ Horton, Kimberley (2013); Establishing a Baseline for Local Service Board Scrutiny: Welsh Government

² Centre for Public Scrutiny – an organisation whose principal focus is on scrutiny, accountability and good governance both in the public sector and organisations who deliver publicly funded services.

Services Boards and identified some important points to bear in mind when developing arrangements:

- Importance of taking account of existing 'scrutiny' or accountability mechanisms that other partners may already have in place. Overview and Scrutiny should complement rather than duplicate existing accountability mechanisms;
- Clarity around the scope of scrutiny activity – that the scrutiny will focus on the partnership as opposed to on the individual organisations that are in partnership; that it is strategic rather than operational; and that it is outcome focused;
- It is important to manage the expectations of those carrying out the scrutiny and of those being scrutinised and to build, maintain and further develop trust between scrutineers and the Local Services Board;
- Seek feedback from partners and be seen to act on it – this demonstrates that the scrutiny process is prepared to be flexible and to work with partners to ensure they remain committed to engaging productively in scrutiny;
- Be aware of the context within which scrutiny is operating – there is a need to be sensitive to changes in partnership dynamics and how scrutiny can assist or exacerbate these. There may be risks in undertaking challenging scrutiny exercises too soon, before relationships are established and without the full buy-in of those participating in scrutiny;
- Importance of building relationships with partners that may be subject to scrutiny. Taking time to explain the role of scrutiny to partners and how the process works can help with this.

2.3 In order to be in a position to advise members on possible options to scrutinise the Gwynedd and Anglesey LSB, a multi-agency Task and Finish Project Group has been established. Membership has included representatives from the Betsi Cadwaladr University Health Board, North Wales Fire and Rescue Service, North Wales Police, Snowdonia National Park and Scrutiny Officers from both Councils. In order to obtain an independent perspective the Centre for Public Scrutiny was also invited to comment and input to the range of options for consideration by the Elected Members of both Local Authorities. The Task and Finish Group has also sought the views of both Medrwn Môn and Mantell Gwynedd as the umbrella organisations representing the interests of the Voluntary Sector.

2.4 In light of its deliberations, the multi-agency Task and Finish Group and Centre for Public Scrutiny propose that there are three options for Elected Member consideration which can be summarised as:

- **Option A** - Maintain existing scrutiny committee arrangements in both Isle of Anglesey County Council and Gwynedd Council.
- **Option B** - Establish a Joint Gwynedd and Anglesey LSB Scrutiny Panel.
- **Option C** - Establish a Joint Gwynedd and Anglesey LSB Scrutiny Committee.

2.5 Each option has its own strengths, weaknesses, opportunities and threats. In order to provide Elected Members with sufficient information to make a decision on the way forward, the multi-agency Task and Finish Group considered that it was important that members' attention be brought to an options appraisal paper. The option appraisal paper is attached to this report (**Appendix 1**).

2.6 Although each option has its own advantages and disadvantages, the multi-agency Task and Finish Group are of the unanimous view that Option B (establish a Joint Gwynedd and Ynys Môn Local Services Board Scrutiny Panel) be proposed as the preferred option for consideration by Elected Members of both Gwynedd Council and the Isle of Anglesey County Council.

2.7 Dependent upon which option is supported by Elected Members of both Councils, the next step will be for the multi-agency Task and Finish Group to reconvene in order to consider practical arrangements as to membership of the joint scrutiny forum, implementation and training arrangements, meeting schedule and venue. The Centre for Public Scrutiny will be providing support and mentoring as we progress to implement the proposed joint scrutiny arrangements.

2.8 With a view to ensuring sufficient information at this time to enable Elected Members to make an informed recommendation on the preferred joint scrutiny model, **Appendix 2** to this report summarises some of the key issues relating to the detail underpinning Option B (establish a Joint Gwynedd and Anglesey LSB Scrutiny Panel):

- Membership;
- Governance and reporting arrangements;
- Frequency of meetings.

APPENDIX 1 - OPTIONS APPRAISAL PAPER

APPENDIX 2- KEY ISSUES UNDERPINNING OPTION B

Joint Report by: Anwen Davies (Senior Partnerships Manager Gwynedd and Anglesey), Vera Jones (Democratic Services Manager of Gwynedd Council) and Geraint Wyn Roberts (Scrutiny Officer of Isle of Anglesey County Council).

Dated: 2 January 2015

APPENDIX 1

OPTION A: MAINTAIN EXISTING SCRUTINY COMMITTEE ARRANGEMENTS IN GWYNEDD COUNCIL AND THE ISLE OF ANGLESEY COUNTY COUNCIL.

SWOT ANALYSIS

Strengths

- Structure in place
- Members and Officers familiar with processes in their own Councils.
- The two scrutiny committees can make their own recommendations to LSB

Weaknesses

- Duplication of work by two Councils
- Partners would have to attend two scrutiny committees.
- Capacity to scrutinise LSB limited due to existing scrutiny committee workload.
- Local government elected members lead scrutiny (no or less input from other partners)

Opportunities

- The existing two scrutiny Committee could meet together to consider matters but make their own separate recommendation to LSB or partners but this would require further development.

Threats

- Wales Audit Office criticism of effectiveness of model.
- Welsh Government criticism of failing to collaborate.

OPTION B: ESTABLISH A JOINT GWYNEDD AND ANGLESEY LSB SCRUTINY PANEL.

SWOT ANALYSIS

Strengths

- No duplication
- Partners and officers in LSB would only have to report to one Panel.
- Panel would have more capacity as its sole remit would be scrutiny of LSB.
- Panel would be able to co-opt members.
- Unencumbered by constitutional issues and able to function more flexibly
- Ability to call in witnesses
- Terms of reference of panel would need to be established
- Evidence to show that panels have been more successful than other structures in strengthening the accountability of LSBs

Weaknesses

- Delay dealing with Panel recommendation (s) should panel members be uncomfortable with not relaying recommendations to parent Scrutiny Committees for approval first before being forwarded to LSB/Partner.
- Smaller number of elected members from each authority

Opportunities

- The Panel would develop a specialist role in scrutinising the LSB.
- A smaller group/panel would lead to a more informal atmosphere where better scrutiny would therefore evolve with a focus on outcomes rather than structures
- Would be able to consider scrutiny of agencies and bodies outside the county boundaries (should this be the requirement in the future).
- Co-opted Members could help reduce organisational fragmentation across LSB priority areas.
- Co-opted Members could help reinforce collaborative working.

Threats

- Insufficient resources allocated by the two Councils to support the Panel.
- Insufficient input by members (local authority or co-opted) to the scrutiny arrangements
- Scrutiny Committees could fail to approve Panel recommendations should this be a requirement.
- Terms of reference not clear and Understood.

OPTION C: ESTABLISH A JOINT GWYNEDD AND ANGLESEY LSB SCRUTINY COMMITTEE

SWOT ANALYSIS

<p><u>Strengths</u></p> <ul style="list-style-type: none"> • The Committee would be able to make recommendations to each Council and partners. Formal Collaboration is possible under S58 of the local Government (Wales) Measure 2011 and is encouraged by the Welsh Government. Having said that, a formal agreement has to be reached between Councils to have a joint scrutiny committee. The requirements are set out under Local Authorities (Joint Overview and Scrutiny Committees) (Wales) Regulations 2013 No 1050(W-112). • No duplication • Partners and officers in LSB would only have to report to one Committee • Committee would have more capacity as its sole remit would be scrutiny of LSB. • Committee would be able to co-opt members 	<p><u>Weaknesses</u></p> <ul style="list-style-type: none"> • Formal arrangement in formal setting, not the best setting for good scrutiny arrangements. • Cost – time and financial resources • Would there be sufficient work for an additional committee. • Encumbered by the constitutional regulations related to formal joint scrutiny committees and less able to act flexibly • Additional work for both authorities
<p><u>Opportunities</u></p> <ul style="list-style-type: none"> • The Committee would develop a specialist role in scrutinising the LSB. 	<p><u>Threats</u></p> <ul style="list-style-type: none"> • Insufficient resources allocated by the two Councils to support the Joint Scrutiny Committee.

APPENDIX 2

Membership

There are different options available in considering the membership of the LSB Scrutiny Panel. It is however considered best practice that such a Panel incorporates representatives from partnership agencies. Representatives from partners will bring a different contribution and perspective to the table, including their particular form of accountability and unique professional and service expertise. The objective is to create strong synergy by combining and building upon strengths and tackling barriers where they may exist. The following membership is proposed which is based on good practice:

- 3 Non Executive Elected Members of Gwynedd Council;
- 3 Non Executive Elected Members of Isle of Anglesey County Council;
- 1 nominee from the Betsi Cadwaladr University Health Board;
- 1 nominee from North Wales Police;
- 1 nominee North Wales Fire and Rescue Service;
- 1 nominee from Mantell Gwynedd;
- 1 nominee from Medrwn Môn.

Governance and Reporting Arrangements

Although one of the main strengths of this model is its relative flexibility and that it is free from many constitutional strictures, there is a need to complete further work in order to fully develop the governance and reporting arrangements of the proposed Scrutiny Panel. The following guiding principles will underpin these arrangements:

- Provide a 'critical friend' challenge to the Local Services Board;
- Scrutinise, evaluate and actively promote improvement in work carried out in line with Local Services Board priorities and not that of those individual constituent organisations represented on the Local Services Board;
- Scrutinise, evaluate and actively promote improvement in developing and implementing projects to address the priorities set by the Local Services Board;
- Submit reports to the partners or the LSB (as appropriate) and make recommendations on measures which may enhance the impact of the Local Services Board;
- Reflect the voice and concerns of the citizens and communities in Gwynedd and Anglesey.

Frequency of Meetings

It is proposed that meetings of the Panel will be convened on a six monthly cycle. However a degree of flexibility will need to be applied as the transformation journey of the Local Services Board evolves e.g. Panel members may wish to consider issues on an ad-hoc basis.

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	14 January, 2015
SUBJECT :	Annual Council Reporting Framework (ARCF) Local Authority Social Services Inspection Evaluation and Review
PORTFOLIO HOLDER(S):	Councillor Kenneth Hughes
REPORT AUTHOR: Tel: E-mail:	Gwen Carrington, Director of Community Ext 2706 GwenCarrington@anglesey.gov.uk

1.0 RECOMMENDATIONS

Members are asked to accept the letter with the opportunity to request any additional clarification on its content.

2.0 REASONS.

The Annual Council Reporting Framework is an agreed framework within Wales in order to evaluate, in public and transparent manner, the performance of the Social Services functions within each Local Authority.

The letter acknowledges the progress made by the Authority whilst highlighting the need to maintain commitment and progress with the required changes.

CSSIW makes reference to the ongoing potential risks identified by the inspectorate.

Specific reference is made to the issues of capacity and the challenge of a small authority addressing the scale of change required in transforming social care services.

Performance improvements in Children's Services have been maintained nevertheless risks remain given the comparative inexperience of the workforce and management structure.

The letter notes that there is little reference to the actions required by the Authority in readiness to the implementation of the Social Services and Wellbeing Act (April 2016). In response it is maintained that this forms part of a national implementation programme where the authority is appropriately engaged. Additionally the work programme adopted by the Service and Council is in accord with the ambitions and principles of the Act.

Whilst no specific additional inspections have been identified for the Isle of Anglesey for this financial year key areas of interest are noted for ongoing monitoring and engagement. Work is ongoing in response to the letter received within this framework and in preparation for the presentation of the report for the current financial year.

The letter acknowledges the financial pressures and the challenges faced by the Council in meeting its statutory planning and service delivery responsibilities for social services. This requires a continued focus on delivering safe and effective services whilst progressing the required change agenda arising from the transformation programme.

The letter sent by CSSIW follows the presentation of the Annual Report by the Director of Social Services in October 2014. The observations and comments made by CSSIW are based on this overarching report, accompanying evidence grids and the information collated during inspections and contact with the service and authority. The letter is presented independently of the Authority and has been validated following consideration of the delivery of Social Services functions across Wales.

The actions and requirements arising from the letter have been incorporated within the business processes and priority programmes within the Council's Transformation Programme and the individual service business plans.

It is clear when considering the key messages from the letter that it is essential for progress to be maintained. This requires a continued focus on delivering safe and effective services whilst progressing the required change agenda arising from the transformation programme and financial imperatives facing the Authority.

Author: Gwen Carrington
Job Title: Director of Community
Date: 22 December, 2014

APPENDIX 1-

CSSIW - Performance Evaluation Report 2013–14 - Isle of Anglesey County Council Social Services
<http://cssiw.org.uk/docs/cssiw/report/141031angleseyen.pdf>

Performance Evaluation Report 2013–14

Isle of Anglesey County Council
Social Services

This report sets out the key areas of progress and areas for improvement in Isle of Anglesey County Council Social Services for the year 2013–14

Annual Review and Evaluation of Performance 2013 – 2014

Local Authority: Isle of Anglesey County Council

This report sets out the key areas of progress and areas for improvement in Isle of Anglesey County Council Social Services for the year 2013 - 14

Summary

Isle of Anglesey County Council is in the early stages of implementing an ambitious transformation programme for both adults and children's services. These are significant change and development programmes for a small council and the pace of change is hampered by a lack of capacity. At the same time, a new council has been elected, a third of which are newly appointed members. This has also affected the pace of change as it has been important for officers to invest time in ensuring elected members fully understand the transformation programme. Despite these constraints, there is evidence of steady progress underpinned by political support particularly in relation to services for older adults. Performance has improved in core areas, predominantly in relation to Children's Services although the relative inexperience of the workforce in Children's Services means that risks remains and continued vigilance is required. In adult services, the focus given to services to older people has resulted a lack of focus on services for younger adults including people with physical disabilities, learning disabilities and mental health needs.

The council have been open about what they have achieved and recognise where it is behind schedule. There remains much to do; the Heads of Service reports highlight 50 priorities for action for Adult Services and 23 for Children's Services during 2014-15.

Whilst the council's transformation programme is in line with the intentions of the Social Services and Wellbeing (Wales) Act, there is little specific reference to it in the director's report. Whilst the more detailed head of service reports do outline development in areas aligned to the requirements of the Act, these links are not explicit. The report therefore does not assist citizens in understanding the council's preparedness to implement the new legislation. The council is well-paced to respond to More than Just Words – the Welsh government's strategic framework for Welsh language services in health, social services and social care - but needs to work closely with commissioned services to enable them to achieve compliance.

The council has a strong platform to build upon in relation to integration of services with the health board having developed Model Mon over a number of years. This

has enabled them to establish an Integrated Delivery Board in partnership with BCU Health Board and which is being used as a pilot for the region as a whole in the context of the North Wales Statement of Intent for Integration for delivering integrated health and social care for older people with complex needs. The council has ambitious plans for the Board but it is too early to evaluate its impact in improving outcomes for citizens.

The council's medium term budget strategy is to reduce by £22million over five years– equivalent to 17%.The director's report sets out the budget position for 2014-15 as a 5.88% reduction requiring savings of £1,774,940. The report provides broad proposals for securing the savings, but these are not specifically set out and there is a lack of medium term financial planning clearly linked to commissioning strategies.

Response to last year's areas of improvement

Area for improvement identified last year	Progress in 2013 - 14
Taking forward the plan to modernise adult services, managing and mitigating the associated risks	Solid progress in modernising services for older people but limited for younger adults.
Evaluating the impact of signposting people to community based services	The number of people supported has fallen substantially but the council have not yet formally evaluated the impact of this for people.
The council needs to implement its review and then begin to remodel children's services.	Some progress, but further work needed. There has been a focus on, and progress in getting the basics right in relation to first contact arrangements and the quality of help and intervention. This will require continued close monitoring to maintain momentum.
Increase the number and range of foster carers available	Some progress: the number of foster carers has increased but there remains limited placement choice.
The performance of the fostering service in recruiting and supporting carers.	As above, there has been improvement in this area
Establishing a good range of community based children and family support services	Focus has been on improving access and frontline social work. This remains an area for development.

Improvement in the range of services for children with disabilities and placement choice for looked after children	This remains a significant area for improvement
Putting in place a clear strategy of sustaining the children's workforce	Key posts have now been filled and the use of agency staff has reduced significantly.
Review the application of DoLS thresholds	This has not yet been carried out and is recognised by the council as a priority for urgent attention.
Embed the quality assurance system	Whilst the council have made some improvements in this area, the framework developed is not yet embedded and it remains an area for improvement.
Capacity for contract monitoring	The council is working with the regional Commissioning Hub for monitoring of some provision, but this remains an area for continued development.
Clear financial planning which identifies how savings will be achieved and how risks will be mitigated	Some progress made: The council has invested in a new financial system that will enable clearer financial planning in the future but there is a lack of clear financial plans across social services and this remains an area for improvement.
Safely implementing change programmes	Significant improvement achieved: The council has invested in a development programme for its middle managers which has included the management of change. It has recognised the need to pace itself and delayed implementation in some instances.
Development of effective scrutiny with new members	Significant improvement achieved: A Member induction programme has been developed and implemented. Carers and Older Persons Champions have been nominated and key Members are part of the Older Adults Transformation Board.

Developing the use of the website.	More work needs to be done: There has been some improvement but there remains a lack of information available to download and no facilities for on-line low level assessment.

Visits and inspections undertaken during the year

- National Inspection of safeguarding and care planning of looked after children and care leavers who exhibit vulnerable or risky behaviour, within Anglesey County Council, ('looked after children inspection').
- National Review of Commissioning.
- Service visit to Plas Crigyll to view developments for people with dementia.

CSSIW met with senior officers of the council throughout the year to review social services performance and discuss progress with the areas for improvement identified in last year's performance evaluation. CSSIW also undertook inspections of regulated services run by the council and by independent operators. This included reviews of the Adoption Service and the in house Fostering Service. Detail on these is contained in published reports.

In addition the council's social services department were involved in:

- review of the closure of Ty Gwyn care home by the Older People's Commissioner; and
- National Youth Justice Inspection by HMIP (YJ).

Areas for follow up by CSSIW next year

A number of specific areas for improvement have been identified in the body of this report. The council's progress in relation to these will be discussed with the council during regular engagement meetings in the coming year.

- Progress and impact of the review and modernisation of services for younger adults, in particular, services for people with learning disabilities.
- Progress with and impact of Older Adults transformation project.
- Impact of changes made to services for children with disabilities.
- Impact of the development of the Integrated Delivery Board.

Performance

Shaping services

Adults

The council has a clear vision of how it wishes to shape services for older adults. For example, last year's annual report set out 41 actions for development, the majority of which related to older adults, and six of which were completed, two are behind schedule and 33 remain in progress. However these actions are not underpinned by comprehensive needs assessments across all services and the council acknowledge its lack of capacity to do this. The council commissioned some needs mapping to underpin its older adult transformation programme via the Housing Support Partnership.

To also address this deficit, the council have begun working more closely with the third sector to develop stronger community links and collect feedback in order to work co-productively with citizens map needs.

Alongside this is a lack of detailed market analysis and of well-developed plans as to how the council will develop the market to support its transformation plans. There is still considerable improvement required to move to a focus on outcomes rather than inputs and processes. Strategic commissioning informed by needs mapping and market development remains a key area for improvement.

The lack of clear strategic commissioning plans across social services makes it difficult for the council to align its medium term financial plans. There has been progress made in understanding unit costs for domiciliary care and this has led to the setting of unit price for independent providers which will enable future market development. Overall the budget for 2013-14 was overspent, but older adults budget was underspent which the council attributed to its strategic intent to move away from residential care. The planned review of services for people with learning disabilities during 2013-14 was postponed and the transformation programme contains little reference to the needs of people with mental health needs or people with physical disabilities or sensory impairments.

The council is working well with its partners and key stakeholders. In partnership with Betsi Cadwaladr University Health Board (BCUHB) it has established an integrated delivery board which will be the first of its kind in the region. The council is also working well with its partners on its older adults programme, engaging with local communities and the third sector; for example, the director has met with Town

and Community councils as part of consultation on its older adults modernisation programme. It has also begun to reinvigorate its links with independent providers.

Children

The council has continued to focus on improving its core functions in terms of assessment and safeguarding of children and young people and has consolidated its performance over the last year. This is evidence that this strategy is creating a stronger foundation on which to build change, but it has left little capacity to re-shape services. The council has a vision for the type of children's services it wants for the future, with a focus on productive interventions with children and families to ensure better outcomes and moving away from being process driven. However, whilst a commissioning strategy for children's services has been developed it has not yet been fully implemented.

Last year, the director's report outlined 22 priorities for improvement in children's services, of which six (27%) have been achieved, 14 are in progress and two are behind schedule. A significant number of these actions are being carried forward to 2014-15. For example, in 2013-14, the Family Support Service was remodelled but will not be fully operational until late 2014. This service, along with the service for children with disabilities, need to be embedded and the impact of the changes evaluated.

Additional resources have been prioritised to enable the development of more cost effective models, for example the appointment of a marketing and recruitment officer for foster care. The children's services on out of county placements budget was overspent, but overall the budget for Children's Services had a slight underspend.

Areas of progress

- Progress in implementing transformation programme for older adults.
- Engagement with key stakeholders including people who use services and elected members in relation to older adults.
- Remodelling of family support and children with disability services.
- Recruitment of foster carers.

Areas for improvement

- Ensure remodelling of family support service and service for children with disabilities is fully operating and outcomes evaluated.
- Review and transformation of services for younger adults.

- Increase the range of services available for children, young people and their families and reduce out of area placements
- Strengthen market and demand analysis to inform commissioning and financial planning.

Getting help

Adults

During the year, the Council dealt with 5,061 new referrals in a timely manner and is at an early stage of developing its single point of access in partnership with the NHS to assist citizens in getting help.

There has been a significant reduction over the last two years in the number of older people who are supported to live at home and the council are now significantly below the average for Wales (54.4 older people per 1000 compared to a Wales average of 74.5). This is also demonstrated by the council's analysis of domiciliary care hours which have seen a 47% reduction in the number of older people receiving domiciliary support from 1340 people in 2011-12 to 630 in 2013-14 which equates to a reduction of 99,440 hours. There has also been a reduction in the number of people supported to live in a care home. This significant reduction in community support cannot be attributed to the impact of an increased focus on reablement alone and may reflect the council's application of its eligibility criteria; the council assert that this is evidence of their conscious effort to strengthen more appropriate community support by referring and signposting people to other services in the third sector. These developments are in line with the principles of the Social Services and Wellbeing Act and it is expected that all councils will focus on supporting fewer people, with more complex needs. However, this reduction is much larger than elsewhere in Wales and the council will need to fully evaluate the impact of this to ensure people are not being left with unmet needs.

There has been an improvement in the number of people who have a review of their care and this is above the Wales average. There has also been an improvement in the number of carers who are offered an assessment of their needs.

The council have been working with the Older People's Council to receive feedback on its leaflets. There have been some improvements made to the council's website but there remains scope for improvement such as the use of online assessment.

Children

A communication strategy for children's services has been developed and now needs to be fully implemented. There has been progress in improving information on the council's website including the use of YouTube videos.

The council have collaborated with the other north Wales councils to commission advocacy on a regional basis. During the LAC review, some concern was expressed that access rates are low and the advocacy service is now less responsive to local need. The council will need to monitor this.

The council has worked hard to stabilise its social work team and has carried out a fundamental review of its first contact arrangements, including analysis of re-referral rates which has resulted in improved performance. Whilst it has received an increased number of contacts and referrals during 2013-14 (31% increase in referrals) there has been sharp reduction in the number that proceed to allocation (down from 74.8% to 56.0% which is significantly below the Wales average of 75.5%). As in adult services, the council report that more children/young people and its families are being signposted on to other agencies including the 'Team round the Family'. The council will need to monitor the outcomes for families of this strategy.

There has also been a small decrease in the number of initial and core assessments carried out. The reduction in assessments alongside improvements in process, performance management and increases in workforce and training have enabled the council has been able to improve its performance in the completion of initial assessments within 7 days to 90.9%.. Performance in the completion of core assessments, within 35 working days however, has deteriorated from 80.5% to 71.7% and this is now below the Wales average. Improved performance in the completion of reviews has been maintained, with 95.7% being held within timescales. The council has yet to realise its aspiration to have capacity to focus on intensive social work interventions that facilitate sustainable change for families.

Areas of progress

- Development of single point of access with co-location in Llangefni.
- Review of public information leaflets in partnership with citizens.
- Carers assessments.
- Performance in relation to completion of reviews in children's services.

Areas for improvement

- Strengthen arrangements with community based services to collate and capture data in relation to needs and access
- Completion of core assessments within statutory timescales.

The services provided

Adults

Quality assurance of services is an under-developed area for the council. The report by the Older People's Commissioner and an Independent Management Review commissioned by the Council that were carried out during 2013/14 following a home closure highlighted the need to more consistently monitor quality and share intelligence across health and social care .

The council continues to directly operate 6 care homes and the care provided here is satisfactory, however CSSIW have expressed concern about the lack of investment in the environment of these homes. The council is currently considering and consulting on future plans for the Homes. The development of Plas Crigyll to provide both a care home and community support people with dementia is evidence of improvement following investment and service redesign in line with the aims of the council's transformation programme. During the year, the council has also further reshaped its internal home care provision to focus on reablement and there has been increasing proportion of domiciliary care purchased from the independent sector. To support this shift, the council has increased its engagement with independent providers and established a regular forum; it now needs to strengthen its mechanisms to monitor the quality of this provision.

Over the last year, the council has increased its efforts to engage with older people who use social care services, and with other citizens who have an interest in the transformation programme. This is evident from the consultation on service intentions document and the 'No Place Like Home' conference held in September 2013. The result of this work is that the council does now have a comprehensible plan to transform its services for older citizens informed by the views of local communities.

The council has also consulted with carers to develop its carers strategy which has recently been approved by elected members. In their feedback, carers requested more services and in particular greater access to short breaks (respite); the Council report that it is working with its partners to address this.

The council, in partnership with Tai Eryri, commissioned independent evaluation of its first extra care scheme, Penucheldre which reported in November 2013. There was very positive feedback from people living at the scheme but report concluded that the council's delay in putting care arrangements in place led to it missing a vital opportunity to divert people from residential care into extra care accommodation resulting in a high number of people living at the scheme who do not require support. It will be several years before this imbalance can be redressed and the council need to learn from this for future developments.

The focus of improvement activity in adult services has been on older adults. Whilst the council states its intention to move towards citizen directed support, there has been little development in this area and whilst the number of people in receipt of direct payments is slowly increasing it remains low at 44 people. The review of services for people with learning disability was postponed and the council need to make progress with this.

In adult services, 80% of the council's workforce is Welsh speaking and the council is able to provide a Welsh language service to adults who request this.

Children

The number of Looked after Children has remained similar to last year and below the average for Wales. Placement stability is good but there remains lack of placement choice for looked after children resulting in children (29%) being placed out of county. However, the council report that 34% of placements are with independent foster agencies and 28% with its own foster carers.(This is an improvement and reflects the council's hard work to achieve its target for increasing its number of foster carers.

The council's improvements children's services has not been informed by engagement with children, young people or their families. There have been some cases of decision making which have led to complaints and also a child practice review (to be concluded in 2014). The council recognises this issue, which it attributes to the relative inexperience of its frontline managers and social workers. In response, they have appointed a quality assurance manager with frequent audits being carried out. The accountability of team managers has been increased through a programme of coaching, mentoring and training alongside regular performance monitoring meetings. The use of an evidence based risk tool is also being embedded to improve consistency in decision making.

During the year CSSIW inspected both the council's adoption and its fostering services and the findings were broadly positive. In addition, the council were inspected as part of the looked after children inspection. This inspection found a lack of evidence of the voice of children / young people being involved in reviews.

Whilst good progress has been made on stabilising the workforce in children's services, it continues to lack resilience due the small size of teams which means that staff absence can quickly affect performance and outcomes. For example, staff absence has resulted in a dip in performance on pathway plans for care leavers. Children's services have had difficulty in recruiting suitably qualified and experienced Welsh speaking staff however, 89% of children's services staff are now Welsh speaking.

Services for children with disabilities have been remodelled through the integration of health and social care staff and the appointment of an integrated services manager with a formal partnership agreement in place. It is too early to evaluate the impact of this development for children and their families. Another new development that started in 2013-14 is the Coedlys project providing housing and support for vulnerable young people including care leavers. Transition for young people from children's to adult services is also an area for improvement and the council anticipate that the new senior management arrangements will facilitate this along with creation of a dedicated transition coordinator role.

There has been a reduction in the overall number of complaints received in adult services and a slight increase in children's services. 42% were not responded to within statutory timescales and there was an increase (from 6 to 11) in complaints proceeding to stage 2.

Areas of progress

- Monitoring of quality of frontline practice in children's services.
- Consultation with communities.
- Foster care recruitment.

Areas for improvement

- Quality monitoring.
- Development of services for younger adults.
- Placement choice for looked after children.
- Establishing a good range of community based children and family support services.
- Transition between children's and adult services.

The effect on people's lives

Adults

The council commissioned an independent review of its safeguarding arrangements which reported evidence of good partnership working. There has been progress in establishing a joint Adult Safeguarding Board with Gwynedd in readiness to respond to the expectations in the Social Services and Wellbeing Act; the council has also contributed to regional work in relation to safeguarding. However, whilst the number of adult safeguarding referrals completed was at a three year low (90) there has been a downturn in performance in relation to the percentage of adult protection referrals completed where the risk has been managed. Performance here is below the Wales average and significantly below the council's own target. The council does not have its own policy or procedures for dealing with Deprivation of Liberty Safeguards applications and the number of

applications remains very low. The council has plans for the head of children's services to have oversight of safeguarding across social services.

The council is continuing to improve its focus on promoting independence. Last year it supported 30 fewer people in care homes, re-launched its reablement service and re-provided its community meals service by commissioning this service from local suppliers; however is it unclear if the significant reduction in the number of adults being supported at home is evidence of the council's increased focus on promoting independence. In 2011-12, 438 people were provided with a reablement service and this has steadily increased over the last three years with 42% of people not requiring ongoing support. However there has also been a 19% reduction between 2011-12 and 2013-14 in the number of people provided with equipment. Allied to this, the council have received feedback that it needs to improve its timeliness in providing equipment to facilitate hospital discharge.

There has been continued development of Model Mon Locality model to provide seamless health and social care support to people; this is being enhanced through use of the Intermediate Care Fund.

Children

The council continue to improve its performance with 98.8% of decisions on referrals being made within 24 hours which is above the Wales average. The number of children on the child protection register fell during 2013-14.

Placement stability for children looked after has further improved but performance in relation to change of school has deteriorated. The council ascribe this to the lack of placements available locally. There has also been a decline in the educational attainment of looked after children, but it is acknowledged that performance here can be affected by one young person due to the low numbers of young people looked after.

For looked after children, the council completed 90.5% of statutory visits on time; these visits are an integral part of safeguarding and promoting wellbeing and performance here is above the Wales average performance. Access to primary healthcare is good and this is a positive reflection of partnership working and corporate parenting. The council have supported nine children to be returned to the responsibility of their parents or to have their care order discharged.

A Short Quality Screening inspection of Youth offending work to assess the quality and effectiveness of casework in January 2014 concluded that oversight of the work, in particular to safeguard children and young people was not effective enough.

Working in partnership with Gwynedd Council, improvements have been made to the information available about the Local Safeguarding Children Board (LSCB) including information available on the LSCB website. However, the LSCB is not carrying out case audits and needs to do in order to assure itself of the quality of practice.

The creation of the children's services quality assurance manager post in 2012 has led on the implementation of a quality assurance framework. This has sharpened the focus of managers on key performance indicators but more work is needed to develop an increased focus on quality issues and in ensuring that frontline managers take direct ownership of quality of practice issues. This is particularly important given the relative inexperience of teams.

The council is working in partnership with North Wales Commissioning Hub to develop a quality framework for commissioned children's placements.services.

Areas of progress

- Performance management in children's services.
- Increased focus on promoting independence for older adults.

Areas for improvement

- Development of quality monitoring framework across adults and children's services.
- Raise awareness and improve practice in relation to DOLS.

Capacity

Delivering Social Services

There have been improvements in the stability of the workforce with key management appointments in both children's and adult services allied with a reduction in the use of agency staff. Children's services staff retention has improved from 88.4% to 91.3%.

The workforce development unit has been moved out of the direct management of social services to become part of a wider corporate team. The head of service report notes the need to monitor this transition and to ensure close links are maintained. . A series of management development sessions have been held for first line and middle managers focusing on team and service development. 68% of the social care workforce is appropriately qualified.

The reduction in the number of people being supported at home coupled with more support being purchased from the independent sector has led to unused excess

contract hours for the in-house service. This has required significant engagement and negotiation with staff and trade unions to encourage staff to move to more flexible ways of working. It has also had an impact on financial resources.

Performance management arrangements are improving, but Anglesey is a small council and its lack of capacity affects its ability to develop, monitor and quality assure its service delivery. This issue was identified as the highest risk in the risk register for the older adults transformation programme risk register and evidence of its impact is the significant delay in its plans to develop a brokerage service.

The greatest improvements have been in children's services where there has been a significant focus on monitoring frontline practice and this attention needs to extend to adult services and for both services to increase their focus on outcomes. However, a number of complaints and ensuing investigations in children's services as highlighted the lack of experience in frontline teams. Plans have been developed over the last 12 months to address the lack of regular performance reporting, including budget and activity monitoring. This includes the introduction of a new corporate finance system. In addition, the council have put in place twice yearly service challenge workshops, led by the deputy chief executive.

The monitoring of commissioned services remains under-developed and resourced and is a key area for improvement. As a step towards this, the council have developed a Peer Service Monitors scheme and have recruited older citizens as volunteers to provide an independent view of service quality in some services for older people.

The council's corporate parenting strategy has not yet been approved and priority should be given to achieving this; however it is positive to note that the first Laming visit by elected members to frontline teams has been carried out.

Areas of progress

- Change management workshops for managers.
- Stability in children's services teams.
- Peer monitors scheme.

Areas for improvement

- Quality monitoring of commissioned services.
- Approval and implementation of Corporate Parenting Strategy.
- Outcome focused performance monitoring, particularly in adult services.

Providing direction

The director reports strong support for social services across the newly elected council and there is evidence of significant improvement in leadership and direction for all social services functions, being driven by the new council. The council has introduced a formal induction programme for all new elected members and informal development sessions were provided for members of the Housing and Social Services committee. A member champion for carers and for older adults have been appointed in addition to the portfolio holder and elected members have been involved in a number of social services programme boards and its complaints panel.

Improvements in the training and support for members have enabled scrutiny committees, and elected members on the work programme boards, to provide constructive challenge to officers. However, the need to engage widely and build consensus has slowed the pace of change. For example, the plans outlined in last year's annual report with regard to developing older adults' accommodation were not approved by the council until July 2014. Now that the new council has established itself, there needs to be a step change in the pace of transformation across social services.

It has been a challenging year for the director in establishing a new senior management team following council restructuring; this led to the recruitment of a new head of adult services, with the post-holder taking up post in May 2014. The effectiveness of the new leadership arrangements in driving forward improvement will be an area for both the authority and CSSIW to monitor over the next twelve months.

The council has the 5th lowest spend per head of population on social services across Wales. How the council responds to budget pressures over the next two years will be critical to the embedding of the improvements made over the last two years and the continued need for substantial modernisation of its social services functions.

Areas of progress

- Strong political support for service transformation.
- Delivery of induction programme for elected members.

Areas for improvement

- Step change in the pace of service transformation.

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnerships and Regeneration Scrutiny Committee
DATE:	14 January 2015
SUBJECT :	Corporate Safeguarding (Children)
PORTFOLIO HOLDER(S):	Ken Hughes
REPORT AUTHOR: Tel: E-mail:	Anwen Huws, Head of Service 01248751811 AnwenMHughes@ynysmon.gov.uk

1.0 RECOMMENDATIONS

R1- That the Scrutiny Committee notes the corporate arrangements to implement its Safeguarding Policy

R2 - That the Scrutiny Committee notes the conclusion of the self-evaluation presented to the Regional Safeguarding Board and the proposed actions

R3 – That the Scrutiny Committee notes the establishment of the Corporate Safeguarding Board

R4 - That the Scrutiny Committee scrutinize corporate safeguarding arrangements on an annual basis

R5 – That the Scrutiny Committee notes that we await the final report of the Wales Audit Office review of the Councils’ assurance and accountability arrangements for ensuring that safeguarding policies and procedures are in place and are being adhered to.

2.0 REASONS

2.1 The Local Authority is required on an annual basis to undertake a self-evaluation of its safeguarding children arrangements, and to report its findings to the Regional Safeguarding Board. Appendix 1 contains this report. The report identifies the agreed objectives, progress against these objectives and further areas that require attention. The report includes an analysis of our contribution to the multi-agency context and to the work of the Regional Safeguarding Children Board, the Local Delivery Group and associated regional sub groups. The report identifies the following main achievements and the following priorities for the coming year:-

2.2 Main Achievements

The Local Authority has achieved improvements in both its Children Services and its Education services, and is currently moving to a phase of developing and improving safeguarding arrangements more generally. The Local Authority has a Corporate

Safeguarding Board in place whose role is to ensure that the Local Authority's key duties in relation to safeguarding children and vulnerable adults are being adequately discharged. The Local Authority's policy on safeguarding and the associated safeguarding action plan has been adopted. Whilst progress on the action plan, has suffered some delays against original target dates, some key actions have been achieved:-

- There has been progress in relation to the Council's arrangements for Safe Recruitment and the HR service has developed and reviewed a number of key safe recruiting policies and included regular checks on DBS compliance for new starters with the Local Authority.
- There is a whistle blowing policies in place for all employees and elected members
- The Corporate Induction Policy ensures that all staff are aware of their responsibilities in relation to safeguarding children and adults.
- In terms of monitoring staff awareness and competence in relation to safeguarding, the Council's training log shows that staff take specific safeguarding training sessions and that the corporate induction session, includes time on safeguarding
- Member involvement in 'rota visits' was introduced where Members visit workplaces across Children Services to meet front line staff and gain a better understanding of how the service operates
- Training was delivered for Heads of Service, Portfolio and Shadow Portfolio Holders, other Key Members and designated safeguarding officers in each service so that they are supported to understand their safeguarding responsibilities and are accountable for their safeguarding responsibilities. Training will also be delivered for those members and officers who were unable to attend the delivered sessions. During 2015/16 it is planned that each Head of Service receives individual support to implement their safeguarding objectives.
- During 2013/14 we made improvements to our arrangements for managing allegations against professionals. At our request the LSCB commissioned a number of seminars on managing allegations against professional which were attended by a range of professionals and agencies. An independent audit carried out during the year confirmed our progress.

In response to the Deputy Minister for Children and Social Services intention to reduce the number of LSCBs in Wales the Local Authority participated in the establishing of the Regional Safeguarding Board. We remain active members and contributors to the safeguarding agenda both on a local and regional basis. Extended Child Practice Reviews are currently underway in respect of two Anglesey cases. The learning from these cases will be reported to the Corporate Safeguarding Board.

In November 2012, further allegations of historical child abuse led to the establishment in North Wales of Operation Pallial and the Macur review. We have satisfied ourselves that we do comply with the recommendations of previous inquiries and, with other North Wales authorities, are ensuring appropriate support and counselling services are available for victims coming forward as a result of the recent investigations

We have seen partnership work across agencies to develop the safeguarding work in Anglesey during the year. We have been working with North Wales Police to examine the business case to set up a co-located Multi-Agency Safeguarding Hub (MASH) in Ynys Môn to receive and risk assess referrals regarding child protection, child sexual exploitation, domestic violence and vulnerable adults. This would allow for relevant information to be shared between agencies in a timely manner before deciding the intervention required by existing teams within agencies. We have successfully worked with Gwynedd Council & partners to deliver the IFSS service on a collaborative basis.

2.3 Priorities going forward

There are a number of arrangements in place to ensure the organization that services are discharging their safeguarding duties - an annual appraisal of each school using a standard safeguarding report card and at a Children's Services level comprising the reporting of statutory performance indicators. This needs to be rolled out on a corporate basis. Therefore for 2015/16 each head of service will set safeguarding objectives and measures and this will be accompanied by the setting up of a Corporate Safeguarding Scorecard. Achieving the objectives of the Safeguarding Policy and Action plan will help introduce more effective scrutiny of safeguarding issues. Safeguarding will be embedded in each services objective setting, business planning and risk management arrangements.

The new post of Service Manager (Safeguarding) will be appointed and tasked with reviewing and corporate action plan, and driving achievements against the revised timescales and establishing the Safeguarding People Service bringing together the Independent Officers for Safeguarding within Children and adult services.

The Local Authority intends to develop its Safeguarding Training Framework by 2015/16. Our strategy has been to ensure that the Members and Key Senior Officers, and designated Safeguarding officers were provided with a consistent level of safeguarding awareness training. The safeguarding training programme will be finalised and applied across the Council with full of monitoring of attendance

Author: Anwen Huws

Job Title: Head of Service

Date: 05.01.15

Appendix 1

ANNUAL REPORT TO THE NORTH WALES SAFEGUARDING CHILDREN BOARD

AGENCY/ SERVICE AREA Isle of Anglesey County Council

BOARD MEMBER Anwen Huws, Head of Service on behalf of IOACC

CONTACT OFFICER: Anwen Huws, Head of Service on behalf of loacc

DATE OF BOARD MEETING:

Text to be supported with appendices of relevant statistics and evidence where possible.

1	SUMMARY / ISSUES FOR NWSCB'S ATTENTION
1.1	<p>What were the key safeguarding children priorities which have been identified for the current year and why have these been identified as priorities?</p> <ul style="list-style-type: none"> • On a Local Authority basis – implement the Safeguarding policy to ensure safeguarding people at risk from harm and neglect and raise awareness that safeguarding is everyone's business. Action Plan in place monitored by the Corporate Safeguarding Group • Consider options for improved regional working through the Regional LSCB • Have systems in place to ensure that children are protected from harm and abuse wherever possible and offered timely support and protection in compliance with National Policy, Statutory Guidance and Regulations. • Make improvements to the arrangements to manage child protection concerns for children with disabilities • We will work with Gwynedd Council & partners to deliver the IFSS service on a collaborative basis • Respond to any implications from the current Head of Service Review of the Local Authority for the management of the safeguarding function
1.2	<p>Key areas of progress/achievements in relation to these safeguarding children priorities (and others which may have emerged during the year) with evidence of improved outcomes</p> <p>Corporate Safeguarding</p> <p>During 13/14, the Local Authority brought together the responsibility for safeguarding children and adults under one head of service. The intent is to set up a Safeguarding People Service. The plan was for this service to be operational by September 2014. This has been delayed due to the need to complete a restructuring process within social services. We have in place a Council Safeguarding Policy, and associated Corporate Action Plan to ensure the effective implementation of the Corporate Safeguarding policy on consistent basis across the Local Authority. During the year we have ensured that:-</p> <ul style="list-style-type: none"> ✓ There are effective safe recruitment and a whistle blowing policies in place for all employees and elected members ✓ The Corporate Induction Policy ensures that all staff are aware of their responsibilities in

1	SUMMARY / ISSUES FOR NWSCB'S ATTENTION
	<p>relation to safeguarding children and adults</p> <ul style="list-style-type: none"> ✓ Training was commissioned for all Heads of Service, Portfolio and Shadow Portfolio Holders, other Key Members and designated safeguarding officers in each service so that they are supported to understand their safeguarding responsibilities and are accountable for their safeguarding responsibilities ✓ Member involvement in 'rota visits' was introduced where Members visit workplaces across Children Services to meet front line staff and gain a better understanding of how the service operates <p>A Safeguarding Board, chaired by the Leader of the Council will be established by March 2015 and all Heads of Service will include Safeguarding priorities in their Annual Objectives. We have established three key areas of focus:-</p> <ul style="list-style-type: none"> ▪ Safe workforce ▪ Training Strategy ▪ Corporate Restraint <p>Once the Service Manager (Safeguarding and Quality) is approved we expect progress against our action plan to accelerate. We await the final report of the Wales Audit Office review of the Councils' assurance and accountability arrangements for ensuring that safeguarding policies and procedures are in place and are being adhered to.</p> <p>A number of relevant policies have been approved or are in the process of approval or have been revised during the reporting period:-</p> <ul style="list-style-type: none"> • Safe Recruitment Policy • Domestic Abuse, Violence Against Women & Sexual Violence • DBS Policy (revised) • Recruitment & Selection Policy (revised) to include guidance on completion of references • Lifelong Learning Child Protection Policy • DBS policy for Schools • Housing Services Domestic Abuse Policy <p>Safeguarding and care planning of looked after children and care leavers who exhibit vulnerable or risky behaviour, within Isle of Anglesey County Council</p> <p>CSSIW undertook an inspection of safeguarding and care planning of looked after children and care leavers who exhibit vulnerable or risky behaviour, within Isle of Anglesey County Council. The inspection was carried out as part of a national thematic inspection programme, and focussed on the work undertaken with looked after children over 11 years of age and care leavers who were identified as being vulnerable and/or involved in risky behaviour. The inspection also considered the extent to which the corporate parenting, management and partnership arrangement acted to promote improved outcomes to Looked after children and care leavers.</p> <p>Areas judged to be positive specific to Safeguarding:-</p> <ul style="list-style-type: none"> ▪ Children services were recognised as a corporate priority. ▪ The Children's Safeguarding Board (CSB) was in early stages of moving to regional footprint. ▪ Stabilising the children's social services workforce had been a priority for the authority over a number of years. The social work establishment was now described as stable but

1	SUMMARY / ISSUES FOR NWSCB'S ATTENTION
	<p>needing to grow in experience.</p> <ul style="list-style-type: none"> ▪ Referrals and information sharing processes between professionals were understood and operational relationships between staff helped support communication social workers and their managers had an understanding of the young people they worked with including their presenting vulnerabilities and risky behaviours. ▪ The authority had introduced a Risk Model to provide staff with a clear risk assessment framework. This suite of tools included a means of routinely screening cases, to inform decision-making, also a structured approach to the detailed assessment of risk of significant harm. ▪ Staff had access to key policies and there information systems in place to support oversight of compliance in respect of statutory child protection procedures. All workers were clear that safeguarding was a priority and there was heightened awareness of the vulnerabilities of looked after children and care leavers. Child protection processes were being used to manage risk for this group of young people. ▪ The Local Anglesey/Gwynedd Safeguarding Children Board had undertaken work on child sexual exploitation, missing children involved in sexually harmful behaviour. The regional partnership arrangements across North Wales in relation to these issues had been strengthened. ▪ Children's Social Services staff had also led work on improving the recognition of child trafficking. ▪ The authority were in the process of reconfiguring its service and creating a Safeguarding and Quality Assurance team including the child protection coordinator, quality assurance officer and the independent reviewing officer. <p>Performance in relation to Key systems and processes to ensure that Children are protected from harm</p> <p>The Local Authority has maintained and consolidated its performance in relation to key PIs – as indicated in the following areas:-</p> <ul style="list-style-type: none"> ▪ All children with a child protection plan have an allocated social worker ▪ Improvement in our figures in relation to the holding of a core group meetings following on from the initial child protection conference. During the year 91.46% of required meetings were held within timescale, which is an improvement on our 2012-13 performance (82.66%) and the all Wales average (88.50%) for the same year ▪ Maintained our key focus on seeing children during their assessments. During 2013/14 the percentage of initial assessments carried out where there is evidence of a child being seen by social worker was 91.63%, which is again an improvement on our 2012-13 performance (89.91%) and the all Wales average (75.40%) for the same year ▪ Maintained performance in excess of the Welsh average (based on 2012-13 data) in relation to the timeliness of holding child protection conferences. During 2013/14 the percentage of Initial Child Protection Conferences held within timescale was 92.66%, compared to the Welsh average of 87.40%: and during the same year 98.49% of Review Child Protection Conferences were held within timescales compared to the Welsh average of 96.10% ▪ Improvements within the Specialist Children' Services (SCS) to further improve the case management process to achieve better alignment to the Framework for Assessment. <p>In terms of the effectiveness of our child protection plans one way of measuring this is whether children's names are reregistered within certain periods. We continue to perform well in this area</p>

SUMMARY / ISSUES FOR NWSCB'S ATTENTION

- Only 4 children were re-registered within 12 months, and another 1 child within two years. Another consideration in the effectiveness of our child protection plans is the time the children's names remain on the register. The majority of plans are successfully implemented and the risk to children reduced within 6 months

	2013/14
Less than 6 months	43
Between 6 – 12months	14
Between 12 months and 24 months	12
Over 2 years	2

Improvements through quality assurance

Audits undertaken during the year are leading to practice improvements. For example audits identified the need to improve assessments of risk. As a consequence we have been piloting the incorporation of a specific risk tool within the supervision process and within our reports to Child Protection Conference Report. The intention of this is to ensure the consistency of approach towards risk management and to provide an evidence based approach to the measurement, improvement, and/ or escalation of risk. The Workforce Development Unit has incorporated the Risk Model within their staff training program and will disseminate this to all staff, including multi-disciplinary colleagues.

During 2013/14 we made improvements to our arrangements for managing allegations against professionals. At our request the LSCB commissioned a number of seminars on managing allegations against professional which were attended by a range of professionals and agencies. An independent audit carried out during the year confirmed our progress.

IFSS

The Gwynedd and Môn IFSS has been established and is operational.

Child Sexual Exploitation and Trafficking

The Local Authority lead on the multi-agency Gwynedd and Môn Missing from Home/Child Sexual Exploitation Task Group which aims to prevent Child Sexual Exploitation and safeguard children by reducing the number of episodes of children and young people going missing. This will be achieved by way of strategic interventions and identification of good working practices which can be shared across a multi-agency forum. The work of this group will be strengthened by the CSE Practitioner Project - a 3 year project to raise awareness amongst professionals and young people from all communities about Child Sexual Exploitation (CSE) and to improve the outcomes for young people identified as being at risk of CSE. This project is led by North Wales Police and Barnardos. The benefits to the children and young people are that they are receiving appropriate interventions tailored to their individual needs. The Chief Executive, Isle of Anglesey County Council is the Chair of the North Wales Anti-Human Trafficking Project. We are working closely with Key partners including Barnardos on the trafficking of children, an important issue for Anglesey as we have the Holyhead port in our area.

The Local Authority's children and education service has introduced the use of the SERAF tool and is working with Barnardos Cymru, to deliver

1	SUMMARY / ISSUES FOR NWSCB'S ATTENTION
	<ul style="list-style-type: none"> ▪ Awareness training ▪ Training to staff in the use of the SERAF tool. Education have delivered four training sessions during summer term which were offered to health and children's services. <p>Children who behave in a sexually harmful way</p> <p>We have worked on a regional basis to develop the approach towards working with children who behave in a sexually harmful way. Gwynedd and Ynys Môn LSCB adopted the preferred option of using AIM model of working with children and young people demonstrating sexually harmful behaviour and funded cross county multi-agency training for agencies, in order to implement a consistent and evidenced approach to working with children and young people who demonstrate sexually harmful behaviour. A multi-agency Practitioners Forum group has been established to assist with ongoing practice development of staff in this area of safeguarding. Turnover of staff has seen key skills in this area of work lost.</p>
1.3	<p>Remaining safeguarding children challenges and issues (including risks)</p> <ul style="list-style-type: none"> • Whilst there is clear commitment to improvement, and evidence that changes are being implemented, for progress to be accelerated specific capacity is required. We have identified resources for this. • Conference Process – Reports by the Child Protection Coordinator indicates that we require to ensure the child's voice is heard consistently, direct work and communication with the children requires being central to the process, advocacy service for children going through this process requires further development. The review of Child Protection Plans during Supervision, Core Group and Review Child Protection Conferences requires demonstrating progress in the plan to ensure effective and timely safeguarding and care planning for the children. • Whilst there has been an improvement, through the training provided to Social Workers, in the use of risk assessment tools, we need to ensure that there is a shared understanding of the risk framework and a consistent approach across children service and the multi-agency partnership. There are a number of areas which practice audits has identified as requiring improvements in multi-agency working:- <ul style="list-style-type: none"> 1) Better assessment of parenting capacity based on full parental history and a clear focus on risk 2) Core Groups should focus on delivering a multi-agency plan focus on achieving safety for the child. 3) Re launch of the Managing Professional Differences Protocol – this relates to differences of professional opinion 4) Review multi agency collaboration in cases of unborn babies 5) Use of S20 Children Act 1989 and threshold for managing significant harm, • A workforce equipped to discharge their safeguarding duties effectively – Supporting staff and managers working with vulnerable children and young people /adults in their continuous professional development by providing safeguarding training at a level commensurate with their roles and responsibilities • Robust contractual arrangements in operation where the Isle of Anglesey County Council commissions or regulate work with vulnerable children and young people / adults from other organisations / agencies
1.4	<p>Safeguarding children issues to be raised with the NWSCB (eg. where NWSCB support, direction or action may be needed)</p>

1	SUMMARY / ISSUES FOR NWSCB'S ATTENTION
	<ul style="list-style-type: none"> • We are spending considerable staff time responding to contacts that do not meet our service threshold. There is a clear need to work with professionals to reach a mutual understanding of the thresholds and to ensure that all agencies take responsibility for their safeguarding decisions. • An evaluation of the risk model and ownership of the model – so that we are focusing on managing risk on a multi-agency basis. • Many of the parental characteristics which have been shown to impact upon parenting. Social Services cannot commission the range of services needed to deal with all the presenting issues. There are significant indications that Adult Mental Health and Substance Misuse services need to have significant input into child protection cases. • The RSCB should consider establishing a Dual Protection Policy to guide decision making in relation to children who are looked after and on the child protection register. • RSCB to review the arrangements to manage private fostering in both Local Authorities • Training on the impact of neglect and assessing neglect should be delivered to all workers and supervisors and refreshed regularly. • Training should be provided to the multi-agency network and specifically social workers to enable them to manage cases where parents exhibit hostility and to develop a better understanding of disguised compliance
1.5	Any significant issues on safeguarding children or for the NWSCB e.g. serious incidents, messages from inspection, re-organisation, etc See 1.4 above

2	SAFEGUARDING CHILDREN GOVERNANCE & ACCOUNTABILITY ARRANGEMENTS:
	How the organisation ensured it operated effectively on safeguarding children during the year
2.1	<p>Role, function and structure of safeguarding children within the organisation</p> <p>The Local Authority has adopted its Safeguarding policy which identifies that whilst social services are the lead agency for undertaking enquires into allegations/concerns that children and vulnerable adults may be suffering significant harm, everyone shares a responsibility for safeguarding and promoting the welfare of children, young people and vulnerable adults, irrespective of individuals' roles. The Local Authority is committed to working to the All Wales Child Protection procedures and Working Together in the Safeguarding of Children.</p> <p>Roles and Responsibilities are detailed in our Safeguarding policy. The Chief Executive has the overall responsibility for ensuring the implementation of an effective child protection & vulnerable adult policy and procedures, for the development of corporate governance and for meeting all statutory requirements. The Director of Community is the Council's lead officer in relation to the Vulnerability Agenda and is a member of the RSCB. She is responsible for ensuring that the authority has proper safeguards to protect vulnerable children and young people, adults and older people, and reporting at a corporate level and to Councillors on their effectiveness. Whilst all staff have a responsibility to safeguard and promote the welfare of children, the Director of Community remains the senior officer within the Council with final and indivisible accountability for this.</p> <p>The Children's Service is responsible for undertaking enquires into allegations/concerns that children and vulnerable adults may be suffering significant harm, and discharging the Local Authority's various duties under Children's Act 1989. These are carried out by its 4 field work teams.</p>

2

**SAFEGUARDING CHILDREN GOVERNANCE & ACCOUNTABILITY
ARRANGEMENTS:**

How the organisation ensured it operated effectively on safeguarding children during the year

Designated Safeguarding Officers within each directorate are responsible for:

- Attending relevant training for designated officers
- Acting as a source of advice on all safeguarding matters for other staff within the directorate
- Being familiar with the Safeguarding procedures of the All Wales Child Protection Procedures, the Protection of Vulnerable Adults Procedures and the Isle of Anglesey County Council to ensure that systems are in place for effective record keeping
- Ensuring that there are effective internal procedures to handle concerns and to involve referral agencies (e.g. Children and Young People Services, Protection of Vulnerable Adults)
- Ensuring that records are kept and that they are safe and secure at all times
- Ensuring that compliance with this Policy & Procedure is monitored and reported on a regular basis to their Management Team and through this to the Director Community and Members

All Heads of Service must ensure that their staff are subject to appropriate Independent Safeguarding Authority (ISA) and DBS checks and that their staff comply with the Safeguarding Children and Vulnerable Adults Policy and Procedures. Each Head of Service must establish arrangements to ensure that they are compliant with the requirements of this policy and the Council's Criminal Records Policy. Each Head of Service must arrange that records are undertaken and kept of all Independent Safeguarding Authority (ISA) and DBS checks.

Corporate Safeguarding Board will ensure the Authority's key duties in relation to Safeguarding Children and vulnerable adults are being adequately discharged. The Management Team within each service is collectively responsible for ensuring all statutory requirements relating to safeguarding and promoting the welfare of children and young people and vulnerable adults are in place and upheld by staff. This includes the quality, content and frequency of training provided and the maintenance of adequate staff training records. Responsibility to include the central monitoring and reporting of compliance with Safeguarding requirements to provide necessary assurances to senior management, the Director for Community and Members on a regular basis.

All Line and Contract Managers are responsible for ensuring that staff they are responsible for receive the training they need, commensurate with their responsibilities. Guidance on which members of staff should receive training and at what level is available from HR staff. Contractors, sub-contractors or other organisations funded by or on behalf of the Council are responsible for applying to appropriate Independent Safeguarding Authority (ISA) and DBS checks and that their staff comply with their appropriate Safeguarding Children and Vulnerable Adults Policy and Procedures. They are also responsible for informing relevant Council managers of any concerns they encounter and refer in relation to safeguarding issues.

Safeguarding Action Plan

An Annual Safeguarding Action Plan is put in place, which clearly outlines actions to be taken by Isle of Anglesey County Council, and those acting on behalf of the council, to ensure the full implementation of this policy. This action plan will be reviewed on an annual basis in line with the review of the Council's corporate priorities. This will be reported to the Corporate Scrutiny Committee

2	SAFEGUARDING CHILDREN GOVERNANCE & ACCOUNTABILITY ARRANGEMENTS: How the organisation ensured it operated effectively on safeguarding children during the year
2.2	Relationship to NWSCB Member Isle of Anglesey County Council will work in cooperation with other agencies; it will comply with the Regional Safeguarding Children Board protocols and procedures and will respond positively to any recommendations regarding the improvement of its safeguarding policies and procedures.
2.3	Membership and attendance (including sub groups) The Local Authority has committed membership to both the RSCB and the Local Delivery Groups – and are members or chairs of a number of the sub groups. Local Authority Officers have taken part in a number of practice reviews, contributing to the learning and improvement on a regional basis.
2.4	Relationship to agency's Board Member
2.5	Financial and other resources given to support the NWSCB The Local Authority provides financial support and resources in kind to the work of the Board.
2.6	Any governance / resource issues that could impact upon the ability to safeguard children that need to be brought to the attention of the NWSCB None

3	SAFEGUARDING CHILDREN MONITORING AND EVALUATION/ QUALITY ASSURANCE ACTIVITY
3.1	What has the organisation done during the year to monitor and evaluate its safeguarding children arrangements? We have in place a Council Safeguarding Policy, and associated Corporate Action Plan to ensure the effective implementation of the Corporate Safeguarding policy on consistent basis across the Local Authority. The action plan includes a number of audits to test the compliance against the Safeguarding Policy. During the year we have ensured that:- <ul style="list-style-type: none"> ▪ There are effective safe recruitment and a whistle blowing policies in place for all employees and elected members ▪ There is a regular check of DBS compliance in relation to new starters ▪ The Corporate Induction Policy ensures that all staff are aware of their responsibilities in relation to safeguarding children and adults ▪ Training has been commissioned for all Heads of Service, Portfolio and Shadow Portfolio Holders, other Key Members and designated safeguarding officers in each service so that they are supported to understand their safeguarding responsibilities and are accountable for their safeguarding responsibilities.

3	<p align="center">SAFEGUARDING CHILDREN MONITORING AND EVALUATION/ QUALITY ASSURANCE ACTIVITY</p>
	<ul style="list-style-type: none"> ▪ Member involvement in 'rota visits' was introduced where Members visit workplaces across Children Services to meet front line staff and gain a better understanding of how the service operates ▪ We have satisfied ourselves that we do comply with the recommendations of previous inquiries ▪ During 2013/14 we made improvements to our arrangements for managing allegations against professionals. At our request the LSCB commissioned a number of seminars on managing allegations against professional which were attended by a range of professionals and agencies. An independent audit carried out during the year confirmed our progress. <p>Achieving the objectives of the Safeguarding Policy and Action plan will help introduce more effective scrutiny of safeguarding issues. This will be accompanied by the setting up of a Corporate Safeguarding Scorecard for 2015/16</p> <p>Within Children Services there is a comprehensive Performance management and Quality Assurance Framework in place. Targets, service and business plans drive improvements in performance and in the quality of services provided. Audits carried out by internal officers and external parties have been carried out on a regular basis within the service. These included Specific Practice Audits, Planned Thematic Audit programme (undertaken by the children's service management team), Specific Case Reviews and Themed audits e.g. Part IV Strategy meetings, Child Protection Conferences (CPC) Gwynedd and Mon undertaken by external persons. It has become apparent that there is a consensus in findings of both internal and external quality assurance advices.</p>
3.2	<p>What were your safeguarding children audit priorities which were agreed for the year and why they were identified as priorities</p> <p>Audit is driven by themes of our Corporate Safeguarding Action Plan. We prioritised the theme of Safe Workforce during the year as this is crucial in establishing robust safeguarding arrangements. Within Children Services the QA activity is driven by our self-assessment processes, which informs Service Delivery Plan and Risk register: and whilst we do strive to adopt a proactive approach we also maintain capacity to be reactive – so that we can respond to practice issues as they arise.</p>

3	SAFEGUARDING CHILDREN MONITORING AND EVALUATION/ QUALITY ASSURANCE ACTIVITY
3.3	<p>Please provide a summary of safeguarding children quality assurance activity undertaken during the year (to include, for example, in relation to safeguarding children; use of data, findings of audit, equality/diversity, views of service users and staff, complaints)</p> <p>A number of quality assurance activity has been undertaken on a corporate and service basis. Refer to 3.1 above.</p> <p>Within Children Services these include:-</p> <ul style="list-style-type: none"> • Audit of meetings held under Part IV of the All Wales Child Protection Procedures in Isle of Anglesey, during 2013 (Author: Sue Maskell, 2014) • Child Practice Review, Concise Review, Gwynedd and Anglesey LSCB (Authors, John Tate and Glyn Hughes, August 2013) • Audit Report, Isle of Anglesey Child Protection Register, Sue Maskell, 2014) • Morning Lane: Review of Impact of Practice and Systems on the Child's Journey (May 2014) • National Inspection Safeguarding and Care Planning of looked after children and care leavers, who exhibit vulnerable or risky behaviours (CSSIW August 2014) • Regulatory Inspections by CSSIW (Adoption Service) (Fostering Service) • Specific Case Review: (Anwen Huws HoS, 2014) • Extended Child Practice Reviews: (Child Practice Review Group, 2014) Ongoing • External Audit of Isle of Anglesey Section 20 cases (Sue Maskell, 2014) • A number of internal audit reports • Case Audits under the Local Delivery Board and Audit and Quality Assurance multi-agency subgroup.
3.4	<p>Summary of Section 28 audit outstanding actions:</p> <p>See attached audit</p>
3.5	<p>What did this safeguarding children auditing, monitoring, evaluation and activity tell the organisation about the effectiveness of arrangements to safeguard children and what has been done as a result of the findings?</p> <p>The conclusions/finding, lessons learnt and recommendations of the reports; identify and prioritise the common themes in relation to the safeguarding practice; thus the identification of such themes should enable the Local Authority to identify strengths within the service areas in need of improvement and the change required to enables effective engagement with partners and families to better manage risk. This in turn helps us achieve the Implementation plan to support achieving improvement into the programme.</p>
3.6	<p>Has your agency implemented any relevant actions/action plans arising from Serious Case Reviews/ Child Practice Reviews or Internal Management Reviews?</p> <p>Yes – this feeds into our regular cycle of improvement.</p>
3.7	<p>What are your organisation's areas of strength and areas requiring improvement in relation to safeguarding children, and how will improvements be achieved?</p> <p>a) The Council has achieved improvements in both its Children Services and its Education services, and is currently moving to a phase of developing and improving safeguarding arrangements more generally.</p> <p>b) The Council has a Corporate Safeguarding Board in place whose role is to ensure that the Council's key duties in relation to safeguarding children and vulnerable adults are being adequately discharged.</p> <p>c) Many policies and associated procedures have been reviewed, managers have received training. During 2015/16 it is planned that each Head of Service received individual</p>

3	SAFEGUARDING CHILDREN MONITORING AND EVALUATION/ QUALITY ASSURANCE ACTIVITY
	<p>support to implement their safeguarding objectives.</p> <p>d) The Council's policy on safeguarding of children has been adopted The Council has a Safeguarding Policy Action Plan to ensure the full implementation of the policy. However, progress on the action plan, has suffered some delays against original target dates.</p> <p>e) There is an annual appraisal of each school on safeguarding using a standard report card. Performance reporting is also taking place at a Children's Services level and comprises the reporting of statutory performance indicators. For 2015/16 each service will set safeguarding objectives and measures.</p> <p>f) Achieving the objectives of the Safeguarding Policy and Action plan will help introduce more effective scrutiny of safeguarding issues. This will be accompanied by the setting up of a Corporate Safeguarding Scorecard for 2015/16</p> <p>g) There has been progress in relation to the Council's arrangements for Safe Recruitment and the HR function has developed and reviewed a number of key policies. Achieving the objectives of the Safeguarding Action plan will help introduce more effective scrutiny of these policies in practice.</p>
3.8	<p>What have you done to assess staff training and development needs in relation to safeguarding children? What were the results and issues arising from this assessment?</p> <p>The Local Authority intends to develop its Safeguarding Training Framework by 2015/16. Our strategy has been to ensure that the Members and Key Senior Officers, and designated Safeguarding officers were provided with a consistent level of safeguarding awareness training. In terms of monitoring staff awareness and competence in relation to safeguarding, the Council's training log shows that staff take specific safeguarding training sessions and that the corporate induction session, includes time on safeguarding. The safeguarding training programme will be finalised and applied across the Council with full monitoring of attendance</p>
3.9	<p>What internal and external consultation has taken place over the year in relation to safeguarding children, and what were the key issues arising from it?</p> <p>No specific activity</p>

4	PROGRESS ON PRIORITY POLICY AREAS
4.1	<p>What has been progressed locally during the year in response to national expectations and local need in relation to safeguarding children:</p> <p>In response to the Deputy Minister for Children and Social Services intention to reduce the number of LSCBs in Wales the Local Authority participated in the establishing of the Regional Safeguarding Board. We remain active members and contributors to the safeguarding agenda both on a local and regional basis.</p> <p>In November 2012, further allegations of historical child abuse led to the establishment in North Wales of Operation Pallial and the Macur review. We have satisfied ourselves that we do comply with the recommendations of previous inquiries and, with other North Wales authorities, are ensuring appropriate support and counselling services are available for victims coming forward as a result of the recent investigations</p>

4	PROGRESS ON PRIORITY POLICY AREAS
	<p>Implementation of the Public Law Outline In October 2013 we implemented the new guidance in relating to court proceedings, called the Public Law Outline, and the need to have them completed within 26 weeks. 16 of our staff have received the nationally recognised core training for undertaking work within the revised Public Law Outline and we are currently reviewing our processes in light of the practice experience over the year.</p> <p>Partnership working We have seen partnership work across agencies to develop the safeguarding work in Anglesey during the year. We have been working with North Wales Police to examine the business case to set up a co-located Multi-Agency Safeguarding Hub (MASH) in Ynys Môn to receive and risk assess referrals regarding child protection, child sexual exploitation, domestic violence and vulnerable adults. This would allow for relevant information to be shared between agencies in a timely manner before deciding the intervention required by existing teams within agencies. We have successfully worked with Gwynedd Council & partners to deliver the IFSS service on a collaborative basis.</p> <p>Refer also to 1.1</p>
4.2	<p>What impact has this activity had on arrangements and outcomes for children and young people Children will be able to be assured that</p> <ul style="list-style-type: none"> - The Local Authority has undertaken suitable checks before employing people to work for them - The Local Authority is focusing in working within the relevant statutory requirements and aims to make timely and robust decisions about their safety - The Local Authority ensures that all children with a child protection plan have an allocated social worker - Most children will have the risk to them reduced within 6 months of the first conference - They will be helped if they are at risk of being sexually exploited and that agencies will work together to achieve this - The Local Authority is clear that safeguarding is a priority and that the additional needs of looked after children and care leavers are recognised.
4.3	<p>What is your organisation's contribution to progressing the NWSCB's priorities for the previous financial year, and what is your contribution to progressing the NWSCB's priorities for the current year:</p> <p>The Local Authority has committed membership to both the RSCB and the Local Delivery Groups – and are members or chairs of a number of the sub groups. Local Authority Officers have taken part in a number of practice reviews, contributing to the learning and improvement on a regional basis.</p>

5	YOUR ORGANISATION'S IDENTIFIED PRIORITIES
5.1	<p>What are your identified safeguarding children priorities for the next year and how do you intend to progress them?</p> <ul style="list-style-type: none"> ▪ We will finalise and implement the arrangements for the process of effectively scrutinising all aspects of the safeguarding of children ▪ Safeguarding will be embedded in each services objective setting, business planning and risk management arrangements. The Corporate Safeguarding Score card will be

5	YOUR ORGANISATION'S IDENTIFIED PRIORITIES
	<p>established</p> <ul style="list-style-type: none"> ▪ The new post of Service Manager (Safeguarding) will be appointed and tasked with reviewing and corporate action plan, and driving achievements against the revised timescales and establishing the Safeguarding People Service ▪ The safeguarding training programme will be finalised and applied across the Council with full of monitoring of attendance ▪ The establishment of regular formal scrutiny of safeguarding is a priority ▪ Maintain and consolidate performance achieved during 2013-14 in relation to Key Pis that ensure children will have up to date good child protection plans that ensure their needs are met

6. APPENDICES OF DATA/ PERFORMANCE INDICATORS

BACKGROUND PAPERS	LOCATION	WEBSITE INFO.



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE WORK PROGRAMME

Chair: Councillor Derlwyn Hughes
Vice- Chair: Councillor Alun Mummy

The table below is the Partnership and Regeneration Scrutiny Committee Work Programme from May 2014 to May 2015. The Work Programme will be reported to each meeting of the Scrutiny Committee for the purpose of reviewing its content, consideration of new items or adjournment / withdrawal of items.

Contact: Geraint Wyn Roberts (Scrutiny Officer)
Tel: 01248 752039
E-mail: gwrce@anglesey.gov.uk

Date of Meeting	Item	Purpose	Location /Start Time
Standing items on all Committee Agendas: <ul style="list-style-type: none"> • Apology • Minutes • Chair and Vice-Chair Announcement • Work Programme 			
13th May 2014	Committee nomination to the Corporate Parenting Panel	Nomination of a Committee member to the Panel that acts on behalf of the Council that ensures services to children /young People in care are of a high standard.	Committee Room 1/2pm
	Single Integrated Plan	Consultation on the Anglesey and Gwynedd Single Integrated Plan.	
	Clearing of files from old Ysgol y Graig	Scrutiny	
11th July 2014	New Nuclear Build- Supplementary Planning Guidance	Pre -decision Scrutiny	Council Chamber/ 10.30am
24th July 2014	North Wales Police	Presentation by North Wales Police Force on their Communications Centre.	Committee Room 1/2pm
	Regional and Local Arrangements to	Pre –decision Scrutiny	

Date of Meeting	Item	Purpose	Location /Start Time
Standing items on all Committee Agendas: <ul style="list-style-type: none"> • Apology • Minutes • Chair and Vice-Chair Announcement • Work Programme 			
	Safeguard Children and Adults.		
	Regional Commissioning of Children and Young People’s Advocacy Service	Update	
	Island of Enterprise Transformation Project Board	Three programme boards have been established by the Council to drive change and improvement by the authority and to oversee a programme of work. Falling within the scope of this committee is the “Island of Enterprise Transformation Programme Board” and an update is to be provided on the current position and work in progress.	
25th September 2014	Anglesey and Gwynedd Local Services Board	Information	Committee Room 1/2pm
	Mon Communities First	Monitoring progress	
	Housing Strategy	Pre decision scrutiny	
	Fees and Charges for Charter/Pleasure Boats around Anglesey’	Pre decision scrutiny	

Date of Meeting	Item	Purpose	Location /Start Time
Standing items on all Committee Agendas: <ul style="list-style-type: none"> • Apology • Minutes • Chair and Vice-Chair Announcement • Work Programme 			
	Work Programme of the Health and Social Care Integrated Delivery Board for Anglesey.	Information	
	North Wales Fire and Rescue Service-Improvement and Risk Reduction Plan 2015-16	Consultation	
27th November 2014	Single Integrated Plan	Update: <ul style="list-style-type: none"> • Anglesey and Gwynedd Single Integrated Plan; and • Joint scrutiny of LSB with Gwynedd Council. 	
	Housing Revenue Account Subsidy	Pre decision scrutiny	
	Amendments to the current Grants Housing Policy	Pre decision scrutiny	
	GwE – Regional School Effectiveness and School Improvement Service	Performance against service level Agreement	
	Social Services Representation and Complaints Procedure 13-14 (Annual Complaints Report)	Performance	
	Adult Safeguarding	Pre decision scrutiny	

Date of Meeting	Item	Purpose	Location /Start Time
Standing items on all Committee Agendas: <ul style="list-style-type: none"> • Apology • Minutes • Chair and Vice-Chair Announcement • Work Programme 			
14th January 2015	Scrutiny of Local Services Board-Options	Update	Committee Room 1/2pm
	Annual reporting framework - annual review and evaluation of performance 2013/14 letter from CSSIW	Performance	
	Corporate Safeguarding	Performance	
12th March 2015	Community Safety	Annual Overview of the Community Safety Partnership.	Committee Room 1/2pm

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