

Public Document Pack



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Dr Gwynne Jones
Prif Weithredwr – Chief Executive
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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR PARTNERIAETH AC ADFYWIO	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
DYDD MAWRTH, 15 MEDI, 2015 am 3.00 o'r gloch y.p.	TUESDAY, 15 SEPTEMBER 2015 at 3.00 pm
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGFNI	COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGFNI
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

Heb Ymuno / Unaffiliated

R.Ll.Jones

Plaid Lafur Cymru/Wales Labour Party

Sedd Wag/Vacant Seat

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 - 6)

To submit, for confirmation, the minutes of the following meetings :-

- Minutes of the meeting held on 12 May, 2015.
- Minutes of the meeting held on 14 May, 2015.

4 NOMINATION OF A MEMBER ON THE CORPORATE PARENTING COMMITTEE (Pages 7 - 8)

To submit a report by the Scrutiny Officer in relation to the above.

5 ANNUAL REVIEW OF ANGLESEY HOUSING PARTNERSHIP (Pages 9 - 20)

To submit a report by the Head of Housing Services.

6 ANNUAL UPDATE - SAFEGUARDING ARRANGEMENTS FOR VULNERABLE ADULTS IN ANGLESEY (Pages 21 - 34)

To submit a report by the Head of Adult's Services in relation to the above.

7 ANNUAL REPORT - 'LISTENING AND LEARNING FROM COMPLAINTS' (Pages 35 - 58)

To submit a report by the Head of Adult's Services in relation to the above.

8 SCRUTINY OUTCOME PANELS - UPDATE (Pages 59 - 66)

To submit a report by the Interim Scrutiny Manager in relation to the above.

9 UPDATE ON PROPOSED JOINT LOCAL SERVICES BOARD SCRUTINY (Pages 67 - 70)

To submit a joint report in relation to the above.

10 UPDATE BY THE CHAIR OR VICE-CHAIR

11 WORK PROGRAMME (Pages 71 - 72)

To submit a report by the Scrutiny Officer.

12 **EXCLUSION OF THE PRESS AND PUBLIC** (Pages 73 - 74)

To consider adoption of the following :-

“Under Section 100(A)(4) of the Local Government Act 1972, to exclude the press and public from the meeting during discussion on the following item on the grounds that it may involve the disclosure of exempt information as defined in Schedule 12A of the said Act and in the attached Public Interest Test.”

13 **MODERNISATION OF WARDENS SERVICES WITHIN COUNCIL OWNED SHELTERED ACCOMMODATION** (Pages 75 - 124)

To submit a report by the Head of Housing Services.

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PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the meeting held on 12 May 2015

- PRESENT:** Councillor Derlwyn Rees Hughes (Chair)
Councillor Alun Wyn Mummery (Vice-Chair)
- Councillors John Griffith, W T Hughes, Carwyn Jones, R LI Jones,
Richard Owain Jones, Dylan Rees and Dafydd Rhys Thomas
- IN ATTENDANCE:** Chief Executive,
Head of Environment & Technical Services,
Principal Valuation Officer,
Scrutiny Officer (GWR),
Committee Officer (MEH).
- APOLOGIES:** None
- ALSO PRESENT:** Mr. Gerallt LI. Jones, Managing Director Menter Môn – In respect
of Item 5.

The Chair wished to extend his best wishes to the Chief Executive, Mr. Richard Parry Jones on his retirement from the County Council at the end of May. Members of the Committee also wished their best wishes to Mr. Jones.

1 APOLOGIES

None.

2 DECLARATION OF INTEREST

Mr. Gerallt LI. Jones, Managing Director Menter Môn stated that he would be presenting Item 5 to the meeting and that he is a co-opted member of the Committee.

3 MINUTES

The minutes of the meeting held on 12 March, 2015 were confirmed.

4 EXCLUSION OF THE PRESS AND PUBLIC

Member of the Committee considered that Item 5 – Llys Llewelyn, Aberffraw should be discussed in public to allow open discussion in respect of the matter.

5 LLYS LLEWELYN, ABERFFRAW

The Scrutiny Officer reported that Councillor Ann Griffith had requested that the Partnership and Regeneration Scrutiny Committee should discuss the issues

relation to the sale of Llys Llewelyn, Aberffraw and the concerns of the local residents.

Councillor Ann Griffith stated that as a local member for Bro Aberffraw she has received numerous concerns by the local residents regarding the sale of Llys Llewelyn and the future of the site. She further stated that the Aberffraw Community Council has discussed the issue and are concern as to the future of Llys Llewelyn as it is a well worth asset to the village of Aberffraw.

Mr. Gerallt Ll. Jones, Managing Director of Menter Môn gave a background report to the Committee in respect of when the County Council approach Menter Môn to ascertain if they would have interest in taking over the running of Llys Llewelyn. Menter Môn took a lease of 25 years in 2004. The craft units were converted into holiday accommodation together with a commercial laundrette. An Objective1 grant was attained to remodel Llys Llewelyn. Agored Cyf., which is an organisation to develop employment possibilities for disabled and disadvantage people, was running the Café on the site. Mr. Jones emphasised that Agored Cyf., would continue to run the Café at Llys Llewelyn as they have a lease on the facility.

He noted that the site is a going concern but needs new investment to meet new economic opportunities and the facility is now for sale. Mr. Jones further stated that he considered that Aberffraw has a great potential to attract further tourist to the area as the nearby villages are attracting tourist that are interested in water sports and other activities.

Members were afforded the opportunity to question the Managing Director of Menter Môn. The following issues were raised by Members :-

- Assurance that the Café on the site of Llys Llewelyn would continue and that no redundancies would entail following sale of the site;
- The requirement of Llys Llewelyn to be the focal point of the village to attract tourist and as a community benefit to Aberffraw.

RESOLVED to thank the Managing Director of Menter Môn for attending the meeting and it was hoped that Llys Llewelyn, Aberffraw will be sold to persons who will manage the facility similar to the current use.

6 UPDATE BY THE CHAIR AND VICE-CHAIR

The Chair reported that the Scrutiny Officer has approach the representatives from Land and Lakes to ascertain if they would be willing to attend a future meeting of this Committee to discuss the project they intend to develop in Holyhead. The company had confirmed that they would be willing to attend but respectfully requested that they receive another invitation later this year as there were currently ongoing planning matters to be dealt with. The Chief Executive advised Members that steps were being taken by the Corporate Director of Sustainable Development to arrange briefing meetings, on significant economic developments projects on the Island, in order to provide Members with background information prior to any company/organisation attending the Committee.

7 WORK PROGRAMME

Submitted – the draft Work Programme for the July meeting of the Partnership and Regeneration Committee.

RESOLVED to note the draft Work Programme.

ACTION : That Members contact the Scrutiny Officer with any items they wish the Committee to discuss.

**COUNCILLOR D.R. HUGHES
CHAIR**

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PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the meeting held on 14 May, 2015

PRESENT: Councillors John Griffith, Derlwyn Hughes, W. T. Hughes, Alun Mummery, Carwyn Jones, Richard Owain Jones, R. Llewelyn Jones, Dylan Rees, Dafydd Rhys Thomas.

IN ATTENDANCE: Chief Executive Designate
Head of Council Business/Monitoring Officer
Head of Democratic Services
Committee Officer (ATH)

APOLOGIES: None received

ALSO PRESENT: Councillor Jim Evans (as Chair of the County Council)

1 DECLARATION OF INTEREST

None received.

2 CHAIRPERSON

Councillor Derlwyn Hughes was elected Chairperson of the Partnership and Regeneration Scrutiny Committee.

3 VICE-CHAIRPERSON

Councillor Alun Mummery was elected Vice-Chairperson of the Partnership and Regeneration Scrutiny Committee.

**Councillor Jim Evans
(as Chair of the County Council)**

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	15 September 2015
SUBJECT :	Nomination of Member to the Corporate Parenting Panel
REPORT AUTHOR:	Scrutiny Officer
Tel:	01248752039
E-mail:	gwrce@anglesey.gov.uk

1.0 RECOMMENDATION

1.1 That the Partnership and Regeneration Scrutiny Committee nominates one Committee member to sit on the Corporate Parenting Panel from May 2015 to May 2016. As Councillor Dylan Rees undertook the role last year it is further recommended that he is again nominated as he has developed an understanding of the work involved.

2.0 REASONS.

2.1 The purpose of the Corporate Parenting Panel is to act on behalf of the Council to ensure that all services, with a responsibility to looked after children, young people and care leavers, are of a high standard and to improve the life chances of looked after children in line with their peers. There are approximately 4 ordinary meeting of the Panel each year but additional meetings may take place. The member who was nominated to sit on the Panel from May 2014 to May 2015 was Councillor Dylan Rees.

Author: Geraint Wyn Roberts

Job Title: Scrutiny Officer

Date: 5 August 2015

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Overview and Scrutiny – Partnership and Regeneration
Date:	15 September 2015
Subject:	Annual review of Anglesey Housing Partnership
Portfolio Holder(s):	Councillor Aled M. Jones
Head of Service:	Shan Lloyd Williams, Head of Housing Services
Report Author: Tel: E-mail:	Lucy Reynolds, Housing Strategy & Development Manager Ext 2555 lucyreynolds@anglesey.gov.uk
Local Members:	All

1. Purpose of report

- i. This is the first annual report on the work of Anglesey Housing Partnership to the Committee which will enable the progress of the Partnership to be scrutinised by Isle of Anglesey County Council’s Overview and Scrutiny Partnership and Regeneration Committee. This report summarises the work undertaken by the Partnership in its first year of operation. It looks at future considerations for the Partnership and considers to what extent the Partnership has fulfilled its remit as set out in the Terms of Reference
- ii. Members are requested to comment on performance of the Partnership and any areas where the it could be strengthened to achieve joint priorities.

2. Background

- The Anglesey Housing Partnership met for the first time in September 2014. It was established because partnership working is essential in delivering the homes and housing services that the island needs. The Partnership aims to ensure that there is a more strategic and integrated approach to housing which is based upon agreed priorities for Anglesey. The Partnership also assist the Council in meeting its corporate objectives including:
 - Transforming Older Adult Social Care
 - Regenerating our Communities and Developing the Economy
 - Increasing our Housing Options and Reducing Poverty
 - Becoming Customer, Citizen and Community Focused

- i. The Partnership fulfils an important role as a consultative forum for the development and realisation of the Local Housing Strategy (LHS) for Anglesey. It provides opportunities for the organisations involved to work collectively on housing and related projects which contribute to the LHS.
- ii. The full Terms of Reference (ToR) for the Partnership are provided as an appendix to this report. The ToR states the following:

The purpose of the Partnership is to provide a forum for members to work together to deliver the Local Housing Strategy and be the voice of housing on Anglesey. The Partnership will be instrumental in:

- providing strategic leadership;
- shaping and setting the housing agenda;
- building relationships and influencing decisions for the benefit of Anglesey;
- drawing in resources from both traditional and alternative sources;
- working together to improve the supply and quality of homes; and
- create sustainable communities in Anglesey, particularly in relation to the delivery of the Anglesey Local Housing Strategy.

- iii. The membership is made up of senior representatives of the principal strategic partner for housing, both internal and external. The following external partners are members: Grŵp Cynefin, North Wales Housing Association, Pennaf Housing Association, North Wales Police, Welsh Assembly Government, National Association of Estate Agents, Anglesey Landlords Forum, Betsi Cadwaladr Local Health Board, Probation Service, Horizon, Homelessness Forum.
- iv. Internal representation is as follows: Energy Island Programme, Senior Leadership Team, Cabinet Member for Housing and Social Services, Head of Housing Services, Head of Planning Services, Manager of Joint Planning Policy Unit, Housing Strategy and Development Manager

3. Progress to date

The Partnership first met on 15 September 2014

- i. Five meetings of the Partnership have taken place to date. Meetings are scheduled to take place every quarter. An extra meeting took place this year in

order to ensure the Partnership could make input into the final draft of the Local Housing Strategy and its associated action plan.

- ii. Initial meetings included discussion about the format of Partnership and agreeing the Terms of Reference. Under the ToR the Chair of the Partnership alternates between a Local Authority and RSL representative. Paul Diggory, Chief Executive of North Wales Housing Association, was agreed as the Chair for the first two years.
- iii. In terms of agenda items, the first few meetings of the Partnership concentrated on discussing the new Anglesey Local Housing Strategy which had been developed to draft stage at the point the Partnership was launched. This enabled the Partnership to be made aware of the issues that the Council had identified as key priorities for housing over the coming 5 years and discuss the deliverability of the outcomes.
- iv. Meetings have enabled partners to become better informed about major housing issues for Anglesey and to share the perspectives of their different organisations on the consequences of these issues and the attitude of their organisation to these issues.
- v. Presentations have been made to the Partnership about issues of major importance or impact on housing in Anglesey. These were
 - Wylfa Newydd and workers accommodation:
 - Extra Care housing on Anglesey
 - Empty Homes strategy
 - Part II of the Housing (Wales) Act – prevention of homelessness
- vi. Key achievements of the Partnership during the first year have been
 - Finalising and adopting as a Partnership the Local Housing Strategy 2014-19 which is the central strategic driver for Anglesey's approach to housing over the next 4 years.
 - Increased understanding of housing related impacts of Wylfa Newydd and making an in principle decision for a sub-group to Partnership to act as a steering group for the Housing Hub project
 - Commencing a partnership approach to addressing the new duties around homelessness and homelessness prevention in Part II of the Housing (Wales) Act 2014
- vii. A programme of work for the Partnership will be agreed with the Chair and the Members. However key areas of work are expected to include the following
 - Twice yearly monitoring of the action plan for the Anglesey Housing Strategy 2014-19. Please note that the Council's Executive Committee in their meeting on 12 January 2015 requested an annual report on the performance /progress against key targets from the Local Housing Strategy.

- Responding as a Partnership to Pre- Application Consultation 2 (PAC2) by Horizon which is expected to take place in autumn 2015.
- Establishing a Partnership's approach to the issue of an ageing population and the need to provide excellent services through the right mix of housing, care and support services for older people in a cost effective manner.

4. Conclusions

- This formative year of the Partnership has been successful in allowing the department to share key housing issues which may be specific to Anglesey with Partners and to help ensure that there is a common understanding at a senior level in these organisations.
- Going forward it is important to learn from the experience of this first year to make further improvements to the Partnership. Attendance by members of the Partnership has been generally good. There is some concern that members who represent non housing organisations are less likely to attend. It is important that the meetings are relevant to them as the Council benefits from their broader perspective which can help ensure housing expenditure support agendas such as preventing crime, tackling social exclusion and planning for an ageing population.
- It is proposed to have a review of the operation of the Partnership at the October Partnership meeting. All partners will be asked to provide feedback on the effectiveness of the Partnership and the extent to which the Partnership is of benefit to them and their organisations.
- It is proposed that an annual work plan for the partnership is created. With input of Anglesey Housing Partnership members it would be agreed what topics should be discussed at meetings for the forthcoming year. In choosing these priority topics, the expected outputs of these meetings would also be clarified. This is with the aim of moving the meetings beyond an informative discussion forum to a body which agrees and achieves actions.

5. Recommendation to Committee

The Committee is recommended to note the contents of the report and provide any recommendations on how the performance of the Partnership could be strengthened to achieve joint priorities.

Background documents

Terms of Reference, Anglesey Housing Partnership
Anglesey Local Housing Strategy 2014-19

Terms of Reference Anglesey Housing Partnership

October 2014

1.0 Name of Partnership:

1.1 Anglesey Housing Partnership

2.0 Overall Purpose:

2.1 The purpose of the Partnership is to provide a forum for members to work together to deliver the Local Housing Strategy and be the voice of housing on Anglesey. The Partnership will be instrumental in:

- providing strategic leadership;
- shaping and setting the housing agenda;
- building relationships and influencing decisions for the benefit of Anglesey;
- drawing in resources from both traditional and alternative sources;
- working together to improve the supply and quality of homes; and
- create sustainable communities in Anglesey, particularly in relation to the delivery of the Anglesey Local Housing Strategy.

2.2 The Partnership will provide collaborative working, share expertise and resources to bring efficiencies to common areas of work, that add value to the outcomes, and produce value for money for members, residents and communities of Anglesey.

2.3 The Partnership between Isle of Anglesey County Council and Registered Social Landlords and private sector will be formalised to ensure maximum benefit for the residents of Anglesey.

3.0 Housing Partnership Functions

3.1 In its work with the Local Services Board, the Anglesey Housing Partnership will support the critical role played by LSB in articulating issues identified by communities to support Community Cohesion through the Single Integrated Plan.

4.2 Lobby on a regional or national level and raise issues which would benefit from action.

4.3 Oversee and manage performance in the delivery of the Local Housing Strategy.

- 4.4 Avoid unnecessary duplication and resource problems in partnership working on strategic issues.
- 4.5 Update the action plan in collaboration with implementing bodies and partners.
- 4.6 Establish and maintain effective arrangement in order to identify and assess housing needs in Anglesey continuously and promote good practice in terms of commissioning, supporting and using research work involving housing such as close collaboration with the Joint Local Development Plan Unit, neighbouring Local Authorities and major economic programme developers to support cohesion.
- 4.7 Encourage, comment on (and where appropriate, endorse) bids for resources to regional, national and European funding sources, according to strategic need.
- 4.8 Establish and maintain effective arrangements to promote and ensure the participation of residents, across all tenures in housing and housing-related issues.
- 4.9 Provide a framework for joint and collaborative working between authorities and partners in the private, public and voluntary sectors that contribute to the delivery of the Anglesey Local Housing Strategy.
- 4.10 Promote continuous improvement in the quality of housing and sustainable and cohesive communities across the Island.
- 4.11 Establish and maintain arrangements to ensure effective co-operation between groups, organisations, agencies and partnerships across sectors in Anglesey in order to promote housing and existing connections such as Economic Regeneration, Education, the Environment, Health, Police
- 4.12 Establish and maintain effective arrangements to communicate the Partnership's work and objectives to the County's residents as well as service providers, landlords, housing developers, funders, groups, organisations, agencies and partnerships providing services in the area of housing or a related area.
- 4.13 Identify opportunities to maximise the benefit to the community, such as housing led – regeneration opportunities, maximising apprenticeship scheme opportunities, maximising benefits for the local supply chains, collaborating on the development of services supporting social inclusion and financial inclusion.

- 4.14 Establish and maintain effective arrangements for promoting the principles of sustainable development in every aspect of the Partnership's work.
- 4.15 Establish and maintain effective arrangements to promote the Welsh language in every aspect of the Partnership's work.
- 4.16 Promote innovation and collaboration amongst the Partnerships' partners, consolidating resources and skills where relevant.
- 4.17 Develop and utilise positive, open and flexible working relationships with planners, partners and stakeholders to provide appropriate affordable and sustainable housing in the right locations.
- 4.18 Develop shared practice and ways of working to increase consistency across landlords to improve access to services and standards of service delivered.
- 4.19 Develop and co-ordinate providers inputs into place shaping sustainable neighbourhood management, building on wider strategic regeneration area working arrangements, such as Viable and Vibrant Communities Programme and Wylfa Newydd.

5.0 Members of Anglesey Housing Partnership

- 5.1 In the main, the Housing Partnership will include representatives of the key stakeholders in the field of housing in Anglesey. It will also include representatives of the principal strategic partners¹ that are acting jointly, in order to improve and provide services.

Function	Representing
Senior Leadership Team – one member	Isle of Anglesey County Council
Cabinet Member for Housing and Social Services	Isle of Anglesey County Council
Head of Housing Services	Isle of Anglesey County Council
Head of Planning Services	Isle of Anglesey County Council
Manager of Joint Planning Policy	Gwynedd and Isle of Anglesey

¹ These Partnerships may be represented by the Partnerships' core members, who also sit on other partnership boards. Specific reference is made here to Health, Social Care and Well-being, Community Safety, Children and Young People Partnerships.

Unit	County Council
Housing Strategy and Development Manager	Isle of Anglesey County Council
Chief Executives and / or Director	Grŵp Cynefin North Wales Housing Association Pennaf
Representative	North Wales Police
Representative	Welsh Assembly Government
Representative	National Association of Estate Agents
Chair	Anglesey Landlords Forum
Representative	Betsi Cadwaladr Local Health Board
Representative	Probation Service
Representative	Horizon
Representative	Homelessness Forum
Representative	Energy Island Programme

- 5.2 The representatives attending should be at a senior level with the authority to speak on behalf of and to make commitments from the member organisation.
- 5.3 The Chair will serve a period of two years from election. The Chair will alternate between Local Authority and RSL representatives. The Vice-chair will also be elected every two years and will of necessity alternate between the Local Authority and RSL.
- 5.4 The Partnership will have the authority to invite and include new members as required. If the majority of Partnership members support the proposal to include new members then those new members will be designated either as Co-opted Members or Associated members on the basis of their contribution to the field of housing in Anglesey.

5.6 Working Groups

- 5.6.1 Sub Groups may be established to drive the strategic housing agenda. Each sub group will be appointed a mentor from the Housing Partnership to work with them and decide upon appropriate action plan outcomes.
- 5.6.2 Sub groups will inform the Housing Partnership of a summary of their progress and outcomes at each meeting, minutes from the sub-groups posted on the Housing Partnership website for information.
- 5.6.3 In addition, from time to time, the Housing Partnership will set up a Task and Finish Group to undertake specific pieces of work. These will have a clear brief on the outputs / outcomes required and will present their findings to the Housing Partnership.

6.0 Housing Partnership Operating Procedures

- 6.1 Isle of Anglesey County Council Housing Strategy and Development Manager will support and service the administrative functions of the Housing Partnership.
- 6.2 The Housing Strategy and Development Manager will work with partners to support the development, production and delivery of housing strategies, action plans, projects and initiatives to help meet identified objectives and to ensure the business of the Partnership is conducted expeditiously.
- 6.3 Partnership will meet at least 3 times a year, with an annual housing event to promote the working of the Partnership and other specific briefings, when agreed necessary.
- 6.4 If a member of the Partnership wishes to include an item on the Partnership agenda, the Housing Strategy Manager should be informed at least 10 working days before the meeting.
- 6.5 The final programme and reports for the Partnership meeting will be available in electronic form and on paper at least 5 working days before the date of the meeting.
- 6.6 For Partnership meetings, a minimum of 3 different bodies from amongst members must be present to form a quorum.
- 6.7 The Partnership will accomplish its work in an open and transparent way and in the spirit of consensus and mutual respect. The Partnership will therefore seek to resolve issues through consensus. If a consensus cannot be secured, the Chair will ask for a vote, and a simple majority will win the vote. If necessary, the Chair will ask for a second vote or will use his / her casting vote in order to secure a decision.

- 6.8 Meetings of the Partnership will be open – anyone may listen to the discussion, as observers.
- 6.9 Partnership meetings and correspondence will be bilingual and translation equipment will be available in every meeting. Correspondence, agendas and reports will be produced bilingually (except for those prepared by external bodies).

7.0 Accountability

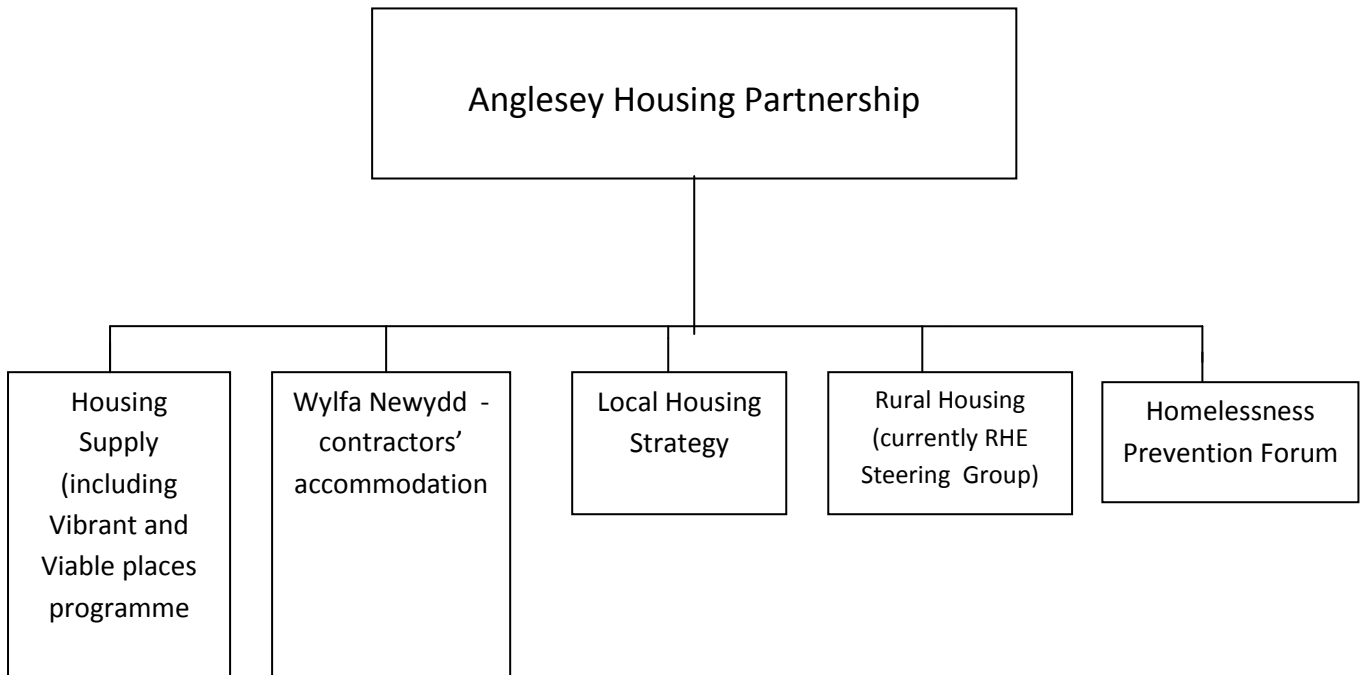
- 7.1 The Partnership, as a partnership body, will be accountable to the Local Service Board, and will report to other forums including the Isle of Enterprise Programme Board, Isle of Anglesey Corporate Scrutiny and Partnership Committee, Housing Association Management Boards that are members of the Housing Partnership, the Welsh Government, relevant inspection boards, and the wider community of groups, agencies and organisations providing services in the area of housing.
- 7.2 Members will be accountable to: (a) their individual employer organisation / representative body for their individual contributions, and (b) to the Housing Partnership as part of their duty to collaborate.
- 7.3 Expectations from members of the Housing Partnership have been outlined in Appendix 2.

Date Terms of Reference Agreed

Date for review (every 2 years)

APPENDIX 1

Proposed structure showing existing sub-groups (@20/06/14) – for determination by Partnership Members to enable the delivery of the Anglesey Local Housing Strategy.



APPENDIX 2 – GUIDANCE FOR MEMBERS

What is expected from Anglesey Housing Partnership members?

Members must:

- Ensure their organisation is represented at Partnership meetings by a Senior Officer (or nominated deputy) who must be able to contribute at a strategic level and be authorised to make commitments on behalf of their organisation.
- Ensure their organisation is appropriately represented at each meeting. Schedule of attendance will be circulated with the minutes of each meeting.
- Contribute to the work of the Partnership by participating in work streams, suggesting themes for meetings / seminar events and agenda items.
- Participate in shaping strategic direction and policy.
- Ensure all partners consider Equality and Diversity principles in delivery for and on behalf of the Anglesey Housing Partnership ensuring best practice and any relevant and appropriate legal requirements are adhered to.
- Where requested, be willing to act as a Mentor for sub-groups and Task and Finish Groups and report back to the Housing Partnership on the activities of the group which they are acting as Mentor.
- Encourage and assist partners to align their policies and strategies with the Anglesey Local Housing Strategy.
- Keep the Local Housing Strategy up to date on implementation and on issues to be considered, as action plans are updated and carried forward.

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	15th September 2015
SUBJECT :	Annual Update – Safeguarding Arrangements for Vulnerable Adults in Anglesey
PORTFOLIO HOLDER(S):	Councilor Aled Morris Jones
REPORT AUTHOR: Tel: E-mail:	Olwena Davey – Vulnerable Adults Coordinator 01248 752061 odxss@anglesey.gov.uk

1.0 RECOMMENDATIONS

- R1. To update the Scrutiny Committee in relation to adult safeguarding as defined in the attached report, Ynys Mon- Protection of Vulnerable Adults, Highlight Report 2014/15 -Appendix 1
- R2. To note and agree the developments noted in section 4 of the Highlight Report namely:-
- Adult Services and key partner agencies to recognise to agree and implement an action plan in preparation for the new safeguarding guidance as outlined in the Social Services (Wales) and Wellbeing Act.
 - Further evaluation of alleged victims, families and alleged perpetrator's experiences of engagement with the POVA process. Particularly, in relation to the quality, intensity and effectiveness of communication throughout the investigative stages.
 - Strengthened case file audits to ensure compliance with national guidance with a view to securing consistency of approach across the services. Working in partnership with key agencies to cascade learning and improve service delivery.
 - In recognition of the enhanced Safeguarding role, a local training framework to be finalised and implemented. Evaluation of this plan to be undertaken collectively between the Service Manager for Safeguarding and Vulnerable Adults coordinator.
 - To recognise that the role of Advocacy is integral within the process, and that provision needs to be strengthened to be available across all service areas.

- Recognition that Safeguarding concerns may arise through quality issues within care delivery. Whether this occurs within an individuals' own home or within a residential setting, it is recommended that an appropriate business function be established within Adults Services to ensure that monitoring of contracts and care provision is robust.
- R3 To note and update regarding Safeguarding Adults Board Regional and Local Arrangements- Appendix 2
- R4 To note and agree the Recommendations in this report namely:-
- That Members support the structure for the regional North Wales Safeguarding Adults Board (NWSAB). The NWSAB will be supported by regional function-based groups and sub-regional Delivery Groups.
 - That funding for the Adult Safeguarding Board continues to included within current budget discussions for 2016/17.
- R5 To support continued member engagement in the overall Safeguarding Agenda.

2.0 Rationale

- 2.1 Safeguarding vulnerable adults is essential from a humanitarian and corporate perspective. Guidance under part 7, section 131(1) of the Social Services & Well-Being (Wales) Act 2014 defines the following.

Section 126, which defines 'adult at risk', imposes a duty on local authorities to make, or cause to be made, such enquiries as it considers necessary to decide whether a person is an adult at risk; and to decide what action, if any, should be taken.

Section 127, which introduces adult protection and support orders (APSOs). Regulations made under section 127(9) restrict the persons or categories of persons who can act as an 'authorised officer'.

Section 128, which introduces a statutory duty on 'relevant partners' as defined by section 162(4) to inform the local authority of an adult at risk in specified circumstances.

- 2.2 Safeguarding is a core part of the duty of Adult Social Services. It is therefore essential that we have in place structures and effective systems of work to achieve this goal. We are therefore committed to ensuring that structures and systems are sustainable and place safeguarding at the heart of our partnership working across the public sector, and in the care sector in general.

Safeguarding is not just a matter for statutory agencies, it should be all our business. Service Providers, Statutory bodies, the police and in fact all citizens have a role to play in this.

APPENDIX 1- Ynys Mon- Protection of Vulnerable Adults, Highlight Report
2014/15

APPENDIX 2- SAFEGUARDING ADULTS BOARD REGIONAL AND LOCAL
ARRANGEMENTS

APPENDIX 1
YNYS MÔN
PROTECTION OF VULNERABLE ADULTS
HIGHLIGHT REPORT 2014/15

1. Introduction – Key issues

- 1.1 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.
- 1.2 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 Mon.
- 1.3 The deployment of BCUHB Practice Development Team in support of care homes on the island is recognised as an effective intervention in improving care practice in the promotion of quality care and the minimisation of safeguarding referrals. In such cases professional nursing staff from BCUHB provide support to care homes in the form of training and guidance to ensure improvements in the standards of documentation and practice in support of good nursing care delivery. The full impact of their supportive role needs to be fully evaluated from both a practitioner and care provider perspective for ongoing investment.
- 1.4 We have continued to raise public awareness of the safeguarding agenda at a Corporate level and we have worked in partnership with other departments within the Council to promote the Corporate responsibility for safeguarding. .
- 1.5 Key themes that emerge from referrals are issues around manual handling, Dementia care, medication management, poor knowledge by care providers of the pathways for timely referrals to specialist services, and financial abuse.
- 1.6 A Vulnerable Adults coordinator is now in post as a temporary measure pending the Local Authority finalising plans for the development of a Corporate Safeguarding Unit working across Adult and Children services

2. Training

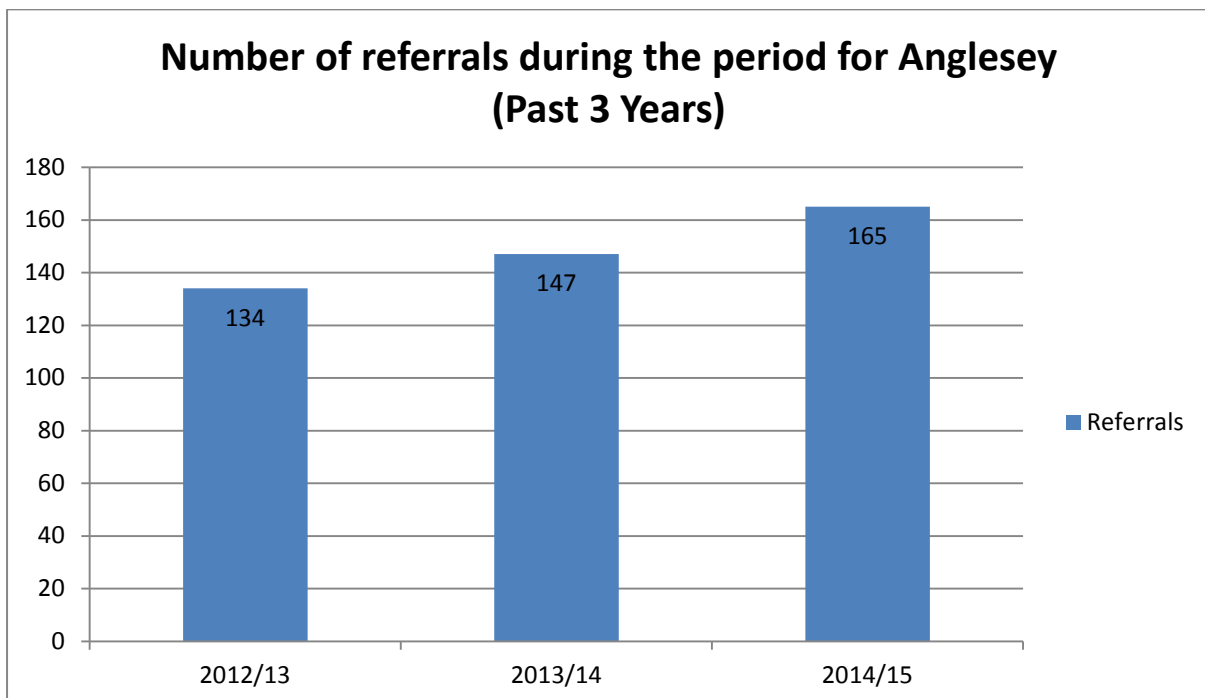
- 2.1 The current safeguarding of Adults and Children frameworks has been formally ingrained into the Corporate Induction process for all new employees.
- 2.2 Adult services have recognised that with the changing role of CSSIW specialist training in conducting investigations on a multi-agency basis is a key action to improve front-line practitioner confidence and practice as their roles continue to evolve.

2.3 On ongoing training programme provides basic awareness training ensuring that care provider staff across the care sectors are aware of the Wales Policy and Procedures for Safeguarding Vulnerable Adults

2.3 The new Adults and Children Training Framework is nearing completion and approval which will incorporate the Care Council for Wales safeguarding training across the Council and to key partner agencies. This will be in keeping with the all Wales approach to provide consistency of awareness.

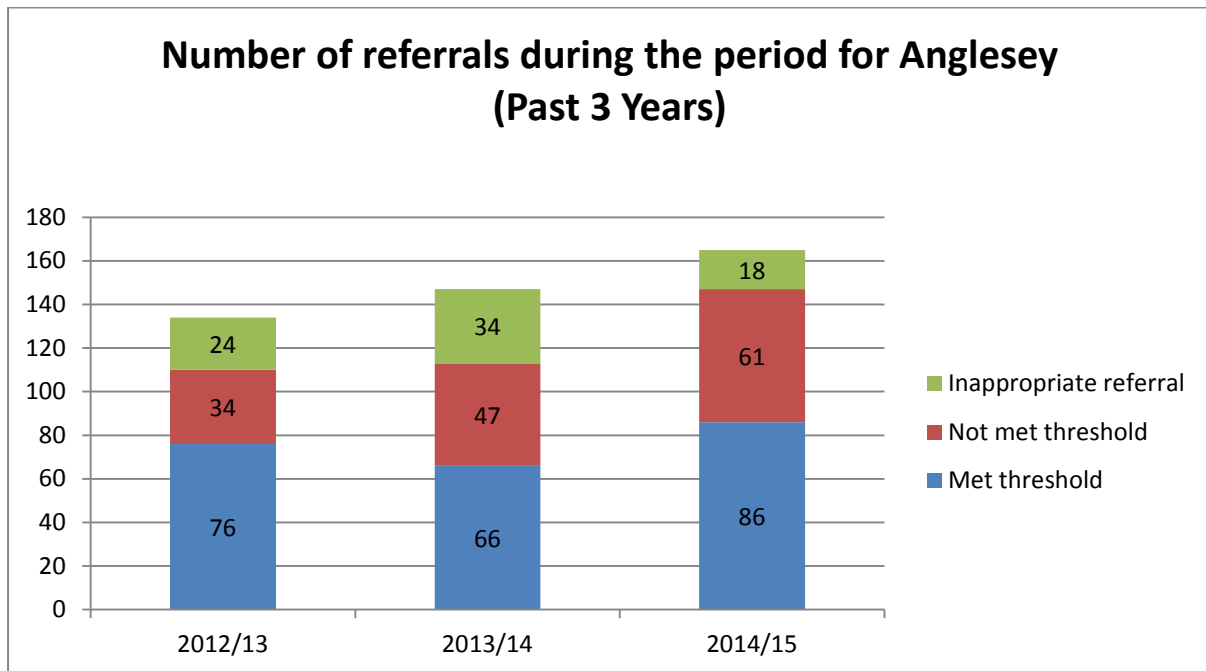
3. Summary of POVA Activity

- 165 POVA referrals were received in the 2014 / 15 period. As the illustration below shows, this represents a steady increase over the last three years with 134 in 2012/13, 147 in 2013/14 and 165 in 2014/15.
- Data suggests that the most typical victim is a female Older Person residing in their own home, subjected to emotional, psychological and physical abuse by a male perpetrator. This would be in keeping with national trends.
- The highest percentage of POVA referrals are for Older People closely followed by individuals with organic Mental Health conditions.



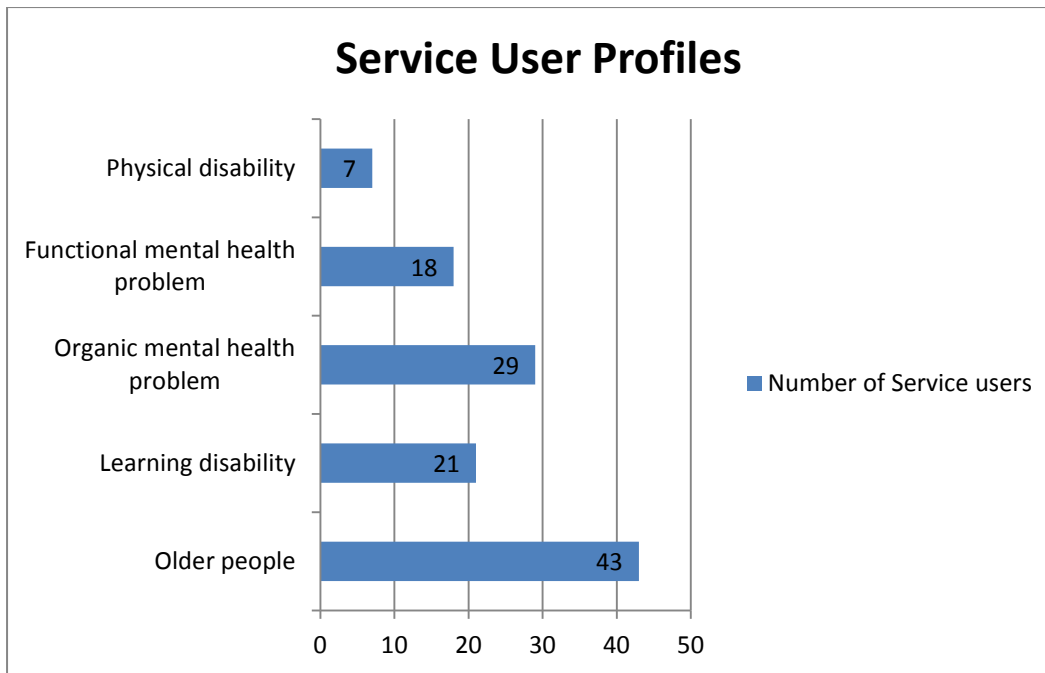
Appropriateness of Referrals Received

- As the chart below illustrates, there has been a steady increase in referrals over the last three years.
- Of the referrals received, it is evident that the number of inappropriate referrals has decreased from 34 in 2013/14 to 18 in 2014/15.
- It is evident that the number of referrals which does not meet the threshold is also high. This is again, in keeping with national trends.



Service User Profiles

- The graph below illustrates the key service user profiles as victims of alleged abuse for the period 2014/15.
- Of the 165 referrals received, 43 of these pertained to Older people. 29 referrals pertained to citizens with organic mental health conditions and 21 referrals for citizens with a Learning Disability.
- Citizens with functional mental health needs account for 18 referrals. The remaining referrals were in relation to citizens with a Physical Disability.



Ethnic Group of Alleged Victims

- As the table below indicates, where the victims ethnicity was recorded, the vast majority of victims were of White origin.
- Given the ethnicity of the population of citizens on the island, a lower percentage of victims of Mixed Ethnic origin would be anticipated. However, given that only one referral has been received, this number would be low in comparison to national trends and indicates the need for further development and awareness raising.

Ethnic Group	Total 2014-15
White	117
Mixed ethnic group	1
Total	118

Profile of Alleged Perpetrators

- As this table illustrates, relatives (son / daughter / in-law) continue to be the main alleged perpetrators of abuse.
- With this in mind, and given that the majority of victims are Older people, we are working closely with the Older People’s Commission to raise awareness of signs, symptoms and reporting mechanisms.

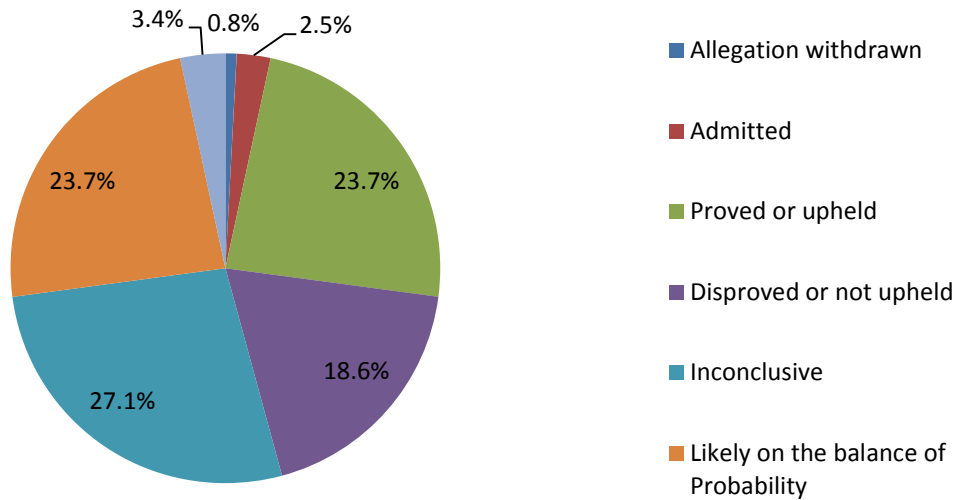
- The table further illustrates that Independent Sector staff and Other Service Users are also more likely to be the alleged perpetrators.
- Safeguarding victims from staff presents its challenges however, we are working closely with providers to ensure that where abuse is identified, the staff member is dealt with appropriately to safeguard not only the alleged victim but also other potential victims.
- We are continuing to work closely with Social Workers and Care Providers to strengthen care packages and protection plans to reduce the risk to potential victims from other Service Users through risk assessment and case management.

Person(s) Alleged Responsible for Abuse	Total			Total 2014-15
	Male	Female	Unknown	
NHS Staff	3	3	0	6
Independent Sector staff	1	10	12	23
Social Care staff	0	3	0	3
Other Service User	18	4	0	22
Relative - husband or wife or partner	12	4	0	16
Relative - son / daughter / in-law	11	15	0	26
Relative – parent	0	4	0	4
Relative - other (please specify)	3	3	0	6
Friend or acquaintance	10	7	0	17
Neighbour	2	1	0	3
Person unknown	5	0	2	7
Other (Include child under 18)	0	1	0	1
Total	65	55	14	134

Status of Allegations Post Investigation

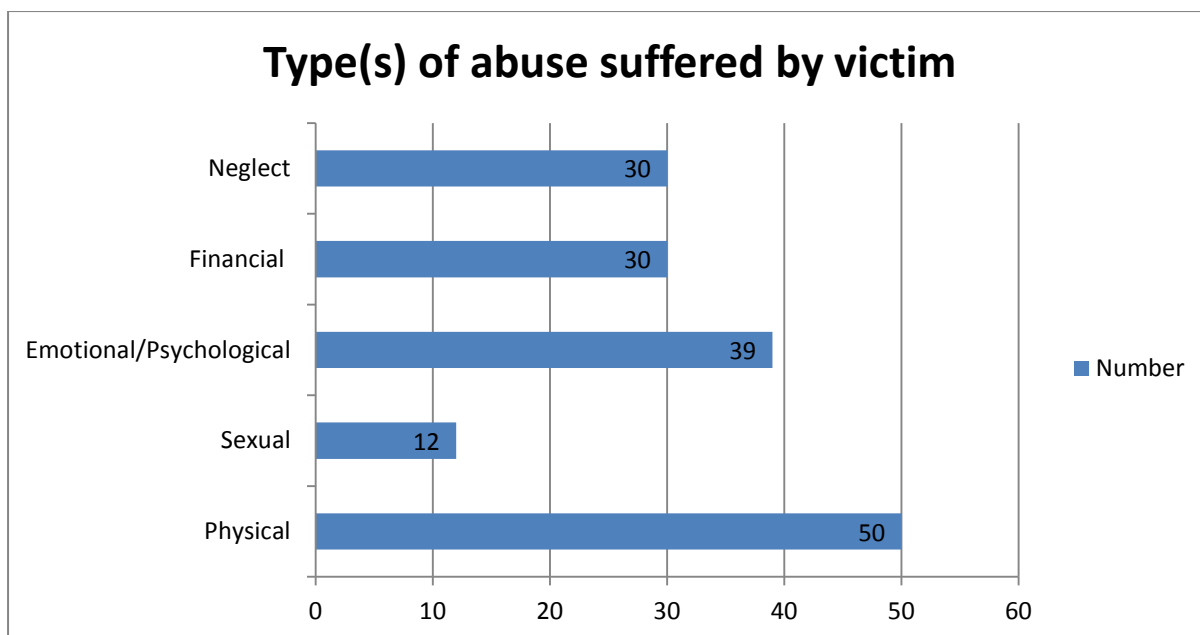
- As the chart below indicates, the numbers of Inconclusive outcomes is overall 27.1%. This can be due to a number of factors and is not dissimilar to national trends.
- Post investigation 23.7% of cases were found equally to be Proven / Upheld or on the Balance of Probability. Equally of note, 18.6% were Disproved or Not Upheld. Only a very small percentage were Admitted, or the Allegation Withdrawn.
- Given the changing emphasis of the CSSIW role and the relatively low numbers of referrals that reach the threshold of criminality to engage Police investigation, further development of Investigation training has been highlighted as a need within the new Training Framework.

Status of the allegation following an investigation



Types of Alleged Abuse Suffered

- Physical abuse accounts for the most reported criteria of abuse with 50 referrals over the 2014/15 period.
- Emotional and/or Psychological remain the secondary, with Neglect and Financial abuse receiving equal referral rates. Alleged Sexual abuse remains relatively low with 12 referrals.
- The percentages of referrals per category of alleged abuse are in keeping with national trends.



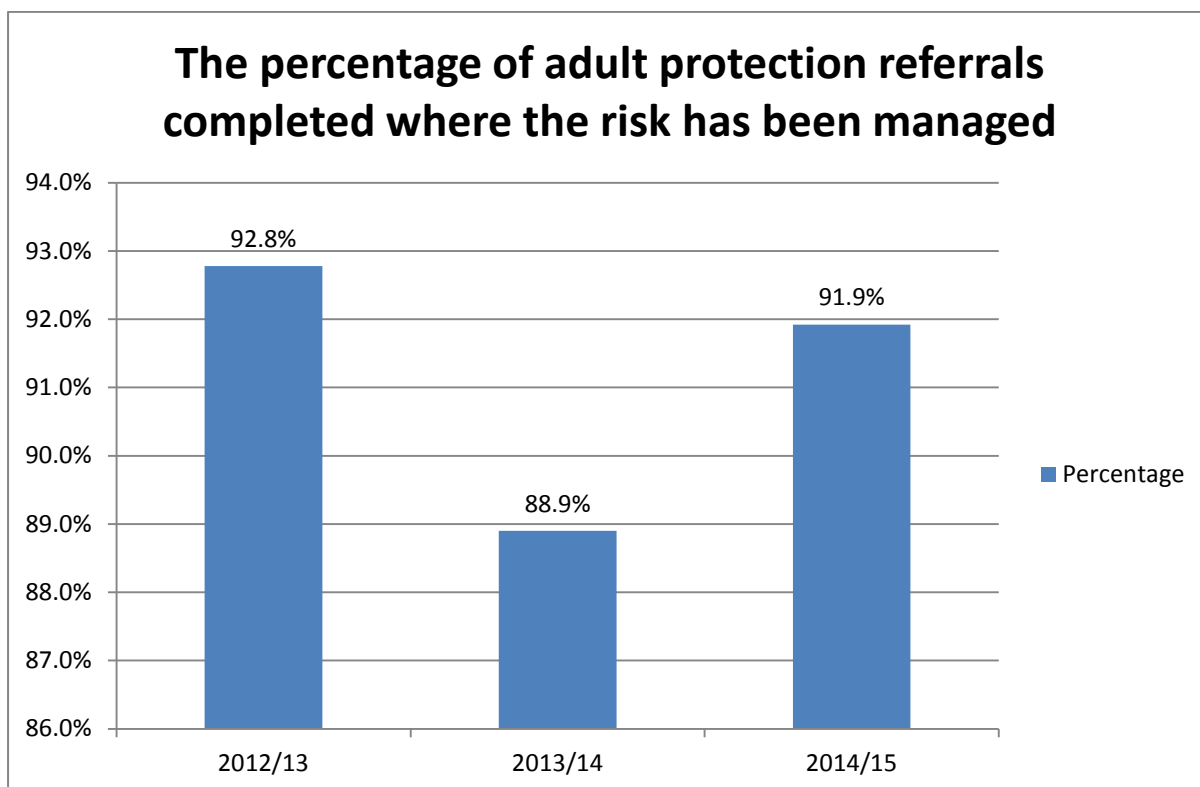
Environment Where Alleged Abuse Occurred.

- As the data below indicates, citizens own homes continues to be the main environment where abuse occurs.

Place alleged abuse occurred	Total 2014-15
Own home in the community	60
Relative's home	1
Supported tenancy	4
Care home - residential place	21
Care home - nursing place	15
Hospital, NHS	7
Home of alleged perpetrator	22
Day Care	4
Public place	5
Total	139

Referrals Were The Risk Is Managed

- During the period 2014/15, 91.9% of referrals noted risk as managed. This indicates a significant increase from the previous year.
- Were the risk is classified as 'not managed', this pertains to capacitated individuals making choices which were not recommended. In such cases, the Local Authority would continue to work with the individuals if they are in agreement.



Referrals That Culminated at Case Conference & Attendance.

- The table below indicates that a relatively low number of cases concluded at Case Conference. (NB. Some cases for the 2014//15 may not have concluded within the statistics for this period). This is indicative of the risks being addressed and managed during the initial stages of multi-agency intervention.
- Multi-agency case conferences provides opportunities to engage families and secure a jointly agreed safeguarding action plan. However and as performance data confirm in line with individual directives based on their Mental capacity it remains difficult to minimise the risks for all alleged victims.
- It is of note that the involvement of victims, relatives and advocates at case conferences needs to be increased, and we have taken steps to ensure the fullest engagement of significant others at key stages during the investigative process.

Attended Case Conference	
No meeting	107
Service user	1
Family carer	15
Adult Protection coordinator	4
Designated Lead Manager	15

SSD (Care manager)	26
SSD (Contracts)	1
SSD (Provider)	1
Health, primary/community/LHB	15
Police	3
Housing	1
Regulator(s)/Inspector(s) CSSIW/HIW	6
Provider agency	12
Other	12
Total	112

4. Areas for development

- 4.1 Adult Services and key partners are to continue with the development and implementation of the action plan in preparation for the 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. This is recognised as the prime role of the Vulnerable Adult Coordinator in partnership with key stakeholders.
- 4.2 A key action will be the evaluation of alleged victims, families and alleged perpetrator's experiences of engagement with the process, with particular reference to the quality, intensity and effectiveness of communication throughout the investigative stages. This will be undertaken through the audit process culminating in a relevant action plan to ultimately improve quality.
- 4.3 We are currently auditing case files to ensure compliance with national guidance with a view to securing consistency of approach across the services. It is anticipated that this learning can be cascaded to partner agencies to improve standards.
- 4.4 In recognition of the enhanced Safeguarding role a local training plan will be finalised and implemented. The overall evaluation of this framework will be undertaken jointly by the Safeguarding Manager and the Vulnerable Adults Coordinator.
- 4.5 We recognise that the role of Advocacy is integral within the process, and that provision needs to be strengthened to be available across all service areas.
- 4.6 We recognise that Safeguarding issues may arise through quality issues within care provision whether that be in an individual's own home or within in-house or private care settings. It is recommended that an appropriate business function be established within Adults Services to ensure that monitoring of contracts and care provision is robust.

- 4.7 Further developmental work will continue with key partners to raise awareness of Safeguarding, in particular, with those at higher risk of abuse or where the referral rates are lower would be anticipated..

APPENDIX 2

SAFEGUARDING ADULTS BOARD REGIONAL AND LOCAL ARRANGEMENTS

1. PURPOSE OF THE REPORT

- 1.1 To update the Partnership and Scrutiny Committee about the current arrangements of the North Wales Safeguarding Adults Board
- 1.2 To request continued funding consideration in the 2016/17 budget .

2. EXECUTIVE SUMMARY

- 2.1 Section 134 of the Social Services and Wellbeing Act (Wales) 2014 requires that Safeguarding Children Boards (SCBs) and Safeguarding Adults Boards (SABs) be set up. This will put the safeguarding of adults on to a statutory footing similar to that for safeguarding children.
- 2.2 Regulations will follow the act, and will set out those areas in Wales for which there are to be Safeguarding Boards (“Safeguarding Board areas”). Welsh Government has consistently said that safeguarding board areas will follow the public service footprint set by the Health Boards and Police Authorities: the six Counties that constitute North Wales.
- 2.3 Work has been underway to develop regional arrangements for both Children’s and Adult’s Boards in advance of the legislation, and a report on the proposed structure for Safeguarding Adults Boards was circulated to the relevant partner agencies in 2013. This report proposed a two-tier arrangement similar to that in operation for the children’s boards at the time.
- 2.4 The former Adult Protection Board jointly held within Anglesey & Gwynedd has now been superseded by the North Wales Adult Safeguarding Board. Supporting the board, are sub-regional joint Safeguarding Adults Delivery Group in Anglesey & Gwynedd, a structure that has been replicated in Denbighshire and Conwy and Flintshire and Wrexham
- 2.5 According to the Social Services and Wellbeing Bill (Wales) Act 2014 Act, the objectives of a Safeguarding Adults Board are:
 - (a) to protect adults within its area who have needs for care and support (whether or not a local authority is meeting any of those needs): and
 - (c) are experiencing, or are at risk of, abuse or neglect,
 - (d) to prevent those adults within its area mentioned in paragraph (a)(i) from becoming at risk of abuse or neglect.

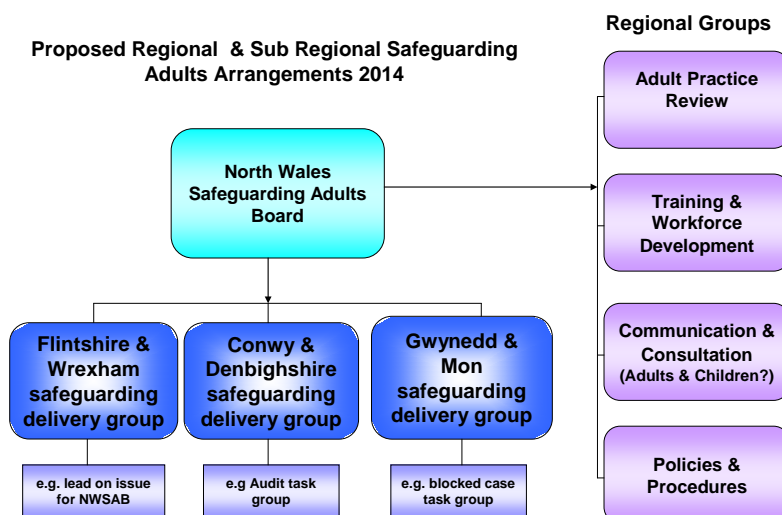
2.6 The role of the North Wales Safeguarding Adults Board is to:

- Add value and improve outcomes for vulnerable adults in need of safeguarding and protection;
- Develop and provide a regional strategic direction;
- Direct and monitor regional groups for Training & Workforce Development, Policies & Procedures, Communications & Consultation and Adult Practice Reviews;
- Develop and monitor a performance management framework;
- Provide challenge & support to regional agencies and Local Authorities;
- Agree and manage the budget;
- Provide the interface with Welsh Government and the National Safeguarding Board.

2.7 The role of the sub regional Adult Safeguarding Delivery Group is to:

- Implement regional strategy & the business plan
- Co-ordinate & monitor sub-regional multi-agency activity;
- Examine local performance data, e.g: Outcomes, referrals, POVAs, escalating concerns, adult protection & support orders;
- Attendance at strategy meetings;
- Training uptake & impact;
- Conduct audits & provide quality assurance;
- Consider cases of special interest/ blocked cases/ near misses;
- Provide a local interpretation of regional protocols;
- Lead on issues at the request of the regional board.

2.8 Diagram 1 –Current Structure for North Wales Safeguarding Board



3. RESOURCE IMPLICATIONS

- 3.1 The Adult Safeguarding Board is a statutory board and will need to be funded by contributions from its partners. This report asks for the funding of the Board to be included in the 2016/17 budget discussions.

4. RISK

- 4.1 The biggest risk for the Safeguarding Board and the Local Authority is the danger of a serious incident which finds that the Safeguarding Board or one or more of its partner agencies have failed in their duty to protect. Whilst in social care there is no such thing as zero risk, the new structure aims to ensure that partner agencies take all reasonable steps to safeguard adults at risk of abuse and neglect.

5. DRIVERS AND IMPLICATIONS

- 5.1 Links to the Corporate Plan and Risk Register

Safeguarding Children Boards and Safeguarding Adults Boards are statutory boards that contribute to the delivery of the council's responsibilities for vulnerable children and adults.

- 5.2 Any equalities, sustainability and biodiversity implications

Safeguarding children and vulnerable adults aims to ensure that children and vulnerable adults from all backgrounds are not subject to neglect or abuse.

- 5.3 Effect/Impact on existing policies and procedures

Regionalisation has resulted in increased travel for some Safeguarding Board Members, but full use will be made of electronic communications where possible. The net reduction in the number of meetings across North Wales should result in less car travel and a lower carbon footprint.

6. PUBLICATION

- 6.1 n/a

7. REASON(S) FOR RECOMMENDATION(S)

- 7.1 To meet with statutory expectation of the Welsh Government's requirements to sustain a safeguarding board.

Author

Olwena Davey
Vulnerable Adults Coordinator
Isle of Anglesey County Council
September 2015

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	15 September 2015
SUBJECT :	Annual Report – ‘Listening and Learning from Complaints’
PORTFOLIO HOLDER(S):	Cllr. Aled Morris Jones
REPORT AUTHOR: Tel: E-mail:	Sophie Shanahan / Gareth Llwyd 01248 752717 / 01248 752708 slsss@anglesey.gov.uk / gllss@anglesey.gov.uk

1.0 RECOMMENDATIONS

R1- To note the nature of the complaints received during 2014/15 regarding the services provided by the Social Services Department.

R2- To note the performance of the Social Services Department in implementing the Representations and Complaints Procedure and dealing with complaints.

R3- To note the Action Plan for developing the arrangements for dealing effectively with representations and complaints received from service users and their representatives.

2.0 REASONS

2.1 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; from 01/08/2014, these have been superseded by new regulations and guidance from Welsh Government, ‘Making Things Better’. There is an obligation to produce an Annual Report on the operation of the Representations and Complaints Procedure and present it to the relevant Local Authority Scrutiny Committee to monitor the arrangements for dealing effectively with complaints received from service users and their representatives.

2.2 It is considered vital that a record is kept of comments and complaints in order for the Social Services Department to learn lessons from them, as part of improving service delivery. It is considered good practice to share the annual complaints report with council members to ensure transparency.

Author: Sophie Shanahan
Job Title: Customer Care Development and Complaints Officer, Social Services
Department
Date: May 2015

APPENDIX 1- Annual Report: 'Listening and Learning from Complaints'

APPENDIX 2- Action Plan 2015/16



COMMUNITY DEPARTMENT

‘Listening and Learning from Complaints’

SOCIAL SERVICES REPRESENTATIONS AND COMPLAINTS PROCEDURE

ANNUAL REPORT - 2014/15

1. INTRODUCTION

- 1.1 This report refers to the way the Social Services Representations and Complaints Procedure was implemented within the Children's and Adult Services during the period from April 2014 until the end of March 2015.
- 1.2 The Complaints and Customer Care Development Officer located within the Community Department was responsible for the Representations and Complaints Procedure during this reporting period. The Complaints Officer is accountable to the Director of Community and is managed and supervised on a daily basis by the Service Manager for Safeguarding and Quality Assurance.
- 1.3 The Complaints Officer is responsible for:
- Managing the procedure for recording complaints and positive and negative comments from service users and their representatives;
 - Monitoring the response to complaints within timescales specified in the Welsh Government guidance for dealing with complaints under Stage 1;
 - Co-ordinating investigations by independent investigation officers into formal complaints under Stage 2 of the procedure;
 - Ensuring that a formal written response together with a copy of the independent investigation report is sent to the complainant within the timescale of 25 working days under Stage 2 of the procedure, keeping the complainant informed if any delay to the timescale is anticipated;
 - Co-ordinating responses by the Department into inquiries held by the Office of the Public Services Ombudsman for Wales into complaints in relation to Social Services matters;
 - Ensuring that lessons are learnt from the process of investigating complaints in order to improve the quality of the services that are provided, standards of practice and departmental protocols and policies;
 - Monitoring, appraising and developing the internal Representations and Complaints Procedure regarding services for children and families and services for adults;
 - Ensuring that information is available in order to facilitate access to the Representations and Complaints Procedure for service users and their representatives in accordance with the regulations and guidance;
 - Providing training and support to promote better understanding of the function of the Representations and Complaints Procedure amongst staff at every level within the Department.
- 1.4 The main objective of these arrangements is to:
- Record any comments, be they negative or positive, about the services provided in response to the needs of our service users;
 - Attempt to deal with comments and complaints from service users and other eligible people as near as possible to the point of delivery of the services in order to avoid escalation, wherever possible, to a full official investigation under Stage 2 of the Guidance;

- Provide an opportunity for service users and other eligible people to present formal complaints regarding services provided by the Department and receive a formal response from the Director within the prescribed timescales.

2. Representations – Positive and Negative Comments

2.1 Positive Comments

2.1.1 A total of 110 positive comments were recorded during the year (33 for Children’s Services, 77 for Adult Services), which is higher than the previous year’s total of 34 (12 for Children’s Services, 22 for Adult Services in 2013/14). It is likely that part of this increase is due to the increased awareness of staff that they should record positive comments and forward them to the Complaints Officer. Of the 33 positive comments received by Children’s Services in 2014/15, 22 were from colleagues, while 11 were from service users, their representatives or family members, or foster carers. All the positive comments received by Adult Services were from service users or their family members. The 110 positive comments were categorised as follows:

Table 1

POSITIVE COMMENTS			
Children’s Services		Adults’ Services	
LAC Team	2	Residential Care	54
Admin Team	1	Home Care	17
Family Intervention Team	13	Adults North Team	4
Duty Team	6	Physical Disabilities Team	1
Child Placement Team	9	Admin Team	1
Management	1		
Other	1		
Total	33	Total	77

2.1.2 Examples of positive comments received are as follows:

“We really appreciate your excellent support and understanding” – **Child Placement Team**

“[The social worker] has been absolutely brilliant since he started on the case” – **Family Intervention Team**

"You have really excelled yourself this time! I loved it all, lots of info and also light touches (loved creative corner)... so useful" – **Child Placement Team (regarding foster carers' newsletter)**

"The way the young person was treated by you as the Chair of the meeting, with acceptance and inclusion contributed to their engagement" – **Children's Duty Team**

"An excellent piece of social work with clear communication lines being used appropriately with all relevant agencies in the best interest of the child" – **LAC Team**

"I would like to say how grateful I am to the carer for her prompt actions and quick thinking and would like to commend her for the way she carried out her duties" – **Môn Care**

"Very many thanks for the wonderful care and attention I have received since my discharge from hospital" – **Môn Care**

"Thanks for all the friendliness and support you showed to us as a family" – **Brwynog**

"I would like to thank you for being so kind to me during my stay. The food was lovely and I had fun with the staff." – **Garreglwyd**

"The social worker advised us of the support available, obtained urgent help from the re-ablement service and ensured that my relative avoided an unnecessary hospital stay... I cannot commend her highly enough for her kindness, professionalism and ability to get things moving." – **Adults North**

2.2 Negative Comments

- 2.2.1 A total of 30 negative comments / concerns were received by the Complaints Officer during the year: 16 for Children's Services and 14 for Adult Services. This is again an increase on those recorded the previous year (13 negative comments: 5 for Children's Services and 8 for Adult Services in 2013/14). This increase is again likely to be partially due to increased awareness by staff that they should forward a record of concerns / negative comments received to the Complaints Officer. Another factor relevant to the increase in concerns recorded at this level is that there were fewer complaints logged under Stage 1 this year. This suggests that an increased proportion of concerns received were resolved speedily so as not to require consideration under Stage 1; if a complaint can be resolved to the complainant's satisfaction within 24 hours, it is logged as a concern rather than a Stage 1 complaint. Some of the concerns were dealt with via other processes, as appropriate, e.g. Protection of Vulnerable Adults (POVA) / Contract Compliance. When concerns from members of the public who are not eligible to complain under the Social Services Complaints Procedure are received, they are still

investigated via an appropriate process. The 30 negative comments were categorised as follows:

Table 2

NEGATIVE COMMENTS			
Children's Services		Adults' Services	
Duty Team	3	Physical Disabilities	1
Specialist Children's Services	1	Learning Disabilities	2
Family Intervention Team	3	Residential Care	1
LAC Team	5	Adults North Team	3
Child Placement Team	1	Home Care	3
Support Work Team	1	Management	2
Management	1	Duty Team	1
Other	1	Admin Team	1
Total	16	Total	14

3. Stage 1 Complaints – Local Resolution

3.1 Table 3 below summarises the number of complaints received over the last seven years concerning the Adult and Children's Services under Stage 1, Stage 2 and Stage 3 of the Representations and Complaints Procedure. To put these figures into perspective, Table 4 shows statistics relating to services provided by Children's Services, and Table 5 shows statistics for the services provided by Adult Services in 2014-15.

Table 3

Year	Stage 1 Adults	Stage 1 Children	Stage 1 Total	Stage 2 Adults	Stage 2 Children	Stage 2 Total	Stage 3 Adults	Stage 3 Children	Stage 3 Total
2008/09	45	13	58	2	0	2	1	0	1
2009/10	29	23	52	4	1	5	1	0	1
2010/11	37	20	57	1	2	3	0	0	0
2011/12	25	40	65	3	4	7	0	0	0
2012/13	32	24	56	2	4	6	2	3	5
2013/14	24	26	50	5	6	11	0	0	0
2014/15	17	20	37	2	5	7	1	0	1

Table 4

Children's Services 2014-15	
No. of Children in Need on 31 March	234

No. of Looked After Children on 31 March	91
No. of children placed on the Register during the year	77
Contacts received during the year	3681
Of the above contacts, number which became Referrals	1627
Total number of Police Contacts/Referrals	2120
Initial Assessments completed	535
Core Assessments completed	110

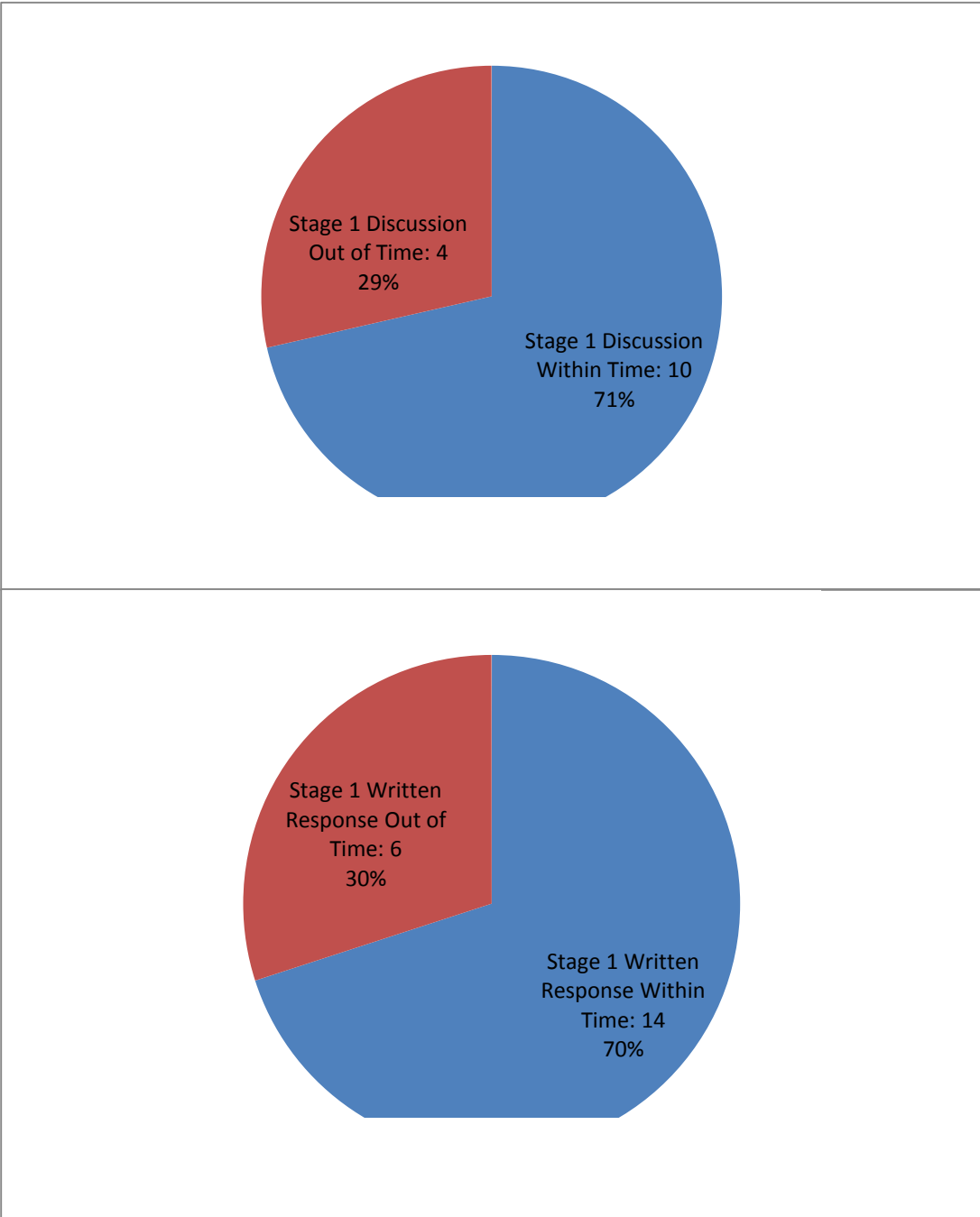
Table 5

Adult Services 2014-15	
No of adults receiving a service on 31 March	1,708
New care plans completed (Both Domiciliary and Residential Care)	969
New carers' assessments undertaken	521
People provided with a Direct Payment	56
Hours of domiciliary care commissioned	247,073
People provided with residential/nursing home care	659
Reviews undertaken	971
People provided with assistive technology	412
People provided with equipment to assist with activities of daily living	478
People provided with equipment to assist with major or minor housing adaptations	225
People provided with a re-ablement service	500

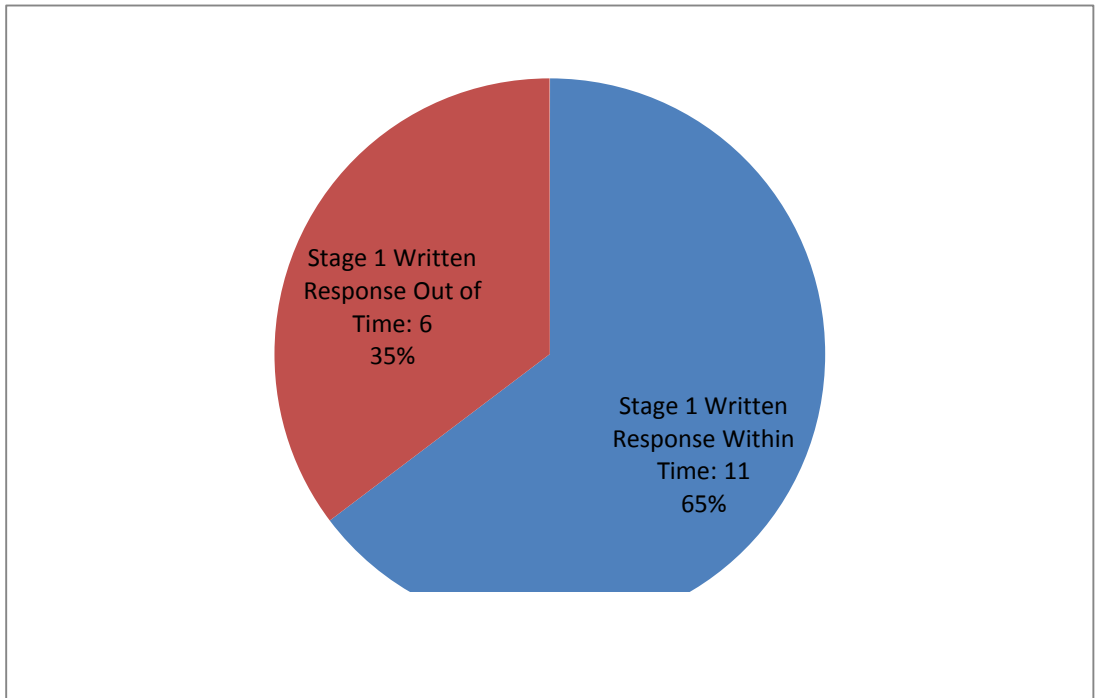
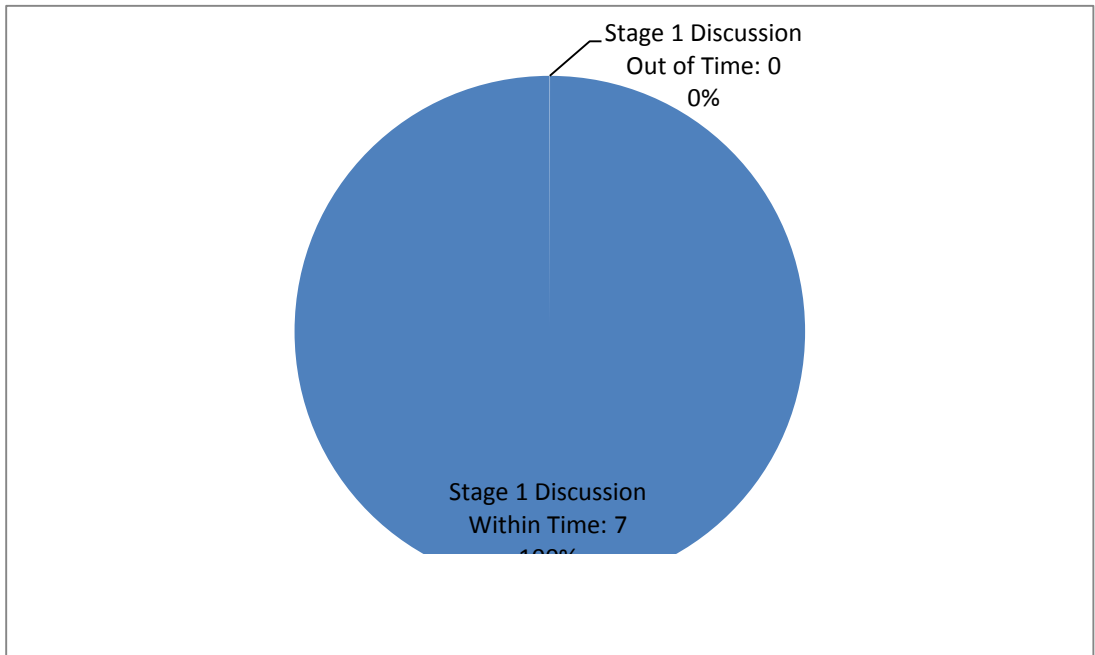
3.2.1 Table 3 shows that the number of complaints recorded under Stage 1 of the Procedure has decreased compared with the previous year, and also that the number of complaints escalated to Stage 2 of the Procedure has decreased, particularly for Adult Services. We continue to put emphasis on resolving complaints as quickly as possible to avoid escalation. In addition to these concerns, 7 complaints to Children's Services and 3 complaints to Adult Services were responded to under the council's Corporate Complaints Procedure in 2014-15 due to the complaint not being eligible for consideration under the Social Services procedure (e.g. because the complaint was from an agency, rather than a service user); an increase on the previous year. The decrease in Stage 2 investigations suggests that proactive attempts to resolve concerns, and the Stage 1 complaint meetings/discussions offered under the new complaints procedure, are helping to resolve complaints at an earlier stage. Additional meetings are sometimes offered to complainants who are unhappy following receipt of the Stage 1 response, in order to attempt to resolve issues without escalation to Stage 2.

3.2.2 The Pie Charts below illustrate the Department's performance in relation to responding to Stage 1 Complaints within statutory timescales. From August 2014, under the new procedure, complainants have been offered meetings / telephone discussions within 10 working days of the complaint being acknowledged, followed by a response letter to confirm the terms of the resolution of their complaint within 5 working days of the discussion.

CHILDREN'S SERVICES



ADULT SERVICES



3.2.3 The above figures show an improvement in the proportion of complaints which received a written response within timescale compared to the previous year (54% of written responses were within time for Children’s Services and 58% for Adult Services in 2013-2014).

3.2.4 Table 6 illustrates a breakdown of the service areas for complaints received under Stage 1 of the Social Services Complaints and Representations Procedure in Children’s and Adult Services.

Table 6

STAGE 1 COMPLAINTS			
Children's Services		Adults' Services	
Duty Team	3	Physical Disabilities	2
Support Work Team	2	Learning Disabilities	2
Family Intervention Team	7	Adults South Team	2
LAC Team	4	Adults North Team	5
Child Placement Team	4	Community Support Services	3
Specialist Children's Services	0	Client Finance	3
Integrated Family Support Service	0	Duty / Administration	0
Administration Team	0		
Total	20	Total	17

3.4 An analysis of the nature of the complaints to Children's Services shows that the complaints were mainly concerning:

- Inadequate or insensitive communication;
- Inaccurate information recorded;
- Dissatisfaction with the actions or attitude of Social Work staff, including perceived bias;
- Concerns about the manner or actions of support workers;
- Insufficient investigation or intervention;
- Appointments cancelled without prior notice;
- Dissatisfaction with contact arrangements;
- Insufficient support during the adoption process;
- Dissatisfaction with the organisation of the fostering assessment processes;
- Issues relating to compliance with court orders.

3.5 Within Adult Services, the complaints were mainly concerning:

- Dissatisfaction with service users being placed in accommodation perceived as inappropriate;
- Insufficient consultation with families in relation to accommodation;
- Withdrawal of reablement service, or reablement offered rather than usual care package;
- Communication issues regarding Deprivation of Liberty or DOLS assessments;
- Dissatisfaction with home care visits, including the times of visits offered, adherence to care plans and missed calls;
- Insufficient communication with family members of service users.

4. Formal Complaints (Stage 2) Overview

- 4.1.1 Stage 2 of the Procedure requires an investigation by an Independent Investigating Officer. Although every effort is made to resolve complaints at Stage 1, there are occasions when this cannot be achieved, especially with more complex cases or when the complainant has insisted on going forward to Stage 2. Complainants have the right to bypass Stage 1 and request formal consideration under Stage 2 should they so wish.
- 4.1.2 During the year, a total of 7 complaints were registered under Stage 2, a decrease compared to 11 during 2013/14. 5 of the complaints investigated under Stage 2 in 2014/15 had been responded to previously under Stage 1. The other 2 complaints went straight to Stage 2 because the complainant requested this.
- 4.1.3 Only 2 of the 7 Stage 2 investigations completed during the year were completed within the 25 working day timescale; however, none of the responses were significantly delayed, with the longest time taken to complete the process being 35 working days. The new regulations place greater emphasis on completing the Stage 2 process within timescale, and so investigators are now requested to present their report to the Department within 20 working days.
- 4.1.4 Action Plans are created following Stage 2 investigations. Stage 2 investigations into complaints to Children’s Services now involve discussion with the Independent Person regarding the contents of the Action Plans. These are signed off by the Head of Service and are then monitored on a monthly basis until all the actions are completed.

4.2 Children’s Services

- 4.2.3 During 2014/15, five complaints to Children’s Services were registered under Stage 2 of the Procedure. Investigations by Independent Investigating Officers were arranged with an Independent Person supervising the fairness and equity of the inquiry. Table 7 examines the five complaints in more detail:

Table 7

NUMBER / CATEGORY	NATURE OF COMPLAINT	OUTCOME
STAGE 2 CS016 Children	Complaint regarding: <ul style="list-style-type: none"> • Foreign language needs influenced the approach that the designated social worker used, which was inconsiderate and lacking in kindness and consideration 	The Independent Investigating Officer upheld 7 points of complaint, but did not uphold 1 point of complaint LESSONS LEARNED <ul style="list-style-type: none"> • Full translations of minutes

	<ul style="list-style-type: none"> • No written copy or clear explanation of the procedures and Statutes involved in the holding of a Child Protection Case Conference • Records of the Child Protection meetings were not provided in the language requested • Decisions and judgements were based on incorrect factual information shared between the involved agencies • Meeting did not take place as arranged, without an apology being given • Insensitive communication with child • Social worker claimed not to be aware of contact details which were available on file • Designated social worker held mistaken belief about family member 	<p>to be provided to families not fluent in Welsh/English, on request</p> <ul style="list-style-type: none"> • Written information regarding Case Conferences to be provided to parents prior to Initial Case Conference • Service users to be informed in advance if meetings are to be cancelled • Social workers to ensure that names of service users on case records are accurate
<p>STAGE 2</p> <p>CS017</p> <p>Children</p>	<p>Complaint regarding:</p> <ul style="list-style-type: none"> • Untrue statements written as if they were fact, and assessments based upon these untrue statements • Social worker had a bias towards a family member • Meetings held without complainant's knowledge • Investigation based on hearsay used against complainant • Social worker suggested a 'Caring Dads' course without basis • Inaccurate information contained in Social Services files • Refusal to change the social worker tasked with writing a Court Report 	<p>The Independent Investigator partially upheld 2 points of complaint, did not uphold 2 points of complaint and decided that no decision was appropriate for 3 point of complaint</p> <p>LESSONS LEARNED</p> <ul style="list-style-type: none"> • Staff to be careful to use objective language in recording • Staff to clearly record the source of all information placed on file • When a serious unsubstantiated allegation is found to have been recorded, a check should be made with the police to confirm whether the information is correct, and the outcome recorded

<p>STAGE 2</p> <p>CS018 Children</p>	<p>Complaint regarding:</p> <ul style="list-style-type: none"> • Children had very little Life Story Work with no informative preparation for Adoption • Lack of previous medical and healthcare information provided to adoptive parents • Concerns regarding additional support at school ignored by Social Services staff • Inadequate communication from Social Services staff throughout the whole adoption process, with calls not being returned • Inadequate support in applying for Adoption Allowance • Inadequate communication from Social Services to other Departments, particularly Education 	<p>The Independent Investigator upheld 4 points of complaint but did not uphold 2 points of complaint</p> <p>LESSONS LEARNED</p> <ul style="list-style-type: none"> • Staff to ensure that surnames for service users are changed on RAISE when necessary, e.g. when they are placed following Adoption • Financial process in relation to making Adoption Allowance payments to be clarified to avoid delays • Procedure needed for escalation of differences between IOACC staff and NWS staff • Identify staff with a particular interest in adoption and enhance their skills • If a child is adopted and placed in another county, liaison needs to take place with other Local Authority to provide clarity regarding responsibility for children's needs • Provision of information to adoptive parents, including medical information, to be timely and not unduly delayed by Data Protection concerns
<p>STAGE 2</p> <p>CS019 Children</p>	<p>Complaint regarding:</p> <ul style="list-style-type: none"> • Social worker sent a letter which was worded in an inappropriate and insensitive manner, without proper consultation • Insufficient support from Social Services provided to challenge the Housing 	<p>The Independent Investigator upheld 4 points of complaint and partially upheld 2 points of complaint.</p> <p>LESSONS LEARNED</p> <ul style="list-style-type: none"> • Staff to be clear regarding their responsibilities under Family Assistance Orders

	<p>Department</p> <ul style="list-style-type: none"> • Social worker reacted swiftly in stopping parent's visits with child • Social worker did not keep family member informed of the process the complainant was going through • Social worker failed to supervise and support a contact order • Social worker suggested a monthly update from the Substance Misuse Service, which was unattainable due to confidentiality issues 	<ul style="list-style-type: none"> • Social work staff to inform their line managers if their workload is preventing them from complying with court orders • Team managers to support social workers who are struggling with their caseloads, and clearly record actions taken to manage this in supervision notes • Sensitivity needed in wording of letters to family members, particularly when animosity already exists • Case notes to be contemporaneous and clear • If parts of court orders prove impossible to comply with, court to be advised
<p>STAGE 2</p> <p>CS020</p> <p>Children</p>	<p>Complaint regarding:</p> <ul style="list-style-type: none"> • Children's wishes and feelings not discussed at their LAC Reviews, and their booklets not present • Parent's wishes and feelings not discussed at LAC Reviews • Parent's consultation paper not read before LAC Reviews or discussed in them • Children should not have been present for the whole duration of the LAC Reviews • Non-compliance with court order in respect of ensuring children receive therapy • Non-compliance with court order in respect of transferring allocated contacts to other family members 	<p>The Independent Investigator upheld 2 points of complaint, partially upheld 3 points of complaint and did not uphold 2 points of complaint.</p> <p>LESSONS LEARNED</p> <ul style="list-style-type: none"> • Clarify plans for Looked After Children to parents in unambiguous terms • Ensure that case files have chronologies of significant events, including placement details • Ensure LAC Reviews include discussion of wishes and feelings of parents and children • Explore whether documentation prepared for LAC Reviews should be shared with attendees

	<ul style="list-style-type: none"> • Non-compliance with court order in respect of increasing contact 	
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4.3 Adult Services

4.3.3 During 2014/15, two complaints were received under Stage 2 of the Procedure. Table 8 below examines the two complaints in more detail:

Table 8

NUMBER / CATEGORY	NATURE OF COMPLAINT	OUTCOME
STAGE 2 OP005 Adults	Complaint regarding: <ul style="list-style-type: none"> • Family not informed of criteria for EMI nursing • Telephone calls to Social Services not returned • Family's considerations ignored by Social Services • Family told that service user didn't stand a chance of being moved to a local home • Stage 1 letter contained no apology 	The Independent Investigator partially upheld 2 points of complaint, but did not uphold 3 points of complaint. <p style="text-align: center;">LESSONS LEARNED</p> <ul style="list-style-type: none"> • Involve appropriate family members in relation to EMI assessments • Review information provided to families regarding eligibility for residential and nursing care • Clearly agree, when communicating with families with different siblings involved, who should be the point of contact with the Department • If calls cannot be returned, families should be kept informed, and the decision documented clearly in case notes • Complaint responses to be dealt with complaints on a point-by-point basis
STAGE 2 MH004 Adults	Complaint regarding: <ul style="list-style-type: none"> • Service user placed within a home where service user was potentially at risk • Service user's family not 	The Independent Investigator partially upheld 1 point of complaint, but did not uphold 3 points of complaint <p style="text-align: center;">LESSONS LEARNED</p>

	<p>made aware of risks</p> <ul style="list-style-type: none"> • Service user's family's views not listened to • Social services continuing to put service user at risk 	<ul style="list-style-type: none"> • Annual reviews to be held annually and not delayed • Communication with families to adhere to communication plans and to be clearly agreed
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5. Independent Review Panel – Stage 3

5.1.1 Under the 'Listening and Learning' Guidance issued by Welsh Government in April 2006, a procedure was introduced for dealing with requests for an independent review under Stage 3 of the Procedure. The Welsh Assembly Government established the Independent Complaints Secretariat to ensure an independent review under Stage 3 of the Procedure. The purpose of the Independent Panels was to review the way the authority has dealt with the complaint and the response provided to the complainant by the Director.

5.1.2 Under the new 'Making Things Better' Guidance from Welsh Government, implemented from August 2014, the Independent Panels have been abolished. During 2014/15, 1 Stage 3 review of a complaint was conducted by the Independent Complaints Secretariat.

6. Independent Investigation Officers Panel

6.1 Social Services Departments for the 6 counties across North Wales conduct a Panel of Joint Officers to respond to requests for Stage 2 investigations. Continuous attempts are made to identify and recruit qualified and experienced staff to serve as independent investigation officers for the 6 counties. The North Wales Complaints Officer's Group is in the process of updating the guidance provided to Independent Investigating Officers and Independent Persons.

6.2 Under the provisions of the Children Act 1989, Independent Persons have to be appointed to supervise the way the Department conducts an investigation into formal complaints under Parts III and IV of the Act. Independent Persons were appointed for all the Stage 2 investigations into complaints to Children's Services during 2014/15.

7. Public Services Ombudsman for Wales

7.1 The Ombudsman decided to conduct an enquiry into 2 complaints of maladministration to Social Services during 2014/15, both for Children's Services. One of these complaints had previously been investigated under Stage 2 of the Social Services Complaints Procedure; the other had been

investigated under the council's Corporate Complaints Procedure. The Department is awaiting the outcome of these two enquiries.

- 7.2 In addition, 2 further complaints were made to the Ombudsman during 2014/15, but the Ombudsman declined to conduct an enquiry as they judged that correct procedures had been followed.

8. Advocacy Services

- 8.1 In 2014/2015 Social Services continued to develop independent professional Advocacy Services with the National Youth Advocacy Service (NYAS) under a joint Service Level Agreement with Gwynedd Council and Conwy County Borough Council. This contract terminated at the end of March 2015, and from April 2015 independent advocacy services for children will be provided by Tros Gynnal Plant. The main focus of the service was to:

- Provide information in relation to Advocacy Services and the rights of children;
- Provide an Advocacy Service to individuals and groups of children and young people, especially Looked After Children;
- Provide feedback from children and young people about the services received from the Department;
- Provide opportunities for children and young people to present their opinions on developments within the Department;

- 8.2 The Department has a service level agreement with North Wales Advice and Advocacy Service to provide advocacy for service users with learning disabilities. Other adults may be signposted to 3rd sector organisations such as Y Bont, Mental Health Advocacy Service or Age Concern.

9. Complaints in relation to services provided jointly with the Health Board

- 9.1 There has been a Joint Protocol since 2001 that was formed to provide a framework for dealing with complaints about services provided jointly between the Health Board and the Social Services Department. In view of the new Welsh Government complaints guidance for Social Services, work has been undertaken in 2014/2015 by the North Wales Complaints Officers' Group to update this protocol. It is hoped that the updated protocol will be finalised and signed off in the first quarter of 2015/2016. No complaints received by Social Services in 2014/2015 were dealt with under this protocol.

10. Information Strategy

- 10.1 The Department regularly reviews the series of information leaflets published concerning the range of services available to support children and families and adult service users, and ensures that there is a sufficient supply to meet the demand. These leaflets are also circulated to a number of information points

on the Island in order to draw the public's attention to the services that are available. An information leaflet for children regarding the Representations and Complaints Procedure is given to all children who receive a service from Children's Services when the Initial Assessment is undertaken. It has been agreed that adult service users will be sent complaints leaflets when the initial referral is received, and adult service users are also reminded of the complaints procedure when they have their Annual Reviews. Service users and their family members are sent a copy of the complaints leaflet when complaints from them are received, along with the written acknowledgement for their complaint, within two working days of the complaint being received.

10.2 Some of the information leaflets published by the department include a reference to the Representations and Complaints Procedure and encourage service users to present feedback about the service that they receive. Information regarding the Representations and Complaints Procedure is also published on Isle of Anglesey County Council's website.

11. 2014-15 Expenditure

11.1 In maintaining and implementing the Social Services Representations and Complaints Procedure under the statutory guidance, the main costs to the Department are:

- Cost of sessional work by Independent Persons appointed by the Department to oversee investigations into complaints under the Children Act 1989;
- Costs of appointing Independent Investigating Officers to undertake investigations into formal complaints received by the Department;
- Costs of attending meetings and/or training;
- Costs relating to publicity and publishing information leaflets.

11.2 Table 9 below shows the expenditure for appointing investigators and independent persons during the period 01 April 2014 – 31 March 2015 (including costs for investigations conducted during the previous financial year which was not invoiced until 2014/2015).

Table 9

Children's Services

01 April 2014 – 31 March 2015		
Service	Nature of Spend	£
Children's Services	IIO	1616.00
Children's Services	IP	865.00
Children's Services	IIO	2578.51
Children's Services	IP	583.28
Children's Services	IIO	1079.75
Children's Services	IP	379.50

Children's Services	IIO	1292.00
Children's Services	IP	970.00
Children's Services	IIO	1275.81
Children's Services	IP	451.84
Children's Services	IP	366.50
Children's Services	IIO	1050.25
TOTAL		£12,508.44

Adult Services

01 April 2014 – 31 March 2015		
Service	Nature of Spend	£
Adult Services	IIO	1045.80
Adult Services	IIO	1629.25
Adult Services	IIO	1434.75
Adult Services	IIO	1872.00
Adult Services	IIO	575.03
Adult Services	IIO	407.00
TOTAL		£6,963.83

12. Monitoring and evaluating the operation of the Complaints Procedure

12.1 Quarterly monitoring reports are presented to the Adult Services Management Team and Children's Services Quality Assurance Panel, which evaluate the number of complaints received against each service under each stage of the procedure and the lessons learnt from these complaints. We also monitor how effective the Department is in dealing with complaints within the required timescales in accordance with the requirements of the guidance from Welsh Government.

12.2 The Department sends out monitoring forms to complainants following their being sent a written response to their complaint under Stage 1 of the Procedure. This allows the Department to monitor how effective the arrangements are for dealing with complaints to the satisfaction of the complainant.

12.3 During the year, the North Wales Complaints Officers Group met on a quarterly basis and the main focus of discussions was the implementation of the new Social Services Complaints and Representations Procedure and the updating of relevant protocols and guidance.

13. Training

13.1 Training days by Albany Mediation Services, 'Conflict Resolution and Mediation Skills for Managers and Social Workers', were attended by Social Services managers in October 2014 and March 2015. A conference, 'How to

Turn Public Sector Complaints into Services Improvements', was attended by the Designated Complaints Officer.

- 13.2 Written guidance was provided by the Designated Complaints Officer to managers regarding Stage 1 response letters and meetings. The Designated Complaints Officer circulated internal protocols and attended Adult and Children's Services management meetings to ensure all managers were aware of the new Social Services Representations and Complaints Procedure.

**Sophie Shanahan,
Customer Care Development and Designated Complaints Officer**

Date: May 2015

Action Plan 2015/16

Area	Action	Steps by Whom	By when
1. Strengthen the operation of the Representations and Complaints Procedure	i) Continuously ensure that all Departmental staff follow the Guidance and record positive and negative comments and complaints so that the Complaints Officer can keep accurate statistics.	Heads of Service / Service Managers / Team Managers	Ongoing
2. Deal with complaints in an effective and timely manner under Stage 1 and Stage 2 of the Procedure	i) Conduct a thorough investigation of complaints at Stage 1 of the Procedure to ensure a comprehensive response in an effort to allay dissatisfaction and avoid escalation to Stage 2	Heads of Service / Service Managers / Team Managers	Ongoing
	ii) Ensure timely responses to complaints within the set timescale of 10 working days to hold a discussion with the complainant and 5 days from the discussion to send out the written response.	Heads of Service / Service Managers / Team Managers	Ongoing
	iii) Ensure timely responses to complaints within the set timescale of 25 working days under Stage 2 of the	Designated Complaints Officer	

	Procedure.		
3. Learn lessons from investigations into complaints	Form action plans in response to recommendations in investigation reports into complaints	Heads of Service / Service Managers / Designated Complaints Officer	Within 20 working days of providing the complainant with a formal written response and a copy of the investigation report
4. Provide information regarding the operation of the Representations and Complaints Procedure	i) Ensure that the information booklet on the Complaints Procedure is circulated to every child who receives a service from the Department	Team Managers	Ongoing
	ii) Distribute complaint leaflets to every Adult Services service user when referral received by the Department; remind service users of complaints procedure at Annual Reviews.	Team Managers	Ongoing
5. Provide training on the operation of the Representations and Complaints Procedure	Provide training to new Social Services staff on the Social Services Complaints and Representations Procedure and Social Services Department Customer Care Standards	Designated Complaints Officer	Ongoing

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO :	Partnership and Regeneration Scrutiny Committee
DATE:	15 September, 2015
SUBJECT :	SCRUTINY OUTCOME PANELS ESTABLISHED BY THE LOCAL AUTHORITY'S SCRUTINY COMMITTEES
PORTFOLIO HOLDER(S):	N/A
REPORT AUTHOR: Tel: E-mail:	Interim Scrutiny Manager 01248752039 AnwenDavies@anglesey.gov.uk

1. REASON

A recent report published by the Auditor General for Wales entitled “*Good Scrutiny? Good Question!*”¹ made some key recommendations on local government scrutiny practice. This report gives particular reference to the following recommendations from that report:

- Improve the effectiveness of scrutiny committee members in holding the Executive to account [effectiveness of arrangements];
- Further develop scrutiny forward work programming [provide clear rationale for topic selection and be more outcome focussed];
- Align scrutiny programmes with the Council's performance management, self-evaluation and improvement arrangements [performance issues and implications for improvement];
- Undertake regular self-evaluation of scrutiny [robustness of arrangements, clarity of roles – Scrutiny & Executive – and added value aspects of Scrutiny].

2. PURPOSE

The purpose of this report is twofold:

- Provide a position statement/information regarding the Scrutiny Outcome Panels established by the two Scrutiny Committees of which there are currently 7;
- Propose how the Authority intends to further strengthen the alignment between the Scrutiny Function and the Council's strategic priorities.

3. POSITION STATEMENT: SCRUTINY OUTCOME PANELS

There are currently 7 active Scrutiny Outcome Panels as follows:

3.1 Corporate Scrutiny Committee (5)

- Disposal of Assets;
- Review of Specific Children's Services Case;

¹ Good Scrutiny? Good Question! Auditor General for Wales Improvement Study: Scrutiny in Local Government (May, 2014)

- Debt Write-offs;
- Efficiency Savings (2015/16);
- Corporate Safeguarding.

3.2 Partnership & Regeneration Scrutiny Committee (2)

- School Progress Review Group;
- Joint Scrutiny of Local Services Board.

Attached is a position statement as regards the background, remit and progress to date of each of the 7 Scrutiny Outcome Panels (**APPENDIX 1**).

4. ALIGNMENT: SCRUTINY FUNCTION & COUNCIL'S STRATEGIC PRIORITIES

4.1 The Council's two Scrutiny Committees hold to account, in a positive and constructive manner, the work of the Council's Executive and Partner organisations in order to assist the Authority to deliver on its strategic vision and priorities. It is also the function of our Scrutiny Committees to support services in maintaining high service delivery standards and to steer them towards improved efficiency and effectiveness;

4.2 The Authority's plan for improvement over the term of the current Council until 2017 is detailed in our Corporate Plan and associated Transformation Plan. The report by the Auditor General for Wales² (referred to in paragraph 1 above) made 9 key recommendations on scrutiny practice in Local Government in Wales. One of these recommendations was concerned with the need to provide a clear rationale for topic selection and be more outcome focussed as well as align scrutiny programmes with the Council's performance management, self-evaluation and improvement arrangements;

4.3 To this end, it is recommended that the Parent Scrutiny Committees are supported to develop clarity around the following matters when considering the propriety of establishing new Scrutiny Outcome Panels:

- Agree a clear rationale for topic selection;
- Agreed terms of reference and desired outcomes;
- Alignment with the Council's strategic priorities;
- Ensure that the method of scrutiny is best suited to the topic area and the desired outcome.

In light of recent discussions with Scrutiny Chairs and Vice-Chairs, it is also recommended that the following be consulted on the proposed terms of reference and desired outcomes of any new Scrutiny Panels:

- Relevant Parent Scrutiny Committee;
- Scrutiny Chairs & Vice-Chairs Working Group;
- Senior Leadership Team.

² Good Scrutiny? Good Question! Auditor General for Wales Improvement Study: Scrutiny in Local Government (May, 2014)

5. RECOMMENDATIONS



The respective Scrutiny Committee is requested to:


- R1** Note the current state of play as regards the work of the seven Scrutiny Outcome Panels;
- R2** Support officers' endeavours to submit quarterly update reports on the work of the Scrutiny Outcome Panels to both Scrutiny Committees, Scrutiny Chairs & Vice-Chairs Working Group and the Senior Leadership Team;
- R3** Further strengthen the synergy and alignment between the Scrutiny Function and the Council's Strategic Priorities (as detailed in paragraph 4 of this report).



Anwen Davies, Interim Scrutiny Manager/
Geraint Roberts, Scrutiny Officer
Corporate Scrutiny Unit

August, 2015


POSITION STATEMENT – SCRUTINY OUTCOME PANELS

<u>No</u>	<u>Name</u>	<u>Membership</u>	<u>Lead Officer</u>	<u>Background, Remit & Progress to Date</u>	<u>Status</u>
1.	Scrutiny Outcome Panel: Disposal of Assets	Councillors Meirion Jones (Chair), Llinos Medi Huws, Jim Evans & Raymond Jones	Head of Service (Highways, Waste & Property) (DRW) [To be confirmed]	<p>Background</p> <ul style="list-style-type: none"> • 01/09/ 2014 - The Corporate Scrutiny Committee established the Panel; • 13/10/14 and 18/12/14 - Panel's inaugural meeting diarised but adjourned due to unforeseen circumstances; • 01/07/2015 - Inaugural meeting of the Panel. <p>Remit</p> <p>Examination of the:</p> <ul style="list-style-type: none"> • Council's current Asset Management Policy & Procedures in order to ensure that the Policy: <ul style="list-style-type: none"> ➢ Enables the Authority to dispose of assets effectively and efficiently; ➢ Is being implemented. • List of the Authority's property/assets to scrutinise implementation of the Asset Management Policy & Procedures; • Contribution made by the Smarter Working Project to the disposal of assets giving particular consideration to the following key drivers for implementing Smarter Working: <ul style="list-style-type: none"> ➢ Building closures; ➢ Restricted accommodation. • Corporate Asset Management Plan for Land & Buildings in order to ensure pre- decision scrutiny prior to consideration by the Executive. <p>Progress to Date</p> <ul style="list-style-type: none"> • 08/07/15 & 28/07/15 – 2 further Panel meetings convened; • 2 further Panel meetings scheduled for 01/09/15 & 10/09/15; • Anticipated that a further 4 meetings will be required with the work of the Panel being submitted to the Parent Committee late 2015/early 2016. 	<p>Green – On schedule.</p> <p>Amber- behind schedule but task on course to be completed.</p> <p>Red - behind schedule and significant risk of not completing task.</p> <div style="text-align: center;"></div>
2.	Scrutiny Outcome Panel: Review of	Councillors Gwilym Jones, Llinos Medi Huws and	Head of Children's Services (AMH)	<p>Background</p> <ul style="list-style-type: none"> • December 2014 - The Corporate Scrutiny Committee received a request to establish a Scrutiny Outcome Panel. 	<div style="text-align: center;"></div>

No	Name	Membership	Lead Officer	Background, Remit & Progress to Date	Status
	Specific Children's Services Case	Lewis Davies.		Remit <ul style="list-style-type: none"> Scrutiny were requested to review/examine a specific children's services case that had been the subject of media coverage. Progress to Date <ul style="list-style-type: none"> 25/06/15 – meeting of the Panel convened. Report on progress currently being prepared for Parent Scrutiny Committee (16/11/15). 	Green – On schedule. Amber- behind schedule but task on course to be completed. Red - behind schedule and significant risk of not completing task.
Page 63	Scrutiny Outcome Panel: Debt Write-offs	Councillors Meirion Jones, Jim Evans and Robert Llewelyn Jones with invitation to Finance Portfolio Holder as and when required	Interim Head of Function (Resources)/ Section 151 Officer (RM)	Background <ul style="list-style-type: none"> 24/03/2015- The Corporate Scrutiny Committee established the Panel; 30/06/2015 - Inaugural meeting of the Panel. Remit Further examination of: <ul style="list-style-type: none"> Debt write-offs; Debt management within the Authority. through closer examination of the different elements of the Authority's debt management process: <ul style="list-style-type: none"> ➤ Definition of a debtor, what debt is due by Services and individual Service actions; ➤ Raising a debt and what happens. How payments are received; ➤ Enforcement - principles and methods/procedures; ➤ Debt write-offs. Progress to Date <ul style="list-style-type: none"> 28/07/15 – further meeting of the Scrutiny Panel convened; 5 meetings of the Panel scheduled for 01/09/15, 06/10/15, 03/11/15, 01/12/15 & 05/01/16; Anticipated that the Panel's Final Report will be submitted to the Parent Scrutiny Committee in February/March, 2016. 	

No	Name	Membership	Lead Officer	Background, Remit & Progress to Date	Status
4.	Scrutiny Outcome Panel: School Progress Review Group	Councillors Derlwyn Hughes, Alun Mummy, Meirion Jones, Gwilym Jones, Lewis Davies, Richard Owain Jones, Dylan Rees and Jim Evans. [At the request of SLT, consider the propriety of further extending the membership. Objective: Contribution to the work of the Panel across a broader base of Members].	Head of Service-Learning (DM)	<p>Background</p> <ul style="list-style-type: none"> The Scrutiny Outcome Panel was established following an Estyn Inspection of the Authority's Education provision and includes Members from both scrutiny committees; Meetings were convened on 20/05/14, 05/06/14, 09/12/14, 05/02/15, 13/02/15, 10/03/15, 17/03/15 and 10/07/15. <p>Remit</p> <ul style="list-style-type: none"> The Panel's terms of reference is to monitor the progress of individual schools that need support as identified in the Welsh Government school categorisation framework; The Panel can recommend to the Life Long Learning Department that a school requires more support by the Education Service and/or the Regional School Improvement Service (GwE). The work of the Panel is ongoing. <p>Progress to Date</p> <ul style="list-style-type: none"> A further meeting of the Panel will be convened on 21st October, 2015 with arrangements in hand to convene 5 further meetings of the Panel during the current municipal year (in order to monitor performance of 7 schools); The Panel has no formal end date and is ongoing from year to year. A report on the work of the Panel will be submitted to the Partnership and Regeneration Committee each November and to Full Council each May via the Scrutiny Annual Report. 	<p>Green – On schedule.</p> <p>Amber- behind schedule but task on course to be completed.</p> <p>Red - behind schedule and significant risk of not completing task.</p> 
5.	Scrutiny Outcome Panel: Joint	Chair and Vice-Chair of the	Senior Manager – Delivery and	<p>Background</p> <ul style="list-style-type: none"> 14/01/15 - The Partnership and Regeneration Scrutiny Committee agreed to establish a Joint Gwynedd and Anglesey Local Services Board Scrutiny Panel. 	

No	Name	Membership	Lead Officer	Background, Remit & Progress to Date	Status
Page 65	Scrutiny of Local Services Board	Partnership and Regeneration Committee together with Councillor John Griffith. (Councillor Dylan Rees as Substitute Member)	Supporting Change Service (Gwynedd Council) (JR)	<ul style="list-style-type: none"> March, 2015 - Gwynedd Council agreed to nominate Members to the Panel. <p>Remit</p> <ul style="list-style-type: none"> Provide a "critical friend" challenge to the LSB/PSB; Scrutinise, evaluate and actively promote improvement in work carried out in line with LSB/PSB priorities (rather than those of individual constituent organisations represented on the LSB); Scrutinise, evaluate and actively promote improvement in developing and implementing projects to address the priorities agreed by the LSB/PSB; Submit reports to partners or the LSB/PSB and make recommendations on measures which may enhance impact; Reflect the voice and concerns of citizens and communities on the Isle of Anglesey and Gwynedd. <p>Progress to Date</p> <ul style="list-style-type: none"> Summer, 2015 – The Local Services Board (LSB) met on 26/06/15 and recommended that the Joint Scrutiny Panel should proceed on the basis that its membership be amended to reflect the statutory membership of the proposed Public Services Board (PSB) which will replace the LSB from April, 2016. The LSB Support Team are currently identifying nominees from the other statutory agencies (Health Board, Fire & Rescue Service and Natural Resources Wales). 	<p>Green – On schedule.</p> <p>Amber- behind schedule but task on course to be completed.</p> <p>Red - behind schedule and significant risk of not completing task.</p>
	6.	Scrutiny Outcome Panel: Efficiency Savings (2015/16)	Councillors Meirion Jones, Llinos Medi Huws and Victor Hughes.	Interim Head of Function (Resources)/ Section 151 Officer (RM)	<p>Background</p> <ul style="list-style-type: none"> February, 2014 - The Corporate Scrutiny Committee established the Panel; 15/05/14 – Inaugural meeting of the Panel and 4 subsequent meetings convened; 20/04/15 – Panel's Final Report submitted to the Executive and the recommendations were approved; 10/06/15 – The Corporate Scrutiny Committee agreed to reconvene the Panel intermittently during 2015/16 to examine service efficiencies against targets. <p>Remit</p> <p>Examine:</p> <ul style="list-style-type: none"> The degree to which 2015/16 efficiency savings are being achieved against Service targets; Whether there are robust project management arrangements in place to support realisation of the Authority's efficiencies strategy; Whether the actual level of savings being achieved are in line with projections;

No	Name	Membership	Lead Officer	Background, Remit & Progress to Date	Status
				<ul style="list-style-type: none"> Management of risks associated with the efficiencies strategy. <p>Progress to Date</p> <ul style="list-style-type: none"> 07/09/15 & 14/09/15 – first 2 Panel meetings scheduled; Terms of Reference and Project Plan currently being negotiated with the Interim Head of Function (Resources). 	<p>Green – On schedule.</p> <p>Amber- behind schedule but task on course to be completed.</p> <p>Red - behind schedule and significant risk of not completing task.</p>
Page 66	Scrutiny Outcome Panel: Corporate Safeguarding	To be confirmed by the Corporate Scrutiny Committee on 16/11/15	Head of Children's Services (AMH) [Delegated function: role of the Statutory Director of Social Services]	<p>Background</p> <ul style="list-style-type: none"> 06/07/15 – The Corporate Scrutiny Committee established the Panel in order to undertake a comprehensive review of the Authority's assurance and accountability arrangements for ensuring appropriate Corporate arrangements for safeguarding are in place and are working effectively. <p>Initial Remit*</p> <ul style="list-style-type: none"> Monitor compliance with Audit (WAO) requirements by ensuring regular, formal scrutiny of safeguarding (the Annual Corporate Safeguarding Report); Hold the statutory Director of Social Services to account for effectiveness of safeguarding arrangements. <p>Progress</p> <ul style="list-style-type: none"> Discussions ongoing with the Statutory Director of Social Services and HOS (Children & Adults) to confirm Panel remit and timescales for convening Panel meetings; Progress report to be submitted to the Corporate Scrutiny Committee on 16/11/15 – to include consideration of Panel membership. <p>[*The final version Terms of Reference of the Panel will need to reflect the implications of the Social Services and Wellbeing Act (statutory safeguarding responsibilities and the role of the Statutory Director of Social Services). A further report on the terms of reference of the Panel will be considered by the Corporate Scrutiny Committee at its meeting of 16 November, 2015].</p>	

ISLE OF ANGLESEY COUNTY COUNCIL	
COMMITTEE :	Partnership and Regeneration Scrutiny Committee
DATE:	15 September 2015
SUBJECT:	Update on Proposed Joint Local Services Board Scrutiny Arrangements
PORTFOLIO HOLDER(S):	Councillor Ieuan Williams
REPORT AUTHOR:	Joint Report by : Llio Johnson (Senior Partnerships Manager Gwynedd and Ynys Môn), Geraint Wyn Roberts (Scrutiny Officer of Isle of Anglesey County Council) and Vera Jones (Democratic Services Manager of Gwynedd Council).
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1.0 RECOMMENDATION

- 1.1 Note the update as outlined in the report.
- 1.2 A further update be submitted to the Committee once officers have had time to consider guidance issued by the Welsh Government to accompany the Well - being of Future Generations (Wales) Act 2015, and in particular information on establishment of the Public Services Board and the participation of scrutiny in it.

2.0 REASON

- 2.1 The report is submitted to provide members with an update with regard to the proposed joint scrutiny arrangements of the Gwynedd and Ynys Môn Local Services Board.
- 2.2 Members will recall that on the 14 January 2015 the Partnership and Regeneration Scrutiny Committee of the Isle of Anglesey County Council agreed with the option to establish a Joint Gwynedd and Anglesey Local Services Board Scrutiny Panel (the Joint Scrutiny Panel). On the 15 January 2015 an identical report was also submitted to the Corporate Scrutiny Committee at Gwynedd Council, and following subsequent consideration of matters raised at the meeting, it was also agreed by them, on the 26 March 2015, to establish the Joint Scrutiny Panel.

- 2.3 In agreeing to establish a Joint Scrutiny Panel it was requested by both Scrutiny Committees that officers proceed to put in place practical arrangements, to include such matters as finalising the Scrutiny Panel membership and training arrangements.
- 2.4 Support Officers of the Local Services Board, Gwynedd Council Scrutiny Unit and the Isle of Anglesey County Council Scrutiny Unit have met to progress matters but have been cautious about moving too quickly due to the need, in April 2016, to put in place a Public Services Board to replace the existing Local Services Board. The legislation to establish the Public Services Board is contained the Well-being of Future Generations (Wales) Act 2015, which came into force on the 29 April 2015.
- 2.5 The current situation is that further guidance in respect of Future Generations (Wales) Act 2015 is due in the autumn of 2015 and should provide greater clarity on how to proceed with scrutinising the Public Services Board when it becomes operational April 2016. At this stage, however, the legislation is clear that the Public Services Board membership for our Area will include Gwynedd Council, Isle of Anglesey County Council, Betsi Cadwaladr University Health Board, Natural Resources Wales and the North Wales Fire and Rescue Service. The Act also provides that the Public Services Board must also invite certain mandatory invitees (listed in the Act), together with the power to invite any other person to participate they consider appropriate. A mandatory or discretionary invitee does not become a member of the board by virtue of accepting the invitation.
- 2.6 The Local Services Board met on 26 June 2015 and recommended that the Joint Scrutiny Panel should proceed on the basis that its membership should reflect the statutory membership of Public Services Board. As both Scrutiny Committees have now identified membership to sit on the Scrutiny Panel, we will have to liaise with other bodies to provide nominees. Attached, and marked as **APPENDIX 1**, is the updated schedule summarising membership, governance and reporting arrangements and meeting frequency.
- 2.7 To progress matters further at this juncture is considered imprudent. Caution should now be exercised until publication of the formal Guidance by Welsh Government and for time to consider it. However we can confirm that enquiries have been made to identify a suitable training provider to provide bespoke training for members of the joint Scrutiny Panel once membership is in place.

Author: Joint report by Llio Johnson (Senior Partnerships Manager Gwynedd and Ynys Môn), Geraint Wyn Roberts (Scrutiny Officer of Isle of Anglesey County Council) and Vera Jones (Democratic Services Manager of Gwynedd Council).

Date: 24 August 2015

APPENDIX 1

Membership

The Panel to reflect membership of the Public Services Board. Representatives from statutory 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:

- 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 Fire and Rescue Service;
- 1 nominee from Natural Resources Wales.

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 Public Services Board;
- Scrutinise, evaluate and actively promote improvement in work carried out in line with Public Services Board priorities and not that of those individual constituent organisations represented on the Public Services Board;
- Scrutinise, evaluate and actively promote improvement in developing and implementing projects to address the priorities set by the Public Services Board ;
- Submit reports to the partners or the Public Services Board (as appropriate) and make recommendations on measures which may enhance the impact of the Public 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 Public Services Board evolves e.g. Panel members may wish to consider issues on an ad-hoc basis.

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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE WORK PROGRAMME

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

The table below is the Partnership and Regeneration Scrutiny Committee Work Programme from May 2015 to May 2016. 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)
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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 			
15 September 2015	Committee nomination to the Corporate Parenting Panel	Nomination of one Member to the Panel that ensures services to children and young people in care are of a high standard	Committee Room 1/ 3pm
	Transformation of the Sheltered Housing Accommodation Service	Pre-decision scrutiny	
	Annual Report Anglesey Housing Partnership	Monitoring	
	Safeguarding Arrangements for Vulnerable Adults	Monitoring	
	Annual Complaints Report - Social Services	Monitoring	
	Local Service Board- Joint Scrutiny Panel	Update	
17 November 2015	Betsi Cadwaladr University Health Board	Update and Feedback	Council Chamber / 2 pm
	Family Support Strategy	Pre-decision scrutiny	
November / December 2015 (Date to be allocated)	Weekly Waste Collection Option Appraisal	Pre-decision scrutiny	Council Chamber/time to be allocated
2 February 2016	Youth Services Review	Pre-decision scrutiny	Committee Room / 3pm
	Cultural Services Review	Pre-decision scrutiny	
12 April 2016	Annual Community Safety Partnership Report	Monitoring	Committee Room / 3pm

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