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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Dr Gwynne Jones
Prif Weithredwr – Chief Executive
CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfeydd y Cyngor - Council Offices
LLANGEFNI
Ynys Môn - Anglesey
LL77 7TW

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

RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL (ARBENNIG)	CORPORATE SCRUTINY COMMITTEE (EXTRAORDINARY)
DYDD LLUN, 8 GORFFENNAF, 2019 am 1:00 y. p.	MONDAY, 8 JULY 2019 at 1.00 pm
YSTAFELL BWYLLGOR 1, SWYDDFYEDD Y CYNGOR, LLANGEFNI	COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGEFNI
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

Lewis Davies, John Griffith, Dylan Rees (*Is-Gadeirydd/Vice-Chair*), Alun Roberts, Nicola Roberts

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Richard Griffiths, Richard O. Jones

PLAID LAFUR CYMRU/ WALES LABOUR PARTY

J. Arwel Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

Aled Morris Jones (Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats)(*Cadeirydd/Chair*)
Bryan Owen

AELODAU CYFETHOLEDIG (Gyda hawl pleidleisio ar faterion Addysg) / CO-OPTED MEMBERS (With voting rights when dealing with Educational matters)

Mr Keith Roberts (Yr Eglwys Gatholig / The Catholic Church)

Mrs Anest G. Frazer (Yr Eglwys yng Nghymru / The Church in Wales)

Mr Dyfed Wyn Jones (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor-
Primary Schools Sector)

A G E N D A

1 DECLARATION OF INTEREST

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

2 MINUTES OF THE PREVIOUS MEETING (Pages 1 - 8)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 3 June, 2019.

3 DIRECTOR OF SOCIAL SERVICES' ANNUAL REPORT ON THE EFFECTIVENESS OF SOCIAL SERVICES 2018/19 (Pages 9 - 52)

To present the draft Annual Report for 2018/19.

4 ANNUAL REPORT 2018/19: LISTENING AND LEARNING FROM COMPLAINTS (Pages 53 - 74)

To present the Social Services' Complaints Procedure Annual Report for 2018/19.

CORPORATE SCRUTINY COMMITTEE

Minutes of the meeting held on 3 June, 2019

- PRESENT:** Councillor Aled Morris Jones (Chair)
Councillor Dylan Rees (Vice-Chair)
- Councillors Lewis Davies, John Griffith, Richard Griffiths, Alun Roberts, J. Arwel Roberts
- Portfolio Members**
- Councillor Llinos Medi Huws (Leader and Portfolio Member for Social Services)
Councillor Dafydd Rhys Thomas (Portfolio Member for Corporate Business)
Councillor Richard Dew (Portfolio Member for Planning and Public Protection)
Councillor R. Meirion Jones (Portfolio Member for Education, Libraries, Culture and Youth)
Councillor R.G. Parry OBE FRAgS (Portfolio Member for Highways, Property and Waste)
- IN ATTENDANCE:** Chief Executive
Assistant Chief Executive (Partnerships, Community and Service Improvement)
Head of Function (Resources)/Section 151 Officer
Interim Director of Social Services/Head of Adults' Services (for item 3)
Head of Children and Families' Services (for items 3 and 4)
Head of Housing Services (for item 3)
Head of Learning (for item 3)
Head of Profession (HR) and Transformation (for item 3)
Programme, Business Planning and Performance Manager (for item 3)
Chief Planning Officer (for item 3)
Scrutiny Manager (AGD)
Committee Officer (ATH)
- APOLOGIES:** Councillors Richard Owain Jones, Bryan Owen, Mr Keith Roberts , Mrs Anest Frazer (Co-opted Members), Councillor Robin Williams (Portfolio Member for Finance)
- ALSO PRESENT:** Councillor Dafydd Roberts (by invitation for item 5), Head of Democratic Services

The Chair thanked his fellow Committee members for his re-election as Chair of the Corporate Scrutiny Committee and he specifically thanked Councillor Dylan Rees, the Vice-Chair for chairing the meetings on 19 March and 17 May, 2019 in his absence.

1 DECLARATION OF INTEREST

No declaration of interest was received.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meetings of the Corporate Scrutiny Committee held on the dates noted below were presented and **were confirmed** as a correct record of the proceedings on those dates –

- 19 March, 2019
- 14 May, 2019
- 17 May, 2019

3 MONITORING PERFORMANCE: CORPORATE SCORECARD QUARTER 4 2018/19

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 4 2018/19 was presented for the Committee's consideration. The report portrayed the position of the Council against its operational objectives as at the end of the fourth quarter of 2018/19.

The Portfolio Member for Corporate Business provided a summary of the end of year performance outcomes highlighting those areas where performance fell short of target and were ragged RED on the scorecard – these were few compared to the majority of areas which had performed to target and were ragged GREEN on the scorecard. The report provided a very positive reflection of the Council's performance overall and in several areas represented an improvement on the 2017/18 performance which was especially gratifying to report considering the challenges this and other local authorities are facing. The Portfolio Member referred to the Performance Indicators that had underperformed against their annual targets and the reasons therefore as provided by the relevant services (paragraph 2.1.9 refers). Although the Quarter 4 performance with regard to attendance at work was better than that for Quarter 3, the cumulative score of 10.34 WDL per FTE for the year was slightly disappointing being over the target of 9.75 WDL per FTE. The Portfolio Member gave assurances that this was receiving high level attention. The report also touched on Customer Service and here again portrayed an improving picture noting also that the number of users of AppMôn and the Council's website had continued to grow which it was hoped would lead to a greater use of online forms and online contact.

The Programme, Business Planning and Performance Manager said that in preparing for the year ahead it would be useful to reflect on the purpose of the Corporate Scorecard which was as a management tool to enable the Council to ensure that provision for the Island's residents is as good as possible. Assessed in this context, the Council's performance across the board was very encouraging with only 3 out of in the region of 50 Performance Management PIs falling short thereby providing Members with certainty about the robustness of the foundation that had been put in place which would also serve to facilitate further improvements going forwards.

During consideration of the report, the Committee discussed the following –

- **The steps being taken to manage sickness absence in primary schools – PI 04a showing as Red on the Scorecard.** The Head of Learning confirmed that a joint approach with Human Resources targeting the 10 primary schools where it was considered there was scope to make a difference as well as ensuring that all schools keep closely to attendance management policies were beginning to produce results over the course of two terms. One of the most challenging issues was long-term sickness absence which it was difficult to address.
- That nationally the Authority's performance with regard to sickness absence placed it in the top 10 of the 20 Councils that had to date reported on their performance figures. The lowest placed Council of the 20 had a score of 13 working days/shift lost.
- **Indicator PI 08 – the percentage of Attendance Review Meetings (ARM) held which showed as Red.** It was noted that the trend for this indicator was downwards

and that performance at 58% was quite a way short of the 80% target. The Head of Profession (HR) and Transformation updated the Committee with the latest ARM data which gave a cumulative score of 74% for the year which was up from the 69% for 2017/18 although the Quarter 4 figure was still down on the previous quarter.

- **Indicator PI 11 – the percentage of staff with DBS Certificate (if required within their role) showing as 98%.** The Committee asked for clarification of how many of the Council's 2,200 staff required a DBS Certificate. The Head of Profession (HR) and Transformation said she could not provide a precise figure without referring to the services which manage this directly but could look into it and report back. In further clarification and to allay any concerns the Committee may have had on this matter the Officer said that in circumstances where the award of the certificate may be delayed the relevant Head of Service would undertake a risk assessment to determine whether or not the individual could carry out the duties of the post. The Head of Adults' Services confirmed that this was the procedure within Adults' Service i.e. all decisions whether to allow risk assessed individuals to continue in their work in the short-term pending the award of a DBS Certificate were referred to the Head of Service without fail. In response to it being pointed out that there was no target or any other information to accompany the PI the Committee was advised that the Authority's Corporate Safeguarding Board had responsibility for such matters with an upward as well as downward flow of information to and from the Board needing to be ensured.
- **Indicator Pam/018 – the percentage of all planning applications determined in time showing as RED on the scorecard with a performance of 81% against a target of 90%.** The Committee was advised by the Chief Planning Officer that a number of factors had impacted on performance including the introduction and testing of a new administration system which meant roles and responsibilities being redefined with a knock-on effect on workflow, as well as the implementation of the new Joint Local Development Plan which had been a challenge and had led to some delays. The Service had also given time during the year to tackling the enforcement backlog. The time taken focusing on the basics would pay dividend in the future with the vacancy in the Planning Applications Team now filled and a GDPR related post created and greater focus given to managers and officers, thereby improving the Service's resilience into the future.
- **Concern about the profile of enforcement within Planning as a specialist area and the sufficiency of capacity within the Enforcement Team.** The Committee was advised by the Chief Planning Officer that there had been some gaps in the Planning Enforcement Team which are now being addressed as part of the effort to bring in high level expertise to the enforcement process and to use new systems more effectively so that Enforcement is better at being proactive.
- **Indicator PAM/025 (PM19) – the percentage of people kept in hospital while waiting for social care per 100 population aged 74+ which was Red having registered a performance of 7.78 at the end of the year against an annual target of 3.** The Head of Adults' Services advised that priority had been given in the past year through various means to strengthening provision to support people to remain in their homes instead of accessing residential care, and also to enable them to leave hospital sooner. Whilst this work had largely proved successful in terms of releasing individuals to home care within 48 hours thereby enabling the majority of individuals to be released from hospital and/or who require a community care package, there remains an issue with the coding of clients with a difference of opinion about the Delayed Transfer of Care (DETOC) figures resulting therefrom. More time needs to be dedicated to verifying the figures with BCUHB, and the Service also needs to be part of their sign-off on a monthly basis - this will receive attention in the coming months. On the whole, the Service was confident improvements had been made with the strengthening also of the re-ablement provision and team but with the caveat that residential placements remain under pressure. **The Committee asked for an update**

for its next meeting on discussions with BCUHB about improving the data coding process.

- **Concern about managing expenditure in Adults' Services because of the increase in demand.** The Committee was advised by the Head of Adults' Services that the Service had striven to work hard with those individuals where timely intervention meant that they could be provided for within the community without having to access the Service. Additionally, the Service had endeavoured to ensure that it commissions in the best way possible in order to keep down the cost of care packages. The situation can fluctuate with daily discussions taking place with BCUHB particularly with regard to Continuing Health Care (CHC) costs which can be a grey area and a source of disagreement. The approach to controlling expenditure had therefore been two pronged – managing demand at the point of entry and containing the use of expensive care packages. The Portfolio Member for Social Services cautioned that the growing number of older people coupled with increasing demand in mental health and learning disabilities have meant that managing demand and therefore costs in Adults' Services has and will continue to prove challenging.
- **Indicator PAM/012 – percentage of households successfully prevented from becoming homeless which saw a decline from 65.2% in 2017/18 to 52.93% in 2018/19.** The Committee was advised by the Head of Housing Services that there had been three long term absences in the Housing Options Team which had had an impact on performance added to which in the last calendar year 724 people had presented themselves to the service – under homelessness legislation the Service is required to assess applicants if they are at risk of becoming homeless within a 56 day timeframe. At the end of the financial year, 87 cases remained open compared to 59 the previous year with 38 of those having been opened in March. The Officer assured the Committee that the decline in performance was considered temporary and that the situation was exceptional due to staff absences and an increase in demand; 2 of the 3 members of staff on long-term absences had since returned to work which should help improve performance.
- **The increase in the amount of borrowing undertaken – £15,563,536 actually borrowed against a budget of £5,783,000 giving a variance of 169.13%.** The Head of Function (Resources)/Section 151 Officer advised that the Council had in recent years implemented a strategy of using its own internal cash balances to fund capital expenditure where possible in order to minimise external borrowing and the costs that go with it. As the Council's reserves have reduced so has the cash available meaning that borrowing has been undertaken to replenish the Council's cash balances in the first place and also in order to take advantage of favourable borrowing rates offered by Welsh Government for limited periods as part of the funding of the Schools' Modernisation Programme which it was deemed a sensible step to take given that the term of the borrowing is over 50 years.

Having considered all the information presented as well as the clarifications provided by the Officers/Portfolio Members on the points raised, it was resolved that the Corporate Scrutiny Committee –

- **Notes the areas which the Senior Leadership Team is managing to secure improvements into the future as outlined in the report in relation to addressing underperforming areas, revision of 2019/20 PIs and targets, Attendance at Work, Customer Service and Complaints' Management arrangements in Children's Services, and that it**
- **Recommends the mitigation measures for those areas as set out in the report.**

FURTHER ACTION: The Committee to be updated at its next meeting on progress of discussions with BCUHB on improving the data coding process in relation to DETOC figures.

4 MONITORING IMPROVEMENT IN CHILDREN AND FAMILIES' SERVICES

- The report of the Head of Children and Families' Services setting out the areas which had been the focus of the work within Children and Families' Services since the previous quarterly progress report was presented for the Committee's consideration. It was noted that the Service's improvement work was now being driven by a new 3 year Service Development Plan consisting of 5 themes which had replaced the previous Service Improvement Plan.

The Head of Children and Families' Services said that this latest report provided graphical evidence of the improved performance against key service performance indicators in Quarter 4 2018/19 when compared with performance against the same indicators in Quarter 4 2017/18. He guided the Committee through each of the Performance Indicators explaining the aspects of service they measured highlighting the significance of the improvement in relation to each one and collectively, as reflecting the positive changes and developments that were happening in the service as a whole. This positivity was further reinforced by the decrease in the number of Stage 1 complaints the Service had received during Quarter 4 as well as the 68 compliments received over the course of the year which showed appreciation of the professionalism of staff, the support received by families and the positive relationships formed with service users including children. In addition to focusing on performance, the Service had spent time developing policies specifically in relation to aftercare and financial matters for looked after children and had implemented the new Fostering Package which was generating renewed interest in fostering.

Referring to future arrangements, the Portfolio Member for Social Services sought the Committee's approval for the establishment of a Social Services Improvement Panel covering Adults' Services as well as Children and Families' Services. This would enable Adults' Services to have the same level of scrutiny as the Children and Families' Services have had in recent years and would also enable Elected Members to develop more detailed knowledge of the processes and challenges within Adults' Services. The proposal had been recommended by the Adults' Social Care Transformation Board and the Children's Services Improvement Panel in meetings on the 22 May, 2019 and 23 May, 2019 respectively.

The following matters were discussed during consideration of the report –

- The Committee was pleased to note the improvement in performance to which the data in the report testified and also welcomed the progress made in improving the robustness of policies, processes and procedures within the Service. The Committee was particularly keen to understand how the significant improvement in performance with regard to the number of children in school that have changed school for non-transitional reasons had been achieved considering that last year nearly a third of school aged children had to change schools for non-transitional reasons with 19 in September alone compared with 6.5% for this year. The Committee was advised that greater stability within the Children's Social Care Worker team meant that more stable and consistent relationships with individual children could be developed and that this along with the work of the Resilient Families Team and the Service being more ready to challenge when private agencies give notice of the termination of a placement in favour of discussing the issues, have all contributed to bringing performance in this regard to below target level.
- The Committee was supportive of affording Adults' Services the same level of scrutiny as Children's Services but sought more clarity about why combining scrutiny of the

two services within one panel was thought to be more effective than having two separate panels. The Portfolio Member for Social Services clarified that it was considered that the expertise and knowledge of Children's Services which Members had gained through the Children's Services Improvement Panel needed to be replicated with Adults' Services and that the best way to achieve this taking into account the limited capacity within the Council's Elected Membership would be by way of a single panel with an extended remit to include Adults' as well as Children and Families' Services. The first 6 months of the newly constituted panel would be spent in immersing/training members in aspects of Adults' Services (training and awareness raising sessions having been a feature of the current Children's Services Improvement Panel work programme) with the performance element to be then addressed via a work programme combining elements of the two services, the aim ultimately being to strengthen Members' understanding of Social Services in their entirety.

The Chief Executive confirmed that the objective was to bring Members' understanding and appreciation of the needs in Adults' Services to the same level of maturity as that acquired in relation to Children's Services so that they are able to scrutinise and challenge Adults' Services with confidence from a position of knowledge as had become the case with Children's Services.

Having considered all the information presented as well as the clarifications provided by the Officers/Portfolio Members on the points raised it was RESOLVED that the Corporate Scrutiny Committee -

- **Confirms that it is satisfied with the pace of progress and improvements made to date in Children and Families' Services and congratulates the Service thereon.**
- **Approves the establishment of a Social Services Improvement Panel to commence work with immediate effect.**

NO FURTHER ACTION WAS PROPOSED

- A report from the Children's Services Improvement Panel describing the work and output of the Panel during the period from March, 2019 to April, 2019 was presented for the Committee's consideration.

Councillor Richard Griffiths, the Corporate Scrutiny Committee's representative on the Panel reported on the Panel's focus of work during this period which included the new Service Development Plan themes and Laming Visits. The Panel had additionally in April undertaken a self-evaluation of its impact and would report back on the outcome in the next progress report to the Committee scheduled for September, 2019. No specific issues had been escalated for the Committee's attention in this quarter and the Committee was asked to consider whether it was satisfied with the robustness of the Panel's monitoring thus far.

Having considered the report and confirmed that it was satisfied with the work and direction of the Panel, the Corporate Scrutiny Committee resolved to note the following –

- **The progress made to date with the work of the Children's Services Improvement Panel in term of achieving its work programme.**
- **That the new Service Improvement Plan has now been adopted, with the previous Service Improvement Plan having been brought to a close.**
- **The areas of work covered during Laming Visits as a means of further strengthening accountability and the knowledge and understanding of Panel members.**

- **The ongoing development programme for Panel members much of which is delivered in-house.**

NO FURTHER ACTION WAS PROPOSED

5 MEMBERSHIP OF THE FINANCE SCRUTINY PANEL

The report of the Scrutiny Manager requesting the Committee to nominate one additional member to serve on the Finance Scrutiny Panel was presented for consideration.

Councillor Dafydd Roberts, Chair of the Finance Scrutiny Panel explained that as the Panel had evolved and as part of an end of year self-evaluation, it had been recommended that the Panel's current membership of 4 members (2 members from both scrutiny committees) be extended by 2 additional members – one from each of the scrutiny committees - in order to increase capacity and provide a more robust approach to financial scrutiny.

Having agreed that the Panel's membership be extended, it was RESOLVED to nominate Councillor John Griffith to serve on the Finance Scrutiny Panel.

NO FURTHER ACTION WAS PROPOSED

6 FORWARD WORK PROGRAMME

The Committee's Forward Work Programme was presented and **was noted** by Members without amendment.

**Councillor Aled Morris Jones
Chair**

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	8 th July 2019
Subject:	Annual Director's Report on the Effectiveness of Social Services 2018/19
Purpose of Report:	To receive comments and suggestions for any improvements on the final draft report of the Annual Directors Report, presented by the Interim Statutory Director.
Scrutiny Chair:	Councillor Aled Morris Jones
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Alwyn Jones, Head of Adult Services and Fôn Roberts, Head of Children and Families Services
Report Author:	Alwyn Rhys Jones, Interim Director of Social Services
Tel: Email:	Emma Edwards, Deputy Business Manager 01248 751887 Emmaedwards@ynysmon.gov.uk
Local Members:	Relevant to all Members

1 - Recommendation/s
<p><u>Recommendations</u></p> <p>1.1. Members are invited to comment on the content of the draft Isle of Anglesey County Councils' Annual Director's Report on the Effectiveness of Social Services 2018/19.</p> <p>1.2. It is recommended that members consider:</p> <ul style="list-style-type: none"> a) whether the report has captured the Council's current position with regards to delivering its Social Services; b) whether the reports accurately reflects its improvement priorities for both Adults and Children and Families Services for the forthcoming year; c) whether the report reflects the Council's accountability and responsibility with regard to its Social Services.

2 – Link to Council Plan / Other Corporate Priorities

The work undertaken by Social Services links to each of the three objectives stated within the Isle of Anglesey Plan 2017/2022.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities [focus on customer/citizen].

The Report sets out the priority for Social Services for the forthcoming year, as well as reflection on the past twelve months. Anglesey Citizens are at the heart of what we do, and the report addresses the Authorities work in ensuring we comply with the Social Care and Wellbeing Act.

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]

The report has a specific chapter setting out our financial resources and how we plan for the future. It is an ongoing challenge to balance the needs of our citizens within the financial allocation, but the report highlights clear budgeting planning.

3.3 A look at any risks [focus on risk]

The report includes updates on the service risks, including our actions in improving our Children’s Services over the past twelve months. Financial implications are an ongoing risk which has been addressed in detail (see above)

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

The Report will be shared with staff members at a joint Social Service Staff Conference in June. Input has also been received from other departments such as Housing, Education etc. The report will be scrutinised by the Authority’s Senior Leadership Team, before being circulated to Scrutiny Committee, Executive Committee and a meeting of the Full Council later in the year.

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

Wellbeing is central to everything that we do, and the report outlines our priority for the forthcoming year. It addresses good practice, case studies and outlines project completion such as Hafan Cefni. The report follows a specific defined format, under the Code of Practice under the SCWBA, and considers the above headings.

4 - Key Scrutiny Questions

It is recommended that members consider:

- d) Whether the report has captured the Council's current position with regards to delivering its Social Services;
- e) Whether the reports accurately reflects its improvement priorities for both Adults and Children's Services for the forthcoming year;
- f) Whether the report reflects the Council's accountability and responsibility with regard to its Social Services.

5 – Background / Context

Background

There is a statutory requirement that the Director of Social Services publishes a yearly report. A yearly Directors Report has been produced by Anglesey Council since 2009/10. The purpose of the Annual Report is to promote awareness and accountability for the performance and progress made over the past year in delivering Social Services within Anglesey County Council, as well as outlining the improvement priorities for the forthcoming year.

Final Design

Please note that the final report, once agreed, will be published on the Council's website using. The Final draft will be designed by the council's graphic designer.

Timetable

It is proposed that the report is shared with the following committees:

Senior Leadership Team 24th June 2019 – completed - SLT agree the content.

Scrutiny Committee 8th July 2019

Executive Committee 15th July 2019

Full Council 10th September 2019

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

Not Applicable.

7 – Financial Implications

Not Applicable.

8 – Appendices:

Copy of Draft Report

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

- Annual Director 's Report, 2017/18
- Inspection of Children's Services at Anglesey Council, Care Inspector Wales, December 2018

Draft 0.5

Annual Directors Report on the effectiveness of Social Services 2018-19

DRAFT

Content

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

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

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

Director's Introduction & Summary of Performance

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

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

Over the last 12 months there are a number of developments of which we are rightfully proud within children's services. As examples our work is now underpinned by Improving Practice Quality Framework designed to govern and guide our workforce, Teulu Mon have in place a clear Engagement Strategy and the Stepping Forward Service aims to further strengthen families who no longer require statutory support but continue to need guidance.

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

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

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

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

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

In Children's Services we will continue to focus on supporting the safety and wellbeing of children and have ambitious plans to develop 3 small group homes on Anglesey - Cartrefi Clud Mon in 2019/20. This will allow us to support children who have high needs within their local area and not in expensive out of county placements. We also remain committed to continue to deliver ongoing Service Improvement within the service.

Adult Services aim to focus on a model of day support for individuals with a Learning Disability in a way that meets their goals and supports their progression. In partnership with our health and third sector partners we also aim to establish Community Resource Teams within 3 areas of Anglesey to provide the best support for people to remain independent delivered by integrated teams.

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



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



Fon Roberts, Head of Children & Families Services

How are People Shaping our Services?

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

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

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

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

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

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

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

Quote: Council Leader and Social Services portfolio holder, Councilor Llinos Medi, welcomed the CIW report. She added, "We've undertaken a substantial improvement programme over the past 18 months and the hard work of our dedicated staff is showing positive results."

Welsh Language – We continue to raise the awareness of staff of the need to make an active offer of a service through the medium of Welsh, in line with **'More Than Just Words'** and the Welsh Language Standards. For example, during 2018/19, a summary of key points in relation to the Welsh Language Standards was shared with Provider Unit staff, bilingual glossaries of social work terms were circulated with staff to support them in the use of Welsh in the workplace, and raising awareness of the Welsh Language Standards and the Active Offer has been a part of the departmental induction process. *89% of our Children and Families Services Staff and 79% of our Adults Services staff are Welsh speakers.* The Children and Families Services Workforce Strategy recognises the commitment to making the Service available in the Welsh language, it is a key requirement in our recruitment process, and is

monitored constantly. The Council has a partnership agreement with Bangor University for the MA Social Work course for taking bilingual students and offer learning opportunities to them within the workforce. This helps the process of recruiting and retaining bilingual staff within Social Services.

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

DRAFT

Quality Standard 1

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

Adults

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

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



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

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

Community Resource Teams (CRTs)-Our goal to develop teams of health & social care staff who support people within their own local areas has moved forwards in 18/19. A steering group continues to meet on a fortnightly basis to drive this forward with engagement sessions outlining the vision for CRT having occurred with multi-disciplinary staff. This will contribute to enhanced joint working and initiate shared ways of working. Accommodation for staff has been agreed and work is ongoing to enhance the environments in designated sites.

Outcomes Training for Staff

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

Children and Families

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

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

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

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

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

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

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

Objective 3 - *A 24/7 single integrated 'front door' for vulnerability that signposts, supports and safeguards encompassing 'blue light', welfare and health services*

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

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

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

Priorities 2019/20

- CRT- All 3 CRTs will be operational in designated sites and will deliver integrated Information advice and assistance incorporating Third sector and domiciliary care

providers.

- Advocacy – Assessment documentation will be developed to reflect the need to identify the need for advocacy at all stages of interventions and ensure we use the North Wales Advocacy service effectively when there are no other designated informal advocacy in place.
- We will re-tender the Supported living settings with a view to maximising opportunities for independence of those people living there
- We will engage with stakeholders to adopt a new Learning Disabilities Day Opportunities Strategy

Measuring Quality Standards 1:

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

Quality Standard 2

Working with people and partners to protect and promote people's physical and mental health and emotional well-being

Adults

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

- ◇ Developing a social prescribing model to strengthen the links between healthcare providers and community, 3rd sector and LA services.
- ◇ Reducing loneliness and isolation in our communities
- ◇ Promoting healthier lifestyles and reducing health inequalities.

We now have 6 LACS working across the island. Two are funded through Intermediate Care Fund (ICF) and a further 4 were employed in 18/19 through a Partnership Agreement between LA, BCUHB (GP Cluster) and 3rd Sector. LACs also work with communities to gain dementia friendly status and establish local hubs. As a result of hubs there is evidence that people are better informed as to how receive advice and assistance about activities to prevent or reduce isolation and promote wellbeing.

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

No: of people supported – 247

% people who feel less isolated – 88%

% people who report a positive difference – 91%

A new measuring tool (Elemental) will be used to track peoples wellbeing outcomes.

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

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

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

Children and Families

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

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

During the spring and summer of 2018 children and young people nationally took the opportunity to have a say on sport and their wellbeing. Over 1000 schools took part in Sport Wales’ School Sports Survey making it the biggest and most reflective survey of its kind in Wales, possibly even the World.

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

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

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

Priorities 2019-20

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

Measuring Quality Standards 2:

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

Quality Standard 3

Protecting and safeguarding people from abuse, neglect or harm

Corporate Safeguarding Arrangements

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

Main achievements

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

Adults Services

Main achievements

- Developed an interim safeguarding policy compliant with the Act, pending the development of all-Wales procedures.
- Undertaken multi agency evaluations of safeguarding practice.
- Developed a DoLS Team to manage the increased demand for Deprivation of Liberty Safeguards assessments and improved processes to assess quickly and effectively, thus reducing our backlog. The team also advises other social work teams and providers, and considers reports of unauthorised deprivation of liberty.
- Reviewing how advocacy is delivered to make sure we comply with the Act – ensuring a person’s voice is heard at key stages along their social care journey
- Adopted and implemented a Quality Improvement Framework – helping us to ensure that practice is safe and meets required standards.
- Launched the North Wales Self Neglect Protocol locally
- Closely monitored services we commission in terms of the quality of care they provided through domiciliary care, supported living and long term care homes.

Children and Families Services

Main achievements

- Internal and external inspections of practice show that safeguarding practice has improved.
- Continued to implement the Improving Practice Quality Framework: providing a set of planned and systematic assurance processes used to shape learning and improvement. This helps us to recognise where further improvements are required and how best to achieve these.
- Developed and implemented a new approach to child protection - Cryfder ar y Cyd. The aim is to make sure that Child Protection Plans are co-produced and focus on the

important changes required to keep a child safe and evidence interventions to achieve those changes.

- Improving skills and knowledge in relation to undertaking s47 Investigations, ensuring that the Gwynedd/Thornton Risk Model informs the analysis of whether the child has or likely to suffer significant harm.

Priorities for 2018/19

- We will continue to develop our Adult Safeguarding policy and practice to reflect the change in legal duty under the Act, and to respond to new national policy and procedures from the Welsh Government.
- Improve Statutory Review Processes– focus on improved preparation, robust scrutiny of care and support for children, and putting the child at the heart of the review process.
- Continue with the launch and roll out of Cryfder ar y Cyd

Measuring Quality Standards 3:

- 90.48% of adult service users responding positively to the question, "Has support set up by Social Services helped you to feel safe and secure in your home?"
- 96% of care and support plans (or support plans for young carers) that were reviewed during the year, within agreed timescales compared to 88% the previous year.
- 79% of adults and carers in the Citizen Survey say that they feel safe
- 81% of children in the Citizen Survey said that they feel safe

- Our performance over the past year on areas of safeguarding were:
 - 91% of adult protection enquiries were completed within 7 days
 - 88% of initial Child Protection Conferences were carried out within statutory timescales
 - 94% of all Child Protection Reviews were carried out in timescale
 - 100% of children on the Child Protection Register have an allocated Social Worker
 - 100% of Looked After Children have an allocated Social Worker
 - 2% = Re-registrations of children on Local Authority Child Protection Registers
 - 241 days = The average length of time for all children who were on the CPR during the year

Quality Standard 4

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

Support to work (Adults & Childrens)

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

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

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

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

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

Of those individuals supported by TRAC:

- 1. 108 have continued in full time education,**
- 2. 96 were at a reduced risk of becoming NEET (Not in Education, Employment, or Training)**
- 3. 48 moving on to a full time higher level course in college**

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

Adults

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

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

Below is a sample of feedback statements from clients.



Maisie Roberts.pdf



Alun G Jones.pdf



Olivia
Gillingham.pdf

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

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

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

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

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

Direct Payments Success stories - Over the last 12 months the local authority have been working with Leonard Cheshire, Mencap Mon and other third sector organisations to trial the Innovative Active Communities (IAC) project which is being launched in early March 2019 throughout Wales in the Senedd. The project has been led by our learning disability direct payments service users and their families to form a menu of community activities they can access in groups by pooling their resources/funding. This enables service users to form co-operatives and employ motivated personal assistants of their choice to support them in accessing the activities that they choose. By pooling their resources it will create less dependency on 1-1 support for able users, they will be able to access more activities than the

assessed need due to them pooling their hours which will also mean that the local authority will be able to work with the service users to save any unspent funding. In 2018/19 we have claimed back over **£40,000** worth of unspent funding through monitoring the DP accounts closely.

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

Children and Families

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

Priorities for 2019/20

- Ensure future day provision provides individuals with a learning disability with opportunities to achieve their potential and play an active part within their communities

Measuring Quality Standards 4:

- 85% of service users responding positively to the question, "Do you feel that the support you receive from Social Services helps you to do the things that are important to you?"

Quality Standard 5

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

Adults

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

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

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

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

Social Value- Projects include, Local Asset Co-ordination, 3rd sector Single Point of Access, Carers Offices within Ysbyty Gwynedd.

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

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

Children's and Families

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

The TAF team has made significant progress in 2018/19. TAF plays a significant part in the provision of early intervention services for children and their families in Anglesey. TAF is part of a wider **Prevention and Early Intervention Service** that includes a sister team called the **Stepping Forward Service** which consists of two Social Workers, a Substance Misuse Worker, a Wellbeing and Inclusion Officer and a Healthy Relationships Worker who provide services for families stepped down from statutory interventions. They also able to provide a specialised early intervention provision in those fields that assist TAF and decrease the need to escalate cases for a social work intervention. The team around the family has been

successful in establishing a model of strength based practice and all members of staff have received training in those methods of communicating, engaging and co-producing work with families that facilitates change and positive outcomes.

For example/ Case study 1: Family A was referred by the primary school in relation to concerns they had in regards to child A's emotional wellbeing and attendance. Family wanted to be sure that the child would be supported in the transition between primary and secondary school. TAF coordinated a family meeting and developed a family plan that included the family, child and agencies such as the school, NSPCC Family Therapist / Play Therapist, Mental Health Service, Local Authority Housing, Housing Association and the education welfare officer.

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

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

Team around the Family (Families First) :

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

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

Priorities for 2019/20

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

Measuring Quality Standards 5:

- 99.6% of adult carers who were offered an assessment or review of their needs in their own right
- 94.44% of adult carers who responded positively to the question "In the last 6 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support provided to the person you care for?"

Quality Standard 6

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

Adults

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

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

Mental Health & Substance Misuse

Below see some statistics regarding individuals with a mental health issue

- Average of 270-280 referrals for adult mental illness per month were received in Ynys Môn (3,315 for year ending December 2018).
- 145-155 referrals per month for Ynys Môn children and young people (1,774 for year ending December 2018). This is 2% more than the previous year.
- For Children and Family Services, amongst all children with any statutory plan, close to 1 in 4 have parental mental health as a presenting factor (31% for LAC) and 12% of children on statutory plans are being treated for mental illness.
- In Supporting People, 69% of referrals indicate that the person has mental health needs in year ending September 2018. For those aged 55+, 13% are identified as having a mental health need. Amongst those with mental health problems (April-September) of 348 referrals, 13% (45) are reported as having high need, 49% (170) have medium need and 38% (133) have low need.
- For Children and Family Services, amongst all families where children have a statutory plan, about one third have parental substance/alcohol misuse as a presenting factor (51% for LAC) and 8% of children on statutory plans are identified as having substance/alcohol misuse needs. In TAF, approximately 9% of the 9% have substance and/or alcohol misuse needs.

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

With regards those with more significant needs and referred to the Substance Misuse Service (SMS) for care and treatment to reduce or abstain substance/alcohol misuse, there were 305

referrals across March-November 2018 (which is higher than the 298 across December 2016-November 2017).

Children and Families Services

Cartref Clyd Môn – In November 2018 the Executive Committee agreed to develop Small Group Homes (SGH) now named as Cartref Clyd Môn, provision on the Island. These are Local Authority homes where two children will be living together in ‘homely’ surroundings and functioning in a similar way to children at home i.e. going out to school, living in the community, having neighbours and friends and so on. The service is looking to open two during the 2019/20 financial year and a further two in 2020/21. It is expected that around £231,448 of savings will be made in Year 1 and around an additional £291,448 of savings in Year 2.

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

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

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

Housing Services

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

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

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

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

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

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

Priorities 2019/20

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

Measuring Quality Standards 6:

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

How We Do What We Do

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

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

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

Key priority areas supported are noted below:

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

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

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

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

Course Title	Course	Numbers attended
Dementia	Award L2	21
	Award L3	18
Dementia	Awareness raising session for staff across the care sector, volunteers and families	80
All training has been arranged in line with the Dementia action plan and Good Work Framework	Sensory Loss	25
	End of Life /Palliative Care	15
	Dementia and Learning disability	25
	Communication and person Centre care when dealing with behaviours that can be seen as challenging.	25
Inspiring culture in care of individuals who have dementia, supported by the Good Work framework	Inspiring culture change 3 day training programme for Care Home Managers	15
Outcome focused planning	Introduction to what outcomes are and how this translates from paper to practise in line with the Social Services and Well-being (Wales) Act. To understand the approach to outcomes and how outcomes are put into care and support plans and practises.	75
Induction	To support the implementation of the all Wales induction framework SCW RISCA	20
Care Qualifications	L2 Adults	12
	L3 Adults/Children and Young People	12
	L4 Step up to management	1
	L5 Advanced practitioners award	4
Regulated Workforce	Awareness raising sessions on how to register home carers by 2020 and beyond. Dom Care registration workshops in line with the SSWA and regulating the workforce with in the guided time frame	75

We continue with our partnership with Bangor University and 2 other Local Authorities to support social work students and successfully recruited a further 2 social work trainees. 2 are currently studying towards the B.A. in Social Work through the Open University Wales whilst the other is studying towards the M.A. at Bangor University.

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

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

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

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

WELSH LANGUAGE SKILLS

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

Course	Number of Social Service Staff attended
Welsh language for learners (Weekly sessions)	5
Welsh language (Welsh in the Workplace)	2
Develop language skills for fluent Welsh speakers	6
Welsh language awareness / Mwy na Geiriau	3

SAFEGUARDING TRAINING

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

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

E-Learning

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

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

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

B) Our Financial Resources and How We Plan For the Future

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

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

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

Nevertheless, both Services acknowledge the current austerity and continue to transform services and manage demand, with Adults Services contributing to £350k of savings in 2018/19, and further savings of £586k have been agreed for 2019/20. Children's Services will also look to reduce its overspend position in 2019/20 by introducing Small Group Homes on the Island with the view of reducing the Children that are placed Out-of-County.

The Council has effective and well-managed budget setting and financial planning processes in place, and elected members are fully involved in the cyclical programme of planning, and the scrutiny of budget setting and monitoring.

Estimating future changes is challenging, due to the lack of accurate information on future local government settlements but our Medium-Term Financial Plan predicts that there may be a requirement to make up to £6.72m of additional cuts over the next 3 years from 2020/21 to 2022/23.

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

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

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

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

The **Executive** is the key decision making body and consists of the Leader and 8 Portfolio Holders. The Leader continues to be the Portfolio Holder for Social Services and has politically overseen our improvements over the past 2 years. This growing effectiveness is evidenced in taking difficult decisions such as *Older Adults Social Care Programme* (for example building Extra Care Housing in Llangefni which is completed and nearing capacity). Following an evaluation of sites a decision has been taken to build a further Extra Care provision in the Seiriol ward and allocating additional resources to Children's Services to assist the management of demand.

Partnership Working

The Panel of Elected Members which was established after the elections of May 2017 to scrutinise, challenge and support the Service Improvement Plan for Children's Services continues its work and has seen improvements been realised over a short period of time. The membership is drawn from across the political groups, and has provided an opportunity for the Members to enhance their knowledge and understanding of the work undertaken by the Service, leading to better scrutiny.

Anglesey Social Services are committed to partnership working on both a local, sub regional, regional and national basis. This has been recognised as a strength in external inspection reports for us to build on. Both Children and Adults' Services remain actively involved in the All Wales and the North Wales agendas to improve the delivery of social services through a collaborative approach.

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

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

with dementia and the Môn Enhanced Care and Night Owls services within Adult Social Care.

The Well-being of Future Generations Act (Wales) 2015 has established Public Services Boards (PSB) for each local authority area to make sure that public bodies work together to create a better future for the people of Wales. A Joint partnership board for Gwynedd and Môn, has been established, which includes the main public sector organisations in the region. The assessment by the Board during 2017/18 was used by partners to draft the Well-being plan which was adopted during 2018/19. This plan is now in its implementation stage.

We continue to develop close consultation and partnership working with the **Third Sector** through the Voluntary Sector Liaison Committee which meets on a quarterly basis. We recognise the role of the **Third Sector** locally as a strategic partner and have developed appropriate governance arrangements to support this e.g. the role of Medrwn Môn on the Model Môn operational group, the OPUS Board (EU funded project) and the Adults Social Care Transformation Board. Recently we have established a third sector partnership group which is tasked with delivering against Council objectives and ensuring appropriate engagement and consultation techniques are adhered to with regards to developing strategies and transformation work.

Performance

The Council continues to embed a corporate planning and performance management framework into its annual governance arrangements. This framework was adopted to ensure a continuous improvement mind-set was embedded within the work of the Council, and that its monitoring could identify issues prior to under-performance which would impact on service delivery to the citizen.

This practise has seen improvements in a number of social services related indicators, with particular success being seen in the performance of indicators related to the care provided to Adults. Performance Indicators for Children's Services have also improved and continual focus via the Children's Services Improvement Panel it is envisaged will further improve performance and consistency of practice which have been priorities for 2018-19.

Social Services

Council Offices

Llangefni

Anglesey

LL77 7HB

Contact us on:

Tel: 01248 751887

Email: Emmaedwards@anglesey.gov.uk

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Case Studies option for inclusion

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

Integrated care Fund (ICF) 2018/19

About the Project:	Local Asset Coordination (LAC) is a new model of working with communities and has been developed on Ynys Môn over the past two years. It is a preventative model, but is now proving beneficial also to those who may already be in receipt of statutory services. Local Asset Coordinators work with individuals and groups to develop and use local networks to promote local solutions to local needs.
Project's Aims:	<ul style="list-style-type: none"> • Reduce loneliness and isolation in our communities. • Promote independent living; people's choice and control over their own lives • Promoting healthier lifestyles and reducing health inequalities • Develop social prescribing – strengthen the links between healthcare providers and community, voluntary and local authority services.
Project Outcomes:	<ul style="list-style-type: none"> • People are better informed and know where to receive advice and assistance about activities that would help to prevent or reduce isolation and loneliness and promote health & wellbeing. • Greater number of people are participating in activities that help to promote independence and resilience, and reduce impact on front line services.
About the person: <i>What is their age? Do they live alone? Do they have family/friends nearby? How is their general well-being?</i>	<p>Brian was referred to LAC Holyhead through her LAC colleague (Gwyneth) who had known Brian previously.</p> <p>Our first meeting took place at his home. During our conversation he spoke about his wife, and how he had cared for her for over 30years until her death in January 2017. He said that he was very lonely, didn't have anyone to turn to and didn't have any friends or family living locally, they lived in Yorkshire and Japan. Brian has a son but for some reason unknown to Brian the son had cut off all contact with him</p> <p>Brian lives in a ground floor flat on a new estate, since moving in four years ago he and his wife had experienced anti-social behaviour from the local children, they would throw stones at his van, walk out in front of the van, ring the doorbell, put their hands</p>

	<p>through the windows of the flat to grab at things, this particular incident happened when his wife was ill in bed. Brian also experienced verbal abuse when he went to speak to parents about their children's behaviour towards him and his wife. The Police and landlords were made aware of this anti-social behaviour. Brian has a son but for some reason unknown to Brian the son had cut off all contact with him</p>
<p>What was the situation: <i>Describe how the person became involved with the service you are writing about. If an older person – what challenge or issue were they facing and how was this affecting their life</i></p>	<p>Brian was referred to LAC Holyhead through her LAC colleague (Gwyneth) who had known Brian previously. Our first meeting took place at his home. During our conversation he spoke about his wife, and how he had cared for her for over 30 years until her death in January 2017. He said that he was very lonely, didn't have anyone to turn to and didn't have any friends or family living locally, they lived in Yorkshire and Japan.</p>
<p>Impact statement How did the service make a difference? <i>Describe what action the case worker/volunteer took to give support</i></p>	<ol style="list-style-type: none"> 1. March 2018 – Brian was beginning to express and focus on the "traumas of the previous months, the loss of his wife, being a victim of crime and being made a participant in an unwelcome mental health assessment. Together we prioritised how Brian wanted to manage and deal with what he considered to be these traumatic events. 2. Liaised with GP and ensured that Brian had clarification of the correct medication he was to take. 3. Supported Brian to attend CRUSE bereavement counselling over a 6 week period 4. Supported and advised Brian with financial matters – utility bills, phone contracts, missed hospital and GP appointments 5. April 2018 – introduced Brian to the Men's Shed. A turning point for Brian was when he 'buddied – up' with Richard, who had also recently been bereaved. Both men would meet up at the shed on most days to do whatever work was necessary, litter picking, building raised beds and creating a bird table that involved intricate work. 6. Brian was introduced to the local lunch club volunteers and clients

	<ol style="list-style-type: none"> 7. Created an intervention between Brian and a local man who was able to help set up a home security system ensuring 24hr CCTV at his home. 8. Worked in partnership with Brian's Housing Association and the Police to hold a community event. This was a drop-in session giving the tenants (mostly families with young children) an opportunity to call into the community centre for a cup of tea, meet their neighbours and to chat with the Housing Association's liaison officer and local PCSO's about any concern they may have regarding their estate. This brought about a wider community benefit in community safety 9. Supported Brian to attend MRI Scan(spine) and brain scan and to receive result of these scans 10. Supported Brian in attending training and wellbeing sessions
<p>What outcomes were achieved? <i>What was the outcome for the service user? What difference did the interventions make?</i></p>	<ul style="list-style-type: none"> • Within three months Brian attends two community groups – Lunch Club and Men's Shed. He is actively developing old skills with other men and helping others to learn. • Nine months on, Brian's anxiety has diminished greatly, and he no longer requires intensive contact with LAC. However we retain weekly contact through the Men's Shed and Lunch Club. • Engaged with Brian's GP to review his Diabetes and long standing spinal condition • In addition to above liaised with specialist Diabetes and Neurology services • Brian attends an IT course to learn how to Skype, Internet shopping and Facebook – now in contact with family in Japan and Yorkshire • Brian attended three Expert Patient Programme - Managing Diabetes, Foodwise and Diabetes and Controlling Chronic Pain. He benefited by better managing his diabetes and chronic pain by engaging in a non-restrictive exercise programme • Liaised with CPN who was allocated to undertake initial mental health assessment and provided useful information to demonstrate Brian's daily activities and levels of functioning: e.g. he was involved in very intricate and manual projects at the Men's Shed • Another crime committed at Brian's flat - on this occasion CCTV evidence was collected confirming local children

	<p>had been responsible – PCSO’s were quick to respond and dealt with the matter</p> <ul style="list-style-type: none"> • The Consultant Psychiatrist recognised Brian’s frustration and uncertainty as to why he had to undergo an assessment. He questioned LAC and Brian on the approach they had taken throughout this difficult process, and remarked on their success, and on the value of LAC intervention • Results of brain scan showed no signs of dementia and no cognitive impairment
<p>Quotes/Feedback <i>Please provide a direct quote from the service user. What did they say about the service received and the difference this has made to them?</i></p>	<p>Brian has given his consent to tell this story, as he said – “the more people that know about what I’ve been through the better”. “People might then take more time to listen and understand what people go through when they feel so isolated and lonely after the loss of a love one”. “Without the support from LAC I really don’t know where I’d be today”.</p>

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2. CASE STUDY

Integrated care Fund (ICF) 2018/19

About the Project:	Carers Outreach Service supports unpaid carers in hospitals and the community; we signpost, advise and refer to appropriate agencies who can offer them support.
Project's Aims:	Assess and refer carers to appropriate agencies in order to ease the stress placed upon them.
Project Outcomes:	Carers feel supported, informed and educated regarding the help that is available to them in terms of benefits, community groups etc
About the person: <i>What is their age? Do they live alone? Do they have family/friends nearby? How is their general well-being?</i>	The person in this instance is the main carer for her brother who has cancer. The carer is a married 56-year-old whose daughter, son in law and grand-daughter also live with her. The carer says her family are supportive. However, she stated that she is currently under a lot of stress as both her father and brother's health have deteriorated.
What was the situation: <i>Describe how the person became involved with the service you are writing about. If an older person – what challenge or issue were they facing and how was this affecting their life</i>	Initially, the carer's sister was referred to Carers Outreach Service by a Staff Nurse on Ogwen ward as she was the main carer for their elderly father who was admitted after a fall. At this point the carer also requested a referral as she too was struggling with her caring role. The challenges facing the carer and her family were broad and included the frailty of the father, accommodation issues, financial issues and the brother's palliative lung cancer which necessitated the caring role. Possible solutions were suggested and implemented, including benefit advice, referrals to other supportive agencies, financial assistance and emotional support.
Impact statement How did the service make a difference? <i>Describe what action the case worker/volunteer took to give support</i>	Carers Outreach Service supported the family by providing emotional support based on the issues and problems they faced daily. Information was provided on what benefits were available, including PIP and Carers Allowance. An application for ESA was made. Grant applications were made to the Roy Castle Fund, MacMillan Cancer Support and the Gwynedd carers' respite pot (managed and administrated by Carers Outreach). A Blue Badge application was made to facilitate accessible parking when travelling to/from appointments with the cared-for. A Council Tax reduction was applied for. An application was made to the WaterSure Wales scheme for capped/ reduced water bills.
What outcomes were achieved?	For the carer, stress was reduced greatly as the whole family were being supported and a positive relationship was formed between Carers Outreach, the carer and the hospital.

<p><i>What was the outcome for the service user? What difference did the interventions make?</i></p>	<p>The carer felt she had someone to talk to in confidence who she could ask for advice and support. The financial burden upon the cared-for was less as he received financial support, including grants, benefits and reductions, that would help with paying the bills and general household costs. The Blue Badge ensured that the carer could take her brother to his appointments despite his deteriorating mobility.</p> <p>The carer has requested respite which will give her the time she needs to recover emotionally and physically as the caring role will become more challenging and will escalate with time.</p>
<p>Quotes/Feedback <i>Please provide a direct quote from the service user. What did they say about the service received and the difference this has made to them?</i></p>	<p>The service user was very appreciative of the help and support given through this difficult time.</p> <p>“Amazing, knows the job inside and out and gets results. Nothing is ever too much trouble. Patient and family friendly. Could not have managed without her help”</p>

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3. CASE STUDY - Transition/SCS

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

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

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

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

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

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

This is the first time the family have had social work support and this relationship meant that the social worker was able to get to know the family and ensure that links were made with the social work team within the adult learning disability service.

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

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

4. Case Study - Team Around the Family (TAF)

Family	Mother, Father, Daughter (7) Son (4)
CASE STUDY	
<p>Summary of Family Situation</p> <p>08-05-18</p> <p>Son has a speech delay and significant behavioural problems. Mum is home with the children every day and is finding it very hard to cope with Son. Son will scream and tantrum over the smallest of things. Seen for initial assessment on the 21/10/16 and referred to SALT team for speech delay. Son has been attending pre-school since then too which Mum states that improved his speech. School have put a one to one worker in with him due to his short attention span. The last few weeks Mum has found his behaviour increasingly challenging. He is a poor sleeper, his speech has regressed and he screams a lot. Mum states that he is lashing out with frustration. Son likes routine and structure and fixates on certain toys or certain TV cartoon episodes. He loves sensory toys. The only time he is calm and engaged in an activity is when he's in the bath. Mum states that he sees no danger and that if he isn't strapped in to his pushchair when they go out he will run away/run in front of cars. Mum suffers with stress and anxiety and feels she is at breaking point with Son. Mum feels that her relationship with partner and older daughter is strained due to Son. They have good family support locally but Mum is often reluctant to share her problems with them. Her sister helps a lot with the children. Son is only comfortable around her too. They have had to reduce Son's school time by a day due to financial reasons.</p> <p>Son has been referred to the community paediatricians and school and put extra support in place.</p> <p>Son isn't aware of road safety, and will run out straight into the road. Family support with application to Housing to place a gate and fence at the back, so Son can freely play outside freely and run out straight into the road. This would provide the family without causing additional anxiety to mum.</p>	<p>Summary of Work Completed</p> <p>19-11-18</p> <ul style="list-style-type: none"> • Work was completed at home to support with Son's behaviour, and build up Mum's confidence in preparation to access the Incredible Years Course. Mum attended three sessions, but could not commit because of child care issues, so following the group, the support continued at home. • Short term support for daughter around managing emotions and resilience, exploring daughter's wishes and feelings. • Information to contact the Carers Assessment team re: safety support. • Support was given to encourage and enable Mum to take the family out. Implementing what Mum had learnt and having the confidence to take the children out and test her own ability to manage Son's behaviour and cope with her own anxiety, giving her the confidence to take the children out alone. • Support Mum with Son's potty training. • Support Mum with School and the transition of Son accessing main stream School.

Positive Outcome: Confidence building with Mum improved her ability to parent and feel more confident in turn having a positive influence on her Mental Health. Implementation of Incredible Years evident to have improved Son's behaviour and support mum to manage his behaviour. Session's with daughter gave her the ability to explore her wishes and work around emotional regulation, and gave her the ability to channel her anger in a more positive way. Son is now toilet trained and settling well in School. Team Around the Family supported the family's finances re: benefits and co-ordinated and communicated with agencies when mum found it difficult to do so.

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

5. CASE STUDY –

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

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

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

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	8/07/2019
Subject:	Annual Report – ‘Listening and Learning from Complaints’
Purpose of Report:	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 so that it is able to scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives.
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr Llinos Medi Huws
Head of Service:	Children and Family Services: Fon Roberts Adult Services: Alwyn Jones
Report Author:	Sophie Shanahan
Tel:	01248 752717
Email:	slsss@ynysmon.gov.uk
Local Members:	Relevant to all members

1 - Recommendation/s
<p>R1- To note the views of service users received during 2018/19 regarding the services provided by Social Services.</p> <p>R2- To note the performance of Social Services in implementing the Representations and Complaints Procedure and dealing with complaints.</p> <p>R3- To note the Action Plan for developing the arrangements for dealing effectively with representations and complaints received from service users and their representatives.</p>

2 – Link to Council Plan / Other Corporate Priorities
<p>The Social Services Representations and Complaints Procedure has a role in ensuring the provision of high quality Social Services and is therefore relevant to the following priorities from the Council Plan:</p> <ul style="list-style-type: none"> • Creating the conditions for everyone to achieve their long-term potential • Support vulnerable adults and families and keep them safe, healthy and as independent as possible

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities **[focus on customer/citizen]**

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality **[focus on value]**

3.3 A look at any risks **[focus on risk]**

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

1. How do our response times to representations and complaints during 2018/19 compare with performance during the previous year?
2. What plans does the Service have to further strengthen complaints management during 2019/20 and how will the impact of any improvements be measured?
3. How does the Service ensure that lessons are learned and changes made following feedback received from service users?

5 – Background / Context

Social Services are required to operate a statutory Representations and Complaints Procedure, under the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014. 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 so that it is able to scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives.

It is important that a record is kept of comments and complaints in order for Social Services to learn lessons from them, as part of improving service delivery. It is good practice to share the annual complaints report with council members to ensure transparency. Complaints statistics are also shared on a quarterly basis in the Corporate Scorecard, with statistics in relation to complaints under the Social Services Representations and Complaints Procedure separated from those for complaints responded to under the Council's corporate Concerns and Complaints Policy. This

enables regular scrutiny of complaints statistics by the Scrutiny Committee and Executive.

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

Not applicable.

7 – Financial Implications

Not applicable.

8 – Appendices:

APPENDIX 1- Annual Report: ‘Listening and Learning from Complaints’

APPENDIX 2- Action Plan 2019/20

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

Social Services complaints records

Mae'r ddogfen hon ar gael yn y Gymraeg / This document is available in Welsh



Social Services – Children and Family Services and Adult Services

‘Listening and Learning from Complaints’

SOCIAL SERVICES REPRESENTATIONS AND COMPLAINTS PROCEDURE

ANNUAL REPORT - 2018/19

1. INTRODUCTION

- 1.1 This report refers to the way the Social Services Representations and Complaints Procedure was implemented within Children and Family Services and Adult Services during the period from April 2018 until the end of March 2019.
- 1.2 The Customer Care Development and Designated Complaints Officer works within the Safeguarding and Quality Improvement Unit of Social Services and was responsible for the coordination of the Representations and Complaints Procedure during this reporting period. The Complaints Officer is accountable to the Director of Social Services and is managed on the Director's behalf by the Service Manager for Safeguarding and Quality Improvement.
- 1.3 The Complaints Officer is responsible for:
- Co-ordinating the service arrangements in order to comply with the Representations and Complaints Procedure;
 - Recording complaints and positive and negative comments from service users and their representatives;
 - Monitoring the response to complaints within timescales specified in regulations for dealing with complaints under Stage 1;
 - Co-ordinating investigations by independent investigators 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 is anticipated;
 - Co-ordinating responses by Social Services to inquiries made by the Office of the Public Services Ombudsman for Wales in relation to complaints about Social Services matters;
 - Monitoring Action Plans to ensure that lessons are learnt from the process of investigating complaints in order to improve the quality of the services;
 - Developing the internal Representations and Complaints Procedure;
 - Ensuring that information is available in order to facilitate access to the Representations and Complaints Procedure for service users and their representatives;
 - Providing training and support to promote understanding of the function of the Representations and Complaints Procedure amongst Social Services staff.
- 1.4 The main objectives of these arrangements are to:
- Record any comments, be they negative or positive, about the services provided;
 - Attempt to resolve concerns and complaints as soon as possible in order to avoid escalation;
 - Provide an opportunity for service users and other eligible people to present formal complaints under Stage 2 of the procedure.

2. Positive and Negative Comments

2.1 Positive Comments

- 2.1.1 A total of 212 positive comments were recorded during the year (68 for Children and Family Services and 144 for Adult Services) – a small decrease on the total of 232 in 2017/18, but higher than the total received in 2016/17 (202).
- 2.1.2 Of the 68 positive comments received by Children and Family Services in 2017/18, 16 were from professionals external to the Service, while 52 were from service users, their representatives or family members, or foster carers. Of the 144 positive comments received by Adult Services, 12 were from other professionals, while 132 were from service users or their family members. The positive comments are categorised in the table below.

Table 1

POSITIVE COMMENTS			
Children and Family Services		Adult Services	
Môn 1	4	Residential Care	94
Môn 2	3	Physical and Sensory Disabilities Team	1
Môn 3	4	Learning Disabilities Team	4
Môn 4	1	Community Mental Health Team	1
Môn 5	2	Supported Living	2
Môn 6	3	Performance Team	3
Môn 7	1	Môn Care	11
Specialist Children's Services	3	Adults North Team	2
Child Placement Team	4	Adults South Team	18
Support Services	4	Positive comments regarding more than one team	7

Team Around the Family	8	Quality Improvement and Safeguarding Team	1
Teulu Mon	2		
Integrated Family Support Service	6		
Resilient Families	12		
Quality Improvement and Safeguarding Team	1		
Business Support Services	1		
Positive comments regarding more than one team or the service generally	9		
Total	68	Total	144

2.1.3 Themes that can be found in the compliments received are:

- gratitude for the care and kindness shown by staff
- positive views of the way staff communicate and listen
- appreciation of support received and the difference this has made to families, including causing confidence to increase
- perceptions of staff as professional, knowledgeable and efficient
- positive relationships formed with service users, including children

2.1.4 Examples of positive comments received are as follows:

*“[The OT] was kind, considerate and patient whilst also being thoroughly professional and helpful. All the suggestions she made were constructive and well thought out, evidently the result of years of experience. In short she is a credit to your organisation. I would be grateful if you could also pass on thanks to the various carers who have helped. They have all been equally as committed and excellent in the service they have provided, for which we are very grateful. The social services department on Anglesey has been able to supply such a high standard of delivery on such a consistent basis. We are very glad that you are there. Very many thanks indeed.” – **Physical Disabilities Team and Môn Care***

“I am taking this opportunity to praise [the social worker]. She treated us with the utmost respect, empathy and was totally professional throughout the

*interview. She even “adapted her style” to ensure [the service user] fully understood everything, making her feel at ease – a true credit to her job.” – **Adults South Team***

*“I appreciated how you brought [the service user] into the discussion so that her voice was heard. It is difficult for me to put into words how grateful I am for what you did and still are doing for [the service user]. You have made such a difference. Keep up the good work – I am sure there are many others who you are also ensuring that they get the quality of services they need and deserve.” – **Learning Disabilities Team***

*“Thank you from the bottom of our hearts for the love and care that you showed. You went above and beyond and we couldn’t have asked for anything more. You all do an amazing job and it is much appreciated.” – **Residential Care***

*“Very impressed with the high quality of this team. The intense work the team does makes a huge difference to families where there have been previous concerns. [The social worker] had worked intensely with a family, going in every day and helping the family to cope and organise themselves. This support has had a massive impact on the outcome for them.” – **Resilient Families Team***

*“I just want to thank you for everything you have done over the years, you have been a fantastic asset to both myself and [child]. I really appreciate you having my back over the years.” – **Specialist Children’s Services***

*“Thank you for all your efforts and dedication during your time working with [the child], you have managed to build [the child’s] confidence and trust up. He has thoroughly enjoyed his time with you. We hope the next child that gains your support benefits as much as we did. – **Family Support Service***

*“[The social worker] listened and acted on her promises. She is an awesome social worker and awesome person as well. She would make a promise and then make it happen. All social workers should be like her.” – **Môn 3 Team***

2.2 Negative Comments / Concerns

2.2.1 A total of 59 negative comments / concerns were logged by the Complaints Officer during the year, 49 for Children and Family Services and 10 for Adult Services.* The number received by Adult Services shows a marginal decrease, from 11 the previous year. Whilst the number received by Children’s Services has increased (from 32 the previous year), this is in a context where the number of official complaints has decreased somewhat, and therefore may suggest that more concerns are being resolved informally, avoiding escalation to Stage 1 of the Representations and Complaints Procedure.

* These statistics exclude matters which were logged as official complaints. In situations where a large number of negative comments are made in relation to one case by one individual, these may be grouped together as one concern / negative comment.

- 2.2.2 Complaints in relation to Children and Family Services are sometimes about decisions made by the Service and may concern decisions which were not in the favour or the complainant. Whilst the Service will look into such concerns, caution should be taken when comparing the complaints statistics of teams and services, due to the very different work that they carry out. It is likely that some teams will be prone, due to the statutory nature of their work, to higher levels of complaints than others.
- 2.2.3 Sometimes it is possible to resolve a concern by the end of the next working day, in which case it does not need to be logged as a complaint under Stage 1 of the procedure. Also, the service user may state that they do not wish to make an official complaint under Stage 1 or Stage 2 of the Social Services Representations and Complaints Procedure.
- 2.2.4 At other times, concerns are received which relate to historical matters, and therefore are not eligible for investigation under the Representations and Complaints Procedure, though a response of some kind may still be made if appropriate. For some concerns, it is not possible to respond to them under the Representations and Complaints Procedure while to do so would prejudice ongoing legal proceedings or child / adult protection investigations, therefore these are logged as negative comments but the complainant is informed of the right to resubmit them once the concurrent proceedings have concluded.
- 2.2.5 The 59 negative comments are categorised in Table 2 below.

Table 2

NEGATIVE COMMENTS / CONCERNS			
Children and Family Services		Adults' Services	
Môn 1	6	Physical and Sensory Disabilities Team	1
Môn 2	6	Mental Health Community Support Services	1
Môn 3	4	Residential Care	1
Môn 4	5	Mon Care	1
Môn 5	7	Adults South Team	2

Môn 6	5	Community Mental Health Team	1
Môn 7	2	Client Finance Team	2
Team Around the Family	1	Negative comments about more than one team	1
Support Services	3		
Quality Improvement and Safeguarding Team	1		
Negative comments about more than one team / no team specified, including historical concerns	9		
Total	49	Total	10

3. Stage 1 Complaints – Local Resolution

3.1 Table 3 below summarises the number of complaints received over the last ten years concerning Adult Services and Children and Family Services under Stage 1 and Stage 2 of the Representations and Complaints Procedure.

Table 3

Year	Stage 1 Adult Services	Stage 1 Children and Family Services	Stage 1 Total	Stage 2 Adult Services	Stage 2 Children and Family Services	Stage 2 Total
2009/10	29	23	52	4	1	5
2010/11	37	20	57	1	2	3
2011/12	25	40	65	3	4	7
2012/13	32	24	56	2	4	6
2013/14	24	26	50	5	6	11
2014/15	17	20	37	2	5	7
2015/16	24	29	53	4	1	5
2016/17	8	46	54	2	3	5
2017/18	13	38	51	4	5	9
2018/19	14	30	44	6	2	8

- 3.2 Table 3 shows that the number of complaints recorded under Stage 1 of the procedure has decreased somewhat compared with the previous year for Children and Family Services. The number of Stage 1 complaints recorded under Stage 1 within Adult Services was marginally higher than the previous year, but remains low compared to the average during the last 10 years.
- 3.3 There has been a small decrease in the overall number of Stage 2 investigations compared with the previous year due to a decrease in the number in Children and Family Services. The number of Stage 2 investigations in Adult Services was higher than it has been in the previous 9 financial years.
- 3.4 Of the 44 Stage 1 complaints received, 41 of them received an acknowledgement within 2 working days (the timescale within which an acknowledgement should be made under the regulations).
- 3.5 The table below illustrates the services' performance in relation to responding to Stage 1 Complaints within statutory timescales. It is expected that complainants are 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.

Table 4

	Children's Services		Adult Services	
	Discussion	Written response	Discussion	Written response
Percentage within timescale	80% (24 out of 30)	57% (17 out of 30)	92% (12 out of 14)	64% (9* out of 14)

*This includes 1 complaint where correspondence was sent within timescale but no final response sent due to the complainant not engaging in offered discussion

- 3.6 The above percentages show a slight decrease in the proportion of discussions offered within timescale for Children and Family Services (compared to 82% the previous year), and a slight increase in the proportion of written responses sent within timescale (compared to 55% the previous year). For Adult Services, the proportion of discussions offered within timescale has increased (from 62% the previous year), as has the proportion of written responses within timescale (from 31% the previous year). It can be challenging to complete a full written response within 5 working days of the discussion with the complainant, particularly if the complaint is very complex, the complainant has raised new matters during the discussion, or full investigation requires that we seek information from other agencies or services. However, the proportion of responses provided within timescale is

an area for improvement, particularly in relation to written responses. To this end, Social Services have amended internal protocols in relation to Stage 1 of the Representations and Complaints Procedure during the course of the year. Where the full response is delayed because information is required from other agencies or services, an interim written response may be sent. It is important to note that sending a response within timescale is only one aspect of providing efficient customer care / responses to complaints. It is expected that Stage 1 responses contain clear findings in relation to each key point of complaint, and consider and learning points of the Service and actions to address these.

- 3.7 Table 5 illustrates a breakdown of the service areas for complaints received under Stage 1 of the Social Services Complaints and Representations Procedure in Children and Family Services and Adult Services. Some teams received no complaints.

Table 5

STAGE 1 COMPLAINTS			
Children and Family Services		Adult Services	
Môn 1	3	Physical Disabilities Team	1
Môn 2	2	Management	1
Môn 3	4	Adults South Team	3
Môn 4	4	Quality Improvement and Safeguarding Team	1
Môn 5	3	Môn Care	1
Môn 6	5	Community Mental Health Team	1
Môn 7	1	Mental Health Community Support Services	5
Teulu Môn	1	Residential Care	1
Community Support Services	1		
Specialist Children's Services	2		

Complaints relating to more than one team	4		
Total	30	Total	14

3.8 An analysis of the nature of the Stage 1 complaints about Children and Family Services shows that some themes were concerns in relation to:

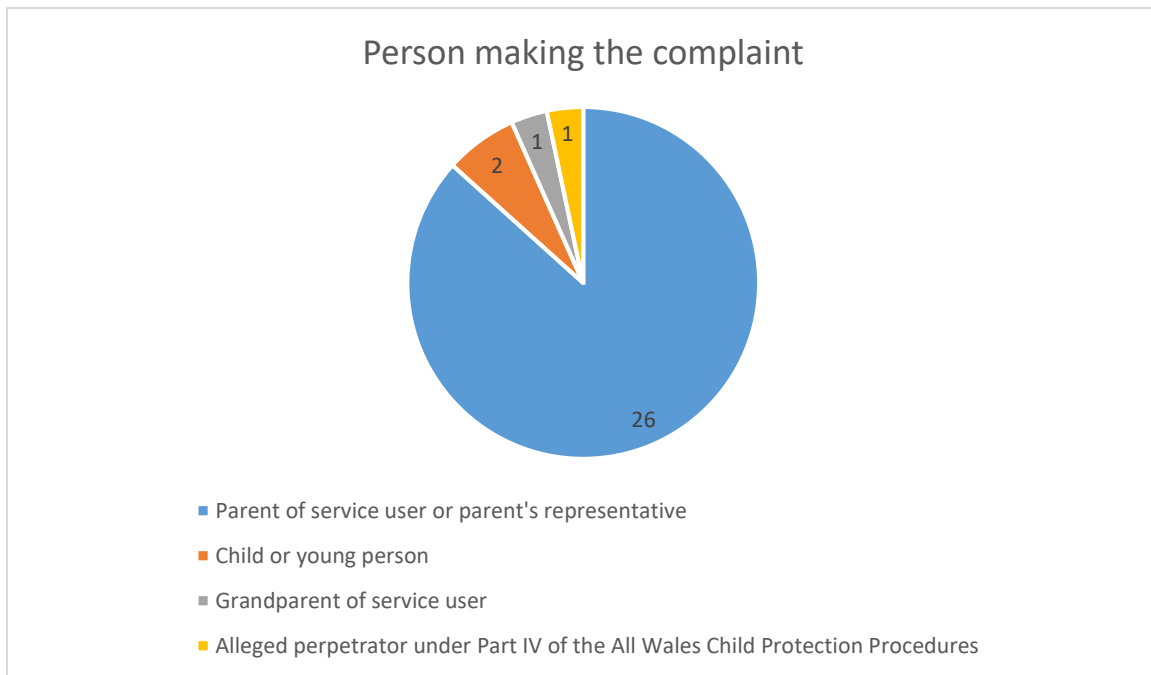
- Accuracy of information
- Information being shared in a way perceived as inappropriate
- Insufficient, unclear or inconsistent communication with families
- Changes of social worker
- Negative perceptions of the manners of social work staff
- Errors in relation to practical arrangements
- Insufficient support, or delay in providing support

3.9 Within Adult Services, some themes found in the Stage 1 complaints were concerns in relation to:

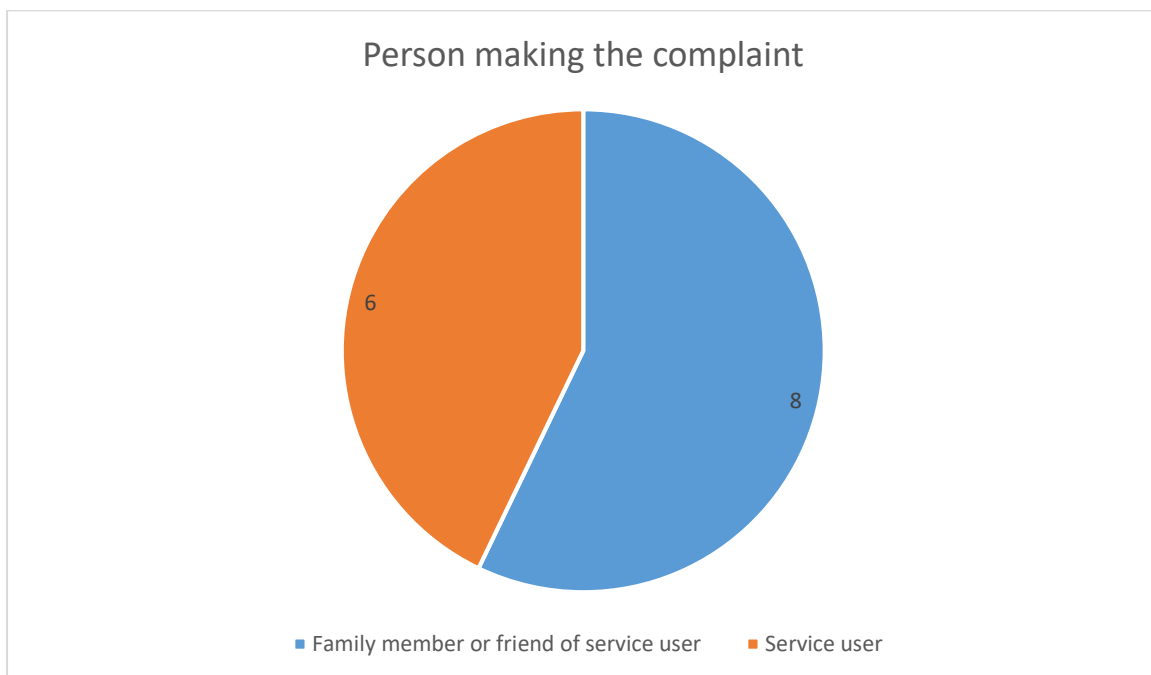
- Accuracy of information
- Insufficient or inappropriate communication
- Delays in providing support
- Support not provided in an appropriate way

3.10 These need to be seen as themes arising from a small number of complaints, and as such caution must be exercised in concluding these to be significant issues. However, it is important to analyse any relevant learning points from all complaints received. Quarterly reports which note learning points for services are shared at Social Services management meetings and within the Children and Families Quarterly Report on the Quality of Social Work Practice.

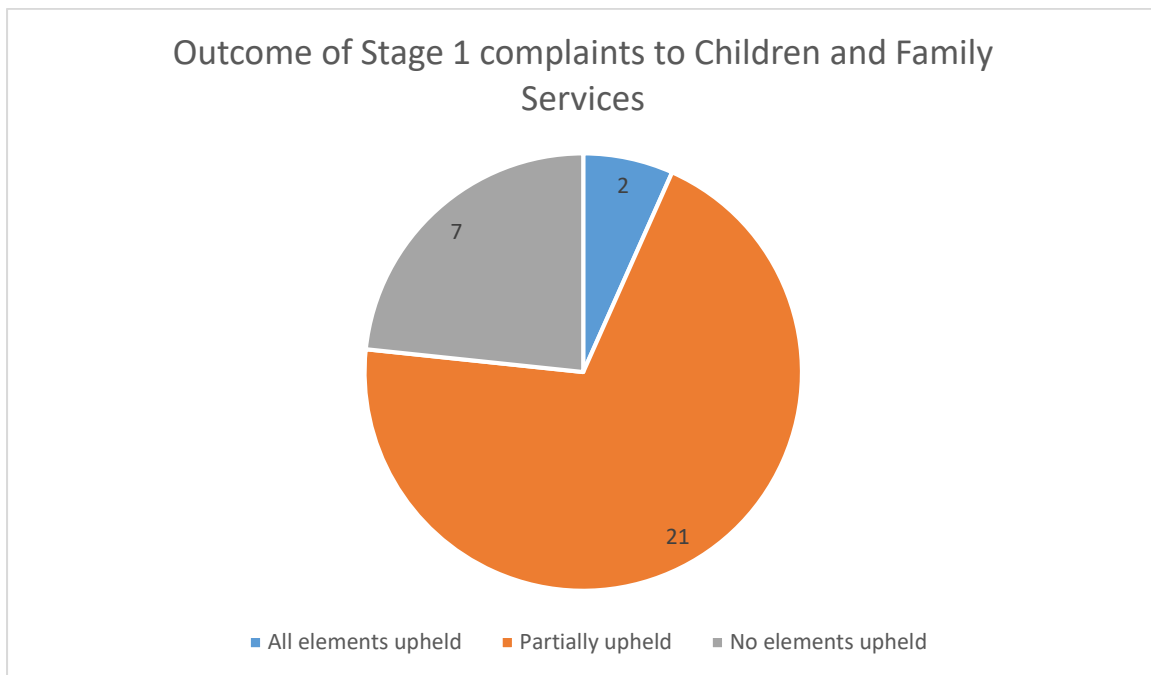
3.11 The following chart shows that most of the Stage 1 complaints received by Children and Family Services were from parents:



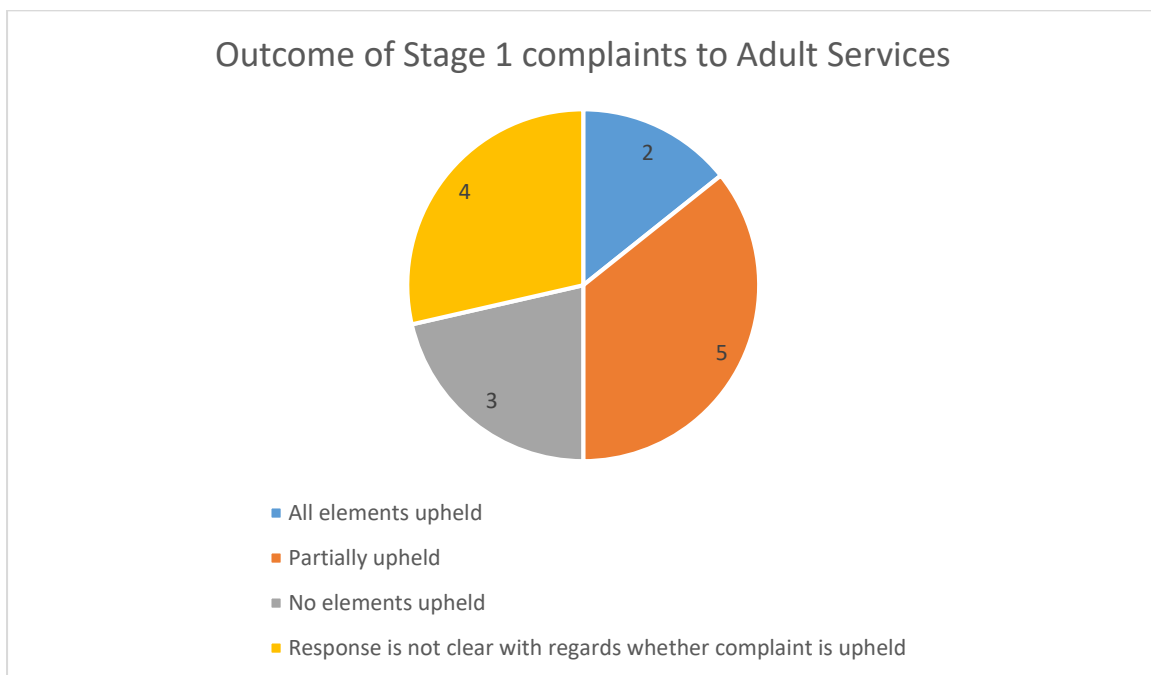
3.12 The following chart shows that the majority of complaints received by Adult Services were from family members or friends members of service users:



3.13 The following chart shows that the majority of Stage 1 complaints to Children and Family Services were partially upheld by the managers who responded to them. Managers are encouraged to approach the investigation of complaints in a reflective and analytic way in order that relevant learning and improvement may take place and the complainant's views are fairly considered.



3.14 The following chart shows that half the complaints to Adult Services were either fully or partially upheld.



4. Stage 2 Complaints

4.1 Overview of Stage 2 Complaints

4.1.1 Stage 2 of the Social Services Representations and Complaints Procedure involves an investigation by an Independent Investigator. Although the

Service aims to resolve complaints at Stage 1, there are occasions when this cannot be achieved. Examples are in cases of more complex complaints or when the complainant has requested to proceed straight to Stage 2. Complainants have the right to bypass Stage 1 and request to proceed directly to Stage 2 should they so wish.

- 4.1.2 During 2018/19, a total of 8 complaints were registered under Stage 2, a slight decrease on the previous year's total of 9, with the number increasing in Adult Services but decreasing in Children and Family Services. Of the 2 Stage 2 complaints for Children and Family Services, both had already received a Stage 1 response to some though not all elements of the complaint. Of the 6 Stage 2 complaints received for Adult Services, only 1 had received a Stage 1 response from Adult Services.
- 4.1.3 1 of the 2 Stage 2 investigations regarding Children and Family Services was completed within the statutory 25 days timescale, while 2 of the 4 Stage 2 investigations regarding Adult Services which have concluded at the time of writing (May 2019) were completed within timescale. Reasons for delay included delay in the complainant's initial meeting with the Independent Investigator taking place, staff availability and the complexity of the investigation. In cases where there have been delays, complainants have been updated and kept informed of the expected date for a response to be sent.
- 4.1.4 Action Plans are created following Stage 2 investigations if there are recommendations in the Independent Investigator's report, to ensure that lessons are learnt and practice improved. Stage 2 investigations into complaints to Children and Family Services involve discussion with the Independent Person regarding the contents of the Action Plan, where an Independent Person has been appointed. However, the involvement of an Independent Person is not a requirement for complaints about services provided to adults. Stage 2 Action Plans are signed off by the Head of Service and are then monitored on a monthly basis until all actions are completed.

4.2 Stage 2 Complaints to Children and Family Services

- 4.2.1 During 2018/19, 2 complaints to Children and Family Services were registered under Stage 2 of the Representations and Complaints Procedure. Table 6 examines these complaints in more detail, and shows that 1 of the 2 complaints had no elements upheld, while 1 complaint was partially upheld.

Table 6

NATURE OF COMPLAINT	OUTCOMES, AND ACTIONS TAKEN TO IMPLEMENT LEARNING POINTS IF RELEVANT
Complaint about causing harm to a family by intervening in an inappropriate and unfair manner	No points of complaint upheld.

Complaint about inappropriate information sharing and lack of honesty about this	1 point of complaint not upheld, 1 point of complaint partially upheld. <ul style="list-style-type: none"> Relevant staff to be reminded of the Service's policy on record-keeping and the need to ensure use of language is objective and that evidence supports any information presented as fact.
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4.3 Stage 2 Complaints to Adult Services

4.3.1 During 2018/19, 6 complaints were received under Stage 2 of the Representations and Complaints Procedure for Adult Services. Table 7 below examines the 6 complaints in more detail, and shows that 3 complaints had elements upheld, while 1 complaint had no elements upheld.

Table 7

NATURE OF COMPLAINT	OUTCOMES, AND ACTIONS TAKEN TO IMPLEMENT LEARNING POINTS IF RELEVANT
Complaint about confidentiality and inappropriate communication	No points of complaint upheld.
Complaint that concerns about service user's finances were not given adequate consideration	1 point of complaint partially upheld. <ul style="list-style-type: none"> Social Care Charging policy reviewed to strengthen the review process, ensuring the policy outlines how the review process is conducted, documented and shared with service users
Complaint about inadequate response to an incident involving an independent care agency	3 points of complaint partially upheld, 1 point of complaint upheld, 2 points of complaint not upheld, no judgement made on 2 points of complaint. <ul style="list-style-type: none"> Learning point in relation to the need to follow up all action points from Strategy Meetings promptly discussed during a management meeting
Complaint about insufficient information sharing with a family and insufficient oversight of a service user's care by Social Services	3 points of complaint not upheld, 1 point of complaint partially upheld. <ul style="list-style-type: none"> The Service continues to aim to hold reviews annually wherever possible
Complaint about financial abuse	Investigation still in progress at time of writing (May 2019)
<i>Summary of concerns not confirmed by complainants</i>	Investigation did not progress to conclusion

5. Independent Investigators List

- 5.1 The 6 counties across North Wales maintain a list of Independent Investigators to investigate complaints under Stage 2 of the Representations and Complaints Procedure. Continuous attempts are made to identify and recruit qualified and experienced staff for this list.
- 5.2 Independent Persons have to be appointed to supervise investigations into Stage 2 complaints about the discharge of specific functions under the Children Act 1989 and the Adoption and Children Act 2002. An Independent Person was appointed for both the Stage 2 investigations into complaints about Children's Services during 2018/19.

6. Public Services Ombudsman for Wales

- 6.1 The Ombudsman notified the Local Authority with regards 3 new concerns relating to Social Services in 2018/19, but only made a decision to investigate 1 of these; this investigation was then discontinued due to settlement by the Local Authority. 1 investigation which commenced in the previous financial year was ongoing at the end of 2018/19 but has since concluded. Table 8 shows the nature of this complaint.

Table 8

NATURE OF COMPLAINT	OUTCOMES, AND ACTIONS TAKEN TO IMPLEMENT LEARNING POINTS IF RELEVANT
Complaint about inadequate support, including funding, when a service user needed to move to another new care home	<p>3 complaint points upheld, 1 complaint point not upheld.</p> <ul style="list-style-type: none"> • Relevant Adult Services staff to be reminded in a team meeting of the council's charging policy, Annex C of the Code of Practice for Charging and Financial Assessment, the Human Rights Act 1998 and Article 8 of the European Convention on Human Rights, the statutory requirement and importance of performing and reviewing assessments of needs and well-being, and the importance of responding to correspondence.

7. Professional Advocacy Services

- 7.1 Independent advocacy services for children are provided by TGP Cymru as part of a regional advocacy service. All children who make complaints to Social Services are asked if they would like an advocate to support them with making their complaint, and a referral is made to the advocacy service if they consent to this.
- 7.2 Social Services has a service level agreement with the North Wales Advice and Advocacy Service to provide advocacy for adult service users, including those with mental health needs. People accessing primary or secondary mental health services can also receive advocacy support through the Gwynedd and Môn Mental Health Advocacy Service, which is funded via BCUHB but is available to all mental health service users, including older people with dementia. People detained under the Mental Health Act and those receiving hospital in-patient care and treatment can access the IMHA (Independent Mental Health Advocacy) service, and those detained under the Mental Health Act can also access free legal representation. Adults may also be signposted to 3rd sector organisations such as Citizens Advice Bureau or Age Cymru.

8. Complaints in relation to services provided jointly with the Health Board, and complaints concerning both Social Services and the Housing Service

- 8.1 A joint complaints protocol, the 'North Wales Multi-agency Protocol on the Handling of Complaints between Health and Social Services', exists for Betsi Cadwaladr University Health Board and the six North Wales Local Authorities. However, no complaints were investigated under this protocol in 2018/19.
- 8.2 An internal protocol has been developed by the Local Authority in 2018/19 to outline a process for sending joint responses to complaints which concern both the Local Authority's Housing Service and Social Services, where a complaint is at Stage 1 of the Social Services Complaints Procedure. The aims of co-operation on joint responses include to provide clear, consistent and comprehensive responses, to enable joint discussion of any learning points and actions to be taken, and to promote clear communication and co-working between the two services.

9. Information Strategy

- 9.1 An information leaflet for children regarding the Representations and Complaints Procedure needs to be given to all children who receive a service from Children and Family Services who are able to read, and a leaflet for adults also given to their family. A complaints leaflet is also given to children when they become looked after.
- 9.2 In 2018/19, the Designated Complaints Officer finalised a new leaflet for children and young people about the Representations and Complaints

Procedure, taking into account feedback from the Youth Council in relation to its content and design.

- 9.3 Written information provided to Adult Services service users at the point of commencing care and support assessments includes a leaflet about the Representations and Complaints Procedure. Adult Services service users are reminded of their right to make a complaint when they have their Annual Reviews. They are also given a copy of the complaints leaflet when they go into a residential or nursing home. An 'Easy Read' leaflet for adult service users is available.
- 9.4 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.
- 9.5 Information regarding the Social Services Representations and Complaints Procedure is published on Isle of Anglesey County Council's website.

10. 2018-19 Expenditure

- 10.1 In maintaining and implementing the Social Services Representations and Complaints Procedure under the statutory guidance, the main costs to the Service (other than staffing costs) are:
- Costs of work undertaken by Independent Investigators on Stage 2 investigations;
 - Costs of work undertaken by Independent Persons on Stage 2 investigations.
- 10.2 Table 9 below shows expenditure on work by Independent Investigators and Independent Persons during the period 01 April 2018 – 31 March 2019 (excluding costs for investigations where the invoice was not received until 2019/2020, but including costs for investigations from 2017/2018 where the invoice was received in 2018/19).

Table 9

Children and Family Services	
Nature of Spend	Cost (£)
Independent Investigator x 3	4,696.90
Independent Person x 3	1,730.37

Total	6,427.27
Adult Services	
Nature of Spend	Cost (£)
Independent Investigator x 4	5,228.10
Total	5,228.10

11. Monitoring and evaluating the operation of the Social Services Representations and Complaints Procedure

- 11.1 Quarterly monitoring reports are presented to the Adult Services Senior Management Team, Child and Family Services Senior Management Team and Children and Family Services Management Group, which evaluate the number of complaints and compliments received about each service under each stage of the procedure and the lessons learnt from complaints. We also monitor how effective Social Services is in dealing with complaints within the required timescales.
- 11.2 During the year, the North Wales Complaints Officers' Group met on a quarterly basis and discussed arrangements for implementing the Representations and Complaints Procedure.

12. Training

- 12.1 In 2018/19, the Designated Complaints Officer has delivered basic complaints training to new social workers and managers as part of their inductions. Raising awareness of the complaints procedure is now a mandatory part of Social Services staff inductions.
- 12.2 Guidance is provided by the Designated Complaints Officer to managers regarding Stage 1 response letters and meetings. The Designated Complaints Officer circulates internal protocols to new managers, as necessary. The Designated Complaints Officer discussed good practice in complaints resolution with managers during a meeting of the Children's Services Good Practice Group in 2018/19.

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

Date: May 2019

APPENDIX 2

Action Plan 2019/20

Action	Steps by Whom	By when
1. Review the Local Authority's internal Representations and Complaints Procedure for Children and Adult Social Services	Designated Complaints Officer	Nov 2019
2. Create a joint Adult Services and Children and Family Services protocol for Stage 1 complaints so that practice is consistent across both services	Designated Complaints Officer	July 2019
3. Ensure all Social Services staff receive their departmental induction within 1 month of starting, to include raising their awareness of the Representations and Complaints Procedure	All Social Services line managers Designated Complaints Officer	Ongoing
4. Improve performance in relation to responding to Stage 1 complaints within the set timescale of 10 working days to hold a discussion with the complainant and 5 working days from the discussion to send out the written response.	Social Services managers Designated Complaints Officer	Ongoing