

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Corporate Scrutiny Committee
Date:	8th March 2021
Subject:	Social Services Progress Report
Purpose of Report:	Confirm progress and improvements made to date in Social Services.
Scrutiny Chair:	Cllr Aled Morris
Portfolio Holder(s):	Cllr Llinos Medi
Head of Service:	Fon Roberts, Director of Social Services, and Head of Children & Families Services Barbara Williams, Interim Head of Adults Services
Report Author: Tel: Email:	Emma Edwards Deputy Business Manager, Adults' Services 01248 751887 Emmaedwards@ynysmon.gov.uk
Local Members:	Relevant to all Elected Members

1 - Recommendation/s

The Corporate Scrutiny Committee is requested to:

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

2 – Link to Council Plan / Other Corporate Priorities

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

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

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

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

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

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

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

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

1. Reference is made to an independent audit of Adults' Services. Why has this review been commissioned and what does it entail?
2. The report discusses a significant improvement programme across Social Services. Which improvement priorities should the Social Services Improvement Panel look at in depth over the coming months?
3. The Covid-19 Pandemic has had a real impact on the provision of Social Services. What good practice has been identified over the past year?

5 – Background / Context

This report aims to advise members of the Executive of progress since a meeting of the Corporate Scrutiny Committee held on 22nd September 2020.

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

Objective 2: Support vulnerable adults and families to keep them safe, healthy and as independent as possible

Background

We are proud to report that during the last six month, despite the daily challenges of Covid-19 and that Wales is its third National Lockdown (Since 19th December 2020) and the unprecedented demands on all our staff, that we have managed to continue with both our statutory duties as well as developmental and innovative projects across both Services. As a council we are very proud of all our staff.

Social Services Improvement Panel

During the past six months, despite COVID-19, the Social services Improvement Panel has continued to meet regularly with meetings held in September, October, December, January and February, and scheduled meetings diarised for the forthcoming few months too. The Panel continue to receive evidence of developments across both Services which

offers another layer of reassurance on the progress made. Attached is a resume of the Improvement Panel's input over the past 6 months (**Appendix 1**).

Financial Position 2020-21

We are extremely pleased to confirm that Social Services are currently working within budget and that both Adults and Children & Families Services are on target to close the financial year in this position. This has been achieved by increased income via the Hardship fund, and also through developing new projects, using the ICF fund to further reduce costs whilst also offering improved services – examples of this is supporting children to live at home.

1. Children & Families Service Update:

a) Young Careers ID Cards

In September 2020 as part of the national Welsh Government initiative to roll out an ID card for young carers throughout Wales, we began working in Partnership with Gwynedd and Action for Children to develop an ID card for young carers.

The consensus was that from the direct feedback, young carers said that they would prefer to have a Digital ID.

In October 2020 we approached the Carers Trust and Welsh Government to ask them to consider the possibility of us piloting this option as part of the Young Carers ID card being rolled out throughout Wales and they agreed that we could develop a project proposal document and apply for funding. As part of this we linked in with a local design company to explore options and ideas around the purpose of the ID card and what it would mean for Young Carers.

At the end of November we attended Regional group and as digital ID Card prototype had now been developed it was agreed that Ynys Mon and Gwynedd would continue with the pilot project and the consultation with Young Carers and that the other counties would be able to consider the development of their own digital card based on the outcome of the pilot.

In December 2020 the following Action plan was developed:-

- Action for Children to arrange consultation session with Young carers to get their feedback on the card to date and meet the Designer during week commencing 11th January. Held on 15th January 2021
- Meeting to be arranged with representatives from Education department across both Counties to discuss the use of the App in schools and raise awareness of Information provided by Carers Trust re background and purpose of Young Carers ID card and arrange follow up meetings to keep informed of project development. Meetings held on 19th January and 2nd February 2021
- ID card to be ready to pilot in February
- Aim to launch card on Young Carers Action day 16/03/21 and raise awareness locally across local authorities partner agencies and the general public.

We are currently working with regional partners to develop unified approach to design for North Wales Young Carers ID card in digital, card and wristband format.

b) “Cartrefi Clyd” Update

We can confirm that both the Brynhwfa and Llanfair Small Group Homes (SGH) are running at full capacity (total of 3 children). With regard to the third SGH based in Holyhead, we are pleased to confirm that the works are now progressing in the garden, following a delay due to COVID. Finally, an offer has been made on a property in the Amlwch area, using ICF funding in order to provide accommodation to our LAC.

c) Bryn Hwfa –

The current Day Care provision for Children with Complex Needs is not fit for purpose. Therefore the service has secured ICF funding to purchase a detached bungalow in order to offer a better service provision on Ynys Mon. A property has been identified and is currently being purchased. The service will make use of technology in order to make the environment appropriate to the children and young people who will use the provision. It will also involve staff enhancing their training in order to be able to offer a Day Care provision that enhances the lives of the children and young people on Ynys Mon who have additional or complex needs.

d) No wrong door!

The global pandemic has clearly shown how stressed mental health and social care is for our children. It is anticipated that our health and care services will see a significant increase in need over the coming months, and a coordinated response will be needed to ensure that the support we offer is sufficient to respond to this demand.

In most areas of Wales, children and young people experiencing distress in terms of mental health, emotional well-being and behavioral issues wait too long to get the help they need, and there is a tendency to be "bounced" between services that fail and agree who is responsible for their care.

We want to see services that embrace children and young people and their families, rather than they have to find a way to services through complex systems.

There is a need to move quickly towards a "No wrong door" approach in responding to the emotional well-being and mental health needs of children and young people. That means that the families, children and young people should not be told many times that they are knocking on the wrong door when trying to get help. This could include panel models or a boost to the timely delivery of co-ordinated support, drop-in centres, multi-disciplinary teams, models that ensure fewer children and young people need to go away from home for specialist care, or plans for specialist residential care closer to home.

Plan:

1. Develop a single reference point linked to the Anglesey Family.
2. Create a partnership between the local authority, health board and third sector services.
3. Plan on a procedure for discussing those referrals relating to autism, mental health needs and disabilities. This may involve a specific meeting of the early intervention hub or the use of the early intervention hub for cases where the above needs have been identified.
4. Look at our human and financial resources and see if they can be better used. We should aim to avoid duplication and be protective of our individual services.

5. Identify services that need to be improved and how to deliver those services viable for the future.

2) Adult Services Update:

i) **Independent Audit of our Adults Social Services Commissioned**

Peopletoo Ltd and The Acacium Group are currently working with the Adults Services in order to carry out an independent internal review of our Adult Social Care Services. This will provide the authority with a detailed overview of this complex service area and will produce clear and agreed recommendations of specific service areas that we need to focus on in order to improve the outcomes for the service user.

The review will feedback directly to the Social Services Improvement Panel.

The independent organization are currently working remotely and are carrying out interviews in Welsh and English with managers and staff, as well as reviewing documents, processes and performance data.

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

Ynys Mon now has three CRT's in place and currently due to Covid-19 the teams meet virtually. ,

A refurbishment of accommodation, IT infrastructure and operational policies and procedures is ongoing, funded by the ICF fund.

iii) **Adult Learning Disability Day opportunity Strategy so that we create a greater range of high quality day opportunities for individuals in their communities-**

There are two elements to this project – the in house provision and the externally commissioned provision. The **Adult Learning Disability Day opportunity Strategy so that we create a greater range of high quality day opportunities for individuals in their communities** Day Services Strategy 2019– 2022 has already been agreed after extensive engagement and consultation with service users and their families. The two projects are intended to make good on delivering this Strategy, specifically:

a) **External day services** – the aim is to establish a formal framework for purchasing external day provision and work and Community based opportunities which will focus on outcomes, progression, integration and increasing choice for Ynys Mon's service users. Service users require g more community based opportunities and choice that increase personal skills and maximise independence.

Work is already underway to explore community based options across the island, focussing initially on Holyhead and surrounding areas. The ICF revenue grant has funded a Community Opportunities Worker who started in post in December 2020.

Current status:

- Previously on hold during initial lockdown. Work has recommenced on finalising the Service Specification that external providers will need to comply with. This revised specification to be shared with in-house stakeholders – LD Team and advocacy services by 31 January.
- Current providers to be informed of timetable by 28 February.
- Framework agreement to be placed on Sell 2 Wales by 31 March.
- New arrangements to take place in parallel with the reopening of day services after lockdown ends.
- Community Opportunities Worker to continue to explore new placements.

b) In house day services – the aim is to ensure services are more outcome focused with an emphasis on achieving personal goals.

Current status:

- On hold as agreed by Executive prior to lockdown.
- Engagement exercise with external stakeholders on revised proposals to commence after lockdown ends.

iv) Shared Lives Programme update

The pandemic has had an enormous impact on the development of the Shared Lives programme. Recruitment of enablers has been challenging from the outset but during the pandemic there has been no interest from prospective enablers. The restrictions resulted in the closure of all day services, this applied to the Shared Lives programme. We have decided to continue with the ICF funded project but we're opening this up to support all older people. This is a joint project with Gwynedd Council and going forward the programme will link closely with the existing Shared Lives scheme for people with learning disabilities.

We have a local dementia strategy and plan, the current work will be aligning the local plan to the new regional North Wales Dementia Strategy.

v) Community Hubs

Work on expanding the number of Hubs has been put on hold due to the pandemic. However in response to the pandemic we have been able to promote our virtual work. Some examples are listed below:

Age Cymru Gwynedd a Môn, Medrwn Môn and the Isle of Anglesey County Council are working in partnership with a selection of Community Hubs across Anglesey to pilot the Anglesey Digital Hubs scheme. The aim is to help build individuals' digital confidence and reduce loneliness within our communities. As part of this project, new Samsung Tab A7 tablets will be put out on loan, along with a bundle of 4G data, for older people within the selected Community Hubs for a 3 month period, to increase their skills and digital confidence.

The Community Hub coordinators will support the recognition and promotion of the opportunity for their local residents. At the end of the hire period individuals will receive advice on how to purchase their own device, with the devices being moved on to a new group of people on the island. To support the people who will receive the tablet on loan, the project also matches learners and digital

volunteers. The volunteers will receive 'Digital Champion' training from Digital Communities Wales, and receive ongoing support from their local Community Hub. Volunteers will provide support over the phone, over a video call, or within sessions at the local Community Hub - subject to COVID-19 restrictions in place. As part of the Anglesey Digital Hubs project, a new website, www.cymuned.co.uk will be developed for the hubs which will initially be part of the pilot. The website is intended to enable communities to stay in touch with the virtual activities of the hub.

Those who hire the devices will be supported to access and use the website. The site includes activities, news, links, live events - and the opportunity for community members to contribute content to the site. The hubs that will be part of this pilot project and hire out devices will be: • Gwelfor Center, Holyhead • Jordan Arms, Bryngwran • Seiriol Good Turn Scheme • Love Amlwch • Anglesey Council Housing Service (which will hire some devices, as well as ordering their own 20 devices for hire to their tenants) (Benllech Good Turn Scheme and Age Well Amlwch and Llangefni will also be part of the project in terms of the website, but will not hire devices for their communities).

c) Social Services COVID-19 Pandemic Update:

During the past six months we have entered the third national lockdown due to the Covid-19 pandemic, which came into force on the 19th December 2020, and we continue to be in this position.

As a Council we continue to be responding to the pandemic, are continuing to work from our activated Corporate and Business Continuity Management plans, which includes:

- State of emergency powers and budgets deployed
- Emergency Management Response Team continuing, whilst managing business as usual, and preparing for both the unlocking and recovery phases
- Weekly Situation Reports prepared summarizing key decisions, issues and risks
- Regular communication internally with Members and staff and externally via the Council website and social media
- Social Services Report weekly on staff vaccination rates
- Formal COVID-19 risk register reviewed and updated weekly

During the ongoing lockdown period we have continued to:

- meet all our statutory duties;
- Work closely with Welsh Government, Care Inspectorate Wales, Association of Directors of Social Services (ADSS), PHW, BCUHB, Providers and colleagues within North Wales Resilience Team, as well as many others;
- Support our staff to work from home – where possible
- To manage the Council PPE store, involving Welsh Government PPE deliveries, managed within Social Services resources.
- Develop and deploy innovative working practices to adapt to the pandemic period to facilitate contact, assessments, reviews, ensuring that our safeguarding duties are carried out.

- comply with Court proceedings and Care Planning.
- recruit Local Authority Foster Carers.

In addition, during the past 6 months we have:

- managed the roll out of the Welsh Government Lateral Flow Devices (LFDs) to the Islands homecare providers (internal and external providers).
- preparing for a further roll out of LFDs to Social Worker teams, Support Workers and other key front line staff.
- worked with the Corporate Vaccination team to offer vaccination to the nominated staff who qualify for the priority vaccine.
- Supported the council with payments to our Providers via the Covid-19 Hardship Fund (voids, staff payments, staff self-isolation payments, etc)
- support the Covid incidents within the Social Care sector which has involved Infection Management Team (IMT) support.

d) Care Inspectorate Wales (CIW) Local Authority Assurance Review

We are aware that our inspectors at CIW will be carrying out an “Assurance Review” across all 22 local authorities, which they aim to complete by the end of April 2021. To date we have not received notification of Ynys Mon’s review. This review by CIW will focus on both Adults Services and Children and Families Services.

ADSS letter for your information.



CIW - Letter to
ADSS response - EN



CIW - Letter to
ADSS response - CY

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

Not Relevant

7 – Financial Implications

Not Relevant

8 – Appendices:

Not Relevant

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

As included.

Social Services Improvement Panel Progress Report

This progress report refers to the 3 meetings of the Social Services Improvement Panel (held on 27.10.20, 07.12.21 and 12.01.21) – and as a result it covers the period **October, 2020** → **January, 2021**

1. Review – the Panel’s forward work programme and setting priorities for 2020/21, including the arrangements for the Laming Visits programme

- It was noted that a number of developments have taken place in the Social Services and that significant changes have been witnessed recently. Agreement for the Panel to decide which areas to focus on as a result of the Pandemic.
- Laming Visits – a revised programme for Laming Visits was presented as a result of the Pandemic.

2. Children’s and Families Services Performance → performance indicators (Q1 and 2)

Reference was made to the data concerning the performance of the Children’s and Families Services and the fact that they have been consistent despite the Pandemic. Re-referrals were referred to as something positive because having no re-referrals during a pandemic would be a cause for concern. New families that would not usually be open to the Service started to appear as a result of the Pandemic. Some performance indicators declined slightly during Quarter 2, such as child protection statutory visits and assessments held within 42 days (due to an increase in cases as a result of the Pandemic, and cases that are more complex). Despite this, it was encouraging that the Service has continued to perform consistently.

3. Adults’ Services Performance → performance indicators (Q1 and 2)

The effect of the Pandemic can be seen in the performance indicators for the Adults Services, such as reviewing care plans, which was approx. 15% below the target due to social workers’ inability to visit homes. Reference was made to the support provided to Anglesey residents that enable them to live in their own homes, which results in fewer clients moving to care homes in general. The work of the SPOA was praised, which has seen a reduction in the number of people coming to the attention of the Service. It was noted that this could be partly due to Covid, but also due to the outstanding contribution of organisations such as Medrwn Môn. The Panel gained assurance that the Service is performing well despite the Pandemic. The way referrals are received by the Adults Services will be reviewed early in 2021, so that there is a single point of access to the Service, as with Teulu Môn.

4. Care Home arrangements during Covid 19

A presentation was given on arrangements in the care homes during Covid 19. The challenges faced at the beginning of the Pandemic were shared: lack of PPE, clients not being tested in hospital before returning to their care homes, guidelines and regulations changing constantly, testing arrangements were challenging to begin with and there was a significant delay in receiving the results. It was noted that there had been one positive case in one of the Council’s care homes at the start of the Pandemic, and that there have been cases in a number of care homes since then.

Information was also shared about the successes, and daily contact was maintained with care homes to support them and to gather data, and ensure that they had sufficient supplies

of PPE. Weekly provider meetings were held to share good practice, and it was ensured that a weekly supply of PPE was distributed to the care homes. An e-learning module was presented to care home staff and a handbook was shared with staff providing essential advice e.g. not to share cars, or work in more than one care home. The strict infection control measures that were introduced in the care homes were praised, and the support given to them by the Environmental Health and TTP Teams whilst dealing with cases in the care homes.

5. Older Peoples' Services Improvement Plan → progress update and overview of achievements during 2019/20

A presentation was given providing an overview of achievements against the areas for improvement: Mental Capacity Assessments, Recording / Documenting Cases, managing workloads, direct payments, and Reablement. The Panel was assured that the improvement plan was being implemented successfully and that clear developments could be seen. It was noted that an independent diagnostic review of the Adults Services would be undertaken at the beginning of 2021.

6. Winter Pressures in the Adults Services

It was noted that there is a duty on the Council's services and services in the community to avoid hospital admissions and to ensure that patients are discharged as soon as possible.

In addition to winter pressures, there is a need this year to deal with the Pandemic and the challenges related to this. It was noted that home care is available to the Island's residents 24 hours a day, 7 days a week, as well as a reablement service which helps to stop individuals from deteriorating and having to be admitted to hospital.

7. Safeguarding Matter – Domestic Violence

Presentation about the domestic abuse support services that are available, as well as the high number of children and adults on the Islands that are affected by domestic abuse.

8. Draft Internal Audit Report and Action Plan – Corporate Parenting Panel

It was noted that the recent audit had looked at the effectiveness of the Corporate Parenting Panel, looking specifically at governance arrangements (membership, terms of reference, reporting procedure, minutes, tracking actions and risk management processes). The review concluded that on the whole, the Corporate Parenting Panel has some good controls in place to ensure that the Council discharges its corporate parenting duties. However, some improvements were identified, which would strengthen the Panel's overall administrative and governance framework, such as annual reporting to the Executive, forward work scheduling, cover reports and action tracking. The review concluded that it would be beneficial to align the Corporate Parenting Panel and the Social Services Improvement Panel to take advantage of existing strong governance structures in this area. It was agreed to reduce the number of meetings of the Social Services Improvement Panel to 8 meetings per year, and for the Corporate Parenting Panel to meet on a quarterly basis.

9. Children's Services Development Plan → overview of achievement during 2019/20

It was noted that the process of developing the children's services is a journey, but despite the Pandemic, the provision has continued and performance data has been gathered. The good progress made against the 5 themes, including no vacant posts and appropriate use of agency staff to cover sickness and maternity absence only, no complaints received, and

children being given local placements recently in a 'Cartref Clyd' (small group home) or with a local family. The Panel was assured that the Children's Services is operating effectively.

10. Independent Diagnostic Review – Adults Services

It was noted that an independent diagnostic review will be undertaken on the Adults Services as a whole, and an action plan will be created to further develop and improve the quality of the provision.

Further meetings of the Panel have been scheduled as follows:

- 22 February, 2021
- 23 March, 2021
- 20 April, 2021