

## **ISLE OF ANGLESEY COUNTY COUNCIL**

### **Scrutiny Report Template**

<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	8 July 2021
<b>Subject:</b>	Annual Director's Report on the Effectiveness of Social Services 2020/21
<b>Purpose of Report:</b>	To receive comments and suggestions for any improvements on the final draft report of the Annual Directors Report, presented by the Interim Statutory Director.
<b>Scrutiny Chair:</b>	Councillor Aled Morris Jones
<b>Portfolio Holder(s):</b>	Councillor Llinos Medi
<b>Head of Service:</b>	Fôn Roberts, Director of Social Services & Head of Children and Families Services, and Iola Richards, Interim Head of Adults Services.
<b>Report Author:</b>	Fon Roberts, Director of Social Services
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<b>Local Members:</b>	Relevant to all Members

#### **1 - Recommendation/s**

##### **Recommendations**

- 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 2020/21
- 1.2. It is recommended that members consider:
  - 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, as well as the current Covid-19 situation.**

**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. The financial situation for 2020/21 was within budget.**

**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 despite an improved balance sheet last year. We also consider our COVID-19 response within the period.**

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

**The Director shares his report with the group to allow for scrutiny and challenge to take place. This is welcome and we look forward to receiving your feedback to further ensure that we are proceeding in the agreed direction, in a timely manner.**

**Input has also been received from colleagues from other departments such as Finance, Housing, Education etc. The report has been 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 (TBC).**

**3.5** Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

**The report addresses our efforts under each of the heading above .**

### **4 - Key Scrutiny Questions**

It is recommended that members consider:

- 4.1** How has the Covid-19 pandemic impacted on the delivery of Social Services on Ynys Môn? What good practice can be highlighted?
- 4.2** What other challenges and risks have been faced during 2021/21?
- 4.3** The report discussed performance in adult services. What key work streams will be prioritised during 2021/22 in order to further improve service delivery?
- 4.4** What will be the key priorities for Children's Services over the next 12 months?

## **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. It is likely to be an interactive document, and unfortunately the word draft you receive with this covering report will not adequately reflect the final document,

### **Timetable**

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

Senior Leadership Team - 21/6/21

Corporate Scrutiny Committee - 8/7/21

Executive Committee – 12/7/21

Full Council TBC

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

Not Applicable.

## **7 – Financial Implications**

Not Applicable.

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**8 – Appendices:**

Copy of Draft Report

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

- Annual Director 's Report, 2020/21 (Copy on Council Website)

**DRAFT V0.16**  
**11/06/21**

**Annual Directors Report on the effectiveness of Social  
Services 2020-21**

DRAFT

## Content

- Director's Introduction & Summary of Performance
- COVID-19 Update
- 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.

About our Social Services 2020-21		
Total Social Services Budget is <b>£37,733,230</b>	Adult Services Budget is <b>£26,771,630</b>	Children & Families Service Budget is <b>£10,961,600</b>
Total amount of Grant Funding <b>£6.8m</b>	We employ 683 people	83% of our employees speak Welsh (L3 or above)
Who we Helped & Support		
<b>3,084</b> Contact with Adults	<b>3843</b> contact with Children & their families	
<b>823</b> of adults receiving information, advice & assistance	<b>897</b> of adults receiving a Care & Support Plan	<b>TBC</b> children receiving a Care & Support Plan
<b>200</b> individual Looked After Children	<b>162</b> individual Children on the Child Protection Register ( <b>68 at year end, 77</b> average no of children on register throughout the year)	<b>372</b> Carers Assessed during the year
<b>61</b> Foster Carers in 35 Homes	<b>285</b> WCCIS Users	<b>93</b> of Young Carers supported by Action for Children

## **Director's Introduction & Summary of Performance**

Welcome to my second report as the Director of Social Services at Anglesey County Council.

Without a doubt 2020/21 has to been one of the most challenging years to be employed in Social Services due to the world wide Covid-19 pandemic. I am incredibly proud of the team effort that my staff, along with other internal colleagues from our Authority, and our partners organisations have responded to the daily challenges they have faced to keep the people of Anglesey safe during this period. My heartfelt thanks is extended to everyone involved in the pandemic response on Ynys Môn.

The immense efforts of our front line care workers in our care homes and domiciliary care teams, in both internal and external settings, were remarkable and I am pleased to reflect on many positive stories regarding their dedication and commitment to their workplaces and clients during this unforeseen period, often working extended shifts, and going over and above their required duties.

Whilst responding to the Covid crisis I am however pleased to confirm that we have continued with our improvement journey. As you read through the report you will see examples of partnership working, especially with our colleagues both Education and local schools and also in Betsi Cadwaladr University Health Board (BCUHB) as well as innovative working practices which have been developed mainly due to the Covid-19 restrictions.

It is rewarding also to report that our financial position was much improved during 2020/21, with both services coming in under budget – total of £(891K) underspend. However we are aware that the year has been unique, due to various additional grants received. Further details regarding our Financial Resources can be found towards the end of my report.

Again, my heartfelt thanks to all who worked incredibly hard during 2021/21 and I look forward to continue working with you all as we move into 2021/22.

Diolch

**Fôn Roberts,**  
**Director of Social Services & Head of Children & Families Services**





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## **Coronavirus -19 pandemic (COVID-19)**

The worldwide COVID-19 pandemic has affected the way we work since late February 2020, with Corporate and Business Continuity Management plans implemented following national guidance and due to impact of COVID-19 mid-March 2020. Since then we experienced a number of national lock-downs over 2020-2021 to assist in managing and limiting the Covid-19 spread.

The Council carried out the following tasks:

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

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

During the Covid-19 pandemic period we have continued to:

- Meet all our statutory duties
- Work closely with Welsh Government (WG), Care Inspectorate Wales (CIW), Association of Directors of Social Services (ADSS), Betsi Cadwalader University Health Board (BCUHB), North Wales Police, Providers and colleagues within North Wales Resilience Team, to name but a few.
- Continue to run a Covid-19 PPE store to manage the Welsh Government PPE deliveries across the Island, managed within Social Services resources.
- Support the national Covid-19 testing referral process.
- adapt and deployed innovative working practices to adapt to the pandemic period to facilitate contact, assessments, reviews, ensuring that our safeguarding duties are carried out.
- Continued to complying with Court proceedings and Care Planning.
- Continued to recruit Local Authority Foster Carers.
- Council has supported BCUHB in the Regional Vaccination roll out across the County, in line with National guidance.



There are currently 36 Area Support Teams on Anglesey with 466 active volunteers. The latest weekly figures show that they have carried out a total of 564 'good turns' for 595 people.

Since the start of the Covid-19 pandemic the Area Support Teams estimate that they have carried out 10,056 'good turns' for 1,680 people

## 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. We continue to strive towards excellence.

Once again, this report will address our journey against the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) - wellbeing, people (voice and control), partnership, and integration and prevention.

Despite the Covid-19 pandemic and the ever increasing financial challenges faced we have continued to make progress in 2020-21, although at a restricted pace due to pandemic pressures.

During the year we have had regular contact with **Care Inspectorate Wales (CIW)** colleagues who we have worked closely with throughout the pandemic to ensure the wellbeing and safety of the citizens of Anglesey. Moreover we have been preparing for an social services wide inspection by CIW as part of their planned timetable, which is likely to happen quarter one of the 2021-22 financial year.

During the past year, we have seen the introduction of the new Welsh Government Social Services Performance & Reporting Framework. Leading up to the implementation of the revised data set, our performance staff have been working with the National Reporting Sub Group, lead by with Welsh Government to develop the new Social Services Performance Measures. These measures came into force in early 2020, although the Guidance was not completed due to the outbreak of Covid-19. Anglesey, like many other Councils has adapted to these new measures, making significant changes to allow data to be collected from forms and modules within our Welsh Community Care Information system (WCCIS). The new measures are broken down in to 7 subtopics such as Contacts, Plans, Safeguarding to name a few. These changes has increased significant demand on the Service with the increased volume of metrics in comparison to the previous model. The work completed in devising the new metrics as well as collecting will leave stakeholders with a much more detailed picture of the demand and impact Social Services is having on Community.

**Complaints, positive and negative comments** - We have continued to operate the Social Services Complaints Procedure throughout the pandemic.

We have continued to place an emphasis on quick resolution of concerns where possible. The number of formal Stage 1 complaints logged (24) during the year has been lower than it has been for the previous 10 years. The overall number of negative comments / concerns logged (50) has also been lower than the previous year. We dealt with 6 Stage 2 complaints (Children & Family Services), the lowest overall number of Stage 2 complaints in three years. The Social Services annual complaints report, 'Listening and Learning from Complaints', contains further detail of negative and positive feedback received.

We have continued to receive a large number of positive comments (200 logged during the year) about services provided, from service users, families and other professionals.

**Mwy Na Geiriau** – During 2020-21 we have:

- Carried out presentations regarding implementation of the Welsh Language Standards, and communication and customer care (including the requirement to make the proactive offer of a service through the medium of Welsh to all customers) have been delivered at staff conferences.
- Raising awareness of More than Just Words and the Welsh Language Standards continues to be a required element of all departmental staff inductions.
- All staff on the email system have been sent a written reminder of the importance of answering telephones bilingually.
- Ways of monitoring the recording of the Active Offer and language choice of service users by deriving statistics from the electronic case records system are being developed, in order for performance in relation to the recording of this to be monitored.
- Services continue to encourage staff who are learning Welsh to participate in relevant training in order to develop their language skills.

The Welsh Governments **Integrated Care Fund (ICF)** allocation for Anglesey was over £3m during the year, and as you progress through this report you will read about examples of how we have used the money to develop new initiatives and integrate our vision for the future with other partner organisations, for the benefit of the Islands residents. In addition we received around £500,000 from the **Discharge to Recover then Assess (D2RA)**. The funding was used to support individuals within the community by increasing the capacity of our Domestic abuse service /worker due to the high increase of referrals; to set up a meals service – project “Neges” who was in partnership with some local restaurants to make sure that all vulnerable individuals of our communities could access a hot meal per day,, and other funding was used to that older individuals could receive support in accessing their community HUB’s virtually.

The **Place Shaping programme** in partnership with Medrwn Mon has continued throughout the pandemic. This is a community engagement programme providing opportunities for the community to identify their community priorities, mapping local assets and developing a community vision. With support from Medrwn Mon we establish local Alliances in the community to drive forward the local vision. We have managed to do quite a bit of mapping during the pandemic and have used zoom to engage groups of people in specific areas. We have managed to get to the point where we are nearly ready to pull Alliances together in Llifon, Aethwy and Lligwy. We have also set up Good Turn Schemes in these areas.

The Charitable Trust money for Place Shaping was re-profiled to set up the **Good Turn Schemes** as ‘interim’ or alternative models to Alliances as we knew mapping/engagement would be more difficult during the pandemic.

Updates on the GTS can be found in the GTS newsletter here: [GTS NEWSLETTER \(20\).pdf - Google Drive](#) The Good Turn Schemes are now being supported by our Volunteering Support Officer and Third Sector Community and Wellbeing Officer to make sure that they are sustainable.

**In partnership with Age Cymru Gwynedd a Môn** we have continued on a fortnightly basis held our Older People's Council meetings. This provided the opportunity to cascade information to our forum and for older people to provide feedback. Members of the Older People's Council sit on the **Cymru Older People Alliance (COPA)** providing an Anglesey voice to the national agenda for older people. The Older People's Council are leading on a local campaign to increase awareness of abuse of older people. This started with a Virtual conference and currently working on a local implementation plan to increase awareness in our communities.

During April and May 2020, the Housing Support Grant (HSG) Team decided to create online questionnaires for both service users receiving support, and staff working with the Housing Support Grant providers, the IoACC Housing Department, Third Sector and Voluntary organisations. The purpose of the questionnaire was to provide individuals with an opportunity to feed-back on their experience of being under lockdown restrictions; what they found most challenging and any positives they may have experienced. This questionnaire became live on the 3<sup>rd</sup> of June 2020 and was available for completion up to and including the 30<sup>th</sup> June 2020. The link for this survey was also shared on social media, via the Council's Facebook and Twitter sites. Over this period, 320 people accessed this questionnaire, with 207 taking the time to complete.

The findings are included in the report below and used as a basis for forward planning.



Report Covid 19  
service user question

**The Children (Abolition of Defense of Reasonable Punishment) (Wales) Bill Preparation** - the purpose of the Bill is to abolish the common law defense of reasonable punishment so it is no longer available in Wales to parents or those acting in loco parentis as a defense to assault or battery against a child.

The defense did apply in respect of both the criminal and civil law. Under the criminal law, it applied in respect of the common law offences of assault and battery; and under civil law, in respect of the tort of trespass against the person.

The Bill intends to support children's rights by prohibiting the use of physical punishment, through removal of this defense. The intended effect of the Bill, together with an awareness-raising campaign and support for parents, was to bring about a further reduction in the use and tolerance of the physical punishment of children in Wales.

The Bill becomes operation in April 2022 and we fully support the implementation of the bill and will be working closely with our colleagues in Welsh Government to getting this message out to parents, professionals and more importantly children and young people in readiness to its implementation.

Case Study:

National Final - Great British Care Awards 2020

**Award:** Putting People First / Personalisation.

**Project:** The Remodelling of Domiciliary Care Services.

The Great British Care Awards are a series of regional events throughout the UK and are a celebration of excellence across the care sector. The purpose of the awards are to pay tribute to those individuals or teams who have demonstrated outstanding excellence within their field of work.

Following success at the regional finals in November 2019, the Homecare Service Transformation team were invited to represent their region (Wales) at the national finals in March 2020. Sadly due to the current pandemic situation this was not only delayed until 31<sup>st</sup> October 2020 but also changed to a virtual event.

We are thrilled to say that from a group of 10 regional finalists, the team were announced as being the winners of this prestigious award with the judges stating, "The organisation is innovative, outcome focused, compassionate and understanding. They listen to people and really do hear what they say. They always put people first and at the forefront of their own care."

Sara Jones, Commissioning Manager was present for the virtual event and said, "It was a huge surprise that the team was announced as the winner as the calibre of finalists was so high. I am so pleased that the hard work and determination of the team and its partners to personalise services and outcomes for each individual we support has been recognised in this way.

Iola Richardson, Head of Social Services would like to thank the departmental staff and council members for all their support and to the citizens of Anglesey for working in partnership with the local authority to allow the service improvements to be made.

All Winners and further details can be found at <https://www.care-awards.co.uk/national-winners-great-british-care-awards-2020-announced/>

Programme containing all the finalists can be found here. <https://www.care-awards.co.uk/wp-content/uploads/2020/10/GBCA-2020-Finals.pdf>

The team was also a finalist in the Welsh Government Opportunities Excellence in Public Procurement Award programme in two categories, Procurement project of the year and Market development project of the year in June 2020.

## **Quality Standard 1**

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

#### ***Adults***

The establishment and the development of **Community resource teams** across Anglesey continues to be a service priority. Over the last 12 months Adult Services has restructured into the three designated CRT Patches and began working virtually with health and partner Agencies on driving forward the integration agenda. Progress has been achieved with the establishment of weekly Multi-disciplinary meetings to discuss complex cases. Reduced funding allocation from Welsh Government in support of the Transformation programme has led to a review of the project structure and Anglesey has brought the Project in-house to drive this forward in 2021/22.

**Information Advice and Assistance (IAA)** is at the heart of the prevention agenda in Wales. In light of the establishment of the Community Resource Teams this has given Adult Services an opportunity to review the current points of access and IAA services in order to streamline access for the citizens of Anglesey. At present adult services have a single point of access with information also being accessible through Third Sector Partners -Medrwn Mon. The access to community resources and information was strengthened during the Pandemic with information being available of the Local Authority website and third sector partner agencies.

**The Discharge to Recover then Assess (D2AR)** model was introduced by Welsh Government in April 2020 to ensure that people do not remain in Hospital when there is no need to do so. In order to achieve this a Discharge Hub was established in partnership between the Local Authorities and the BCUHB, where by Nurses and Social Workers worked together to ensure patients were supported out of the hospital as soon as they were medically fit. Moving forward the Community resource teams will play a central role in the effective and efficient flow from hospital back to the community.

**Integrated Care Fund (ICF)**- during the year Anglesey have been working alongside their partners to develop a range of projects and services that would reach the adapted need of our communities due to covid-19 pandemic. Examples of the work is integrated in the projects formed moving forward into the next financial year. Both projects below are a taster of the work completed.

**Bwyd Da Môn** – is a Community Interest Company, established as a food waste/ food share initiative aimed at tackling food poverty, providing greater access to fresh produce, enhancing community cooking skills, and ensuring that healthy eating initiatives are inclusive, accessible and meet locally identified needs.

A community hub has been developed around the concept of a not-for-profit shop, which will re-distribute produce from a range of supermarkets and other food producers. The shop will be a membership-based food club, and aim to supply predominantly fresh produce. The projects aim is to provide families with value for money and reduce the dependency on food banks.



**Digital Support Officer** – Following the impacts of COVID 19 in changing the way the world is able to access services, this project will explore how we support communities to become confident enough to access Health Services online and to create a better understanding of how digital access can in fact provide efficient and effective support for the early intervention agenda by enabling people to access information and advice at a time and place most suitable to them.

COVID 19 has seen a drastic reduction in the numbers of people being able to access Health Services in person, with many appointments now being conducted over the phone or by online apps. For many people within our communities the sudden move towards online appointments and consultations has left them feeling more disconnected than ever, due to barriers such as lack of access to the internet or devices to go online, skills and confidence to use the new systems or the lack of support from friends or family to get them started with the technology.

The ICF fund has been extended for an additional year into 21-22 which has resulted in most worthwhile projects that have been running over the last couple of years have been extended. All these projects are community integrated that contributes PREVENTION and arm individuals to be able to stay at home in their communities for as long as possible and extend community activities and opportunities across all ICF groups.

On the 1<sup>st</sup> January 2020, Welsh Government published its revised Part 10 Code of Practice (Advocacy). A copy can be found <https://gov.wales/advocacy-services-code-practice>. Local Authorities are responsible to ensure the new code of Practice is imbedded into daily practice and we are please to confirm that we are part of the Regional Arrangement for Professional Independent Advocacy for children. During this year, a total of 99 children and young people received Issue Based Advocacy (IBA) which included 211 issues in. A total of 29 Active Offer referrals were received by the provider during this year.

In relation to Adult Services, we have a service level agreement with North Wales Advocacy Service (NWAS) to provide, and we are promoting this practice as part of our day to day practice. In the last six months of the year, 98 contacts were made by NWAS.

**The Learning Disability Day Opportunities Strategy** has been endorsed by the Council and agreement provided for a full consultation on developing community based provision (based on individual outcomes) across the island. Unfortunately, due to the response to COVID-19 and the local restrictions on travel and face to face contact it has not been possible to undertake the consultation. The project steering group has continued to meet and through utilising the ICF grant and a new community resources development post has been established. A great deal of progress has been achieved in identifying community resources in the Holyhead area and it is proposed to extend this work to the rest of the island during the year. A programme of activities and opportunities has been co-produced with people with learning disabilities. It is also proposed to strengthen our commissioning arrangements with external providers to ensure that future provision meets individual outcomes and promotes progression and independence through the support offered.

**Pooled Budget** - worked has continued to progress to develop a pooled budget with BCUHB for the provision of care and support and accommodation for people with learning disabilities who have complex needs. A Section 33 agreement has been developed and local operating plan put in place. The aim is to ensure that people's needs are identified early and met in a timely way and that the usual barriers to provision (including funding) are overcome through integrated practices and decision making. This project has benefitted from support from the Regional Learning Disability Transformation programme.

### ***Children & Families***

**Voices for Care**, working with Anglesey Children & Family Services have increased the local group membership significantly during the past year, going from 0 to 4 and are now hosting regular meetings. Although Covid-19 had an impact on this, meeting virtually has allowed young people placed outside of Anglesey to attend, however there is enthusiasm to carry out face-to-face meetings, once we are allowed to do so safely. Two outreach events have been hosted, both of which were successful in recruiting new members and maintaining current members. Over the next few months, Voices from Care will work with our young people, who have come up with a project to provide information about the group, potentially recruit new member, and allow the wider Ynys Môn care experienced population to have their input on the group identity.

The overall vision for the **One Front Door project** in Anglesey would be create a single access point for support with the whole spectrum of needs for families. This includes but is not exclusive to DA, mental health, substance misuse, housing and child or adult safeguarding. We envisage that this would be done in stages over a period of time. The initial stage of the project would concentrate on the screening of referrals made to Teulu Môn the information advice and assistance hub for Anglesey children and families service.

Aims of One Front Door :

- to identify risks and needs within families experiencing domestic abuse at the earliest opportunity
- to support vulnerable adults and children to get a swift and effective response to address the needs within their family before safeguarding thresholds are met
- to mitigate the impact of Adverse Childhood Experiences (ACEs) on children and young people and reduce future incidence of ACEs
- To reduce the rate of re referrals to the service
- To reduce the number of reported crimes pertaining to domestic abuse on the island
- Develop current and new services based on needs and risks.
- Develop pathways for services dependent on need and risk.

During 2020-21 a total of 154 children have been discussed at the one front door meeting during the year. The membership of the meeting has increased and now includes the third sector mental health providers PARABL, GORWEL, North Wales Police, Education, Housing support services, and health services. An audit and evaluation of the one front door project will be conducted in April and May 2021.

The **Early Help Hub** has been formed in reaction to the work completed within the “Early Action Together programme” on the multi-agency response to adverse childhood experiences and other legislative and regulatory requirements that aims to provide better quality, cost effective services that secure good outcomes for all in Anglesey. Primarily, these concern:

- Requirements of the Social Services and Wellbeing (Wales) Act (2014) to ensure families have access to relevant information, advice and support as much as possible within their communities to build wellbeing and resilience.
- Anglesey County Council (Family and Community Coordinators)’s ongoing response to four of 12 recommendations of the Care and Social Services Inspectorate Wales (CSSIW) Inspection of Children’s Services (2015). These relate to making available more integrated, early intervention for children and families through closer partnership work and better information-sharing.

The membership and attendance at the hub by agencies remains strong. A total of 275 children have been discussed at the hub during 2020/21. All of those children and their families have been offered support services.

**The Family and Community Coordinators(FACC’s) have attended the** Early Help Hub bi-weekly (conducted as virtual teams meeting), Medrwn Môn Local Area Coordination Teams Meetings and Medrwn Môn Staff Meetings.

Following the COVID-19 outbreak FACCs have continued to support those referred to us through telephone contact, zoom meetings and email ensuring that the families have access to appropriate resources during this difficult time. Referrals are received through the EHH and the Môn Community Link Service.

- Sharing relevant online resources with service users during lockdown (Virtual activities, training resources, online arts and crafts and mental health resources).
- Managed and distributed the Children and Families Community Grant and the Keep Active Fund for community groups across the island.
- Partnership working – Welfare Officers, Local Support Teams, local foodbanks, GP surgeries, Menter Môn, Youth Services, Action for Children, Team Around the Family (TAF), Gwynedd Youth Services. Attended Meet the Teams sessions with Anglesey’s Housing Dept, CMHT and the Fire Service.
- Working alongside Menter Môn and Age Cymru with their Pen Pal Project.
- Future focus – along with colleagues providing the project with good examples of working within the 5 ways to wellbeing guidelines to create a catalogue of media for the project, along with the LACs participate in Self Organising team meetings to create and produce a new Medrwn Môn case study booklet.
- Working alongside Age Cymru to produce short informative videos about accessing local services for their YouTube channel.

In addition the FACCs have been allocated additional duties during this time; supporting volunteer group coordinators across the island, and managing the volunteer bank, providing relevant resources and information and also coordinating prescription collection requests across the island. We have coordinated and recruited volunteers for the following projects-

- Covid vaccine rollout at Ysbyty Penrhos Stanley.
- Volunteer drivers enabling people to attend their vaccine appointments.
- Red Cross + Age Cymru befriending service
- 4x4 Response Wales / volunteer call handlers.

The Family and Community Coordinators have worked with 43 children during the year.

### **Priorities 2021-22:**

- Deliver on our integration agenda with health and Third sector partners within our CRTs to three designated sites on the island.
- Complete the re-tendering and implementation of the new Supported Living Service
- Consult, adopt and implement our new Learning Disabilities Day Opportunities Strategy.
- Continue to imbed and promote the work of the Family and Community Coordinators(FACC's

<b>QS1 - What difference did we make?</b>
96.02 % of people were living independently at home following reablement
87% of Children's assessments are completed within 42 days
99.56% of our Children Services Managers Decision completed within 24 hours
<b>What our People say?</b>
Thank you for the email and for all the support and help you gave. [...] Again thank you for all your support, I always felt you had mum's best interests at the centre of your decisions. I also felt your responses were measured and considered.
Family member] wanted me to pass on how grateful and impressed he has been with service provided by the social worker, Social Services and Carelink in regard to a recent crisis. He stated he was impressed on how quick services were increased, and the support they received, and how this helped his mother to remain living at home with his father.
[Parent] tells me that everyone she has met has been lovely, which was not what she had expected when she was first told that contact would be supervised
[Child] had met all of his outcomes, we saw an increase in his confidence, emotional wellbeing, and ability to manage difficult feelings. It is a huge credit to [Social worker] from your team for the work she completed with the family while there were safeguarding concerns.

Thank you for asking [how parent is] I really appreciate it!  
I just wanted to say that you made me feel so at ease when you visited last week. You really helped me by giving me the number to difference services and explaining things properly to me etc. I appreciate you're help so much, so thank you again!

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## **Quality Standard 2**

### **Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing**

#### **Adults**

Welsh Government ICF funding has been used to support a number of projects throughout the year, some of which have been mentioned earlier in the year. A further example of working with partners to promote inclusion through the use of digitalization can be found in the below case study:



ICF community HUB  
Liaison Post Q4 Rep

Further examples of partnership working, use of ICF funding and focusing on wellbeing can be found in our Seiriol Good Turn Scheme – see below case study:



SGTS CASE  
STUDY.docx

We also worked with Age Cymru and BCUHB Engagement Officer to provide useful **video resources** to let people see how things have changed in our local surgeries, shops and community buildings in terms of access, one way systems, requirements to sanitise hands and wear face masks. This is aimed at helping to raise the confidence of those who haven't left their homes since lockdown by showing them what these buildings now look like prior to them venturing out themselves. The videos can also be printed to show those individuals who haven't got access to the internet. A series of these videos can be seen on the Anglesey Get There Together YouTube channel:

[https://www.youtube.com/channel/UCiSihFCA5cNjnsj7Lyy\\_ssA/?reload=9](https://www.youtube.com/channel/UCiSihFCA5cNjnsj7Lyy_ssA/?reload=9)

We have also developed a video for our project to let the wider community know about our work:

<https://drive.google.com/file/d/11eVGC1iSKujRIaApLnb4zJryII7PasCy/view?usp=sharing>

Throughout the pandemic the LAC's have also continued to attend the new Community Resource Teams across the Island and are working in a multi-disciplinary

***(Contents from table in below Word document to be included)***



Adroddiad  
Comisiynydd Pobl 1.

Welsh Government ICF was used to purchase a town center property in Llangefni, to support and provide Mencap Môn with a Hub in the center of Anglesey, allowing them to implement their vision – *“is a world where people with a learning disability are valued equally, listened to and included.”* Due to Covid-19, the Hub has been closed during much of the year, but Mencap Môn have been busy running virtual sessions for it's members and it is hoped that activities will soon resume, once restrictions allow.



**The Mental Health Community Support Services** team facilitate a range of opportunities for people to participate and engage in community and leisure opportunities thus **improving well-being**, reducing social isolation and promoting resilience and peer support. During the COVID-19 response many community activities had to stop and the team introduced a range of opportunities for people to remain in touch and participate in 'virtual' social and learning activities. Regular contact was maintained with supported individuals and where necessary sign-posting to other sources of support. Emergency information packs were developed and shared with people residing in supported accommodation in order to ensure access to appropriate support was available at all times.

## Children & Families

Local authority representatives from Gwynedd and Mon Councils, formalised a joint vision to develop a **Young Carer Identification (ID) card** for Gwynedd and Mon in partnership with Action for Children who have a Service Level Agreement with both authorities to provide services for Young Carers in their counties. The development was undertaken in line with the consensus from the direct feedback from young carers that they would prefer to have a Digital ID card that we would approach the Carers Trust and Welsh Government to consider the possibility of us being able to look at this option as part of the Young Carers ID card being rolled out throughout Wales.

We worked collaboratively with a graphic designer to produce a prototype which was consulted upon with our young people before a final design was agreed upon. A regional launch was held on the 16<sup>th</sup> March, and we will be piloting the App in 4 schools in the Summer 2022 term, before launching fully in September 2022.

English: <https://vimeo.com/520847863/21c214b1bb>

Cymraeg: <https://vimeo.com/520711287/7574591e6f>

### Priorities 2021-22:

- Continue to work with third sector organisations to enhance community response to early intervention.
- One Front Door – embed this in order to provide the right support for victims of domestic abuse
- Prevent Agenda – enhance this by continuing to develop Early Help Hub
- Children's Local Asset Coordinators (LAC)

QS2 - What difference did we make?
<b>465</b> of adults required residential care at some point during the year (compared to 523 in 2019/20, 518 in 2018/19 and 573 2017/18).
<b>327</b> of adults were in residential care on 31st March 2019 (compared to 316 in 2019/20, 375 on the 31/03/18, and 366 in 31/03/17).
100% of looked after children have an allocated Social Worker, as in 2019/20
What our People say?
Commented on how positive the relationship between the Local Authority and Health Board staff in the Learning Disabilities Teams is, due to their common purpose, to provide care and support for individuals with a learning disability.



Thank you so much for all the support and making sure [service user's] caring package and medical appointments was dealt with. In the short time you were with the Adult services you achieved so much. As a family member to have you there and always ready to listen and assist and having so much patience to listen to all our concerns, we are very grateful. I personally feel that you definitely made a difference to us as a family and having someone so understanding was so valuable [...] Anglesey County Council are very fortunate to have such a brilliant Social Worker.

Words cannot really express how grateful I am to you all for the such high level of care and attention you gave to [service user]. I can only say thank you all so very much.

It has been a pleasure to be a client family, your empathy, understanding and acceptance has really helped to cut through things and allow us as a family to begin recovering from the issues we have thus far faced. You have helped restore my faith in the support of professional agencies.

[As a result of support by Children's & Family Services] There is much less arguing in the household, if there is an argument, the girls are able to walk away which did not happen previously. They all talk openly with each other and are more respectful towards each other. There has been a positive change.

## **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:

#### **General achievements**

- Strategic Corporate Safeguarding Board continues to provide leadership and governance to the organisation’s corporate safeguarding arrangements.
- During the Covid period we developed the “Eyes and Ears” campaign, as a response to the reduction in the level of safeguarding reports during the initial stages of the restrictions. It has focused on urging the public to be alert to, and report, the abuse of children and adults at risk.
- As part of our response to the pandemic we worked closely with partner agencies, voluntary and community action groups to promote community and family resilience.
- Disclosure and Barring Service checks are a critical part of the safeguarding process for staff with access to children or vulnerable adults. We have strengthened our arrangements with the adoption of the DBS E bulk system. This helps prevent employment delays, eliminates errors in disclosure application data and reduces administration.

#### **Adults Services**

##### **Main achievements**

- Launched the Wales Safeguarding Procedures 2019
- Continued to meet our statutory obligations during the pandemic. We built on the previous achievements of our DoLS Team and carried out virtual assessments to safeguard individuals from being deprived of their liberty without legal authorization.
- Planning for the implementation of the Liberty Protection Safeguard. The initial scoping work is completed and a local impact assessment, which will inform the financial, workforce and operational plan, is underway.
- Worked closely with the services we commission throughout the pandemic to ensure that the quality of care they provided through domiciliary care, supported living and long-term care homes remained safe.

- Evaluations of practice shows that the citizen can be confident that Social workers work closely with other professionals to keep adults at risk safe
- Social workers will respond in a timely way of there are concerns about their safety.
- Social workers work closely with other professionals to support individuals who are neglecting their own safety and wellbeing.

## **Children Services**

### **Main achievements**

- Launched the Wales Safeguarding Procedures 2019
- Statutory duties have continued to be met. Staff have shown their ability to adapt and work creatively with families.
- Multi-agency working has continued with meetings held virtually this includes Child Protection Case Conferences. Families have welcomed some of these changes.
- There have been positive working between Children Services and Learning Services to support vulnerable children, with a number of schools supporting children with home learning through providing laptops and worksheets for parents.
- Performance data shows that children and their families can be confident that
  - timely decisions are to all reports of suspected child abuse or neglect
  - no waiting list for allocation of cases where safeguarding enquires are required
  - safeguarding reports receive a quick and comprehensive response with evidenced risk assessment and management.
- Working hard to make sure that care experienced children are at the heart of their review process.

### **Priorities for 2021/22:**

- Continue to embed the Wales Safeguarding Procedures 2019
- Continue to put the individual at the heart of what we do
- Preparing for the advent of the Liberty Protection Standards.

<b>QS3 - What difference did we make?</b>
92.31 % of Adult Protection enquiries were completed within 7 days (91.30% in 2019/20)
276 DOLS assessments completed during the year (259 in 2019/20)

Of the children that were placed on the register during the year, 8.14% have been on the register under any category within the last 12 months of registration."
258 Days (average) on the Child Protection Register during the year (224 in 2019/21)
90.12 % of all Child Protection Reviews were carried out in timescale. (94.27 % in 2019/20)
100% of Looked After Children have an allocated Social Worker.
100% of children on the Child Protection Register has an allocated Social Worker.

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## Quality Standard 4

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

#### **Adults**

On Anglesey, a Partnership was set up to provide support for the vulnerable in our communities in the very first weeks of the pandemic. The statement of joint working between Anglesey Council, **Medrwn Môn** and **Menter Môn** can be found here:



<https://www.mentermon.com/wp-content/themes/Mentermon/img/darkLogo.jpg>

<https://www.anglesey.gov.uk/en/newsroom/news/anglesey-committed-to-support-volunteers-who-help-the-islands-vulnerable?fbclid=IwAR2SEYwIV-iRq55E1bKqE-LIEtXHdEAZlqxbjMSmsCpK6anr1hJM1doNVEY>

A Covid -19 community guidance was developed and other important information, see link below. The link also includes contact details of community co-ordinators and food delivery companies.

<https://www.mentermon.com/en/covid-19/>

The partnership operate three work streams, which includes:

- Befriending and wellbeing (including the shielded group)
- Food work stream – includes the food bank and Neges food parcels
- Volunteering – specialist and community volunteers in place across the Island

Despite the pandemic, **Môn Community Linc Social Prescribing Project** has exceeded it targets this year. After moving staff to work from home in March the team worked well with Ynys Môn Council, GP Cluster, and Menter Môn to make sure that

their current caseloads and new referrals were still able to receive vital services- including information (through leaflet drops for those not online), access to foodbanks, shopping and medicines and prescriptions.

**Local Area Coordinators** (LACs) have referral case load of up to 60 individuals each for the year normally however this year the numbers have increased dramatically due to COVID and we now have 366 people over the age of 25 open to the project.

**Linc Môn** received a large increase in the numbers of calls in the first 6 months between March and September as people struggled with the restrictions of lockdown. Linc officer and LAC's worked to support the Area Support Teams set up locally and partners to ensure that everyone received the support and information they needed at the right time. During the 6 month period between March and September last year Linc figures were recorded as follows:

- 146 new referrals to LAC- people not already on our books
- 1,800 prescriptions delivery requests (cost £240 for DBS' paid by GP cluster- no volunteer expenses)
- 8,426 Keeping in Touch calls made by LACs and Area Support Team Volunteers
- 160 Referrals to Foodbank/Neges
- 12,125 Good Turns for 1689 people
- 36 area support teams with over 850 volunteers
- 2 x Shielding letters(Welsh Government) and phonecalls list (approx 300000 people)- LAC's were able to contact people on the shielding list who Anglesey Council were unable to get hold of. This was parenship work to make sure that people were not left without access to support and food parcels and to let them know that LINC is also available should they need.

During COVID we were also able to bring new referral organisations into the project and have had a number of meet the team sessions with partners to explain to them exactly how the project works. We have held individual session with Anglesey Council SPOA staff, North Wales Fire Service, Community Mental Health Team, Anglesey Council Social workers and Anglesey Council Housing Support Providers forum (29 Third Sector Organisations). From this we have opened a new referral pathway for preventative work with the Housing Support Providers forum and have received 19 referrals in January and February from that forum.

LAC's have also worked on a project to establish **Virtual hubs**. Funding was secured for a joint project with AGE Cymru Gwynedd & Môn and Anglesey Council to pilot a virtual way for people to access activities that would have been going on in our Community Hubs. We have a high percentage of people on our referral lists who are unable to leave the house to join in activities in their local village and towns added to the fact that lockdown restricted peoples access to any form of community activity. This project will provide us with a new way of getting them to engage with people and provide them with access to

local community based activities and resources and will free up time for the LAC's to work with the preventative agenda – trying to bring those who are on the edge of becoming inactive into the project.



**I-can Project** – during the pandemic the focus of the I-can unscheduled care work changed from providing face to face support in the three Emergency departments to providing telephone support to individuals identified as requiring this type of support. The I-can primary care, the I-can community and the I-can work projects have similarly been affected by the pandemic and have not been able to develop as expected during the year. An I-Can programme Steering group has been established in order to review the I-can project in its entirety and to decide on future delivery of this model.

**West Local Implementation Team (West LiT)** – during the past year the LiT did not meet due to the commitments of partners in responding to the pandemic. **The Together for Mental Health North Wales** (T4MH) Partnership Board, (regional response to the national Together for Mental Health Strategy), has identified a need to review the LiTs in order to establish how they fit into local and sub-regional decision making. A review workshop for the west LiT is planned for late April 2021.

**Learning disability Pooled Fund** – during the past year work at a strategic level has continued to establish the pooled fund through the development of a Section 33 agreement. At an operational level a plan is in place to introduce the Pooled Fund to practitioners. The impact of the introduction of the Pooled Fund is being evaluated through the Regional transformation project team and IPC (Oxford Brookes).

Anglesey County has secured funding to develop a **Virtual Community Hub** model on the island. Working with partners Medrwn Mon, Community Hub Alliance, Anglesey Older People's Council and the Wales Co-operative centre will soon be launching an online community hub in response to the temporary closure of community hubs during the coronavirus crisis.

Although some of the restrictions may well be lifted over the coming weeks, we fear that many of the people who attend Community Hub activities are the people who are most at risk and therefore will be asked to adhere to social distancing, shielding and isolation for the longest period of time. With this in mind, we felt the need to ensure that these obstacles that prevent social interaction and participation are overcome by providing easier and affordable access to new ways of socialising.

We will be working to develop a digital package that could introduce a virtual community hub. This would allow people to access their group activity virtually and would also allow opportunities for face to face (digitally) group chats. Amongst the plans is to develop a Facebook page, offering ideas under a variety of themes:

Older People – solutions to loneliness and long term social isolation.

Arts and Culture – things to see and do online.

Mental Health and Wellbeing – positive activity.

To achieve this we would need to make sure that people have the necessary technology to access the Virtual Hub. We would also need to ensure internet access for people who are currently not connected to a service provider and as part of the package we will develop a user friendly guidance along with technical support from Medrwn Mon and Wales COOP.

We also see this as an opportunity to strengthen and maintain our engagement with older people and carers and will enable meetings such as carer support groups, Older People Council and Forums to maintain contact and ensure their voices are still heard during the Pandemic.

The initial project will work with 5 separate Community Hubs and with one of our more active Community Covid19 action groups.

As part of this project we have also developed the CYMUNED website. This will be launched in the coming weeks. The website will include links to health and wellbeing activities/videos, information and advice and opportunities to have a say.

We have also secured funding to buy essential digital equipment for our community hubs. This will enable the hubs to hold live streaming sessions of activities so that people who cannot attend can still participate. This in time will include live Older People's Forum meetings.

**Supporting People living with dementia and their carers** - The Local Authority increased the funding to support the Alzheimer's Society to re-designed Singing for the Brain sessions offered virtually and this has been a lifeline to people living with dementia and their carers.

Since September 2020 we have:

- Delivered 81 virtual Singing for the Brain sessions through Zoom
- Reported on average 20 people affected by dementia attending each session (we have reported an average as attendance can vary per week)
- This included a mixture of people living with dementia, carers and family members and paid carers.



### **Quote from a member**

***“It is great to see other people without leaving the house. Singing is so great. The book is helpful but sometimes my mum remembers the words anyway.”***

### **Children & Families**

**Adtrac Project** was officially launched on 16 April 2018 and delivery ended 31 March 2021 (some in work support ongoing until 30 April and delivery staff still in place until end of May).

Elements of support provided by the Adtrac project will continue within the Youth Service but not the full complement of provision and will focus on helping young people to take the very first steps in moving towards further education or employment ie; those not yet ready to engage with College, Employability Programmes or Employment:

- Through Welsh Government funding the YEPF engagement role will continue to work with Careers Wales and the 16+ panel to identify and go out into the community, make contact and try to engage with tier 1 / 2 young people, signpost to appropriate agencies and keep updated. This post will however now be reviewed to start working with young people earlier in year 10 and 11 in the schools.
- Subject to the award of Welsh Government funding grants there will also be a further 2 Youth Worker posts (Wellbeing and Homelessness) who will work alongside the YEPF Engagement Officer, as part of the Youth Service post 16 provision
- All 3 posts will work together to help prepare young people post 16 furthest from going into education or employment to move on to / along the employability pathway by: promoting emotional wellbeing and good mental health; supporting individuals to identify / overcome their barriers; brokering support and supporting individuals to access and engage with other services; help young people with their personal development to improve self esteem and wellbeing; develop confidence, build resilience, motivation and core employability aptitudes and attitudes so they are ready to effectively engage with further education and employment providers.

AdTrac Celebrates  
Total Outcomes from April 2018 to March 2021:  
194 participants enrolled / engaged  
over 50 bespoke training courses procured  
67 people gained one or more qualifications  
27 people gained 16+ hours employment  
15 started college courses



Adtrac Team – first Anniversary.



ADTRAC Project -  
Inspire! Adult Learn!

(Copy of certificate – to be used in final design layout)

### **Priorities for 2021/22:**

- Increase the number of Older people in receipt of Direct Payments to facilitate self-commissioning of services that promotes social interaction and wellbeing.
- Promote the use of information technology in Community Hubs.
- Priorities Workforce Planning/ Succession Planning in Adult Services
- Supporting carers in line with the Regional Dementia Strategy.

<b>What difference did we make?</b>
99.84% of Adults receiving their service in the language of their choosing (99.03% in 2019/20)
61 Anglesey Foster Carers (52 in 2019/20)
195 out of 269 packages of care completed with a positive distance travelled (outcomes) by the Flying Start Team.
<b>What our People say?</b>
Thank you for getting me into [secondary school]. It means a lot. Thank you.
He trusts her. He likes having contact with her because she is knowledgeable without imposing on him or making him feel judged. She has helped build his confidence. She is a 'brilliant' support for him at a time he needed it the most. She shows insight into his needs.
The care, commitment and constancy shown to him by yourselves was exemplary. The courses he did with you improved his confidence, and were a key factor in him securing employment r, initially one day a week, and as lockdown eases on a full time basis.(in relation to ADRAC project)

## **Quality Standard 5**

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

#### **Adults**

**Ynys Môn Direct Payments 20/21** – This has been a very challenging year for all our services, at times it has been hard but it has also shown how flexible Direct Payments can be. Since the pandemic (March 2020) Direct Payments has been used innovatively by the clients/families to continue the support they need. As community hubs/centres were closed during the year due to lockdown and many clients shielding, clients have used their Direct Payments differently such as purchasing garden furniture/exercise machines to help achieve their outcomes instead. Considering a few clients stopped/suspended their service due to shielding, numbers have stayed consistent throughout the year, and we currently have 220 Direct Payment clients at the end of March 2021, up from 209 from last year.

- Total Direct Payments Expenditure this year is - £1,904,456.10
- Projected savings compared to commissioned service - £817,363.13

We have continued throughout the year to offer Direct Payments to service users, it has been a very good way to promote and show how flexible the service can be during this difficult time. A lot of service users were very worried about the number of different carers who might visit them if they received a commissioned service. Under Direct Payments you can be flexible and control the number of staff you employ and how many you employ, therefore reducing the number of people you come in contact with, this eased a lot of concerns for our service users.

We have continued to work in partnership with Leonard Cheshire Disability on the project, 'Together As One' but due to the pandemic this has been put on hold until the restrictions ease.

**Adaptations** to the home environment - be they simple support rails or on a more major scale like stairlifts enable individuals to achieve their outcomes and manage their daily routines with increased independence and safety. This then has a positive and direct effect on carers - especially on informal carers by enhancing their well being and safety.

The pandemic and visiting restrictions over the past year has been a particularly challenging situation in relation to assessing and facilitating home adaptations, both within the public and private sector. The nature of the adaptations being assessed for were confined to facilitating access in and out of individuals home, essential personal care and transfer needs and being able to access essential facilities within their home.

Our screening and revised assessment procedures (including use of remote environmental assessments) have enabled us to consistently identify vulnerable individuals who were in need of essential adaptations.

The following data captures the adaptation activity levels from 01.04.20 to 31.03.21:

Minor Adaptations	485 assessment and onward requests to Housing Service, Canolfan Byron and Care and Repair	Examples include additional banisters, support rails in bathroom, non complex ramps and external handrails
Major Adaptations	167 assessments and onward referral to Housing Service for DFG	Examples include stairlift, ceiling track hoist, complex access work, closomat toilets

**The Home from Hospital Scheme** initiative led by Care and Repair facilitates partnership working and is a valuable resource in ensuring that individuals are discharged to safe homes in a timely manner. The scheme allows for direct communication between ward staff, Care and Repair officers and the individual/family. Revised working practices had to be introduced due to Covid 19 which restricted direct access to Care and Repair staff on hospital premises. The nature of the works includes small adaptations and modifications but the added value is in the holistic approach that Care and Repair take to ensure that they consider other aspects e.g. home safety/handyperson scheme and income maximization. They are in a prime position to refer on to appropriate services and agencies in order to fulfill individual's outcomes at the point of discharge.

No of cases – 116	Total cost of work £18,394	Added value following income maximization £23,907
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### ***Children & Families***

**Youth Clubs** remained closed from March and schools were also closed for significant periods making usual youth service programme delivery impossible. From March to July Youth Workers were delivering free-school-meal packages, which also gave them the opportunity to make informal welfare checks on behalf of schools and social services to vulnerable families. In total 3880 home deliveries were made in this period. This was followed by producing over 500 weekly issue based Activity Packs to vulnerable young people.

During 20-21 Youth Service staff had made 9076 face to face contacts with young people during this difficult period, as well as 2221 virtual contacts. Doorstep visits also enabled contact with 1783 parents, which has ensured that workers now have more empathy with the home-life of the young people and established a relationship with many parents. Work to support young people on their Duke of Edinburgh Award continued with 4982 virtual contacts made ensuring that 42 young people completed their Silver award and 66 their Bronze – the only Authority in Wales having managed to complete DofE Expeditions, under strict covid and WG guidelines. On easing lockdown youth work staff worked with the police to target areas where young people were out flaunting covid restrictions and gave guidance and support to young people in staying safe, and discouraging pockets of ASB. 833 contacts were made with young people as part of this work.

### **Priorities for 2021/22:**

- Develop a range of flexible respite options for Carers of individuals with Dementia
- Shaping the marketplace in relation to Older Adults care.
- Prepare an updated Local Population Needs Assessment, and new Market Stability Report as part of the RPB work.
- Roll out the Young Carers ID.

<b>QS5 - What difference did we make?</b>
98.80% of adult carers who were offered an assessment or review of their needs in their own right (98% in 19/20)
No. of people receiving night owls during the year – 327 ( Galw Gofal 185, WAST 63 & Planned 79) (19/20= 346 total Galw Gofal 254, WAST 57, Planned 35)
No. of people receiving reablement during the year – 352 (362 in 19/20)
23 children Return Home to parent from being LAC
<b>What our People say?</b>
I got a phone call from a lovely lady from Anglesey council, making sure we had got our shielding letters, were we OK for our medicine deliveries were we getting food and essentials and then gave me a coordinators phone number for my area if there was anything I needed or to just ring the council, thank you so much that one phone call lifted my spirits and gave me a much needed boost, it was so thoughtful of Anglesey Council.
This is to thank you for your kind message about our mother. It is a great comfort to us to know that the community has such a caring eye on her. [...] thank you again for taking care of her. We really appreciate all that you do.

The family would like to express their thanks and gratitude to the staff who supported their father – she said the service was “excellent” and the girls were “brilliant”.

(In relation to Mon Care staff)

Parent said [Social Worker] has been absolutely wonderful with him throughout the whole section 47 process. He has such a calm and helpful way about him.

Parent thanked [Social Worker] for her patience and understanding in getting to know her and her children as people and as a family. She stated the fact she feels able to trust her enough to phone her has made such a significant difference to her life she has managed to engage with the Child Protection plans.... She feels that [the Social Worker] has brought her family together and helped her enjoy parenting, feel happy and relax... She wanted to express her thanks... her relationships with her children have improved and her relationships with all other professionals have improved.

## **Quality Standard 6**

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

### ***Adults***

The Council has a Service Level Agreement with Age Cymru Gwynedd and Mon and maximizing income is one area of their core services delivered on the island. During the past financial year the organization supported 56 individuals to access pension credit, attendance allowance, carers allowance etc to the sum of £182,122.72 in benefits and £23,035.72 in arrears. Totals £205,158.44.

**The Mental health Community support Services** provide 9 units of supported accommodation across the island for people with mental health issues who are at risk of homelessness. Support is provided to enable individuals to gain the skills necessary for independent living. Throughout the pandemic period despite the local restrictions people have been supported to move on to permanent tenancies thus avoiding any delays and creating backlogs. The demand for this support is high and the model enables continuity of support when supported individuals move on to independent living.

### **Children and Families Services**

We currently have two **Small Group Homes** – known as “**Catreffi Clyd Môn**” - that are registered and running – Cartref Clyd Bryn Hwfa, which homes one young person and the second which is Cartref Clyd Llanfair, where two young people reside. We work with young people with complex care needs who have suffered early childhood trauma and struggle with attachment disorders.

We plan to have a further specialist small group home registered within by mid 2021, which will be an opportunity for respite for children supported by the specialist children's services. We also hope to have a third small group home for looked after children registered before the end of the next financial year, which will allow us to be able to place another two local young people, who would otherwise be at risk of being placed out of county.

This year, **Fostering** Teams from all 22 Local Authorities across Wales have worked together to raise awareness through a special video and poem, bust myths around fostering, and we're lighting up buildings/landmarks across Wales on 20.05.21.

<https://www.anglesey.gov.uk/en/newsroom/news/art-project-celebrating-local-authority-foster-carers-across-wales> /

<https://www.ynysmon.gov.uk/cy/newyddion/newyddion/prosiect-celf-yn-dathlu-gofalwyr-maeth-awdurdodau-lleol-ledled-cymru>



As at the end of March 2021, the Child Placement Team (**Anglesey Fostering Service**) had a total of 64 foster families, made up of:

- 36 mainstream fostering households
- 28 connected persons fostering households, (this includes 1 registered temporarily under Regulation 26)

A positive in the past year was that we were able to continue recruiting, assessing, approving and supporting Anglesey foster carers during the pandemic by making use of new ways of working such as 'virtual' home visits by video. During **2020/21** we approved:

- **9** mainstream (general) fostering households
- **14** connected persons (family and friends) households, (this includes 2 who then went straight to SGO – Special Guardianship Order).

For Foster Care Fortnight last year (11-24<sup>th</sup> May 2020) we lit up the council building in our corporate colours to help raise awareness about fostering and to celebrate our amazing Local Authority Foster Carers, see picture below.



We continue to contribute to the regional **North Wales Adoption Service**. During 2020-21, five children from Anglesey were placed with families for adoption and of those five, one has subsequently become the subject of an adoption order and has; therefore, been formally adopted. It is likely that the other four children will be formally adopted during 2021-22.

Positively, five Anglesey families are currently in the process of being assessed to adopt. The likelihood is that, if successful, children of Anglesey will not be placed with these families; however, they will contribute to the pool of adopters who are able to provide placements for Welsh children across North Wales and beyond.

## **Housing Services**

**The Housing Support Grant (HSG)**, Managed by our Housing Department, is an early intervention grant programme to support activity, which prevents people from becoming homeless, stabilises their housing situation, or helps potentially homeless people to find and keep accommodation. It now encompasses what was previously known as the **Supporting People Programme**, Homeless Prevention Grant and the Rent Smart Wales Grant under the same umbrella, known today as the Housing Support Grant. The total amount of Grant received was £2,714,998.07, of which £2,500,134.42 was allocated for the Supporting People element, £208,654.65 was allocated for **Homeless Prevention** and £6,209.00 for **Rent Smart Wales**.

HSG supports vulnerable people to address the, sometimes, multiple, problems they face, such as debt, employment, tenancy management, substance misuse, violent against women, domestic abuse and sexual violence, and mental health issues, to name a few and the number of presentations and re-presentations during 2020/21, were unfortunately higher than the previous year and can be seen as follows.

<b>Year</b>	<b>Total Presentations</b>	<b>New Presentations</b>	<b>Re-presentations</b>
2020/21	1126	799	327
2019/20	1057	910	147

<b>New Presentations</b>	
<b>Period</b>	<b>Total</b>
April – June	197
July- Sept	239
Oct – Dec	183
Jan- March	180
<b>Total</b>	<b>799</b>

<b>Re-presentations</b>	
<b>Period</b>	<b>Total</b>
April – June	56
July- Sept	132
Oct – Dec	102
Jan- March	37
<b>Total</b>	<b>327</b>

The reason for the increase in presentations is not exclusively due to the impact of the Covid-19 Pandemic; although it has without doubt exacerbated the situation. Anglesey has historically recorded lower levels of income than the Wales average, and opportunities for well paid jobs, remain relatively low, and welfare benefit dependency higher than average, with long term unemployment a major barrier. Poverty levels have sadly increased and as often is the case, financial difficulties often lead to wider socio-economic problems such as debt, increased mental health, domestic abuse, and family break ups, antisocial behaviour engaging in criminal activity, leading to possible eviction, and presenting as homeless. We welcome the significant increase in Housing Related Support Grant from April 2021, and hope this will enable us to effectively mitigate increasing levels of presentations, which without such valuable early intervention, would further increase demand and cost pressures upon statutory services such as Adult Social Care, Health and Criminal Justice Services.

#### **Priorities 2021/22:**

- Implement the Action Plan for the Extra Care south of the Island.
- Review the Accommodation Strategy with our Housing Partners
- Working with partners to tackle poverty.
- Cartrefi Clyd – open a further one property more during 21/22
- Further increase and retain the number of Anglesey Foster Carers

<b>QS6 - What difference did we make?</b>
<b>99.84%</b> of adults were able to discuss their problems during assessment/ re-assessment in their preferred language
57% Care Leavers were in education, training or employment two years after leaving care, compared with 44% last year.
<b>What our People say?</b>
Our admiration for your dedication is boundless [...] appreciation and thanks for all you contribute on a daily basis to the lives of the residents. (in relation to a Council Owned Residential home)
Many, many thank yous for taking care of [service user] especially through the uncertain times of Covid 19.
Although parent thought the referral to children's services would be the worst thing to happen to her, she was grateful to [the Social Worker] for making it a good experience. She wanted to share that the communication had been good, service was prompt and that she is happy with the outcome of the assessment and advice provided.
Card from child: 'Thank you for working with me. You have been a good support and helped me a lot . I cant say thank you enough. I don't think this letter is enough with all the help you have given me...'

## **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 IOACC 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 Local Authorities, NHS and other Agencies in order to deliver on the plan. Key supported priority areas are as noted within the Social Care Wales Annual Circular.

The original plan formulated for 2020/2021 was greatly impacted due to the inability to hold classroom events which has traditionally been the only method of delivery for the Authority. Setbacks in terms of holding face to face sessions e.g. digital skills programmes; health and safety programmes e.g. manual handling etc. proved to be an additional challenge.

**Revised Priority Areas and Key Challenges/Successes are noted below:**

- **Investment in Learning Pool an E-Learning platform.** Great emphasis in order to engage and communicate with Care Workforce and wider Partnership groups to disseminate relevant and timely information about training; sharing information relating to COVID e.g. videos on use of PPE etc.; regular Bulletin updates; Information about Health & Wellbeing initiatives/support.
- **Revised working practices -** Social distancing measures has brought with them the need to find new ways of working with people and an increased reliance on technology-based practice for general communication. A number of sessions around Communication with Clients at a Distance were arranged in order to assist Social Workers to maintain meaningful contact; a number of Cruse Bereavement sessions arranged; various Safeguarding sessions e.g. Domestic Abuse arranged as well as legislative courses such as "Acting Lawfully and Ethically" in order to equip the workforce with the necessary skill/information to continue to work as professionals.
- **Student Placements –** There were challenges in meeting the requirements whilst working within the limitations of Covid and additional risk assessments requirements. However a total of 13 students completed their placements successfully.

Training Sessions e.g. “Reflective Practice and Reflective Connections” and access to support mechanisms to develop resilience were made available to them.

- **Health and Wellbeing initiatives and Training** – Mental Health/Anxiety Awareness, Parabl/In-House OH provision etc. have been promoted and staff have been encouraged to attend/access the support mechanisms available to them.
- **Foster Carers** – a full programme of training arranged. Greater emphasis on the use of online training opportunities to support the Foster Carers Training Framework. Flexible access to training seems to work very successfully. Accessibility to E-Learning modules specifically aimed at Foster Carers has been made available with a total of 35 Individual/Couples registered onto the platform. A total of 128 modules have been completed with a further 12 in progress.
- **Digital Skills** – The planned programme has naturally been put on hold. The accessibility to technology and lack of skills has proved challenging, however support for staff requiring access to training events via e.g. Zoom/MSTeams and the ELearning platform has been a key priority area.
- **Supporting Registration** - Specific sessions e.g. Values & Principles; Sensory Loss etc. have been successfully offered online. The ability for Assessors to carry out observations within work settings has been limited, however alternative arrangements e.g. discussions/testimonies have been undertaken by Managers/Deputy Managers to ensure that progress has continued. The success of 10 members of staff in completing their qualifications this year, despite the very difficult circumstances within which they are working, is a huge credit to them.

An External Verification of the Authority’s Canolfan Asesu Anterth was undertaken during February 2021 which confirmed that the Authority’s high standards have been maintained and the Centre status has been retained, which we are extremely proud of.

- **North Wales Practice Educators Programme** - During this period we had 4 qualified and experienced social workers (representing both Adult and Children’s Services) undertaking the Award.
- **Newly qualified social workers** – A total of 9 Newly Qualified Social Workers were successfully appointed, 5 within the Children Services and 4 within Adults Services. Three of these had achieved through University Bangor Partnership, with 1 of these having been supported through the Authority’s Traineeship Scheme.

We continued to support Newly Qualified Practitioners through their First Three Years in Practice which includes the Consolidation Programme, Porth Agored, with one member of staff successfully completing this programme during 2020-21 and an additional 4 registering onto the programme.

- **Professional Qualifications** - Staff were also encouraged and sponsored to undertake additional qualifications such as Pre-AMHP; TDMP courses were also supported during this period.

### **Summary**

Moving through the Covid 19 crisis into a transition period and beyond it's essential that we make the best use of video, audio and text-based interventions, therefore the programme for 2021/2022 will seek to continue to utilize the newly acquired skills to offer a more blended approach to learning to support the Social Care Sector.

## **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 year-end position showed an underspend of £(891k) for Social Services in 2020/21.**

Children & Families Services underspent by £(754k). The service have worked tirelessly to maintain the level of Children Being Looked After, and a slight reduction in the number of Children Being Looked after (160 as at 31-03-2021) compared to (161 as at 31-03-2020) is testament to this. The underspend was mainly attributable, but not limited to; £(266k) within Children Being Looked After due to 3 placements being funded from the Covid19 Hardship Fund, £(211k) within Integrated Family Support due to one off grant funding and £(108k) within Youth Services, mainly because activities were suspended due to the Covid19 pandemic.

Adult Services have underspent by £(136k) in 2020/21 compared to an overspend of £1,138k in 2019-20. The reduction in overspend is as a direct result of having assigned an additional £(980k) budget to Adult Services in 2020-21 which was aimed at addressing the issue of historical underfunding as well as an increase in the Social Care Workforce and Sustainability Pressures grant from Welsh Government from £(670k) in 2019-20 to £(894k) in 2020-21. It is also worth noting that the Social Care Workforce and Sustainability Pressures grant from Welsh Government has further increased from £(894k) in 2020-21 to £(1,110k) in 2021-22. Work is continually ongoing to ensure that the budgets are allocated to the correct service in line with demand pressures and as such work will be undertaken over the coming months to harmonize the Older People/ Provider Unit budgets.

The Council has an 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.

The table below outlines the financial accounts for Social Services in 2020/21:

	<b>Budget £</b>	<b>Actual £</b>	<b>Variance £</b>
<b>CHILDREN and FAMILIES SERVICES</b>	10,961,600	10,207,454	(754,146)
<b>ADULT SERVICES</b>			
OLDER PEOPLE	8,668,410	9,199,187	530,777
PHYSICAL DISABILITIES	2,086,600	2,161,168	74,568
LEARNING DISABILITIES	6,839,580	7,152,549	312,969
MENTAL HEALTH	2,226,430	2,029,547	(196,883)
SUPPORT SERVICES	1,415,720	1,149,004	(266,716)
<b>PROVIDER UNIT (MON CARE/ OTHER SERVICES)</b>	5,534,890	4,943,680	(591,210)
<b>TOTAL</b>	<b>37,733,230</b>	<b>36,842,589</b>	<b>(890,641)</b>

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

Political governance within the Council has continued to be robust during a period of considerable challenge as a result of the COVID-19 pandemic. This has allowed for clear and consistent support for both Adults and Children & Families 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 continued to politically oversee our 'improvements' and how we have dealt with the challenges of dealing with the pandemic. This growing effectiveness is evidenced in the way in which the most vulnerable amongst us were prioritised for support during the first wave in Q1 & Q2 of the last financial year.

#### **Partnership Working**

The Panel of Elected Members which was established after the elections of May 2017 to scrutinise, challenge and support the Service Development Plan for Children & Families Services, continues its work remotely and has seen improvements. The agenda following a period of instability in dealing with the pandemic waves has been re-established to work remotely and oversees both Children's and Adults social care agenda. The membership of the panel is drawn from across the political groups, and continues to provide the opportunity for the Members to enhance their knowledge and understanding of the work undertaken by the department, 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 in the past and it continues to be an area for us to build on. Both Children & Families 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 as has been the case over the past few years continue to be in place through the North Wales Social Services Improvement Collaborative (NWSSIC) and the Regional Partnership Board. 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 expectations of the Wellbeing of Future Generations Act (Wales) 2015 continues to embed it's working practices amongst services and the established Public Services Boards (PSB) is overseeing and ensuring that public bodies work together to create a better future for the people of Wales.

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 although arrangements for 2020/21 were amended due to the response to the pandemic. The established third sector partnership group is maturing and continues to be tasked with delivering against Council objectives and ensuring appropriate engagement and consultation techniques are adhered to with regards to developing strategies and transformation work across the different organisations.

### **Performance**

The Council corporate planning and performance management framework is embedded into its annual governance arrangements. This framework has been adopted to ensure a continuous improvement mind-set is 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 is usually undertaken on a quarterly basis via a corporate scorecard and the work of two corporate transformation programme boards, however for the first quarter of 2020/21 the reporting of performance through the scorecard was cancelled.

To mitigate the impact of COVID-19, emergency structures and systems were adopted and led by the Senior Leadership Team through the implementation of the EMRT which met on a daily basis in the first instance and thereafter on a weekly / fortnightly basis.

Social Services  
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