

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	13 <sup>th</sup> September 2021
<b>Subject:</b>	Social Services Progress Report
<b>Purpose of Report:</b>	<b>Confirm progress and improvements made to date in Social Services.</b>
<b>Scrutiny Chair:</b>	Cllr Aled Morris
<b>Portfolio Holder(s):</b>	Cllr Llinos Medi
<b>Head of Service:</b>	Fon Roberts, Director of Social Services, and Head of Children & Families Services Iola Richards, Interim Head of Adults Services
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<b>Local Members:</b>	Relevant to all Members

#### 1 - Recommendation/s

The Corporate Scrutiny Committee is requested to:

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

#### 2 – Link to Council Plan / Other Corporate Priorities

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

#### 3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

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

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

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

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

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

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

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

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

## **4 - Key Scrutiny Questions**

1. To what degree are the work programmes in place sufficiently robust to achieve the necessary improvements at an appropriate pace?
2. What are the major risks to achieving the necessary improvements and how are these being mitigated?
3. What actions are being taken by the Social Services Improvement Panel in support of the improvement journey?
4. What suggestions does the Committee have to further strengthen these work streams?

## **5 – Background / Context**

### **Background - Social Services Improvement Panel**

This report aims to advise members of the Executive Committee of progress since the initial meeting of the Joint Social Services Improvement Panel.

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

Objective 2: Support Vulnerable Adults and Families to Keep Them Safe, Healthy and As Independent As Possible

#### **1. Children & Families Service Update:**

##### **i) Increasing the number of Local Authority Foster Carers-**

At present we have 108 individuals registered foster carers with IOACC, made up of:

- 36 mainstream fostering households
- 28 connected persons fostering households

During 2020/21

- 9 mainstream (general) fostering households approved
- 12 connected persons (family and friends) households approved

This has enabled an increased number of children to stay on Ynys Mon and remain part of their extended families and local communities.

We have also been able to approve a small number of Specialist Foster placements i.e. Mother and baby Placements and again this will avoid the need for families to be placed Out Of County for specialist assessments and support

The recruitment target for 2021/22 is a total of 6 mainstream approvals and the situation at the end of Quarter 4 is positive with :-

- 4 ongoing mainstream assessments
- 1 mainstream application awaiting assessment (Stage 1)
- 1 further application expected

There is further targeted recruitment planned regionally for 2021/22 and as a consequence of the recent growth of the service additional social work capacity has been agreed taking the FTE to 4.75 Social workers and the additional post of Fostering Support Worker.

Posts are currently being advertised and recruitment ongoing.

This will give the opportunity to review the Team structure and the way the service operates across the island.

#### ii) Opening our first “Cartrefi Clyd”:

Working towards our family-style homes, on the island which will enable looked after children from Anglesey to receive care on the Island, attend local schools and participate in community life as opposed to potentially being placed in accommodation further away from the local community they are used to.

Our first two homes are now fully occupied and staffed, with a young person in our one bedroomed property and two children in the second home.

The third property which will provide short breaks for children and young people with learning disabilities has now been completed and registration has been submitted to CIW.

The fourth property will mirror the model of our other two small care homes for Looked After Children

#### iii) Young Carers ID Card

The joint project between Acton for Children, Gwynedd and Môn Social Services and young cares has resulted in developing a Young Carers ID card, as part of a Welsh Government initiative. Cards have been designed and are currently being rolled out.



Cyflwyniad  
Gofalwyr Ifanc a Cer



Gwynedd and  
Anglesey Young Car

#### i) Community Resilience Scheme Update

Welsh Government Funding to support provision of services in a transformative way.

The Transformation Grant has been formally launched in Gwynedd & Môn.. Guidelines and the Application Form they have produced for the Transformation Grant. They have

already received a number of enquiries and are therefore hopeful that some good applications will be in the pipeline. The projects are monitored by Medrwn Môn and Mantraeth Gwynedd.

Grants are available up to £5000. Application will need to meet at least one of the fund's aims and objectives:

- . Community Activities
- . Structured Play
- . Support for parents and children following the effect of Covid 19

As far as the Transformation Team are concerned, a number of roles have been filled, including Practice Lead, Psychologist etc. and the remainder will be interviewed in early September.

## **2) Adult Services Update:**

### **i) Continue to work on planning for a new extra care housing provision in the South of the Island –**

The new Extra Care site has been identified. Works has commenced to plan for the build and provision. The business case is currently being finalised. Once the business case has been completed and approved the housing department will be appoint a team of designers to develop the project further. A contribution from ICF has been allocated towards the total build cost for 2021-22.

### **ii) Develop the Shared Lives programme to support people living with dementia and their carers as well as design a Dementia Strategy which is in line with the Welsh Government Dementia Plan-**

The Service has reduced due to the COVID-19 situation, and due to the reduction in ICF funding. One officer in post covering both Gwynedd and Môn. Whilst the project has extended to include older Adults as well as Dementia clients). We are hoping that we will be able to resume the service as soon as COVID regulations allow.

A review of the project is scheduled to take place in December, to consider reviewing the funding for the next financial year or not.

### **iii) Develop opportunities for people with mental health needs to participate in community based group activities-**

The situation due to COVID-19 restrictions remains unchanged, and as restrictions are released we will be aiming to further increase opportunities and activities. Individual support sessions have resumed for some individuals.

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

Work to establish three Community Resource Teams (CRT) located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll was undertaken during the year. All Health and Social Care staff have been designated to their allocated CRT in the three areas.

Substantial progress has been made in the first two quarters of the year in the development of the WCCIS Prototype on the Island. A joint project with BCUHB Community Team we have mapped out current working practices across each of the work areas, and are currently agreeing and developing a new joint working principles which will be built into WCCIS in order for each worker to gain access to up to date client information. This work will depend on the sign off of the WCCIS business case by BCUHB, which is currently going through their internal processes. We hope to be in a position to start to 'build' the system to fit the needs of the CRTs towards the end of September.

**Engage and consult with users on the Adult Learning Disability Day opportunity Strategy so that we create a greater range of high quality day opportunities for individuals in their communities-**

The Adult Learning Disability Day Opportunity Strategy is in place, however formal consultation on the development of a greater range of high quality day opportunities for individuals in their communities will not take place until the Spring of 2022. In the meantime, community options are being explored across the island.

**3) Social Services Joint COVID Update:**

***The situation remains the same as in our February 2021 update:***

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:

- 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 regularly.

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 lockdown period we have:

- Continued to meet all our statutory duties

- Worked closely with Welsh Government, Care Inspectorate Wales, Association of Directors of Social Services (ADSS), BCUHB, Providers and colleagues within North Wales Resilience Team, as well as many others.
- Set up a Covid-19 PPE store to manage the Welsh Government PPE deliveries, managed within Social Services resources.
- Set up the COVID testing referral process and managed this 7 days per week by Council staff.
- Developed 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.

#### 4) Care Inspectorate Wales (CIW) Local Authority Assurance Check Findings

Following our Inspection by CIW held 14<sup>th</sup>-18<sup>th</sup> June 2021, we have received a the following findings letter from the Head of Local Authority Inspector.



CIW - Isle of  
Anglesey County Co



AGC- Cyngor Sir  
Ynys Mon - Archwili

The full report will be published on the CIW Website Shortly.

#### 5) Social Services Improvement Panel

The Social Services Improvement Panel has continued to meet regularly despite the challenges and restrictions associated with the Pandemic. Meetings of the Panel were convened in March, April, May and July, 2021 with meetings scheduled until the end of the current financial year. It can be reported that the Scrutiny Panel continues to receive evidence of improvement and developments in both Children's and Adults' Services which provides assurance on progress made thus far. Attached is a resume of the Improvement Panel's input over the past 6 months (**Appendix 1**).

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

Not Relevant

#### 7 – Financial Implications

Not Relevant

**8 – Appendices:**

Social Services Improvement Panel Progress Report.

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

As included.

### **Social Services Improvement Panel Progress Report**

This progress report refers to 4 meetings of the Social Services Improvement Panel (held on 23/03/21, 20/04/21, 25/05/21 and 20/07/21) and as a result it covers the period **March** → **July, 2021**.

#### **1. Review of Panel Forward Work Programme including Laming Visits**

- A further review of the Panel's forward work programme to ensure focus on key improvements / developments in Social Services.
- Laming Visits – a revised programme has been implemented over the past 6 months with Visits being convened virtually. Laming Visits have focused on the following areas → Fostering Team, Community Mental Health Resource (Heddfan), Local Area Co-ordinators (Children and Adults), Community Resource Teams, Cartrefi Clyd Môn.

#### **2. Social Services Response to Covid-19**

The Panel received a comprehensive presentation on the Social Services response to Covid-19. It was noted that SWOT analyses have been conducted regularly in order to assess what has worked well and has not worked as part of the process of managing the Social Services response to the Pandemic.

#### **3. Community Resource Teams**

An update was given in March on the work of the Community Resource Teams (CRT) which will become the basis upon which Social Services will offer seamless services to users in partnership with the Health Board. It was noted that Adult Services have moved a 3 area model of working – North (Amlwch), South West (Ysbyty Penrhos Stanley) and South East (Plas Mona, Llanfairpwll). CRT meetings are now convened weekly to discuss / collaborate on complex cases.

#### **4. Partnership Working – relationship between Housing and Social Services**

The Head of Housing Services discussed the relationship with Social Services as a basis to support both Children's and Adult Services to provide services for vulnerable individuals. Cartrefi Clyd Môn, Extracare Housing and housing adaptations were cited as examples of the effective partnership working between both services.

#### **5. Youth Service and Estyn Report**

In April, the Panel received a presentation on the contribution of the Youth Service in support of local vulnerable children and young people. Reference was also made to the findings of a recent Estyn inspection. It was noted that management of the Youth Service has now transferred to Social Services but continues to work closely with the Education Service, working mainly in schools as well as local communities. Youth Service workers have played a key role in delivery of food packs for children during the height of the Pandemic which also provided an opportunity to engage with parents / carers. It was noted that the outcome of the Estyn report was positive and particular reference was made to effective work by the Youth Service in support of vulnerable individuals during the Pandemic.

#### **6. Panel Self-Evaluation**

In April, the Panel completed a self-evaluation to gauge the effectiveness of its work and it was concluded that the Panel continues to have a positive impact and is adding value to the governance of the organisation.



## **7. Independent Diagnostic Review – Adults Services**

The Panel received a presentation in May on the findings of a recent independent diagnostic review of adults' services. Details of the areas requiring further development were noted which will be the basis of a service development programme in moving forward.

## **8. CIW Assurance Check of Social Services**

The Director of Social Services also reported in May on a forthcoming Care Inspectorate Wales assurance check of Social Services. It was noted that the assurance visit would be during the week commencing 14<sup>th</sup> June, 2021 for a week with all inspection work being carried out virtually. The review will focus on the following areas:

- How Social Services have delivered their statutory work during the Pandemic
- Review how well Social Services continue to help adults, children and their carers during this difficult time
- Plans for sustainability of services into the future.

## **9. Resilient Families Team / IFSS**

The Panel received a presentation on the work of the now integrated Resilient Families Team / IFSS in support vulnerable families. It was noted that the primary aim of the service is to engage with families with a view to avoiding children coming into the care of the local authority. Positive outcomes for individual families were referred to which have also resulted in tangible cost avoidance for the Service.

## **10. Annual Report on Social Services Complaints: 2020/21**

In July, the Panel received a presentation on the 2020/21 Annual Report on Social Services Complaints. It was noted that 50 negative comments / concerns and 200 positive comments were received during 2020/21 and that the Annual Report was a more positive one than the previous year.

Further meetings of the Panel have been scheduled as follows:

- 19 October, 2021
- 30 November, 2021
- 25 January, 2022
- 15 February, 2022.