

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Corporate Scrutiny Committee
Date:	26 th September 2022
Subject:	Social Services Progress Report
Purpose of Report:	Confirm progress and improvements made to date in Social Services.
Scrutiny Chair:	Robert Llewelyn Jones
Portfolio Holder(s):	Councillor Gary Pritchard- Children & Families Services Councillor Alun Roberts – Adult Services
Head of Service:	Fon Roberts, Director of Social Services, and Head of Children & Families Services Arwel Wyn Owen, Head of Adults Services
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Local Members:	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**]

Risks are managed and reviewed on a regular basis within both Adults Services and Children and Families Services, both with our Corporate Insurance Officer as well as

internal and external inspectors, 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 extent is the Scrutiny Committee satisfied with the initial direction of the Panel's work?
2. What suggestions does the Committee have to further strengthen the panel's work?
3. What other areas does the Panel need to scrutinise?

5 – Background / Context

Children's and Families Service:

We continue to meet our Statutory duties and as we come out of the pandemic we have noticed some staffing difficulties due to staff sickness, which appears to be a national issue. We continue to work hard to meet the needs of Anglesey children and are recruiting Social Care Practitioners to assist during this difficult period.

Service Manager Education for Looked After Children, Youth Services and Children and Young Peoples Wellbeing - We are pleased to have appointed to this exciting new role which sits across both Children and Families Services and the Learning, Skills and Young Peoples Service. The role will be the new strategic lead for the Youth Service and we are currently undertaking a review of the Youth Service in order to ask the young people who use the service about their needs and how best to meet them so we continue to have a Youth Service to be proud of for today and the future.

Trauma Informed Island – the role will also be to take forward the vision we have to become a Trauma Informed island across not only schools, but Early Years, Youth Services, Fostering Services and the Social Work Teams. This work continues to progress at pace with a training session being planned for all Elected Members and Senior Leaders of the Council.

Virtual Schools Model – Sir Alasdair Macdonald, Welsh Government Raising Attainment Advocate was commissioned to undertake a scoping exploring an integrated approach to improving educational outcomes for looked after children across Wales. Within the context of the report's recommendations Ynys Môn have taken the decision to implement an integrated approach, referred to as Virtual Schools hereafter.

As mentioned new role has been appointed to develop, lead on the Virtual School model, to oversee and promote the educational / wellbeing interests of all looked after children, this will include looked after children placed within and outside of the local authority boundaries, and will also include those formerly looked-after and those on the edge of care, up to the age of 25. This model will be underpinned by a trauma informed approach and strategy with the aim of improving the educational achievements and wellbeing of children and young people.

Flying Start – Welsh Government's flagship early years Programme, Flying Start is being extended to include an additional 49 children in Anglesey during 2022 -23 as the first phase. This is also part of Welsh Government's commitment to providing childcare for 2 year old children to ensure they have the best start in life. We will be working closely with childcare providers and parents/carers in the new Flying Start area.

Maethu Cymru – Ynys Mon – In the year 2021-22 Maethu Cymru Mon's (MCM) target for recruiting Fostering households was six. This was achieved despite it being the tail end of the pandemic and other Local Authority's in the region reporting lesser achievements.

The target for 2022-23 continues to be six. As we are now nearing the end of this financial year's fourth month (August) it is reported that MCM have successfully had three Fostering households approved, with another two in the process of being assessed. With the extra-ordinary efforts put in by the team over the summer period to attend a number of recruiting events at different locations all over the island (in tandem with housing department events).

It is also a critical element of the Fostering work to focus on retention. The team have also gone to great lengths to carry out extra activities with our current Foster Carers over the year and especially the summer period. The retention rate (even at this early stage) is seen to be improving, and therefore the number of Fostering Households approved and registered to the Council is on a steady increase. The current number of Mainstream Foster Carer households stand at 41, whereas on the first of April 2021 it was 35. This means that we have been able to recruit at a rate whereby we have made a net gain of 6 fostering households in this 16 month period.

Adults Services:

Business Manager : We are pleased to announce the recruitment of a Transformation and Development Manager. He will be working on a variety of projects over the next few months, including the Learning Disability Programme and reviewing of our Client Finance processes, amongst other projects.

Direct Payments – we have recently received a Internal Audit Report on this service, and are pleased to confirm that the report is positive, and an action plan will be

developed to support further improvements outlines over the next month or so. Department are currently finalising their new policies and procedures.

Boston Centre stage: The council has worked alongside Boston Centre Stage to develop a range of community activities situated in the heart of Holyhead. To maintain the success of such activities an investment was made to purchase a fully accessible mobile adult changing room, this enables all activities to be offered to all including individuals with complex mobility needs. Picture below:



Change in Management for our Children with Learning Disabilities Team and Learning Disability Service - This will aid closer integration of the Children with Learning difficulties and our Adult Learning Disability team to facilitate seamless transition and enhance processes for the individuals and their families who access the service..

Implement Pool Funding within our Learning Disability Service – Section 33 agreement (a Legal agreement between IOACC & Betsi Cadwaladr University Health Board (BCUHB) to fund joint packages of care) with BCUHB to support Pool funding of care packages for people with Learning Disabilities. Thus avoiding duplication and supporting enhanced commissioning and review of services. Betsi Cadwaladr University Health Board (BCUHB) and Isle of Anglesey County Council have combined funding to support some of the most complex packages, and in future will be jointly commissioning services.

Dementia Centre - As part of the regional dementia action plan (DAP) and newly formed Memory assessment service, one of the main aims and objectives within the strategy is to form 6 Dementia Centres across the region. The dementia centres will offer bespoke dementia services for individuals and carers locally, including information, advice and activity workshops that will guide individuals along the dementia journey. Following in Conwy Council's footsteps Ynys Mon is the second region to form and open a dementia centre. Through partnership working with Mencap Mon and Carers Trust we welcome these services locally in Llangefni for our Ynys Mon residents.

Social Services:

Performance:



Childrens Reporting
Q1.pptx



Adults Reporting
Q1.pptx

Market Stability Report: We have been working with Regional North Wales Social Care and Well-being Service Improvement Collaboration colleagues in order to develop a new Market Stability Report (MSR), in line with the requirements of the Social Services and Well being (Wales) Act 2014. This will be the first MSR produced by the Region, and the final Report is scheduled for consideration by the elected Members.

Capacity and Staffing

Ongoing recruitment and staff retention continues to challenge, especially care home, community care staff and residential staff. Some agency workers (7) are still working across the Service to support the vacancies. We are currently trialling an advertisement campaign on our Council vehicles, promoting a career within Social Care.



TEULU MON

We have concluded the task of merging both our Adult Services Single Point of Contact (SPOA) and Teulu Mon into 'One Front door'. The team is now co-located and work is progressing in evaluating and reviewing processes and procedures.

Social Services Office Space – HQ

In line with returning to work post COVID-19, and the Councils revised Hybrid Working Policy, we have consulted with our staff in order to make best use of the office space available to Social Services. We are currently in the process of making minor office adjustments to facilitate staff returning to work, and the increased demand on desk

space. In line with the results of the staff consultation, and considering the business need, we are allocating PODs of hot desks to each team on a ratio basis, as well as providing a larger number of meeting rooms, and additional 'touch down' areas for staff.

SOCIAL SERVICES SCRUTINY PANEL

1. Context

Members will be aware that scrutiny has developed during the previous Administration through the work of 3 scrutiny panels. The new Administration has now confirmed¹ that the structure for scrutiny panels will be as follows:

- **Social Services Scrutiny Panel / Corporate Parenting**
- Finance Scrutiny Panel
- Education Scrutiny Panel.

2. Panel Governance Arrangements

The Scrutiny Committee² confirmed the Panel terms of reference in order to create the conditions to allow the Panel to broaden the scope of its work with the following key benefits:

- i. Develop a scrutiny model of Social Services focusing on a smaller group of Members working jointly on specific themes in order to enable Members to become more involved, develop a level of topic expertise and encourage good attendance and teamwork
- ii. Further strengthen Members' capacity to challenge performance by improving their general knowledge and understanding of Social Services performance data
- iii. Forum to discuss information around Service risks as a basis to inform the forward work programme of the Corporate Scrutiny Committee
- iv. Forum to develop a group of Members with the expertise and ownership to lead discussions on Social Services matters in the Corporate Scrutiny Committee.

Members will be aware of the robust governance arrangements in place to underpin the work of the Panel³ and it is intended to continue to convene monthly meetings of the Panel to the future. Also, arrangements have been put in place for Cllr Euryr Morris, Panel chair to report on progress six monthly to the Corporate Scrutiny Committee. This framework will also include similar progress reporting to the Executive.

Below are details of the membership of the Panel:

Councillor	Scrutiny Committee
Cllr Neville Evans	Corporate Scrutiny Committee
Cllr Llio Angharad Owen	
Cllr Jackie Lewis	
Cllr Alwen Watkin	
Cllr Euryr Morris (Chair)	Partnership and Regeneration Scrutiny Committee
Cllr John Ifan Jones	
Cllr Pip O'Neill (Vice-chair)	
Cllr Jeff Evans	

¹ Meeting of the Corporate Scrutiny Committee convened on 20th June, 2022

² Corporate Scrutiny Committee, 20th June, 2022

³ Meetings of the Corporate Scrutiny Committee convened on 10th April and 26th June 2017

3. Focus of work of the Social Services Scrutiny Panel

This is the Social Services Scrutiny Panel's first progress report and covers quarter 1 of the current administrative year.

The Panel met twice⁴ during this period and the following issues were considered:

Social Services Scrutiny Panel 18th July, 2022

3.1 Panel terms of reference and context of work

The Panel's terms of reference was given detailed consideration noting that ensuring robust and meaningful scrutiny of policies and the support and services available to protect vulnerable individuals remains a key element of Scrutiny Members' leadership role. Reference was also made to the expectations of Care Inspectorate Wales namely – that Members have a comprehensive knowledge and understanding of the Social Services provision to enable them to discharge their responsibilities effectively.

Clarity of role of the Social Services Scrutiny Panel was also noted:

- i. Monitor and scrutinise in a meaningful and robust way:
 - Progress and distance travelled against Service development programmes
 - Quantitative and qualitative performance of Social Services
- ii. Ensure that the voice of children, young people and adults is heard when considering the effectiveness and impact of services
- iii. Discharge the responsibilities of the former Corporate Parenting Panel
- iv. Provide assurance to the Corporate Scrutiny Committee on the following aspects:
 - Adequate, timely progress in delivering Service development programmes
 - Quantitative and qualitative performance of support and care services to children, young people and adults
 - Adequacy of our corporate parenting responsibilities.

3.2 Development Session

Presentations were given by the Director of Social Services and Head of Adults Services on the following and an opportunity for the Panel to ask scrutiny questions:

- i. Children and families' service profile and provision
- ii. Adult services service profile and provision.

3.3 Scrutiny Panel work programme for the period July → December, 2022

Discussion regarding the need to ensure a robust work programme to support the contribution of the Panel towards the Council's governance arrangements. It was noted that the next meeting of the Scrutiny Panel⁵ will concentrate on the annual report of the Statutory Director of Social Services, Social Services Complaints annual report: 2021/22, modernisation of the Youth Service.

Social Services Scrutiny Panel (Corporate Parenting) 12th September, 2022

⁴ Social Services Scrutiny Panel convened on 18th July and Social Services Scrutiny Panel (Corporate Parenting) on 12th September

⁵ Social Services Scrutiny Panel, 12/10/2022

3.4 Development Session

Presentations by the Director of Social Services, Senior Solicitor (Children's Services) and Service Manager (Education of Looked After Children, Youth and Wellbeing of Children & Young People) on the following and an opportunity for the Panel to scrutinise:

- i. Role of the Corporate Parent
- ii. Looked after children service profile and provision
- iii. Role of the Service Manager (Education of Looked After Children, Youth and Wellbeing of Children & Young People)

3.5 Corporate Parenting Panel work programme for the period September, 2022

→ **March, 2023**

It was noted that the next meeting of the Scrutiny Panel (Corporate Parenting)⁶ will concentrate on the budget for the looked after children provision, Looked After Children strategy (workshop format), report of the Independent Reviewing Officers.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

EIA are carried out on all formal projects, in line with the Social Care and Wellbeing Wales Act.

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

All our services are based on the well-being of the people of Anglesey.

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

All our Services are offered and available through the medium of Welsh.

7 – Financial Implications

Not Relevant.

8 – Appendices:

Not relevant.

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

None

⁶ Social Services Scrutiny Panel (Corporate Parenting), 12/12/2022

