

Isle of Anglesey County Council	
Report to:	Executive Committee
Date:	27th September 2022
Subject:	Progress report: Social Service Improvement
Portfolio Holder(s):	Councillor Gary Pritchard- Children & Families Services Councillor Alun Roberts – Adult Services
Head of Service / Director:	Fôn Roberts, Director of Social Services & Head of Children and Families Services Arwel Wyn Owen, Head of Adult Services
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Local Members:	

A –Recommendation/s and reason/s
To provide an overview of the recent progress within Social Services.
Purpose of report:
<ol style="list-style-type: none"> 1. To highlight the improvements within Children and Families Services. 2. To highlight the improvements within Adults Services.
Recommendation
That the Committee are offered reassurance that the continued progress made by Social Services department are reasonable and timely.

B – What other options did you consider and why did you reject them and/or opt for this option?
C – Why is this a decision for the Executive?
To offer reassurance, clarity and transparency that Social Services continue on their improvement journey.

Ch – Is this decision consistent with policy approved by the full Council?
NA

D – Is this decision within the budget approved by the Council?

NA.

Dd – Assessing the potential impact (if relevant):

1	How does this decision impact on our long term needs as an Island?	Yes, in the Services that Social Services provide.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	Ongoing review of financial situation.
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	Yes, some examples are included in the update.
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	Yes – Compliment and Complaint process, consultations etc.
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	Yes.
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	N/A
7	Note any potential impact that this decision would have on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.	N/A.

E – Who did you consult?**What did they say?**

1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	5/9/22
2	Finance / Section 151 (mandatory)	As above
3	Legal / Monitoring Officer (mandatory)	As above
4	Human Resources (HR)	N/A

E – Who did you consult?		What did they say?
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	N/A
9	Local Members	

F - Appendices:

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 in the future. Also, arrangements have been put in place for Cllr Euryn 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 Euryn Morris (Chair)	Partnership and Regeneration Scrutiny Committee
Cllr John Ifan Jones	
Cllr Pip O'Neill (Vice-chair)	
Cllr Jeff Evans	

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.

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

Ff - Background papers (please contact the author of the Report for any further information):
None.