

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Corporate Scrutiny Committee
Date:	14 th March 2023
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.**
- **This report is produced twice a year which covers the Improvements made in Social Services, the requirement for this report originated following the damning CIW report in 2016 in relation to the Children and Families Services. Following a more positive report following the recent Performance and Evaluation Inspection from CIW it is suggested that there is no longer a need for this report, as the Director will continue to prepare his Annual Director of Social Services Report, which is a statutory requirement, and report on the progress of the Services to the Social Services Scrutiny Panel will continue to come from that panel. Therefore we respectfully request that the Panel consider this to be the last improvement report.**

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 Quality Assurance process, which has been recognised by CIW Performance Evaluation review inspection.

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. The progress report discusses the receipt of a positive report from Care Inspectorate Wales. What arrangements are in place to monitor progress against areas that need attention?

2. What work streams will be a priority for the Social Services Scrutiny Panel over the next period?

3. To what extent does the Scrutiny Committee support the intention not to report progress on Social Services improvements to this Committee hereafter but rather to receive reports on the work of the Social Services Scrutiny Panel.

5 – Background / Context

Social Services Highlights:

1. Care Inspectorate Wales Performance Evaluation Report

We were pleased to receive a positive report in December 2022 from Care Inspectorate Wales, which summarises findings from their inspection of Anglesey Adults and Children and Families services which took place in October 2022.

The inspection was conducted to review the local authority's performance in exercising its social services duties and functions in line with legislation, on behalf of Welsh Ministers. This inspection focused on the effectiveness of local authority services and arrangements to help and protect people. The report reflected positively in respect of safeguarding vulnerable children & young people, partnership working, leadership, workforce strategy as well as a commitment to providing a Welsh language service.

The report outlined our strengths and areas for improvement across both services, and as a result we have established an internal working group consisting of the Director, Head of Adult Services, Senior Managers, who are meeting bi-weekly to address the areas for improvement identified. This will be shared in future updates.

The full report can be found below on the Care Inspectorate Wales Website.

2. Capacity and Staffing

The recruitment of staff continues to be challenging within our residential care home staff, Catrefi Clyd staff and domiciliary care workers. The pattern faced is reflected across Wales, and not unique to Anglesey. We continue to bring these difficulties to the attention of Welsh Government Officials and other stakeholders, but we are well aware of the challenges facing employers currently.

We continue to work closely with Coleg Menai to try and attract younger persons into the Service, and with our HR colleagues to try innovative recruitment ideas and marketing. We are also looking at different marketing methods with our Human Resources colleagues and plan to launch our new Workforce Development Plan in April 2023.

3. Service Development Plans

Following the Care Inspectorate Wales Inspection both Children and Families Services and Adults Services are now producing new Service Development Plans. Those plans will be endorsed by the Social Services Scrutiny Panel and they together with the Executive and Corporate Scrutiny will seek assurances on the progress of both plans.

Children & Families Services

1. Catref Clyd Rhosybol

The Authority is currently in the process of registering its fourth Catref Clyd. This service will provide a warm and nurturing environment and will be registered for up to three children which will enable children and young people who are from Anglesey to continue to receive

care on the Island and to continue to attend mainstream schooling. This service will reduce the need for children / young people to be placed out of county.

2. “Looked After Children and Care Leaver Strategy”

The Authority’s Corporate Parenting Panel continues to make positive progress following the internal audit report of 2020. Terms of reference was developed and implemented in 2021. Furthermore a “Looked After Children and Care Leavers strategy” has been developed and is anticipated to be presented to the Corporate Parenting Panel for endorsement later in March 2023.

3. Youth Service

We are currently in the process of reviewing our Youth Services team, this has involved talking to staff, stakeholder and more importantly the young people who access the service and those who do not access the services. This has been a very busy period and an update on progress of this work will be completed by January 2024 (will be completed in two stages).

4. Glanllyn – Connection & Learning in the Outdoors’s...



A Therapeutic Residential weekend was arranged in January 2023 for 13 of our young people aged between 13-16 across Ynys Môn who are either Looked After or with a Care and Support plan to visit Glanllyn Isaf, Bala. We worked with Yr Urdd to develop a bespoke learning package, the element of outdoor activities facilitated by the Outdoor Team with the support and supervision by a range of staff within Children & Family Services.

The overall aim of the residential was to support our young people and their Social Worker/Support Staff working with

and alongside to:

- Build resilience and inspire learning
- Improving behaviour
- Self-esteem and confidence
- Relationships & Connection
- getting young people outdoors
- learning new skills
- have fun

All young people participated and developed their confidence, self-esteem and voice whilst taking part in a number of challenging activities. We are currently organising a showcase event for February 15th for the young people and their families in order to reflect on the weekend so we can developing a programme of offer with clear guidance to make this a

sustained and ongoing offer of support and provision within the service. We have received Initial feedback by young people and staff include:

Young People:

- *“Best time ever”*
- *“Fun”*
- *“I managed ok, I am really proud of myself”*
- *“It was good that we didn’t know each other – we had to make new friends.”*

Staff

- *“This has given me a better insight into their behaviours at home and what I need to focus on ...”*
- *“They are not just a child on my case load – I can now tell you what they like, what makes them laugh and their ideas for the future.”*
- *“WAW, an emotional roller coaster to see them develop from arriving on the Friday to going home on the Sunday afternoon.”*

Adults Services

1. Supported Housing Provision for Adults with a Learning Disability

Review of supported housing schemes have been undertaken internally to identify future needs and to consider suitable housing for the future. One new scheme is set to be delivered in May 2023 and further developments are expected in 2024. It is our intention to have a pipeline of developments which will help modernise the shape of the service and help support individuals in the community.

2. Community Resource Teams (CRTs) Developments

We have progressed with the WCCIS integration work during the year, and Betsi Cadwaladr University Health Board have rolled out the use of WCCIS within their Community Resource Teams. The aim will be to extend access to other health professionals and to ensure that we have clean information to improve the flow of information across services and to manage demand which will benefit service users experience

3. Service Manager – Older People and Mental Health

We are pleased to report that we have recruited to this position recently. The successful candidate had been covering the position on an interim basis and has been successful in the recruitment process, and is therefore already taken up the new role which has additional responsibility for Adult Mental Health.

4. Holyhead 50+ Open Day – Press Release

The third in a series of 50+ Open Days event within Mon Actif Anglesey's Leisure Centres, following two successful Open Days in Amlwch and Beaumaris last year. The Open Day offered the chance to have a go at a variety of leisure activities for free including Pickleball, Walking Netball, Group Exercise and an Arts and Craft Activity. There was also the opportunity to visit fourteen information stalls from organisations including Medrwn Môn, Reengage, Carers Outreach Service, Tai Mon, the Library Service and many more.

NHS Wales were also present, giving participants the chance to receive their flu jabs.

Information stalls were arranged following feedback from Age Friendly Anglesey engagement work which identified a need by individuals and organisations/charities for more opportunities to share and receive information and advice face to face and in the community.

Over 55 people attended the event, with the majority remaining for the full day. The event had a very positive response, with many appreciating the information stalls and expressing an interest in registering for ongoing classes. Feedback received:

"Carry on with more events like these"; "we enjoyed very much."

The next 50+ Open Day will be held within the next few months at Plas Arthur Leisure Centre, Llangefni with plans to make the series one that repeats annually.

Pictures from the event:





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 Well being 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