

Isle of Anglesey County Council	
Report to:	Executive Committee
Date:	21st March 2023
Subject:	Progress report: Social Service Improvement
Portfolio Holder(s):	Councillor Gary Pritchard- Children & Families Services, and Councillor Alun Roberts – Adult Services
Head of Service / Director:	Fôn Roberts, Director of Social Services & Head of Children and Families Services Arwel 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 the Social Services Department.

Purpose of report:

1. To highlight the developments within Children and Families Services.
2. To highlight the developments within Adults Services.

Recommendation

1. That the Committee are offered reassurance that the continued progress made by Social Services Department are reasonable and timely.
2. 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.

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.

It is also requested that agreement is given to changing the title of this work programme to Social Services Development as considerable improvements have been made to date and the service is in a period of development now rather than improvement.

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	N/A

Dd – Assessing the potential impact (if relevant):		
	decision would have on those experiencing socio-economic disadvantage.	
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)	27 th February 2023
2	Finance / Section 151 (mandatory)	As above
3	Legal / Monitoring Officer (mandatory)	As above
4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	Scheduled for Corporate Scrutiny Committee 14 th March 2023
9	Local Members	

F - Appendices:
<p>Social Services Highlights:</p> <p>1. Care Inspectorate Wales Performance Evaluation Report</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Links to the full report can be found below:</p>

<https://www.careinspectorate.wales/sites/default/files/2022-12/221214-Isle-of-Anglesey-County-Council-Performance-Evaluation-Rev>

<https://www.arolygiaethgofal.cymru/adroddiad-arolygiad-gwerthuso-perfformiad-gwasanaethau-oedolion-phlant-cyngor-sir-ynys-mon>

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 it's fourth Cartref 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 develop 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. Olwena Davey, who was covering the position on an interim basis 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:



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