



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Annual Report 2022-23

Director's Report on the effectiveness of Social Services



MÔN SY'N
WYBODUS AM
DRAWMA



TRAUMA
INFORMED
ANGLESEY



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This document provides a summary of our annual self-assessment. We believe it outlines some of our key achievements in the past year, as well as highlighting the challenges that need to be addressed in the coming year.

We welcome any comment on the format and content of this report in order to assist our improvement journey.



Who we Helped & Support (2022/23)

3,615
Contact with Adults

4,698
contact with Children & their families

909
of adults receiving information, advice & assistance

1,311
of adults receiving a Care & Support Plan

419
children receiving a Care & Support Plan

186
individual Looked After Children

270
WCCIS Users

433
Carers Assessed during the year

63
Foster Carers in **37** Homes

1,213
individual Children on the Child Protection Register (55 at year end, 50 average no of children on register throughout the year)

67
of Young Carers supported by Action for Children



About our Social Services 2022-23

Total Social Services Budget

£42,698,963



We employ

701

people across both Services



Children & Families Service Budget is

£12,331,572



85%

of our employees speak
Welsh (L3 or above)



Director's Introduction & Summary of Performance

Welcome to my fourth report as the Director of Social Services at Ynys Mon County Council.

I am incredibly proud to report a number of successes during the year. Within the report you will read our staff and teams excelling in their line of work, some of which gained national recognition. I am incredibly proud of all our staff who work tirelessly to help the most vulnerable people of Ynys Mon, especially during this period of increased demand on our services and challenges to our budgets.

In terms of inspection activity during the year, Social Services welcomed the Care Inspectorate Wales to Ynys Mon in October 2022 to carry out their Performance Evaluation Review and I am pleased to report that we received a positive report, with some areas for further improvement recognised. Further details on the inspection outcomes for the year can be found in section 'How People are Shaping Our Services' of this report.

In terms of looking forward the Council we have published our **Council Plan for 2023-2028** ([copy can be read by clicking on the link to council website](#)), which outlines the council's vision as "**Creating an Anglesey that is healthy and prosperous where people can thrive**". We recognize the need to continue to work collaboratively to deliver the vision and 6 corporate objectives. The annual report next year will link our performance to the six strategic objectives.

Fôn Roberts, Director of Social Services & Head of Children & Families Service



Fôn Roberts, Director of Social Services & Head of Children & Families Services



Arwel Wyn Owen, Head of Adult Services

How are People Shaping our Services

Wellbeing is the key to all our work – putting the individual central to everything we do working with individuals, families and carers, communities and other professionals to ensure improved outcomes for all. We continue to strive towards excellence, despite challenging external factors. Our key values, as set out in our new Council Plan are:

As with previous reports, this document will update readers on our journey against the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) - **Wellbeing, People (voice and control), Partnership, and Integration and Prevention.**

We have worked closely with our governing body colleagues at **Care Inspectorate Wales (CIW)**, Elected Members, partner organisations as well as the community to ensure the wellbeing and safety of the citizens of Anglesey. As mentioned CIW carried out an Performance Evaluation review of Adults and Children’s and Families Services, in October 2022. A copy of Inspection findings can be read by clicking on <https://careinspectorate.wales/>. In summary, here are Some of the key findings from the report:



Respect



Honesty



Collaborate



Champion the Council and the Island

Strengths

IOACC demonstrates a strong enthusiasm and readiness to work with partners. We (CIW) heard examples of successful joint working with partners at a strategic level with plans then implemented on an operational level for the benefit of people. We saw good examples of joint working on an operational level...

We (CIW) heard a consistent, positive message from the workforce regarding the quality of leadership and the culture across children and adult services. Feedback included managers being visible, approachable, providing regular and dependable support, with access and opportunities for professional development.

We (CIW) recognise the political and corporate support that IOACC social services department has received since 2016. In light of the financial challenges, it should be ensured that the support continues in order to further drive improvements across children’s and adult services.

IOACC’s commitment to provide a Welsh language service is positive. IACC’s demonstrates its commitment through its Strategic Equality Plan for 2020-2024. We saw consistent and encouraging evidence that people were receiving the “Active Offer” to speak Welsh, and peoples wishes were taken into account with regard to language choice.

There is a clear vision for the local authority to be a “trauma informed island”. The programme of a trauma informed approach has already been shared with most schools in the local authority, with specific plans to expand knowledge across more services such as youth services and fostering services. This is to be commended as it will ensure consistency in working and communicating with children.

Areas for improvement

Practice should be strengthened to demonstrate that supervisors give time for staff to reflect on the progress they are making with people, and to demonstrate further the additional support and direction given to staff based on their experience

Like most local authorities across Wales IOACC is also experiencing serious challenges in this respect. We saw a significant impact on people because of a lack of domiciliary care services, and the available capacity in nursing / care homes due to staffing.

The local authority must continue to prioritise its improvement in practice relating to safeguarding in adult services, the quality and completeness of work undertaken, including record keeping in order to comply with the Wales Safeguarding procedures (WSP).

The local authority must continue to build on the good work already occurring in the completion of assessments and care and support planning to ensure the voices of people and what matters to them is consistently represented.

The local authority should ensure records are consistently completed to evidence people are aware of the core decisions being made about them.

We have now drafted a work programme to address the areas of concern and will review progress on a regular basis.

Complaints, positive and negative comments - Listening to those who use our service is a key part of our improvement work. A total of 172 positive comments were logged about Social Services during the year, some of which have been included within this report. There were 31 official complaints logged during the year and 56 negative comments / concerns logged which is a decrease from the previous year.

Safeguarding remains everybody's responsibility within the Council and a key priority for us. **The Strategic Corporate Safeguarding Board** provides leadership and governance to the organisation's corporate safeguarding arrangements.



Mwy Na Geiriau

Reflecting the linguistic needs of our population on the Island we ensure that we respond to the individual's linguistic needs in line with the Welsh Language Standards and Mwy na Geiriau. Staff are supported to develop their Welsh language skills, through a variety of various options, from courses to 'lunch time chat sessions'.

80% of our Adult Services staff speak Welsh at Level 3-5, and 88% of our Children & Families staff speak Welsh at Level 3-5. The set levels take into consideration listening, reading, speaking and writing skills. The levels range from 0 indicating no skills to 5 which is fluent in the language.

Key Achievements

- Over the last year we have seen an increase in the number and complexity of safeguarding reports across Children and Families Services and Adult Services. Our performance shows that we have overall, maintained performance and practice quality.
- Practitioners across Children and Families Services have continued to receive training in trauma informed practice, and we will also be embarking on a transformative programme of training in the Anglesey model of intervention 'Cryfder ar y Cyd'.
- Support has been provided to practitioners regarding implementation and compliance with Wales Safeguarding Procedures through internal learning circles so that staff not only refresh their understanding of the changes but also discuss with their peers

the implications for practice. We maintained a focus on responding effectively to learning identified from internal and external evaluations of practice: and our quality improvement work is a key enabler in improving outcomes for individuals.

- We have sustained progress in terms of our arrangements regarding Deprivation of Liberty Safeguards (DoLS): maintaining the quality and quantity of work delivered to date and the number of cases. The UK government has paused the implementation of Liberty Protection Safeguards. However, we will maintain a focus on preparing the workforce and being ready for when implementation is back on the national agenda. In the meantime, we will continue to strengthen the current DoLS system and continue to protect

and promote the human rights of those people who lack mental capacity

- During the year we have reviewed and updated our **Workforce Strategy 2023-2027** (LINK to document on council website) which reflects our plans and vision for our Social Services Workforce.

During World **Social Work Day** held on the 21st March 2023, we celebrated our profession by promoting and sharing our experiences across the council, and expressing our thanks to the Social Work staff we have in the service. We took the opportunity to Showcase some of our staff please refer to the YouTube video link <https://www.youtube.com/watch?v=ZHG9exgKOhI>



Following our work with our regional partners on the updated Population Needs Assessment (PNA) in 2022, we have continued to work across the North Wales Regions in order to complete the Market Stability Report (MSA). The development of the local and regional reports will help us in shaping our services and market in future. The Further details along with copies of the documentation can be found on the following link: <https://www.anglesey.gov.wales/en/browse/Residents/Adult-social-care/>

Our Council launched a **Towards Net Zero Plan** in March 2022 following declaring a climate emergency back in 2020. The Towards Net Zero Plan 2022-2025 will provide a co-ordinated Council response to climate change whilst promoting a cultural shift to ensure that services minimise all greenhouse gas emissions as far as possible. As a service we have identified a lead officer and are currently working with corporate colleagues to consider options for further developments to assist in reaching this aim.



O'r chwith i'r dde: Deilydd portffolio Plant a Theuluoedd a Gwasanaethau Ieuenctid Ynys Môn, y Cynghorydd Gary Pritchard, Arweinydd Cyngor Ynys Môn - Y Cynghorydd Llinos Medi, Cyfarwyddwr Gwasanaethau Cymdeithasol Ynys Môn - Fôn Roberts a Rachel Williams - Rheolwr Gwasanaeth, gyda Gwobr Plant Mewn Gofal 2022.

People – Voice and Control

During the year we have merged our **Teulu Môn** and the Adults Single Point of Contact team together, **creating one point of access across Social Services on Ynys Môn**. The revised Teulu Môn team now consists of staff with expertise in both services areas which will ensure a more robust provision. The work is ongoing to ensure a more streamline referral process from our external partners, and this work is progressing through the Community Resource Teams (CRTs) pathway.

A revised **Learning Disabilities Day Opportunities Strategy** is underway which will look at re-modelling of current services. In September 2022 funding was secured through the Learning Disability Transformation Board to appoint an external consultant to outline current opportunities, explore, and develop access to the wider Community Hubs, encourage integration, update information, guidance and eliminate duplication within services and communities, as well as exploring community transport solutions.

The **Cartrefi Clyd** initiative was awarded the **2022 Children in Care Award** at the Children and Young People Now 2022 Awards for its success in providing looked after children with safe, caring and nurturing homes. The Award recognises the contribution made by a local authority or care provider to improve outcomes for looked-after children or young people, whether in residential care, foster care or other types of placement.

Launched in 2020, each of the four County Council's Cartrefi Clyd properties provides a home for up to six children. They are staffed by a small team of care workers, ensuring continuity of care for the children living there. The fifth Cartrefi Clyd home, provides short breaks for children with additional needs.

Anglesey Council Leader, Councillor Llinos Medi said, *"The initiative emphasises the importance of giving children individual time and attention which helps them to foster valuable relationships and ensure that they receive positive life experiences which supports them to develop into emotionally healthy adults."*

Anglesey's Director of Social Services, Fôn Roberts, explained, *"This service is provided in regular houses in local communities where other families live; and like other families, it's a home where children live together, with 24-hour care and support from our excellent carers."*

maethu cymru | foster wales

Môn Anglesey

As at the end of March 2023, Maethu Cymru Môn (MCM) Ynys Môn Fostering Service had a total of 66 foster families, made up of:

- 38 mainstream fostering households
- 28 connected persons fostering households,

During the past year, we are pleased to confirm that we have continued to recruit, assess, approve, and provide training and support to Ynys Môn foster carers during the post pandemic period. During 2022/23 we approved:

- 3 mainstream (general) fostering households, with a further three imminently due at panel early in the next financial year.
- 11 connected persons (family and friends) households
- 4 Special Guardianship Order (SGO) were also granted by the courts in this and were approved at the Fostering and Permanence Panel.



Building on our progress noted last year, we have also continued to support and retain our Foster Carers within the Service by engaging to a much greater extent with our Foster Carers on children/young people activities. An example of this is the Foster Carers participation in the Foster Care Fortnight recruiting drive whereby they took part

and walked the Coastal Path as families to raise awareness for the need to recruit Foster Carers. This paved the way for a weekly activity programme of both fun activities and recruiting events throughout the year.

In October Maethu Cymru Môn worked with Ysgol Gyfun Llangefni to provide a 'Star Awards' 'fun day' followed by a formal award ceremony where each child was given an award and recognition for their achievements during 2022 - 23.

Our staff and foster carers and our children/young people took part in outdoor activities that included climbing, confidence course, orienteering, mountain biking and culminated in a grand finale - a raft race on the Menai Straits.

What difference did we make?

65% The percentage of adults who completed a period of reablement and have no package of care and support 6 months later

87% of Children’s assessments are completed within time.

What our People say?

“Just wanted to thank you for encouraging me to apply for Disability Living Allowance [...] Helps a lot.”

“(Resilient Families Team worker) gained the [child’s] trust and supported all of us through a very difficult time. She supported [child] with police interview, schooling and SALT referrals. She has bought out all [child’s] lovely qualities and provided us with reassurance we needed as a family. We couldn’t have got to this point without [worker]. All domestic violence has stopped, the household is much calmer and [child] is a very different person from 12 months ago.”

Priorities for 2023/24

Work underway in order to identify opportunities for greater community integration for our adults with learning disabilities on Anglesey.

Open our fifth Catref Clyd on the Island, which will focus on respite provision.

Prevention

We recognize that **unpaid Carers** are working tirelessly throughout our community, and are under increased pressure to maintain their caring role. The pressure is increased due to the limited respite and/or day opportunities options. We have continued to work in partnership with **Carers Outreach and Action for Children** who support young carers and unpaid carers to continue through the use of the Regional integrated fund (RIF).

We are currently in. This initial scoping will be completed by summer 2023 and will underpin the review of the Day Service Strategy. The service specification for external opportunities needs to be reviewed, agreed and framework agreement implemented once the Day Service Strategy has been reviewed in light of the above scoping project.

Direct Payments promote choice; voice, control and flexibility by enabling and empowering individuals to meet their well-being outcomes as agreed in the Individual Assessment. The main objective is for individuals to be able to remain as independent, with or without support, to live in their own homes, be fully involved in family and community life, and to engage in work, education and leisure when and where possible in order to live the life they want to lead.

At the end of March 2023, we currently had 238 clients under Direct Payments, the same as at the end of March 2022. Although the number of clients has stayed the same as the previous year, the projected savings compared to commissioned services has increased by £30,029.59.

As an Authority we are committed to further increasing the Direct Payments on Anglesey. We aim to increase the number of Direct Payments clients and to recruit more Personal Assistants and this can be evidenced by significantly increasing the Direct Payments hourly rate and the Personal Assistant hourly wage.



Trauma Informed:

Being a trauma informed Community isn't a bolt-on, an intervention or something a few do.

It's a culture. It's our approach. It's everyone. From the teacher to lunch time staff, social worker, foster carer, local Police Officer, but to model this approach we have to have equipped staff/ individuals with the tools to enable them to respond to every child's needs and the community."

We are leading the way in becoming a Trauma informed island, and during the year we have promoted and worked tirelessly to improve our support in this area. Including:

1 Therapeutic Conversations, Connection & Learning in the Outdoors's utilising the Youth Support Grant

A Therapeutic Residential weekend was arranged as a pilot approach and 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, and building Self-esteem and confidence, improving Relationships & Connection, as well as getting young people outdoor and learning new skills.

All young people participated and developed their relationship with staff. We also organised a showcase event following the weekend for the young people and their families. We are currently developing this to be an ongoing offer of support of provision for young people who are supported by Children & Family Services.



2 Professional Development - Trauma Informed Approach:

- Children & Family Service and Education Services Senior Managers/Team Leaders from a range of services, Elected Members and key partners attended a 3-hour session on the strategies to support a community approach for trauma recovery and a trauma informed Island. This has shaped the strategy and implementation plan going forward as well as individuals requesting to do the 11-day Diploma. 45 attended.
- A further 2 Diploma courses has been facilitated online / in person with over 54 local authority staff, foster carers, schools completing the Diploma. We have the first youth service team in Wales who have completed the course and are embedding and modelling the practise.
- A Reflective Space and TIS Supervision model has been developed across the authority to ensure all staff / individuals wo have completed the Diploma are accessing the support and effective practise model. This is to build capacity, quality assurance whilst having time to develop sustainable model going forward. Over 70 are accessing this offer every term.
- All of our part time youth workers (40) have completed the universal Trauma Informed School professional development.



What difference did we make?

98% The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year.

Carers Outreach have supported **528 carers**, in order for them to continue to offer care for individuals with mental health conditions, older people, and people with dementia.

Action for Children have supported **33 young carers** throughout the year.

What our People say?

All the staff showed professionalism, empathy and humour when dealing with my mother and were a great help to myself whilst caring for her

“Helped my son learn about his feelings, helped me learn to coping strategies and helped us develop as a family. I’ve had lots of help, resources and have been able to develop skills and my son has too”

Priorities for 2023/24

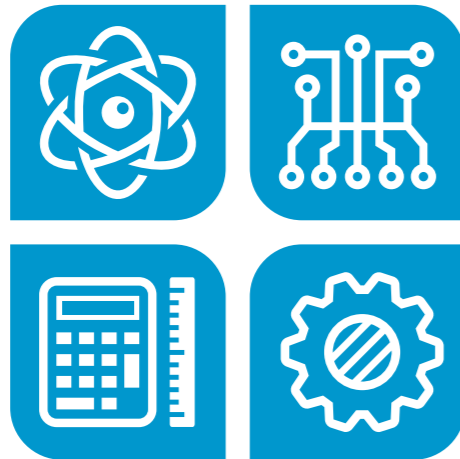
Progress reviewing and re-commissioning our Day Care provision for Adults with Learning Disabilities, with the aim of strengthening community opportunities across the Island.

Continue to progress and lead the way with our Trauma Informed Island Work by offering further training to internal and external organisations and partners across Anglesey.

Well-being

- A Working Project Group has been established to prepare a **Supported Accommodation Review** within the Learning Disability service. We are working with Housing Association, with the aim of identifying a pipeline of purpose built housing options to help modernise and deliver services in more cost effective manner in the near future.
- Furthermore, work on our third **Extra Care Development** in **Aethwy Ward** has been progressing, with both Architects & Quantity Surveyor appointed. Draft Plans are been prepared and are currently being considered. Site clearance will start, subject to statutory planning application which will be applied for in late 2023, with a view of commencing building in Autumn 2024.
- During the year we have been reviewing our Youth Service Provision, to modernize and improv our offering. Some of our achievements include:
 - The **Youth Service** via the Safer Street Grant are currently piloting a weekly drop in “**Youth Café**” using the facilities of a local business Cuffin Café in Holyhead. The aim of the project is to re-engage and connect with young people 14+ who do not attend the universal youth club. The youth café offers a safe base with a team of youth workers to support /key partners offering sessions with food and drink offered to all. The café has been successful with up to 40 young people aged 14-18 engaging weekly.
 - We have recently completed work on young people’s participation and voice, over 400 young people form the 5 Area Youth Club Hubs attended an outdoor **activity day at Canolfan Conway** and completed a survey on “*Have your say on the future of the youth service*”. We are in the process of completing the key findings report but to date they include accessibility, having a safe based, a range of activities to offer throughout the week and access to an emotional available adult.
 - An average of 750 young people attend our 18 clubs every week during the school term, we have been flexible in relation to changing the opening times to support the warm spaces approach and this have been successful with more young people accessing and receiving food.
 - We will be opening an additional Youth Club for young people 11-18 in Llangefni from September onwards, this was following consultation with partners, young people, and staff. The weekly evening session will provide a safe base to offer a range of youth and engagement activities. We will be working with Canolfan Ysgol y Bont to target young people to attend. This is part of our equity and diversity youth grant plan.
- We have organised two residential outdoor sessions for over 80 vulnerable and targeted young people who attend both our school sessions and clubs. We are currently piloting a similar approach with 20 children who are looked after and their foster carers.
- 82 learners attend our LGBTQ+ weekly group across the 5 Secondary schools.

- During the year we have revised and reviewed our **Educational Support for our Looked After Children**. We have prioritised the following in order to strengthen our support:
- We have quality assured all the **Personal Educational Plans (PEPs)** for our children who are looked after with a clear plan in relation to next steps. The new Education dashboard is in place with key indicators for progress and success.
- We have developed guidance for schools/education establishments on gathering evidence for the Family Courts. This has been successful and welcomed by schools/staff. It ensures consistency, quality of information and also a trauma informed lens.
- We have appointed a Virtual School Headteacher who is a service manager whose role is integrated across both the Education Service and Children and Families Services. The Wellbeing and Inclusion Officers are currently supporting 55 of our children who are open to Social Worker Teams 1-6. All of the team have or are in the process of completing the **Trauma Informed Schools Diploma** to ensure consistency of approach within the schools. The focus has been very much on building family engagement and communication, health and wellbeing support / provision.



What difference did we make?

92% The percentage of adult protection enquiries completed within statutory timescales

93.83% The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations

What our People say?

“Thank you for all the help and support that you have given to us throughout [service user’s] healthcare challenges and through the CHC assessment process. From the time we first spoke, when you came out so quickly to see her, onto the trigger checklist assessment ... and through to today’s MDT/DST assessment meeting, you have been an absolute STAR!!!, guiding us through a very complex process and sharing all of your knowledge and expertise so graciously, responsively and patiently with us. It’s been a real privilege and a pleasure to work through all of this with you.”

“Social Worker was very empathetic towards mother while not avoiding difficult conversations which were needed to safeguard the child.... Social worker always presents as fair and balanced, respecting the parent while ensuring the risk to the child remains the focus of the meeting”

Priorities for 2023/24

To complete the Supported Living Accommodation review, which will allow us an improved understanding of the need and options available, and aid the decision making process.

Complete the modernization and restructure of our Youth Service Provision

Partnerships

Partnership working is a key to many of our activities. Working in partnership allows us to access and utilise the skills, knowledge and experience of others to develop a collective response and to pool resources and allowing us to produce responses and services to the community we serve.

We continue to deliver on our **integration agenda** with health and third sector partners within our **Community Resource Teams (CRTs)** at three designated sites on the island. We have progressed with the All Wales Digital rollout of the WCCIS integration work during the year, and BCUHB have piloted the use of WCCIS within their Community Resource Teams as part of our local SiMon project. The aim will be to extend access to other allied health professionals and to ensure that we have timely data and to improve the flow of information across the services and to manage

demand which will benefit service users experience.

Our **Community Hubs** continue to promote opportunities within our local Community. **Canolfan Glanhwfa** (Centre) is a great example of a Community Hub located within a historic town building, Moreia Chapel. In a short time, the new Hub has developed into a focal point for community services and activities supporting individuals of all ages. As a result of the huge success to date, work has already begun to develop the Centre's next steps.

Anglesey's Dementia Active service ensures that people living with Dementia have opportunities to enjoy activities that promote health and wellbeing. As well as supporting the individuals living with Dementia, the service also **supports unpaid carers**. We have received extremely positive feedback from attendees stating that the groups provide



Picture above: Formal opening of Canolfan Glanhwfa – by Jane Hutt MS Minister for Social Justice, and other guests.

enormous pleasure for many of the individuals.

Anglesey County Council has submitted an application on behalf of the whole Island to become a member of the **World Health Organization's Network of Age-Friendly Communities**. Becoming a member of the network will demonstrate that the County is committed to

breaking down the barriers associated with ageing well and cementing Anglesey's status as an Age Friendly Island. The application was presented to Helena Herklots (Older People's Commissioner for Wales) during the **Anglesey Age Friendly Conference** recently, and we expect a formal response late summer 2023.



Photo above highlighting various Dementia Active activities held throughout the year.



Picture Above Attendees at the Anglesey Age Friendly Conference, held at M-Sparc, Gaerwen.



Picture above: Council Leader Llinos Medi and Helena Herklots, Older People's Commissioner for Wales.

The Gwynedd and Anglesey Youth Justice Service (YJT) Team has achieved positive results in the 3 Key Criminal Justice Performance areas for Youth Justice in Wales; First Tim Entrants Rates numbers remain low (30 for the 12 months to December 2022) and below regional and National comparisons, our Custody use in 2022-23 was 0 (we have had no custody cases since 2020). More pleasing is our reoffending rate performance, for the first time in recent years our rates have fallen below the regional and national average comparison.

Our **4 Welfare Indicators** show variable performance over the last 12 months, in places reflecting the excellent support we receive from our partner services within both local authorities and the wider partnership. **However, Education, Training and Employment (ETE)** performance continues to show signs of being adversely affected by Covid-19, disruptions within schools and limited employment and training opportunities persist and have resulted in

poor **offer** and **attendance** figures. **Accommodation** support continues to benefit greatly from our relationships with housing departments and children's services with the added influence from our seconded North Wales Housing Officer performance figures have remained good throughout the year.

Substance Misuse Assessment and Treatment target performance has been good to very good, the service benefits from close association and partnership working with the Gwynedd and Mon Young Persons Substance Misuse Team 'Be di'r Sgor' which is based within the service.

Our **Psychology-based Resilience Interventions for children in the Justice System**, is in constant development in 22-23 we moved into our second Doctor of Philosophy (PhD) Study programme, the trial project will now include YJSs from across the region and our colleagues in the rest of Wales contributing toward a comparative cohort. The study has garnered significant

interest National academic bodies, Ministry of Justice (MOJ) and Youth Justice Board, with Welsh Government following our progress closely.

We have continued to consolidate our excellent partnership working arrangements with our **Housing Services** colleagues during 2022/23. **Preventing homelessness** by ensuring it is rare, brief and unrepeatable are the key aims and objectives of the IoACC's **Housing Support Programme Strategy**. As the main designated provider of housing support for people with mental health needs, our provision has also contributed towards:

- Mitigating the impact and preventing homelessness
- Supporting people to live independently.
- Providing tailored and targeted support to enable vulnerable people to live independently in their own homes across all tenures.



What difference did we make?

16.74% The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March

14.35% The percentage of referrals of children that are re-referrals within 12 months]

What our People say?

"It is a delight for me to see mum's face light up with slight recognition when they both (home carers) start chatting to her, and they seem to manage to get her to have a giggle regularly... I can honestly say that these two ladies have made my life as the unpaid "carer" so much easier over the last few years,

"My child now has the help he needs in school and this has led to a complete change in his attitude"

Priorities for 2023/24

We will prioritise further development of our Web Pages for our Age Friendly Community, as well as raising awareness via our Age Friendly Hubs.

To expand out training flat offer to our Care Leavers

How We Do What We Do

A Our Workforce, and how we Support their Professional Roles

The Social Services has excellent links and works very closely with the Workforce Development Unit who manages the **Social Care Wales Workforce Development Programme (SCWWDP)** grant to provide Training and Development opportunities for Social Services and the wider Social Care Partnership on Anglesey.

National, Regional and Local priorities are taken into account when planning development opportunities for the workforce and every opportunity is taken to work in partnership with our neighbouring Local Authorities, NHS and other Agencies in order to deliver on the plan. Key supported priority areas are as noted within the **Social Care Wales Annual Circular**.

Priority Areas and Key Challenges/Successes are noted below:

- **E-Learning platform – Learning Pool** The use of the E-Learning platform and the modules offered has continued to be promoted as one of the key methods of learning as was demonstrated by the 481 (social care specific) module completions.
- **Student Placements and Trainee Opportunities** We have continued to work in partnership with Bangor University and host Social Work students on the MA Social Work course. A variety of placements have been found across the services.

We continued to support Newly Qualified Practitioners through their First Three Years in Practice which includes the Consolidation Programme, Porth Agored. 4 members of staff have successfully completed the Porth Agored programme during 2022/23. A total of 11 practitioners are currently registered onto the programme.

We have again supported 3 Social Worker trainee placements this year and without this investment we would have been in a very different place in terms of Social Work vacancies. We are very proud of Occupational Therapy and Social Work students and wish to congratulate those who have recently passed.

- **Foster Carers** A full programme of training events were arranged, with approximately 13 courses arranged in addition to a number of joint partnership sessions being held with a neighbouring Authority. Flexible access to

training continued to work very successfully with accessibility to specifically targeted modules being made available with a total of 55 modules being allocated. Foster carers have also been given access to the IOACC e-learning platform and can access relevant e-learning modules and are encouraged to book onto training via our online booking system aka Foster Carers Learning Hub.

- **Supporting Registration** Specific sessions to support staff with registration were successfully offered online in addition to the development of an AWIF support programme which consisted of numerous workshops covering the content for workbooks (Values and Principles; Health & Wellbeing; Professional Practice and Health & Safety).

- **Professional Qualifications** As part of the Authority's Workforce Planning strategy, staff have

been encouraged and sponsored to undertake additional qualifications.

1 social worker has recently registered on the Approved Mental Health Practitioner's course.

1 practitioner has successfully completed the Team Manager's Development Programme (TMDP) and 3 new practitioners have registered on the TMDP programme. In total we have 6 registered on the TMDP programme due to complete the course this year.

In addition to this, 5 practitioners have recently completed the Best Interest Assessor training with a further 7 practitioners due to complete the qualification this year.

14 members of staff are undertaking the CertHE in Social Care practice through the Open University.

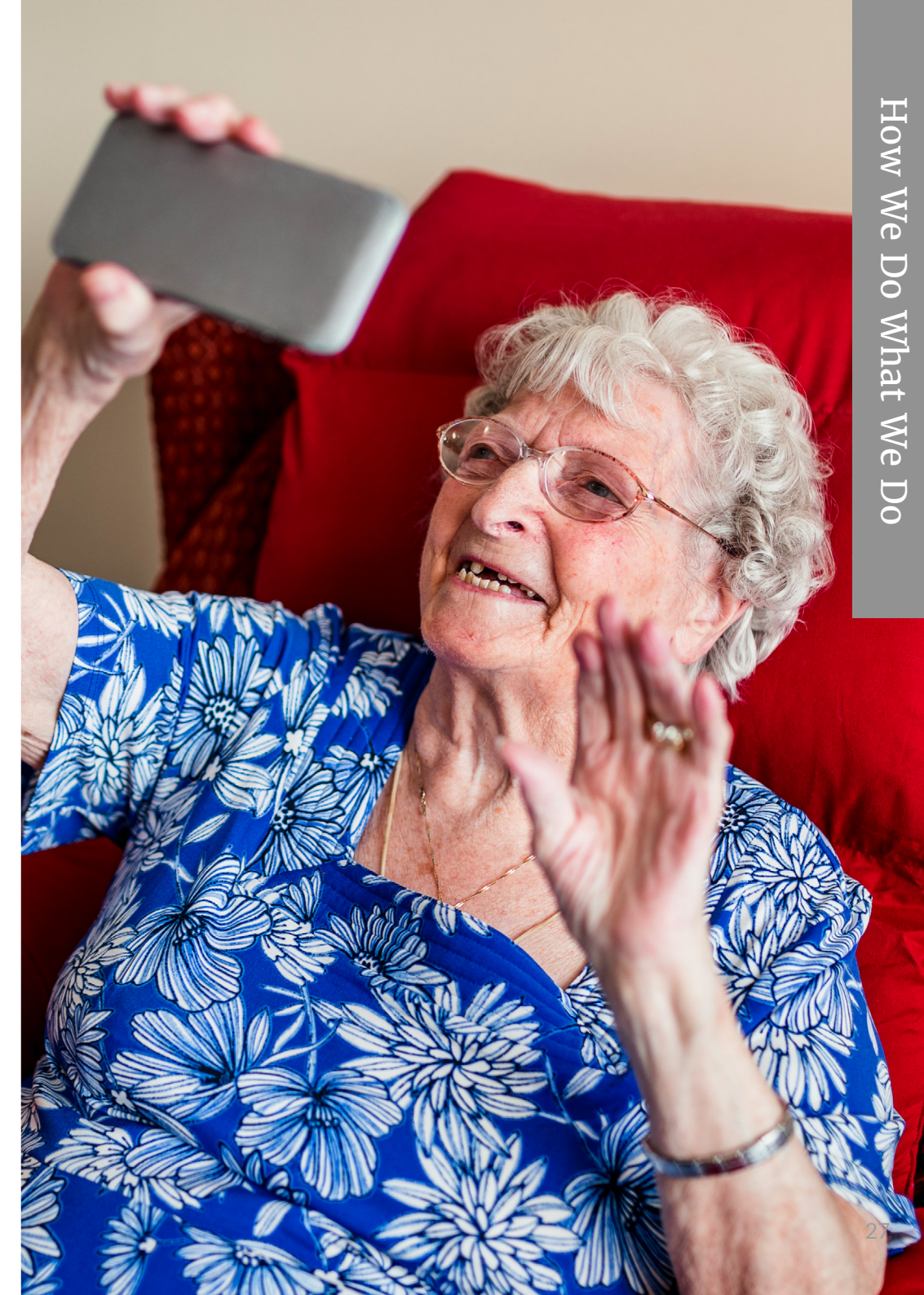
- **Safeguarding** In addition to the usual provision of General Safeguarding sessions offered to the Social Care Workforce,

a range of additional specialist courses have also been promoted.

- **Mwy na Geiriau** The Welsh Language Training programme is available to staff who wish to learn, improve or develop confidence in their Welsh Language abilities. A range of Welsh Language Development resources have been offered over the past year; including residential 'Learn Welsh' courses; weekly lessons; online self-study and confidence building sessions. A Welsh Language Awareness workshop was arranged for the Social Work Students and Occupational Trainees as part of their induction which included a presentation and opportunity for everyone to share experiences and reflect.

A new page has been created on our Learning Pool to assist in promoting and to showcase all the options available to all staff and partnership members.

The "Mwy na Geiriau" e-learning module is now mandatory for all social care staff.



Our Financial Resources and How We Plan For the Future

Financial planning remains a serious challenge for the Council under continued and prolonged financial pressures. Meeting statutory demand within existing resources is providing difficult.

The Children and Families Service have overspent by £965k in 2022-23, the service have worked tirelessly to maintain the level of Children Being Looked After. The overspend was mainly attributable, but not limited to;

The Looked After Children's (LAC) budget was overspent by £1,331k at outturn, which was mainly due to out-of-county placements £822k. All other areas are also overspending, with the exception of non-standard placements (£113k underspend).

Adult services are reporting a break-even position in 2022-23, this is after applying £(966k) from the Social Services pressures reserves and £(249k) one off grants. The year end position excluding the above would have

been an overspend of £1,215k. The net overspend relates to, but is not limited to the following;

Provider unit has underspent by £(387k), the majority of this underspend relates to homecare, and is a direct result of vacant posts.

The Council has effective and well-managed budget setting and financial planning processes in place, and elected members are fully involved in the cyclical programme of planning, and the scrutiny of budget setting and monitoring.

The table below outlines the financial accounts for Social Services in 2022/23:

	Budget £	Actual £	Variance £
CHILDREN and FAMILIES SERVICES	12,331,572	12,296,501	964,929
ADULT SERVICES			
OLDER PEOPLE	10,208,294	10,089,512	-118,782
PHYSICAL DISABILITIES	2,350,479	2,451,636	101,157
LEARNING DISABILITIES	7,465,319	7,830,275	364,956
MENTAL HEALTH	2,439,488	2,725,682	286,194
SUPPORT SERVICES	1,475,172	1,284,518	-190,654
PROVIDER UNIT (MÔN CARE/ OTHER SERVICES)	6,428,639	5,985,768	-442,871
TOTAL	30,367,391	30,367,391	0

Partnership Working, Politica and Corporate Leadership, Governance and Accountability

Political governance within the Council has continued to be robust during the past 12 months. This has been during a period of considerable change due to local elections and the establishment of a new administration and a revised operational leadership team. This has allowed for clear and consistent support for both Adults and Children & Families Services and measured scrutiny of progress.

The Executive is the key decision-making body and consists of the Leader, two deputy Leaders and eight Portfolio Holders. The Leader has adopted the portfolio for economic development under the new administration but continues to have an overarching view of organizational matters. She has delegated the Portfolios for Social Services (Children & Adults) to two elected members. Both politically oversee our 'improvements' and how we have dealt with the challenges of dealing with the pressures

identified as part of our role in dealing with the cost-of-living pressures and increase in demand. This growing effectiveness is evidenced in the way in which the most vulnerable amongst us were again prioritised for support during the financial year and is reflected in the reports received by the Care Inspectorate Wales annually.

The Panel of Elected Members which was established after the elections of May 2022 to scrutinise, challenge and support the Service Development Plan for Children & Families Services, continues its work in a hybrid manner and has seen a continuation in the standard of work provided by the staff in caring for our most vulnerable. The agenda which has been has been re-established over the past twelve months and operates in a more remote manner oversees both Children's and Adults social care agenda. The membership of the panel is

drawn from across the political groups, and continues to provide the opportunity for the Members to enhance their knowledge and understanding of the work undertaken by the department, leading to better scrutiny.

The **Corporate Parenting Panel**, which is chaired by our Chief Executive, and members include Elected Members, partners and other colleagues, and is responsible for the shared responsibility across the Council to ensure that children and young people in our care or leaving care are supported to thrive; they are 'our children'. During the year the Panel has been reviewing its Corporate Parenting Strategy 2023-28, and this will be published during the summer.

We have arranged six **Leadership Walkabouts** for 2023-24, to replace the previous Laming visits, (3 Children and Families, and 3 Adults Services), which will allow for further understanding

and insight into our work for our elected members for them to be better informed to support decision making.

Ynys Môn Social Services are committed to partnership working on both a local, sub regional, regional and national basis. This has been recognised as a strength in recent external inspection reports in the past and it continues to be an area for us to build on. Both Children & Families and Adults Services remain actively involved in the All Wales and the North Wales agendas to improve the delivery of social services through a collaborative approach.

Governance arrangements as has been the case over the past few years continue to be in place through the North Wales Social Services Improvement Collaborative (NWSSIC) and the Regional Partnership Board. This partnership ethos can be further evidenced through the

collaboration of the Council's Social Services with BCUHB via the Integrated Delivery Board (IDB). The purpose of the IDB continues to be ensuring that the health and care needs of the people of the Ynys Môn will be better served by the improved integration of services between health and local authority services.

The Council's Corporate Planning and Performance Management Framework is embedded into its annual governance arrangements. This framework has been adopted to ensure a continuous improvement mind-set is embedded within the work of the Council's services and the expectations of the recent **Local Government & Elections Act (Wales) 2021** are met. It also aids the monitoring of issues which could arise prior to under-performance which would impact on service delivery to the citizen. This is undertaken on a quarterly basis via a corporate scorecard and the work of two corporate transformation programme boards (re-established under

the new administration). Performance against national and local indicators have continued to perform well during the year and this provides assurance that our operating model is applicable and current. Whilst this is a positive reflection on the standard of service provided by both the Adult Services and Children & Families Service during 2022/23, there will be a need to revise and prioritise locally the most relevant Key Performance Indicators (KPIs) based on the new Welsh Government Social Services direction so as to ensure that the KPI data is readily available to extract for timely analysis of performance via the embedded framework during 2023/24.



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ISLE OF ANGLESEY
COUNTY COUNCIL

Social Services

Isle of Anglesey County Council, Council Offices, Llangefni, Isle of Anglesey, LL77 7TW

www.ynysmon.gov.uk

Contact:

Tel: 01248 751887

E-mail: EmmaEdwards@ynysmon.llyw.cym

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