

<b>Isle of Anglesey County Council</b>	
Report to:	<b>Full Council</b>
Date:	<b>26 September 2024</b>
Subject:	<b>Annual Director's Report on the Effectiveness of Social Services 2023/24</b>
Portfolio Holder(s):	<b>Councillor Gary Pritchard- Children &amp; Families Services Councillor Alun Roberts – Adult Services</b>
Head of Service / Director:	<b>Fôn Roberts, Director of Social Services &amp; Head of Children and Families Services, and Arwel Owen, Head of Adults Services.</b>
Report Author: Tel: E-mail:	<b>Fon Roberts, Director of Social Services  Emma Edwards, Business Manager 01248 751887 Emmaedwards@ynysmon.gov.uk</b>
Local Members:	<b>Relevant to all Members</b>

#### **A –Recommendation/s and reason/s**

This paper presents the Annual Director of Social Service's Report on the effectiveness of Social Services 2023/24 to members of the Full Council, as required under the Social Care and Wellbeing (Wales) Act 2014.

The purpose of the report is to promote awareness and accountability for the performance and progress made over the past year in delivering Social Services within Anglesey County Council, as well as including areas identified for improvement for the forthcoming year.

**It is recommended that:**

- 1) Members of Council to accept the report as a true reflection of our Social Services delivery over the past 12 months.

#### **B – What other options did you consider and why did you reject them and/or opt for this option?**

Please note that the report is a statutory requirement for the Director of Social Services, and therefore it is a mandatory requirement.

#### **C – Why is this a decision for the Executive?**

N/A – Full Council

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

Yes.

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

Yes.

**Dd – Assessing the potential impact (if relevant):**

1	How does this decision impact on our long term needs as an Island?	The report addresses a number of current and future projects that will support the council in its work to safeguard Anglesey citizens in line with the Council's objectives.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	There is a specific chapter heading in relation to financial accountability towards the end of the report.
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	We have addressed and commented on our partnership working throughout the report.
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	We have included the feedback from Anglesey Citizens throughout the Report.
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	N/A
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 – Report will be available in both Welsh & English.

**E – Who did you consult?**

**What did they say?**

1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Approved.
2	Finance / Section 151 (mandatory)	As above.

E – Who did you consult?		What did they say?
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	
9	Local Members	The Report is shared with the Full Council.

#### F - Appendices:

Copy of Report: See attachment, or link below.

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

Current Report: <https://www.anglesey.gov.wales/documents/Docs-en/Adult-services/Annual-Directors-Report-Effectiveness/Annual-Directors-Report-on-the-Effectiveness-of-Social-Services-2023-to-2024.pdf>

Previous reports can be found on the Council Website.



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL



# Annual Directors Report on the effectiveness of Social Services 2023-24



**MÔN SY'N  
WYBODUS AM  
DRAWMA**  **TRAUMA  
INFORMED  
ANGLESEY**



Cyngor Sir Ynys Môn / Isle of Anglesey County Council 

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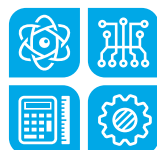
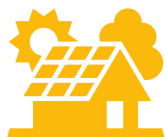
[cyngormon](#) 

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg  
This document is also available in Welsh

[ynysmon.llyw.cymru](http://ynysmon.llyw.cymru)  
[anglesey.gov.wales](http://anglesey.gov.wales)

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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.



<p><b>Who we Helped &amp; Supported (2023/24)</b></p>	<p><b>4,627</b> Contact with Adults (compared to <b>3,615</b> in previous year)</p>	<p><b>4,620</b> 4,620 contact with Children &amp; their families (Compared to <b>4,769</b> in previous year)</p>	<p><b>906</b> of adults receiving information, advice &amp; assistance</p>	<p><b>1,324</b> of adults receiving a Care &amp; Support Plan (<b>1,311</b> in 22/23)</p>
<p><b>523</b> children receiving a Care &amp; Support Plan (<b>419</b> in 22/23)</p>	<p><b>180</b> individual Looked After Children (<b>186</b> in 22/23)</p>	<p><b>112</b> individual Children on the Child Protection Register (<b>542</b> at year end, <b>50</b> average no of children on register throughout the year)</p>	<p><b>497</b> Carers Assessed during the year (<b>433</b> in 22/23)</p>	<p><b>60</b> Foster Carers in <b>35</b> Homes (compared to <b>63</b> in <b>37</b> homes in 22/23)</p>
<p><b>207</b> attended our Older Peoples forum (in one of the <b>12</b> local or Island wide) over the year</p>	<p><b>109</b> of Young Carers supported by Action for Children (<b>67</b> in 22/23)</p>	<p><b>1279</b> children accessed one of our <b>15</b> Youth Clubs during the year</p>	<p><b>673</b> children registered with Flying Start at the end of the year</p>	<p><b>173</b> families accessed our Flying Start childcare during the year.</p>



## About our Social Services 2023-24



Total Social Services  
Budget

**£48,715,916**  
(£42,698,963 in 22/23)



Adult Services  
Budget is

**£30,593,089**  
(£30,367,391 in 22/23)



Children & Families Service  
Budget is

**£13,122,827**  
(£12,331,572 in 22/23)



We employ

**717**  
people across  
both Services.



**Mae 85%**  
of our employees speak  
Welsh (L3 or above)

# Director's Introduction & Summary of Performance

Welcome to my fifth report as the Director of Social Services at Ynys Môn County Council.

As highlighted in my previous report, you will find reference throughout this years report to our progress against the six strategic objectives that are set out in our **Council Plan 2023-28**. By aligning our services and achievements we can help ensure that the Council succeeds in its vision of "Creating an Anglesey that is healthy and prosperous where people can thrive".

Highlighted within the report is progress of our **Trauma Informed Island** Journey – a journey that is making a difference to children, young people and their families on Ynys Mon but is also getting national recognition in relation to the way Ynys Mon is pioneering in this field.

In June 2023 Anglesey joined the World Health Organisation (WHO) Global Network of Age-Friendly Communities. We have identified that this priority is a whole council priority and will be progressing the work during 2024/25.

I am delighted to report a number of successes during the year. You will read stories of how our staff and teams have excelled throughout the year, and how these achievements were recognised and celebrated. Mr Arwel Owen, Head of Adults services has continued to lead and develop out Adults Services and I am grateful to Arwel for his work and for his contribution to this report.

Every day I am incredibly proud of all our staff who work tirelessly to help the most vulnerable people of Ynys Môn, without our committed and hard working staff this report would not be as positive as the one you are about to read. especially during this period of increased demand on our services and challenges to our budgets. Financial pressures remains one of our main challenges especially as service demand increases year on year.

I wish to take this opportunity to extend my sincere thanks to the voluntary sector and other partner agencies who we work closely with throughout the year. Collaborative working within our community allows us to deliver the best outcomes for Anglesey – examples of such can be found throughout my report.

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



**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 continues to be our main aim – putting the individual central to everything we do working with individuals, families and carers, communities and other professionals to ensure improved outcomes for all. Despite challenging external factors we continue to strive towards excellence based on the following values:



Respect



Honesty



Collaborate



Champion the Council  
and the Island

As with previous reports, this document updates you 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.**

One of our strengths in Anglesey is partnership working, and we will outline examples of how we have worked closely with our regulators 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.

**Complaints, positive and negative comments** – We have seen an increase in our Positive Comments – 318 for the year, compared to 172 the previous year. A total of 22 Complaints (16 Stage 1 Complaints and 6 Stage 2 Complaints) compared with a total of 31 the previous year. Eighty-two concerns were received. We published a yearly report which includes detail on themes and areas for improvement and learning, a copy of which can be found on the Councils Website.

<https://www.anglesey.gov.wales/en/Have-your-say/Official-complaints/Social-Services-complaints/Annual-report-social-services-complaints.aspx>



## Mwy Na Geiriau

Isle of Anglesey County Council's commitment to providing a Welsh language service is positive and demonstrates its intent through its **Strategic Equality Plan for 2024-28**.

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.

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 options, from courses to lunch time chat sessions. During 2023 -2024, 65 members of staff across both Adult Services and Children and Families Services received training in relation to Mwy na Geiriau.

**80% of our Adult Services staff speak Welsh at Level 3-5, and 91% 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 fluency in the language.

**Safeguarding** remains everybody's responsibility within the Council and a key priority for the Department. **The Strategic Corporate Safeguarding Board** provides leadership and governance to the organisation's corporate safeguarding arrangements. Key Achievements were reported in our 2023-24 Safeguarding Report, and included:

- The Safeguarding Operational Board Chaired by a Senior Housing Service Manager. The main aim is to provide an opportunity to improve safeguarding awareness and matters corporately across the Council, which also strengthens and creates new internal partnerships.
- The Safeguarding Strategic Board is chaired by the Statutory Director of Social Services and members of that board include the Chief Executive, Deputy Chief Executive, Directors and Head of Services'.
- A successful Safeguarding week which included 5 short internal courses for staff, awareness raising sessions.
- Developments on the safeguarding action plan and ensuring that services remain focused with mandatory training for all Council officers, with compliance figures rising to above 90%.





**World Social Work Day** was celebrated on the 19th March 2024, with an invitation to a social day including a reflexology event for staff, which Menai College Students joined us (Social Care Staff of the future) for networking and an informal chat.

We also invited Keiron Platt, a young survivor of abuse, exploitation and county lines, to the Council offices to share his experiences as a teenager with our staff and with a group of young people who attend our youth clubs.

Keiron was drawn into a world of drugs and violence at the age of 13 and now helps others by talking frankly about his own personal story. He recently shared his experiences at our Children & Family Services Staff Conference, with colleagues from local High Schools, Youth Justice, North Wales Police and our Elected Members in attendance.

Keiron's story could well be that of a young person from Ynys Môn. Hearing about his experiences will help our staff in dealing with similar cases in future and help prevent other young people from being drawn down a similar path. We'd like to thank Kieron for the visit.



We are currently working with our colleagues in **NHS Digital Health and Care Wales**, and other regional partners to replace the Welsh Community Care Information System (known as **WCCIS**) and transfer to a new system.



The Council's primary strategic document, 'The Council Plan 2023-2028' has identified Climate Change as one of its six strategic objectives to drive the authority's work. Supporting the Council Plan, The Council's **Towards Net Zero Plan 2022-2025** provides a co-ordinated whole Council response to climate change whilst promoting a cultural shift to ensure that services minimise all greenhouse gas emissions, As a service we have identified a lead officer and are currently working with colleagues to consider options for further developments to assist the Council reaching its aim.

Our Council, has achieved the following milestones over the past year:

- Investing to decarbonise heating systems across the Councils property portfolio (Social Care, Education and Leisure properties) with work planned at our Council Residential Homes.
- Install solar panels to reduce the electricity consumption.
- Building social housing to high energy performance standards.
- Extending public charging point network to encourage electric vehicle use.

- Provide climate change training to Elected Members and senior Council managers.
- Development of a local tree nursery to promote tree planting across the Island at Blaen y Coed

One highlight during 2023/24 has been the development of the new **Poverty Dashboard**, which is available to Anglesey Council staff via the internal system Monitor. This is an interactive Power BI dashboard showing the latest data and trends about the cost of living on Anglesey. The dashboard allows Officers to gain access to live data to assist in data forecasting and preparation to shape our future services.

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Our challenges on Ynys Môn are no different to that of all other Local Authority in Wales where we are faced with an exceptionally difficult year in relation to budget demands and grant funding. This is especially difficult when we are seeing demand increase and the complexity of Ynys Môn's residents also increasing. The coming years will be difficult, and we must maintain good and effective relationships without partners and continue to find innovative ways to deliver services in order for us to continue to meet our statutory duties.

# People – Voice and Control

Last year we confirmed we would identify opportunities for greater community integration for our adults with learning disabilities on Anglesey. Work continues on **the development of Day Activities for people with Learning Disabilities** in the Holyhead area. Expanding the use of community resources is a priority for the service and the feedback received from the people who attend has been positive. People have appreciated being able to choose from a range of activities, resulting in better experience, choice, and control over their own lives.

To support the expansion of the vision for Day Activities the Council has approved the proposal to stop providing a Day Service at the Council run centre at Morswyn Centre in Holyhead.

Attendance at Morswyn had reduced due to the positive response to other community-based activities in the area. Transferring resources from the Morswyn centre will now facilitate further development in community-based resources.

Our three **Community Resource Teams (CRT's)** continue to evolve with increasing participation from the third sector and partner agencies. **The Fragility Project**, a joint initiative with Betsi Cadwalader University Health Board (BCUHB) has been in place for 6 months, a proactive project to reduce the need for hospital admissions, supporting people to remain at home with a rapid response from all agencies. Given the positive response to this project, plans are afoot to replicate this model in the Amlwch CRT which will come into fruition during 2024.

Teulu Môn is now a fully integrated service for both Children & Families Services and Adult services. We are working internally and with Health colleagues to enhance the service which we hope will give citizens greater access to information, advice and assistance. A revised referral form is now in place as a collective initiative between Gwynedd, Conwy and Anglesey Councils and Betsi Cadwalader University Health Board (BCUHB) to try and improve the quality of referrals being received which should lead to better outcomes for citizens.

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Our first **Cartref Clyd** opened in 2020, and to date we now have three more and they provide a home for up to six of our Looked After Children. They are staffed by a small team of staff, ensuring excellent quality of care for the children living there

We are now looking for our 5th Cartrefi Clyd on Ynys Mon.

In addition, the construction of phase one of our newly renovated properties, which will re-house our Specialist Childrens Services, has been completed by early March 2024.



# maethu cymru

Môn

# foster wales

Anglesey



**Recruiting and Retainment Foster Carers** remains a focus, and during Foster Care Fortnight 2023, a number of our staff completed the Three Peaks Challenge to raise awareness of the need to recruit Foster Carers. We were joined on our challenge by other Foster Care professionals from all over Wales.



Several successful events have been hosted during the year, including an activity weekend at Conwy Centre for Foster Carers and the children, a wellbeing event for our foster carers ( and a Halloween event for Foster Carers and children held at Gaerwen Community Centre, to name a few.



During the National Eisteddfod 2023, which was hosted in our neighbouring county of Gwynedd, we attended the 'Maes' with a recruitment stand on the main area 'Y Lloches',

We are delighted to report that our Fostering Service was acknowledged in The Fostering Network - Fostering Excellence 2023 Awards:

- The Fostering Network award for a social work team
- The Fostering Network award for kinship foster carers.



The Supporting Families Unit undertook engagement events over the County to ask parents/carers, children and professionals about the services available for families and how they could be improved/strengthened and where the gaps in provision lie. This helps us to improve our services and develop new and innovative services that support our families. The need to include people in decision making about their future is at the heart of the Future Generations Wales (2015) Act (FGA) and we have started a research project working in partnership with Cambridge University and others on building a Public Map Platform (PMP) to help us and our communities picture what is happening in a place as a basis for informed decision making and local action on issues such as our place shaping programme and climate change.

The Council's new **Tackling Poverty Strategic Plan 2024-2029** has been approved by Executive committee on the 19th March 2024. A copy can be found on our website:

<https://www.anglesey.gov.wales/en/Residents/Benefits-and-grants/Cost-of-living/Tackling-Poverty-Strategic-Plan-2024-to-2029.aspx>



## What difference did we make?

**63%** The percentage of adults who completed a period of reablement and have no package of care and support 6 months later. (65% in 2022/23)

**92%** of Children's assessments are completed within time. (87% in 2022/23)

## What our People say?

"We wanted to write a review of the Night Service. The Night Service visited dad twice each night to check he was ok. The Service was really excellent. Staff were friendly and approachable. This Service provides support to enable people to be cared for at home. In a climate where there a focus on delivering packages and support to people to enable them to stay in their homes we would thoroughly recommend this service which we know isn't available everywhere. Thank you so much for all you do."

"Social worker presented life story work - one of the best she has been part of, well researched and thorough, and [service user] is much happier in himself, his questions are answered. There was laughter and fun as part of the life story work, but the serious matters were taken seriously."

## Priorities for 2024-25

Roll out the Fragility Project across Ynys Mon.

Continue with our search to find and secure a property for our fifth Cartref Clyd on the Island.



# Prevention

We confirmed we would review and re-commission our day care provision for adults with learning disabilities, with the aim of strengthening community opportunities across the Island. During the year we held a **pilot exercise to explore community, hubs and integration opportunities** for individuals with a learning disability in the Holyhead area. Grant funding was awarded by the **regional Learning Disability Transformation team**, which enabled the service to commission a consultant to trial the exercise and conclude the findings in a report. The pilot was positive and all individuals who participated enjoyed taking part. The report will support the service to update the Learning Disability strategic plan moving forward.

**Direct Payments** can promote choice; voice, control and flexibility by enabling and empowering individuals to meet wellbeing 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 to live the life they want to lead. At the end of January 2024, we currently have 239 individuals receiving Direct Payments. As an Authority we are committed to further expanding Direct Payments. We aim to increase the number of individuals accessing Direct Payments to recruit more Personal Assistants, and last year we increased the Direct Payments hourly rate and the Personal Assistant hourly wage with the aim to enhance these during 24/25.

The new **North Wales Older People Suicide and Self-harm Prevention Task and Finish Group** was formed in March 2024. The group, led by BCUHB and features partners from all over North Wales including Local Authority Age-Friendly Leads, the Ambulance Service and Age Cymru Gwynedd a Môn. The group was established in response to the increase in older people's suicides (60+), with the aim of understanding more about the issues and factors affecting older people in north Wales which contribute to suicide and self-harm, gather good practice to prevent suicide and self-harm, and to engage with partners with lived experience. This work will continue during 2024-25.





## 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 we have promoted and worked hard to implement our Trauma Informed Anglesey vision within the council, partners, and the community. We have been successful in:

- Accessing Securing Shared Prosperity Fond (SPF) to further roll out our professional development offer across the Island – targeting key partners.
- During 2023-24 Over **1000 individuals have completed the half day session on Trauma Informed Awareness**, this includes a bespoke session for CSYM staff, and over 150 staff attended.
- Over 70 staff within Children & Family Services are Trauma Informed Practitioners via the Diploma - this includes Gary Pritchard - Deputy Leader and Children and Families Portfolio Holder, Youth, Leisure and Housing Service, Urdd staff, Cartrefi Clyd staff, Di Gartref, Môn CF to name a few.

- Over 21 of our foster carers have started the first of its kind in the United Kingdom Certificate in Trauma Informed Practice.
- Lead on a national conference in relation to the impact of generational trauma
- Reflective Space /supervision program in place for all trained staff to share effective practice.

### Impact:

- Change in culture/ethos and mindset.
- More relationship-based policies & strategies.
- More focused collaboration in relation to children/ young people
- Modelling the same language

We are pleased to confirm the full implementation of **Public Law Reform** in respect of the **Public Law Outline**, which endeavours to work with families effectively to divert from public law proceedings.

During the year we have made full and effective use of our **Resilient Families Team** to work intensively with the families of children & young people on the edge of care. This preventative work with families aims to give support to reduce the numbers of children entering our Care.

## What difference did we make?

**8%** 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. (98% in 2022/23)

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.

**79** is the total number of carers needs assessments for young carers undertaken during the year (compared to 50 in previous year).

## What our People say?

Were you happy living in Heddfan? “Definitely! By living in Heddfan I got used to being around people. Before going to Heddfan I had not socialised in the past 10years. I felt safe. I had really settled here. The flat was kept to an extremely high standard. It was perfect”

Very efficient, friendly and helpful, I feel confident that she is giving me the best advice, always a pleasure to meet up with (in relation to a child care Social Worker)

## Priorities for 2023/24

To encourage preventative community based services allowing people to receive support in community settings.

Continue our journey working toward completing our work programme to ensure Anglesey becomes an Island that is Trauma Informed

# Well-being

Last year we said that we would complete the **Supported Living Accommodation review**, an improved understanding of the need and options available, and aid the decision making process. During the year we have carried out a mapping exercise of existing provision. Baselines have been created, and the core hours, schedules and care plans updated to create a true reflection of the service and cost. Savings have been generated and changes were implemented by January 2024.

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The local authority has received agreement and funding to prepare a Strategic outline case for our **Extra Care Property, South of the Island**. These were submitted to the Regional Partnership Board (RPB) and Welsh Government in December 2023, and we are awaiting approval by Welsh Government, before further funding to complete a full business case. The full business case will be presented to the Integrated and Rebalancing Capital Fund (IRCF), Housing with Care Fund (HCF) and Social Housing Grant (SHG) panel and will hopefully maximize the grant funding available to complete the construction of the project. We aim for the full business case to be written and approved by October 2024.



**Dementia Actif Môn** - This Project has progressed considerably over the last 12 months including recruiting a new full-time member of staff to deliver activities and support across the island. Highlights include:

- Supported 7 Dementia Hubs/Groups on the island, where new activities were introduced, supported with grant applications as well as establishing two new Dementia Hubs/Groups on the island, in two rural areas, enabling weekly activities, support for carers and family members.
- Introduced a new Dementia Directory, providing information for local groups on the island.
- Introduced a new '**Living on Anglesey and worried about your memory**' campaign here on Anglesey wanting to support and simplify the information on how to get a diagnosis, the key signs/symptoms and key contact details.
- We have been working on a community engagement program where we have been working with communities to see what they think should be available for people living with Dementia to shape a new Dementia Strategy.
- Over 600 hours activities provided, with 10 weekly sessions, with over 100 people attending every week.

In January 2024 we recently welcomed 35 visitors from various local Learning Disability Groups to the Council Chamber in Llangefni allowing them an opportunity to meet and question Council officers and Elected Members. Those attending Boston Centre Stage, Mencap Môn, and Blaen y Coed Day Centre were able to question the Councillors present various questions about issues important to them, such as voting, local transport etc. The visit was a great success and this will become an annual occurrence, **promoting integration and equality.**



Our **Community Hubs** have continued to develop and create safe spaces for socialising and participation in activities. This year's Autumn Activities fund saw several community hubs benefit from financial support to host activities and events. The activities have supported the reduction of loneliness and isolation, as well as promote integration.

We continue to value and support our **unpaid carers** – these individuals offer so much support to their families and friends. Our “**Forward Thinking Forward Planning**” project continues to grow, looking at suitable adaptations that can be made to help support unpaid carers both now and in the future. Furthermore our “Unpaid Carers Discount” project is being extended to adult carers as well as young carers. The provision asks local businesses and companies to join the scheme which offers discounts to unpaid carers to support their health and well-being.

A great turnout was had at one of our **Older Peoples Forum**, when they met at M-SPARC, where “Online Safety” was the topic for discussion as this had been identified previously as a concern for many of our attendees.



We confirmed in our previous report that we would complete the modernization and restructure of our Youth Service Provision. As a result, we have realigned our youth service framework to meet the needs of our young people with a clear support and provision offer. An average of 700 young people attend our youth offer per week. This year we offered:

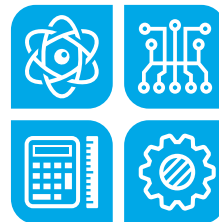
- Summer Clubs over the school holidays – 1 day in each secondary school area and over 500 young people attended.
- Increased our work with North Wales Police and received grants to offer activities.
- Over 25 young people attended a residential weekend in Glanllyn to develop their Welsh language skills.

We had been successful in bid to run a pilot for **Virtual School (Wales)** in 2023, with the assistance of funding from Welsh Government to look at improving outcomes for our Looked After Children (LAC). Our Virtual School is led by an integrated Service Manager who is part of the Children and Families Service but also sits on the Learning Service leadership group.

During the year we have implemented a consistent process to ensure consistency of approach and methods of tracking. All LAC will have an online **Personal Education Plan (PEP)** in line with statutory requirements that will also include a Mental health and wellbeing assessment.

Termly workshops have been offered as part of our support to schools, with further 1:1 support for some schools/settings if required.

We are confident that the education attainment of our Looked After Children and young people has improved during this year with the implementation of the Virtual School Team.



CSYM Youth Service provides an inclusive, safe base for all young people across Anglesey, where the Welsh language is at the heart of everything we do. We build relationships based on trust, respect and prioritising the voice of the young person. Engaging with our local communities, and by working in partnership, we help young people to reach potential. We will always listen and strive to empower individuals to achieve their goals.

#Voice. Choice. Empowerment

### The Five Pillars of our Service



## What difference did we make?

**95%** The percentage of adult protection enquiries completed within statutory timescales (92% in 2022/23)

**91%** The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations. (93.83% in 2022/23)

## What our People say?

“She is so happy with the bathroom adaptation and would like to thank everyone involved, the adaptation is “life changing” giving her “independence and allowing her to maintain her dignity”\*. The contractor carrying on the work was helpful, friendly and the work was exceptional.”

“Foster carers commented that you (Social Worker) have begun work on healthy relationships with [service user]. They were extremely positive and complimentary regarding the way you have engaged, communicated, and supported [service user] so far. They are encouraged that [service user] will benefit greatly from working with you.”

“Clwb Hwyl is an asset to the local community. It gives toddlers confidence and allows them to learn how to play with other children. It is a good place for parents of young children to meet one another in a friendly and sociable child friendly atmosphere”. Parent

## Priorities for 2023/24

To continue efforts to modernise and transform the standard of supported living accommodation with the opening of a purpose built unit in Valley.

Modernise and develop our support and training offer to 16 plus.

# Partnerships

Partnership working is 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.

## In June 2023 Anglesey joined the **World Health Organisation (WHO) Global Network of Age-Friendly Communities.**

Becoming a member of the Network is a sign of the island-wide dedication to creating an Age-Friendly Anglesey where there are no barriers to ageing well. Work over the past year has included hosting a number of local Older People's Forums out in the community, leading 50+ joint Open Days with Anglesey Active. We as a council see this as approach for all our services to be a part on and will be working during 2024/25 to expand individual services understanding of our commitment and role.

In November 2023 Anglesey accepted the invitation to present at the Older People's Commissioner's Age-Friendly Wales Conference to share good practice of the work in a promising Age-Friendly partnership taking place on Anglesey .



Pictured above is Sioned Young (Age Friendly Communities Development Officer) (centre), with Brenda Roberts, Chair of the Anglesey Older People's Council and Ieuan Wyn Jones, Chair of Canolfan Glanhwfa at the **"Making Wales an Age-Friendly Nation"** Conference, November 2023 held in Cardiff. Hosted by Heléna Herklots CBE, the Older People's Commissioner for Wales. Anglesey was one of only four counties in Wales to receive the special invitation to share the good practice work within the county to create and **Age-Friendly Community.** Within their presentations the three had the chance to showcase the great partnership work taking place on Anglesey to create an Age-Friendly Anglesey where there are no barriers to stop people from ageing well.

Topics discussed included the **Older People's Forums**, arranged in partnership with Age Cymru Gwynedd a Môn, the 50+ Open Days, and the development of Canolfan Glanhwfa in Llangefni, which is a community centre within the vestry of the Moreia Chapel and by now home to numerous community and Dementia services.

In a letter of thanks to Sioned, Brenda and Ieuan the Commissioner stated:

*"Thank you for your excellent presentation on the positive work underway in Anglesey. You really brought age-friendly communities to life, demonstrating the practical changes and impact as well as the importance of working in partnership."*





Last year we said we would prioritise further development of our Council web pages, which we have reviewed and refreshed during the year for our Age Friendly Community, as well as raising awareness via our Age Friendly Hubs. In further promotional work we have produced an “**Age Friendly Newsletter**”, which will be published three times a year, with printed copies shared widely within our communities in places such as GP surgeries, Pubs, libraries and cafes, as well as an email subscription. Furthermore, we have developed a **Community Buildings Directory**, which promotes the use of community buildings across the island.

<https://www.anglesey.gov.wales/en/Residents/Leisure/Community-facilities/Community-buildings-directory.aspx>

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The **Anglesey Older People’s Council and Forums** continue to expand. Older people are given the opportunity to share good practice, and voice their concerns about anything that they consider a barrier for them to age well on Ynys Môn.

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Over 50 people attended the **Health and Wellbeing 50+ Open Day** at Holyhead Leisure Centre on Monday, 22nd of January in Partnership with **Môn Actif** and Adults Services. The Open Day offered the chance to have a go at a variety of leisure activities for free including Pickleball, Pilates, Group Exercise, Badminton, Squash and an Arts and Craft Activity. There was also the opportunity to visit fourteen information stalls from partner organisations.



The **North Wales Learning Disability Strategy** was approved by all six local authorities and Betsi Cadwaladr University Health Board in March 2019. Ynys Môn and BCUHB have agreed to lead on this action to explore and pilot **Pooled Budgets** between health and social care. BCUHB and social services staff in the Ynys Môn Learning Disability Team are co-located and have a strong history of positive joint working. The pilot has changed the current process through which Ynys Môn and BCUHB commission joint funded services for adults with learning disabilities. Historically there have been separate processes which has caused inefficiencies, delays, and a disproportionate burden on board level. The pooled budget pilot provides increased flexibility as it's a streamlined approach to the management of funding allocations between the council and the health board where the review making processes, financial contributions and commissioning of services is an integrated decision. For the purpose of the pilot, there is an existing joint budget for citizens residing in residential placement and community living between Ynys Môn and BCUHB set at £1.2 million pounds. There are 6 stages to the pooled budget:

- Stage 1: existing, jointly funded community living and residential care and support
- Stage 2: new care and support packages in residential and community living (currently working at this stage).
- Stage 3: total care and support budgets plus day opportunities, advocacy and other commissioned contracts.
- Stage 4: total expenditure on community living and residential including respite care, domiciliary care, shared lives and family support. CHC budgets known and aligned to SC budget.
- Stage 5: total health and social care and aligned staff budgets for community only and for Ynys Môn only.
- Stage 6: fully integrated community and acute budgets for learning disabilities.

The local authority has supported **Mencap Mon** to recruit a manager to develop the HUB and a menu of community activities. The match funding that was provided through the Regional Integrated Fund (RIF) has enabled Mencap Mon to be successful in attracting further funding from other funders such as the Charitable trust. We look forward to continuing our conversations with Mencap Mon to develop the service further.

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We said that we would expand out **Training flat offer to our Care Leavers**, and over the last 12 months we have encouraged 11 young people to stay in the training flat for up to 28 days. This has supported the young people to develop their independent living skills, so that they are more prepared to manage their own tenancy when they leave care. Following the trial period some have decided that they are not ready to live by themselves and have remained living with their foster family on a “**When I’m ready plan**”.

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Young people have been supported to complete an accredited “Agored” independent living course during their stay in the flat. This helps young people to develop skills in managing a tenancy, budgeting, understanding bills, cooking on a budget and maintaining good health. We have also utilised the training flat to undertake education and training sessions for our young people that are on an alternative education plan.

2023-24 has proved to be a significant year for change and challenge for the **Youth Justice Service (YJS) for Gwynedd and Ynys Môn**. Having introduced new National Key **Performance Indicators (KPIs) and a new Prevention and Diversion Assessment Framework**.

In addition, the service was subject to a National Standards Audit (work in Courts) and in November 2023 the service was inspected by His Majesty's Inspectorate of Probation (HMIP).

A National Standards Audit, which reviewed the Gwynedd and Ynys Môn – Youth Justice Service work with the Courts, was judged to be 'Good' with recommendations around recording and engagement with parents, but overall highlighted the very effective and cooperative working relationship with our partners in His Majesty's Court and Tribunal Service (HMCTS).

A HMIP Youth Justice Inspection in November the service was judged to be 'Good' with some recommendations or areas for improvement.

Work in responding to the recommendations are well underway. The inspectors' comments were:

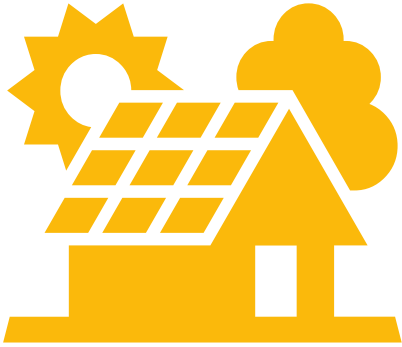
*"The YJS can be rightly proud of the way it reaches out to children with compassion to help them live out their best lives. It must now focus on using the findings from this inspection as a springboard to bring about further change. In this report, we make seven recommendations to improve further the work of the Gwynedd & Ynys Môn YJS. We trust that they will assist the service as it continues its improvement journey."*

The service continues to host the **Young Persons Substance Misuse Service ("Be di'r Sgor")** for Ynys Môn and Gwynedd and the Gwynedd Problematic Sexual Behaviour Support Team (Tim Emrallt), joint working with both remains at a high standard with very positive feedback from HMIP of these partnership arrangements.

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The YJS **Psychology-based Resilience Interventions** for children in the Justice System, remains in constant development in 23-24. Work continues with our colleagues across Wales and has now moved into a formal trial stage. The study has gathered significant interest from Ministry of Justice (MOJ) and Welsh Government who are following our progress closely.

Our Families Support Team have worked extensively across North Wales, in partnership with the Regional Partnership Board, Betsi Cadwaladr University Health Board and our neighbouring Local Authorities across the North. One such example was the **Welsh Government Early Years Integration and Transformation Programme** which has supported a number of projects such developing a **Peri Natal Mental Health Strategy**, creating community based groups in the early years in places such as Llanddona and Llanfachraeth, raising awareness of paternal mental health and working in partnership with Mudiad Meithrin to support and promote the Welsh Language in our communities through the early years, evidenced by 272 parents attending over 6 months.



Our continued excellent partnership working arrangements with our **Housing Services** colleagues continued during 2023/24.

**Preventing homelessness** by ensuring it is rare, brief and unrepeated 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.

The department was successful in attracting grant funding through **Welsh Governments Housing with Care Fund (HCF)** to purchase a supported living property off the open market in Rhostrehwfa and renovations will be made in the upcoming months. The project will be run in partnership with our housing department and partially funded by the Housing Revenue Account (HRA).

The internal **Corporate Safeguarding Board** reported an increase in the volume of domestic abuse cases on Ynys Môn, in order to:

- Escalate the concern over the continued growth in domestic abuse case presentation on the Island.
- Escalate the challenge that there are domestic abuse victims awaiting support through a waiting list. This is due to the continued and persistent growth of domestic abuse cases reported.

**Housing Support Grant** covers the cost of 51 floating support units per week to Gorwel, to support the work in supporting and preventing Domestic abuse.

Due to an increase in training such as **Ask and Act**, it is expected that more victims are being identified within our communities and therefore, increasing the demand on services. In addition to this, the rollout of **Control and Coercion** as a crime in 2015 and various laws that have commenced based on serious crimes, such as Jade's law, is increasing the profile of reporting domestic abuse.

## What difference did we make?

**17.32%** 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 (16.74% in 2022/23)

**10.55 %** The percentage of referrals of children that are re-referrals within 12 months. (14.35% in 2022/23)

## What our People say?

"[Mr & Mrs ] had nothing but praise for the Reablement Service workers and wanted to pass on their thanks to them as [service user] feels that she is getting more confident daily, and she puts this down to the help she has from the Reablement support."

"I'd just like to pass on my thanks to \*\*\* Social Worker (and everyone involved) for their hard work on this matter. The Court (and Guardian) were very complimentary of \*\*\*'s work and the Judge commented that this case was to the LA's credit as this was probably the most comprehensive package of support she had ever seen and that the LA and other agencies involved were to be thanked for working hard to bring this plan together."

## Priorities for 2023/24

Continue on our Age-Friendly journey, with the development of Phase 2 of the Glanhwfa project.

Modernize our Youth Services, working with our partners to ensure the service reflects future demands.

# How We Do What We Do

## A. Our Workforce, and how we Support their Professional Roles

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, BCUHB 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:**

- **Learning Management System (LMS) Platform – Learning Pool**

The use of the E-Learning modules, Annual Development Conversation (ADC) process and an online booking system has continued to be promoted as one of the key methods of learning as is demonstrated by the 622 (social care specific) e-learning modules completion. Furthermore, 231

ADCs were completed by our Department via the system.

- **Student Placements and Trainee Opportunities**

We have continued to work in close partnership with Bangor University to host MA Social Work students. 8 placements were arranged this year from a variety of services including the third sector.

We have continued to support our MA Social Worker trainees and would like to congratulate one of the trainees who qualified in the summer and started her role as a newly qualified social worker within the Childrens and Families Service. We have appointed 5 additional newly qualified Social Workers this year and are supporting them during their First Three Years in Practice.

7 members of staff have successfully completed the Social Work Porth Agored, Consolidation Programme during 2023/24 and a further 8 practitioners have registered.

Further developmental opportunities for internal staff to complete the BA Social Work programme through the Open University were advertised. We now have a total of 7 staff registered on the BA Social Work programme.

The two **Occupational Therapy trainees** have completed their placements successfully and moved on to their next year of study. They continue to work within the Adult's Community Resource Team (CRT's) gaining valuable experience.

## Steps to Care Programme (Rhaglen Camau i Ofal)

Steps to care is a work placement programme that is open to Level 2 and Level 3 Health and Social Care Students at Coleg Menai Llangefni. Students are given the opportunity to apply for these placements as if they were applying for a vacancy and these applications are then short listed to give the best candidate the work experience. This gives the student a true to life experience of applying for vacancies and feedback is given on the application that they presented. During the academic year of 2023/2024, 4 Level 2 students, 5 Level 3 Year 1 student and 3 Level 3 Year 2 students were successful in their application and placement.

- **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 75 modules being allocated. Foster carers have also have access to the IOACC LMS system, Learning Pool, where they can access relevant e-learning modules and are encouraged to book onto training via our online booking system aka the Foster Carers Learning Hub. Members of the Fostering Team have been granted access to a manager's dashboard, where they can view what courses each Foster Carer has completed and when.

- **Supporting Registration**

Specific sessions to support staff with registration were successfully offered online in addition to the development of an All-Wales Induction Framework (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.

To ensure we have enough placements to offer social work students we have continued to support social workers gain their Practice Educator qualification. There has been much interest, and we currently have nine social workers in the process of completing the qualification.

Four practitioners have successfully completed the **Team Manager's Development Programme (TMDP)** and a further 6 practitioners have registered and due to course this year.

Two Practitioners have registered with the **Middle Managers Development Programme (MMDP)**.

We are continuing to support staff who undertake the **Social Service Practitioner (SSP)** role to complete the Certificate of Higher Education in Social Care Practice (Wales) through the Open University. 7 completed the CertHE during 2023/24, 7 are continuing. An additional 4 began the course during 2023.

4 members of staff are completing **Positive Behaviour Support (PBS)** qualifications.

2 x BTEC Diploma Practice Leadership in Positive Behaviour Support

2 x BTEC Certificate in Positive Behaviour Support

## QCF's

As part of their registration and/or to support the service workforce planning strategy:

- 14 members of staff are currently undertaking Level 2 Health and Social Care
- 6 currently undertaking Level 3 Health & Social Care Children and Young People
- 10 currently undertaking Level 3 Health & Social Care
- 2 currently undertaking the Level 4 Preparing for Management in Health and Social Care
- 1 currently undertaking Level 5 Management in Care
- 5 have completed Level 3 Health and Social Care
- 1 completed Level 4 Preparing for Leadership

- **Safeguarding**

In addition to the usual provision of General Safeguarding sessions offered to the Social Care Workforce (which now will be Group B), a range of additional specialist courses have also been promoted such as Ask & Act, financial abuse – protecting adults at risk, Mental Capacity Act (MCA), Hoarding, and Modern Slavery. Tailored sessions for specific teams have also been delivered by the Safeguarding Team.





## B. Our Financial Resources and How We Plan For the Future

**As in previous years, we have faced significant financial pressures in 2023/24, however we have continued to deliver services during this difficult time.**

At the end of period the year, our Children and Families Services reported an overspend on Children Services of £1,399k, whilst our Adult Services reported an underspend of £(519k).

The Looked after Children service has overspent by £1,713k. This is a demand led service and whilst we continue to develop our Cartrefi Clyd provision we will always need to access the more specialist provision.. The average weekly cost of out of county placement has increased from £6,326.92 in 2022-23 to £6,547.85 in 2023-24.

Family Support area has overspent by £132k, £96k of which relates to 'When I'm Ready', a provision whereby a young person in foster care remain with their former foster carer beyond the age of 18. This is a statutory service, which is demand led, and this area has seen an increase in demand during 2023-24.

Adulity Services Management and Support was underspent by £(265k) at year end, this is mainly due to vacant posts and contributions towards posts funded by various grants.

Both Residential care for Older People has underspent by £(191k) by year end, and Nursing care for Older People has overspent by £232k by year end These are demand led services, and work is continuously being undertaken to monitor expenditure.

Physical Disability - overspent £501k at year end. This is after applying £(332k) from the Social Care Workforce Grant and £(75k) from Social Care Pressures Reserve.

Learning Disabilities - overspent by £105k by year end. This is after applying £(332k) from the Social Care Workforce Grant and £(68.7k) from Social Care Pressures Reserve. And Residential care linked to learning disabilities has overspent by £236k. This again is a demand led service and is predominantly high-cost low volume placements.



With inflation remaining higher than expected, there is an expectation that Real Living Wage will rise faster than had been forecast in the medium-term financial plan. This could lead to additional financial pressures in 2024/2025 and beyond.

Looking forward we are working with our Finance colleagues working on projecting demand and costs over the next 10 years, in order to identify the most likely demands that will be placed upon the authority.

We are planning to undertake a Zero based budgeting exercise during 2024-25, with the aim of harmonising the budgets as much as possible. This coupled with additional budget to meet the level of demand, should result in the actual spend being closer aligned to the budget moving forward

Services	Budget £	Actual £	Variance £
<b>CHILDREN and FAMILIES SERVICES</b>	13,123	14,522	(1,399)
<b>ADULT SERVICES</b>			
• OLDER PEOPLE	12,001	12,303	302
• PHYSICAL DISABILITIES	2,683	3,185	502
• LEARNING DISABILITIES	8,781	8,886	105
• MENTAL HEALTH	2,773	2,836	63
• SUPPORT SERVICES	1,627	1,362	(265)
• PROVIDER UNIT (MÔN CARE/ OTHER SERVICES))	7,728	6,502	(1,226)
<b>TOTAL</b>	<b>35,593</b>	<b>35,704</b>	<b>(519)</b>

## C. Partnership Working, Political and Corporate Leadership, Governance and Accountability

**Political governance** within the Council has continued to be robust during the past 12 months. It has been a period of consolidation following the local elections in May 2022. The Committee and panel structure in place since 2022, allows for clear and consistent support for both Adults and Children & Families Services and effective scrutiny of performance and 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 and continues to have an overarching view of organizational matters. She has delegated the Portfolios for Social Services (Children and Families, & 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 Scrutiny **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 re-established over the past twelve months and operates in a more remote manner oversees both Childrens and Families 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.

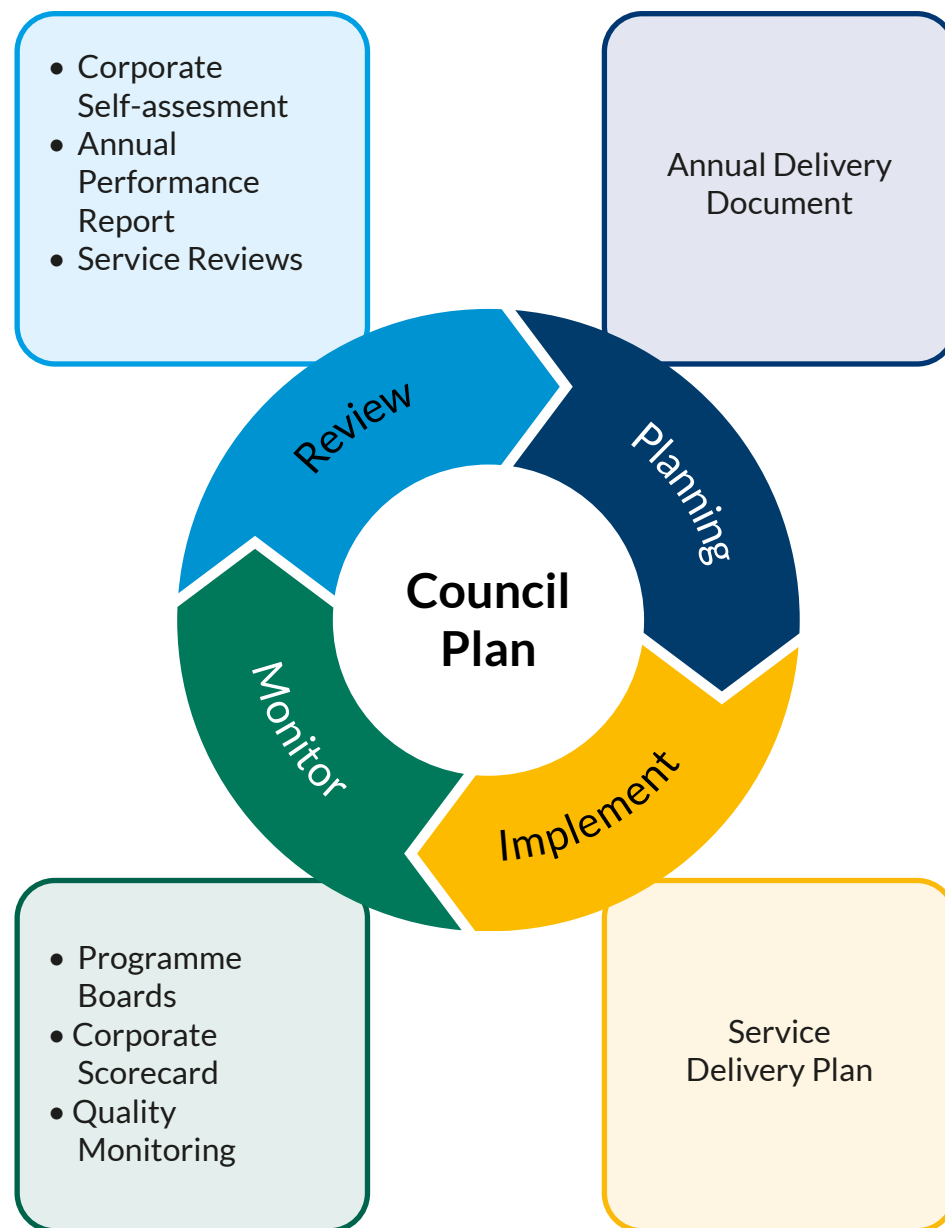
We have arranged six **Leadership Walkabouts** for 2023-24, to replace the previous Laming visits, (3 Children and Families, and 3 Adults Services), which will allow for further understanding and insight into our work for our elected members for them to be better informed to support decision making.

**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** (see diagram below) 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 our communities. 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 have performed well during the year, which during 2023/24, we will continue to revise and prioritise locally the most relevant Key Performance Indicators (KPIs) based on 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 2024/25.









CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL



Isle of Anglesey County Council   
angleseycouncil   
angleseycouncil   
cyngormon 

Social Services  
Isle of Anglesey County Council  
Council Offices  
Llangefni  
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LL77 7TW

### Dilynwch Ni

-  [Flying Start](#)
-  [Anglesey Childcare and Play](#)
-  [Healthy schools](#)
-  [Pre-schools](#)

[ynysmon.llyw.cymru](http://ynysmon.llyw.cymru)  
[anglesey.gov.wales](http://anglesey.gov.wales)