

Isle of Anglesey County Council	
Report to:	Full Council
Date:	6/12/22
Subject:	Annual Director's Report on the Effectiveness of Social Services 2021/22
Portfolio Holder(s):	Councillor Gary Pritchard- Children & Families Services Councillor Alun Roberts – Adult Services
Head of Service / Director:	Fôn Roberts, Director of Social Services & Head of Children and Families Services, and Arwel Owen, Head of Adults Services.
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Local Members:	Relevant to all Members

A –Recommendation/s and reason/s

This paper presents the Annual Director's Report on the Effectiveness of Social Services 2021/22 to members of the Full Council. 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 for improvement for the forthcoming year.

As you may have noted, this years report template and has been updated and modernised, to improve the visualisation and readability. The Report will be published on the Council's website, following this meeting.

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.
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:

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

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 2021-22



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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

3,326

Contact with Adults

4,301

contact with Children & their families

986

of adults receiving information, advice & assistance

1,296

of adults receiving a Care & Support

400

children receiving a Care & Support Plan

179

individual Looked After Children

96

of Young Carers supported by Action for Children

430

Carers Assessed during the year

67

Foster Carers in

39

Homes

264

WCCIS Users

120

individual Children on the Child Protection Register*

*(48 at year end, 47 average no of children on register throughout the year)

EIN GWASANAETHAU CYMDEITHASOL 2021-22



Total Social Services Budget

£38,764,297

Adult Services Budget is

£27,598,582



Children & Families Service Budget is

£11,185,715

Total amount of Grant Funding

£9,782,348



We employ

790

people across both Services

83%

of our employees speak Welsh (L3 or above)

Cymraeg

Director's Introduction & Summary of Performance

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

2021/22 has continued to be a challenging year for all who work in Social Care on Ynys Môn. Social Services, along with other Council services, responded urgently to the Covid-19 pandemic and we continued to meet the needs of Ynys Môn's residents. Our ability to respond quickly and flexibly whilst continuing to provide essential services, is a testament to the commitment and dedication of the whole workforce, and I cannot thank them enough for the resilience they have shown.

During the year we appointed Mr Arwel Wyn Owen as the Head of Adult Services on Ynys Môn. Arwel brings a wealth of experience and expertise to the role.

Ms Annwen Morgan, Chief Executive, retired in March 2022 and I would like to take this opportunity to thank Annwen for all her hard work and commitment to Social Services since being in post and wish her all the best in her retirement. I would like to congratulate Dylan Williams on his appointment as Chief Executive. Dylan took up his new role on the 21st March 2022, having previously held the post of Deputy Chief Executive and we look forward to continuing to work with Dylan in shaping and modernising Social Care for the future here on Ynys Môn.

In terms of inspection activity in the year Social Services welcomed the Care Inspectorate Wales virtually to Ynys Môn in June 2021 to carry out their Assurance Check. The Inspectors focused on:

1. How well are local authorities discharging their statutory functions to keep people who need care and support and caeres who need support, safe and promote their well-being during the pandemic.
2. How well the local authority prevent the need for children to come in to care; and children returning home to their families, where safe to do so

The inspectors confirmed that "*the local authority has continued to deliver upon its statutory duties during extremely challenging circumstances*" which gave us the assurance that we are keeping the most vulnerable of residents on Ynys Môn safe from harm.

Further details on the inspection outcomes for the year can be found in section 'How People are Shaping Our Services' of the 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

Coronavirus-19 Pandemic (COVID-19)

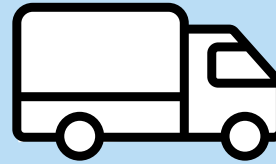
COVID-19 pandemic has impacted the way we work since late February 2020, and whilst we are learning to live with the virus the past twelve months have been challenging. We have had to adjust ways of working and respond to the pandemic; whilst having to provide a statutory service.

During the year we have continued to:

- Meet all our statutory duties
- Work closely with Welsh Government (WG), Care Inspectorate Wales (CIW), Association of Directors of Social Services (ADSS), Betsi Cadwalader University Health Board (BCUHB), North Wales Police (NWP), Providers and colleagues within North Wales Resilience Team, to name but a few.
- Continued to comply with Court proceedings and Care Planning.
- Continued to recruit Local Authority Foster Carers.
- Support our workforce and partners throughout the pandemic.
- Continue to run a Covid-19 PPE store to manage the Welsh Government PPE deliveries across the Island, managed within Social Services resources.
- Continue to work to with the third sector.
- Support the national Covid-19 testing referral process.
- Council has supported BCUHB in the Regional Vaccination roll out across the County, in line with National guidance.
- Provide regular management information and data to support the emergency response.
- Adapt and deployed innovative working practices to adapt to the pandemic period to facilitate contact, assessments, reviews, ensuring that our safeguarding duties are carried out.

Total number of PPE items distributed during the year

Over **4.5 million** items



Number of masks distributed during the year

674,450



Over **3 million** (3,067,900) disposable gloves distributed during the year



Number of disposable aprons distributed during the year

Nearly **250,000**



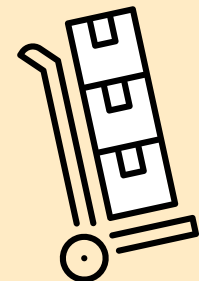
Number of face visors distributed during the year

17,500



Approximate number of PPE deliveries to external providers during the year

160




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.

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) to ensure the wellbeing and safety of the citizens of Anglesey.

As already mentioned CIW carried out an assurance check of our adults and children's and families services, 14-18 June 2021, as part of their Wales wide assurance plan. A copy of Inspection findings can be read by clicking on  <https://careinspectorate.wales>



In summary, here are Some of the key findings:

“The local authority has continued to deliver upon its statutory duties during extremely challenging circumstances. There has been strong leadership from senior officers who have made good use of Welsh Government guidance to assess working practices and direct amendments as required.”

“Practitioners and managers consistently report how well supported they are by leaders and the senior management team, and spoke positively about the training and support they have continued to receive from managers and colleagues.

“Independent Reviewing and Safeguarding officers (IRSO’s) are demonstrating their confidence to challenge and escalate any drift in practice or any practice not meeting expectations... Their emphasis rightly remains on local resolution of deficits and ensuring best outcomes for children as individuals. The local authority will want to continue to build the confidence of IRSO’s and recognise their strength and internal challenge as an asset.”

“There is an increase in numbers of people using direct payments on the island.”

“Support services have continued to supervise direct contact between children and their birth families to comply with Court Orders. It was reported to us the local authority has received credit from the Courts for assessing families’ situation on a case by case basis and avoiding a blanket policy of ceasing direct contact, and we saw evidence of this proactive work in practice.”

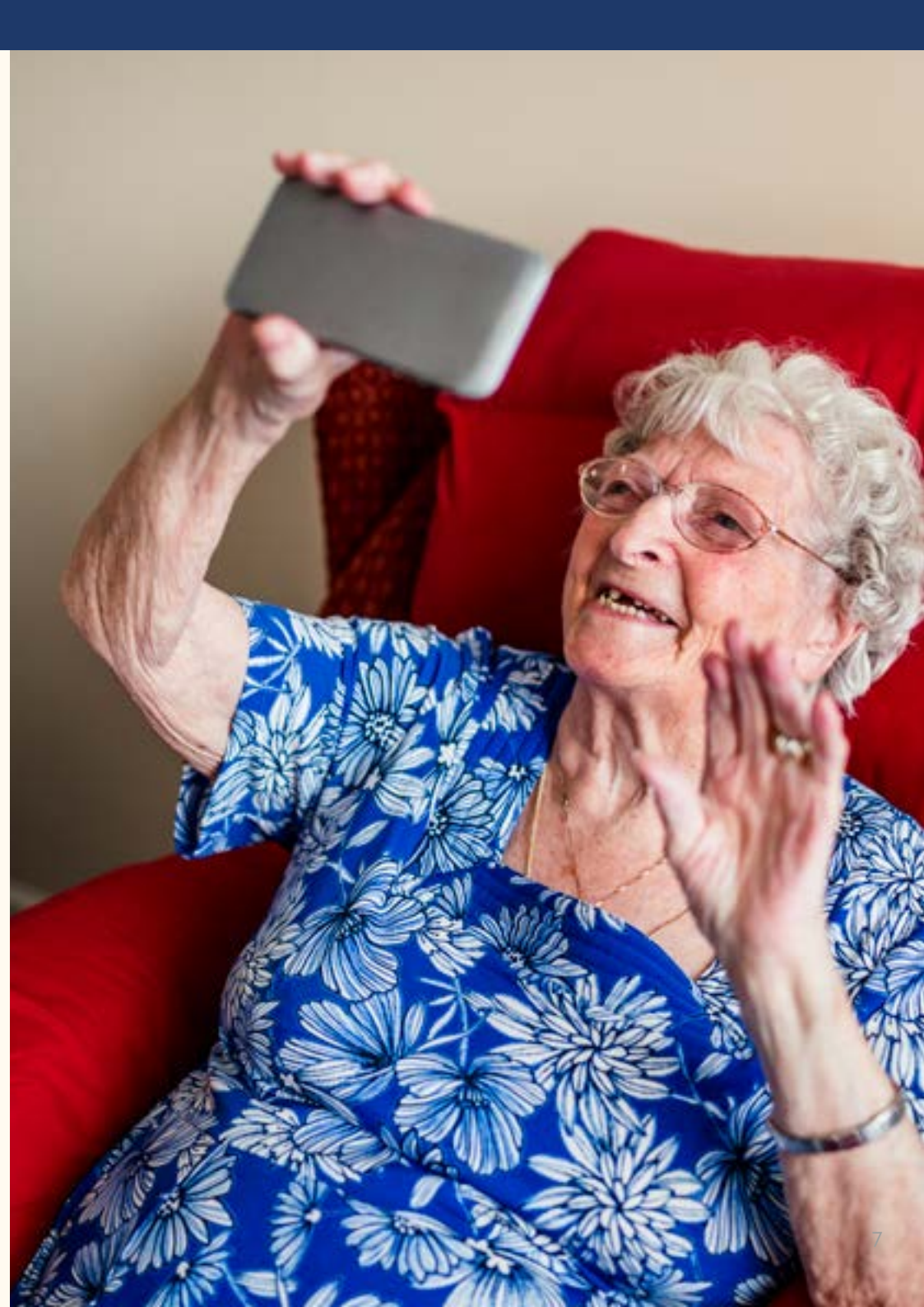
“The numbers of foster carers available on the island has recently increased through a targeted campaign, increasing the possibility of practitioners being able to match foster parents to meet each child’s individual needs.”

“Partnerships with independent providers of care and support we spoke with are good. They gave positive accounts of how support from the local authority and between providers had helped to share learning and ideas and offer support through what they are describing as an extremely difficult and distressing time.”

“The local authority has a good understanding of its role in safeguarding people who are at risk of abuse, neglect or harm. There is a good level of knowledge and skills within the safeguarding team and a willingness and confidence to provide professional intervention when necessary.”

“There are positive examples of joint working between social services and housing, who through a shared corporate vision and intermediate care funding are delivering projects to support people to reconnect and remain within their communities. Building-based schemes include small group homes known as Cartrefi Clyd for children, the refurbishment of units in Ucheldre, and plans for a third extra care scheme. Peripatetic community services are offered via local area coordinators.”

“Lead members and councillors on social care committees and across portfolios demonstrate a good understanding of the role of social services and a willingness to support the local authority to improve through positive challenge and engagement.”



Areas for improvement::

“Current pressure to provide increased volume of care and support to adults in their own homes is very challenging in some areas of Ynys Môn as it is throughout Wales...This problem is exacerbated by difficulties of recruitment and retention and an independent care sector who are struggling with maintaining services through what they describe as a traumatic period. There is acknowledgement of ‘burn out’ and fatigue.”

“increasing pressure from a lack of respite from substantial caring responsibilities, isolation, and loneliness”

“the local authority will want to ensure more people have real opportunities to use direct payments to manage their own care and support services.”

Complaints, positive and negative comments - A total of 229 positive comments were logged about Social Services during the year, an increase on the previous year. There were 50 official complaints logged during the year and 65 negative comments / concerns logged. The Service continues to analyse the learning from complaints and to take actions to implement relevant service improvements.

Mwy Na Geiriau – There is an expectation that all contact with Social Service will be offered a proactive service through the medium of Welsh across all areas of Social Services. We continue to monitor and ensure that there are **Welsh language** staff across all areas of the Services so that Welsh language services can be provided across all areas. In order to support this commitment, we encourage staff learning Welsh to participate in relevant training in order to develop their language skills.

79% of our Adult Services staff speak welsh at Level 3-5

88% of our Children & Families staff speak welsh at Level 3-5.

Raising awareness of More than Just Words, the Welsh Language Standards and the requirements of the **Customer Service Charter** is a required element of the process for the induction of all departmental staff. We are pleased to note that our Social Services have received compliments during the year regarding the provision of services through the medium of Welsh, from individuals accessing our services.

“Mor ddiolchgar bod [defnyddiwr gwasanaeth] wedi cael cartref cartrefol Cymraeg”

“Diolch arbennig i’r gennod i gyd, pob un ohonynt ar bob shift. Roedden i gyd yn hynod o garedig... Ers y dechrau roeddem yn sicr mai Garreglwyd oedd y lle gorau iddi... Mae diwylliant cymreig yn hollol wahanol a ni fyddai Mam wedi bod yn setlo o gwbl heb y Gymraeg, y miwsig a’r canu.”

During World Social Work Week held on the 14-18th March 2022, 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.

 [For more information download the Social Workers' Story in the Annual Directors Report 2022](#)

I had the pleasure of representing the Head of Children Services in Wales on the **The Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020** Strategic Implementation Group within Welsh Government. The Act is clear that all types of physical punishment, such as smacking, hitting, slapping and shaking, is now illegal in Wales. The new law applies to everybody in Wales, including visitors, from 21 March 2022. Wales joins more than 60 nations across the world to end the physical punishment of children. This landmark legislation removes the archaic 160-year-old legal defence and provides children the same protection from assault as adults. As the Bill becomes operation we will be working closely with our colleagues in Welsh Government to getting this message out to parents, professionals and more importantly children and young people in readiness to its implementation.

From April 2022 the **Transition from Integrated Care Fund (ICF)** to Regional Integrated Fund (RIF) will be collaborated into a new grant scheme with new guidance. All current ICF and transformation projects have had to be evaluated and categorised to see which projects met the new guidance and could be included in the RIF plan moving forward. Most projects within the RIF have been developed or adapted to meet the current need. All RIF decisions and actions have been collaboratively agreed alongside our partners which will benefit the residents of Ynys Môn.

We have worked closely with our regional partners to produce an updated **Population Needs Assessment (PNA)**.

The Further details along with copies of the documentation can be found on the following link:

 www.northwalescollaborative.wales/north-wales-population-assessment/

Social Services has a number of buildings that we provide services from and we are often found driving across Ynys Môn and there the issue of tackling Climate Change is important to us and the Council. The 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.



Quality Standard 1

Working with people to define and co-produce personal well-being outcomes that people wish to achieve

Adults

The embedding of **Community Resource Teams (CRT)** across Ynys Môn has gone well and over the last 12 months Adult Social Services staff have moved to work to three designated CRT Patches, with health and partner agencies on driving forward the service integration agenda. Progress has been achieved with the establishment of weekly Multi-disciplinary meetings to discuss complex cases. ICF funding has supported the efforts to further improve the transformation agenda.

Transforming Learning Disability Services continues to be a key priority for Ynys Môn at a local level, and for the **North Wales Regional Collaborative**, with a clear vision for the future set out in the North Wales Learning Disability Strategy 2018-2023.

The **Learning Disability Day Opportunities Strategy** has been formally endorsed and the planned consultation on developing community based provision had to be placed on hold due to the pandemic. The project steering group continued to meet to progress with community development. There have been opportunities developed and co-produced with individuals in the North of the Island. This is being expanded into other areas and strengthening links with community services in order to strengthen integration and inclusion and the variety of opportunities available. Commissioning arrangements with external providers are also being strengthened to ensure that future provision meets individual outcomes and promotes progression and independence through the support offered.

An independent report of **Supported Living Services** on Ynys Môn has been completed and will be a key feature within the Council's post-pandemic Transitional Plan. Enabling the Council to address and manage the long-term accommodation and support need of individuals with learning disabilities and their communities on the Island. The key purpose of this review was

to identify the strengths in the current operating model, and the key issues and challenges faced by the Council in embedding the practice it wishes to see, and from managing costs as effectively as it could. Key Stakeholders have been engaged in the process and key objectives have been identified in order to drive this forward and ensure that adults with learning disabilities are supported to secure homes for life within their local communities.

The **Pooled Budget** between the Learning Disability Team and BCUHB, for the provision of care and support and accommodation for people with learning disabilities who have complex needs, has progressed and the fund will be operational from April 2022. The aim is to ensure that people's needs are identified early and met in a timely way and that the usual barriers to provision, including funding, are overcome through integrated practices and decision making. Ensuring positive outcomes for individuals and ensuring an integrated approach across health and social care. This project has benefitted from support from the Regional Learning Disability Transformation programmes with the development of the Section 33 agreement and operating plan. This is a flagship project which will offer a blueprint and toolkit for expansions across other areas.

QS1 - What difference did we make?

88.32% of people were living independently at home following reablement

87.2% of Children's assessments are completed within 42 days

99% of our Children Services Managers Decision completed within 24 hours

Children & Families

Teulu Môn: We have received 3886 referrals during the year. During the year we have also considered options regarding combining Teulu Môn with the Single Point of Contact for Adult Services. During 2022 Teulu Môn will be extended to include Children and Families referrals and also Adult Services referrals, this will enable Ynys Môn's residents to contact one team to access Social Services.

One Front Door: The one front door is a multi-agency meeting that discusses low and medium risk referrals where domestic abuse has been recognised. Positive feedback was received by Safe Lives following a review of meeting arrangements.

Early Intervention Hub: The early intervention hub continues to be an effective forum to discuss early intervention cases. 240 children have been discussed at the hub during 2021/22. A visit was received by the deputy minister for mental health Lynn Neagle recently and positive feedback was received in relation to the work of the hub. Moving forward, the hub will underpin the "No Wrong Door" and "Nyth/Nest" strategy in Anglesey..

Priorities 2022-23:

- Deliver on our integration agenda with health and third sector partners within our Community Resource Teams (CRTs) to three designated sites on the island.
- Complete the re-tendering and implementation of the new Supported Living Service
- Consult, adopt and implement our new Learning Disabilities Day Opportunities Strategy.
- Continue to embed and promote the work of the Family and Community Coordinators(FACC's
- Bring Teulu Môn and the Single Point of Contact together as one team creating one point of access across social services on Ynys Môn.

What our People say?

Thank you for being so supportive and helpful in this role, it wouldn't have been possible without you and I am really proud of what we have achieved in Ynys Môn and know that this will improve as the years go by. (Professional working in CRT)

I just wanted to say that I was moved beyond words yesterday with your approach at the... CRT MDT. You made time for us all, listened to each of us as if we had not been heard before, and heard our pain. In times of such great stress your calm kindness and thoughtfulness is such strength. You are an inspirational role model; all the more so because I know you have such pressures and responsibility of your own. You embody what is missing from the systems of care we operate in now.

I just wanted to send a letter of thanks to (social Workers) for their help and support over the last couple of days, and also the ladies on duty. They were incredible supportive, informative and helpful when I really needed it the most. They did their utmost and have taken my calls always, and got back to me. Thank you, you are doing a great job and helping a lot of people like myself.

Child was very positive and engaged so well during a Looked After Children Review. He thought it was a very good review and said that (Social Worker) was 'sound', his views were listened to.

I would like to add my appreciation to all of our Social Workers for the outstanding work they all do. You really have to be a special person to be able to carry out this work. Please tell them that all the patients I speak to have nothing but praise for the very demanding work they do day in and day out. Well done a diolch.

Quality Standard 2

Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing

Adults

Unpaid Carers – Throughout the pandemic unpaid carers have been under pressure to maintain their caring role. The increased pressure because of limited respite options and day opportunities. Ynys Môn have worked in partnership with Carers Outreach and Action for children to support young and unpaid carers to continue through the use of ICF funding. Ynys Môn and partners managed to support 175 Carers over the last 12 months, with 100% of these individuals reached supported with what matters to them.



[Download a copy of the Commissioning Report here](#)



[Download a copy of the Integrated Care Fund Report here](#)

The **Mental Health Community Support Services** team facilitate a range of opportunities for people to participate and engage in community and leisure opportunities thus improving well-being, reducing social isolation and promoting resilience and peer support. Most of our services and support have reopened following the COVID19 period, offering a range of opportunities for people to participate in social and learning activities.

Children & Families

In Wales as in many other countries a significant number of children are already overweight or obese when they start school and while overweight is common across different social groups children from more disadvantaged backgrounds are more likely to be obese at the age of 5 years. The work done through the *10 Steps to a Healthy Weight* has identified the factors in the early years that can promote healthy weight and extensive work has been undertaken to further understand how we can influence and support the adoption of healthier weight practices.

Although the international evidence base is not conclusive on the most effective interventions that can help promote a reduction in overweight in the early years, a growing body of literature suggests that:

- Effective whole systems working is important, all professionals and services in the early years working consistently with families
- Clear and concise messaging that is relevant to families and delivered consistently across the local system
- Settings that adopt practices that model healthier behaviours and choices
- Practical supportive learning for parents and families

The new **Children and Families Pilot Project** who are based with the Children and Families Services are seeking to test these approaches as part of a **national pilot project led by Public Health Wales and funded by the Welsh Government**. The intervention will work with families of children in the early years from 3- 7 years of age where:

- The youngest child is around 91st centile
- There is some evidence of familial overweight

The **Children and Families Service**, in partnership with Action for Children and Cyngor Gwynedd, **has developed an App as part of a National initiative to rollout an ID card for Young carers**. The App will enable Young Carers to have the recognition they deserve in a discreet and 'up to date' way. Young carers who choose to have the AI DI App will be able to contact their school directly with the 'Ping My School' function to share information and any concerns in a quick and effective way. As part of the initiative there will be an on-going awareness raising campaign to highlight the important role of Young Carers in our communities and in the future the App /ID Card will provide free entry and discounts for Young Carers to take advantage of.

Early-Positive Approaches to Support (EPATs) – Specialist Children's Services are working in partnership with Mencap Mon and Mencap Cymru to introduce EPATS across Ynys Môn to support families of children under 5 who have a learning disability and additional learning needs. The programme is evidence based and research to date indicates that this approach provides positive outcomes for the families who take part. The group sessions are facilitated by a professional and a parent/carer with lived experience and 5 individuals have successfully completed the Facilitator Training from Ynys Môn earlier this year with a view to delivering sessions in September 2022 and then on a rolling basis.

Priorities 2022-23:

- Continue to work with third sector organisations to enhance community response to early intervention.
- One Front Door – continue to develop this in order to provide the right support for victims of domestic abuse
- Early Help and Prevent Agenda – enhance this by continuing to develop Early Help Hub
- Children's Local Asset Coordinators (LAC)

QS2 - What difference did we make?

458 of adults required residential care at some point during the year (compared to 465 in 2020/21, and 523 in 2019/20).

307 of adults were in residential care on 31st March 2019 (compared to 327 in 2020/21, 316 in 2019/20).

100% of Looked after children have an allocated Social Worker, as is 2019/2021.

What our People say?

Largely due to the great work of (OT), for which I am really grateful [service user] is now happily sitting out for between 3 and 7 hours daily in his new bespoke reclining arm/wheel chair.

I was provided the excellent care from (Domicillary care workers) in every way I required. They were professional in providing care and consideration. I congratulate each carer on their work. Thanking everyone involved in my recovery and Social Services.

It was a good day when they sent you (Support Worker). There are no words to express how grateful I am

(Social Worker) has contributed significantly in supporting the multi-agency working as well as direct support jointly with [care co-ordinator] with both the young person and his parents. This is the gold standard of team and partnership working.

Quality Standard 3

Gwarchod a diogelu pobl rhag camdriniaeth, esgeulustod neu niwed

“Safeguarding” remains everybody’s responsibility within the Council. The Strategic Corporate Safeguarding Board provides leadership and governance to the organisation’s corporate safeguarding arrangements.

Main achievements

- Working within the changing restrictions we continued to respond to individuals, children and their families as individuals in unique circumstances. We adapted quickly to new ways of working and through use of information technology (IT) enhanced how we communicate with people who use services and other professionals. We complied with our statutory responsibilities.
- Performance data shows that children and their families can be confident that timely decisions are made to all reports of suspected child abuse or neglect. There is no waiting list for allocation of cases where safeguarding enquires are required. Safeguarding reports receive a quick and comprehensive response with evidenced risk assessment and management. Performance data shows that the level of re registration over the year was ??? % and the average time a child’s name is placed on the Child Protection register was ??? days. Mostly Child protection conferences are held on time with a performance of ???%: good performance achieved within a period of the pandemic.
- Independent Reviewing and Safeguarding officers (IRSO’s) are demonstrating their confidence to challenge and escalate any drift in practice or any practice not meeting expectations. They have a strong focus on ensuring children’s voices are heard and using creative means to ensure engagement with children continues throughout ongoing challenges to service delivery.
- In partnership with Tross Gynol Plant CYMRU, we piloted a Parent Advocacy Service to empower parents to participate in the child protection process from an informed position, speaking for themselves wherever possible, and to promote good communication, and a positive working relationship, between the parents and the Local Authority.
- In their assurance visit CIW noted the growing expertise in adults’ services in the area of mental capacity and liberty protection safeguards. The sample of work seen during the assurance check, was noted to be of a very high standard and provided confidence that adults who lack mental capacity can be safeguarded from unnecessary restraint on their liberties. We have been sharing knowledge and skills across services: working towards ensuring that all practitioners in adults and children’s services are in a position to comply with the Mental capacity Act and the introduction of liberty protection safeguards and best practice across a range of issues.
- Planning for the implementation of the Liberty Protection Safeguard. The initial scoping work is completed and a local impact assessment, which will inform the financial, workforce and operational plan, is underway.
- Worked closely with the services we commission throughout the pandemic to ensure that the quality of care they provided through domiciliary care, supported living and long-term care homes remained safe.

Priorities for 2022/23:

- Continue to Safeguard the most vulnerable of Ynys Môn's residents
- - Continue to put the individual at the heart of what we do
- - Preparing for the advent of the Liberty Protection Standards.

QS3 - What difference did we make?

94.78% of Adult Protection enquiries were completed within 7 days (92.31% in 2020/21, and 91.30% in 2019/20)

161 DOLS assessments completed during the year (276 in 2020/21, and 259 in 2019/20)

Of the children that were placed on the register during the year, **14.04%** (6 children) have been on the register under any category within the last 12 months of registration.

318 days (average) on the Child Protection Register during the year.

85.29% of all Child Protection Reviews were carried out in timescale.

Mae gweithiwr cymdeithasol wedi'i neilltuo i 100% o Blant sy'n Derbyd Gofal ????????? yn y Gymraeg nid y Saesneg ????



Quality Standard 4

Encouraging and supporting people to learn, develop and participate in society

Adults

We have continued to work in Partnership with, **Medrwn Môn** and **Menter Môn**, and during the year we have progressed with a number of ICF projects as well as the work of our Local Area Coordinators (LACs).



During the year, twelve **Community Hubs** have received a **Smart TV**, supplied and distributed through a joint venture with Age Cymru Gwynedd a Mon, and Medrwn Môn. Training was also provided to the groups, to ensure best use of the TV.

- Gwelfor, Holyhead
- Neuadd Llaingoch
- Neuadd Goffa Amlwch
- Caffi Mechell
- HWB Cemaes
- Neuadd Bentref Bae Trearddur
- Neuadd Bodwrog
- Canolfan Esgeifiog Gaerwen
- Neuadd Bentref Llanddona
- Neuadd Talwrn
- Llandegfan Parish Hall
- Neuadd Goffa Llanfairpwll
- Neuadd Bentref Talwrn



Representatives from the Community Hubs attending the training on the Smart TV.

I-can Project

A Healthier Wales and Together

for Mental Health outline the need to change the way that services are delivered, offering people care closer to home which is tailored to their needs. The development of ICAN Community Hubs across the Region aims to improve availability, awareness of and connection to universal, third sector and other community based holistic support and well-being services, and how ICAN Community Hubs can support people particularly with lower level mental health issues or to help sustain recovery. On Anglesey arrangements are in place to establish a Primary Care ICAN Service at Hafan Cefni, Llangefni and 2 other locations will be developed. The ICAN Centres will serve as a crisis intervention service to support patients who come into the surgery in crisis or in a situation which impacts on their emotional health and wellbeing, and could impact on their Mental Health in general. In addition, ICAN volunteers will be situated in GP practices and will offer support to people in crisis or emotional distress, feelings of loneliness, anxiety, isolation and many other social or psychological issues, who do not necessarily need medical intervention or psychiatric assessment. A recent report in Quarter 2 2021 From ICAN indicated the number of individuals who had received support and the number of referrals to the Service..



WEST ICAN hub	Anglesey
Number of people supported through the ICAN Community Hub	653
Number of Interventions Offered through the ICAN Community Hub	1265
Number of referrals received from GP Surgeries	241
Number of referrals received from CMHT's	118
Number of self-referrals to the ICAN community Hub	77
Number of Individuals supported via online services	21

West Local Implementation Team (West LiT) – during the past year the LiT did not meet due to the commitments of partners in responding to the pandemic. The Together for Mental Health North Wales (T4MH) Partnership Board, (regional response to the national Together for Mental Health Strategy), has identified a need to review the LiTs in order to establish how they fit into local and sub-regional decision making. A review workshop for the west LiT is planned for late April 2021.

We have worked in partnership with **Môn Active** to create opportunities for individuals with **dementia** to access local **Dementia Active** focused activities within our leisure centres. The **Dementia Active** post is a full time post funded by ICF and will be a key role in developing the **local Dementia Strategy**. ICF has also funded numerous other projects that contribute towards the strategy and to enable individuals with dementia receive accurate information, advice and guidance and to be as independent as possible along their dementia journey.

 [Download the PDF here for further information](#)

Children & Families

We are proud of our working relationship with the Learning Department and Ynys Môn Schools. We share a common vision which is to offer all learners on Ynys Môn an opportunity to learn and develop to become a full member of society and to flourish.

The focus of the **Youth Service** on Ynys Môn in 2021-22 has been on maintaining as much face—to-face contact as possible with our young people within the confines of the restrictions imposed on us because of covid, and this in a period when many organisations delivered only through remote contact, and many are still continuing to do so. This has been through work in schools, Outreach Work, and since February back in 17 Open Access Youth Clubs.

The decision to continue as much face to face work as possible, saw the service being the third highest local authority throughout Wales for the percentage of young people that had been reached during this year in the Welsh Benchmarking Hub Annual Report. We had an outreach service during the height of the pandemic walking the streets and engaging with young people out in their communities. The Youth Service continues to have a School and Area Youth Officer in each High School, where they deliver one-to-one sessions, they deliver group work sessions on Health and Well-being, they are available for informal drop-ins for the young people during lunch breaks and they also have a lunchtime LGBTQ+ group, and have a Duke of Edinburgh (DofE) Open Award Centre in every High School. The Youth Workers also have responsibility for the Open Access Youth Clubs in the community together with a team of part-time workers. This was a model of delivery that was introduced in 2014 and has now embedded well with all the schools and was commended by ESTYN in a recent inspection of the service, when looking at the impact of COVID-19 on young people.

Ynys Môn was also one of the few Authorities who managed to enable our young people to complete their DofE Awards this year. This was done by working closely with the Corporate Risk Assessment team to ensure that the service had strict COVID-19 guidelines in place and as a result Ynys Môn had the highest percentage of young people completing their Award throughout Wales (168 starters and 82 completions). For next year we have 248 registered to participate at various levels working on their Award. This is a 125% start rate compared to last year, and in context many authorities this year are struggling below 50% of where they were prior to covid.

The Youth Service held 2 Residential this year, along with the Urdd also held a residential, all for Secondary Age pupils, funded from a grant from the Welsh Government, when 126 young people had the opportunity to participate in Outdoor Activities and have time to focus on both their physical and mental well-being and also on expanding horizons. Young people targeted for the Youth Service weekends were identified as vulnerable pupils and the Urdd targeted high achievers who may have been struggling with mental well-being on their return to school. Feedback from the youth service residentials showed that many of the young people saw the weekend as a once in lifetime experience.

Quotes by Young persons in relation to trip to Glanllyn:

“Best time i’ve ever had and I’ve never tried any of the activities before”

“The most food i’ve ever seen and eaten”

“When can we go next?”

The **ESF Funded TRAC** project continues to deliver in the schools supporting over 300 young people who have been identified as being at risk of disengaging from Education. Most will have gained some accreditations by the end of the project. The project has offered an opportunity for many young people to attend alternative courses to the core curriculum tailored to their specific needs e.g. 8 on a World of Work Course with Grwp Llandrillo Menai, and 7 attending the Military Prep Courses with MPTC., 12 have also had the opportunity to attend a 12 week Equine Therapy Course, one has had Guitar Lessons, and across all High Schools short day courses such as Intuitive Thinking, First Aid, Food Hygiene will have been completed, together with Agored Cymru units on Health and Well-being, Anger Management etc. Sadly the TRAC project will finish delivery at the end of August, and to date no future funding has been identified to replace it.

The Youth Service and TRAC have also brought in sessions from external providers e.g. ‘Prison Me No Way’ saw 64 young people attending a 3-day-course on the consequences of violent or law-breaking behavior; 4 of the 5 High Schools have had the opportunity where a whole year group have attended sessions with the ‘Gangs Get Away’ project, and 65 young people from the LGBTQ+ groups, had a day’s activity in the Conway Centre in Llanfairpwll, focusing again on Outdoor Activities and Health and Well-being.



The **AdTrac Project** ended in August, after 4 successful years supporting NEETS (Not in education, employment or Training) young people into employment or closer to the employment market. In its place 3 Well-being and Employment Hubs were set up in Menai Bridge, Llangefni and Holyhead. To date they have worked with 45 16-24 year old young people assisting them with a range of issues from risk of homelessness, employability issues and physical and mental well-being. 8 Young People recently completed a High Adrenalin Course, and 8 also completed a 6 week course on Nails. They will now move on to Employability Training Programmes, or into Work Experience.

Between the work of the core Youth Service Staff, the TRAC and AdTrac Project according to the data submitted to the Wales Benchmarking Hub, Ynys Môn was the Authority that had the highest percentage of young people gaining a nationally recognized qualification (45.5%) compared to 8.9% as the Welsh national average.



Young people participating in the Residential in Glan Llyn with Ynys Môn Youth Services

Priorities for 2022/23

- Promote and develop our Youth Service offer
- Further promote the take up of Direct Payments.
- Priorities Workforce Planning/ Succession Planning in Adult Services
- Supporting carers in line with the Regional Dementia Strategy.

What difference did we make?

99.65% of Adults receiving their service in the language of their choosing (99.03% in 2019/20)

67 Ynys Môn Foster Carers (61 in 2020/21, 52 in 2019/20) meaning more placement choice for Looked After children on Ynys Môn including our Catrefi Clyd.

What our People say?

(Occupational Health Therapist) has gone above and beyond supporting my parents and ensuring my father is still mobile. Occupational Health Therapist was instrumental in identifying what was needed in the meeting, listening to concerns and discussing ways to address them. OHI has accessed the items my father needs, helped us by suggesting where we can source equipment to meet my father's needs and visiting my parents home to demonstrate equipment to the carers, addressing their concerns.

My sincere thanks to the ladies in red (referring to our Night Owls, who wear red uniforms), who've helped me shower and put me to bed, Taught me to cope, Turned despair into hope, These wonderful ladies in red.

Diolch yn fawr i (staff) am yr holl gymorth a chefnogaeth yn ystod y cwrs, mae wedi gwneud gwahaniaeth mawr i'n cartref a'n ffordd o fyw fel teulu mewn cyfnod mor fyr. Diolch. [ynghylch cwrs rhiantu Jig-so]

Big thank you to (staff) for all the help and support during the course, its made a great difference to our home and family lifestyle in such a small amount of time. Thank you. [re Jigsaw parenting course]

Mother wrote to worker about positive changes she has been able to achieve since working with her – Resilience Families Team.

Mother shared it was daunting at first working with children services but it had been a positive involvement through working with s(Social worker) and there had been a good outcome for the family.

Quality Standard 5

Supporting people to develop safely and to maintain healthy domestic, family and personal relationships

Adults

Direct Payments has once again shown how flexible the scheme can be for clients. Due to COVID-19 restrictions in place for admissions into care homes, Direct Payments have been used to support some clients to receive respite at home instead of the annual respite they might have received in a care home. This has given the client choice, as they may have gone without support, and also more control/flexibility on when they want to use the respite/support and who provides this service for them. It has also been a way to limit contact between as much people as possible by potentially only having the one Personal Assistant with them instead of potentially more than one carer at a care home.

At the end of March 2022 we currently have 238 clients under Direct Payments, an increase from 220 the previous year.

Provisional Direct Payments expenditure this year: **£2,060,008.75**

Projected savings compared to commissioned services: **£948,542.72**

With easing of restriction over the last few months progress has been made in promoting and trying to recruit potential clients and Personal Assistants, and we are now hoping over the course of the year 2022/23 we can start to get the project up and running.

As an Authority we are committed to further increase the Direct Payments on Anglesey. We are pleased to confirm that we have recruited a new Direct Payments Officer, who will begin his role in May 2022, and are also advertising for a second officer to support and promote this work to further develop Direct Payments scheme.

Night Owls is an integrated service lead by Ynys Môn County Council to support individuals to remain in their own homes with specialised 24 hour support. The service reduces unnecessary admissions to care homes and hospital, saves hospital bed days, reduces ambulance call outs and supports admission to the community, funded via ICF.

Throughout the year the night owls service supported:

- 120 individuals to remain in the community
- 30 carers to maintain their caring role
- 96 WAST calls
- 100% of individuals reached what matter to them.

Children & Families

Gwynedd and Mon Youth Justice Service Team has achieved positive results in the 3 *Key Criminal Justice Performance* areas for youth Justice in Wales; **First Time Entrants rates** where numbers remain low, our Custody Use in 2021-22 was 0 (2 in 2020-21). And although **Re-offending Rates** have remained stubbornly high in recent years, the Management team and the Strategic Board were pleased to see some positive changes in quarters 2 & 3, the service performance compares favourably with other YJS Performance in North Wales and Wales.

Our 4 *Welfare Indicators* show variable performance over the last 12-18 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 shows signs of being adversely affected by Covid-19, disruptions within schools and limited employment and training opportunities have resulted in poor offer and attendance figures. **Accommodation** support benefits greatly from our effective 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.

Generally, our performance in achieving **Substance Misuse Assessment and Treatment** target has been good to very good, the service benefits greatly 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.

Referrals and Caseload - Gwynedd and Mon Youth Justice Service

Referral numbers below are for both Gwynedd and Anglesey.

Reason for referral to YJS	Referrals Jan 2021 – Dec 2021
PREVENTION/EARLY INTERVENTION	
Yellow Card Notice	310
Application for an appropriate adult	25
Request for YOT preventative Services	42
Community Resolution (Police)	21
Referring to the Bureau (CR+)	77
FORMAL SANCTION	
Youth Caution	2
Youth Conditional Caution	28
YOT Court Services	35
TOTAL	540

- Since 2019 the service has worked closely with Bangor University to develop **Psychology-based Resilience Interventions for children in the Justice System**, the results are; a successful PhD and an academically approved Interventions pack (including professional supporting materials) which are ready to move onto clinical trials (Sept 2022). These resources have garnered significant interest from the sector and wider Government departments including Ministry of Justice and Her Majesties Inspectorate.
- In collaboration with Flintshire YJS and Bangor University (Criminology Department) the service has completed a Masters-level research paper on **The Needs of Young Females in the Justice System**. The paper remains in draft at this point, the intention is to use the evidence gathered to influence local strategic planning and to feed into the national data gathering for improved practice.

Priorities for 2022/23:

- Shaping the marketplace in relation to Older Adults care.
- Prepare a local and regional Market Stability Report.
- Further promote the benefits of Direct Payments.

QS5 - What difference did we make?

99.20% of adult carers who were offered an assessment or review of their needs in their own right (98.90% in 2020/21 and 98% in 19/20)

No. of people receiving reablement during the year – 214
(252 in 2020/21 and 362 in 19/20)

7 Children returned home to parent from being Looked after by the local Authority.

What our People say?

Thank you for the wonderful work you are doing looking after [service user] and all the other residents – especially in these very difficult times.

I just wanted to pass on some positive feedback. Social Worker and I had to go and speak to [service user]. She very much took the lead in this discussion and the fact that the matter could be discussed in Welsh was pivotal in [service user] putting his trust in us. I thought the way she explained the situation to the family was excellent. Very caring, clear, and understanding of the difficult situation [service user] is in. I'm not confident that had I had that discussion with [service user] on my own, we would have had the same result.

A mother in conference thanked (domestic abuse worker) for all her support, mother said she enjoyed working with (Domestic Abuse Worker) and had learned loads from her, mother said she has helped her with understanding her past and it has helped her with the present, she is glad she came into her life.

Looking back to where we started, I feel we have overcome a lot of battles through advice and support.

Team around the family has given me the tools and knowledge to deal with the stressful situations such as misbehaving and naughty behaviours, I now know how to properly deal with these behaviours in an effective way and it has helped in not causing situations to escalate out of my control, as was happening before the help with Team Around the Family (TAF).

I wanted to say thank you to you. We have both really appreciated your work with our family and especially your honest and direct approach. We have appreciated that the children felt listened to and that you have put their interests first, and we have appreciated being able to trust you not to twist our words or look for problems where there are none. I wanted to say thank you from us and on behalf of our children too,

Quality Standard 6

Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs.

Adults

The Department is committed to expand the range and choice of accommodation options which **support independence living** and are pleased to announce that we have identified a site and received approval to progress a **scheme in Menai Bridge**. During the year we evaluated the experiences of service users who transferred into extra care accommodation in **Llangefni Hafan Cefni** and **Penucheldref**. It is intended that this knowledge will help ensure popular design features are incorporated and to develop elements which have been popular with service users.



Map of proposed Menai Bridge Extra Care Scheme



We have invested in “**Dementia tables**” for each of our inhouse residential care homes. The Tables are especially designed to support individuals to keep in touch with family and friends including taking part in online activities.

The Intergenerational Officer is employed by the **Seiriol Alliance (Beumaris)** and is supported by **Menter Iaith Môn**, and funded by ICF (RIF) in order to support all generations in the South of the Island.

The project was formed based on concern about the standard of the Welsh language among the children of the Island, because they had lost time in their schools as a result of the COVID-19 pandemic. Schools and education leaders had expressed concern that the Welsh language among children was likely to deteriorate. There project aim was to support the Welsh language in the community, outside the classroom.

Alongside concerns about the language among children, there were concerns that older people in

our communities were suffering from loneliness more than anyone during the pandemic period, and a lack of opportunity to practise their Welsh with peers. Therefore developing an intergenerational project, and **benefiting the Welsh language** in the community among children and older people, made complete sense.

One of the aims of the project, named “Ein Hanes Ni”, was to support the Island’s communities to reach the **‘5 steps to well-being’**, namely that children are allowed to connect with the older generation, take notice of their environment and villages by learning historical facts, and take the time to connect with the older generation who can feel isolated and lonely. The same is true of the older generation – that they are allowed to share their stories and learn about the modern ways of communicating and learning, such as through Youtube and Social Media.

The conversation was initially recorded in the form of a letter, and then in the form of a film. It was released on Social Media for everyone to enjoy. The footage was shown at the local Café for a week to the older crew who did not have access or Social Media accounts.

Further information can be found by watching https://www.youtube.com/watch?v=Tirf_88IW9Y and/or https://www.youtube.com/watch?v=5juaabE_iwg.



Children and Families Services

We reported last year that we have two **Small Group Homes** – known as **“Catrefi Clyd Môn”** - that are registered and running – Cartref Clyd Bryn Hwfa, and Cartref Clyd Llanfair, - both of which have been running at full capacity throughout the year, working with young people with complex care needs who have suffered early childhood trauma and struggle with attachment disorders.

Following the success of the first two homes, we are currently nearing opening out third Catrefi Clyd Mon Caergybi, a specialist small group home, which will be an opportunity for respite for children supported by the Specialist Children’s Services.

During the next twelve months we will work towards opening the fourth property, which is currently in its registration phase - Catrefi Clud Môn Rhosybol.

We also working in the planning and registration phase of Catrefi Clud Môn Llangrystiolys, which will be a modern facility specialising in Day Services for our Specialist Children’s Services.

Trauma informed Island:

Significant work has been completed to train a number of Foster Carers, teachers and Children and Families staff in becoming trauma informed and congratulations to all who have completed the Diploma in Trauma Informed during 2021/22. We aim to become a Trauma Informed Island by offering the training and awareness raising sessions to other staff and our partners and third sector colleagues during 2021/22. This is an innovative and ambitious plan for Ynys Môn and we are confident that these ways of practising will reduce the number of foster placements that break down and will support children to have better outcomes both from their educational settings and at home.

As at the end of March 2022, **Maethu Cymru Môn** (Ynys Môn Fostering Service) had a total of 67 foster families, made up of:

- 39 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 pandemic. During 2021/22 we approved:

- 6 mainstream (general) fostering households, with another 3 imminently due at panel early in the next financial year.
- 9 connected persons (family and friends) households, (this includes 2 who then went straight to SGO – Special Guardianship Order).).

We have also continued to support and retain our Foster Carers within the Service and have developed specific support roles for our Foster Carers and also we are modernising the service by providing our Foster Carers with laptops other than having to depend on paper records.

For Foster Care Fortnight last, held on the 10-23rd May 2021, celebrated that all Welsh Local Authorities merged to become known as one – Maethu Cymru / Foster Wales. It establishes one identity that is easily recognisable to all in Wales as their Local Authority Fostering Service.

The Launching campaign's focused on the opening of doors to children and young people as Foster carers. Here are our Foster Carers getting involved in that particular recruiting campaign:



Housing Services

We are very proud of the excellent co-working relationship we have with our housing colleagues. The Isle of Ynys Môn County Council's Housing Strategy 2022-27's (see link below) aim is to ensure that the people of Ynys Môn have a place to call home, and are empowered and contribute to their local community. Effective commissioning and quality delivery of housing related support is a vital element in achieving this aim.

 [Download the Housing Strategy here](#)

The Welsh Government's Housing Support Grant is a key funding framework allocated annually by Welsh Government to:

- support to help prevent homelessness
- support to help people live independently
- support to help people live in their own home, hostel or sheltered housing..

During the 2021/22 year the following numbers were referred for housing related support via the Supporting People:

Quarter 1 1st April – 30th June 2021 = **253**

Quarter 2 1st July - 30th September 2021 = **281**

Quarter 3 1st October -30th December 2021 = **229**

Priorities 2022/23:

- Implement the Action Plan for the Extra Care south of the Island.
- Review the Accommodation Strategy with our Housing Partners
- Working with partners to tackle poverty.
- Cartrefi Clyd – open further properties more during 22/23
- Further increase and retain the number of Anglesey Foster Carers
- Further the Trauma Informed work

QS6 - What difference did we make?

99.65% of adults were able to discuss their problems during assessment/ re- assessment in their preferred language (99.84 in 2020/21)

44.44% Care Leavers were in education, training or employment two years after leaving care.

What our People say?

Family did some work in the garden making flower pots and filled them with flowers to say thank you for the support they have received through the pandemic. (in relation to Council Care Home)

Thank you both for the support you are giving us. We like the way you are helping us get back on track. We like the letters you write at the end of each meeting. I read them again when you have gone. It makes me feel as though you have listened to what I have shared, with interest and understanding and that you reflect this in such a lovely way with your letters. They make me feel as though I have got a purpose in life. The feedback that you give from the things I have shared, the positive comments you give makes me feel proud of myself for being where I am now ... The exercise we did was really interesting and fun. .. I am looking forward to our next visit already.

Parent stated Bryn Hwfa is amazing and that it was really important to the child and his family. The parent went on to say that (staff member) is really good with the child and has a good understanding of the child. The parent stated that the child gets extremely excited knowing that he was going to Bryn Hwfa and that there is really good communication between staff and parents. It should be noted that Bryn Hwfa is the only place the child will go happily.

A Our Workforce, and how we Support their Professional Roles

The Workforce Development Unit continues to administer 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.

The plan formulated for 2021/2022 was again impacted due to the pandemic, however the well-established remote digital training methods introduced in the previous year had proved invaluable to ensure continuation of learning events. Due to the restrictions in the ability to offer face to face/classroom sessions a few key programmes were however affected and limited i.e. digital skills; health and safety; manual handling etc..

Priority Areas and Key Challenges/Successes are noted below:

- **E-Learning platform – Learning Pool** Again, great reliance was placed on the use of E-Learning modules as one of the key methods of learning as was demonstrated by the 567 (social care specific) module completions. The main focus of the Social Care Dashboard was to ensure that all modules were available bilingually whilst the Managers Dashboard functionality was launched and made available to a number of partnership establishments with very positive feedback.
- **Partnership Bulletins** The team continued to provide regular communication updates from key sources e.g. Health/Government updates/Voluntary Sector etc. via the monthly bulletin, available via Learning Pool/circulated electronically.

- **Student Placements** – There were challenges in meeting the requirements whilst working within the limitations of Covid and the requirement for additional risk assessments, however a total of 10 students completed their placements successfully, and we plan to have new placements soon.

Training Sessions e.g. “Reflective Practice and Reflective Connections” and access to support mechanisms to develop resilience were made available to them.

One new Social Work Trainee and two Trainee Occupational Therapists were appointed (the first for a number of years for the Authority)..

- **Health and Wellbeing initiatives/training** Staff resilience has been given much focus again with key programmes e.g. Mental Health Awareness/Anxiety Awareness/Counselling/Mindfulness being offered in order to encourage participation and self-care.

Regular in-house wellbeing sessions have featured in the plan with guest speakers invited to staff conferences to highlight the importance Health and Wellbeing and what support mechanisms available..

- **Small Group homes/Specialist Children’s Services** – Although face to face training was restricted, specialist training for this workforce was arranged around physical restraint to support the care plans of service users. Risk assessments were carefully put together following both Government and Health & Safety guidance, to ensure this priority training took place successfully.
- **Foster Carers** – a full programme of training events were arranged, with approximately 14 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 51 module completions.

- **Digital Skills** As noted, the planned programme continued to be affected by the inability to deliver classroom sessions. Ongoing support to enable staff to access training events via e.g. Zoom/MSTeams did however continue e.g. with the production of “How To Guides”; online 1-1 coaching to assist with accessibility issues. In addition, training laptops were loaned to enable increased accessibility to learning events, with additional resources being identified to further support the Digital Skills agenda.
- **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 (1- Values and Principles, 3 – Health & Wellbeing, 5 – Professional Practice and 7- Health & Safety).

The ability to carry out observations was limited earlier on in the year with alternative arrangements being made e.g. discussions/testimonies being undertaken by Managers/Deputy Managers to support progress, however Assessors have slowly been able to return to carrying out observations within work settings. Despite the very difficult circumstances within which staff have been working, it is a huge credit to them that 7 members of staff successfully completed their QCF qualifications; a further 17 members of staff have been enrolled onto qualifications including; Health and Social Care level 2 and level 3 in Adults and Children and Young people, Level 4 Professional Practice, Level 4 Preparing for Leadership and Management, Level 5 Management in Care and Dementia Awards L2 and L3.

- **North Wales Practice Educators Programme** During this period an additional 5 Social Workers undertook the award representing Adult and Children Services in addition to a staff member from a Fostering Agency.
- **Newly Qualified Social Workers** A total of 6 Newly Qualified Social Workers were successfully appointed, 4 within the Children Services and 2 within Adults Services. All 5 had had achieved through University Bangor Partnership, with 1 of these having been supported through the Authority’s Traineeship Scheme and the Open University Course.

We continued to support Newly Qualified Practitioners through their First Three Years in Practice which includes the Consolidation Programme, Porth Agored, with 4 members of staff successfully completing this programme during 2020-21. A total of 10 practitioners are currently registered onto the programme.

Professional Qualifications As part of the Authority’s Workforce Planning strategy, staff have been encouraged and sponsored to undertake additional qualifications. 2 have completed the Pre-AMHP course and 1 has recently registered on the AMHP course; 1 practitioner has successfully completed the TMDP programme with 2 new practitioners registering on the TMDP programme with further interest for the next Cohort. In addition to this, 1 practitioner has completed the BIA training.

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.

We have raised awareness of important safeguarding issues throughout the year and continue to work in partnership with the Regional Safeguarding Board. We promoted Safeguarding Week in November 2021; arranged various training events which included Online Grooming and Gambling; training to support the introduction of the new Liberty Protection Safeguard legislation.

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.

Recruitment – Over the last 12 months the Team has actively worked to promote employment/traineeships and work placements.

Ynys Môn are actively represented at the regional We Care Wales group, fully supporting the campaign by inputting into the work plan; sharing recruitment/attraction initiatives with the region; promotion of work opportunities and using the Authority's social media platforms to share events/key messages.

The HR team hosted a bespoke careers fair to attract potential applicants to the care sector towards the end of 2021, with officers available to talk to about job/ career development opportunities; providing assistance to complete application forms etc.

Stronger partnership links have developed between the Training team and local FEI with regular discussions taking place to explore increased partnership working so that Social Care students have an enriched experience of working in the care sector; improved insight and increased knowledge. As a result of this an unique work placement programme, Steps to Care, has been developed. The aim of the project is for the students to undertake meaningful work placement with resources e.g. student handbook; reflective log to assist in their future careers. Covid restrictions have hampered progress somewhat, however the placements are now set to commence late March/April 2022.

Summary

As we move forward, it's essential that we continue to ensure that relevant and timely learning and development opportunities are offered to staff across the Social Care sector so that the workforce have the skills, qualities and abilities to provide the necessary level and quality of service.

In noting this, it is also essential to ensure that well-being initiatives remain a focus in the forthcoming plan in order to maintain and develop resilience. A key part of the plan is also to re-connect and progressing with the digital strategy in order to ensure maximum accessibility to information and training opportunities.



B 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. The year-end position showed an underspend of £(891k) for Social Services in 2020/21.

Children & Families Services underspent by £(754k). The service have worked tirelessly to maintain the level of Children Being Looked After, and a slight reduction in the number of Children Being Looked after (160 as at 31-03-2021) compared to (161 as at 31-03-2020) is testament to this. The underspend was mainly attributable, but not limited to;

£(143k) Staffing Costs as a result of grant funding, £(266k) within Children Being Looked After due to 3 placements being funded from the Covid19 Hardship Fund, £(211k) within Integrated Family Support due to one off grant funding and £(108k) within Youth Services, mainly because activities were suspended due to the Covid19 pandemic.

Adult Services have underspent by £(136k) in 2020/21 compared to an overspend of £1,138k in 2019-20. The reduction in overspend is as a direct result of having assigned an additional £(980k) budget to Adult Services in 2020-21 which was aimed at addressing the issue of historical underfunding as well as an increase in the Social Care Workforce and Sustainability Pressures grant from Welsh Government from £(670k) in 2019-20 to £(894k) in 2020-21. It is also worth noting that the Social Care Workforce and Sustainability Pressures grant from Welsh Government has further increased from £(894k) in 2020-21 to £(1,110k) in 2021-22. Work is continually ongoing to ensure that the budgets are allocated to the correct service in line with demand pressures and as such work will be undertaken over the coming months to harmonize the Older People/ Provider Unit budgets.

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 2020/21::

	Budget £	Actual £	Variance £
Children and Families Services	11,185,715	10,816,126	(369,589)
Adult Services			
Older People	9,116,244	9,058,516	(57,729)
Physical Disabilities	2,136,486	2,336,529	200,043
Learning Disabilities	6,959,225	7,599,208	639,983
Mental Health	2,268,365	2,254,193	(14,172)
Support Services	1,426,773	1,188,953	(237,820)
Provider Unit (Môn Care/ Other Services)	5,691,489	4,877,818	(813,671)
Total	38,784,297	38,131,342	(652,955)



C Gweithio mewn Partneriaeth, ein Harweinyddiaeth Wleidyddol a Chorfforaethol, Llywodraethu a'n Hatebolrwydd

Mae llywodraethu gwleidyddol o fewn y Cyngor wedi parhau i fod yn gadarn yn ystod cyfnod o her sylweddol yn sgil pandemig Covid-19 a llacio ar y cyfyngiadau. Mae hyn wedi bod yn fodd i roi cefnogaeth glir a chyson i'r Gwasanaethau Oedolion a Phlant a Theuluoedd a chraffu'r cynnydd yn bwyllog.

Y **Pwyllgor Gwaith** yw'r corff sy'n gwneud penderfyniadau allweddol ac mae'n cynnwys yr Arweinydd ac wyth Deilydd Portffolio. Mae'r Arweinydd yn parhau i fod yn Ddeilydd Portffolio'r Gwasanaethau Cymdeithasol ac mae wedi parhau i oruchwyllo ein 'gwelliannau' yn wleidyddol a sut yr ydym wedi ymdrin â heriau ymdrin â'r pwysau a welwyd fel rhan o'n rôl yn ymdrin â'r pandemig. Gwelir yr effeithiolrwydd cynyddol hwn yn y modd y rhoddwyd blaenoriaeth i'r rhai mwyaf bregus yn ein plith wrth roi cymorth yn ystod y flwyddyn ariannol. Adlewyrchir hyn yn dilyn Arolygiad Sicrwydd gan Arolygiaeth Gofal Cymru ym mis Mehefin 2021 lle cadarnhawyd bod ein Gwasanaethau Plant a Theuluoedd a'n Gwasanaethau Oedolion yn parhau i gyflawni eu dyletswyddau statudol.

Gweithio mewn Partneriaeth

Mae'r Panel Aelodau Etholedig a sefydlwyd ar ôl etholiadau Mai 2017 i graffu, herio a chefnogi'r Cynllun Datblygu Gwasanaeth ar gyfer Gwasanaethau Plant a Theuluoedd, yn parhau â'i waith o bell ac wedi gweld parhad yn safon y gwaith y mae staff yn ei roi wrth ofalu am ein preswylwyr mwyaf bregus. Mae'r agenda, sydd wedi'i ailsefydlu yn ystod y deuddeg mis diwethaf ac sy'n gweithredu mwy o bell, yn goruchwyllo agenda gofal cymdeithasol Plant ac Oedolion. Daw aelodaeth y panel o bob rhan o'r grwpiau gwleidyddol ac mae'n parhau i roi'r cyfle i'r Aelodau wella eu gwybodaeth a'u dealltwriaeth o'r gwaith a wneir gan yr adran, gan arwain at graffu gwell.

Mae Gwasanaethau Cymdeithasol Ynys Môn wedi ymrwymo i weithio mewn partneriaeth yn lleol, isranbarthol, rhanbarthol a chenedlaethol. Mae hyn wedi'i gydnabod yn gryfder mewn adroddiadau arolygu allanol yn y gorffennol ac mae'n parhau i fod yn faes i ni adeiladu arno. Mae'r Gwasanaethau Plant a Theuluoedd ac Oedolion yn parhau i chwarae rhan weithredol yn agendâu Cymru Gyfan a Gogledd Cymru i wella'r modd y darperir gwasanaethau cymdeithasol trwy ddull cydweithredol.

Fel y bu yn yr ychydig flynyddoedd a aeth heibio, mae trefniadau llywodraethu'n parhau i fod yn eu lle trwy Gwmni Cydweithredol Gwella Gwasanaethau Cymdeithasol Gogledd Cymru a'r Bwrdd Partneriaeth Rhanbarthol. Gellir gweld rhagor o dystiolaeth o ethos y bartneriaeth hon trwy gydweithrediad Gwasanaethau Cymdeithasol y Cyngor â Bwrdd Iechyd Prifysgol Betsi Cadwaladr trwy'r Bwrdd Cyflenwi Integredig. Pwrpas y Bwrdd Cyflenwi yma yw sicrhau y caiff anghenion iechyd a gofal pobl Ynys Môn eu gwasanaethu'n well trwy integreiddio gwasanaethau iechyd a'r awdurdodau lleol yn well.

Rydym yn parhau i weithio'n agos gyda Bwrdd Iechyd Prifysgol Betsi Cadwaladr i ddarparu'r Gronfa Gofal Integredig ar Ynys Môn. Ymhlith y meysydd a dargedwyd yn benodol mae gwasanaethau ar gyfer oedolion hŷn a phobl ifanc a phlant ag anghenion cymhleth a System Gwybodaeth Gofal Cyfathrebu Cymru (WCCIS). Mae disgwyliadau Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 yn parhau i wreiddio ei harferion gwaith ymhlith gwasanaethau ac mae'r Byrddau Gwasanaethau Cyhoeddus sefydledig yn goruchwyllo cyrff cyhoeddus ac yn sicrhau eu bod yn cydweithio i greu dyfodol gwell i bobl Cymru.

Rydym yn parhau i ddatblygu gwaith ymgynghori a gweithio'n agos mewn partneriaeth â'r **Trydydd Sector** trwy'r Pwyllgor Cyswllt Sector Gwirfoddol, sy'n cyfarfod bob chwarter. Mae'r grŵp partneriaeth trydydd sector sydd wedi hen ennill ei blwyf wedi'i ailsefydlu yn sgil cyfnod o fyfrio oherwydd effaith Covid19. Mae bellach wedi cael y dasg o gyflawni yn erbyn amcanion y Cyngor a sicrhau y cedwir at dechnegau ymgysylltu ac ymgynghori priodol o ran datblygu strategaethau a gwaith trawsnewid ar draws y gwahanol sefydliadau.

Perfformiad

1. Mae fframwaith cynllunio corfforaethol a rheoli perfformiad y Cyngor wedi'i wreiddio yn ei drefniadau llywodraethu blynyddol. Mae'r fframwaith hwn wedi'i fabwysiadu i sicrhau bod meddylfryd o welliant parhaus wedi'i wreiddio yng ngwaith y Cyngor ac y gallai ei waith monitro nodi materion cyn y ceir unrhyw tanberfformio - rhywbeth a fyddai'n cael effaith ar ddarparu gwasanaeth i'r dinesydd. Mae hyn wedi'i wneud bob chwarter trwy gerdyn sgorio corfforaethol a gwaith dau fwrdd rhaglen trawsnewid corfforaethol. Mae perfformiad yn erbyn dangosyddion cenedlaethol wedi parhau i berfformio'n dda yn ystod y flwyddyn ac mae hyn yn rhoi sicrwydd bod ein model gweithredu yn berthnasol ac yn gyfredol. Er bod hyn yn adlewyrchiad cadarnhaol o safon y gwasanaeth a roddir gan y **Gwasanaethau Oedolion a'r Gwasanaeth Plant a Theuluoedd** yn ystod 2022/23, bydd angen adolygu a blaenoriaethu'n lleol y Dangosyddion Perfformiad Allweddol perthnasol yn seiliedig ar gyfeiriad newydd Gwasanaethau Cymdeithasol Llywodraeth Cymru er mwyn sicrhau bod y data Dangosyddion Perfformiad Allweddol ar gael yn hawdd er mwyn dadansoddi perfformiad ar yr adeg iawn.





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