

Isle of Anglesey County Council	
Report to:	Full Council
Date:	25 September 2025
Subject:	Annual Director's Report on the Effectiveness of Social Services 2024/25
Portfolio Holder(s):	Councillor Dyfed Wyn Jones- 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.
Report Author: Tel: E-mail:	Fon Roberts, Director of Social Services Emma Edwards, Business Manager 01248 751887 Emmaedwards@ynysmon.gov.uk
Local Members:	Relevant to all Members

A –Recommendation/s and reason/s

This paper presents the Annual Director of Social Service's Report on the effectiveness of Social Services 2024/25 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 (2024/25).

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	N/A
9	Local Members	The Report is shared with the Full Council.

F - Appendices:

Copy of Report - See document.

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

Current Report, as mentioned above (Appendices F).

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

2024-25

anglesey.gov.wales



Anglesey County Council



angleseycouncil



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cyngormon

MÔN SY'N
WYBODUS AM
DRAWMA



TRAUMA
INFORMED
ANGLESEY





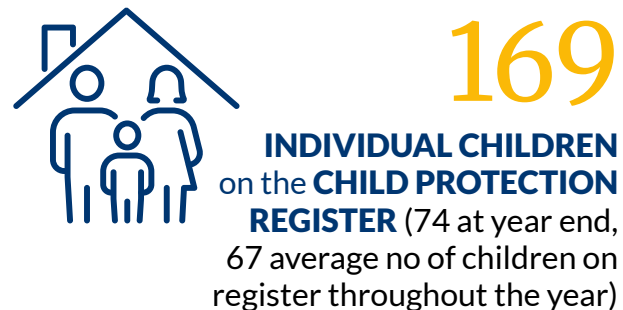
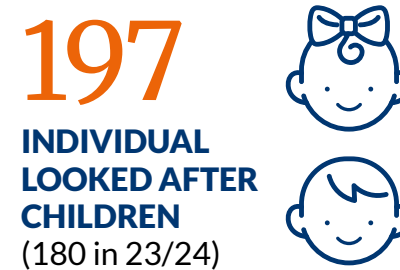
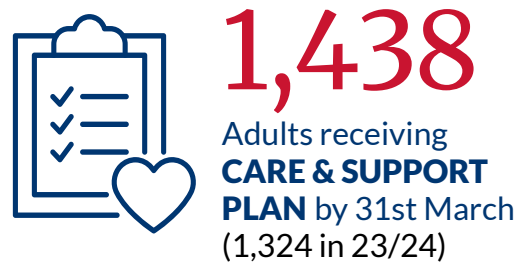
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Context Section

WHO WE HELPED & SUPPORTED (2024/25)

(*) previous year



WHO WE HELPED & SUPPORTED (2024/25)

(*) previous year

642

CHILDREN REGISTERED
with **FLYING START**
at the end of the year
(673 in 23/24)

176

FAMILIES accessed
our **FLYING START**
childcare during the year.
(173 in 23/24)



250

attended our
OLDER PEOPLES FORUM
(in one of the 12 local or Island
wide) over the year

FOSTERING REVIEWS

10

FOSTERING ASSESSMENTS
(2 Form F, 8 Connected Persons)

30

TO PANEL
(12 independent,
18 internal)

17

**AGENCY
DECISION MAKER**

59

**FOSTER
CARERS**
in 34 Homes
(compared to
60 in 35 homes
in 22/23)



3,093

CHILDREN ATTENDED
our **YOUTH CLUBS**
during the year



700

YOUNG PEOPLE
are registered to one
of our **15 YOUTH CLUBS**
across the Island

179

ACCREDITATIONS
received by **YOUNG PEOPLE** -
ranging from **AGORED** to
DUKE OF EDINBURGH AWARDS



contacts young people during the year.

YOUTH SERVICES TEAM
have had over

17,600

94
YOUNG CARERS
SUPPORTED
by **ACTION FOR**
CHILDREN
on 31st of March
(109 in 2024)



1,173

received a **CARE
& SUPPORT PLAN**



About our **SOCIAL SERVICES** (2024/25)

Social Services **TOTAL BUDGET** **£53,206,281** (£48,715,9161 in 23/24)

ADULT

Services Budget is
£38,789,694
(£35,593,089 in 23/24)

CHILDREN & FAMILIES

Service Budget is
£14,416,587
(£13,122,827 in 23/24)



WE EMPLOY
690
people across
both Services
(717 in 23/24)

83%

of our employees
speak Welsh
(L3 or above)
(85% in 23/24)



Leadership & Culture

The council's vision is to create an Ynys Môn that is healthy and prosperous where people can thrive.

Collaboration is key to realising our vision. We will be a respectful council that is considerate of others, we will collaborate honestly and we are committed to high standards of behaviour and integrity to present the island and its communities in the best light possible.

To realise this vision, we will need to continue modernising and transforming our services and our way of working. An integral part of modernising will be listening to what our residents, service users and businesses think – and being ready to act.

You will read references throughout this report linking our progress against the **six Council Strategic Objectives**, as set out in our **Council Plan 2023-28** [Council Plan 2023 to 2028](#).

By aligning our services and achievements we can help ensure that the Council succeeds in its vision.

“Creating an Ynys Môn that is healthy and prosperous where people can thrive”.



Our six strategic objectives

Welsh Language



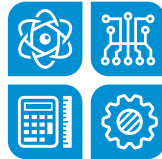
Increasing opportunities to learn and use the language.

Social Care & Wellbeing



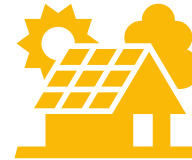
Providing the right support at the right time.

Education



Ensuring an effective provision for today and for future generations.

Housing



Ensuring that everyone has the right to call somewhere home.

Economy



Promoting opportunities to develop the island's economy.

Climate Change



Responding to the crisis, tackling change and working towards becoming a net zero organisation by 2030.





Respect



Honesty



Collaborate



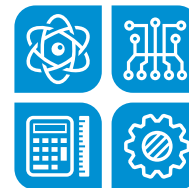
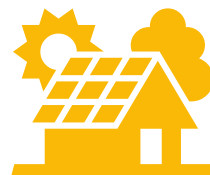
Champion the
Council and
the Island

As a Service, **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:

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 and it continues to be an area for us to build on. Further examples can be found throughout this report.

The North Wales Social Services Improvement Collaborative (NWSSIC) and the North Wales Regional Partnership Board (NWRPB) continue to ensure **governance arrangements**. 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 aides the monitoring of issues which could arise prior to under-performance which would impact on service delivery to our communities. You will read about how our performance against national and local indicators continue to perform well during the year, and this provides assurance that our operating model is applicable and current.



We are pleased to report that the standard of service performance achieved by both Adult Services and Children & Families Service during the year has been steady 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.



Tim Rheoli Corfforaethol

Corporate Management Team



Workforce

The Council's vision is to create an *“Ynys Môn that is healthy and prosperous where people can thrive.”* The relevant strategic objective within the Plan is “Social Care and Well-being – *“providing the right support at the right time”*”, and the Workforce Strategy sets out how we as a service will ensure that we have a highly skilled, professional and consistent workforce across both Adults Services and the Children and Families Service to help achieve this objective.

Both services have regular workforce planning meetings together with our Human Resources colleagues and Development Team where service risks and skills gaps are discussed. Recruitment within Adult Services is relatively stable, with a turnover last year of 8% consistent with the average turnover figures across the Council. Retention rates were 96% across Adult Services (including Provider Unit). Children & Families Services turnover rate is similar at 6% with retention at 97%.

Recruitment challenges continue within our Provider Unit (responsible for our domiciliary care and Council Residential Care Homes) and this is a nationally challenge within this sector. Work is ongoing to identify critical posts and to ensure there are succession plans in place. There have been successful examples of working in partnership such as recruitment events with Môn CF and DWP, We Care Wales, Steps to Care with Coleg Llandrillo-Menai and all our High Schools. The Denu Talent Work Placement Scheme has been successful in that three students have gone on to become employees of the Council.

We continue to develop our ‘Grow our Own’ and during the last year we have **increased the number of placements** we offer to social work students. We continue to work in partnership with the Universities to ensure that the students have diverse experiences that are going to prepare them for the world of work. We are enrolling six students from Bangor University MA Social Work course and two from the BA degree course at Wrexham University.

In addition to the above we are **sponsoring a total of nine Social Work trainees** who are currently completing the BA Social Work course through the Open University. Three have been placed within the adult services the remaining cohort within our Children and family services. Without our in-house trainee opportunities we have social work vacancies and would be using agency staff.

“ It is clear that the student is striving to develop her socialwork skills and has been committed to the placement from the outset.”

Quote from Practice Educator.

“ I have felt supported by my practice educator who has provided reassurance and guidance during my first 50 days. I appreciate the time we have during supervision with a great focus being on my well-being.”

Quote by Student regarding Practice Educator.

“ All feedback from colleagues and service users have been positive and (student) is able to reflect on her practice and is keen to continue to grow in confidence and knowledge.”

Quote by Senior with regarding Student Social Worker.

We have seen an increase in the number of social workers completing the practice teaching course which is very positive in terms of professional development

In the last year we have **sponsored three individuals on the BA Occupational Therapy course** at Wrexham University. One of the employees will qualify in 2025, the second in 2027 and the third in 2028. Regional work is ongoing to retain places on the course for in-house trainees as well as develop the post-application learning framework.

Case Study: A development opportunity was given to a member of staff that had over 23 years experience within Social Services to complete the BSc (Hons) Occupational Therapy programme at Wrexham University. Rachel had previously worked as a Business Support Officer, Administrator within the Learning Disabilities team, a Finance Clerk in Client Finance team and a Support Worker, supporting adults with learning disabilities. This opportunity has given her a new challenge to progress further with her career within the social care sector. She will gain a professional qualification that will widen her future career aspects and choices within the local authority.





“ We are happy to support Rachel in her application to take on the Occupational Therapy training opportunity. Whilst we have had to backfill her substantive post, to cover her training days, Rachel is able to continue in her current post whilst completing her studies, and we hope that once qualified she will continue working with the authority. Rachel is also following a Welsh Language course to ensure she can support clients through the language of choice in future.”

Emma Edwards, Business Manager.



We are very proud of our commitment to become a “**Trauma Informed Island**” and offer training and supervision to our staff in order to practice in this method. Staff are also encouraged to undertake further post-qualifying training such as Practice Educators, TMDP, MMDP which develop their leadership skills and forms part of our succession planning for the future.

Our **Departmental Workforce Strategy** can be found via the below link:

<https://www.Ynys Môn.gov.wales/documents/Docs-en/Jobs/Social-Workforce-Development/Social-Services-Workforce-Strategy-2023-2028.pdf?nocache=1>

Financial Resources

As in previous years, we have faced significant financial pressures in 2024/25.

At the end of the year, our Children and Families Services reported an overspend of £1,943k, whilst our Adult Services reported an underspend of £(931k).

The Looked after Children service has overspent by £2,429k. This is a demand led service and whilst we continue to develop our Cartrefi Clyd provision we will always need to access more specialist provision. The average weekly cost of out of county placement has increased from £6,547.85.92 in 2023-24 to £8,390.09 in 2024-25.

We have been proactively considering all our service area costs and our budget in making savings where possible. We are grateful to the Executive for agreeing to increase the Children and Families budget to £17,602,413 for 2025/26 in order to meet current demand.

Adult Services Management and Support was underspent by £(136k) at year end, this is mainly due to additional grant of (£43k) DPIF and (£68k) Connecting Care (total Connecting Care Grant for the year was £298,049).

Both Residential care for Older People has underspent by £(396k) by year end, and Nursing care for Older People has overspent by £97k by year end These are demand led services, and work is continuously being undertaken to monitor expenditure.

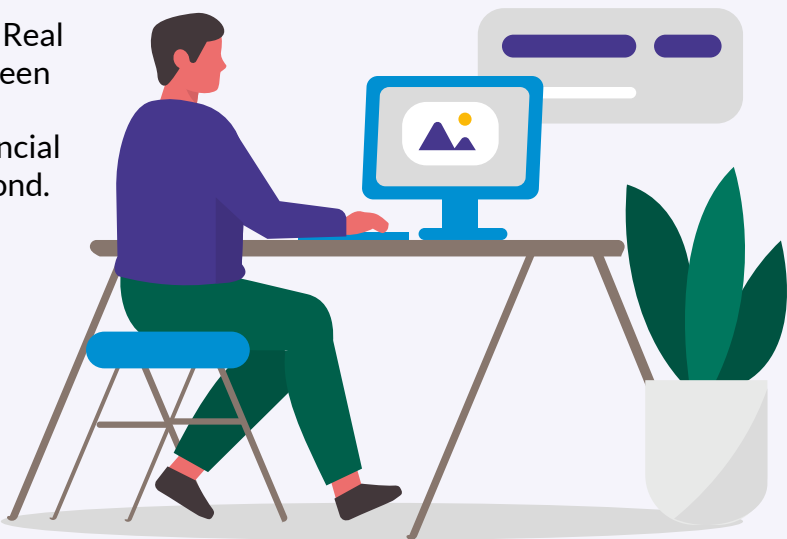
Physical Disability – overspent £595k at year end, after applying £(332k) from the Social Care Workforce Grant.

Learning Disabilities - underspent by (£110k) by year end,after applying £(394k) from the Social Care Workforce Grant.

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 during 2025/2026 and beyond.

Additional grants were awarded late in the financial year for 2024/25 for Adults Services and this assist the service in coming in on budget.

We are planning to review and update the Zero-based budgeting exercise undertaken during 2024-25, with the aim of harmonising the budgets as much as possible. It is hoped this should result in the actual spend being closer aligned to the budget moving forward.



SERVICES	Budget £000	Actual £000	Variance £000
CHILDREN and FAMILIES SERVICES	14,416	16,359	1,943

ADULT SERVICES			
OLDER PEOPLE	13,243	13,125	(118)
PHYSICAL DISABILITIES	3,387	3,982	595
LEARNING DISABILITIES	10,097	9,987	(110)
MENTAL HEALTH	3,227	2,989	(238)
SUPPORT SERVICES	1,633	1,497	(136)
PROVIDER UNIT (MÔN CARE/ OTHER SERVICES)	7,202	6,278	(924)

TOTAL	38,789	37,858	(931)
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Performance Assessment Section

Within this section we will provide an overview of our performance under the four **Quality Standards** headings of **People, Prevention, Partnership and Integration, and Well-being**. We will evaluate our performance over the past twelve months by addressing the **eight quality standards** under these four sections for both children's and adult's services.

Children and Families Services

People

Quality Standards:

- "All people are equal partners who have **choice, voice and control** over their lives and are able to achieve **what matters** to them"
- "Effective **leadership** is evident at all levels with a highly skilled well qualified and supported **workforce** working towards a shared vision".

Maethu Cymru Môn

The Child Placement Team continues to work in collaboration with Maethu Cymru alongside the other twenty-one Welsh local authorities in respect of the recruitment and retention of foster carers. A number of prospective new foster carers are in the process of assessment and will hopefully be approved later this financial year. We are working with Foster Cymru to focus on recruiting Foster carers for teenagers, Amser Ni (Short breaks), Welsh speakers and Unaccompanied asylum-seeking children (UASC).



Foster Wales is calling on more people to come forward, with over 7,000 children in care across wales and just 3,800 fostering families. **The goal is to recruit 800 more carers by 2026.**

To find the latest information with regard to our Fostering Service, along with news and updates, see

<https://facebook.com/maethumon>

www.rctcbc.gov.uk/EN/Newsroom/PressReleases/2024/May/Groupembarkona200mileclimbingchallengeetosupportyoungpeopleincare.aspx

Fostering Wellbeing is an innovative programme, funded by Welsh Government and delivered by The Fostering Network. The programme recognises that to improving outcome for children and young people, multi-agency working through a partnership framework across social services, health and education is essential. Fostering Wellbeing has been designed specifically for professionals working with Care Experienced Children and young people. <https://www.thefosteringnetwork.org.uk/locations/wales/fostering-wellbeing/>

FOSTERING WELLBEING CONFERENCE 2025



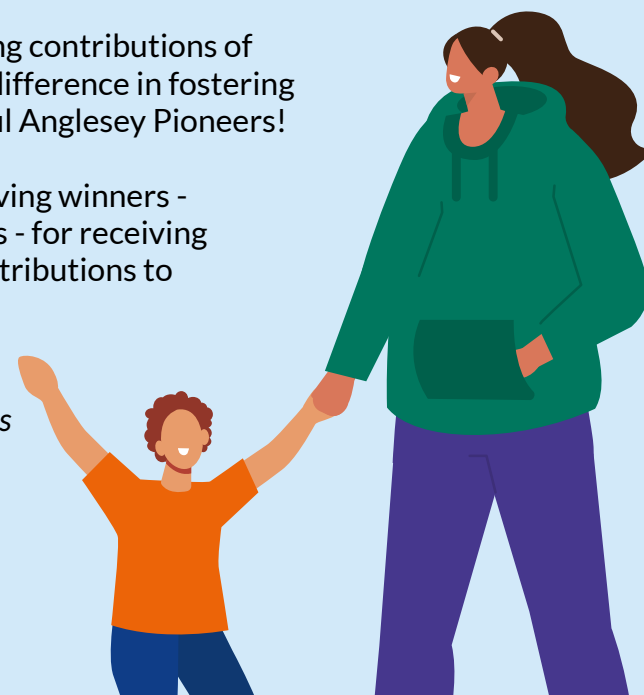
Many of us attended **The Fostering Network's Wellbeing** conference at the Deganwy Quay Hotel in Conwy in February. Bringing together over 100 colleagues from across the fostering sector in North Wales was really special, the day was a wonderful opportunity to learn, share and celebrate the incredible work being done to support care-experienced children and young people here in wales.

Sincere thanks to all the speakers, which included our very own Director of Social Services, Fon Roberts alongside Service Manager, Sharon Williams, and ended on a humorous and inspiring note with Anglesey foster carer and all-star comedian Kiri Pritchard-McLean hosting the **Fostering Wellbeing Pioneer Awards**.

It was wonderful to hear about the outstanding contributions of individuals and teams dedicated to making a difference in fostering across Wales, including some of our wonderful Anglesey Pioneers!

Therefore many congratulations to our deserving winners - Brian Lawlor, Dee Roberts, and Sorrel Roberts - for receiving awards in recognition of your remarkable contributions to fostering in Anglesey.

Pictured above are Kiri (left), Sorrel (middle top) and Brian (middle bottom) with Gemma Struthers of The Fostering Network (right).



The **Corporate Parenting Panel**, chaired by the Chief Executive has continued to strengthen during 2024/25. Elected members who joined the panel following the 2023 elections have continued to develop their knowledge and experience of the issues faced by looked after children and care leavers. This enables elected members to challenge officers effectively.

Of significance, is the strengthening of the **'voice of the child'**. We have young people who attend our Corporate Parenting Panel sharing their experiences of being in the care of the Local Authority. Our panel members are also invited to attend our numerous activities where they can meet our Care Experienced Children in less formal surroundings.

We have also welcomed a new **foster carer representative** from Maethu Cymru Mon, which is an asset to the panel. We have also had input from the Virtual School, Leaving Care Service, Health Service at the Corporate Parenting Panel and there is a 'forward plan' agreed by the panel to ensure effective scrutiny of performance moving forward.



Discharge of Care Orders – the Service has used a Welsh Government Grant to safely reduce the number of children subject to care orders and placed with parents. This resulted in a reduction of over twenty children being in public care over during the year.

Direct Payments is a crucial support mechanism to allow both the child and the family to both achieve a better quality of life. A common theme with Direct Payments within our Childrens and Families Service is the **provision of Respite for parents** for them to allocate time to their other children due to the higher demands one child might have due to their needs / disability. Direct Payments allows the family and recipient to have a choice of providers which can be tailor to their needs such as Language and lifestyle and allows them to stay within their communities. **As of March 2025, we had 198 adults and 42 children open to Direct Payments.**

The **Active Offer (of a supporting Advocacy)** is an important option for a Child going in to care or being open to Child Protection, as it can be a stressful and anxious time for a child especially if they have already suffered trauma. Having an independent person to listen and act on the best interest of a child will give them more confidence to express their wishes and feelings than talking to a Social Worker or Care Provider.

While making sure that the Child receives the rights they are entitled too. **In the 2024/25 Financial Year a total of 17 Active Offer Referrals were made which is slightly higher than last year's 15.** A total of 122 Children were eligible for an Active offer by either becoming Looked After or going on the Child Protection Register which shows that 86% of the children declined to meet their Advocate. 5 children accepted the Active Offer of Independent Professional Advocacy support during this year. We continue to promote and encourage this active offer.

Prevention

Quality Standards:

- *"The need for care and support is minimised and the escalation of need is **prevented** whilst ensuring that the best **outcomes** for people are achieved"*
- *"**Resilience within communities** is promoted and people are supported to fulfil their potential by actively supporting people who need care and/or support including **carers** to learn develop and participate in society"*

During the year a total of **4886 referrals were received into Social Services compared to 4059 in 2023/24 which was an increase of 20%.** Naturally the increase in volume of referrals has been felt across the Service as workload increased. Of the

referrals that were received the Police continue to provide the most referrals with 41% followed by Ynys Môn's schools who accounted for 14.89% of the total referrals. The cost-of-living is one reason why we are seeing a significant increase in our referrals.

Children's Assessments - there has been an increase in the number completed, from 464 in the 2023/24 to 598 this year. Despite this the **percentage that were completed within the 42 Days has improved to 92%.** Of the Children that had an Assessment 56 would be progressed to a Care Plan following the Assessment while 116 had no eligible needs to be met. The majority (426) would have their needs met by other means with Services such as Team Around the Family (TAF), Resilient Families or CAMHS to name a few.

Furthermore **71 Young Carers Assessments were completed within the year by Action for Children on behalf of the Authority.** Of the 71, 43 needs were met with a Plan while 28 had their Needs met by other means.

Youth Service & Engagement – As a result of receiving SPF funding the **“Hive” Youth Club Cafe** provision has continued and developed further with around 40 young people aged 14-16 attending weekly – this in addition to the usual youth clubs. The venue has been a safe space for young people with a range of activities taking place – but with a focus on wellbeing, developing

skills relating to social and emotional learning, developing healthy relationships and working closely with local partners such as the police. In addition, School Youth Workers have developed a “Llwyddo” programme within the area of wellbeing and mental health – a targeted course of up to 12 weeks with Agored Cymru accreditation which also makes use of the Virtual Reality approach (see previous reference). This is now being offered across the 5 Secondary Schools and contributes to the young people's qualifications framework.

Virtual Reality (VR) Professional Development – The Service has invested in a VR training package for raising awareness of trauma and also specific areas such as dementia, drugs and knives crime. 15 members of staff have been upskilled to deliver a programme for the next 12 months across the Council.

Pictured below are students from Ysgol David Hughes taking part in the VR experience.



Partnership and Integration

Quality standards:

- “Effective **partnerships** are in place to commission and fully deliver fully **integrated**, high quality sustainable outcomes for people”
- “People are encouraged to be involved in the design and delivery of their care and support as **equal partners**”



As part of our journey to becoming a **Trauma Informed Island** we now have over 700 staff from statutory partners, third sector, elected members and community organisations, foster carers have participated in trauma informed interventions/ professional learning from 1 day session to full accreditations that will help support our children, young people and families. This figure is growing week on week.

Over 70% of our mainstream foster carers have now passed the Trauma Informed Diploma for Foster Carers (see picture below), this is the first of its kind in Wales and feedback from our Foster Carers has been positive with one foster carer sharing



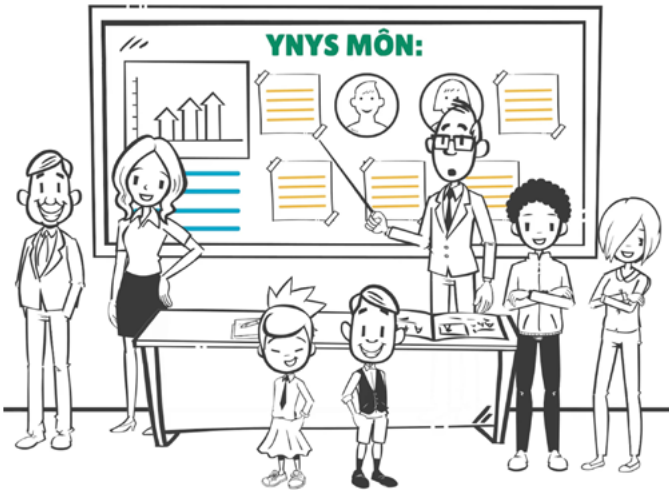
“I am keen to have as many people as possible to be trained in trauma, because if we are all working from the same foundation then those who have experienced trauma, will have better outcomes. This goes right through the civil service, housing, health, social services, youth service, probation, police, paramedics everyone.”

Training for Ynys Môn’s North Wales Police and our Cartrefi Clyd staff is about to start which also embeds a Trauma Informed Supervision model for all our Cartrefi Clyd. We are also proud of Cllr Dyfed Jones, portfolio holder in following the footsteps of the Cllr Gary Pritchard, Council Leader in completing the Diploma in Trauma Informed.

We intend to visit every Ward on Ynys Môn during 2025/26 taking our Trauma Informed into the communities. This will allow us to become a fully Trauma Informed Island and the current Mapping work will be assisting in measuring the impact of this work over coming years.



<https://youtu.be/5Cw5tSK4ROo>



<https://youtu.be/wGc2b66eYho>

New Youth Empowerment Programme -

As an initial pilot at David Hughes School, as part of the targeted youth offer we have in partnership run the 12 week “**Youth Mentor Programme**”. The pilot worked with 8 learners aged 11-16 over 12 weeks. A structured curriculum designed to empower young people with essential life skills in resilience, regulation, reflection, confidence, motivation and developing their emotional intelligence in line with our trauma framework. The program is delivered through a small group activity and in addition 1 to 1 work and support. The program is also accredited through “Agored Cymru” and our in-house Youth Service in relation to outcomes and outputs. The programme, due to its success has been extended to all secondary schools on the island. For further information – please see Case Study in Annex C.

Well-being

Quality standards:

- “*People are protected and safeguarded from abuse and neglect and any other types of harm*”
- “*People are supported to actively manage their well-being and make their own decisions so that they are able to achieve their full potential and live independently for as long as possible*”

As with other parts of the **Service Safeguarding demands have increased significantly with the number of Initial Strategy Meetings increasing by nearly 25%**. The rise can be attributed to many factors such as Substance Misuse, Domestic Violence and Mental Health to name a few. Naturally with more Strategies Meetings taking place the number of Section 47’s increase but what is startling is when we consider them not as figures but as percentages over 50% go on to a Section 47 in contrast to 38% last year.

The number of **Initial Child Protection Conferences has increased also with 131 taking place in the 2024/25**. Of those 128 were Registered while 3 did not meet the threshold. Neglect was the Primary reason for Registration followed by Physical Abuse then Emotional Abuse with 5 to 9 being the biggest age group. **At the end of this Financial Year there were 74 on the Register in contrast to 41 last year**. Despite the rising numbers no child Re-Registered within 12 months and the number of days each Child remained on the register was low.

KPI	2024/25	2023/24
The number of Initial Strategy Meetings for children concluded during the collection year	930	746
The number of Strategy Meetings held during the year that progressed to Section 47 enquiries	478	283
The total number of Section 47 enquiries completed during the year that progressed to Initial Child Protection Conference	131	57

Cartrefi Clyd - By now we have four Cartrefi Clyd homes across the island and are investing in a purpose build respite property for children with additional needs. The respite property is currently being built and hopes to open its doors by the end of summer 2025. We are looking for 3 more locations on Ynys Môn for our Cartrefi Clyd.

Our **Family Support Unit** has carried out a **Play Sufficiency Assessment** and a new post, funded by the **Shared Prosperity Fund (GFC)** funding has strengthened coordination across the Council and external partners. Welsh Government programs such as **Flying Start** and **Parenting Support for Out-of-Court Solutions** continue to support our vulnerable families.

Parenting programs are constantly available to parents and carers across the Island. A number of Council staff and partners have received training in the progressive program “**Triple P**” to support families from the start. Child care programs continue to support parents with reducing childcare costs and access to work, such as “The 2-year-old Care Offer”.

During the year we have been **strengthening the Resilience within the Safeguarding and Quality Assurance Team**. We have re-structured this team following from the Internal Audit on the team and by doing this have build on more resilience in the team and have consistency across both Adults and Children and Families and **strengthen the robustness of the team by creating a Practice Lead role** within the team. This role is responsible for supervising and supporting the Independent Reviewing Officers, this will allow the Service Manager to focus on the strategic work across Social Services and Corporately.

Integrated Approach Education of Our Children - We accessed a series of “One off grants” from Welsh Government to **create our virtual school on Ynys Môn** and currently we have a seconded specialist teacher in post for the 3rd year. This secondment must come to an end March 2026 as we do not have any funding post this. The teacher is currently spending 70% of her working week directly teaching our

Care Experienced Children as they are not in school due to 1/ reduced timetables 2/ been excluded 3/ other reasons.

Working with our colleagues in the Education Service and local schools to develop a different approach to school exclusions. Some of the services increase in demand is due to schools reducing a child’s timetable or excluding children. We are willing to offer support to schools earlier, however, this will be a culture change for schools and will need a high level of perseverance.



As part of the virtual school approach in Ynys Môn we organised a prom for our year 11 young people who could not attend their school prom event. This was organised by business support staff, social workers, education staff, foster carers in collaboration with a local employer – Chateau Rhianfa.

Permission obtained by the young people (who all look fantastic!) to share picture:

Our Children & Families Services priority for 2025/26 are:

Area for improvement	Actions to improve	Outcomes (how will it contribute towards strategic aim Council Plan)	By when
Connecting Care IT System (Social Services priority)	Manage the roll out of the new Mozaic Social Care Monitoring System.	The new system will assist in supporting Social Services Staff to manage and record their work, and will assist in data sharing with other partners (Phase 2)	June 2026 TBC
Increase numbers of Welsh Language Foster Carers	We have reviewed and re-launched our Foster Care package to further attract more foster carers,with an emphasis on Welsh speakers.	Ensure our children and young people have the opportunity to stay in their own community, using their language of choice, where possible.	March 2026
AI Pilot within the Safeguarding & Business support Team	Trial the use of AI in assisting in note/ minute taking during agreed meetings, with the aim of reducing/ minimising the need for admin support.	Working with corporate IT colleagues to agree on the technology and guidance. Work with DPO to ensure the pilot is managed safely with regard to data processing and sharing. Trial the Technology and monitor against human note taking for accuracy.	March 2026
Waiting Lists	The long waiting lists, especially for neurodevelopmental teams across Wales are well documented. The waiting list for some children and young people in Ynys Môn is approximately 4-5 years. This lengthy waiting can have significant impacts on children's lives, add towards the pressure and stress that families experience and, in some cases, cause family breakdowns leading for children to be placed in the care system.	Our goals will be to work with NHS partners where waiting lists are present to look at ways to improve processes to limit the wait.	March 2026



Area for improvement	Actions to improve	Outcomes (how will it contribute towards strategic aim Council Plan)	By when
Consider current demand and how to safely and within Statutory guidance meet this demand	We will conduct a review of current working practices considering current case loads, flexi demands, sickness levels etc on staff and see how we could utilise non qualified staff in some areas etc.	Internal report lead by Director will consider all options and discussion to be had with the Tim Arwain and Elected Members.	September 2025
Aligning our youth support service to the new Estyn framework with focus on quality, digital and staffing resources to meet local needs.	Conducting audit of current support and provision No current data on Skills analysis of staff Quality of service - Direct Observation of activities/provision Need identified to have an IT system for youth service delivery and model	Internal Self Assessment to be completed to identify actions to improve outcomes. New IT UPSHOT System to align to our youth offer with a digital method of registering all young people	September 2025
Rolling out the Welsh Government's programme to expand childcare to all 2 year old children	Appoint a programme manager and supporting staff Develop a resource to register children and track attendance, efficient invoicing for childcare sector. Monitor the quality of childcare in accordance with Welsh Government Flying Start Guidance Promote and support childcare settings to become Welsh medium/bilingual.	As an early intervention model, all children aged 2 – 3 will have the best opportunity to thrive. All childcare providers will be Welsh or bilingual, allowing all children to learn and use the Welsh language. Improve the educational attainment and achievement of children and young people, by supporting their wellbeing, together with securing wider opportunities to learn and thrive. Supporting the childcare sector economy and local businesses to grow and prosper, supporting parents/carers with childcare costs to remove childcare as a barrier to work.	April 2028

Adult's Services

The service presented its 'Strategic Plan, Modernisation of Adult Services 2024-29', and this was approved by the Council's Executive with the key priority areas being:

1. Cooperate to be an age friendly island – through preventative activities.
2. Transforming day services – continue with positive steps to maintain day activities in community locations.
3. Supported housing (learning disabilities) – to maximise and modernise 'Supported Housing' to ensure effectiveness.
4. Respite service (learning disabilities) – identify and develop a suitable new provision.
5. Extra care housing - develop extra care housing to increase opportunities for people to live independently in the community for longer.
6. Council residential homes – divert financial resources to affordable and cost-effective provisions that meet needs.
7. Develop a financially sustainable services.



People

Quality standards:

- “All people are equal partners who have **choice, voice and control** over their lives and are able to achieve **what matters** to them”
- “Effective **leadership** is evident at all levels with a highly skilled well qualified and supported **workforce** working towards a shared vision”.

Ynys Môn Dementia Conference 2024

on Wednesday 20th of November, Ynys Môn hosted its first Dementia Conference. 75 people attended the conference, people living with Dementia, their carers, volunteers within the community and professionals. With a presentation from Dementia Friendly Communities, Ynys Môn Dementia Centre, Canolfan Glanhwfa, Caban, and North Wales Police.

Expanding the use of community resources in order to **encourage integration in the community** is a priority for the **Learning Disabilities service**. The service has piloted using Community Hubs, and has completed an engagement exercise in the Holyhead area, with positive feedback from attendees. People appreciate being offered a variety of activities and that **leads to better experiences and more choice and control**. In order to realize this vision for Day Activities, the authority has approved

a transformation process in relation to provision in the community, transferring resources to facilitate the further development of community resources. In addition to this, we have invested in improving outdoor facilities in Gors Felen. This included the development of safe spaces, and a sensory garden, in last years report. We intend to invest to improve the quality of the services over the coming years to further develop and improve the service and create opportunities for individuals to develop new skills.

The service have ambitious plans to transform and update **accommodation options for people with learning disabilities** through a program of new developments. Working alongside **our Housing Department and local housing associations**, we have been able to invest in several schemes and continue to develop plans in order to upgrade more properties in line with the department’s capital. It is expected that the plans we have invested in over the last 24 months will be workable by the summer of 2025.

Direct Payments – There has been an **increase of 18% in the use of Direct Payments in the last 3 years with the figure at the end of 2024/25 standing at 284 compared to 239 3 years ago**. This is a very positive trend and one that we can see continuing since it supports the use of informal carers, giving the citizen

the option to select a provider they trust and feel comfortable with, rather than being assigned one. With a strong Welsh-speaking population, direct payments allow users to employ Welsh-speaking carers, preserving language and cultural identity in their care provision, this supports Ynys Môn’s commitment to the Welsh Language Standards.

Advocacy – The number of adults being offered advocacy has increased steadily during 2024/25 with an increase of 24% in the ability to identify the need for an independent professional advocate, with the total identified in 2024/25 being 138 compared to 111 3 years ago. Alongside this we see an increase in the number of formal advocates being provided, with an increase of 22% over the last 3 years; the figure being 88 during 2024/25.



Prevention

Quality standards:

- *“The need for care and support is minimised and the escalation of need is **prevented** whilst ensuring that the best **outcomes** for people are achieved”*
- *“**Resilience within communities** is promoted and people are supported to fulfil their potential by actively supporting people who need care and/or support including **carers** to learn develop and participate in society”*

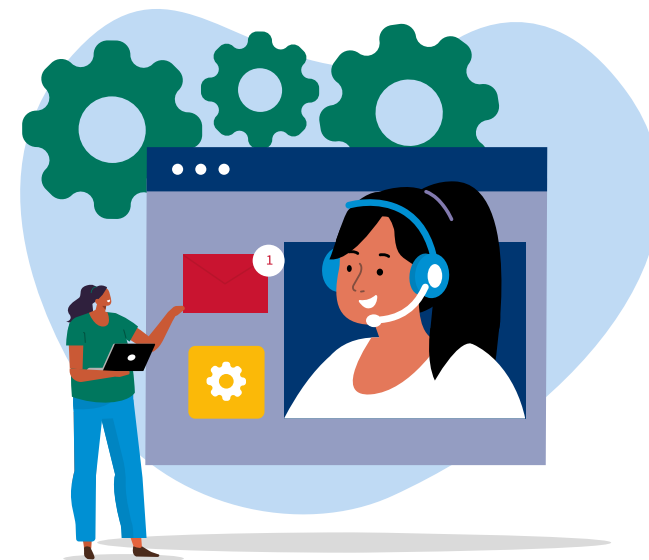
The number of new contacts into Adults Services during 2024/25, increased by 11% over the past 3 years, with the figure being 3,640 during the year compared with 3,280 3 years ago. The increase is attributed to a number of factors: an ageing population; since Ynys Môn has a higher than average proportion of older adults and this demographic is growing. We can therefore assume the number of contacts will increase over time. Another factor is that people are much more aware of different types of support available through Adults Services, with better signposting from GPs, hospitals and community groups.

In parallel with the number of new contacts increasing over the past 3 years there has been an **increase of new assessments being completed, with 1,793 being completed in 2024/25.**

The outcomes of these assessments were as follows:

Needs were met with a care and support plan	1,173
Needs met by any other means	377
No eligible needs to meet	243

Reablement packages being completed have expanded from 103 in 2023/24 to 168 in 2024/25. One reason for the increase has been the creation of a new team; “**Am Adra Môn**”, which has involved Engagement Officers working in Ysbyty Gwynedd and providing patients with an initial assessment to determine needs. This has led to an increase in patient discharges and in patients using preventative services such as reablement rather than having to wait in hospital for a longer time at the risk of their health deteriorating.



The outcomes of the completed reablement packages for 2024/25 were as follows:

Reduced the need for support	44
Maintained the need for the same level of support	31
Mitigated the need for support	74
Neither reduced, maintained nor mitigated the need for support	19

Phase 2 Development of Canolfan Glanhwfa - Canolfan Glanhwfa Community Hub has received funding totalling £1m to complete adaptation and renovation works to its building at Capel Moreia in Llangefni. This follows the completion of the first phase of works in December 2022.

Since then, community services have been provided for older and vulnerable people with major partners Age Cymru Gwynedd a Môn, Bwyd Da Môn, Carers Trust, Carers Outreach and Adferiad delivering key services. In addition the Centre provides a home for the award winning choirs Côr Ieuenctid Môn and Côr Encor (for people over sixty), stand up comedy classes and community courses by Grŵp Llandrillo Menai.

Canolfan Glanhwfa manager Siân Green said: ***"This latest funding boost will enable us to provide a dedicated home for Ynys Môn Dementia Centre delivering community based services for people living with dementia and their carers."***

Canolfan Glanhwfa chair Ieuan Wyn Jones added: ***"Once the works are completed towards the middle of 2025, it will provide new life for a Grade 2* listed building in the heart of Llangefni. The iconic chapel building is part of the town's architectural heritage and it is great to see it being adapted to meet the needs of a 21st century community hub"***.

The department has undertaken tender processes to **update our third sector contracts for Supporting Unpaid Carers, and Support for People to Age Well**. Carers Outreach Service were successful with the contract to support Unpaid Carers, and Glanhwfa Centre were successful with the contract for Supporting People to Age Well.

Partnership and Integration

Quality standards:

- *"Effective partnerships are in place to commission and fully deliver fully integrated, high quality sustainable outcomes for people"*
- *"People are encouraged to be involved in the design and delivery of their care and support as equal partners"*

The Older People's Commissioner for Wales, Rhian Bowen-Davies visited in October 2024 to discover our ambition to make Ynys Môn such an inspiring **Age-Friendly community**. She returned for a week-long visit in March 2025 to further immerse herself in initiatives that are available on Ynys Môn.



Rhian Bowen-Davies' visit as Older People's Commissioner for Wales

The Island was accepted as an official member of the World Health Organisation's Global Network of Age-Friendly Communities in July 2023.

During her visit, the Commissioner was able to visit communities across Ynys Môn; engage directly with older residents to hear about their experiences and learn how local services and groups are supporting people to live and age well.

She met with key Council Officers and Elected Members, before witnessing first-hand the range of initiatives that have helped create an Age-Friendly Ynys Môn. Rhian Bowen-Davies took part in a range of community-led initiatives that reflect the island's commitment to helping older people stay active, connected, and independent.

These included a **60+ Pickleball class** at Canolfan Beaumaris, the **Nifty 60s group** in Holyhead, and a **thriving IT skills class** in Benllech delivered by tutors from Grŵp Llandrillo Menai.. She also met with members of **several age-friendly organisations and groups** such as Mencap Môn, Caffi Siop Mechell, Canolfan Glanhwfa's Walking Group, and residents at Hafan Cefni.

Following the visit, Rhian Bowen-Davies, the Older People's Commissioner for Wales, commented, *"The visit to Ynys Môn enabled me to see first-hand how individuals, communities, and services are working together to make Ynys Môn truly Age-Friendly. The vital role of volunteers across the island—many of whom are older people—cannot be overstated, as they provide invaluable opportunities for communities to benefit from information, support, and essential services."*



"Ynys Môn should be incredibly proud of its achievements to date, 'We're committed to supporting people to remain as independent as possible in our communities, and I'm glad the commissioner recognised the opportunities and services that are available to older people here on Ynys Môn.'"

"Since 2023 Ynys Môn has been a member of the World Health Organisation's Global Network of Age-Friendly Communities and Cities and is committed to creating an island of independent individuals and empowered communities. Our vision is an Age Friendly Ynys Môn that supports people of all ages to live and age well."



The development of an **Age-Friendly Island** is going from strength to strength. Over the past year we have worked in partnership with several third sector services and organisations to expand this work. The Nifty60s project and the development of the Ynys Môn Dementia Centre at the Glanhwfa centre in Llangefni, are examples of developments that support the health and wellbeing of Ynys Môn residents.

In November 2024, the Local Authority re-developed their mental health offer and established **Llesiant Meddwl Môn**. The re-modelling of the Service will assist the Local Authority to provide a clearer focus on the social care needs of the citizens of Ynys Môn. The service comprises of Social Workers and Approved Mental Health Practitioners and aims to offer assessment and support to promote positive individual outcomes to allow people to live fulfilled lives. This aligns with the Social Services & Wellbeing (Wales) Act 2014 ethos of prevention, wellbeing, and strengths-based practice. The Local Authority will continue to work closely with Betsi Cadwalader University Health Board's Community Mental Health Team in providing Mental Health support for the citizens of Ynys Môn.

Dementia Friendly Status for Ynys Môn

- Ynys Môn County Council has been honoured as the first Dementia Friendly Council in North Wales, by the North Wales Regional Partnership Board.

Ynys Môn Council's Head of Adults Services, Arwel W Owen, said,

“We are delighted to receive this recognition, it is a testament of the hard work and commitment of our staff, the council and partners to promote awareness.”

He added,

“Our aim now is to continue to work alongside the health board and third sector organisations to develop the best provision for the people of Ynys Môn.”

The Dementia Friendly Ynys Môn project works with local communities to address locally identified priorities. These priorities include identifying areas within communities that need a dementia friendly facility or community building. The project includes working with various organisations, businesses, strategy groups, which work collaboratively to create an Ynys Môn that is dementia friendly.

Adult Services and Community Safety Portfolio Holder, Councillor Alun Roberts, explained,

“Ynys Môn has an ageing population with 26% over the age of 65. There is an estimated 1,300 people living with Dementia on Ynys Môn and those figures are projected to increase over the next few years. Therefore, it's vital that people living with dementia, their friends, families, and carers feel understood, respected, and valued as members of the community.”



Well-being

Quality standards:

- *“People are protected and **safeguarded** from abuse and neglect and any other types of harm”*
- *“People are supported to actively **manage their well-being** and make their own decisions so that they are able to achieve their full potential and **live independently** for as long as possible”*

The total number of safeguarding reports has increased substantially over the past 3 years, increasing 51% from 425 to 642 reports. This trend is likely to continue, perhaps at a slower rate, but increase nevertheless due to a number of factors. One such factor is due to an increase in public awareness and professional training, since more professionals, carers and community members are now trained to recognise signs of abuse, neglect and exploitation. Public campaigns and safeguarding training have also reduced the stigma and encouraged more people to report concerns. Post-pandemic and cost of living pressures have increased mental health issues, loneliness and social isolation, especially among older or disabled adults. These factors increase vulnerability to abuse or self-neglect, prompting more safeguarding concerns.

The number of safeguarding reports where it was necessary for enquiries to be made has decreased slightly over the past 3 years, decreasing 12% from 315 to 277. One factor is due to a high number of safeguarding reports being received are not meeting the thresholds we have in Ynys Môn, and another is a possible reporting issue of different documentation being used which are not being picked up within reports.

However, of those reports going on to enquiries, the number requiring action has increased in the last 3 years, increasing 10% from 209 to 230. This is due to a higher threshold and therefore an increase in probability that more action would be required.

Opening of the Amlwch Dementia Hub -

People of all ages came together at an event to celebrate the launch of a new weekly dementia hub in Amlwch. Pupils from Ysgol Gynradd Amlwch joined older members of the community and carers at an open afternoon, hosted by Môn Actif and Age-Friendly Ynys Môn at the Memorial Hall.

The event coincided with Global Intergenerational Week, which encourages different age groups to come together to work on local projects in meaningful ways. Those attending were given an opportunity to experience some of the dementia hub's activities, including: crafts, curling and gentle exercises.

The new hub, run by **Dementia Actif Môn**, will seek to support people living with dementia as well as their carers. Participants can chat and socialise with one another over a cuppa. Also present with information stalls about their services were North Wales Police, Carers Trust, Carers Outreach Service, Age Cymru Gwynedd a Môn and Tai Môn.

Age Friendly Champion,
Councillor Gwilym Jones, said

“We’re committed to creating a dementia-friendly Ynys Môn, where there are no barriers for people living with dementia, their carers and their families.”

Yvonne Owen, local resident and member of the Ynys Môn Older People’s Council, COPA, and Friends of Amlwch Memorial Hall said,

“It was a wonderful afternoon. I think that both adults and children benefited a lot from it, and such a warm and inclusive atmosphere.”

Holyhead and Ynys Môn Weightlifting and Fitness Centre (HAWFC) are excited to announce that they have successfully secured £288,334 National Lottery funding to expand their **Nifty60s Project across Ynys Môn** for the next three years. This funding will enable HAWFC to deliver sessions in additional areas of Ynys Môn, having already attracted 154 members at the Holyhead sessions. The project provides valuable health and wellbeing support in the community for adults over 60 years of age.

“We are grateful to receive this funding from the National Lottery, which will allow us to further expand our Nifty60s project and make a positive difference in the lives of people across Ynys Môn. We are grateful to Isle of Ynys Môn County Council for their support through the Ministry for Housing, Communities and Local Government Fund, and other key partners for their continued support”

Ray Williams (Chair of HAWFC).

James Lee MBE, Chair of Nifty60s said,
 “We are committed to promoting healthy and active aging, reducing slips, trips, and falls. This support will help us reach out to more individuals, enhancing their quality of life and overall wellbeing. The sessions focus on resistance training, and we believe that muscle is the longevity of life.”



Nifty60s aims to kickstart the expanded project later this year, bringing a variety of physical activity, social engagement, and wellness sessions to different communities on Ynys Môn. The organisation looks forward to working closely with local partners and volunteers to ensure the success and long-term sustainability of the project.

Ynys Môn Older People's Forum - In April 2024, Ynys Môn County Council and Age Cymru Gwynedd a Môn held an Island-Wide Older People's Forum in M-SParc, which brought together older people from all over the island.

In the Forum, where there were over 70 people present, there were presentations by several interesting guest speakers. The event was opened by Brenda Roberts, Chair of the Older People's Council, and closed by Cllr. Gwilym Jones, the Age-Friendly Champion

A varied timetable of presentations were held, including Scam Prevention Support to the Action Fraud website to the North Wales Community Alert Bulletin, Citizens Advice Bureau offered support and advice available to help people maximise their income and energy. The presentation referenced to social tariffs, emergency support, tips on keeping the house warm, energy saving tips and more, Carers Outreach Service gave a presentation summarising what is an Unpaid Carer and how Carers Outreach service can help. We got to learn about various schemes, including the respite programme 'Short Breaks Scheme', support at home and with carer's rights, as well as many others.

“Thank you for a really interesting and informative day, I really enjoyed it. Here's hoping that we can all make a significant difference to the lives of older people, and their families and friends, in their communities and wider Ynys Môn.”

The department was successful in attracting £700K grant funding through **Welsh Governments Housing with Care Fund (HCF)** to purchase a **supported living property** off the open market in Rhostrehwfa and renovations are ongoing. A second property in the Gwalchmai area has been purchased, and adaptations 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).



Adults Services priorities for 2025/26 are:

Area for improvement	Actions to improve	Outcomes (how will it contribute towards strategic aim Council Plan)	By when
Connecting Care IT System	Manage the roll out of the new Mozaic Social Care Monitoring System.	The new system will assist in supporting Social Services Staff to manage and record their work, and will assist in data sharing with other partners (Phase 2)	June 2026 TBC
Age Friendly Council	To extend our Service vision across the Council to benefit all staff and the community of Ynys Môn.	To develop specific Strategic Plan which will encompass all Council services to help embed the vision	March 2026
Extra Care Site (South of the Island)	Move from planning to project stage	Ensure high quality accommodation with support and help modernise provision	March 2028
Modernise Supported Living/Respite unit	Commence work on Supported Living/Respite facility to modernise provision and allow us to accommodate a wide spectrum of needs	Providing respite in a high quality environment which will promote the development of independent living skills	Penlan Building work to commence in 20 25
Modernizing Day Services – Learning Disabilities	Reviewing service provision models working towards a more inclusive community-based offer. Where possible the aim will be to integrate with existing community services and resources. The service needs to build on the pilot working closely with the North Wales Together.	Partnership Board to examine best practice and look at devising a Strategy for the future in collaboration with Citizens and their families who use the service.	Ongoing
Accommodation	An accommodation strategy across Learning Disability and Mental Health Services to establish effective models of care. There are limited accommodation options for individuals with complex mental health needs. All Learning Disability Supported Living Services have been reviewed to ensure right sizing of care. This has identified the need to develop and secure accommodation that will enable people to age well within their homes.	Ensure appropriate care and support is available to individuals within their local communities, within homes that are fit for the future utilising technology to support the enhancement of independence. Suitable accommodation will support in individuals coming through transition to adult services but also enable the service to look at repatriation form out of county placements.	Pen Coed - June 2025 Maes y Ffridd - July 2025

Other information section

Inspections and reviews

Care Inspectorate Wales (CIW) conducted an **Adult Service improvement check** in June 2024, and identified a waiting list reduction, since the 2022 inspection. Furthermore, CIW reported a strong leadership team, who had instigated and implemented positive changes and awareness of areas which needed strengthening. They had worked hard to set a clear direction for change, supported by competent and dedicated practitioners. Increased stability in the workforce has led to an improved and timelier service for people. The service promotes the option of direct payments which is positive practice.

Waiting lists for social work assessments have significantly reduced, supported by clear monitoring arrangements, although the referrals for occupational therapy remain high. The local authority must ensure care and support plans are reviewed within 12 months. It was noted that the service has continued to benefit from corporate and political support. It is imperative this continues to ensure progress is sustained, and the areas which continue to require improvement are adequately supported and resourced.

This will also ensure the local authority consistently meets its statutory responsibilities. To read more about the CIW findings and recommendations, click on the link - <https://www.careinspectorate.wales/sites/default/files/2024-10/241014-Ynys-Mon-Improvement-Check-en.pdf>

Gwynedd and Ynys Mon Youth Justice Service received an [Inspection of youth justice services in Gwynedd and Ynys Mon](#) in March 2024. During the year we have worked closely with the team to support the development of an action plan, and this work continues.

We have recently received a positive response to our **Annual Prevent Duty Assurance Process for 2024/2025**. Local authorities and the **Prevent Partnership** have a critical role to play in countering terrorism at a local level and ensuring that people who are susceptible to radicalisation are supported. As part of the Prevent duty refresh, the Home Office has updated its assurance process to help ensure that local authorities are delivering their statutory Prevent duty in line with the Prevent duty guidance. The Prevent duty toolkit for local authorities outlines the eight benchmarks

Prevent delivery is measured against and includes suggested examples of good and best practice. The assurance process is designed for local authorities to assure themselves via a self assessment that they are effectively delivering their statutory duty. We were pleased to receive a positive letter in response to our current work, and will work with our Prevent Adviser to further improve our commitment.

“Ynys Môn should be proud of its inspiring ‘age-friendly’ journey”

commented **Older People’s Commissioner for Wales, Rhian Bowen-Davies** as part of her week long fact-finding visit to the Island. Further information regarding the visit can be found under Adult Services Partnership and Integration section.

Copilot Champions - The Association of Directors of Social Services (ADSS) Cymru, supported by STABLE and Practice Solutions, were commissioned by the Welsh Local Government Association (WLGA) to evaluate the readiness of Wales's 22 local authorities to implement Microsoft Copilot (a conversational AI assistant) in adult social care. Ynys Môn are currently exploring opportunities within the Service to trial their own pilot.

The final report has now been published on the ADSS Cymru website and can be found at this link [Assessing the digital and workforce readiness of local authorities to implement Copilot in Adult Social Care in Wales](#).

A tool kit has also been developed aimed at social care practitioners who may wish to use Copilot to assist them in their role https://www.adss.cymru/image/Files/Copilot%20Training%20Toolkit_E.pdf.

For **Out of County Placements, 4C's** undertake monitoring on behalf of IOACC. However, there is a requirement for the Contract Team to notify 4C's of any providers they need to prioritise for additional scrutiny. This ensures a targeted approach to contract management, focusing on high-risk or under performing providers to safeguard service users and uphold service quality. Moreover, **all Service**

contracts are subject to continuous monitoring arrangements to ensure compliance, quality, and value for money, by our Contracts & Commissioning team. Residential/Nursing and some children placements are monitored through a combination of physical site visits and desktop audits of policies and procedures to assess adherence to regulatory and contractual standards.

All contracts have specific KPIs that providers must report against, enabling the Council to track service delivery, identify areas for improvement, and take corrective action where necessary. Regular performance reviews are conducted to assess whether contractual obligations are being met and to drive service improvements.

All of our current contracts been procured in accordance with historical contract procedure rules including the Wales procurement policy principles.

Moving ahead, all future tenders will adhere to the **new Procurement Legislation** which came into force in February 2025. This legislative change will introduce updated requirements and principles aimed at enhancing transparency, efficiency, and value for money in public sector procurement.

The Contract & Commissioning Team will ensure that all procurement activities align with the new framework, incorporating any necessary procedural adjustments to remain fully compliant with the latest statutory obligations.

Relevant officers have completed a full day of training on the new Procurement Regulations, ensuring they are equipped with the necessary knowledge to implement the updated requirements effectively. This training covered key legislative changes, compliance obligations, and best practices for procurement and contract management.

As part of the Corporate Performance Framework, all Council service areas produce a yearly **Service Delivery Plan**, which sets out our intentions for the year ahead which are monitored Corporately, as well as a **Self-assessment Report**, which are scrutinised and challenged by Senior Leadership team and Selected Members. This is part of our internal analysis of progress and journey travelled. Copies of these documents can be made available on request.

Complaints and Representations

The Social Services Customer Care, Complaints & Information Manager, is responsible for the effective complaint and information management function within the service in line with statutory requirements and relevant local authority policies and procedures, and acts as the “Designated Complaints Officer” for both Adults and Children & Families Services.

The Complaints Officer is responsible for a number of key areas:

- Co-ordinating the service arrangements in order to comply with the Representations and Complaints Procedure.
- Recording complaints and positive and negative comments from service users and their representatives.
- Monitoring the response to complaints within timescales specified in regulations for dealing with complaints under Stage 1 of the procedure.
- Co-ordinating investigations by independent investigators into formal complaints under Stage 2 of the procedure.
- Co-ordinating responses by Social Services to inquiries made by the Office of the Public Services Ombudsman for Wales in relation to complaints about Social Services matters.
- Monitoring Action Plans to ensure that lessons are learnt from complaints in order to improve the quality of services.

Complement and Complaint table for year 01/04/2024 - 31/03/2025:

	Adult Services	Adult Services	Children & Family Services	Children & Family Services	Combined	Combined
	2023 / 2024	2024 / 2025	2023 / 2024	2024 / 2025	2023 / 2024	2024 / 2025
Concern	33	24	35	38	68	62
Stage 1 Complaint	3	6	13	14	16	20
Stage 2 Complaint	0	0	6	1	6	1
Compliments	160	146	223	164	383	310

Complaint Themes:

Complaint themes are moderated and reviewed in order to learn and improve our services. These are then shared with Service Management teams on a quarterly basis and corrective measures are agreed, if needed.

- Communication
- Delays
- Shortage of carers provision
- Contact arrangements
- Accuracy of information,
- Lack of support
- Financial support
- Inconsistent information
- Lack of understanding



Learning:

Further to identifying key themes, we also strive to learn and improve by sharing information with staff. Key learning for 2024/25 complaint are:

- Proportionate level of communication with service users / family to be maintained
- To ensure that copies of assessments are offered and shared in a timely manner.
- That actions are clearly recorded, and families updated once completed.
- Accurate recording of ethnicity within records.

Actions:

- Liaise with Human Resources to identify training needs for staff.
- Review the current format of the LAC report.
- Any learning points are discussed with the relevant workers during supervision, and with managers during a management meeting.

Compliments Themes:

- Positive views of staff,
- Appreciation of the level of support, advice and information provided,
- Appreciation of the way workers have listened to and understood service users and families
- Professionals being impressed by the quality of work and support for service users and families.
- High quality care and kindness shown in residential homes and Mon Care, (Reablement & Night Owls).

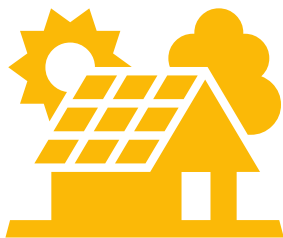
Please refer to Case Study 12 and 13 to read about our Compliments and Complaints examples.

We produce a yearly Annual Report – Social Services Representations and Complaints, and a link to the previous year’s report can be found below (2024/25 Report not yet finalised) - [Annual report: social services complaints](#)

**Other sources of information**

We have committed to replace our current electronic recording system, which will be decommissioned in early 2026, by joining the all-Wales **Connecting Care Project**. The Project is an ambitious digital programme aimed at integrating and transforming social care services across Wales. This collaborative effort involves local authorities, the Welsh Government, Social Care Wales, the Welsh Local Government Association (WLGA), and other key stakeholders.

A Business Case for funding was presented by the WLGA on behalf of the Senior Responsible Officials (SRO) Board to the Welsh Government in Q3 2024/25. Ynys Môn contracted with the new supplier, Access, in December 2024. A grant worth £290K from WG was received on the 31/3/25 to cover some of year 0 (2024/25) costs. However, no clarification of future funding for the project has yet to be received, making future planning difficult including staff recruitment to support such a large project. Identified as a service/ departmental/ Council Risk.



Our continued excellent partnership working arrangements with our **Housing Services** colleagues continued during 2023/24. **Preventing homelessness** by ensuring it is rare, brief and unrepeatable are the key aims and objectives of the IoACC's **Housing Support Programme Strategy 2022-2026** [Housing-Support-Programme-Strategy-2022-to-2026.pdf](#) .

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.

Our “**Strategic Equality Plan for 2024 to 2028**” builds on our previous plans and sets out our ambition to build a fairer society for the people of Ynys Môn. The plan explains: -

- how it contributes towards the vision of our Council Plan of creating a healthy and prosperous Ynys Môn where people can thrive
- our eight long-term equality objectives for creating a fairer Ynys Môn by advancing equality in our communities, as well as within our organisation
- our arrangements for monitoring progress towards achieving our equality objectives

The plan is published and implemented in accordance with the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

Strategic Equality Plan 2024-28 - [Strategic Equality Plan](#)
Annual Equality Reports - [Equality and diversity](#)



Isle of Ynys Môn County Council **declared a climate emergency in 2020** making a commitment to become a carbon neutral council by 2030. Consequently, the council have agreed a ‘**Towards Net Zero Plan 2022 to 2025**’ which outlines a commitment to the climate emergency and how it intends to transform to become a net zero organisation.

<https://www.Ynys Môn.gov.wales/documents/Docs-en/Council/Climate-change/Towards-Net-Zero-Plan-March-2022-to-March-2025.pdf?nocache=1>

In response the Council prepares an Annual Report on progress. <https://www.Ynys Môn.gov.wales/documents/Docs-en/Council/Climate-change/Annual-report/Towards-Net-Zero-Plan-Annual-report-2023-to-2024.pdf?nocache=1>

The council has also prepared an **Isle of Anglesey Electric Vehicle Charging Plan 2022-2030**, which sets out the council's ambitious plans to lead in meeting the charging requirements of residents and visitors to the island. The council Transport and Fleet team have developed a fleet transition plan to decarbonise its fleet vehicles and are aiming to replace a proportion of them with electric vehicles.



Welsh Language Promotion Strategy 2021-26 Our Council's five-year strategy sets out our priorities for promoting the Welsh language and increasing its use within the Council and in our communities. Children, young people and families, as well as the wider community, are all key strategic priorities. The '**More than just words**' framework and initiatives such Flying Start, youth clubs, Age Friendly Ynys Môn and dementia friendly communities create valuable opportunities for some of our most vulnerable residents to use and enjoy Welsh.

During 2024 - 2025, **80% of our Adult Services staff speak Welsh at Level 3-5, and 86% of our Children & Families staff speak Welsh at Level 3-5.** The set levels take into consideration listening, reading, speaking and writing skills. The levels range from 0 indicating no skills to 5 which is fluent in the language. Staff are supported to learn Welsh via a number of various methods, such as classroom lessons, informal learning etc.

Welsh Language Policy and Standards - Our Welsh language policy sets out how we will comply with the 160 Welsh language standards placed upon us. Our **Annual Welsh language report** reflects on our compliance and includes information about the language skills of social services staff, and all other services. New staff members receive a presentation on our Welsh language responsibilities – including the 'More than just words' framework for health and social care – as part of their induction. A module on the framework is also available on our e-learning site.

Fforwm Iaith Ynys Môn (Ynys Môn Welsh Language Forum) - The forum comprises of over thirty public and third sector organisations who contribute to Welsh language services in our area. It was initially established by the Council and our work remains a key focus of its activities. The director of social services gave a well-received presentation to forum members on the need for more Welsh-speaking foster carers. Flying Start and youth services officers are also members of the Welsh for children and families sub-group and helped developed an app, **OgiOgi**, to encourage more parents to use Welsh with their babies.



Appendices

Annex A – Glossary of terms

It would be helpful to provide a glossary of terms to provide a description of services, terms or acronyms which may not be familiar to people who are not experienced of social care. These descriptions should be suitable for a lay person, who may have no prior understanding of social care.

Care Inspectorate Wales (CIW) - CIW is the social care provider regulator. They will register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

Social Care Wales (SCW) - SCW is the workforce regulator. As part of this they register and set standards for the care and support workforce and develop the workforce. SCW also has an improvement remit, by which they will share good practice, set priorities for research and provide information for the public and other organisations.

Reablement / Rehabilitation / Interim care

- This short-term care is sometimes called intermediate care, or aftercare. Reablement is a type of care that helps people relearn how to do daily activities, like cooking meals and washing. It is provided by local authorities with the aim of mitigating the need for long term care and support.

Domiciliary Care / Domiciliary Support Service / Home Care - Domiciliary care, also known as “care at home”, refers to a broad range of care services provided in a person’s own home. It can include assistance with day-to-day living and certain health care issues for the elderly.

Residential Care Home / Nursing Home

- A residential care home provides accommodation and 24-hour personal care and support to the elderly and others who may find it difficult to manage daily life at home. Both a residential care home and nursing home provide care and support 24 hours a day, however the main difference is that a nursing home is able to provide a higher level of care. Nursing homes have qualified nurses on-site around the clock to provide medical care as needed whereas residential homes help people with personal care and support them to engage in physical activity.

Care Experienced Children -

Care experienced is an umbrella term which can mean children / young people who are:

- Looked after at home through a Care Order
- Looked after away from home in a residential children’s house, in a foster placement or in a kinship placement (Looked After or Non-Looked After)

- Previously Care Experienced, where at some point in their lives they have had any of the above experiences. The child / young person may never have been formally looked after.

Care Leaver - In Wales, care leavers are individuals who have been in the care of the local authority for at least 13 weeks since the age of 14 and have left care on or after their 16th birthday. The support provided to care leavers is intended to be equivalent to what a child who has not been looked after might reasonably expect from their parents.

Safeguarding - Safeguarding is about protecting children and adults from abuse or neglect and educating those around them to recognise the signs and dangers.

Wales Safeguarding Procedures -

They detail the essential roles and responsibilities for practitioners to ensure that they safeguard children and adults who are at risk of abuse and neglect. Provides a useful glossary of safeguarding terms: [Safeguarding Wales](#)

Performance and Improvement Framework: Measuring activity and performance data

- This sets out a framework of metrics covering adults, children, and carers, which must be collected and submitted to Welsh Government together with anonymised

person-level data and aggregated data on specific aspects of social care. It states local authorities should also gather their own data to understand better how the local delivery of social care is working according to local priorities.

Welsh Community Care Information System (WCCIS) - Refers to our current Social Care Electronic Recording System (Caredirector), a Welsh Government Project led by DHCW/ NWIS previously.

Connecting Care - Connecting Care is an ambitious digital programme aimed at integrating and transforming social care services across Wales. This collaborative effort involves local authorities, the Welsh Government, Social Care Wales, the Welsh Local Government Association (WLGA), and other key stakeholders.

Digital Health and Care Wales (DHCW) - Digital Health and Care Wales are a new Special Health Authority, creating the digital solutions needed to improve health and care in Wales. Digital Health and Care Wales was previously known as NHS Wales Informatics Service (NWIS).

Welsh Local Government Association (WLGA) - The Welsh Local Government Association (WLGA) represents the interests of local government and promotes local democracy in Wales. Its primary purposes are to promote better local government, to promote its reputation and to support authorities in the development of policies and priorities which will improve public services and democracy.

Catrefi Clyd - Our Small Group Homes - aimed at keeping our children and young people in their local community.

Trauma Informed Island - Ynys Môn, as a trauma-informed island, seeks to promote connections and relationships to support those struggling with adversity or trauma in their lives. It is a whole system approach with a shared language, Tools and strategies are available to look beyond behaviours, and help effectively support the underlying needs of children and the community with empathy and compassion. It understands that anyone may have experienced adversity and trauma.

Provider Unit - Responsible for Reablement, Homecare, Council Care homes and Catrefi Clyd (part of Adult Services).

Active Offer - Offer of Advocate to all Children in Need or on the Child Protection Register.

Annex B – Case Studies

Number	Case study
1	Youth Empowerment Programme
2	Maethu Cymru
3	Unaccompanied asylum seekers referred via the National Transfer Scheme
4	Specialist Children Services
5	Team Around the Family (TAF) Case Study
6	Engagement Team 16+
7	Youth Worker
8	Safeguarding Team & Quality Assurance Team- DoLS Waiting list.
9	Community Resource Team (CRT)
10	Llesiant Meddwl Mon – Citizens story
11	Learning Disability Team
12	Complaints
13	Complements

Case Study 1

Youth Empowerment Programme

Youth Empowerment Mentoring's 12-Week Program is a holistic, structured curriculum designed to help young people build resilience, confidence, and motivation. The program, led by facilitator Tristian, begins with a self-assessment that allows young people to reflect on their strengths and areas for growth. One of the early activities includes creating personal "Resilience Shields," which help identify internal strengths and external supports. A fun and engaging role-play session follows, where young people act as "Resilience Doctors," diagnosing challenges and prescribing resilience strategies. This foundation encourages self-awareness and mental strength, aligning with YEM's core pillars: Resilience & Mental Strength, Confidence & Self-Esteem, and Motivation & Goal Setting.

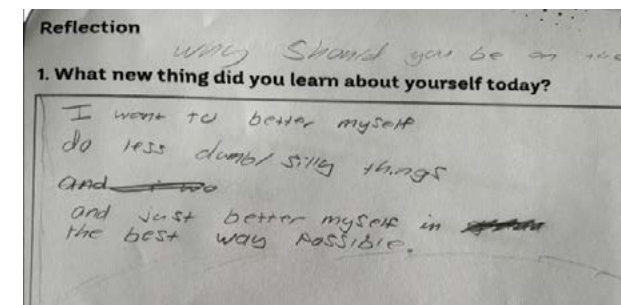
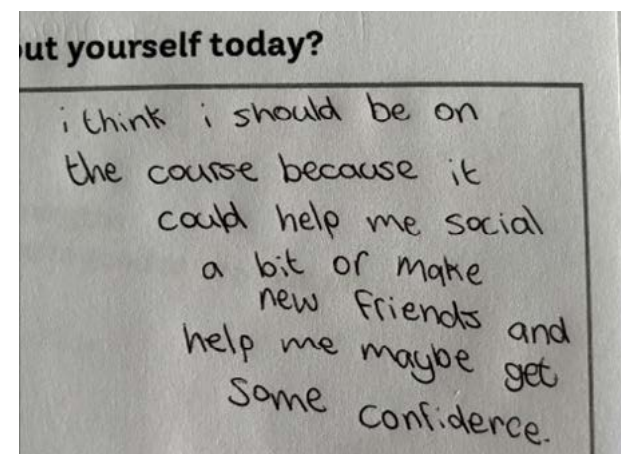
As the program progresses, sessions focus on visualizing success and planning for the future and young people creating vision boards and break down their goals into actionable steps, exploring what it takes to succeed and how to stay motivated. Another session emphasizes confidence-building through group conversations, personal development planning, and a reflective mindfulness walk. Young people also explore internal self-talk, learning how to flip negative thoughts into empowering ones.

These experiences leave participants with greater clarity, self-belief, and a toolkit for personal growth. By the end of the program, young people report feeling more empowered, with clearer goals and improved emotional resilience.

Young person feedback –

"In the past 10 weeks I have learned that I am a strong person, stronger than I thought, and that I can achieve things if I work hard and believe in myself. This has helped me in more ways than one; I have learned that life is supposed to be fun, so I have given myself a breather."

YEM is currently being delivered at Llangefni, Bodedern and Caergybi Secondary Schools for the next 10 weeks and is being funded by the Youth Service.



Case Study 2

Maethu Cymru

Below are a few examples of our successes within our Fostering Services. See below links:

<https://Ynys Môn.fosterwales.gov.wales/success-stories/fostering-has-given-me-purpose-after-losing-my-wife/>

<https://Ynys Môn.fosterwales.gov.wales/success-stories/we-believe-in-keeping-families-together-dee-and-robs-story/>

Case Study 3

Unaccompanied asylum seekers referred via the National Transfer Scheme (NTS).

The Service currently supports sixteen unaccompanied asylum seekers referred via the National Transfer Scheme (NTS). Services provided to UASC sit within the Service's 14+ Team and are allocated to one social worker within the team, who specialises in supporting UASC. The Service has also developed a strategy of identifying available placements with a view to volunteering to take young people who fit the matching criteria for the placement. This strategy enables the Service to place young people quickly within an environment which is likely to meet their needs. The Service has developed an effective informal partnership with a particular provider which is able to provide bespoke placements.

As well as meeting the needs of individual young people, this strategy is also cost effective for the Local Authority. By placing within two days, the Local Authority is permitted to claim £15000 via the Home Office, as well as an amount to meet the costs of the placement on a weekly basis.

Child A is an unaccompanied asylum seeker. By implementing the above strategy, Child A was placed within two days of identification via the NTS. Child A has settled extremely well within an environment which reflects his cultural heritage. He has engaged with a college place and has clear aspirations for the future. He has also been successful in claiming asylum, which has provided him with certainty and a solid foundation from which he now has the opportunity to thrive within the UK. An independent reviewing officer made the following comment regarding the work of the social worker:

“ I would like to take this opportunity to compliment [social worker] for the impressive work he undertakes with all the Local Authority's unaccompanied asylum seekers. His compassion shines through in every discussion / review & the empathy & care he shows in terms of their individual histories & current challenges is not only inspiring but empowering for each & every one of them to navigate complex situations that will help make a real difference in their lives. [The social workers] work is a good example of 'compassion in action' & in my view should not go unnoticed.”

Case Study 4

Specialist Children Services

Background: Child A has a diagnosis of a Learning Disability and ADHD. Due to adverse childhood experiences and concerns about the Parents ability to maintain a safe and consistent home C was accommodated by the Local Authority. Child A struggled within Residential Settings and would often present with high-risk behaviours towards self and others. This resulted in a breakdown of placements and several moves. Child A was sharing the desire to move closer to home and that they would sabotage any placement through escalating behaviours.

Presenting Issues / Barriers:

- Consistent access to and engagement in education.
- Lack of independent living skills and lack of opportunities to develop.
- High level of verbal and physical aggression directed at others
- Following age-appropriate boundaries without escalation and challenge
- Maintaining family relationship without increasing risks to self
- Breakdown of placements and change in provision causing inconsistency

Support/ Work Undertaken - A multi-agency assessment was completed with Child A to understand the triggers for the behaviour and agree a consistent support plan on how to respond. There were weekly meetings which included family to continuously review and change the support to meet the presenting needs.

The Social Worker and allocated Nurse spent time developing rapport and a positive working relationship with Child A, whilst maintain clear professional boundaries, to ensure Child A's voice was heard and that they were a part of the care planning.

A placement was commissioned locally to support Child A to return closer to home. This trial has demonstrated that the model of care of a community-based support closer to family has supported Child A to develop self-regulation skills, feelings of being valued, feelings of identity being closer to home and within their community.

Education continued to be difficult. Working closely with education colleagues and the Provider a bespoke package was developed with Child A. This was built up slowly over several weeks.

Outcomes / Difference made for Child

A: Child A was able to move back to the local community they identify with and have relationships with family members. Through developing positive relationships with the MDT and the Provider C has been able to develop self-regulation skills which have reduced the incidents physical aggression thus reducing risk to self and others. Child A has grown in confidence and has reported to being proud of the engagement and achievement with the educational provision. Child A is looking forward to developing this further.

Child A feels more in control but this needs to be balanced with age-appropriate boundaries and Child A's ability to accept boundaries. There continues to be a need for intense and skilled intervention.

Learning:

1. The importance of rapport building and developing working relationships
2. The importance of multi-disciplinary work and pulling on expertise
3. The importance of effective communication between the citizen, MDT and family
4. Promoting the voice of the individual

Case Study 5

Team Around the Family (TAF) Case Study

Background: Referral from the young person's primary school with concerns regarding anti-social behaviour, periods of being missing from home, racial and aggressive behaviour online and at risk of being permanently excluded from school. A What Matters Assessment was carried out by TAF support worker and it was agreed that TAF would be able to support the family with the needs identified. This young person was not attending school when the TAF support worker started working with the family. The young person had stopped playing football for a local club and had stopped attending the boxing gym.

What mattered to the individual:

Football, his phone and going out with friends

The risks involved were:

- Relationship break down between Mum and young person
- Young person would commit a crime
- Young person being permanently excluded from school

The work that was completed:

- Being an emotionally available adult for Young person and Mum
- Giving Mum advice on how to become an emotionally available adult for the young person
- Parenting advice for Mum
- Liaise with school, NWP and Digartref
- Attended meetings with parents and schools
- Supported the young person to move from primary to secondary school, Liaised with secondary school to ensure young person settled well in new school
- Completed 12 week anger management program with young person
- Completed work on empathy
- Completed work on consequential thinking
- Encouraged young person to take part in after school activities
- Referrals to other agencies for extra support

Outcome for the child /family/carers

to date: Young person closed to TAF in September 2024. At time of closure, young person was attending school full time and was not at risk of being excluded. ELSA sessions were on-going at the school and continuing with the work started by TAF to work through complex emotions.

The young person has dissociated with the group committing anti-social behaviour and now has a new friendship group that he goes to play football with.

This was achieved by Mum putting in place boundaries and keeping to those boundaries with support from TAF. Relationships within the home have become more positive and the family are spending more time together as a result.

Reflection - The child's journey: This young person went from being nearly permanently excluded to attending school full time everyday and not being near permanent exclusion.

This young person went from committing anti-social behaviour regularly to having a completely new group of friends and not committing anti-social behaviour in over a year.

This young person and their family went from arguing, shouting and not spending any time together to being able to communicate in a calm manner and spending quality time together.

The young person's outcomes were achieved because of multi-disciplinary working and the TAF worker's trauma-informed approaches. Decisions made by TAF Manager resulted in the worker being able to persevere and provide long-term support which paid off for the family.

Had this been a short-term intervention, the young person's outcomes would not have been achieved. The young person needed time to build a trusting relationship with the adults who were supporting him.

Case Study 6

Engagement Team 16+

Young person A, who had finished 6th form with good grades, despite her academic achievements, she was uncertain about her future and was not involved in further education, employment or training. A key worker was identified for her in the 16+ team.

She was living in a foster setting, faced increasing pressure from her carers to act and not spend her days at home without guidance. Recognizing her potential and the challenges she faced, the 16+ team provided one to one support to help her explore her options. Through continued encouragement and a tailored approach, she was persuaded to attend the Wellbeing Hub. The hub gave her a safe and welcoming place to gain confidence and socialize with peers. As she grew more comfortable, she began to take on an informal mentoring role at the hub, offering support and guidance to other young people who were experiencing similar insecurities.

This experience helped her realize her strengths in leadership and working with younger individuals. With ongoing support from the 16+ team, she applied for roles that matched her interests. She looked at opportunities in school settings, particularly in supporting primary age children.

After attending an interview, she was offered a relief job at a school. She has been working regularly in this role, gaining valuable experience and gaining confidence. A young person remains connected to the Wellness Hubs and often stops by to check in and say hello. Her journey from uncertainty to active engagement in work and sport is an inspiring example of the positive impact of targeted support and persistence.



Case Study 7

Youth Worker

Young person B who is 15 years old, has struggled to attend school for 3 years, and by the end has registered as an optional education at home but in year 11 and recognizes as non-binary LGBTQ+. Referral received from the early intervention hub and Youth Worker identified as the key worker. As a result of one to one work the Worker succeeded in getting the young person out of the house and attending our youth centre in Jesse Hughes.

Over a period of time and an informal work program we set about developing cooking skills and communication skills on a weekly basis, discussions about GCSE exams and preparation, re-engagement in education and Training options.

As a result of this the young person through the Youth Worker supports has attended CAMHS appointments and is now considering sitting GCSEs and attending Jesse Hughes every week.



Case Study 8

Safeguarding Team & Quality Assurance Team- DoLS Waiting list.

The Deprivation of Liberty (DOL's) team on Ynys Môn consist of 3 full-time Best Interest Assessors (BIA), and 3 independent BIA that support us when needed.

During Q3, they have managed to bring the current waiting list down from 52 to 14 whilst also ensuring that all 56 renewals were completed on time. Their aim is to have no waiting list for DOLS assessments, but this is dependant on the annual Welsh Government additional funding that we rely on to support us in this area of work.

Between October 2024 and end of December we received 29 Form 1 (request for authorisation and urgent authorisation) from Managing Authorities. Some of these were urgent requests and as a team we are now striving to respond to all requests within 28 days.

Despite this positive development, there continues to be pressure and challenges in this area of work. The pressure is around ensuring that individuals are renewed or reviewed when needed.

With regard to Court of Protection Deprivation of Liberty, as an Authority we currently have 12 that have received Court of Protection order; 26 in the court arena are currently being assessed and 10 on the waiting list. Again, our aim as a team is to assess all 10 individuals that are currently waiting over the next few months. All 10 individuals on the waiting list have recently been allocated to a S12 Doctor, therefore the assessment process have begun.

All authorisation requests are responded to in a timely manner by 6 service managers that are authorised signatures. As a team they are currently reviewing all internal guidance and documents in relation to DoLS work.

Our Practice and waiting times are currently the best in North Wales.

Case Study 9

Community Resource Teams (CRT) Case Study

91 year old male admitted to hospital. Prior to admission wife was sole carer with family support. Since admission deterioration in mobility, required hoist and 2 carers and gentleman had become doubly incontinent, which was not an issue prior to admission. Diagnosis of Alzheimer's though assessed as not having capacity to make decisions regarding his care needs and the discharge individual was involved throughout, and his wishes and feelings were taken into account. Desired outcome was discharged home to his family.

The family (whom have LPA) wishes were also taken account. Wife, of a similar age to individual knew that she could not care for him as she had done before, and the family were concerned that he would have to enter a Nursing home or wait, and they felt remaining in hospital was having a significant effect on individual and wife's well- being.

Following a Best interest meeting the MDT agreed that the least restrictive option was that individual return home, and that it was also in individual's best interest to be discharged home with a package of care, 4 calls double up.

The MDT and the care providers worked well together as a team, to facilitate the discharge: care package was arranged, equipment and aids were put in place and from the date of the BIM 01/03/24. Individual returned home to his family on 06/03/24

Review carried out 4 weeks later 08/04/2024. Individual was happy to be home as were his family. Individual and the family were very grateful for everyone's intervention and support getting home and presented social worker with flowers and a thank you card see below:



Case Study 10

Llesiant Meddwl Mon – Citizens story

Background: B has been treated for numerous complex mental health conditions including personality disorder and ASD diagnosis later in adulthood. B would struggle to communicate their needs and would often engage in one-word answers. B lives with parents. Parents found it hard to encourage B's independence due to the perceived risks. Several lengthy admissions under the Mental Health Act with three detentions in less than 2 years.

B received an intense package of care in the community in-between admissions consisting of support work, care coordination, occupational therapy, early intervention psychosis therapy, and dialectical behavioural therapy. B found it difficult to engage with home treatment due to communication difficulties exacerbated by inconsistent staff.

Presenting Issues / Barriers:

- Repeat hospital admissions, sometimes weeks apart.
- Compliant with medication but many trialled with minimal improvements.
- No further therapy or CMHT resources available to offer in the community.
- Communication barriers and ensuring B's voice central to care planning.
- Lack of life skills, occupation, and independence
- Repeated high risk self-harm and para-suicidal behaviour.
- Intense care provided in the community was not effective and no evidence of improvement.
- Parents experiencing carers stress and unsure if they could continue to provide high level of care.

Work Undertaken: Multi-agency working was crucial. To support B's communication and ensure consideration of B's wishes we sought advice from the Integrated Autism Service and Learning Disability Team. We also completed research into communication and Autism and developed visual prompts, colour charts and used technology which proved effective. B was able to communicate that he felt they lacked purpose and struggled identity.

Having reviewed the previous community approaches it was felt that a step-down was required in a gradual approach from hospital. We searched Specialist placement which would cater for ASD and Mental health needs whilst focussing on developing independent living skills, confidence and re-ablement. One was secured and B spent 8 months focussing on life skills, fostering independence and responsibility, improving communication and knowledge relating to ASD, and engaging in meaningful occupation.

To support the return to the community we engaged in family work and discussions around healthy boundaries and approaches. Following discharge B has been living in the community successfully. There continues to be support required but with positive risk taking and supporting B to take responsibility and develop skills this has been maintained.

Difference made for B: B's voice was central to the process and care planning focussed on what mattered developing independence and working on identity around ASD diagnosis. B reports a big improvement in confidence and ability to communicate needs now and in the future. The development of communication has enabled more effective engagements in Psychology and Home Treatment when required which has supported B to remain in the community.

This has ensured that any crisis is better managed and occurs less frequently. All medication has ceased.

The sense of control over their life has reduced self-harming behaviours as he can vocalise needs. B shared that contributing factor to the repeat admissions was that they felt people told them what to do and having no voice. B is now in full time education, learning to drive and engaging in social activities.

The family relationships are more positive. Being apart whilst family work occurred provided the physical distance to process feelings and apply the skills in a controlled environment without becoming too overwhelmed.

Learning:

1. The voice of the individual being central
2. Identifying and reducing communication barriers
3. Co-produced care planning
4. Importance of multi-agency working and pulling on others expertise
5. The impact of neurodivergent conditions on mental health
6. The need for holistic whole system approach
7. Importance of positive risk taking

Case Study 11

Learning Disability Team

Background: A has a diagnosis of a mild learning disability, ASD, anxiety disorder with episodes of deliberate self-harm. This would result in A engaging in high-risk challenging behaviours towards self and others. Living at home with the family was no longer possible and A had been accommodated by the Local Authority. A transitioned to the learning disability team from Children Services.

A had three failed placements in childhood and presented as being unhappy and dysregulated. Each placement was away from Ynys Môn resulting in escalated behaviour as A wanted to be closer to home. A had been assessed as having capacity to make decisions about where to live and the support received.

There has been significant MDT Interventions, led by the learning disability social worker taking engaging A in discussions and positively looking at future planning and assessing what model of care A wants when transitioning to adult services. A expressed that their wish and desired outcomes for the future was to have their own property on the island with support, and that the support can reduce as they gained skills and confidence.

Presenting Issues / Barriers:

- Repeat presentation to A&E, sometimes days apart.
- Lack of life skills, occupation, and independence and lack of opportunities to develop.
- Repeated risk of self-harm
- Initial Intense care provided was not effective and no evidence of improvement.
- Relationship with wider family impacting on responses and behaviours.
- Capturing A's wishes and feelings, and the MDT taking into consideration his Mental Capacity and engaging in positive risk taking.

Support/ Work Undertaken: Multi-agency work was crucial to ensure we supported A to voice wishes and feelings; this was completed in partnership with the Children's Mental Health Service. The learning disability team gradually took responsibility of direct actions with A as the focus was on the transition to adulthood and future planning. Research was made into A's diagnosis and how best to communicate. Discussions with speech and language occurred, as well as the behaviour analyst team on how best to engage and communicate with A and to respond to the behavioural presentation.

Visual prompts, easy read documentation and use of technology was key. A felt oppressed, was untrusting of services, felt no security, unsafe at times with no purpose, and questioned their identity.

On review of the previous community approaches the consensus agreement by the MDT was reached on how best to support A. The learning disability team social worker spent time establishing a positive working relationship with A which promoted them to disclose the reasoning for some of the behavioural and mental health presentation. The MDT agreed that A needed to be supported to establish a safe environment; the failed placements and observations by MDT gave evidence on strengths. A was supported to apply for a tenancy of their own in the community.

A's support plan, which A has consented to, has been focusing on developing independent living skills, confidence and re-ablement. The support focused on life skills, promoting independence, and encouraging responsibility. The MDT continue to support A to develop their knowledge relating to the diagnosis of ASD, Learning Disability and Mental Health and establish and maintain healthy boundaries.

There continues to be a need for support, but with positive risk taking and supporting A to take responsibility and develop skills this has gradually reduced.

Outcomes / Difference made for A:

A reports improvement in their confidence and now feels supported and safe to express how they are feeling. Incidents of challenging behaviour and intimidation have significantly reduced as A is able to communicate needs in more constructive methods. A was involved and lead what mattered to them which was utilized in developing their care and support plan. A wanted to further develop independence, purpose, and work on their identity. The development has enabled A to engage with the adult Learning Disability's Health Team, which includes psychiatry which they initially didn't consent to. Their involvement and intervention help A remain in the community and reduce the frequency of crisis intervention.

A's sense of control over their life has increased which has reduced his self-harming behaviours. This was a contributing factor for repeat admissions to A&E and escalating challenging behaviour whilst in placement. A does have adverse childhood experience which has impacted on the view of parents, so the physical distance allows A to process these feelings and have control over the boundaries around their relationships.

Learning:

1. Co-produced care planning and person-centred practice
2. Promoting the voice of the individual
3. Importance of establishing good working relationships
4. Importance of multi-agency working and pulling on others expertise
5. Dual diagnosis; Learning Disability and neurodivergent conditions on mental health.
6. Importance of positive risk taking

Case Study 12

Complaints

Complaint received from a parent in relation to dissatisfaction with the assessment of child's care and support needs, the practice of the relevant Social Worker and the failure to identify and respond appropriately to the risk factors by implementing the child protection procedures.

Learning points were noted, and actions were put in place in relation to a re-assessment to be completed. Meeting was held by relevant Service Managers, and it was confirmed the Pathway was clarified and understood by all parties and there were no amendments necessary. New referrals come through Duty and remain the responsibility of Duty Team until transferred to relevant team. Once in the relevant team then child protection referrals on those cases are the responsibility of the relevant Practice Lead.

Addendum - A **compliment** was received in Q4 (25/25) from the same parent stating the staff member is a credit to the team; and [the parent's] faith has been restored in the team and is thankful for everything the staff member has done for the family.

Case Study 13

Compliments

Compliments for Adult Services demonstrate highly positive views of individual members of staff. Appreciation shown for the level of support and advice provided thus developing positive relationships. Adults who have accessed the service or their family members feeling listened to and understood. Compliments have also been received regarding the high-quality care and kindness shown in residential homes and by Môn Care and Reablement. It is also positive to receive feedback from other professionals stating how impressed they are by the quality of work and support for adults who have accessed the service and their families.

A few examples can be found below:

“ I would refer to all our various telephone calls and emails over the last couple of weeks following my Mother’s admission to Ysbyty Gwynedd. It’s been a rather challenging and stressful couple of weeks visiting her in hospital and then trying to establish what would be the safe outcome for her when discharged.

I just wanted to put on record my total appreciation for all your help and support. You have guided me through the challenging process, and discussed all options available.

You have been so very helpful advising me on what was best for Mam. I can’t thank you enough for helping me with securing a place at Plas Mona where I dropped my Mam off earlier today. I left with her looking very happy.

What a very friendly care home and my Mam was chatting away in Welsh with the resident, a far cry from being a home and in a very unsafe environment for her.

I am therefore very grateful to you and a very big DIOLCH YN FAWR IAWN is in order from my Mam, sister and I.”

(Family of adult accessing the Service)

“ Service user was complimentary and was very grateful for the support she has received when I spoke to her on the phone. Service user shared with me that when Social Worker had left, she felt a lot better in herself knowing there was support and felt she had been listened to. All the communications I have with families who have individuals who attend Hafan is either on the phone or face to face and they often compliment the contact they have with social workers and are grateful for the service and advice they receive.”

(Family of adult accessing the Service)

“ Just a wholly complimentary email for staff members (Lleisiant Mon), who have made a particularly distressing situation so much more bearable. Their caring, proactive and understanding approach to their work is evident and we as a family cannot thank them enough for the support and care my brother has received. I have never met people more suited to a job – they are both an asset to ACC. Diolch o galon!”

(Family of adult accessing the Mental Health Service)

“ You have been so helpful and I thank you so much for all the help and support for mum she had everything she could have had from you...you helped in every way you could have. You’re really good at what you do ... and you are more than your job role, giving support to me when you could make a difference wasn’t in your job spec but you listened and helped Thank you ! You continue to help. My Father now. You deserve a pay rise! And you’re a credit to Social Services...”

(Family of adult accessing the Service)

“ I had the pleasure of meeting one of your colleagues this morning. She looks after (service user), and she dealt with him absolutely brilliantly.....She was sympathetic about his concerns....., while emphasising her main concern was his welfare and how best he could be cared for in the circumstances that exist now..... the Social Worker handled him with firmness and compassion, and I was very impressed with her skill. I think the most impressive aspect for me was that she asked the right questions, which indicated she was interested in how best to assist (service user). Very often it is easy to complain about services, but you also have to acknowledge when service is good and what I observed today went beyond that. So I thought I would let you know what a good experience it was. Later I saw (service user) at lunch and he was happy with the visit.”

(Family of adult accessing the Service)



“ I had looked at the file last night and noted that there was a significant current stability in the placement. I am very grateful to all for the hard work and attention that you all have given to this case and PH. I include of course the professionals and carers. I do not underestimate the challenges faced by professionals and carers on the coal face working often in challenging circumstances. I respect their skill and commitment. I can, perhaps, make orders but I cannot provide the practical service that makes the real daily difference as professionals and carers do. Can my appreciation of their work and utmost respect please be conveyed to them? Thank you all and kind regard”

(District Judge, Caernarfon Justice Centre)

“ Just a quick note to thank you Sioned for arranging such a special event yesterday in M-Sparc. To experience the response and support of the audience from all across the Island was amazing. The co-working between you and Seiriol results in an outstanding service for our Age Friendly community. Many Thanks”

(Isle of Ynys Môn County Councillor)



Compliments for Children & families

Services demonstrate highly positive views of individual members of staff. Appreciation is shown for the level of support and advice provided thus developing positive relationships which has left adults who have accessed the service or their family members feeling listened to and understood.

During a carer's fair at a secondary school, positive feedback was received from attending pupils. Whilst discussing Social Work a number of children / young people came forward to say they had Social Workers working with them at the time.

One informed the attending worker that he was in foster care and had a Social Worker who has helped him and spoke positively about his experiences with Children and Families Services.

Another two pupils confirmed they also had Social Workers and again spoke positively about their experiences, and that they both wanted to be Social Workers when they are older so that they are able to help children in the same way that they have been helped.

There were no negative responses to the question "What does a Social Worker do?". The pupils responded by saying "to help people", "help with their independence". The attending worker felt that the positive impact the Social Workers had on the above children made them feel comfortable

to share their experiences with their classmates. It also gives confident that Social Workers can communicate with children in a Trauma Informed way which in turn allows children to see a Social Worker as a “trusted adult”, this is positive.

Other examples of positive comments received are as follows:

“Thank you for being so patient with me and helping me to become the person I am now. You’ve played a role in changing my life and saving me and my children forever and for that I can’t thank you enough.”

(Family of Child accessing the Service)

“ I just want to say thank you for everything. You might be surprised but I’m actually gutted that I won’t see you anymore even though it seemed like I hated you most of the time, I really didn’t and never did, because now I think of it, all you were trying to do was help, but in my head at the time it seemed like you weren’t. Hopefully I’ll see you again sometime, but thank you so much ”

(Young person accessing the service)

“ The ways she had with words were exceptional to help us understand our situation...was professional throughout the time she spent with us making us feel proud of what we achieved with all the time she spent with us. We can’t thank her enough. Couldn’t ask for better support. Emotional Health and wellbeing has improved tremendously. And child’s health and wellbeing has improved enormously.

(Family of Child accessing the Service)

“ I love how welcoming the staff are they make everyone feel welcome and take time to speak to each person attending, it’s nice to see them form relationships with families and building bonds with the children. I think it’s a fantastic group to attend for both children and parents. I feel very comfortable coming, and my son has lots of fun and you can see how much effort the girls put into the group, and we love all the fun provided.”

(Family of Child accessing the Service)

“ Thank you for believing in me. Appreciate all you have done, you’ll never be forgotten we will miss you.

You are an amazing Social Worker. We have been so lucky to have you! Just want to say a massive thank you for everything you have done for us as a family. Thank you for guiding me and helping me realise that I needed to talk and work on myself.

If it wasn’t for you, I wouldn’t be who I am now. You have made an impact in my life, a good one. I will never forget all you have done, and helping me become a better version of myself xxx.”

(Family of Child accessing the Service)



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