

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Corporate Scrutiny Committee
Date:	21 st November 2023
Subject:	Social Services Journey Progress Report
Purpose of Report:	Update Members on progress to date as regards our Social Services journey
Scrutiny Chair:	Cllr Douglas Fowle
Portfolio Holder(s):	Cllr Gary Pritchard, Deputy Leader and Portfolio Holder for Children, Youth and Housing Service Cllr Alun Roberts, Portfolio Holder for Adults' Services and Community Safety
Head of Service:	Fôn Roberts, Director of Social Services, and Head of Children & Families Services Arwel Wyn Owen, Head of Adults' Services
Report Author: Tel: Email:	Emma Edwards Business Manager, Adults' Services 01248 751887 Emmaedwards@ynysmon.gov.uk
Local Members:	Relevant to all Members

1 - Recommendation/s

To provide an overview of recent progress in Social Services.

Purpose of report is to highlight progress in:

- Children and Families Services.
- Adults' Services.

Recommendations:

1. The Corporate Scrutiny Committee is offered reassurance that the continued progress made by Social Services is reasonable and timely
2. Recommend to the Executive that progress and pace of improvements in Social Services are timely and adequate.

2 – Link to Council Plan / Other Corporate Priorities

Direct link to the Council Plan: 2023-2028 - Social Care and Wellbeing is one of the 6 key objectives.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

3.3 A look at any risks [focus on risk]

Risks are managed and reviewed on a regular basis within both Adults Services and Children and Families Services, both with our Corporate Insurance Officer as well as internal and external inspectors, and seeks to give members reassurance of the improvements made.

3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]

This report seeks to reassure Members of the Scrutiny Committee that we have developed and Quality Assurance process, which has been recognised by CIW Performance Evaluation review inspection.

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

1. To what extent is the Scrutiny Committee satisfied with the direction of travel and pace of progress to date in Social Services?
2. The report highlights areas of good practice in Social Services recognised nationally. What arrangements are in hand to recognise these achievements within the Service?
3. What workstreams will be a priority for the Social Services Scrutiny Panel over the next period?

5 – Background / Context**Children's and Families Service:****1. Trauma Informed Island**

Work continues in relation to our aim for Anglesey to become a Trauma Informed Island. We continue to be training staff and partners in this field and will be embarking on a community training plan during 2023-2025. We have also been successful in our SPF bid in relation to supporting this strategy.

In addition to this, Public Health Wales visited Anglesey in July to carry out a detailed case study of effective practice across education, Children and Family Services, Foster Carers and Partners. The good practice guide will be published in October and Anglesey is the only local authority in Wales to be featured leading the way.

We also represented the local authority during a national Trauma Informed event in Cardiff on 24th April 2023 and showcased the progress in Anglesey and impact to date.

2. Virtual Schools Model

Sir Alasdair McDonald and Sue Roberts presented their overview of the progress made to date by the Isle of Anglesey Council in a recent joint meeting of the Social Services and Education Scrutiny Panels. Following this, Sir Alasdair facilitated a working group with Senior Managers from Education and the Children & Family Services looking at the integrated service. Further work will be completed during the next quarter. We have also appointed an Advisor Teacher for Looked After Children to the integrated service and the focus of her work will be to improve the quality of the education plans, support and provision for our Looked After Children.

3. Fostering Excellence Awards: 2023

Maethu Cymru Môn are proud to have won two awards at the Fostering Excellence Awards 2023, awarded by the Fostering Network.

We have been successful in both “*The Fostering Network Award for Kinship Carers*” and “*The Fostering Network Award for a Social Work Team*” categories.

The Team award is particularly special as we were nominated by Foster Carers of the Anglesey Foster Care Association (AFCA). This confirms our view that the Maethu Môn Foster Team enjoy a strong working relationship with our Foster Carers.

Team representatives received the Awards on 17th of October 2023 at an event at the Birmingham Repertory Theatre.

4. Youth Service

This year was the first year that our Youth Service offered Summer activities on Anglesey. We ran 120 overall sessions (with a range of activities) in 5 secondary schools geographical area and Bryngwran with a total of children attending over the summer months. Activities varied from Expressive Arts, Games, Sports and STEM with all children preparing their own lunch. Comments from children “It was fun and cool”, “I made new friends and looking forward to starting in my new secondary school”. The summer activities were funded by grant money.

Adults Services:

5. Learning Disabilities Day Services Engagement

People with Learning Disability and their families who use Day Services in the Holyhead area have been given the opportunity to express their opinion of the service. A questionnaire was sent to all who use the service asking what their thoughts were about how the activities had developed over the last two years since the COVID pandemic, and how they would like to see the service develop in the future'. People's views will be used to steer development proposals for the service and a formal consultation on the proposals will take place by the end of 2023.

6. Domiciliary Care Contract

Along with our partners in BCUHB, we have re-tendered our external homecare earlier this year, in line with our Community Resource Team (CRTs) patches – Holyhead, Llangefni and Llanfair. As a result of the tender evaluation, a contract was awarded to two of the three patches. We will now be working with our internal and external colleagues to review our options in terms of the Holyhead area.

7. Visit by Eluned Morgan, Minister for Health and Social Care

It was a privilege to welcome the Minister for Health and Social Care, Eluned Morgan to the Anglesey Dementia Centre located at the Glanhwfa Centre, Llangefni (Capel Moreia). The Minister had the opportunity to see the development and get a taste of the activities that take place within the Centre. There was also an opportunity to discuss the vision for next steps with senior County Council officials, Elected Members and key partners. See pictures below:



8. Age Friendly Communities

In June we received confirmation that Anglesey has officially joined the World Health Organisation's Network of Age Friendly Communities and Cities.

A second set of Local Older People's Forums were held in June in Brynsiencyn, Bodedern, Gwalchmai, Benllech, Llannerchymedd, and Bodorgan, with a total of 80 attendees. Forums give people the chance to access information, share any barriers they're facing, and listen to presentations by guest speakers. Guest Speakers for June included Môn Actif, Medrwn Môn, Carers Trust, Age Cymru HOPE, and the Library Service.

The first Island-Wide Older People's Forum of the year was held in M-SParc, Gaerwen on the 4th of July. There were 58 attendees representing over 30 different groups and organisations supporting older people on Anglesey. The Forum's theme was Communication and Engagement and featured presentations by Digital Communities Wales and Medrwn Môn.

9. Age Friendly Anglesey Newsletter Issue 1

We have published the first issue of the Age Friendly Anglesey Newsletter, which is packed with useful information to help people age well on Anglesey.

Social Services

10. Social Services Annual Complaints Report 2022-23

Social Services are required to provide a statutory Representations and Complaints Procedure, under the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014.

There is a further obligation to produce an Annual Report on the operation of the Representations and Complaints Procedure and present it to the relevant Local Authority Scrutiny Committee so that it is able to scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives.

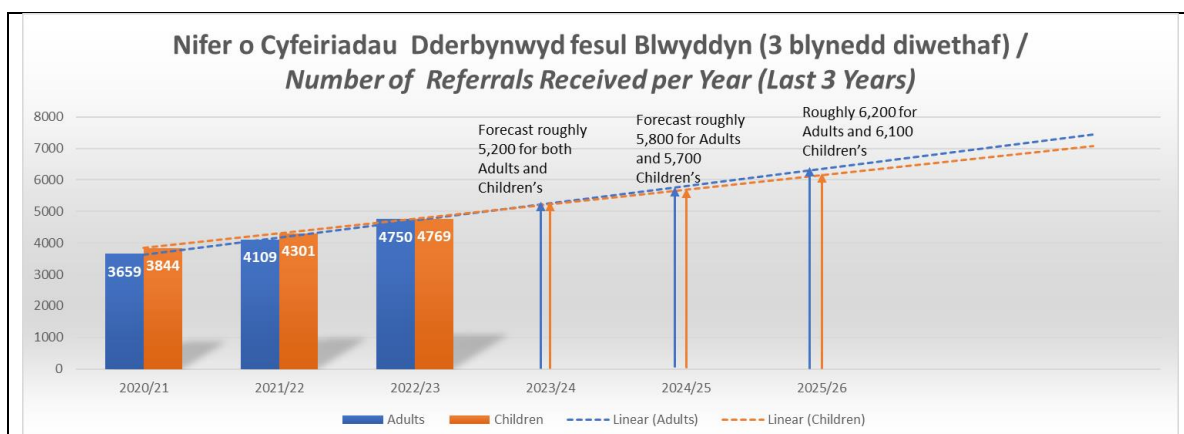
The Report was shared with the Social Services Scrutiny Panel on 12th October 2023 for challenge and discussion and as such is being shared with the Scrutiny Committee for further oversight and information.

11. Capacity and Staffing

The Recruitment of care home, community care staff and residential staff continues to be a challenge. This is consistent with other Local Authorities across Wales and we locally continue to work with Coleg Menai and hold recruitment event in the community in an effort to address our recruitment needs.

12. Demand and Funding

There has been a significant rise in the demand for both Children and Families Services and Adults Services and that demand is increasing.



We are working with partners to look at how we can manage the demand differently, however, as the service demand is statutory it is difficult to see how we can meet the increase demand differently.

Also, we (as all other Welsh Local Authorities) are forecasting to overspend during 2023/24. The increase in demand, complexity of cases and inflation and service costs is all having an impact and contributing to the overspend. We are fully utilising any grant monies and considering service delivery where possible to see if there are different ways which may be cost effective in terms of service delivery.

6 – Equality Impact Assessment [including impacts on the Welsh Language]

6.1 Potential impacts on protected groups under the Equality Act 2010

EIA are carried out on all formal projects, in line with the Social Care and Well being Wales Act.

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

All our services are based on the well-being of the people of Anglesey.

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

All our Services are offered and available through the medium of Welsh, as is this report.

7 – Financial Implications

Not Relevant.

8 – Appendices:

Social Services Complaints Annual Report 2022-23

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

APPENDIX 1



Social Services – Children and Family Services and Adult Services

‘Listening and Learning from Complaints’

SOCIAL SERVICES REPRESENTATIONS AND COMPLAINTS PROCEDURE

ANNUAL REPORT - 2022/23

Summary of Key Points

This report shows that during 2022/23:

- The number of negative comments / concerns logged decreased compared to the previous year (from 65 to 55).
- The number of complaints logged decreased compared with the previous year (Stage 1 from 41 to 27, Stage 2 from 9 to 6).
- The number of compliments logged decreased compared to the previous year (from 229 to 192).
- Both services continue to analyse the learning points from complaints and compliments to take actions to improve services and practice for the future, such as reviewing protocols, policies and systems, staff training, and setting practice expectations.

1. INTRODUCTION

- 1.1 This report refers to the way the Social Services Representations and Complaints Procedure was implemented within Children and Family Services and Adult Services during the period from April 2022 until the end of March 2023.
- 1.2 The Social Services Customer Care, Complaints and Information Manager is a new post which was filled 27 February 2023. The purpose of the role is to ensure an effective complaint and information management function within the service in line with statutory requirements and relevant local authority policies and procedures. As the designated complaints officer, the officer is a member of the Safeguarding and Quality Unit of Social Services and was responsible for the coordination of the Representations and Complaints Procedure during this reporting period. The Complaints Officer is accountable to the Director of Social Services and is managed on the Director's behalf by the Service Manager for Safeguarding and Quality.
- 1.3 The Complaints Officer is responsible for:
 - 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.
 - Ensuring that a formal written response together with a copy of the independent investigation report (or summary of its outcome) is sent to the complainant within the timescale of 25 working days under Stage 2 of the procedure, keeping the complainant informed if any delay is anticipated.
 - 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.
- Developing the internal Representations and Complaints Procedure.
- Ensuring that information is available in order to facilitate access to the Representations and Complaints Procedure for service users and their representatives.
- Providing training and support to promote understanding of the function of the Representations and Complaints Procedure amongst Social Services staff.

2. Positive and Negative Comments

2.1 Positive Comments

- 2.1.1 A total of 192 positive comments were recorded during the year (67 for Children and Family Services and 125 for Adult Services). This is a decrease on the total of 229 recorded in 2021/22: and the decrease was seen across both services.
- 2.1.2 Of the 67 positive comments received by Children and Family Services in 2022/23, 19 were from professionals external to the Service, while 48 were from service users, their representatives or family members, or foster carers. Of the 125 positive comments received by Adult Services, 16 were from professionals external to the Service, while 109 were from service users or their family members. The positive comments are categorised in the table below.

Table 1

POSITIVE COMMENTS			
Children and Family Services		Adult Services	
Môn 1	6	Residential Care	67
Môn 2	3	Community Resource Teams	30
Môn 3	3	Learning Disabilities Team	6
Môn 4	2	Teulu Môn	2
Môn 5	4	Client Finance	1
Môn 6	4	Môn Care & Reablement	16

Integrated Education & Wellbeing Support Team	2	Quality and Safeguarding Unit	1
Integrated Family Support Service / Resilient Families	11	Positive comments regarding more than one team or the Service generally	3
Specialist Children's Services	1		
Child Placement Team	2		
Community Support Services	1		
Team Around the Family	15		
Safeguarding and Quality Unit	5		
Cartrefi Clyd	1		
Positive comments regarding more than one team or the service generally	7		
Total	67	Total	125

2.1.3 Identified themes are:

- Highly positive views of individual members of staff.
- Appreciation of supportive and helpful services.
- Services having a significant positive impact on/for family.
- Appreciation of learning opportunities provided by Children and Family Services.
- High quality work in relation to court proceedings.
- Staff developing positive relationships with service users.
- High quality care and kindness shown in residential homes.
- High quality care and kindness shown by Môn Care and Reablement

2.1.4 Examples of positive comments received are as follows:

“The family felt that the way [Independent Safeguarding and Reviewing Officer] held the conference and the way she spoke to the child made a massive difference to his

confidence and his ability to engage in the process. He was for the first time able to share his thoughts and feelings with other people. The family felt so proud of him after this conference and feel [ISRO} made all the difference. The child later said that he felt [ISRO] had listened to him, and he felt protected in being able to share his views. **Safeguarding and Quality Unit**

The family have also complimented [Social Worker]. The family said that for the first time the child felt he could relate to a professional, because [SW] took the time to listen to him about his feelings and experiences, took him seriously and this made him feel validated. **Children and Families Social Worker**

The family reported that the child's confidence has come a long way and feel professionals like [ISRO] and [SW] have made a massive difference. They said 'we can't say enough about them we think they are amazing' - **Safeguarding and Quality Unit and Children and Families Social Worker**

"You have made a difference in getting our lives back on track. You have helped us to achieve our goals and overcome our anxiety by being so professional ... you have made us feel proud of ourselves for where we are now to where we are when you first visited... You have got an approachable attitude to families you support and understand them... You have a way of calming someone in a stressful situation. I have experienced that side of you and you made me feel confident again. Thank you very much for your support and your faith in us." - **Resilient Families**

"[Young person] wanted me to tell [Looked After Children Education Officer] that he is extremely thankful for all her hard work around his education and for getting him back into school. He was extremely complimentary of her and asked me to pass on the message." - **Integrated Education and Wellbeing Support Team**

"TAF have been amazing. The TAF Support Worker has spent time discussing + advising us on how to help family life. She has also been an amazing support to our daughters" - **TAF**

"The mother asked to feedback that she has been impressed by the service that she has received from Childrens and Family Services during this period of intervention. She has been overwhelmed by the level of support from Social Worker" – **Children and Families Social Worker**

"I just wanted to let you know how much I appreciate the way you cared for [service user]... I know she was happy at Garreglwyd. It was a lovely touch that a member of staff was present at her funeral.... You always had time to speak on the telephone and made my visits during Covid easier"- **Garreglwyd**

"I can honestly say that I have been the most luckiest person to have been allocated Mon Carers... I have had a great working relationship with [Homecare Co-ordinator] and I feel she has always done her uppermost to help me... [HC] has always been

there to help and advice and I can see she works extremely hard and is dedicated to her job and the team. The carers are all really good at their jobs, and very friendly and helpful, but I would love for some personal recognition to be given to [2 cares].

These two ladies are a huge credit to your organisation, I'm sure they have taken on board every bit of dementia training they have received, they know exactly how to treat mum to get the best out of her when doing personal care... It's a joy to walk into the house and hear them both singing Welsh songs and hymns as they are aware the sound calms her and from what I read about people living with dementia they can still interact slightly when they hear tunes ... because [both have] been coming to the house for years they understand exactly how to coax her into a more relaxed state so they can carry on with their job easily. It is a delight for me to see mum's face light up with slight recognition when they both start chatting to her, and they seem to manage to get her to have a giggle regularly... I can honestly say that these two ladies have made my life as the unpaid "carer" so much easier over the last few years, the job for them is far more than just a paid position, they have become part of my extended family, and I'm perfectly sure when they leave mum's house and go onto their next client they will conduct themselves in exactly the way... I'd like to say these two ladies are amazing ... If there was such a thing as a "Carer of the Year" trophy these two amazing women would win hands down. Thank you to your organisation for all the help I've had, it's appreciated more than you can ever believe" – Môn Homecare

"Dim ond nodyn bach i longyfarch y staff Reablement .Mae'r genod i gyd di bod yn cefn enfawr i ni fel teulu. Mae'r gofal prydlondeb ers 7 wythnos i fy rhieni wedi bod yn arbenig !!! Mae'r genod i gyd wedi neud mwy nar gofyn ar gofal yn werth chweil !!!! A wnewch plis rhoi y negas i'r genod a llongyfarchiadau am wasanaeth a staff mor mor arbenig o ofalus clen a barod i helpu. Diolch o galon" – Reablement

"I just wanted to thank you for ensuring that [service user] got the quality of care I wanted for her and she deserved. I know you put a lot of effort into getting her moved and settled in such a great place. I am so grateful. Not only good for [service user], it meant I could enjoy the time I spent with [service user], knowing she was in a good place. Again thanks"– Learning Disability

2.2 Negative Comments / Concerns

- 2.2.1 Sometimes it is possible to resolve a concern by the end of the next working day. In which case it does not need to be logged as a complaint under Stage 1 of the Representations and Complaints Procedure. Also, the service user may state that they do not wish to make an official complaint under Stage 1 or Stage 2 of the same Procedure.
- 2.2.2 A total of 55 negative comments / concerns were logged during the year, 32 for Children and Family Services and 23 for Adult Services. This was a decrease on the previous year's total of 65.

- 2.2.3 Some of the complaints in relation to Children and Families Services are about safeguarding decisions made by the Service and may concern decisions which the complainant did not agree with. Whilst the Service will look into such concerns where they are eligible, caution should be taken when comparing practice groups, teams and services, due to the diverse nature of the work that they carry out.
- 2.2.4 At other times, concerns are received which relate to historical matters, or other matters which are not eligible for investigation under the Representations and Complaints Procedure, though a response of some kind may still sometimes be made if appropriate. For some concerns, it is not possible to respond under the Representations and Complaints Procedure if to do so would prejudice ongoing legal proceedings or child / adult protection enquires. Therefore, these are logged as negative comments, but the complainant is informed of the right to resubmit a complaint once the concurrent proceedings/ enquires. have concluded if they so wish.
- 2.2.5 The 55 negative comments are categorised in Table 2 below. For some practice groups/ teams, no negative comments / concerns were recorded.

Table 2

NEGATIVE COMMENTS / CONCERNS			
Children and Family Services		Adult Services	
Môn 1	1	Telecare	2
Môn 2	2	Community Resource Teams	9
Môn 3	3	Residential Care	2
Môn 4	7	Negative comments about more than one team / no team specified	1
Môn 5	6	Learning Disabilities	4
Môn 6	1	Teulu Môn	3
Community Support Services	1	Community Mental Health Team	1
Management	1	Quality and Safeguarding Unit	1

Teulu Môn	2		
Specialist Children Services	5		
Negative comments about more than one team / no team specified, including historical concerns	3		
Total	32	Total	23

3. Stage 1 Complaints – Local Resolution

- 3.1 Table 3 below summarises the number of complaints received over the last ten years by Adult Services and Children and Family Services under Stage 1 and Stage 2 of the Social Services Representations and Complaints Procedure.

Table 3

Year	Stage 1 Adult Services	Stage 1 Children and Family Services	Stage 1 Total	Stage 2 Adult Services	Stage 2 Children and Family Services	Stage 2 Total
2013/14	24	26	50	5	6	11
2014/15	17	20	37	2	5	7
2015/16	24	29	53	4	1	5
2016/17	8	46	54	2	3	5
2017/18	13	38	51	4	5	9
2018/19	14	30	44	6	2	8
2019/20	5	32	37	0	7	7
2020/21	6	18	24	0	6	6
2021/22	17	24	41	4	5	9
2022/23	10	17	27	1	5	6

- 3.2 Table 3 shows that the number of complaints recorded under Stage 1 of the procedure has decreased compared with the number of complaints received the previous year for Children and Family Services.

- 3.3 There was a decrease in the number of Stage 2 complaints for Adults Services compared with the previous year. The Stage 2 complaints logged for Children and Family Services remained the same compared to the previous year. The figures over the last 10 years for Stage 2 complaints show the figures fluctuating from year to year. There is consistency in that most complaints have been resolved under Stage 1.
- 3.4 Of the 27 Stage 1 complaints received, all but one was acknowledged either orally or in writing within 2 working days.
- 3.5 The table below illustrates the services' performance in relation to responding to Stage 1 Complaints within statutory timescales. It is expected that complainants are offered discussions to resolve their complaints within 10 working days of the complaint being acknowledged. A response letter to confirm the terms of the resolution of their complaint should be sent within 5 working days of that discussion.

Table 4

	Children's Services		Adult Services	
	Discussion	Written response	Discussion	Written response
Percentage within timescale	88%	71%	50%	60%
	(15 out of 17)	(12 out of 17) An extended timescale was agreed with the complainant for 3 of the 5 responses which were sent out of timescale.	(5 out of 10)	(6 out of 10) An extended timescale was agreed with the complainant for 2 of the 4 responses which were sent out of timescale.

- 3.7 For Children and Families Services the data shows: -
- a decrease in the proportion of discussions offered within timescale (compared to 92% the previous year)
 - an increase in the proportion of written responses sent within timescale (compared to 67% the previous year).

For Adult Services, the data shows: -

- a decrease in the proportion of discussions offered within timescale (from 94% the previous year)
- a decrease in the proportion of written responses within timescale decreased (from 65% the previous year).

The Service recognises the need to improve these figures and the importance of meeting deadlines and committed to reach necessary targets. It can be challenging to complete a full written response within 5 working days of the discussion with the complainant, particularly if the complaint is very complex, the complainant has raised new matters during the discussion, or we need to seek information from other agencies or services. Sometimes there may be more than one service or agency involved, which can make it more difficult to adhere to the timescales. Where the full response is delayed because information is required from other agencies or services, an interim written response may be sent, or an extended timescale agreed with the complainant. It is important to note that sending a response within timescale is only one aspect of providing good quality customer care / responses to complaints. It is expected that Stage 1 responses contain clear findings in relation to each key point of complaint and consider any learning points for the Service and actions to be taken to resolve matters for the complainant and avoid reoccurrence of similar issues, where possible

- 3.7 Table 5 illustrates a breakdown of the service areas for complaints received under Stage 1 of the Social Services Representations and Complaints Procedure in Children and Families Services and Adult Services. Some teams/practice groups received no Stage 1 complaints.

Table 5

STAGE 1 COMPLAINTS			
Children and Families Services		Adult Services	
Môn 1	1	Community Resource Teams	4
Môn 2	2	Complaints relating to more than one team	1
Môn 4	4	Teulu Môn (SPOA)	2
Môn 5	3	Client Finance	1
Resilient Families	1	Community Mental Health Team	2
Quality Improvement and Safeguarding Unit	1		
Specialist Children's Services	1		
Complaints relating to more than one team	4		

Total	17	Total	10
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3.8 The themes from the Stage 1 complaints in Children and Family Services were:

- Perceptions that communication was insufficient, inappropriate.
- Delays and inconsistencies with regards support
- Accuracy of information

and the learning points noted:

- The need for adequate, clear and sensitive communication
- Consistency of social worker
- Compliance with statutory timescales for visits to children
- Timeliness of carrying out necessary actions

3.9 Some themes found in the Stage 1 complaints about Adult Services were concerns in relation to:

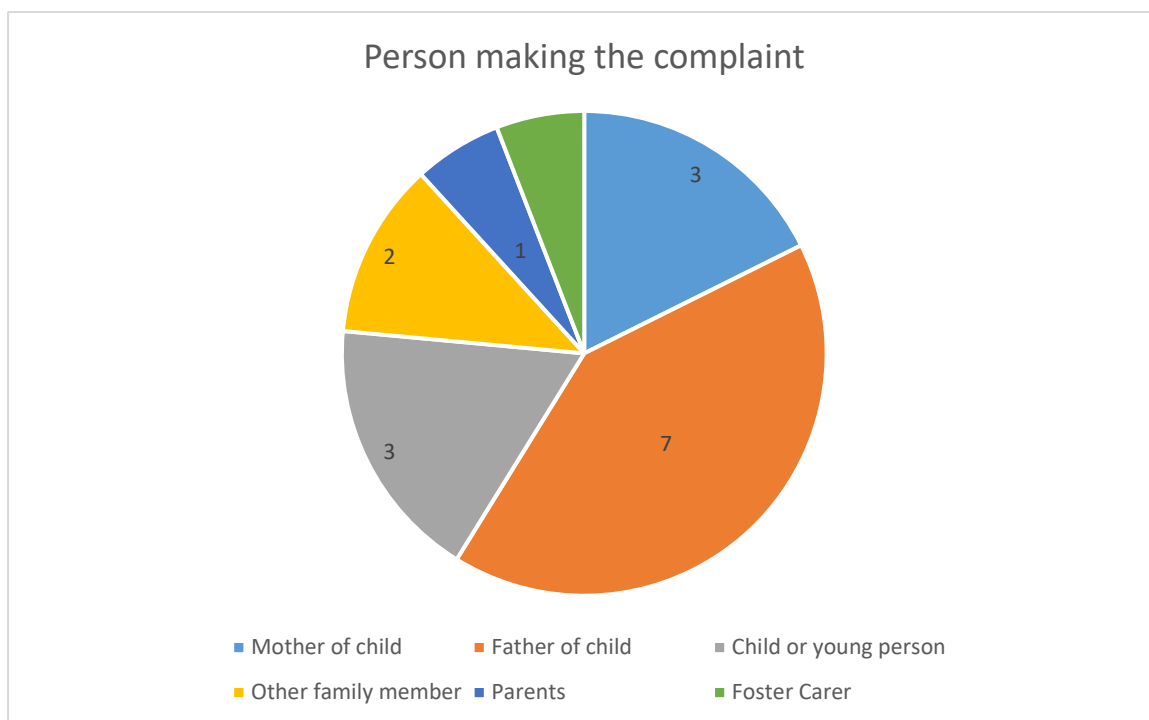
- Communication being perceived as inadequate or negative.
- Delays

and the learning points noted:

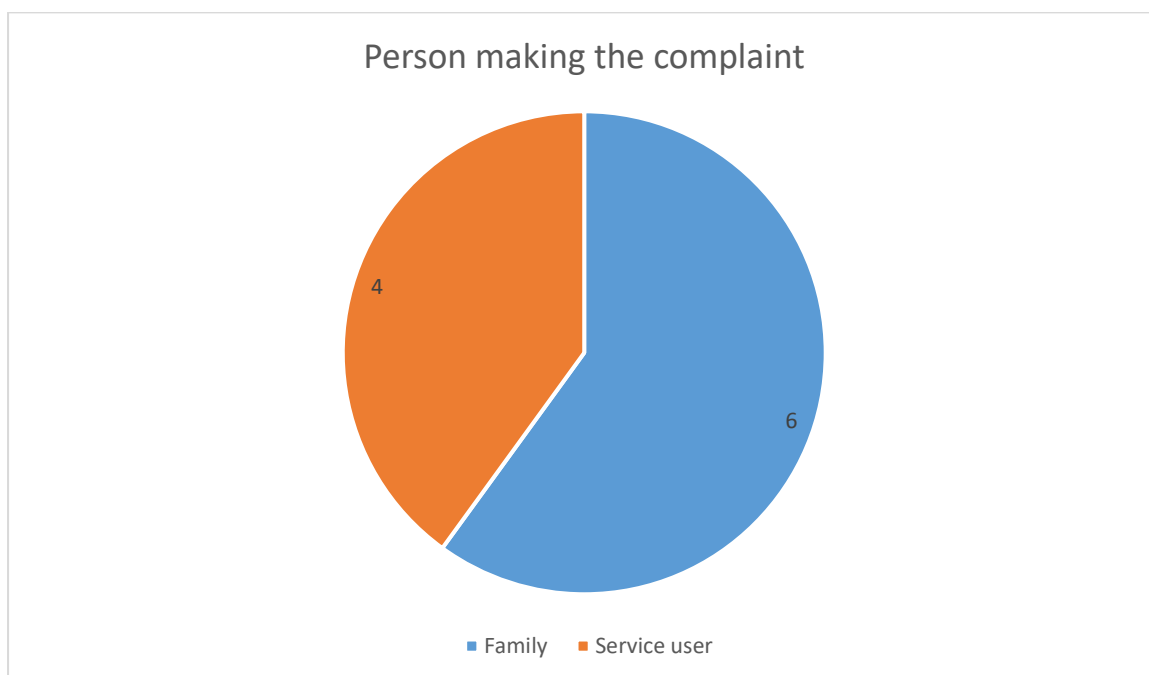
- Clear, adequate communication with members of the public

3.10 The above themes need to be seen as themes arising from a small number of complaints, and as such caution must be exercised in concluding these to be significant issues across the services. However, it is important to analyse any relevant learning points from all complaints received. Quarterly reports which note the learning points for services are shared and discussed at Social Services management meetings and inform the Quarterly Report on the Quality of Social Work Practice. Stage 1 responses also note actions to be taken to address issues identified, in order that learning is implemented, for example learning points are discussed with relevant workers during supervision, training is organised, staff are reminded of relevant requirements, or a 'lessons learnt' meeting is held.

3.11 The following chart shows that most of the Stage 1 complaints received by Children and Families Services were from parents:



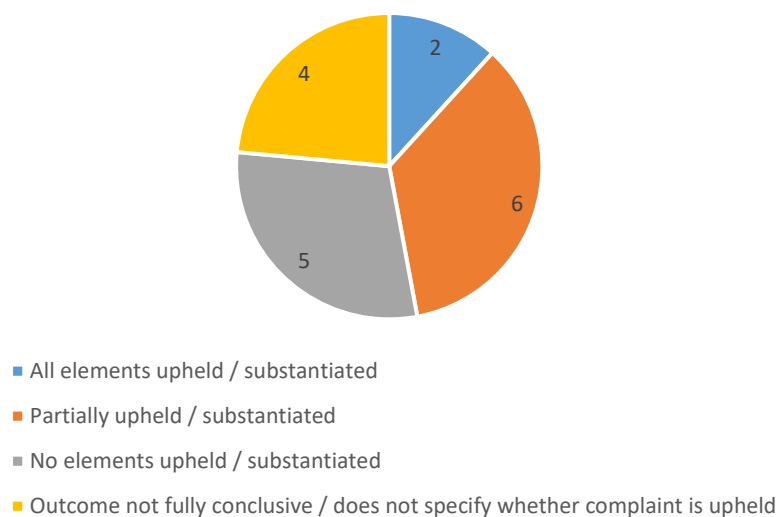
3.12 The following chart shows that most complaints received by Adult Services were from family/friends who have consent of the service user:



3.13 The following chart shows that over half of Stage 1 complaints to Children and Family Services were partially or fully upheld by the managers who responded to them. Managers are encouraged to approach the investigation of complaints in a reflective and analytic way in order that relevant learning and

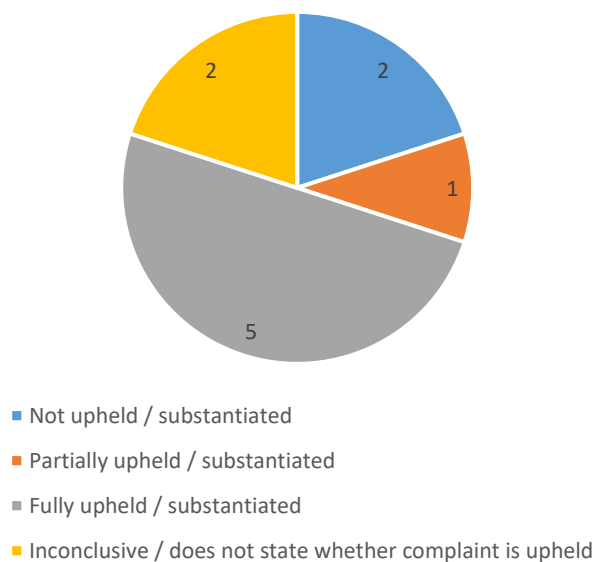
improvement may take place and the complainant's views are fairly considered.

Outcome of Stage 1 complaints to Children and Family Services



3.14 The following chart shows that over half of the Stage 1 complaints to Adult Services were fully or partially upheld.

Outcome of Stage 1 complaints to Adult Services



4. Stage 2 Complaints

4.1 Overview of Stage 2 Complaints

- 4.1.1 Stage 2 of the Social Services Representations and Complaints Procedure involves an investigation by an Independent Investigator. Although the Service aims to resolve complaints at Stage 1, there are occasions when this cannot be achieved. Examples are in cases of more complex complaints or when the complainant has requested to proceed straight to Stage 2. Complainants have the right to bypass Stage 1 and request to proceed directly to Stage 2 should they so wish. During 2022/23, Stage 2 investigations have started to be held face to face in addition to the Independent Investigator holding online interviews.
- 4.1.2 During 2022/23, a total of 5 complaints were registered under Stage 2, of which 4 were for Children and Families Services, and 1 for Adult Services. None of these were completed within the timescale of 25 days and 1 for the Children and Families Services is still outstanding due to the family's circumstances. Other reasons for delays include the time taken to appoint appropriate Independent Investigators and Independent Persons and arrange for them to be provided with copies of relevant records; the time taken for the complainant's initial meeting with the Independent Investigator to take place; availability of relevant parties; and the complexity of investigations. In cases where there have been delays, complainants have been informed about the delay and the expected date for a response to be sent.
- 4.1.3 Action Plans are created following Stage 2 investigations if there are recommendations in the Independent Investigator's report, to ensure that lessons are learnt, and practice improved. Stage 2 investigations into complaints to Children and Families Services involve discussion with the Independent Person regarding the contents of the Action Plan, where an Independent Person has been appointed. Stage 2 Action Plans are signed off by the Head of Service and are then monitored until all actions are completed.

4.2 Stage 2 Complaints to Children and Families Services

- 4.2.1 The 4 complaints about Children and Families Services that were registered in 2022/23 were regarding complainants' concerns about:
- The departmental response to concerns expressed by a parent about the welfare and well-being of child; further that the departmental responses to concerns expressed by child's other parent in respect of child's welfare and well-being were fundamentally different.
 - Contact arrangements in place restrictive and location not adequate.
 - Contact assessments completed to a sub-standard quality.
 - Concern regarding foster care placement.
 - Communication matters

4.2.2. The 1 complaint about Adult Services that were registered in 2022/23 were regarding complainants' concerns about:

- Wishes of the service user and the family members for care and support to be provided in their home were not adequately addressed by social services.
- Communication matters

4.2.3 For Adult Services, the 1 stage 2 complaint was partially upheld, and for Children and Family Services, 3 were partially upheld, 1 was not upheld by the independent investigator and 1 investigation is still open at the time of writing. Where there were recommendations made in the Stage 2 reports produced by Independent Investigators, Action Plans were created. Some of the actions on these were in relation to the individual complainants/cases. There were also actions agreed in order to implement learning and to improve services in Children and Family Services and Adult Services, including:

- Discussion of learning and training with relevant staff
- Review of cases in Children and Family Services
- Ensuring adequate protocols, policies and systems are in place.

4.2.4 Learning points noted from the Stage 2 complaints about Adult Services related to:

- At strategic levels, discussion should take place and solutions found which lead to the application of effective joint working protocols in highly complex cases of medical and social care need within the community.
- The views of families, service-users and carers should be routinely included in Community Resource Meetings, especially in those complex and potentially life-threatening cases where discussions concerning future care and solutions for support are being proposed. Participation should be explored creatively including by in-person attendance, meetings Teams/Zoom, and/or by appointing an advocate to represent the family's views.
- Care Coordination should be considered in very complex cases – thereby delivering a point of contact for the family but also for other practitioners and agencies involved and as a focus for seeking all options for support.
- Complex and very unusual cases should continue to be viewed as an opportunity for shared learning which influences the approaches and practice applied to similar cases in the future.

4.2.5 Learning points noted from the Stage 2 complaints about Children and Family Services related to:

- When a parent raises concerns and/or makes a referral this should be discussed directly with them, and they should be informed of the outcome of their referral.

- Recordings on file need to be completed in a timely manner to ensure accuracy and recorded in the correct sections of the file. Chronologies should cross reference these accurately.
- Child Protection Conference reports need to be easy to follow and identify clear areas of ongoing risks to underpin the relevant category of harm.
- All verbal communication with parents needs to be followed up in an email to confirm agreed actions.
- Copies of assessments, minutes and reports need to be provided to all parents.

4.2.6 Table 6 below reflects the pattern in the previous years, the level of complaints across both Services in the context of service demand is low. Using the number of referrals as the comparator the level of complaints at stage 1 amount to 0.21% (adults) and 0.36% (Children and Families) and for stage 2 complaints 0.02% and 0.11% respectively.

Table 6

Year	Referrals Adult Services	Referrals Children & Family Services	Adult Services Stage 1	Children & Family Services Stage 1	Adult Services Stage 1	Children & Family Services Stage 1	Stage 1 Total	Adult Services Stage 2	Children & Family Services Stage 2	Adult Services Stage 2	Children & Family Services Stage 2	Stage 2 Total
2018/ 2019	4547	4325	14	30	0.31%	0.69%	44	6	2	0.13%	0.05%	8
2019/ 2020	4608	3969	5	32	0.11%	0.81%	37	0	7	0.00%	0.18%	7
2020/ 2021	3658	3844	6	18	0.16%	0.47%	24	0	6	0.00%	0.16%	6
2021/ 2022	4108	4302	17	24	0.41%	0.56%	41	4	5	0.10%	0.12%	9
2022/ 2023	4747	4698	10	17	0.21%	0.36%	27	1	5	0.02%	0.11%	6

5. Independent Investigators List

5.1 The 6 counties across North Wales maintain a list of Independent Investigators to investigate complaints under Stage 2 of the Representations and Complaints Procedure.

- 5.2 Independent Persons must be appointed to supervise investigations into Stage 2 complaints about the discharge of specific functions under the Children Act 1989 and the Adoption and Children Act 2002. An Independent Person was appointed for all the Stage 2 investigations into complaints about Children's Services during 2022/3.

6. Public Services Ombudsman for Wales

- 6.1 The Ombudsman notified the Local Authority with regards complaints from 4 members of the public (3 of which was from the same person) relating to Social Services in 2022/23 but did not decide to undertake a formal investigation into these. There were no ongoing investigations from complaints made in previous years.

7. Professional Advocacy Services

- 7.1 Independent professional advocacy services for children are provided by Tros Gynnal Plant Cymru as part of a regional advocacy service. All children who make complaints to Social Services are asked if they would like an advocate to support them with making their complaint (if an advocate is not already supporting them), and a referral is made to the advocacy service if they consent to this.
- 7.2 Social Services has a service level agreement with the North Wales Advice and Advocacy Service to provide advocacy for adult service users, including those with mental health needs. People detained under the Mental Health Act and those receiving hospital in-patient care and treatment can also access the IMHA (Independent Mental Health Advocacy) service, and those detained under the Mental Health Act can also access free legal representation. Adults may also be signposted to 3rd sector organisations such as Citizens Advice Bureau or Age Cymru.

8. Complaints in relation to services provided jointly with the Health Board, and complaints concerning both Social Services and the Housing Service

- 8.1 A joint complaints protocol, the 'North Wales Multi-Agency Protocol on the Handling of Complaints between Health and Social Services', exists for Betsi Cadwaladr University Health Board and the six North Wales Local Authorities. No joint responses were made to complaints under this protocol in 2022/23.
- 8.2 An internal protocol is in place which outlines a process for sending joint responses to complaints which concern both the Local Authority's Housing Service and Social Services, where a complaint is at Stage 1 of the Social Services Complaints Procedure. 1 complaint has been dealt with under this protocol during the year in relation to Adult Services.

9. Information Strategy

- 9.1 Prior to the pandemic, there was an expectation that workers give out complaints leaflets to service users on their first visit to the family. However, in 2022/23, following the pandemic, the expectation has been that all service users who are able to understand what making a complaint means are informed orally of the complaints procedure at the start of the Service's involvement with them, and informed that information about this is available on the Council's website, and that a complaints leaflet can be given to them if they wish. Adult Services service users are reminded of their right to raise concerns during Annual Reviews.
- 9.2 The Service has information leaflets for both children and adults regarding the Representations and Complaints Procedure. An 'Easy Read' leaflet for adult service users is available. The leaflets are available as downloads on the Council's website and can also be provided in hard copy. There is an online form on the Council's website which can be used for making complaints.
- 9.3 Complainants are sent a copy of the complaints leaflet when complaints from them are received, along with the written acknowledgement for their complaint.

10. 2022/23 Expenditure

- 10.1 In maintaining and implementing the Social Services Representations and Complaints Procedure under the statutory guidance, the main costs to the Service (other than staffing costs) are:
- Costs of work undertaken by Independent Investigators on Stage 2 investigations.
 - Costs of work undertaken by Independent Persons on Stage 2 investigations.
- 10.2 Table 7 below shows expenditure on work by Independent Investigators and Independent Persons during the period 01 April 2022 – 31 March 2023 (excluding costs for investigations where the invoice was not processed until 2023/2024 but including costs for investigations from 2021/2022 where the invoice was processed in 2022/23).

Table 7

Service	Spend on Independent Investigators and Independent Persons
Children and Families Services	£3,635.90 (costs of Independent Investigators and Independent Persons relating to 2 Stage 2 investigations. On

	writing this report we are still awaiting invoices for 1 investigation)
Adult Services	£2,677.25 (cost of Independent Investigator for 1 Stage 2 investigation)

11. Monitoring and evaluating the operation of the Social Services Representations and Complaints Procedure

- 11.1 Quarterly monitoring reports are presented to the Adult Services and Children and Family Services Senior Management Teams, which summarise the complaints, concerns and compliments received about each service under each stage of the procedure and the learning points from complaints. We also monitor how effective Social Services is in dealing with Stage 1 complaints within the required timescales.
- 11.2 During the year, the North Wales Complaints Officers' Group and the All-Wales Complaints Officers Group met virtually and discussed good practice in relation to complaint handling.

12. Training

- 12.1 In 2022/23, the Designated Complaints Officer has delivered complaints training to new staff and managers as part of their inductions. Raising awareness of the complaint's procedure is a mandatory part of Social Services staff inductions.
- 12.2 Guidance is provided by the Designated Complaints Officer to managers regarding Stage 1 response letters and meetings. The Designated Complaints Officer circulates internal protocols to new managers, as necessary.

Sian Hughes
Social Services Customer Care, Complaints, and Information Manager

Date: June 2023



FREE

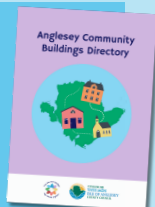
AGE-FRIENDLY ANGLESEY NEWSLETTER

ISSUE #1 - SUMMER/AUTUMN 2023

IN THIS ISSUE...

NEW! Community Buildings Directory

A handy guide to public
buildings on Anglesey.



Support to prevent scams

Learn about how Trading
Standards can help



Get to know... Ellie Owen

Dementia Actif Môn
Instructor

... and much more



An 'Age-Friendly' Anglesey

News that Anglesey has been accepted as an official member of the World Health Organisation's Global Network of Age-Friendly Communities has been welcomed.

The Network includes over 1,400 communities in 51 countries. As a new member of the network, Anglesey becomes part of a worldwide movement which is working to create communities where everyone there can look forward to ageing well.

The Isle of Anglesey County Council's Age-Friendly Champion, Councillor Gwilym Jones, made the official announcement during the recent Island-Wide Older People's Forum held at M-SParc, Gaerwen.

Cllr. Gwilym Jones said, "On behalf of the County Council and our Island community, I would like to thank the Welsh Government, the Older People's Commissioner for Wales, and her team for their support on our journey to becoming members of the Network. We very much look forward to building on this important new relationship, and to develop exciting plans for local residents."

A network of more than 100 partners were involved in securing Age-Friendly Anglesey status. However, this is just the start of the journey and work will now be done to ensure that Anglesey makes the most of its new status and that everyone can age well.

Welcome to the Newsletter

by Councillor Gwilym Jones, Anglesey's Age-Friendly Champion

A warm welcome to you to the first issue of the Age-Friendly Anglesey Newsletter, and certainly Age-Friendly as Anglesey has recently joined the World Health Organisation's Global Network of Age-Friendly Communities!

In May 2022 I had the honour of accepting an invitation by the Council Leader, Councillor Llinos Medi, to become Anglesey's Age-Friendly Champion. It's been a privilege over the past year to see the great Age-Friendly work taking place all over the island. I'd like to extend my thanks to everyone working hard across the island to support our residents to age well.



I'd like to take the chance to especially thank two officers within the County Council, Sioned Young the Age Friendly Communities Development Officer, and Seiriol Edwards the Older People's Strategies Manager, for leading so excellently on the work.

Through this newsletter I hope you'll be inspired by all the incredible opportunities to support our residents of all ages to age well on Anglesey. This issue features all kinds of useful information, from how to prevent scams, to having your say about digital exclusion, to clubs and activities all over the island.

Please also remember to share this with your friends and neighbours, as we all have a role to play in contributing towards creating an Age-Friendly Anglesey.

Councillor Gwilym Jones

Anglesey's Age-Friendly Champion

SCAN ME!



Join the mailing list!

Want the latest information about Age-Friendly Anglesey and how you can be a part of the work? Scan this QR code with your phone to join the Age-Friendly Anglesey mailing list and receive this newsletter over e-mail three times a year.

Or, to make a request for paper copies for yourself or a Community Building, please contact the Age Friendly Communities Development Officer, Sioned Young on 01248 751 832 or sionedyoung@ynysmon.llyw.cymru

Anglesey Older People's Forums

After a break during the pandemic, Older People's Forums are back on Anglesey – now as smaller, local forums held out in the community. In March and June 2023, a total of 11 Local Forums were held all over the island, with more to follow later this year.

The Older People's Forums are led by Anglesey County Council and Age Cymru Gwynedd a Môn and enables people to come together to learn about the different support and opportunities available to help them age well. It's also a chance for attendees to share what's important to them, any barriers they're facing, and to socialise over a cup of tea.

In July the first Island-Wide Older People's Forum of the year was held in M-SParc, Gaerwen, where representatives from all over the island came together to look at a popular theme from the local forums. The theme for the first Island-Wide Forum was Communication and Engagement, and included interesting presentations by Digital Communities Wales, Medrwn Môn, and Betsi Cadwaladr University Health Board. There was also the chance for people to socialise and share good practice.

The Island-Wide Forum will be held twice a year, with the Local Forums to continue on a quarterly basis out in the community.



Ema Williams, Guest Speaker for the Island-Wide Forum from Digital Communities Wales (Cwmpas).



Local Older People's Forum in Gwalchmai in June.



Representatives from all over the island were present for the Island-Wide Forum in July.

For the latest information about Local Forums in your area, contact the Age Friendly Communities Development Officer, Sioned Young on 01248 751 832 or sionedyoung@ynysmon.llyw.cymru, or keep an eye out on Anglesey County Council's social media for the latest news.



Digital Exclusion

The Older People's Commissioner for Wales is keen to hear about issues and challenges faced by older people who aren't online, or with limited digital skills, and is inviting older people to share their experiences and to say how digital exclusion is affecting them.

Examples could include difficulties making appointments with your GP, finding information and advice, or making payments etc.



To share your experiences, please call: 03442 640 670.

Dementia Awareness

On the 18th of July some of Anglesey County Council staff attended a Dementia Awareness session, led by Dementia Champion Cheryl Williams from the Alzheimer's Society Wales. Attendees included staff from Cyswllt Môn, the Library Service, Môn Actif and Adult Services.

The awareness session will help staff to better support people living with Dementia and their carers in their day-to-day work.



If you're interested in attending a Dementia Awareness session, please contact the Dementia Actif Môn Project Officer, Eban Geal on 01248 752957 or EbanGeal@ynysmon.llyw.cymru



Support to prevent scams



Are you or someone you know facing problems with scams or nuisance calls? The Trading Standards department within Anglesey County Council are ready to help.

Scam Awareness

In order to raise awareness about scams and how to avoid scams in the future either by phone, post or online Trading Standards have guidance available. They can signpost residents to further resources should they wish to further educate themselves or to get extra help when it comes to scams.

Alternatively, it's possible to arrange visit from Trading Standards to your Community Group to discuss scams face to face.

Please contact Trading Standards on safonaumasnach@ynysmon.llyw.cymru or call the office on 01248 752840 to request a copy of their guidance.

Call Blockers

We are aware that residents on the island are experiencing large volumes of nuisance / cold calls. To assist the most vulnerable residents in our communities, Trading Standards have a small limited amount of TrueCall call blockers available.

trueCall



If you would like to see if you qualify for a call blocker or if someone you know may benefit from one, please contact us at safonaumasnach@ynysmon.llyw.cymru or alternatively call 01248 752840.

Anglesey Community Buildings Directory

A new resource, the Community Buildings Directory, has recently been published by Anglesey County Council. The directory includes information on over 50 community buildings on the island including contact details, accessibility, and the type of activities on offer. The aim of the directory is to help more people to attend activities within their communities, and to support organisations and services to take more of their provision out into the community.

Scan the QR code with the camera on your phone to open the directory or search 'Community Buildings Directory' on the Council's website. To receive a paper copy please contact Sioned Young on 01248 751 832 or sionedyoung@ynysmon.llyw.cymru

SCAN ME!



Anglesey Community Buildings Directory



The Minister for Health and Social Services Visits Anglesey



On Tuesday the 25th of July, Eluned Morgan, Minister for Health and Social Services was welcomed to the new Anglesey Dementia Centre, located at Canolfan Glanhwfa Llangefni (Capel Moreia).



The Minister has the chance to see the development and have a taste of the activities held within the centre. There was also an opportunity to discuss the vision for the next steps with the Council's senior officers, Elected Members and key partners.

Get to Know ... Ellie Owen

Within each issue of the Age-Friendly Anglesey Newsletter there'll be the chance for you to get to know someone who works or volunteers in the field better. This time it's the chance to learn more about Ellie Owen, the Dementia Actif Môn Instructor.

Who are you and what do you do?

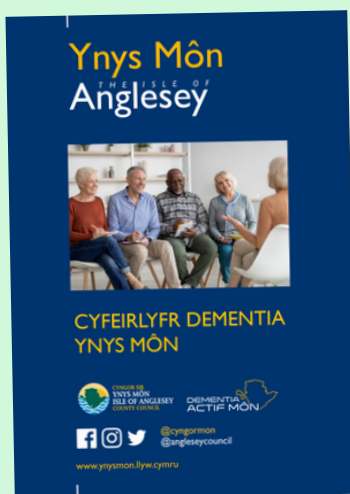
Hello, I'm Ellie Owen and in July I started working as a Dementia Actif Môn Instructor at Môn Actif.

Within my role I lead activities such as Boccia and light Circuit Training within Care Homes across the island and within the new Dementia Centra ac Canolfan Glanhwfa (Capel Moreia), Llangefni for people living with Dementia and their carers.



What attracted you to the role?

Before starting in this role, I worked on the reception at Plas Arthur Leisure Centre, and often saw Eban Geal the Dementia Actif Môn Officer going back and forth to different activities in the community. Through chatting with him and reading the Anglesey Dementia Directory I came to learn about the great work going on in the island to support people living with Dementia, and I was keen to be a part of it. My grandmother also lived with Dementia and I believe she would've enjoyed the different activities available on the island.



Anglesey Dementia
Directory

Where's your favourite place on Anglesey?

Aberffraw. That's where I was raised, and I love walking along the beach there.

What advice do you have for Anglesey residents to help them age well?

A little bit of movement can make a big difference!

To learn more about Dementia Actif Môn, please contact dementiaactifmon@ynysmon.llyw.cymru or 01248 752 957.

Ageing Well

Activities, events and support to help you age well on Anglesey...

NIFTY60S

The Nifty60s Group is based at the Holyhead & Anglesey Weightlifting & Fitness Centre (HAWFC). It supports people 60+ with resistance and functional training, with the aim of improving strength, balance, and mobility. Advanced Group meets on Mondays and Fridays from 11.30am - 12.30pm, and Beginners on Tuesdays and Thursdays from 10.30am to 11.30am. £2 per class.

To sign up or for further information call HAWFC on 01407 763300 between 9-11am & 5-8pm, or Jim Lee MBE on 07818411145.

THE FRIENDS OF AMLWCH MEMORIAL HALL

The group meets at the Memorial Hall, every Thursday from 10am-3pm. Activities include - badminton, in-door bowls, craft/art, ukulele group, meet & chat with friends, make new friends. Refreshments & light lunch available. A warm welcome to all. For more information, please contact Julie on 07814 212977.

CLWB Y COB, VALLEY

Clwb Y Cob, Valley is a 50+ Club who meet at the Valley Hotel on the 2nd Monday of the month 2-4pm. We're an active, friendly group. Annual membership £8. We have talks, displays, tours and walks, and go out for food together. Warm welcome to new faces. Contact: Mavis Swaine-Williams 01407 741 255.

CEMAES OLDER PEOPLE'S GROUP

The group meets at the Harbour Hotel every Thursday from 11.30am - 2.30pm for lunch, bingo, and the chance to socialise, and offers a warm welcome to anyone who'd like to join.

For further information contact Harbour Hotel on 01407 710052 or Eric Torr on 01407 710 288.

CLWB Y GORLAN

- Amlwch WI meet on the 1st Wednesday of the month at 1:45pm
- Eleth WI: 2nd Tuesday of the month at 7pm
- Amlwch Merched Y Wawr: 2nd Wednesday of the month at 7pm
- Age Well Amlwch at 10:30am every Tuesday and Thursday

All the above meet at Clwb Y Gorlan Amlwch. They are always looking to welcome new members. Clwb Y Gorlan is available for any new groups to hire and has free Wi-Fi. For more information phone 07787557211 or 07776220662.

BODORGAN OVER 50S GROUP

The Bodorgan Over 50s Club meets on the third Tuesday of each month unless otherwise notified. We meet at 2.00pm - 4.00 pm at the Bodorgan Community Centre except when outings have been arranged - we have a varied and interesting events calendar. Anybody wishing to join us should contact Gill Smith (secretary) on 07769 347217, Annual membership fee is £10.

GWELFOR LUNCH CLUB

Lunch Club at Gwelfor Community Centre, Ffordd Tudur, Holyhead every Monday (not Bank Holidays) from 11.30am until 1.15pm. 3 course lunch, soup, main meal, pudding, tea or coffee. Cost £8.00.

Open to older people living in Holyhead and surrounding areas. An opportunity for people to socialise and make new friends You will be given a very welcome from our wonderful volunteers.

Gwelfor Bingo follows on from the lunch club for those who may want to make a day of it! Bingo starts at 2pm until 3.45 approx.

Contact: 01407 763559 or gcc.2@hotmail.com

Want to promote your group or club in the next issue of the Age Friendly Anglesey Newsletter? If so, get in touch with Sioned Young on 01248 751 832 or sionedyoung@ynysmon.llyw.cymru