

Isle of Anglesey County Council	
Report to:	Full Council
Date:	24 September 2026
Subject:	Annual Director's Report on the Effectiveness of Social Services 2025/26
Subject/ Title:	To present the Annual Director of Social Service's Report on the effectiveness of Social Services 2025/26 to members of the Full Council, as required under the Social Care and Wellbeing (Wales) Act 2014.
Portfolio Holder(s):	Councillor Dyfed Wyn Jones- Children & Families Services Councillor Neville Evans – Adult Services
Head of Service / Director:	Fôn Roberts, Director of Social Services & Head of Children and Families Services
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1. Background

This paper presents the Annual Director of Social Service's Report on the effectiveness of Social Services 2025/26 to members of the Full Council, as required under the Social Care and Wellbeing (Wales) Act 2014.

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

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.

2. Subject Matter

A copy of the 2025/26 Annual Director of Social Services Report, will be published on the Council Web Site as an interactive document.

Once again we have prepared a short video to highlight some of our achievements during the year, as an introduction. The video will be shared with members during the meeting and shared on the Council Web site thereafter.

3. Recommendations

It is recommended that:

- Members of Council to accept the report as a true reflection of our Social Services delivery over the past 12 months (2025/26).

4. Appendices:

Copy of Report - See document.

Video introduction – will be shared with members during the meeting.

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

2025-26

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Anglesey County Council



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MÔN SY'N
WYBODUS AM
DRAWMA



TRAUMA
INFORMED
ANGLESEY





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Please click the below link to listen to
Fon Roberts, Director of Social Services
and Head of Children and Families Services,
welcome.

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Context Section

WHO WE HELPED & SUPPORTED (2025/26)

(*) previous year

7,184

ADULT CONTACT
(5180*)



5,186

Contact **CHILDREN & THEIR FAMILIES** (5,354 *)



1,660

Adults receiving information, **ADVICE & ASSISTANCE** (1,190*)



1,483

Adults receiving **CARE & SUPPORT PLAN** by 31st March
(1,438 in 24/25)

480

with a **CARE & SUPPORT PLAN** at the end of the year
(403 in 24/25)



216

INDIVIDUAL LOOKED AFTER CHILDREN
(197 in 24/25)



211

INDIVIDUAL CHILDREN on the CHILD PROTECTION REGISTER (169 in 24/25)

101 at year end (74 in 24/25), 102 average no of children on register throughout the year (67 in 24/25)

1,568

NEW ASSESSMENTS completed for **ADULTS** during the year
(1,793 in 24/25)



400

CARERS ASSESSED during the year
(418 in 24/25)



WHO WE HELPED & SUPPORTED (2025/26)

(*) previous year

565

CHILDREN REGISTERED
with **FLYING START**
at the end of the year
(642 in 24/25)

166

FAMILIES accessed
our **FLYING START**
childcare during the year.
(176 in 24/25)



245

attended our
OLDER PEOPLES FORUM
(in one of the 11 local or Island
wide) over the year (250 in 24/25)

FOSTERING REVIEWS

27

FOSTERING ASSESSMENTS
(9 Form F, 18 Connected Persons)

28

TO PANEL
(15 independent,
13 internal)

16

**FOSTERING
REVIEW BY AGENCY
DECISION MAKERS**

71

**GENERAL
FOSTER
CARERS**

in 40 Homes
(compared to
59 in 34 homes
in 24/25)



984

received a **CARE
& SUPPORT PLAN**
(1,173 in 24/25)



74

**YOUNG CARERS
SUPPORTED
by ACTION FOR
CHILDREN**
on 31st of March
(94 in 2024/25)

3,996

**CHILDREN ATTENDED
our YOUTH CLUBS**
during the year
(94 in 2024/25)



345

ACCREDITATIONS
received by **YOUNG PEOPLE** -
ranging from **AGORED** to
DUKE OF EDINBURGH AWARDS
(179 in 24/25)



YOUTH SERVICES TEAM
have had over

19,000

contacts young people during the year
(over 17,600 in 24/25)

676

YOUNG PEOPLE
are registered to one
of our **15 YOUTH CLUBS**
across the Island
(700 in 15 Clubs in 24/25)



About our
**SOCIAL
SERVICES**
(2025/26)

Social Services
TOTAL BUDGET
£59,485,000
(£53,206,281 in 24/25)

ADULT

Services Budget is
£42,285,000
(£38,789,694 in 24/25)

**CHILDREN
& FAMILIES**

Service Budget is
£17,200,000
(£14,416,587 in 24/25)



WE EMPLOY
648
people across
both Services
(690 in 24/25,
717 in 23/24)

83%

of our employees
speak Welsh
(L3 or above)
(83% in 24/25)



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



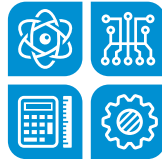
Increasing opportunities to learn and use the language.

Social Care & Wellbeing



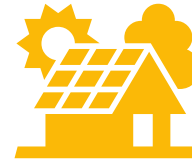
Providing the right support at the right time.

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, **Social care & 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 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. More information can be found, including access to the yearly **North Wales Regional Partnership Report 2024/25** by visiting the website below:

<https://northwalescollaborative.wales/regional-partnership-board/>

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.

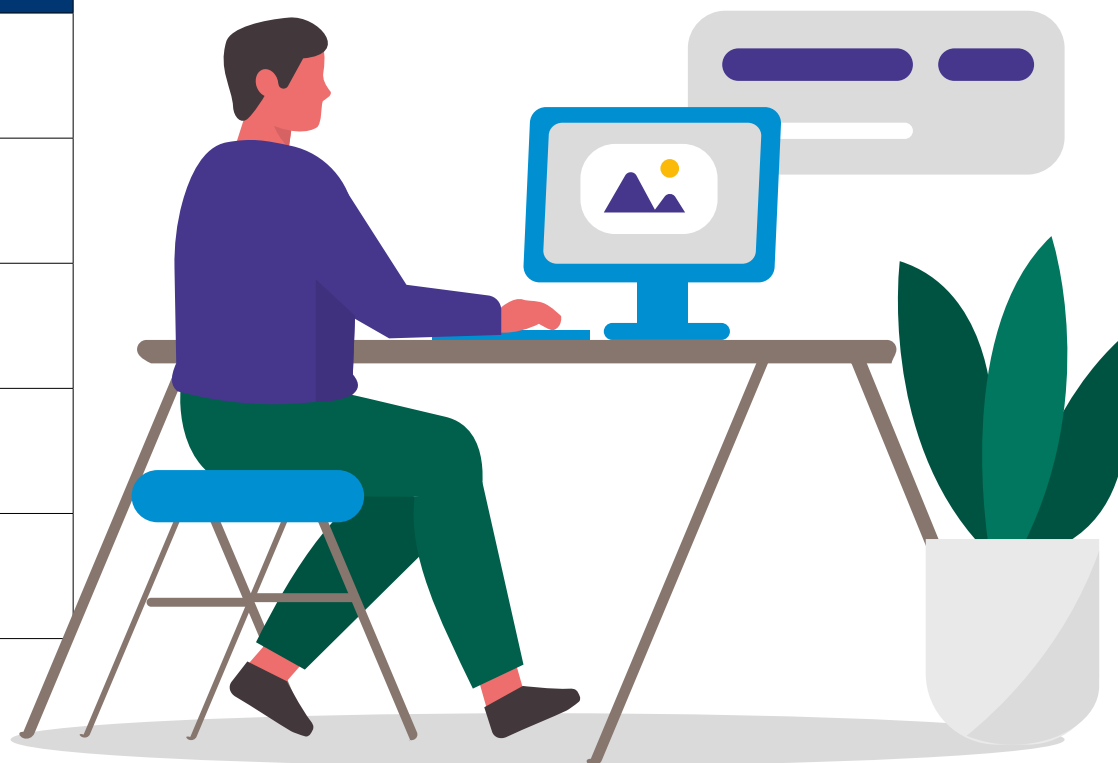
Service Review findings

As part of the **Council's performance management framework arrangements**, Adult Services and the Children & Families Service **completed a detailed Service Self-Assessment against key themes including Service Planning & Performance, Financial Planning, Workforce Planning and Governance.**

The self-assessments were reviewed and challenged through the Council's Service Review process, drawing evidence including performance, financial, workforce, risks, audits and procurement & contract management information to provide an overall assessment of service effectiveness and identify opportunities for continuous improvement.

The reviews concluded that both services are operating at Level 3 – Integrated and Effective overall, with particularly strong arrangements in relation to Service Planning and Performance, where both services achieved Level 4 – Optimising and Leading. This indicates a strong performance culture and effective use of performance information to support service delivery and improvement. Both services were also assessed as Level 3 for Financial Planning, Workforce Planning and Governance.

Theme	Adult Services	Children & Families Service
Overall assessment	Level 3 – Integrated and Effective	Level 3 – Integrated and Effective
Service Planning & Performance	Level 4 – Optimising and Leading	Level 4 – Optimising and Leading
Financial Planning	Level 3 – Integrated and Effective	Level 3 – Integrated and Effective
Workforce Planning	Level 3 – Integrated and Effective	Level 3 – Integrated and Effective
Governance	Level 3 – Integrated and Effective	Level 3 – Integrated and Effective





Corporate Scorecard

The Level 4 assessment for Service Planning and Performance is supported by the Corporate Scorecard, **where 90% of the relevant Adult Services and Children & Families indicators were Green against target at year-end.** Strong performance was evident across key areas including Direct Payments, adult safeguarding, carers' assessments, child protection visits and pathway planning.

The only relevant Scorecard indicator not to achieve target related to the percentage of children re-referred within 12 months, which increased during the year and was rated Red at year-end. The service has reviewed the small number of cases involved and introduced measures to strengthen oversight and understanding of the factors contributing to repeat referrals.



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 Council Plan is “Social Care and Wellbeing – *“providing the right support at the right time”*”, and our 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 Adults and Children & Families Services have regular workforce planning meetings together with our corporate human resources colleagues and development team, where we discuss training, development, recruitment, and skills gaps. Both Services have been supported through numerous restructuring processes to ensure staffing structures are robust and are able to deliver on business needs. Turnover within Adult Services last year was at 12% with retention rates of 88% and Children and Families Services turnover figures were at 15% and retention rates of 85% respectively. The Council average for the same period was turnover at 8% and average retention rates at 91%.

In line with national trends, recruitment challenges continue within the sector. Work is ongoing to identify critical posts and to prepare for succession planning. Partnership working continues with officers attending events with Môn CF, DWP, We Care Wales, Bangor University and our secondary schools. Steps to Care placement programme with Coleg Llandrillo-Menai continues to develop year on year.

The Denu Talent Work Placement Scheme last year focused specifically on roles within care and there are many positive examples of individuals successfully gaining further employment within the Council. One example of the Denu Talent success is that for one of our Catrefi Clyd venues. Following a summer work placement, the individual securing a full-time position with the service.

Over the past two years we have worked with colleagues to explore new and innovative solutions to alleviate the current recruitment challenges in the area of Provider Services. This has concluded in our **“Denu Talent”** work placement offer which has been successful in attracting 12 local young people to express an interest in pursuing a career in this field.

The second year of the initiative saw positive development, as the scheme expanded from Grwp Llandrillo Menai (GLLM) students who were studying Health and Social Care courses to also include local school Sixth Form students. **This is a clear sign of strengthening the local talent pathway and raising early awareness of career opportunities within the profession and with the Council.**

Currently, 8 of the 12 young people who have taken up this offer are now employed by the Council, with the other 4 having returned to education, but with a new and positive view of the Council as an employer of choice and the range of career opportunities available.

We worked closely with Bangor University, Wrexham University and the Open University to recognise the needs of the students and provide a wealth of different experiences to assess and prepare them for the world of work. 16 students completed the placements successfully and one student withdrew and applied for another post within the council.

Out of the 11 students in their final year, nine were successful in gaining social work posts with the local authority. 5 out of the 9 were internal trainees and part of the 'grown your own' scheme. This scheme continues to be very popular and supports those already in social care roles to develop further.

We have four trainees due to qualify in the Summer of 2026 and appointed one further trainee who will start the programme in September 2026.

The Master of Arts (MA) Social Work Programme at Bangor University has seen a reduction in the number of students applying - the decline has been significantly over the last few years with a direct impact on the programme's future viability. As a partnership we responded by working closely with Social Care Wales and Gwynedd Council and agreed to offer retainers for students. This creative approach proved very popular and we witnessed an influx of new application. Following interviews, we offered two retainers for those starting the programme in September 2025. This shows how we must adapt and continue to be innovative in the way we offer our services to safeguard our future workforce.

To support and assess the students we had further social workers completing the practice educator programme. This programme provides valuable knowledge and skills to manage and supervise the placement which can lead to social workers applying for senior practitioner roles.

We have seen an increase in the number of newly qualified social workers. A total of 9 social workers registered with the **Consolidation Programme** ([Consolidation programme for newly qualified... | Social Care Wales](#)) with 4 successfully completing during the year, and a further 4 due to submit in July 2026.

Two of our Social Workers successfully completed the **Applied Mental Health Practitioner Award (AMHP)** in December 2025. This will assist in supporting the skill gap in this specialist area which was identified as a service risk previously.



We have continued to sponsor individuals on the BA Occupational Therapy course at Wrexham University. One of our employees qualified at the beginning of 2025 and was appointed as an Occupational Therapist within the Community Resource Team shortly thereafter. We currently have a sponsored employee due to qualify in 2028 and another in 2029.

We continue to work in partnership regionally to secure further places on the programme for in-house trainees to encourage staff development and enhance other's understanding of the role. We recognised that these opportunities are attractive to a variety of individuals due to the support and assistance offered by the council.

Throughout the year we have continued to arrange further Trauma Informed training in accordance with our commitment to become a Trauma Informed Island. The Virtual Reality Training programme has gone from strength to strength with over a 1000 training and collaboration opportunities with our partners in educational and the police force. The work has been recognised by Social Care Wales and we have reached the short list and been invited to the 2026 Accolades awards ceremony.



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>

We are planning to review our Workforce Plan in the autumn of 2026.



Financial Resources

As in previous years, we have faced significant financial pressures in 2025/26.

At the end of the year, our Children and Families Services reported an overspend of £1,333k, whilst our Adult Services reported an underspend of £(872k).

The Looked after Children service has overspent by £1,624k. 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 £5,891.00 in 2024-25 to £6,550.00 in 2025-26, despite some significant packages being renegotiated during the year.

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 £18,670k for 2026/27 in order to meet current demand.

Adult Services Management and Support was overspent by £92k at year end, repairs and maintenance overspent by £38k and staffing cots overspent by £36k due to ongoing work on mosaic, where it was decided that grants would be allocated to reserve to fund future costs due to the significant underspends within adult services

Older People Underspent by £1,157k of which Residential care for Older People has underspent by (£753k) by year end, and Nursing care for Older People has underspent by (£332k) by year end. These are demand led services, and work is continuously being undertaken to monitor expenditure. £372k relates to windfall income relating to services provided in prior years.

Physical Disability – overspent £679k at year end, £593k of which related to residential care after applying £(521k) from the Social Care Workforce Grant. Without the Social Care Workforce grant, residential care would have overspent by £1,114k Learning Disabilities - overspent by £125k by year end.

Mental Health – Underspent by £191k by year end. £117k related to staffing underspends, which are deemed one off Provider unit – Underspent by £420k mainly due to vacant posts and over achieved income.

Adult services had one off grant income of £414k offset against core expenditure from the pathways of care funding, this was due to lateness of the grant offer and the time taken to fill vacant posts, this coupled with income windfall of £541k masks the financial pressures that continue to face this sector.

We have undertaken a Zero-based budgeting exercise in the early stages of 2026-27, 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	17,220	18,553	1,333

ADULT SERVICES			
OLDER PEOPLE	16,114	14,957	(1,157)
PHYSICAL DISABILITIES	3,765	4,444	679
LEARNING DISABILITIES	11,414	11,539	125
MENTAL HEALTH	3,484	3,293	(191)
SUPPORT SERVICES	1,051	1,143	92
PROVIDER UNIT (MÔN CARE/ OTHER SERVICES)	6,457	6,037	(420)

TOTAL	42,285	41,413	(872)
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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 Wellbeing**. 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

During the year we received a Care Inspector Wales (CIW) Inspection - more information can be found under the inspection & Reviews section.

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. During the year we have processed nine prospective new foster carers. We continue to work with Foster Cymru to focus on recruiting Foster carers for teenagers, Amser Ni (Short breaks), Welsh speakers and Unaccompanied asylum-seeking children (UASC).

During 2025-26, the Fostering Team has continued to provide a range of activities and events to support foster carers, children and young people. As part of Foster Care Fortnight 2025, they organised wellbeing and craft activities for foster carers, alongside fun events and days out for children and young people.

Throughout the year, fostering families have enjoyed trips to Chester Zoo and Anglesey Sea Zoo, as well as seasonal celebrations including Pancake, Halloween and Christmas parties. The team also celebrated the dedication of foster carers at a special recognition event held at Tre-Ysgawen Hall and continued to support the Pioneer Foster Carers' School Uniform Shop.

The team remains committed to raising awareness of fostering and recruiting more foster carers. They regularly attend local community events and engagement activities, promoting fostering opportunities and encouraging more people to make a difference to the lives of local children and families.

Highlights during the year (captured in the photographs below) was once again holding our famous 'Bake Off' – where the competition is fierce to win the coveted title!

We are proud of a team in taking on the 'Anglesey Abseil' challenge - Climbing the Column – Conquering the 115 steps to the top before Abseil back down – descending the 35-metre monument! The fund raising raised £1356.12 for the Ty Gobaith Children's Hospice charity.

1. Staff and Foster cares celebrating the dedication of foster carers at a special recognition event.
2. Picture board of the highlights of the yearly 'Bake Off Challenge' organised by the Fostering Team.
3. Picture of Foster carers and volunteers assisting the Pioneer Foster Carers' School Uniform Shop.
4. Anglesey Fostering Team pictured at the foot of the famous Anglesey Column after the successful abseil challenge.



To find the latest information with regard to our Fostering Service, along with news and updates, see <https://facebook.com/maethumon>

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/>

The **Corporate Parenting Panel**, chaired by the Chief Executive has continued to strengthen during 2025-26. Elected members continue 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.

Representatives attend the Panel from Maethu Cymru Mon, Virtual School officer, Leaving Care Service, Health Service, and the 'forward work plan' is 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 further reduction of nine children being in public care over during the year (20 in 2024/25).

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 253 (198 previous year) adults and 48 (42 previous year) 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 2025/26 Financial Year a total of 32 Active Offer Referrals were made which is higher than last year's 17. A total of 189 Children were eligible for an Active offer by

either becoming Looked After or going on the Child Protection Register which shows that 83.07% of the children declined to meet their Advocate. 20 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 **4882 referrals to our Children & Family Service** were received compared to 4886 in 2024/25 which is a negligible decrease – outing that the increase last year(20%) is now becoming the trend (compared to 4059 in 2023/24). Of the referrals that were received the Police continue to provide the most referrals with 42.96% followed by the health sector who accounted for 13.29% of the total referrals.

Children's Assessments - there has been a decrease in the number completed, from 598 in the 2024/25 to 416 this year. This is due to previously including "What Matter's" Conversations in the total. The percentage completed within the 42 Days was 74.04%. Of the Children that had an Assessment, 57 would be progressed to a Care Plan following the Assessment while 93 had no eligible needs to be met. The majority (266) 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 111 **Young Carers Assessments** were completed within the year by Action for Children on behalf of the Authority. Of the 111, 67's needs were met with a Plan while 44 had their Needs met by other means.



Virtual Reality (VR) Professional Development – We have continued to invest in our VR training packages, which now includes 24 headsets. These vary from our original trauma informed training scenarios to our new headsets which assist with employment and interview skills scenarios, educational content and experiences scenarios which allow users to visit foreign places and also Consequential thinking training headsets which helps our young people link their behaviour within our community.

We have 15 members of staff trained to deliver and support the VR initiative across the Council, with over a 1000 individuals using the headsets during the year.

As mentioned earlier in the Workforce section of this report, we are proud that Social Care Wales have recognised our innovative ways of working and learning and are honoured to have reached the short list and been invited to the Social Care Wales 2026 Accolades awards ceremony in Cardiff in June 2026.

Pictured above – Virtual Reality (VR) session with Child and Adolescent Mental Health Services (CAMHS) workers. One experienced, they agreed that they wanted to suggest the VR content with school staff, parents/carers, and social workers as part of their Early Intervention Service Consultations.

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**”



During the year Anglesey has celebrated the important and significant strides made in **becoming a trauma-informed island**. Since 2023, the county council has adopted an organisational approach to promote connections and relationships to support those struggling with adversity or trauma in their lives. This has included helping to effectively support the underlying needs of children and the community with empathy and compassion.



Picture above showcasing the support at the Trauma Informed Journey celebration.

Training has also been provided to the island's schools, children and family Services, education and community partners ensuring that the widespread impact of trauma is recognised and included in practices and policies to promote safety, empowerment, and healing.

In September 2025, we marked our Trauma Informed Journey with key partners and stakeholders, held at the Menai Science Parc, Gaerwen, to celebrate the island's trauma-informed journey to date.

One of the highlights saw Ysgol Gyfun Llangefni named as the first mainstream secondary school in the UK to receive the Trauma and Mental Health Informed School Award from TISUK (Trauma Informed Schools UK).



Pictured above representatives from Social Services and Ysgol Gyfun Llangefni awarded the Trauma and Mental Health Informed School Award from TISUK (Trauma Informed Schools UK).

Anglesey Director of Social Services, Fôn Roberts, said,

“ As a trauma-informed island, we can support children and young people and offer them the best opportunities.

“ This allows them to grow into well-rounded, robust and resilient young adults, parents, and members of their own communities.”

“ Many have suffered from trauma in their lives, but our work ensures that their behaviour does not acts as a barrier to learning and living happy and successful lives.”

Children, Young People and Families portfolio holder, Councillor Dyfed Wyn Jones, added,

“ It was an honour to attend the conference at M-Sparc and share our experiences and learning about becoming a trauma-informed Anglesey. It was also pleasing to see Ysgol Gyfun Llangefni’s staff and pupils rewarded as a national trauma informed exemplar.”

Wellbeing

Quality standards:

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

The service continues to adhere to the Council’s Corporate Safeguarding Policy, promoting a robust safeguarding culture and emphasising collective responsibility. Safeguarding is fully embedded in daily practice, governance, workforce development, and quality assurance. The Director of Social Services holds overall accountability for Corporate Safeguarding and is supported by the Service Manager for Safeguarding and Practice Quality, who oversees operational leadership and assurance. The Director of Social Services, Head of Adult Services, and the Service Manager for Safeguarding and Practice Quality all sit on the Corporate Safeguarding Board, which convenes quarterly.

Departmental responsibilities are aligned with corporate arrangements and are represented on the Corporate Safeguarding Operational Board by the Safeguarding Manager and Provider Unit Manager. They attend regular meetings to provide advice and guidance and ensure that information is effectively disseminated to all teams within the department. Safeguarding is also a standing item at all team meetings.

Social workers and practitioners carry out safeguarding assessments in line with the Wales Safeguarding Procedures, ensuring effective protection for children, young people, and adults at risk. Safeguarding remains central to assessment, care planning, reviews, and multi-agency work.

Our safeguarding arrangements are inspected by Care Inspectorate Wales. Additionally, we represent the Local Authority at the North Wales Safeguarding Board and ensure that lessons learned from regional child and adult practice reviews are shared with the Corporate Safeguarding Board.

A training mapping exercise was completed, enrolling staff on tailored safeguarding pathways for 2026, in accordance with Social Care Wales standards. Mandatory safeguarding training is provided during induction and is refreshed every three years, ensuring that our workforce remains informed and responsive.

The 2025/26 data shows a **further increase in safeguarding activity compared with 2024/25**. The number of Initial Strategy Meetings escalated from 930 to 1,076, an increase of 16%. The number of Strategy Meetings progressing to Section 47 enquiries also increased, from 478 to 693, representing a rise of approximately 45%. This means that around 64% of Initial Strategy Meetings progressed to Section 47 enquiries in 2025/26, compared with just over half in 2024/25. **This indicates not only continued growth in safeguarding demand, but also a higher proportion of cases meeting the threshold for Section 47 enquiries.**

Furthermore there has also been an increase in the number of Section 47 enquiries progressing to Initial Child Protection Conference, rising from 131 in 2024/25 to 148 in 2025/26. This represents an increase of approximately 13%. **Although this rise is smaller than the increase seen in Section 47 enquiries overall, it demonstrates continued pressure across child protection processes.**

Further detail on registration categories, age profile, re-registration rates and duration on the Child Protection Register is monitored through the quarterly reports submitted to the North Wales Safeguarding Board. (More information can be found via: <https://www.northwalessafeguardingboard.wales/>

Key Performance Indicators	2024/25	2025/26
The number of Initial Strategy Meetings for children concluded during the collection year	930	1,076
The number of Strategy Meetings held during the year where the decision was to progress to Section 47 enquiries	478	693
The total number of Section 47 enquiries completed during the year that progressed to Initial Child Protection Conference	131	148

Cartrefi Clyd – During the year we have created a new post – Practice Leader Regulated services (Children) and the post has now been filled. The role will aim to support the further development and growth of our Catref Clyd Portfolio.

Whilst the three properties were full at the end of March 2026 (5 children), we are still experiencing staffing challenges and are keen to consider alternative recruitment drives. Our Disabilities respite short breaks services was also full at the end of March 2026, with a waiting list awaiting service (3).

We now have four Catrefi Clyd homes across the island. We have been busy developing a purpose build respite and short breaks services property for children with learning disabilities. The building has been completed, and we are currently in the process of CIW registration.

Furthermore we have purchased a fifth site for an additional small groups home, which will accommodate three children, in a property located in the centre of the island. RIF funding has been used to finance these developments. We are currently in the planning and development stage, with an estimated aim of opening before the end of March 2027. We are also considering options for a further sites, however building and planning challenges will depend on whether or not its cost effective long term.

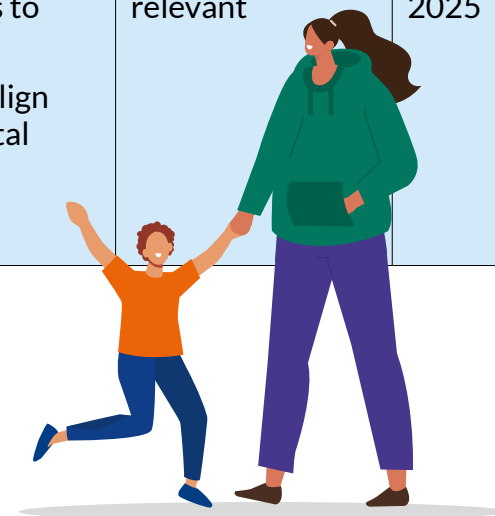


What we said we would do in 2025/26, and our Children & Families Services priority for 2026/27 are:

Area for improvement	Actions to improve	Outcomes (how will it contribute towards strategic aim Council Plan)	Progress 2025/26	By when
Connecting Care IT System (Social Services priority)	Manage the roll out of the new Mosaic Social Care 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 Outcomes as per WLGA.	System development, process mapping and form design ongoing.	Go Live 2027 TBC (ongoing from 25/26)
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.	Work continues as part of our business as usual.	N/A
Co-Pilot AI Pilot within the Safeguarding & Business support Team	Trial the use of Co-Pilot 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.	Co-Pilot Pilot completed.	N/A



Area for improvement	Actions to improve	Outcomes (how will it contribute towards strategic aim Council Plan)	Progress 2025/26	By when
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.	New / not relevant	March 2026
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.	New / not relevant	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 improves outcomes. New IT UPSHOT System to align to our youth offer with a digital method of registering all young people	New / not relevant	September 2025



Area for improvement	Actions to improve	Outcomes (how will it contribute towards strategic aim Council Plan)	Progress 2025/26	By when
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.	New / not relevant 	April 2028
Pilot of Magic Notes AI system	Three months Pilot of Magic Notes AI – across three specific business areas with the aim of reducing/ minimising the need for admin support and increasing staff efficiency.	Working with both corporate IT and DPO colleagues to agree on the technology and guidance. Pilot across Senior Managers and three work areas.	Pilot was successful with a decision to roll out to all staff during 2026-27	Plan to be developed To ensure the development of templates and training all staff. March 2027

Adult's Services

The service presented it's '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**".

Efforts continue to modernise and upgrade accommodation options for our Learning Disability group, in collaboration with our housing colleagues.

There has been an increase of nearly 83% in the use of **Direct Payments** in the last 6 years with the figure at the end of 2025/26 standing at 260 compared to 161 6 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 an independent professional advocate has increased 7% in 2025/26 compared to 2024/25, with the total identified in 2025/26 being 148 compared to 138 in the previous year. Alongside this we saw a slight decrease in the number of formal advocates being provided, with a decrease of 9.5% compared to 2024/25; the figure being 80 during 2025/26.



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 2025/26 was 4,679, an increase of 25% compared to 3,640 in 2024/25. The increase is attributed to a number of factors: mainly due to being able to count both Secondary and Primary Referrals this year rather than just Primary referrals, 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. Awareness is another factor - people are more aware of different types of support available through Adults Services, with better signposting from GPs, hospitals and community groups.

However, in contradiction, the number of **new assessments being completed in 2025/26 decreased by 13% with 1,568 being completed compared to 1,793 in 2024/25.**

The outcomes of these assessments were as follows:

NEEDS	25/26	24/25
Needs were met with a care and support plan	984	1,173
Needs met by any other means	386	377
No eligible needs to meet	198	243

Reablement packages being completed has increased from 168 in 2024/25 to 229 in 2025/26. 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 2025/26 were as follows:

NEEDS	25/26	24/25
Reduced the need for support	46	44
Maintained the need for the same level of support	37	31
Mitigated the need for support	134	74
Neither reduced, maintained nor mitigated the need for support	12	19

Quotes from people who have received support from our Reablement Service:

“After my fall, I was unsure if I could live alone again. With the Re-enablement team’s help, I’m now back on my feet.”

“The re-enablement workers didn’t just help my mum, they taught her how to help herself again.”

Pathways of Care Grant Funding has been directed to support activity which had been experiencing pressures and to try and transform and remodel service pinch points. The grant prioritizes community and preventative approaches, and to try and provide sustainable care. The progress made in relation to the development and expansion of the **Am Adra Re-enablement Team** - an initiative that is a vital role in promoting timely hospital discharges, reducing re-admissions, and supporting community-based care through collaborative and innovative approaches.

The confirmation of Am Adra Reablement Team within the wider CRT has promoted integration between health and social care, strengthening community resilience and improving client experience. The project strengthens integration between health and social care and promotes independence for individuals. It supports timely discharges and prevents re-admission. It enables the community resource teams and both organizations to be reactive and improve services.

During the third quarter of the year, we had additional capacity in the form of funded agency social workers as backfill to release two of our social workers to attend Ysbyty Gwynedd as part of the Am Adra initiative.

Having the social workers on site in Ysbyty Gwynedd has allowed us to provide immediate response and to expedite discharge for Pathway 3 patients. Our working relationship with the Health Board is strengthening since having the social workers located on site. Allowing social workers to respond quicker to confirm appropriate pathways, ensure that documents are complete and correctly to meet our requirements, thus minimizing delays due to gaps and incomplete paperwork.

Our **Re-enablement officers** provide dedicated resource, focusing on Pathway 1 and releasing people out of hospital. These coordinators have oversight of the patient’s journey and needs ahead of accessing the reablement service. Having these workers allows our social workers to focus on more acute Pathway 3 cases.

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”

During the year we have provided a **range of Ageing Well sessions** across the Island (see the poster below). 287 people attended 9 Open Days ‘Ageing Well over the Winter’. These were supported by a number of external agencies, such as Gofal a Thrwsio Gwynedd a Môn, Gorwel, Bangor University Legal Advice Clinic, Cyngor am Bopeth, Community Dental Service, Falls Prevention Service etc.

Our Nifty60's Programme was used in a Case Study of Age-Friendly Communities by the Welsh Government during the year. This highlights the excellent work being carried out locally, which is being showcased as good practice across Wales.



Free Event

Ynys Môn Oed-gyfeillgar
Age-Friendly Anglesey

Welcome to all!

Ageing Well over the Winter Open Days

Information Stalls | Health Checks | Socialise over a Cuppa

LOCATION	DATE	TIME
Canolfan Hen Ysgol Bodorgan	Friday 14 November 2025	10am - 2pm
Llanfairpwll Memorial Hall	Thursday 20 November 2025	10am - 12.30pm
Benllech Community & Ex Servicemen's Hall	Thursday 20 November 2025	2pm - 4pm
Market Hall, Holyhead (Holyhead Library)	Friday 28 November 2025	10am - 2pm
Amlwch Memorial Hall	Thursday 15 January 2026	12.30pm - 4pm
Llangoed Village Hall	Wednesday 21 January 2026	10am - 12.30pm
Hwb LlanNi, Llannerch-y-medd	Wednesday 21 January 2026	2pm - 4pm
Llangefni Town Hall	Wednesday 04 February 2026	10am - 2pm



"Age-Friendly Communities Anglesey (10th August 2025)

When we created Nifty60s back in August 2019, Ray Williams and I had no idea how successful it would become over time. The idea of reducing slips, trips and falls in older people was a just and ambitious mind set to reduce pressures on GP surgeries and A&E Departments.

Obviously the attendance numbers began growing by word of mouth in dribs and drabs over weeks and months until Covid came along and brought us to a full stop at the gym (HAWFC), however Ray did loan anybody who wanted some keep fit equipment to take home during the lockdown period. A Rowing machine in my case. Following the lockdown periods and we had a few dozen members training regularly, we organised ourselves into a Constituted Group with elected officer and a bank account, which enabled us to consider applying for grants to help us with kit and equipment in recognising the growth in numbers, which was well over 50 at this point.

It was at this time I first came in contact with Sioned Young Dev Officer at Social Services within the Isle of Anglesey Local Authority, who helped us no end with our successful grant application, where we were awarded £1,000.00 to purchase 2 pillars of Dumbbells and kettlebells.

Meeting Sioned was a "Game Changer" for Nifty60s, as she was instrumental in introducing us to Age-Friendly Communities Anglesey and the Older People's Forum. During those times of 2022/23/24/25 we began talking and presenting at Older People's Forums at M-Sparc - Gaerwen, working closely with Sioned, Ellie, Seiriol and of course Cllr Gwilym Jones the Older People's Champion within the County Council, who is not only supportive, but now also a practitioner at our Rhosneigr Outreach venue.

Sioned has opened many doors for us through the Forums Networking with many organisations across the Island and beyond eg Lisa Hother, BCUHB Dev Officer, Mr Oliver Blocker - Hip and Knee Trauma Surgeon for BCUHB, who hugely supported us with our successful Lottery bid of £288,000.00. Lisa also helped with an Open Day at Hawfc with several BCUHB departments in attendance, including their Chairman Mr Dyfed Edwards and fellow Board Members, Senedd AM Rhun Ap Iorwerth, Llinos Medi MP, who are both huge supporters, plus Anglesey County Councillors, GP surgery managers and the public seeing first hand Nifty60s in session.

Nifty60s are now involved with many organisations incl Bangor University and we look forward to much more engagement during these exciting times for Nifty60s, who's membership is now heading towards 600 across Anglesey with our 7 venues, soon to be 9 in September. 2. We now know beyond any doubt now that Nifty60s is changing peoples lives on a daily basis not only with their fitness, improved strength both

physically and mentally, but also their Wellbeing, Social Life, New Friends, Positive Habit Changing and as a Lady recently told me -
" Jim, I'm now living, not surviving".

I was invited and now sit on the Older People's Council in Llangefni, which I'm very proud to do so and look forward to working together with fellow members of the OPF, the public and organisation for the betterment of all - going forward. I cannot speak any more highly of the work being done on behalf of Age-Friendly Communities Anglesey and The Older People's Forum, by Sioned, Ellie and Seiriol at the Local Authority and long May it continue.

Yours sincerely

James Lee MBE Chairman - Nifty60s Group"



Our **Age-Friendly Island** is going from strength to strength. Over the past year we have continued to work in partnership with several third sector services and organisations to expand this work. Examples of which include Intergenerational 'Dawns I Bawb' in our Local Authority Care homes, local school children visiting the Dementia Hub and Local Age Friendly Forums were held across the Island – co-produced with residents and citizens.

During 2025/26, the Local Authority further developed its mental health support offer through **Llesiant Meddwl Môn** and **Cefnogaeth Meddwl Môn**. Llesiant Meddwl Môn provides statutory social work and AMHP services, whilst Cefnogaeth Meddwl Môn delivers **Care and Support, Housing Support, and Social Inclusion** services. Together, these services provide a tiered and preventative approach, ensuring individuals receive the right level of support at the right time. By working alongside health and community partners, the services aim to promote wellbeing, independence, social connection, and positive outcomes for the people of Ynys Môn.

Dementia Actif Môn is a successful Anglesey-wide initiative that supports people living with dementia, as well as their families and carers, through structured physical, social and wellbeing activities.

The programme is funded by the Isle of Anglesey County Council and Welsh Government via the Regional Integration Funding (RIF).

The programme provides access to supervised exercise programmes designed to improve physical and mental wellbeing. Activities have been shown to (Increase strength, balance and mobility.

- Reduce the risk of falls.
- Improve confidence and self-esteem.
- Reduce anxiety and depression.
- Support cognitive function, memory and mental wellbeing.

During the year Dementia Actif Môn scheme supported 620 individuals, including people living with Dementia, residents with memory related problems and their unpaid carers/ family members.

Dementia Actif Môn offers a variety of opportunities including group exercise classes, social sessions and support activities for carers. The programme has created safe spaces where people living with dementia and their carers can meet regularly, build relationships and develop peer support networks. Evidence from the initiative highlights reduced loneliness and increased social connection.



Through additional funding from the **UK Shared Prosperity Fund**, community hubs were developed across the Island in Amlwch, Benllech, Llangefni and Llangoed. These hubs provide weekly sessions combining physical activity, arts and crafts, social interaction and access to professional advice.

Dementia Actif Môn also supports Anglesey's wider ambition to become a **Dementia-Friendly County** by improving awareness, inclusion and community participation for people living with dementia.

From a strategic perspective, Dementia Actif Môn has:

- Increased access to preventative community-based support -290
- Improved physical, emotional and cognitive wellbeing -195
- Reduced loneliness and social isolation - 289
- Supported carers to maintain their caring role - 148
- Strengthened community resilience and dementia-friendly communities.
- Helped people remain independent and connected to their local communities for longer



Dementia Actif Môn group participating in a crafting workshop



Dementia Actif Môn group enjoying an innovative workshop

Wellbeing

Quality standards:

- "People are protected and **safeguarded** from abuse and neglect and any other types of harm"
- "People are supported to actively **manage their wellbeing** 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 few years, with an increase of 36% from 642 reports in 2024/25 to 924 reports in 2025/26. This trend is likely to continue, possibly at a slower rate.

Reasons for the steady increase over the past four years can be linked to increased improved knowledge and public awareness within in our community 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, continuing more safeguarding concerns.

The number of safeguarding reports where it was necessary for enquiries to be made increased substantially in 2025/26 increasing 58% compared to 2024/25, with 505 going on to enquiry compared to 277. This is mainly due to the increase in number of reports being received but also down to the demanding nature of the cases, and due to the nature of the cases and increase in numbers; the amount of those reports requiring action has increased in 2025/26, increasing 49% from 230 in 2024/25 to 380.

We have continued to support the third sector during 2025–26 to strengthen our network of connections and improves our proactive preventative provision. By making use of the work the third sector organizations offer, reduces the pressure on the Council's core services by keeping adults independent within their communities. This also support and allows organizations to access other support and funding – including Age Cymru, Medrwn Mon, Canolfan Glanhwfa, Mencap and Action for Children.

Working in partnership with **Mencap Môn** and the **Holyhead Community Group**, the Council has supported the establishment of a community café within Holyhead Library, creating new volunteering opportunities and increasing opportunities for social interaction and community engagement.

Individuals with learning disabilities have actively participated in inclusive community events, including **Ynys Môn's Got Talent** and **Strictly Come Dancing**, providing valuable opportunities to showcase talents, build confidence, and celebrate achievement in supportive environments.



Pictures above of the Ynys Môn's Got Talent competition - Individuals with learning disabilities from across the Island actively participated in this fun inclusive community event.

Representatives from learning disability groups across Ynys Môn were welcomed to the **Council Chamber** for a Question and Answer session with the Council Leader, Councillors and Council staff. The event created a meaningful platform for open dialogue, enabling people with learning disabilities to ask questions, share their views and influence local priorities. The strong attendance and positive engagement highlighted the importance of listening to lived experience and working together to build more inclusive communities.

Investment through the **Housing with Care Fund (HCF)** has enabled the renovation of **Pen y Coed Supported Living Scheme**, creating accommodation for up to five individuals with learning disabilities to live more independently. In addition, two further properties have been purchased to expand future independent living opportunities across the island.

The department successfully secured corporate funding to establish an **Unpaid Carers Strategy and Development Officer** post. This role will focus on strengthening support for unpaid carers across Ynys Môn by driving strategic development, identifying innovative approaches to service delivery, and ensuring local provision aligns with national policy and strategic priorities.

Key areas of work include the review and refresh of Service Level Agreements (SLAs), the development of improved pathways for carers, and the implementation of a new and innovative carers assessment process in partnership with third sector providers to reduce duplication and **enhance outcomes for carers**.

In addition, the department has worked collaboratively with Cyngor Gwynedd to enhance digital support available to young carers through the development of the AIDI app. The app provides young carers with access to information, advice and guidance, alongside local discounts and opportunities to participate in activities that support their wellbeing and caring role.

Following the successful development of the **platform for young carers**, there are **plans to extend the application to support adult carers** during the next financial year, providing a wider range of digital resources and strengthening access to preventative support services.

This work demonstrates the department's ongoing commitment to developing sustainable, innovative, and preventative services that improve the wellbeing of unpaid carers and support them to continue in their caring roles.



Adults Services priorities for 2025/26 are:

Area for improvement	Actions to improve	Outcomes (how will it contribute towards strategic aim Council Plan)	Progress 25/26	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)	Long term project covering a number of financial years. Project progressing against Project Plan, managed and governed by internal project Board, and national via WLGA.	Go Live March 2027 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	Ongoing from 25/26 due to staff/ resources, now on track to complete in 26/27.	March 2027
Extra Care Site (South of the Island)	Move from planning to project stage	Ensure high quality accommodation with support and help modernise provision	Long term project covering a number of financial years.	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	Long term project covering a number of financial years. Build progressing against project plan.	Penlan Building work to commence in 20 26

Area for improvement	Actions to improve	Outcomes (how will it contribute towards strategic aim Council Plan)	Progress 25/26	By when
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.	Long term project covering a number of financial years. Consultation and scoping work completed, and we continue to make improvements across the business area.	March 2027
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 to service to look at repatriation form out of county placements.	Long term project covering a number of financial years. Build progressing against project plan.	Pen Coed - June 2026 Maes y Ffridd - July 2026



Other information section

Inspections and reviews

Care Inspectorate Wales (CIW) carried out an **Assurance Check** held in January 2026, which focused on how well Children and Families' Services are working, how safe children are, and whether families get the right help at the right time.

The CIW team concluded that children and families on the island are being well supported by a caring, skilled and committed team, with many examples of excellent practice.

The report **also highlighted strong and visible leadership, effective early-help work and nationally recognised trauma-informed practice**, while also identifying several areas for improvement that the council has already started to address.

Practitioners are described as innovative, resilient and focused on achieving the best outcomes. The report also praised the authority's **positive organisational culture**, emphasis on wellbeing, and clear commitment to reflective practice.

Key strengths:

- children's voices are strong in most records, supported by person-centred and strengths-based practice
- a high number of Welsh-speaking practitioners ensures services are delivered in the language of choice
- the authority's trauma-informed model is well established, with one secondary school achieving national trauma-informed status
- the Early Help Hub and preventative pathways are providing timely multi-agency support
- strong partnerships, including the development of Cartrefi Clyd, improve outcomes for children cared for locally

Areas for improvement:

- ensuring formal advocacy is consistently offered
- improving consistency in recording children's voices and identifying unpaid carers
- addressing delays caused by rising demand and workforce pressures
- embedding the quality assurance framework and ensuring SMART outcomes in plans

Anglesey's Director of Social Services, Fôn Roberts, welcomed the inspection report.

He said, *"We are naturally pleased that Care Inspectorate Wales recognised so many positives during its recent assurance check. The recognition of our dedicated workforce, strong leadership, our commitment to trauma-informed practices and how strongly children's voices guide our work is very welcome."*

" There are, of course, areas for improvement and we are already looking at these to ensure that we continue to deliver the best possible outcomes for children and families. The county council will now work to develop an action plan aligned to CIW's recommendations and continue working closely with partners to drive forward improvements."

Children, Young People and Families portfolio holder, Councillor Dyfed Jones, added, *"We're immensely proud that CIW recognises that children and families on Anglesey are well supported by our caring and committed team."*



“ Social care and wellbeing are a cornerstone of the Council Plan 2023 to 2028. Putting the health, wellbeing and safety of our children and young people first is key to helping them live well on Anglesey. We’ll continue to work with our partners, including Care Inspectorate Wales, to ensure our children and young people are safe and can thrive.”

Furthermore **Care Inspectorate Wales (CIW)** carried out a parallel inspection of our **Foster Wales Anglesey**, the council’s fostering service, in January 2026. The inspection found the service provides stable, supportive homes for children and young people aged 0 to 18, helping them feel safe and supported while in care.

The report highlights how children experience stability in their placements and are supported to build positive relationships with foster carers. Children also have opportunities to express their views about their care and everyday experiences, ensuring their voices help shape decisions that affect them.

At the time of the inspection, Foster Wales Anglesey had **128 foster carers across 71 households supporting 89 children**, providing a range of placements including long-term, short-term, respite and connected person fostering.

Inspectors recognised the **commitment and skill of both staff and foster carers**, noting that the fostering team benefits from staff with a diverse range of professional backgrounds and experiences.

The council’s fostering service also ensures **that children’s linguistic needs are met, with Welsh speaking staff available to support children** who wish to communicate and live through the medium of Welsh.

Strong leadership within the service was also recognised, with leaders providing clear direction, oversight and a commitment to continuous improvement.

Anglesey council’s Director of Social Services, Fôn Roberts, said “I’m incredibly proud of our Foster Wales Anglesey team and the dedication they show every day to supporting children and young people across Anglesey. It is very encouraging to see Care Inspectorate Wales recognise that the service we provide is of the highest quality.

“ Foster carers play a vital role in providing safe, stable homes, and we are committed to ensuring they receive the training, guidance and ongoing support they need to carry out this incredibly important role. Our foster carers are simply amazing!”

Anglesey’s Children, Young People and Families Portfolio Holder, Councillor Dyfed Wyn Jones, added “*We are extremely pleased that this inspection recognises the dedication of our fostering team and the incredible commitment of foster carers across Anglesey.*

“*We are always looking for new foster families to join our amazing team and provide a nurturing, welcoming home for local children and young people. If you would like to help children stay within our community, I encourage you to contact the fantastic Foster Wales Anglesey team for an informal chat and to learn more about fostering locally.*”

Residents interested in learning more about becoming a foster carer are encouraged to contact Foster Wales Anglesey. More information can be found on the [Foster Wales Anglesey website](#) .

Gwynedd and Ynys Mon Youth Justice Service has had a stable and successful year, with good delivery and performance and relatively few changes to the workforce. The team have overseen the successful implementation of the **Regional Out of Court Resolution (OofCR) Policy**, this is a testament to the effective, strong partnership and collaboration across the four Youth Justice Services and North Wales Police. Moving forward we are aware of the National OofCR programme of work to bring greater consistency across Wales and are keen to contribute and share our learning to this important developmental work.

Through the work of the Gwynedd & Ynys Mon Youth Justice Board we have analysed details of the cohort of children known to the service, we have requested and received data reports on; Disproportionality, Additional Learning Needs (ALN) and Education Training and Employment. We have used this information to develop our strategic priorities, linked to our implementation Plan.

We welcomed some new members to our Strategic Board during the past year, and in response we received an excellent workshop presentation from our colleagues in **Youth Justice Board (YJB) Cymru** in June on Statutory Responsibilities of the Board and its members. The content was challenging and informative, again we will take the areas for improvement into our plans for 2026-27.

For 2026-27 our priorities will be:

1. HMIP findings will be consolidated into our Youth Justice Plan
2. The Strategic Board will develop a Work Programme from the YJB Cymru Oversight and Leadership intervention.
3. Continue our work to embed 'Regional Youth Out of Court Resolution Policy' with a view to including the use of Outcome 23 for Knife crime and Outcome 20/21 for Care Experienced Children
4. Maintain good and effective service delivery in the context of financial pressures, monitoring performance and ensuring resources are available to meet the needs of the children.
5. The Board will review and refresh the role and remit for the Operational Management Group.
6. We will work closely with the service and our colleagues in the wider partnership to Prioritise; Youth Violence, ETE monitoring (including exclusion practice) and ensuring that our Exploitation practice and support keep children safe.

Artificial Intelligence (AI) - As a Council we continue to consider our AI journey. Staff within Social Services readily and regularly use **CoPilot AI** software, following a pilot by the Association of Directors of Social Services (ADSS) Cymru in 2024/25. Additionally, we are embarking on a 3-month Beam Notes (previously Magic Notes) AI software pilot with our Senior Managers. The aim to improve efficiencies and make better use of staff time. The pilot is due to finish in June 2026.

Anti-Racist Wales Action Plan (ARWAP) – Implementation Programme 2025–26 – *“Turning commitment into action across local authority social care in Wales”*. Directors of Social Services across Wales have signed up to embed the recommendations from Association of Directors of Social Services (ADSS) Cymru’s reports on eliminating racism in recruitment, career progression and complaints handling. This next phase of work is about putting learning into practice through leadership, lived experience, and shared resources. Funded by Welsh Government, this part of the programme runs from April 2025 to March 2026 and is delivered in partnership with local authority leaders, Social Care Wales, and the WLGA. More information can be found by visiting <https://www.adss.cymru/en/category/our-work>.

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

Compliment and Complaint table for year 01/04/2025 - 31/03/2026:

	Adult Services	Adult Services	Children & Family Services	Children & Family Services	Combined	Combined
	2024 / 2025	2025 / 2026	2024 / 2025	2025 / 2026	2024 / 2025	2025 / 2026
Concern	25	27	38	28	62	55
Stage 1 Complaint	6	9	14	21	20	30
Stage 2 Complaint	0	0	1	0	1	4
Compliments	145	111	164	278	310	389

Complaint Themes:

Complaints highlighted recurring themes around communication, timeliness, consistency of practice, safeguarding, confidentiality, professional boundaries, record keeping and oversight of commissioned or partner services.

- In adult services, concerns focused on delays in communication, visit arrangements, commissioned care practice, confidentiality, consent, safeguarding consideration and carer assessment recording.
- In children and families’ services, concerns focused on communication with families, timeliness of meetings and assessments, continuity of social work involvement, child protection practice, family contact and permanence processes.



Learning:

Complaints this year highlighted the importance of timely communication, clear recording of decisions and consistent application of safeguarding procedures across both internal teams and commissioned services.

- Communication should be timely, clear, proportionate and documented, particularly where sensitive issues or changes in arrangements are discussed.
- Confidentiality, consent and professional boundaries must be maintained consistently by staff, carers and commissioned services.
- Safeguarding considerations should be identified and recorded at the earliest appropriate point.
- Assessment, recording and quality assurance processes should be consistent, accurate and clearly monitored.
- Practice guidance and pathways should be strengthened where complaints have identified gaps or variation in practice.

Actions:

In response to complaints received during the year, managers have addressed individual concerns, shared learning through supervision and team meetings, and reviewed practice where wider service improvements were identified.

- Staff reminders, supervision, reflective discussions and management meetings have been used to reinforce expectations.
- Internal reviews and contract monitoring routes have been used where concerns related to conduct, care practice or commissioned provision.
- Training, refresher guidance, checklists and pathway guidance have been identified or developed to support consistent practice.
- Processes for communication, correspondence, assessment sharing, family contact, safeguarding discussions and case progression have been reviewed or strengthened.
- Quality assurance arrangements are being reinforced for key documents, plans, correspondence and recording.

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 Môn Care.

Other sources of information

We are currently in the process of **upgrading our electronic recording system**, as part of 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.

Work has been progressing during the year with regard to the new system design and development, despite a number of challenges. We are currently estimating a go-live date of early 2027.

For 2025/26 we received £367,155 payment from the Welsh Government via the WLGA in order to assist in funding the project. We also receive invaluable support and assistance from our colleagues in the WLGA, who are leading on the national Connecting Care Project. 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.

Tai Môn Housing Services plays a key strategic role in supporting Social Services objectives by delivering a range of integrated housing and welfare interventions that respond to the needs of vulnerable households, including those at risk of homelessness. Indeed, preventing homelessness is a key focus by ensuring it is rare, brief and unrepeatable are the key aims and objectives of the Council's **Housing Support Programme Strategy 2022-2026** ([Housing-Support-Programme-Strategy-2022-to-2026.pdf](#)).

The **Housing Support Grant** forms a core component of this offer, enabling targeted assistance to vulnerable households with an identified housing need. This includes early intervention and practical support for individuals and families at risk of homelessness, as well as those already experiencing housing instability. The service focuses on prevention, sustainment, and rapid response to ensure that households can access and maintain appropriate accommodation.

In addition, the **O'Toole Welfare Rights Team** provides vital specialist support to both families and single adults, ensuring that individuals maximise their welfare benefit entitlement. This work is critical in addressing financial vulnerability, reducing poverty, and supporting tenancy sustainment, particularly for those facing complex socio-economic challenges.

Tai Môn Housing Services also contributes to the delivery and ongoing development of **Tyddyn Mosyn Extra Care Scheme**, which will provide high-quality, purpose-built accommodation for older people with care and support needs. The scheme will promote independent living within a safe, supportive

environment, combining suitable housing with on-site care provision. Through close partnership working with Social Services and health colleagues, Tyddyn Mosyn will help prevent hospital admissions, support timely discharge, and will reduce the need for residential care placements. It will play an important role in enabling residents to maintain independence, dignity, and wellbeing within their local community.

A further example of innovation and co-working with Tai Môn Housing Services is the **Cartrefi Clud** projects, which focuses on reducing the reliance on out-of-county placements for vulnerable individuals and families. Due to its demonstrated success and positive impact, the Cartrefi Clud model is currently being expanded to further strengthen local capacity and enhance preventative approaches across the region.

Through these combined approaches, Tai Môn Housing Services continues to play an essential role in promoting housing stability, safeguarding vulnerable individuals, and supporting Social Services in delivering positive, long-term outcomes for communities.



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](#)



Climate Change – Council Strategic Priority

Ynys Môn County Council has identified Climate Change as a Strategic Priority in the Council Plan 2023 – 2028. Supporting the Council Plan the new Towards Net Zero Strategic Plan 2026 – 2031 has identified key priority areas and actions to decarbonise its Services with the aim of becoming a net zero organisation.

<https://www.anglesey.gov.wales/documents/Docs-en/Council/Climate-change/Towards-Net-Zero-Strategic-Plan-2026-to-2031.pdf>

The Towards Net Zero Plan 2026-2031 focuses on reducing the Council's emissions through decarbonising use of assets and housing, transport, its supply chain and supporting nature development and carbon capture.

During the year the council has established:

- **Ynys Môn Electric Vehicle Charging Plan 2022-2030**, which sets out the council's plans develop public charging infrastructure across the Island.
- **Fleet Transition Plan** to identify steps to replace fossil fuel vehicles with new electric vehicles.





Welsh Language Council Strategic Priority

Our Council Plan clearly identifies the Welsh language as a strategic priority, reflecting our commitment to ensuring that Welsh is protected, promoted, and used as a natural part of life across our services and communities. Building on this, our five-year Welsh Language Promotion Strategy continues to set out our priorities for increasing the use of Welsh within the Council and across Anglesey. Children, young people, and families remain central to this approach, alongside supporting the wider community to use Welsh confidently in their everyday lives.

The **'More than just words' framework** continues to underpin our approach within health and social care services. Initiatives such as Flying Start, Youth Clubs, Age Friendly Anglesey and dementia-friendly communities consistently provide valuable opportunities for some of our most vulnerable residents to use and enjoy Welsh. There remains a strong emphasis on embedding the language in service delivery, care pathways, and social interaction.

Our Head of Adults' Services and Welsh Language Manager were also pleased to represent Anglesey at the national re-launch of the refreshed framework, ensuring that the voice and experience of our communities are reflected at a national level.

Workforce Skills & the Welsh Language

During 2025–26, we have maintained a strong Welsh language skills base within Social Services:

- Around 80% of Adult Services staff speak Welsh at Level 3–5
- Around 86% of Children and Families staff speak Welsh at Level 3–5

These levels reflect staff ability across listening, reading, speaking, and writing, with Level 0 indicating no skills and Level 5 indicating confident use of Welsh. Staff continue to be supported to develop their Welsh language skills through a range of learning opportunities, including classroom-based training, informal learning, and online resources.

There has also been a continued focus on encouraging staff to use Welsh confidently in their day-to-day work, not just develop skills. Learning has been further strengthened through the development and promotion of service-specific resources, including targeted vocabulary and practical tools to support staff in care and leisure settings.

Welsh Language Policy and Standards

During the year, we updated our Welsh Language Policy to reflect the progress made in positioning Welsh as a strategic priority and a natural, normalised part of our work and services. The Policy continues to set out how we comply with the 160 Welsh Language Standards, while also supporting a shift from compliance to culture change and increased language use. Our Annual Welsh Language Report reflects on this progress and includes updated information on workforce skills across Social Services and other Council services.

New staff continue to receive an introduction to our Welsh language responsibilities as part of their induction, including the 'More than just words' framework. The e-learning module remains available to all staff, supporting ongoing awareness and understanding of delivering high-quality bilingual services.

Fforwm Iaith Ynys Môn remains an important partnership forum, bringing together over thirty public and third sector organisations to support Welsh language services locally. The Council continues to play a key leadership role in the forum's work. During the year, Social Services contributed to discussions on key challenges, including the need to increase the number of Welsh-speaking foster carers. Officers from Flying Start and youth services remain active members of the Welsh for Children and Families sub-group, supporting initiatives such as the **OgiOgi app**, which encourages parents to use Welsh with their children from an early age.

Overall, progress during 2025–26 reflects a continued focus on strengthening both Welsh language skills and, importantly, the confidence, expectation, and opportunity to use Welsh as a natural part of everyday service delivery and community life across Anglesey.



Annex A – Case Studies

Number	Case study
1	Maethu Mon - Successful Emergency Fostering Placement
2	Relationship Based Approach
3	Families First – Emotional Wellbeing Service (ACTION FOR CHILDREN)
4	Flying Start (Health Visiting)
5	Families First – Counselling Service (ADFERIAD)
6	Cartref Clyd + Short Breaks for Complex Needs
7	Resilient Families team (RFT) intervention.
8	“Am Adre”
9	Dementia Respite Hafan - Allotment
10	Nifty Sixties - Proud Member of Nifty60s
11	Mencap - Green Space at Llangefni Football Club
12	Direct Payments assisting wellbeing and independence
13	Relationship-based practice and sustained professional commitment
14	Play and language development support via Flying Start

Case Study 1

Maethu Mon - Successful Emergency Fostering Placement

During a scheduled visit, a child's social worker encountered an urgent situation where police were present to arrest the child's father, requiring the child to be accommodated at very short notice. This presented a significant challenge, requiring swift and coordinated action to ensure the child's safety and wellbeing.

Maethu Cymru – Môn responded immediately, initiating urgent placement searches while identifying a viable solution. Newly approved foster carers had successfully completed panel the previous week, although formal ratification by the Agency Decision Maker was still pending. Recognising the urgency, Maethu Cymru – Môn team members worked proactively to secure ADM approval ahead of the child's arrival. Within a short timeframe, a suitable placement was identified and arrangements were made for the new carers to attend the office to meet the child within the hour.

Alongside this, the team provided immediate guidance and coaching to the new foster carers, ensuring they felt supported and confident in responding to the child's needs at very short notice. Practical preparations were also coordinated efficiently a car seat and travel cot were sourced, and essential clothing and equipment were purchased, ready for the foster carers to take away with them.

This highly effective, collaborative approach ensured the child was placed quickly into a safe and nurturing environment. The child remained with the foster carers for over a week before returning home. When a further need for accommodation arose several weeks later, the same carers were available to care for the child again. This continuity of care was particularly beneficial, as the child was already familiar with the carers, their home, and their routines, helping to reduce distress and provide a sense of stability during an otherwise unsettling time.

Rehabilitation to family is now planned and scheduled to take place by the end of May. This case highlights the strength of partnership working, the ability to respond flexibly under pressure, and a shared commitment to achieving the best possible outcomes for children, even in the most challenging and time-critical circumstances.



Case Study 2

Relationship Based Approach

This case is a strong example of effective safeguarding practice with a positive outcome achieved through a coordinated, relationship based social work approach.

A newborn baby who was the fourth child of her mother was removed from her mother's care shortly after birth due to significant safeguarding concerns. Upon discharge from hospital care she was placed in the care of experienced Local Authority foster carers who provided high quality nurturing care throughout the duration of the care proceedings under a 1989 Children Act S38 Interim Care Order.

Throughout this period, the foster carers ensured the child's physical, emotional & developmental needs were consistently met. Their safe, stable & responsive care provided the child with a strong foundation for secure attachment and healthy developmental progress during her first critical year of life.

At the conclusion of proceedings, the Court made a s31 Care Order & a Placement Order, authorising the Local Authority to identify and place the child with suitably assessed & matched adopters under the Adoption & Children Act 2002. The child remained with her foster carers affording her continuity of attachment & emotional security until she was 13mths old at which point she

was carefully & sensitively transitioned to her prospective adoptive placement. The adoption was formally concluded with an Adoption Order granted when the child was 20mths old, marking a successful outcome characterised by continuity, stability, and the child's best interests at the centre of all decision-making.

A key feature of good practice in this case was the continuity of professional relationships. The allocated Social Worker maintained case responsibility throughout demonstrating professional consistency and best practice in safeguarding. She worked collaboratively with the foster carers, North Wales Adoption Service, legal representatives, health professionals and other partner agencies to ensure all decisions were timely, well-informed and firmly centred on the child's welfare.

Her approach exemplified social work in action at its best, demonstrating skilled assessment, clear communication, effective partnership working and an unwavering focus on achieving permanence and security for the child reflecting the very best of social work values & practice in Wales. The Social Worker's professionalism, empathy & sustained focus on best outcomes has made a profound difference to this child's future and demonstrates a high level of competence across all professional standards.

This case highlights how coordinated, relationship-based practice and sustained professional commitment can ensure the best possible outcomes for children in care.



Case Study 3

Families First – Emotional Wellbeing Service (ACTION FOR CHILDREN)

Molly was referred to our service to help support her transition to a new placement, following the breakdown of her long-term placement. Molly was placed in care when she was three years old. Molly and her family became known to children’s services due to Molly’s mother’s battles with addiction and her unhealthy relationships, which included domestic violence.

Molly experienced several adverse childhood experiences (ACEs), and as a result she found forming and maintaining relationships challenging. When Molly was initially referred to the service, her Social Worker, and long-term foster carer, feared that she would not engage in the support; they were skeptical that she would be able to establish a trusting relationship with a professional.

Before Molly moved to her new home, various consultation meetings were held with the long-term foster carer to help support their ability to manage healthy and honest conversations in relation to Molly moving to a new placement. A transition plan was formulated that helped Molly better understand the circumstances that led to her moving to a new foster home. The plan also highlighted the significance of endings and transitions, emphasizing how endings are equally important as welcoming young

people. Molly was given the opportunity to share her own thoughts and wishes whilst formulating the plan. Molly asked if she could continue a relationship with her long-term foster carer. Molly continues to visit her previous carer once every two months. This has shown Molly the value of lasting relationships.

When direct clinical work commenced, it felt best to approach sessions in a flexible and creative way. Molly decided that she wanted her sessions to take place in the community, and she chose for them to be ‘walk and talk’ sessions. She was allowed to choose where sessions took place, mainly at the beach or around the coast close to her new home.

Molly was invited to think about her surroundings. This included shells on the beach and the shapes and sounds of the waves. Together we were able to use the environment to think about feelings and emotions. Movement and textures were also introduced to help offer experiences of messy play as there were gaps in her development.

Molly began to understand that she could trust the therapeutic process. She was comfortable talking about her feelings, in many ways for the first time. The concept of Intersubjectivity, the sharing of subjective states, was introduced to the sessions to help Molly feel supported to heal and grow. An intersubjective relationship helped foster

trust between the therapist and Molly and, this helped to show Molly that professionals can be reliable and constant.

Molly engaged in a total of 10 sessions. During this time, Molly’s attendance at school improved and she was able to forge a secure attachment with her new care giver. Therapy helped Molly feel safe to explore difficult feelings that were related to her past but also her current circumstances. A mindful and natural environment offered Molly the freedom to express herself, to be a young child again and make mistakes without consequences and judgment.

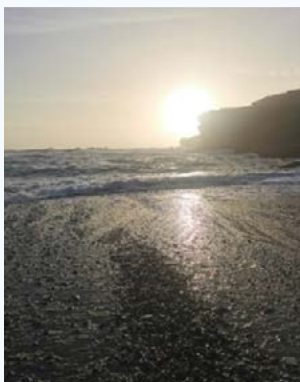
Without the support of therapy. Molly may have found forming relationships as an adult challenging. Molly’s experience of the therapeutic service gave her the autonomy to make her own decisions. Molly valued and trusted the relationship she established with her therapist, and she continues to engage in walk and talk sessions with her caregiver.

Feedback:

“ Molly looks forward to her ‘walk and talk’ sessions every week. I can’t believe how well she has engaged with you”. Foster carer.

“ Thank you for showing me different ways of talking about my feelings”.

“ My favorite part was when we used the shells to describe how we aren’t all perfect. Some of us are a little bit spiky around the edges. I know now this is because of the things we have gone through. Like when the waves crash against the shells and change their shape- this is like when I lived at home and things were hard. It changed my shape”. **Molly**



Case Study 4

Flying Start (Health Visiting)

1st baby, pre-birth assessment undertaken due to Mum’s emotional health, and Dad was a previous perpetrator of domestic violence.

Antenatal contact – completed by Health Visitor and referred for the “Welcome to the World” package of care.

Due to Mum’s mental health and fear of leaving the house it was agreed this would be completed 1:1 in the home.

“Welcome to the World” successfully completed in the home with positive feedback. Mum reports her confidence and self-esteem increased, and she felt more prepared for motherhood.

Once baby was born, the family needed intensive health visitor visits to support Mum’s mental health.

Emotional support package of care was completed by the HV (Health Visitor) with guidance from the HV PNMH specialist.

Due to Mum living at home with her own Mum and younger siblings, she needed support with housing. This was done by the HV supporting with completion of forms and supporting with referrals.

At every health contact and assessment, it became apparent that the little boy was developmentally delayed, which again led to more intensive HV visits to monitor the development and make necessary referrals.

A sensory profile was completed to assess his needs and from this, a sleep plan was devised to support the family. Also, Mum was able to provide childcare setting with strategies to support his development.

This family has good input from the health team to support with sleep, diet and developmental needs, and additionally, Mum’s emotional health. She reports both her own and her son’s life would be completely different without the advice and support provided by the health team.

Case Study 5

Families First – Counselling Service (ADFERIAD)

A client was referred to the service, experiencing low mood and anxiety. Lack of motivation to complete tasks was a big factor, as found managing chores, work, and looking after children a lot, as well as trying to find time for herself.

The client received 8 sessions, in which we worked on making goals more achievable, prioritising tasks into more manageable chunks, and how this could help her to feel less frustrated and down with herself if she did not get around to doing everything within a specific timeframe. The beliefs that things should/needed to be done had stemmed from what others may think if she didn't live up to their expectations. By working on strategies such as making goals manageable, being happy with smaller victories, considering ways to lower the emphasis placed on other people's expectations, and asking for help, the client felt she had a much healthier and manageable outlook and was better equipped to delegate tasks.

Feedback received has been positive, both from clients and the initial referrers, with the client feeling they have been able to gain something valuable from the sessions. Being able to work in both person-centred, and cognitive behavioural therapy modalities, has enabled me to tailor the sessions to each client's needs and offer a mixture of talking and coping strategies.



Case Study 6

Cartref Clyd + Short Breaks for Complex Needs

Background: Cartrefi Clyd Garreglwyd provides short-break residential care for children with learning disabilities.

Over the last 6 months Cartrefi Clyd has provided a 9 year old boy diagnosed with autism and a learning disability, a safe, structured, and nurturing environment tailored to his individual needs. During this period, the child's family experienced a significant change in their circumstances, which impacted his family life.

Staff at Cartrefi Clyd responded by maintaining consistency in his routines and reinforcing familiar boundaries. His visual timetable was adapted to reflect new arrangements, and staff ensured that his preferred activities, such as going on long walks, were included to provide comfort and predictability.

It is a credit to Cartrefi Clyd staff that, despite the disruption, he has adapted well. He continued to express his feelings using Makaton and showed signs of emotional resilience. His affectionate relationships with staff remained strong, and he was able to maintain his sleep and hygiene routines with support. Staff noted that his ability to cope with change had improved, and his wellbeing remained stable.

The support provided to the child and his family highlights the importance of consistent care, visual communication tools, and emotionally attuned support during times of family stress. It also demonstrates how small adjustments, like maintaining familiar activities and routines, can make a big difference in helping a child feel safe and secure.

What worked well or not so well? Cartrefi Clyd has been a constant and positive environment for the child. He enjoys his time there, shows no concerning behaviours (e.g. head banging), and has developed strong relationships with staff.

The child adapted well to changes, and made progress in independence skills, like showering, drying, and dressing himself.

Collaborative Multi-Agency Planning ensured that all professionals worked together to coordinate care, plan respite, and support the family.

Cartrefi Clyd were proactive in coordinating respite dates around family's appointments and commitments. The home offered flexibility and reassurance to make things work for the family.

Cartrefi Clyd dealt with challenges by maintaining consistent boundaries, which helped him feel safe and regulated. Visual aids and routines were used to reinforce learning and reduce anxiety around tasks. The child formed a strong bond with staff.

For the child success looks like:

- Consistency in care with consistent routines and boundaries.
- Developing trusting relationships with staff at Cartrefi Clyd.
- Being able to express himself in his preferred method of communication
- Making progress with independent skills.
- Emotional stability, where behaviours like head banging and aggression are reduced or managed through proactive support.
- Enjoyment and engagement
- Support for his family

Ultimately, success is about the boy thriving in a predictable, nurturing environment that adapted to his needs and celebrated his progress.

Staff at Cartrefi Clyd feel proud of the child's progress, enjoy working with him, and see him as a valued and thriving part of their home.

Lessons learned: Cartrefi Clyd has learned that predictable boundaries and routines helped the child feel safe and regulated. When these are in place, challenging behaviours like head banging and aggression are significantly reduced.

The team recognised that too many structured activities, especially during longer stays, can lead to emotional fatigue. They adjusted his schedule to include more downtime, especially after school and on weekends, which helped him remain settled.

The child's progress in independence and communication highlighted the importance of relationship continuity and personalised support. Staff learned that celebrating small milestones can have a big impact on confidence and connection.

Cartrefi Clyd learned the value of being responsive to family needs, especially during times of family stress. By coordinating respite dates around family appointments and offering reassurance, they strengthened trust and helped maintain stability for the child and his family.

Outcomes: Supporting the child and his family has been both challenging and deeply rewarding. Cartrefi Clyd has played a key role in creating a consistent, nurturing environment where the child feels safe and thrives. Witnessing his progress has been a powerful reminder of the impact that stability and tailored support can have on a child's life.

The support from Cartrefi Clyd has ensured that the child has had a constant and trusted space even when other parts of his life are uncertain.

Moments like the child saying a staff member's name for the first time, or adapting calmly to changes in routine, reflect the success of the team's approach. These experiences reinforce our commitment to child-centred care and highlight the importance of collaboration, flexibility, and compassion in residential settings.

Conclusion: The child's development at Cartrefi Clyd reflects the power of consistent, child-centred care in supporting emotional wellbeing, independence, and stability. Through collaborative multi-agency working, tailored routines, and a nurturing environment, the child has made significant progress in managing his emotions, building relationships, and developing life skills.

Cartrefi Clyd has adapted flexibly to his changing needs and family circumstances, ensuring that support remains responsive and compassionate. As the manager, witnessing his growth has been both professionally fulfilling and a testament to the dedication of the team. Cartrefi Clyd continues to be a safe and trusted space for the child, where he is empowered to thrive.

Case Study 7 - Resilient Families team (RFT) intervention.

The purpose of the RFT intervention is to Prevent, Reduce and Reunify:

- prevent children becoming looked after,
- or to reduce the risk of children's cases escalating to being on the child protection register, Public Law Outline (PLO), and court proceedings (and to help de-escalate those already in those stages),
- or when a child is looked after and there is a plan approved by the Independent Reviewing Officer and Review process for a child to become reunified back to their parent(s)/family.

Family story in their words:

"Resilient Families has provided valuable, intensive support to my family through consistent weekly visits and practical, responsive help with whatever we needed at the time. They took the time to understand our circumstances and offered clear information, guidance and signposting that helped us feel more stable, supported and able to move forward in a positive way.

They supported me and my partner to strengthen our relationship by enabling access to appropriate courses, including the 'one plus one' (reducing parental conflict) programme, which helped us communicate more effectively

and manage disagreements in a healthier, more constructive way. This support has helped us build confidence, develop coping strategies and create a stronger foundation for our family to flourish.

We were referred to the service by a support officer, as our disagreements had become increasingly intense and we wanted to make positive changes for the wellbeing of our daughter. We were supported by compassionate, consistent workers who guided us with understanding throughout the process.

When this journey began, our daughter was on the at-risk register and subject to a PLO protection order. With the support of Resilient Families, we have transformed the foundations of our family life to ensure she receives the care and stability she deserves. As a result, she is no longer on the at-risk register and the PLO order has been lifted.

They equipped us with the tools to manage our daily lives more effectively, including improved communication skills, ways of prioritising stress and a better understanding of ACEs. We learned healthier approaches to conflict and gained the confidence to provide our daughter with a stable home environment without conflict. As adults, we were also supported to develop essential life skills that we had previously struggled with."

Case Study 8 – “Am Adre”

Am Adra received an urgent hospital discharge referral for Mr A, a man in his early 40s with complex health needs, reduced mobility, and significant self-neglect concerns. Mr A had been admitted to hospital with severe abdominal pain and infected ulcers around his stoma site, alongside a deterioration in his physical health and mobility.

Ambulance staff identified serious concerns within his living environment, including poor hygiene, unsanitary conditions, and evidence that Mr A had been unable to manage independently for some time.

Am Adra completed a What Matters assessment and took the lead in coordinating a multi-agency response involving hospital staff, occupational therapy, housing, and community health professionals. This helped reduce the stress Mr A felt from multiple service involvement and ensured a more streamlined discharge and recovery plan.

As a result of coordinated intervention, Mr A was successfully supported into suitable housing and received rehabilitation at Ysbyty Penrhos Stanley to regain strength and mobility. A reablement package of care, occupational therapy support, telecare, advocacy, and mental health support were also arranged to promote his independence, safety, and wellbeing.

Mr A expressed gratitude for the support provided, stating that although he had previously felt let down by services, he felt genuinely supported throughout this intervention and appreciated the collective efforts made to improve his situation and future outcomes.



Case Study 9

Dementia Respite Hafan - Allotment

Background – An allotment for individuals with Dementia has been created that can be used for all abilities including those in Wheelchairs. All raised beds are waist high. I was involved in raising money, in the planning of the location and working with the carpenter in explaining my vision and the desired vision. Also including staff and asking for their input and ideas. (Mr L D was involved in the progress of the allotment throughout.)

Individuals who attend Hafan were given the opportunity to engage in the planning, how big they wanted the boxes and what they wanted to plant.

What worked well or not so well? - The project went well, with individuals watching the progress from week to week and enjoying seeing everything coming together. It is a place that both men and women of all ages regardless of age or abilities can go to. They can sit and watch, they can plant, pick vegetables, get the soil ready for the next season. They take home with pride the vegetables they have grown. This gives them a purpose to their day. This has had a positive effect on their overall wellbeing, having the freedom to choose to be outside.

One challenge we found was that individuals had to go through the front door all the way to the back of the building, which could be difficult for those with poor mobility, not being able to walk far. After discussions it was agreed that we could have a back door leading to the allotment with a ramp for safety. This has had a big impact with access being available to all.

Successes- speaking to the above young gentleman with young onset Dementia the feedback I have received from him is that he looks forward to coming to Hafan and enjoys being outside in the allotment, enjoys helping and appreciates that we take on his ideas. Gentleman said he feels listened to, relaxed and happy. Feels he has a purpose to his day.

Lessons learned- Above gentleman told me that the project has given him a new lease of life after being diagnosed with Dementia at a young age. When offered a day at Hafan he was very reluctant to attend but glad that he did. Aspects that were and still are important to him are that he feels valued, respected, happy and has a purpose to get up in the morning on the day he attends.

Outcomes - Making friends, being seen as a person first not the Dementia. Feel good feeling and using skills.

Conclusion - That individuals with Dementia still have skills but they need care providers to give them the opportunity to thrive and adapt and create projects. To remember it is not about the end product but for many with Dementia, it is about being in the moment.

With the allotment there is no right or wrong way of participating. It is accessible for all abilities.

Case Study 10

Nifty Sixties - Proud Member of Nifty60s

It's difficult to fully explain the impact that Nifty60's has had, not just on my physical health but also my mental wellbeing.

Just over two years ago I was undergoing chemotherapy and radiotherapy following an operation to remove throat and mouth cancer, which was stage 4. I was so weak that I was restricted to a wheelchair for a while and, due to my inability to eat properly, my weight had reduced significantly, and my balance was very poor. My doctor put me on a NERS program which helped a little. The big difference came when I was introduced to Nifty60's group in Llanddonna.

To be with a group of people of my own age all striving to improve their health and fitness was a huge motivator for me. At my first session I used 1kg weights and body weight to exercise. The sessions are as hard as you want them to be, with no pressure to go heavier or faster. Just taking things at your own pace.

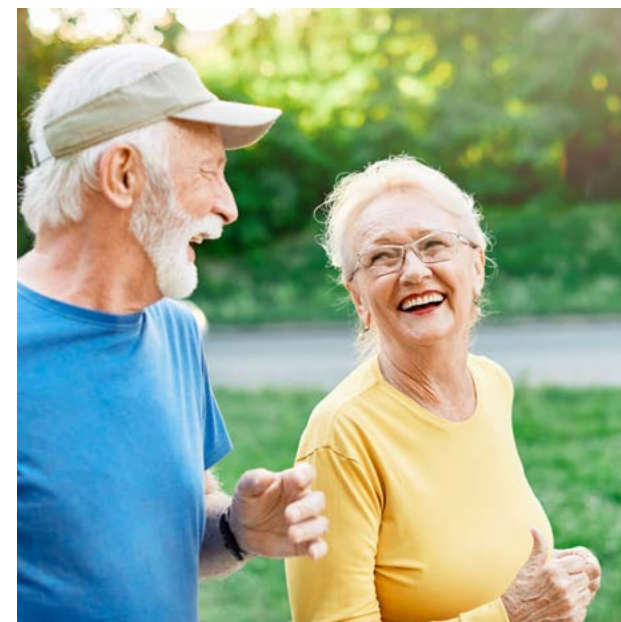
The instructors are great and vary the exercises to keep the sessions interesting. They also add humour so that you feel relaxed even when the sessions are challenging.

Over the last 18 months I have noticed the difference in myself. My balance is much better; my general strength and endurance have both improved, and I am doing things that would have been unthinkable when I started. Also, the medical professionals that still monitor me following my cancer have noticed a significant change. I have put weight back on, not fat I hasten to add. My balance has improved, and my confidence and self-esteem are high.

Nifty60s isn't just about the workouts though! Since the concept was rolled out across Anglesey, I have attended nearly all the venues and have made friends across the island. Even when I'm just out for a walk it is highly likely that I will bump into someone from the club. So, it's a community not just a club.

My confidence in myself and my newfound appreciation of the benefits of exercise for the more elderly in the community have led to my decision to study for the NVQ level 2 in Fitness instruction. At 67 I didn't think I would return to education but now my goal is to become the first person, who joined Nifty60s as a member, to gain this qualification. Hopefully it will inspire others and boost the overall membership.

Nifty60s is having an amazing impact on the lives of over 400 people over the age of 60 on Anglesey. Every person who would like to improve their physical or mental health should join the groups. From my own experience, I believe people would be amazed at what they can achieve and would see results that they never thought possible. It would be great to see this programme rolled out to other areas, and to make sure that this is a long-term provision across the Island and the Country.



Case Study 11

Mencap - Green Space at Llangefni Football Club

Project Background: Ground clearance of rough overgrown scrubland into dedicated green space complete with, shed, potting shed, polytunnel, raised beds, pagoda and firepit area with seating at the Llangefni football club.

Background summary - provide the context:

In 2023 our members, carers and parents expressed an interest in creating a green space at the Llangefni Football Club which would complement the activities already held there – adaptable bike sessions, dance, drama and craft. We worked with Medrwn Mon, Menter Mon, NDA, Mon Actif, Local Authority and Keep Wales Tidy who all funded the project (KWT also did hours of work on site to finish the setting up of all structures funded by them) we also commissioned a local company to do site clearance, install new surface, erect fences and to make the ground safe. The work included support from our members, parents and carers, students from Ysgol y Bont and Cymell. We are opening the space officially on 31/10/25 and will be collecting evidence – film clips, forms, anecdotal evidence etc.

Key themes:

We feel that the project has met most if not all the Key Themes required:

- Enabling individuals to make real life choices – to be involved/or not and at what level in the space
- To forward plan with support – to become part of the design and delivery team
- To create opportunities and activities – to take part in activities within the space and the opportunity to do more
- To increase their skills base – to learn about growing, the seasons, jobs that need doing and climate change
- To boost their mental health and wellbeing – being outside in all weathers and benefiting from the climate
- To take control – to have their say, to contribute and to see results from that
- To take responsibility – if plants die, they have learnt why and what to do to keep them alive, also to continue to be involved and support others to do so

What has been learnt:

- That our members love to be outdoors
- That they are happy to work and to plant and grow
- They are learning and connecting to each other and the activity
- Growing produce, making, cooking and working together thereby reducing loneliness
- We need to be better organised for the next year regarding team building and our approach to use and the maintenance of the green space
- We need to have better conversations with individuals in terms of their interests and create a Green Space committee to move forward with planning for next year



Meeting the needs of the priority population group(s): Creating the green space has had a positive impact on our members, they have been fully involved in the planning and delivery of the project and feel connected to it. They have pride and confidence after working with Keep Wales Tidy on planting schemes and are looking forward to the next phase of delivery – planting fruit trees, making products to sell in our pop-up shop and working on an irrigation system for the space.

This has led to individuals being better off – healthier, more knowledgeable, better connected to their friends and others and looking forward to the next season.

Outcomes:

- We have supported our member with a disability to gain valuable understanding and new skill via the green space
- Promoted good health and wellbeing by being out in the fresh air
- Supported carers by giving their family members small periods of respite whilst their dependents are working in the green space
- We have provided new activities and opportunities via the green space
- Worked with partners, 3rd sector, business and community partners to develop the space
- Used the Football club and the space to its full capacity

Conclusion

The project has been very positive, bringing our members into the wider community, working with Ysgol y Bont, private businesses and social enterprises to develop the space they now call their own.

This is a model of best practice that can be shared from designing to delivery, (another similar project has been developed at the Amlwch allotments in partnership with Amlwch All Abilities) and has had a very positive impact on our members, parents and carers and everyone who has and who are interested in using the space.

We feel that the project is definitely sustainable but we need to bring our working group back together, meet regularly and plan for the different seasons. We will also be using the space for reflection and PCP planning – which means that the space will be used to full capacity now and in the future and without the support and funding from our partners – this would never have happened.

Case Study 12

Direct Payments assisting wellbeing and independence.

Mr J is an adult with a physical disability and long-term health condition who receives Direct Payments to support his daily living and community involvement. Prior to receiving support through Direct Payments, Mr J relied heavily on family members for assistance with everyday tasks and had limited opportunities to participate in activities outside his home. This often lead him feeling isolated and dependent on others.

What we did: Following a person-centred assessment, we worked closely with Mr J to identify his goals and the outcomes he wanted to achieve. He expressed a desire to become more independent, access community activities, attend medical appointments without relying on family members, and improve his overall wellbeing

A Direct Payment package was arranged, enabling Mr J to recruit a Personal Assistant who could provide flexible support tailored to his individual needs and preferences.

How we did it: The Direct Payment team provided guidance throughout the process, including:

- Explaining how Direct Payments work and the responsibilities involved.
- Supporting Mr J to understand his options for employing a personal assistant.
- Providing information on payroll and employment support services.
- Assisting with setting up the Direct Payment account and monitoring arrangements.
- Maintaining regular contact to ensure the support package continued to meet his needs and desired outcomes.

The flexibility of Direct Payments allowed Mr J to choose a personal assistant who understood his interests, routine and goals, creating a positive and trusting working relationship.

Since receiving Direct Payments, Mr J has experienced significant improvements in his independence and quality of life. He is now able to

- Attend community groups and social activities on a regular basis.
- Access health care appointments independently
- Participate in hobbies and interests that were previously difficult to access
- Maintain greater control over his daily routine and support arrangements.
- Reduce reliance on family member, improving relationships and reducing carer stress.

Mr J says he feels more confident, socially connected and in control of his life. He has developed new friendships through community activities and achieved goals that were important to him. The personalised and flexible nature of Direct Payments has enabled Mr J to receive support that works around his lifestyle rather than having to fit into a fixed service schedule.

This demonstrates how Direct Payments can empower individuals to make choices about their care and support, promoting independence, wellbeing and positive long-term outcomes.

Case Study 13

Relationship-based practice and sustained professional commitment

One of our Independent Safeguarding Reviewing Officers (ISRO) highlighted this case - represents a strong example of effective safeguarding practice with a positive outcome achieved through a co-ordinated, relationship based social work approach.

A newborn baby who was the fourth child of her mother was removed from her mother's care shortly after birth due to significant safeguarding concerns. The named father disputed paternity, declined the offer of DNA testing & did not wish to become party to the proceedings. Mother's three older children were being safely cared for by their respective carers & there was no contact between these children & their mother.

Upon the fourth child's discharge from hospital care she was placed in the care of experienced Local Authority foster carers who provided high quality nurturing care throughout the duration of the care proceedings under a 1989 Children Act S.38 Interim Care Order. Throughout this period, the foster carers ensured the child's physical, emotional & developmental needs were consistently met.

Their safe, stable & responsive care provided the child with a strong foundation for secure attachment and healthy developmental progress during her first critical year of life.

At the conclusion of proceedings, the Court made a S.31 Care Order and a Placement Order, authorising the Local Authority to identify and place the child with suitably assessed & matched adopters under the Adoption & Children Act 2002. The child remained with her foster carers affording her continuity of attachment & emotional security until she was 13 months old at which point she was carefully & sensitively transitioned to her prospective adoptive placement. The adoption was formally concluded with an Adoption Order granted when the child was 20 months old, marking a successful outcome characterised by continuity, stability, and the child's best interests at the centre of all decision-making.

A key feature of good practice in this case was the continuity of professional relationships. The allocated social worker maintained case responsibility throughout, demonstrating professional consistency and best practice in safeguarding. They worked collaboratively with the foster carers, the regional adoption service, legal representatives, health professionals and other partner agencies to ensure all decisions were timely, well-informed and firmly centred on the child's welfare. Their approach exemplified social work in action at its best, demonstrating skilled assessment, clear communication, effective partnership working and an unwavering focus on achieving permanence and security for the child, reflecting the very best of social work values and practice in Wales. The social worker's professionalism, empathy and sustained focus on best outcomes made a profound difference to this child's future and demonstrated a high level of competence across all professional standards.

It is the view of the ISRO that this case highlights how co-ordinated, relationship-based practice and sustained professional commitment can ensure the best possible outcomes for children in care.



Case Study 14

Play and language development support via Flying Start

Our Parenting Panel, received a referral to support a family with play and language development. The family have been opened to Flying Start for their older child previously and engagement had been poor.

Challenges they faced:

- Both parents struggle with their mental health and their health anxiety regarding both of their children is very bad.
- Parents explained that they felt they didn't have the confidence in letting their children explore and didn't like the idea of them playing on the floor in fear that they would get hurt.
- Both parents struggle with leaving the house and don't like going to social activities where they would be around other people.

When we first started working with the child, he was 17 months. He was not crawling or trying to pull up to stand, and he was also very quiet, no babbling, didn't show any eye contact or engagement at the beginning.

The family were offered support - the first visit was made with the health visitor, and it was decided that sessions would not start until after the summer holidays, allowing for the child's older sister to return to school.

A discussion was had around the benefits on playing on the floor with your child and how it can aid not only their play and language development, but also their gross and fine motor skills. We introduced the family to our Play and Stay sessions (Clwb Hwyl), and support was offered in supporting them to attend.

A Play Package of Care which consisted of 7 sessions, including a Wellcomm screening at the end of the support. In addition, they attended many sessions of Clwb Hwyl and Messy play extra activities which the Flying Start team offered during the half term holidays. Both parents came to all sessions with their child. After a few sessions mum began coming to sit on the floor and engaging more in the sessions.

Mum became more comfortable around the play worker and would open up to wider issues they were having with family members, which I was able to pass onto their health visitor for her to provide additional support.

After a couple of sessions, the engagement with the child became a lot better, he would actively sit on the floor with me and play alongside me. At the end of every session, the parents were given handouts which were

full of ideas of play activities that they could do with their child which would support his development.

The family's health visitor and Play Worker have recognised a difference in the family as a whole; parents are now more welcoming towards Flying Start coming into the home and will contact for support when needed.

The child is now walking and climbing confidently, and parents are taking him out to the park/activities almost every day. The parents are interacting more with their children and are showing appropriate expectations for what their children should be doing at their age.

The child's speech, language and communication development is age appropriate, he scored full marks on his Wellcomm assessment for where he should be with his age. The child is speaking in small sentences; his speech is clear and can understand what he is saying.

Parents are still actively attending flying start activities and showing a willingness to get out of the house and allow their child to interact with other children his own age. The interaction has benefitted the whole family.

Appendices

Annex B – 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 wellbeing 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.





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