



# Conwy Social Care Annual Report 2018-19

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**Sir Conwy, yr amgylchedd iawn ar gyfer cydweithio  
â'n cymunedau i alluogi pawb i gael y gorau allan  
o fywyd**



**Conwy County, the right environment for working  
together with our communities to enable everyone  
to get the best out of life**

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# Introduction

The purpose of the annual report is to set out the local authority's improvement journey in providing services to the residents of Conwy. This report aims to demonstrate how we have promoted well-being and accounted for the delivery of well-being standards. It reports on areas of new development rather than all areas of our work, and evaluates our performance in relation to achieving Social Care duties. The annual report is a requirement for every local authority in Wales.

Our service priorities have been aligned to the six National Quality Standards (NQS) of well-being outcomes. We demonstrate how we have delivered against these six areas, through information on developments, case studies, survey results and feedback, and performance measures. The six standards are:

- 1) Working with people to define and co-produce personal well-being outcomes that people wish to achieve.
- 2) Working with people and partners to protect and promote people's physical and mental health and emotional well-being.
- 3) Protecting and safeguarding people from abuse, neglect or harm.
- 4) Encouraging and supporting people to learn, develop and participate in society.
- 5) Supporting people to develop safely and to maintain healthy domestic, family and personal relationships.
- 6) Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

The report has been written with the public in mind, but will also offer an insight into our improvement journey to a broad range of stakeholders, including Councillors, our partners, our regulators and the Welsh Government. We regularly engage with our stakeholders and value feedback from the people we are involved with, and have examples of this feedback throughout this report. The design of the report is based upon a format that our Youth Council were involved in choosing.



# Director's Summary of Performance

Welcome to the 2018-19 Director of Social Services Annual Report. It is great to see a strong focus at the beginning of the report illustrating the significant engagement activity that has taken place over the year via surveys, talking to people and supporting key events. We have produced an engagement report which we will share widely to demonstrate our real commitment to the views and opinions of our customers.

This year's report sets out our commitment to the emotional health and wellbeing of our residents as we shift to a model that recognises 'early help at the time we need it' as the key concept that matters to people. Keeping active, having access to play and developing targeted groups to promote physical activity for those who use our services are all key to this agenda. We are working hard with our partners to promote emotional resilience and 'good' mental health across a number of service areas in different ways and many good examples can be seen in the second section of the report.

Safeguarding continues to be a corporate commitment and we are proud to have achieved a Social Care Accolade during the year for our Child Sexual Exploitation prevention agenda, working collaboratively with our key partners and young people with lived experience.

Working to promote independence and resilience is one of our pledges and the report references a range of activities that supports this, including family support interventions, foster carer development and training, and employability schemes.

We mentioned our early intervention offer in last year's report and are proud to see the developments come to fruition including our support mosaic, family centres and family support teams being embedded within communities.

I can't mention the positive success stories without paying tribute to the great team that enables our ambition to flourish including the workforce, our quality and monitoring team, the delivery of our commissioning intent and our business support. This is not without its challenges as we continue to face a shortage of resource that means we must deliver more with less year on year.

So how do we know we are on the right track? The performance schedule at the end of the report points to a stable and consistent pattern and this is borne out by our external regulatory activity throughout the year via various inspection and regulatory visits.

A final note to thank the team that supported the creation of this report and also to the democratic support we continue to receive as we strive to deliver good quality social care to the residents of Conwy.



*Jenny*

**Jenny Williams**

Strategic Director of Social Care & Education Services  
Conwy County Borough Council

# How are people shaping our services?

Finding out what matters to people in Conwy is a key part of developing our services, so we ask for feedback from the people we are involved with and use the information we receive to make improvements to the services we deliver.

Throughout this report you will see statistics and feedback gleaned from the contact we make with citizens, in particular the annual **Citizen Survey** which we carry out on behalf of the Welsh Government. Feedback from this will be evidenced throughout the report, under the relevant quality standard, to show how successfully we are delivering care and support in Conwy. We will be working to make improvements where negative feedback has been received or where suggestions for change have been submitted.

## Who takes part in the Citizen Survey?

In 2018 we sent a total of 1508 questionnaires to all Carers, children and young people, and a selection of adults who received care and support from us. Copies of the questionnaire were sent in easy-read format to some people with learning disabilities, hence we differentiate between the responses received from them.

## How many people responded to it?

Our response rates can be summarised as follows:

Who?	We sent out	We received back	% Response
Adults	723	269	37%
Carers	232	120	52%
Children & Young People	553	85	15%

The Code of Practice in relation to measuring Social Care performance requires Local Authorities in Wales to collect data known as Performance Indicators. We will include these in the report to demonstrate in statistical terms how successful we are in delivering care and support in Conwy. These performance indicators are monitored on an annual basis by the Welsh Government.



# Promoting and improving the well-being of those we help

## Quality Standard 1 – Working with people to define and co-produce personal well-being outcomes that people wish to achieve

### What did the Citizen Survey tell us?

We asked people whether they had received the **right information and advice** when they needed it.

73% of adults who completed the standard version and 72% who completed the easy-read version of the questionnaire agreed that they had, with a further 23% agreeing some of the time. We noted that some respondents referred to contact they'd had with agencies and organisations *other* than Social Care so it is difficult to gauge a response which specifically refers to Conwy's Social Care provision.

Communication can be poor when carers are late.

Happy to be able to get the right information and advice as I needed it.

I must say, if you do get the right person they are very good.

68% of Carers who responded to the questionnaire agreed that they had received information and advice when they needed it, and 25% some of the time. Additional comments reveal both frustration and appreciation around the level of help received.

Almost all services don't make it plain how to contact them and phone numbers would have been a help.

I feel it's a bit of a minefield and that you're losing control of your wishes.

*We acknowledge that communication is an area which can always be improved and our teams do their best to provide direct contact details to people who receive care and support from us. Our teams are experienced in providing information, advice and assistance and working with citizens to establish what matters to them and what outcomes they would like to achieve. Our website is a useful source of information for anyone wishing to get in touch with us, whether they are known to us or not.*

We asked people whether they had been **treated with dignity and respect** whilst receiving care and support from us. 95% of adults who completed the standard version and 91% of adults who completed the easy-read version agreed.

Advice was always given in a caring manner.

Without exception all of your team have been most helpful and respectful. We think of all of them more as friends than officials. It is most comforting to know that people care.

Yes, here I am always treated with dignity and respect. That was not always the case in the previous home or hospital. I am glad to be here.

94% of Carers agreed that they were treated with dignity and respect and 84% of children.

We asked people with a care and support plan whether they **knew who to contact** in Social Care. 82% of adults who completed the standard version and 85% of adults who completed the easy-read version did know who to contact, but some of the additional comments suggest that we could be better at providing better communication channels for existing service users.

It's so unfair that they change social workers and occupational therapists so often and never advise us.

Have plenty of leaflets but not helpful with names and addresses.

71% of Carers know who to contact in Social Care, with a further 19% some of the time. From the supporting comments, experiences are mixed.

My Carers Officer is very supportive.

Not always. I have had varied phone numbers but due to your manning/workload status you are rarely there. Not a fault, unfortunately a fact of life.

70% of children agree that they know who to contact, but this is usually via their parents, foster parents or school.

We asked if people had felt **involved in any decisions** made about their care and support. 78% of adults who completed the standard version of the questionnaire and 73% of adults who completed the easy-read version agreed that they had been involved. 77% of Carers also agree but some supporting comments reveal a level of frustration with what can be achieved within their care and support package.

It seems to me that people with dementia find it easier to accept care from a familiar face – but a constant change of faces.

Why can't we have weekend respite from time to time?

*Our team of Community Support Workers are specialised to work with people living with dementia to ensure that they are provided with the highest standard of care and support. Applications for respite are considered by a regular panel and decisions are made according to the regional respite policy, taking into account individual circumstances.*

69% of children agree that their views have been listened to and there was a mix of positive and negative feedback in the additional comments.

Social workers don't listen.

I am listened to if I need help or support.

The survey asks if people are **satisfied with the care and support** they have received. 86% of adults who completed the standard version of the questionnaire stated that they were satisfied and 84% of adults who completed the easy-read version agreed.

It is because of the care and support I have received here that my mental health has improved so much.

Most of the time – but need to know which person will support me – often different people each day.

73% of Carers stated that they were **happy with care and support received**. This seems to be a group who rely upon a variety of sources for advice and support, and targeted and appropriate interventions can make all the difference to their quality of life.

What was offered was as supportive as they could be but the limiting of time was a pressure.

Care workers who came in were too young/inexperienced for the 'companionship' role they were brought in to provide.

76% of children indicated that they were happy with the care and support given and it's clear from the additional comments that being at the centre of the process, as an individual, is important to them.

Treated like a number on a tick-list,  
not a person.

The waiting list is too long, and even when they do give  
the services it's very limited, say only an hour a week.

*Working in accordance with the Social Care and Well-being (Wales) Act means that we put the citizen at the centre of the assessment process and ensure that they are able to express their views and wishes at every stage of their care and support. We work hard to provide the best possible service with the resources we have, and signpost people to other relevant organisations or services which may be able to offer further support.*

## How else are we delivering on this Quality Standard?

### Engagement within Older People's Services

#### Quality Monitoring in Reablement Services

Our Older People Team specialise in reablement services which support people on a short-term basis to regain their independence. Once our input comes to an end, we ask for feedback from everyone who has received support on how involved they felt in setting personal outcomes, how they feel their outcomes were then met and their general experience with our team. Here's a flavour of the feedback received since October 2018:

98% of people who received a reablement service agreed that they were involved in agreeing and planning their support.

98% felt that their expectations of the service were met.

97% stated that Conwy Social Care agreed their outcomes with them at the start of the service.

96% felt that they had met their identified outcomes at the end of the support period.

67% felt that their cultural/religious wishes had been taken into account and provided for during the intervention, however, this was not applicable to 32% of people who received a service.

96% felt that the support given was flexible, e.g. visiting times, length of visits etc.

93% agreed that the support received was consistent, i.e. that the same team of staff visited throughout the intervention period.

97% felt that the support they received enabled them to do as much as possible for themselves.

100% agreed that our staff were pleasant, kind and courteous.



They did a fab job.

Fantastic support.

Very kind and caring.

#### Working more efficiently with our Health partners

In the last year we have reviewed the referral process for patients transferring from Ysbyty Glan Clwyd to Conwy Social Care. Previously, all referrals from Glan Clwyd went straight to a Social Worker, which could result in a



short delay for the individual. We decided to look at these cases and discovered that a good proportion of these individuals did not need Social Work involvement at all.

As a result, the Health Occupational Therapist (OT) at Glan Clwyd takes the lead on the individual's plan for discharge from hospital. The OT will undertake the assessment and identify any needs, for example, if reablement is required.

This process is now more streamlined, timelier for the individual and more efficient. The individual also has an assessment which focuses on establishing outcomes which the individual wants to achieve in the long term.

## **Engagement with Looked After Children and Young People Leaving Care**

### **The Loud Voices Forum**

To ensure that Children and Young People in our care have a voice we have facilitated two regular consultation forums in Conwy. The Loud Voices Forum is open to all looked after children between the ages of 5 and 15 years old. The forum is supported and coordinated by the Youth Participation Officer and Independent Reviewing Officers and the meetings are held at a local youth club on a regular basis. The aim of the forum is to learn from our children and young people about what is happening for them and what we, as professionals, can learn from them.

The group has discussed and given their views on creating a one-page profile for workers - an 'All About Me' information guide. The children were involved with which questions should be included, and the information they wanted the Social Workers to provide.

### **Shaping Futures**

Shaping Futures is a group representing young people aged 16 to 25 years old who are in care and also preparing to leave care. They undertake work on issues and ideas that come from young people themselves in terms of their own ideas and the young people that they represent. Common themes include care plans, reviews, exit interviews and regular external consultations. The aim is to provide a voice for all children and young people in Conwy receiving a service from Social Care and to represent their needs and views. In the last year the group have been working hard in attending various consultations and workshops. Here are some examples:

- Consultation with Conwy Youth Service;
- Session arranged called Know your Rights, Know your Benefits;
- Meeting with Care Inspectorate Wales (CIW) in September 2018;
- Consultation workshops with Voices from Care;
- Views given on the Hidden Ambitions Report to the Children's Commissioner for Wales.

### **What's Next?**

In the coming year we will be looking at various ways we can engage with children and young people. This work will include looking at the use of social media and working actively with young care leavers to ensure they have access to the right information.

### **Child Protection Conferences**

When we hold Child Protection Conferences we encourage children to attend if they are old enough, and if they want to be there. Before the meeting takes place, our Child Protection Coordinator will offer to meet with the child to elicit their views and ensure that their voice is heard and their wishes taken into account. This is an area which we hope to strengthen further with the introduction of Independent Safeguarding and Reviewing roles and we will be reporting on progress in this area in next year's report.

### **Looked After Children Celebration Day**

During the summer we held a day full of celebration and entertainment for children and young people who are looked after. We consulted with them beforehand about what type of activities they would like to see on the day ensuring that all ages were catered for. The older children particularly enjoyed the 'Boom Box' activities which allowed them to showcase their 'rapping' skills! We also held craft sessions to encourage all children to get involved and to take home the things that they made. In the afternoon, the children received certificates for something they have achieved.

## Quality Standard 2 – Working with people and partners to protect and promote people’s physical and mental health and emotional well-being

### Children and Young People

#### Keeping young people active

Over the past year, we have launched lots of initiatives and schemes to help improve physical activity amongst our children and young people. We have also focused on aiming to reduce obesity and improve emotional wellbeing. Here are some examples:

- ‘Physical literacy’ involves planned active story-time sessions with a greater emphasis on early years aged 0-5 years old. This scheme is based on the premise that if physical literacy begins from birth there will be greater participation in physical activity in later life.
- A Play Day/Playing Out scheme was held during the summer of 2018 at Rydal Penrhos playing fields. 25 different organisations and services helped on the day. We had a huge response with over 1,000 children and 600 adults registered for the event with 32 different play activities.
- Our Holiday Lunch is currently in its second year in conjunction with the Welsh Government’s School Holiday Enhancement Project (SHEP). Four schools within the County participated in SHEP throughout the summer holidays for around 80 children.



### Conwy Youth Justice

#### Football Group

A football group run by the Youth Justice Service has been set up since 2017 to offer difficult-to-reach and dis-engaged young people in the Colwyn Bay area with an opportunity to engage in positive sporting activity. The project targeted groups of youths in the area known to cause anti-social behaviour issues or who would potentially offend. Initially, the group started with low numbers. As the group has become more established over the last year, regular participants have invited their friends along and other new referrals into YJ also attended. Numbers are now regularly 20 for each session, with ages ranging from 12 to 18 years old. Other agencies are now starting to refer into the programme and even parents and carers have been known to participate too!

Aside from the football session, regular attendees have been offered a Conwy gym pass giving them access to a range of gym facilities, swimming and fitness classes. This has seen 20 passes handed out with clear improvements in young people’s health, fitness and confidence levels. Anti-social behaviour was reported to have reduced by 30% six months after the setting up of the project with the football sessions being seen as a contributing factor to this.



#### What’s next?

We are currently commencing another football/diversionary project in the Llandudno area with TRAC, Education, and Social Care partners through Ysgol John Bright, where the majority of the young people identified attend. This will initially be a four-week project to establish engagement and deliver face to face sessions to young people to address anti-social behaviour and potential offending. We will also be running football sessions to engage them in sports and divert them from offending.

#### Sports and Activities Girls’ Group

We are currently delivering a weekly girls’ group that offers sports and social activities. The young people participating in the group are often not engaging with mainstream services and provisions, such as youth and sports clubs and their behaviours can form barriers to them accessing education and training opportunities. We aim to re-engage these young people through the medium of sport and in turn this will build and establish trust

and positive experiences within the group. There have been some challenges to initially re-engaging these young people who for so long had been disengaged. Through getting a small number of girls involved we have been able to change mind-sets and the numbers involved are growing. Youth Justice staff can begin to address anti-social behaviour and potential offending. Young people are able to strengthen their skills base, communication skills, problem solving and self-control. Physical health and well-being is positively impacted through exercise and activity.

## Supporting Young People with Disabilities

### Case Study

'K' is a young person with learning difficulties who has been supported by our Disabilities Community Support Team and subsequently the Participation Team. She is currently studying within the independent living skills department at Coleg Llandrillo. This department caters for young people who have mild to severe learning disabilities along with social and emotional difficulties. 'K' has been elected onto the Welsh Youth Parliament to represent people with disabilities, which is a fantastic achievement. She has a wide-ranging manifesto which includes topics which are important to her as an individual and other young people with disabilities living in Wales, such as more activities for young people with disabilities and improvements on wheelchair access. 'K' has also been recently featured in a local newspaper article which reported on her successful election onto the Youth Parliament.

## Supporting People with Mental Ill-Health

### Learning 4 Recovery and Wellbeing

During 2017-18 we set up the Learning 4 Recovery and Wellbeing programme, the approach of which would allow participants who are over 18 years old and affected by mental ill-health to:

- Foster hope and the possibility of reaching personal goals and ambitions;
- Take back control of their symptoms and life;
- Develop valued roles and relationships;
- Find meaning and purpose;
- Have the opportunity to do what matters in order to build a life beyond illness.

The brochure, created to promote the courses available within the programme, has been updated on a quarterly basis with input from the third sector and other relevant agencies. There have been challenges along the way, related to sourcing activities and schemes and funding the brochure, however these have been overcome through collaborative working.

### What's next?

- We will be looking at ways to embed the programme into regular practice so that more people become aware of it and push it into the harder-to-reach areas of the county.
- We aim to co-produce the programme with service users so that it is responsive to people's needs and evaluated effectively.
- We will look at more sustainable funding and influencing commissioning plans so that the programme is widely available and a key component for early intervention care in the future.
- We hope to use the structure of the brochure to develop something similar for young people, adapting the content to address issues faced by those under 18 years of age. The aim is to engage with young people in their own communities, supporting them to increase their social networks and emotional resilience.

### Collaborative working with partner agencies

We have been working alongside partner agencies such as North Wales Police (NWP) and Health to create a Section 135/136 protocol. This protocol is in relation to caring for people in crisis under the Mental Health Act and aims to ensure that people in mental distress are responded to swiftly and appropriately.

This protocol has made a difference in a variety of ways:

- People who have been detained under Section 136 are responded to quickly and this has had a positive effect on waiting times;
- The process and an individual's pathway through the process is now more transparent;

- Communication has improved between partner agencies and we have developed an understanding of the roles of all agencies;
- All participants have developed a further understanding of the law and human rights;
- It has highlighted patterns of detention and areas to improve.

There have been some challenges in terms of understanding of the law and procedural differences amongst agencies partners. We are encouraged to see that multi-agency working is making a positive difference

## Joint Intergenerational Participation Project

### Raising Drug and Alcohol Awareness

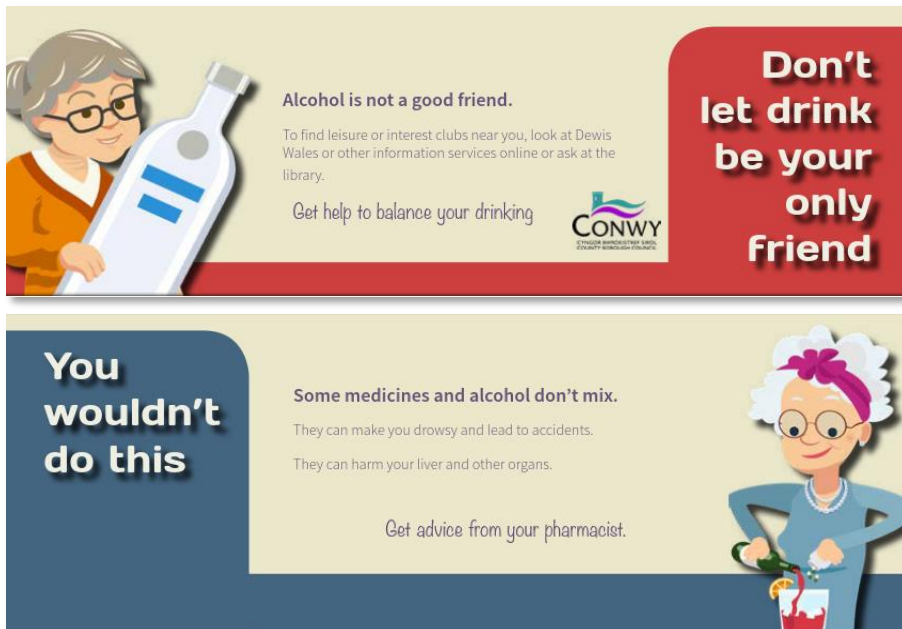
Every year Heads of Service, Elected Members and the Conwy People's Partnership members meet with the Conwy Youth Council and the Adult Involvement Network to listen to feedback on the work undertaken by the two groups, consult with each other on a chosen subject and vote on work priorities for the year ahead. In 2018, the chosen work priority for the two groups was raising drug and alcohol awareness.

As a result of joint working, the group developed a series of drug and alcohol awareness posters which were presented at the Annual General Meeting of the Conwy Peoples Partnership in September 2018. We hope the posters will raise awareness, offer advice and reduce the harm and effect caused by substance misuse.

To develop an understanding and knowledge of the subject, a joint training session was delivered by CAIS, a registered charity and provider of services in North Wales. The session covered different types of substance misuse and the harm and effect caused by drug and alcohol misuse. A consultation session with North Wales Police followed; they highlighted how substance misuse can affect crime rates and how money is spent to tackle this issue.

Moving forward we would like to continue to raise further awareness by advertising our posters via social media, schools, libraries, voluntary sector organisations and community settings.

### Some of the messages created:



### Making our wellbeing services more accessible

We have made some changes to the way we work to make it easier for Conwy citizens to find information, advice and assistance about wellbeing activities in their local area. Wellbeing Officers now work alongside our Single Point of Access (SPOA) team on a daily basis to take incoming calls as they occur, meaning that there are no delays in responding to queries.

A telephone number and e-mail address have been set up for people to contact the Community Wellbeing team direct, rather than via SPOA, and a team **Facebook page** has been set up to share news on events and services available locally.

### **What's next?**

We are looking at promoting our advice and information service further still, particularly to internal Social Care teams and GPs who are looking at prescribing social activities for their patients. We will also look to increase our referral rates to ensure that as many people as possible can take advantage of the activities on offer in Conwy.



### **Supporting people who live with dementia**

With dementia now being the largest cause of death in the UK, it is important that we continually raise awareness of the condition and focus on what living with dementia is like for the person, as well as those who care for them. Conwy's Community Wellbeing Team brought the Virtual Dementia Tour Bus to the county during March 2019 which gave unpaid carers, loved ones or friends of people living with dementia a realistic insight into what it is like to live with the condition. The experience provides someone with a healthy brain the closest possible experience of what dementia might be like, with all the vulnerability and confusion that the illness brings. It is hoped that delegates would come away with more of an understanding of the condition and associated behaviours, and feel able to offer better support and understanding to those they care for.

## Quality Standard 3 – Protecting and safeguarding people from abuse, neglect or harm

### What did the Citizen Survey tell us?

75% of adults who completed the standard version of the questionnaire reported that **they feel safe**. As with previous years, the overriding theme for this group of people is the fear of falling and therefore not feeling confident when moving around independently.

Aware of my physical vulnerabilities.

Safe from others, but will always have possibility of falling.

*We work closely with the Falls Prevention Team at Betsi Cadwaladr University Health Board to provide support to people who are at risk of falling. This may take the form of:*

- *The provision of appropriate literature*
- *Exercise classes*
- *One-to-one community physiotherapy*
- *Community-based activities*
- *A home safety assessment*
- *A medication review by a GP or pharmacist*
- *A referral to podiatry or optometry services*

*The North Wales Falls Prevention Programme is supported by partners from the NHS, Local Authority and the third sector throughout the county.*

88% of adults who completed the easy-read version of the questionnaire reported feeling safe. Those who don't are more likely to feel unsafe out at night or in crowds.

83% of Carers feel safe. Additional comments portray a range of reasons for not feeling safe, including physical limitations, fear of falling, caring for someone with dementia who may be aggressive or display bullying behaviour, or simply worrying about what the future holds for the cared-for person if they are left alone.

I am ill myself and not really in a position to be caring for anybody.

I sometimes worry if I have an accident...what would happen to my husband?

85% of children feel safe, with a further 10% feeling safe some of the time.

I feel safe at home but worry about people outside of home.

They always make sure I'm safe no matter where I go.

### Safeguarding is Everyone's Business

We are working hard to ensure that all staff in Conwy receive training on safeguarding issues. During the 2017-18 period we introduced online training on Violence Against Women, Domestic and Sexual Abuse (VAWDASA) and Safeguarding of Adults and Children at Risk.

This mandatory training raises awareness for all new and existing staff and Elected Members. Safeguarding training has also been provided to third sector and direct care workforces who help us to deliver services.

During Safeguarding Week (12-17 November 2018) we promoted a series of **7-minute briefings** available on the North Wales Safeguarding Board's website. These provided staff with the opportunity to dip into a variety of safeguarding themes, raise their awareness and be signposted to further information.

We have Designated Safeguarding Managers who are the responsible leads for safeguarding within each service area of the Council. For a consistent approach to safeguarding across the organisation, development days have

been introduced for these post-holders. So far the sessions have focused on domestic abuse and sexual abuse, where key speakers with specialisms in these areas have been invited to present. Our [safeguarding web pages](#) continue to be developed and offer an opportunity for anyone to report a safeguarding issue if they are worried about someone. Our [Corporate Safeguarding Policy](#) outlines the Authority's responsibilities around safeguarding and the process for reporting concerns.



### Does promoting Safeguarding work?

- By raising the profile of adult safeguarding and improving multi-agency working, the number of protection plans for adult safeguarding has risen from 76 in 2016-17 to 114 in 2017-18.
- The risk that vulnerable adults suffer or become subject to abuse or neglect is reduced because staff and the public are fully aware of the need to safeguard and know what to do if there is a safeguarding issue.
- Safeguarding becomes integral to our working practices and culture.

## Participation and Collaboration

Throughout the service we participate in a range of safeguarding groups both at a local and regional level which cover both adults' and children's sections. These include the North Wales Regional Safeguarding Board (adults and children), Conwy and Denbighshire Practice Delivery Group, workforce and training groups to name but a few. We also monitor our operational processes through regular performance reports, the Safeguarding Forum and timely access to legal advice if needed.

Getting meaningful engagement and participation remains a challenge. However, this year Conwy undertook a pilot of the *collaborative skills* approach to casework in the Assessment and Support Team. Parents, Carers and young people gave positive feedback on the service received, which will contribute to service developments in Children's Social Care.

An ongoing challenge remains the need to improve paternal involvement in the Child Protection Conferencing and Core Group process as the percentage rate of engagement is slightly falling.

The Chair routinely offers to meet absent fathers to discuss the processes and solicit their written views if attendance at conferences is not possible.

## Child Safeguarding

### Child Sexual Exploitation (CSE)

Conwy has invested considerable time and effort to increase awareness and ensure communication across agencies in the last twelve months. The Child Sexual Exploitation forum is held every six weeks, led by Social Care with multi-agency input, as well as other departments within the Authority. Social Workers and their Team Managers produce a bulletin following the forum for internal managers within the Children and Families Service which includes young people (alleged victims), adults (alleged perpetrators), locations, trends and themes. Recently, a Children's Service Social Worker piloted and facilitated a learning set on a CSE case that involved not only the Social Worker, but also those other internal and external professionals actively involved in the case. Positive feedback was gained and consideration is being given to see if this can be offered again in the future to colleagues.

There is an ethos of good partnership working in Conwy between Social Workers and North Wales Police particularly Police Constables and Police Community Support Officers as these are the professionals who deal with CSE on a day-to-day basis.

From January 2019, the Forum has been relaunched and is now an 'Exploitation Forum' in order to take into account other forms of exploitation such as Primary CSE and Child Criminal Exploitation (CCE).

Conwy staff have contributed to the 'Mirror Mirror' drama production (Gwella Project) that was rolled out across North Wales. Social Care staff liaised with colleagues in Education in order to ensure all Conwy secondary schools opted in. This is aimed at children in years 7 and 8 of secondary school across the North Wales region.

Conwy received a **Social Care Accolade** in September 2018 for leading a multi-agency initiative to reduce child sexual exploitation. The initiative involved our partners in BCUHB, Education, North Wales Police and Conwy Youth Services, and included private businesses in Conwy. The judges said it was the best example of joint working they had seen in Wales.

### What's next?

We are piloting 'Wellbeing Ambassadors' in two Conwy secondary schools. This ongoing work is building upon good collaboration work with multi-agencies, professionals and the voluntary sector. There are two different elements to this pupil role but we will look to cover themes related to CSE and CCE in addition to key wellbeing topics such as mental health, self-harm, domestic violence and substance misuse. We are giving further consideration to piloting a similar multi-agency well-being-themed programme with parents in Conwy's new Family Centres.

We have also been invited to present our work on CSE/CCE following our success at the Social Care Accolades to Social Work students at Bangor University.

### Handling complex cases

Conwy's Edge of Care panel was created to ensure that managers across the service areas have oversight and a quality assurance role on more complex cases for those young people who may be at risk of becoming looked after, ensuring that safeguards are in place to protect them. We carried out an audit which concluded that the Edge of Care Panel supports less experienced social workers and provides an opportunity to explore alternative means of support with partner agency input. It concluded that approximately 80% of children discussed at panel were supported to remain with their families. The panel is still evolving and will be developed further in line with the planned Edge of Care Service developments.

We have identified key factors which contribute to a successful intervention:

- Providing a trusting adult for the young person to confide in
- Information sharing
- Relationship-building between all parties
- Structured, clear plans which are regularly reviewed
- Clear roles and expectations
- Focus on also effecting parental change
- Proactive, focused approach
- Persistence and consistency
- Multi-agency presence and input



## Developments in Adult Safeguarding

### Self-Neglect Work Group

The Self Neglect Work Group was established in February 2017. The purpose of this group is to improve practice, and support Social Workers who work with people who self-neglect. Often, the Social Worker was the only professional involved and quite often these individuals were reluctant to engage and can be in high risk situations. In the last year the group has expanded to include attendees from Mental Health, Housing, Welsh Ambulance, Fire Safety, Betsi Cadwaladr University Health Board (BCUHB) and Legal, as well as Social Care. At each monthly group meeting, a guest speaker shares their knowledge of self-neglect. As examples, we have had talks from an Occupational Therapist who specialises in hoarding and a solicitor who has advised on the law regarding self-neglect and hoarding. Social Workers also present their cases to the group, following which, multi-agency advice, guidance and support is offered.



## Participation

Any individual who is considered to have high risk needs due to self-neglect is invited to a multi-agency meeting, along with their family/carer. This approach ensures that the individual is kept at the centre of the process.

## What's next?

We will be working with our Health and Safety team to develop a risk assessment guidance sheet. This will ensure that individuals who self-neglect or hoard have a robust risk assessment.

## Adult Safeguarding Forum

The Adult Safeguarding Forum has re-established and is held on a bi-monthly basis. Each relevant service within Social Care is represented and contributes to the success of the forum. The aim of the forum is to discuss any new policies, procedures and updates from the North Wales Safeguarding Adults Board. Also, the Forum provides information regarding any training being planned or that has taken place. It is also an arena for adult teams to raise any issues and an opportunity to promote good practice within Safeguarding.

In addition to the standard agenda items, the Forum also extends an invite to guest speakers. To date we have invited North Wales Police to discuss County Lines and Cuckooing. Other topics such as modern slavery, Prevent and advocacy are arranged.

## Quality Assuring our Safeguarding Processes

Conwy is committed to quality assurance throughout the whole service, ensuring a total quality management approach. One of the main quality assurance tools is the undertaking of in-service practice reviews using audit tools which provide a structured framework for the process. There is a well-established culture in which casework is routinely examined and audited in a systematic way.

This is not a one-off event or stand-alone activity, but a continuous cycle to plan, action and review services in order to improve outcomes for children and families by developing knowledge and professional practice.

In addition to formal targeted reviews, all managers and staff are responsible for reviewing case records on a regular basis, and ensuring they take prompt action to address gaps in information.

Supervision is a key tool to ensure accountability and support, learning and professional development across the Social Care workforce. An important element in reflective supervision is enabling staff to question their practice, critically analyse and evaluate their experiences, and debrief after challenging or stressful encounters.



## Quality Standard 4 – Encouraging and supporting people to learn, develop and participate in society

### What did the Citizen Survey tell us?

We asked people whether they can **do what matters to them** and there were differing results across the various cohorts. 44% of adults who completed the standard version of the questionnaire responded that they could, with 40% only some of the time. The additional comments overwhelmingly point to the impact that physical disability or limitations have on people's ability to take part in activities, or even leave the house.

Disability restricts me in what I am able to do.

I am able to access what's important to me with support staff's help due to limited mobility.

Adults who completed the easy-read version of the questionnaire report a higher level of satisfaction, with 81% stating that they can do the things they like to do. No-one from this cohort stated that they can't do the things they like to do, although additional comments suggest that they would appreciate more clubs and activities such as football, cricket, car journeys and gardening.



Carers reported a lower level of satisfaction, with only 41% agreeing that they can do the things which are important to them. This group often put the needs of the person they care for before their own and as a result, struggle to pursue their own interests. Some Carers are also battling health issues of their own, as well as those of the cared-for person.

I have lived for many years clock-watching, as your time is never your own if you are a Carer.

Caring takes most of one's time, so no time to do your own thing.

Under the Social Services and Wellbeing (Wales) Act it is recognised that Carers have an equal right to an assessment of their own needs. This is available to all Carers and provides an opportunity to have a conversation about what matters to them and to determine what information, support or services may be available to support them in their caring role.

55% of children agree that they can do the things they like to do. Barriers to them engaging in activities seem to be financial, related to social anxiety and a lack of suitable activities.

We asked people whether they feel satisfied with their **social networks/people around them**. 84% of adults report that they are happy with the support from family, friends and neighbours. Supporting comments confirm that family networks are important and that visits from family and friends are welcome and valued. Many people, however, feel isolated and alone, due to living long distances from their families, or not having a close relationship with them, or from not being integrated into their communities.

Family not near and don't visit often.

My wife supports me. I never see neighbours and don't have family nearby.

I keep in touch with my family by phone as they don't live locally. Have made friends with the people living close to me.

90% of adults who completed the easy-read version of the questionnaire were happy with the people around them.

Only 66% of Carers agree with the statement, however. Many live long distances from their families or acknowledge that others are busy with their own lives and responsibilities.

My family are all working so are only able to visit occasionally at the weekends.

My wife and I have no family and as such have to rely on support from Social Services, for which I am grateful.

73% of children are happy with their family, friends and neighbours.

## Improving communication for everyone

### Focus on Sensory Impairment

The Disability Service has worked with Conwy Deaf Forum and our Corporate Improvement and Development Team (CIDT) to develop a whole-Council approach to meeting the communication needs of citizens who have a sensory impairment. A **Corporate Action Plan** focuses on ensuring that people who have a sensory impairment have equal access to Council Services. Through consultation, the Deaf Forum identified communication as the key to improving outcomes for the Deaf community. We have invested in training for staff and in providing access to translation via 'Interpreterslive' at Council receptions and via the website or app. We are now in the process of translating key information into British Sign Language videos on our website, and testing Browsealoud and Recite software to improve access to people who are visually impaired or dyslexic. Good progress has been made so far.

In addition, as a response to consultation with the deaf community via the Conwy Deaf Forum, the Disability Service has, in partnership with Care to Cooperate, supported a group of individuals to establish the Conwy Deaf Translation & Support Service (CDTSS), providing a fortnightly drop-in translation session. The purpose of CDTSS is to alleviate barriers to people who are deaf when trying to find and access information, advice and support. Individuals are able to pre-book one-to-one sessions with a translator. This group will be operating from the new council offices this year.

### What were the challenges?

- We were keen to ensure that the views of stakeholders were considered equally in developing the action plan.
- We have also worked hard to raise staff confidence in communicating with people who are deaf.

### What's next?

We will continue to develop the action plan in partnership with CDTSS and the third sector organisations working in this area. We will consider what further actions CCBC needs to take to meet a range of equality actions identified within the new framework **Action on Disability: the right to Independent Living**. We will raise the confidence of staff within the Council to 'have a go' at communicating, utilising the resources made available rather than seeing this as something special to be dealt with by someone in Social Care.

## Advocacy Support

### When advocacy leads to friendship

**Conwy Connect** for Learning Disabilities was set up in 1997 to help promote the rights of people with learning disabilities in Conwy and across North Wales.

'M', a former Liveability service user, works as a disability advocate for Wales and set up a friendship group ten years ago, which is now 90 people strong. This work led to her being elected as a representative to the National Council of All Wales People First which meets in Cardiff and discusses issues affecting the everyday lives of people with disabilities.

In December 2018 'M' was a winner in the Dimensions Learning Disability and Autism Leaders under the Changing Communities category. Asked about her motivation, 'M' stated that "my goal is that people get more confidence and go out and mix. I feel I'm making a difference here – the friendship group would not be going if not for me."

## Helping people to achieve their potential

### Disabilities Under 25 Team

The Disabilities Under 25 team works with children and young people with disabilities to support them to identify:

- Their personal outcomes;
- Any barriers to achieving them;
- Any risks if they are not achieved;
- The child/young person's strengths and capabilities.

### The following case study demonstrates one of our successful interventions.

'C' is a 21 year old young man with a significant learning disability. He attended a local specialist school and then spent three years in a residential college, developing his independent living skills and gaining work opportunities and employability skills. The Disability Service supported 'C' to achieve his personal outcomes of living independently and working in the construction industry. He is now living in a flat of his own with minimal support, and has been referred to a work programme. He needed some support to move into his flat and to set up his direct debits but is now very independent and accesses his local community, going shopping, using public transport and has made new friends and is going to social activities.

### Disabilities – Joint educational provision

The Disability Service and Coleg Llandrillo have established a joint post-19 education provision for young people with Profound and Multiple Learning Difficulties (PMLD) from September 2018. This is a pilot project which has been established to focus on delivering local solutions to post-19 education provision to avoid the need for young people with complex needs to access out-of-county residential college placements. There are now three young people accessing this provision.

This provision works by the college providing a tutor and the Disability Service providing the facilities and additional support staff. The service is delivered at Canolfan Marl which has been recently refurbished. The refurbishment ensured that the facility was able to meet the needs of young people with a physical disability and also included a state of the art sensory room.

This provision provides continuity for young people and their families. For example, college tutors have worked closely with teaching staff at Ysgol Gogarth to ensure effective planning for transition to post-19 education provision. The benefits include individuals being able to remain living locally, planning effectively for their future and Social Workers and other partners such as Health being able to get to know the person really well. Staff are also gaining additional skills by working alongside the college tutors.



In addition, the Disability Service has provided access to the Independent Living Skills course at Coleg Llandrillo to a flat at Canolfan Marl. This enables the course to offer individuals the opportunity to experience learning independent living skills in a real flat which is close to local amenities.

### The Toddlers Who Took on Dementia

In June 2018 we were proud to be featured on a BBC documentary which charted a unique experiment run by psychologists from Bangor University. *Can the company of young children help to ease the effects of dementia?* Adults aged in their 70s and 80s and toddlers, all of whom receive day-care of one type or another, were brought together at Llys Elian day centre to share activities, stories and memories. The time spent together brought

surprising benefits to all involved, and the experiment has now turned into a regular slot so that the two age groups can continue to learn from each other.

**Clips from the show** are available to view on the BBC website.

## Family Support and Intervention

### Family Intervention Team

The Family Intervention Team provides a service to families with care and support needs who have reached crisis point. The service primarily focuses on delivering interventions to families following an assessment and care and support plan by a Social Worker. We have a range of programmes and sessions to offer families as part of our intervention work; here are a few examples:



- **Talking to Teenagers** group is a six-week course for parents in conjunction with the Family Centres.
- **Be Calm, Be Cool, Stay Positive** is a programme which helps children regulate their emotions.
- **Parenting Routines** is individual work undertaken with families who are experiencing difficulties in setting boundaries and creating routines.
- **Foster Care Respite** which provides activities for children where there is a high risk of placement breakdown.

### What's next?

In the next year, we will strive to work collaboratively with the Family Centres. We will be developing resources in delivering the *Caring Dads* programme.

## Care Leavers

We want to improve outcomes for care leavers and help them to achieve their full potential in society through timely and fit-for-purpose support. If effective strategies are put in place this will result in fewer young people being classed as Not in Education, Employment or Training (NEET) and fewer teenage pregnancies. Improving life skills and resilience and providing an appropriate range of accommodation, including tenancy support, helps to achieve a reduction in homelessness and chaotic lifestyles. For example, independent living skills training has been provided for eight young people, and another training session is due in September. The training helps the young people to develop home management skills earlier, such as budgeting.

### Supporting our care leavers to reach their potential

The St David's fund from Welsh Government has been designed to support young people aged between 16 and 25 years who are, or have been in the care of the local authority to access opportunities which will lead them towards independent and successful lives. Areas covered include:

- Education
- Employment
- Health and wellbeing
- Housing
- Access to ongoing advice and support

Young people are able to apply to a panel for grant funding under any of these categories. During the first six months of the year 35 young people have benefited from the scheme.



### Case study

'B' is 19 and has recently had a baby. She was feeling isolated and lonely in her house after having the baby as she couldn't get out and about without the struggle of getting the bus. 'B's boyfriend worked long hours so she was home alone for most of the day. She had passed her driving test before the baby was born and had a car, but couldn't afford the insurance.

Her Personal Advisor suggested an application to the St David's Fund, which was granted. 'B' was really happy with the outcome and feels that being able to drive has improved her well-being and given her a lot more independence, as she can visit her family and friends more regularly and can also attend medical appointments and baby classes.

### What were the challenges?

This is a small grant and therefore the challenge was in equitably sharing the funding across the looked after children and care leavers to maximise the impact this additional money may make to their lives.

However, the St David's fund now comes under the bracket of the Flexible Funding scheme, which gives us the opportunity to maximise the amount of money available between schemes, and to provide a more seamless pathway of provision for young people. The fund has therefore been boosted by the transfer of funds into St David's, which means that more young people can benefit.

### What's next?

We are exploring and developing appropriate apprentice schemes for care leavers, which we will evaluate over the coming year to ensure equality for care leavers who may be disadvantaged in the competitive field of finding work. We are enhancing the collaboration with Personal Advisors through more regular meetings to discuss the young person's transition into leaving care. We are meeting earlier in the process - at 16 years old rather than 17 years old - to ensure effective preparation and assisting the PA to develop a relationship with the young person at an earlier stage, resulting in a smoother transition to adult services.

There is now more of an emphasis on homelessness prevention and the team are exploring ways to maximise the potential of the grant funding to address issues that are either due to or arise from homelessness. We are exploring whether we can replicate an innovative programme set up by Tottenham Hotspur Football Club, specifically to help care leavers to build personal resilience, develop coping mechanisms and life skills.

### Developing an apprenticeship scheme for care leavers

In order for our care leavers to feel prepared to enter the workplace we have held a co-production event to engage them in traineeships and apprenticeships. Several activities were incorporated into the day, including 'small steps, big future' work which highlighted the importance of apprenticeships and recognising that aspirations can be achieved without the standard school → university → work pathway. Input from Llandrillo College also helped to break down any perceived barriers to accessing apprenticeships.

We are currently piloting a *Get Ready for Employment* care leaver course in partnership with Creating Enterprise (part of Cartrefi Conwy) which will provide care leavers with weekly work experience at one of their projects. As Cartrefi Conwy is a large organisation, there are varied roles available, from administration to catering and maintenance. The course will also look to support care leavers to develop coping mechanisms whilst in the work environment and will provide a whole suite of skills over an eight-week period:

1. Setting goals and being motivated and aspirational
2. Budgeting skills and understanding benefit entitlement
3. Digital awareness to make best use of technology in a safe way
4. Assertiveness and developing confidence
5. Communication and challenging situations
6. CV writing
7. Conducting job searches and completing application forms
8. Preparing for interviews

These approaches have been accessed by some of Conwy's most complex care leavers and we hope to develop the scheme further still and involve the care leavers in shaping it. The co-production day identified some barriers to individuals' success so we will be working hard to address these to ensure that care leavers have all the information they need to maximise their experience, and the confidence to talk with professionals and access ongoing support, both financially and in a mentoring capacity.



## OPUS Project

Conwy's OPUS project supports citizens aged 25 and over in finding work. The team comprises of mentors, advice on welfare rights and occupational therapy, and supports people to overcome barriers to finding work, volunteering opportunities or work-related qualifications. We are proud to have supported nearly 200 people on their journey to work.

- 58% have successfully completed training
- 12% have undertaken volunteering
- 10% have entered employment over 16 hours

We have also received really positive feedback from those individuals who we have supported:

I don't know what I would have done without the help and kindness of all the staff at OPUS.

I was struggling with depression but now I'm happier. I've learnt to be more open minded and positive.

## Case Study

B worked in retail in the same store for 25 years and was made redundant, which knocked her confidence. She wanted to re-train in Health & Social Care, but didn't know where to start.

B enrolled onto the OPUS Project and her Adviser encouraged B to attend the STEPS programme, which she really enjoyed. It was a friendly group and it increased B's self-confidence. B's Adviser then helped her secure funding through OPUS to attend training and supported B to attend a work placement.

B is currently studying part-time and has a part-time job doing something she enjoys.

## Quality Standard 5 – Supporting people to develop safely and to maintain healthy domestic, family and personal relationships

### What does the Citizen Survey tell us?

Only 46% of adults feel that they are **part of their community** with barriers including having moved into the area from elsewhere, physical immobility, and social isolation. This contrasts with 87% of adults who completed the easy-read version of the questionnaire feeling that they belong in the area where they live.



46% of Carers feel part of their community; a low figure, which can be attributed mainly to having to prioritise their caring responsibilities over getting out and about in their local area.

70% of children agreed with this statement.

We asked Carers whether they **feel supported to continue in their caring role** and 64% of respondents agreed that they did. The additional comments demonstrate that the pressure on Carers to stay well and capable of continuing in their role is high. There is fear about the future and what will happen to their loved ones.

One has no choice – it has to be done.

Sometimes it is a lonely place. Never enough sleep time.

We also asked carers whether they felt involved in designing the care and support plan for the person they care for and 81% agreed that they were.

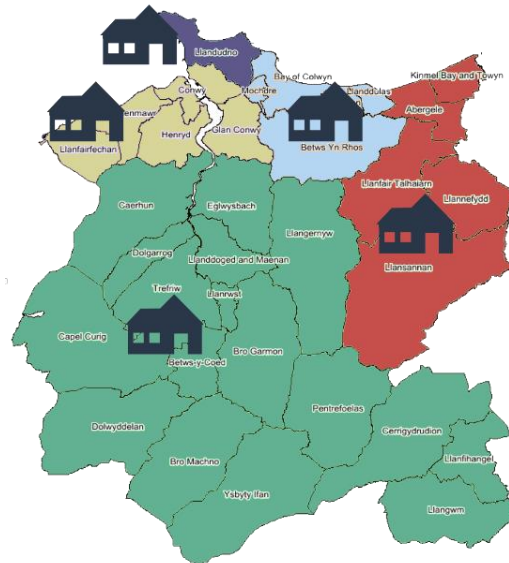
## Providing support to families

### Conwy Family Centres

Last year we reported on how we were planning to open a Family Centre in Abergele to provide community-based and accessible support, available earlier for families, and open to all families. The Family Centre continues to grow and we have made a lot of progress in developing the new model for our Early Support and Prevention services for families in Conwy.

In the last year, we have:

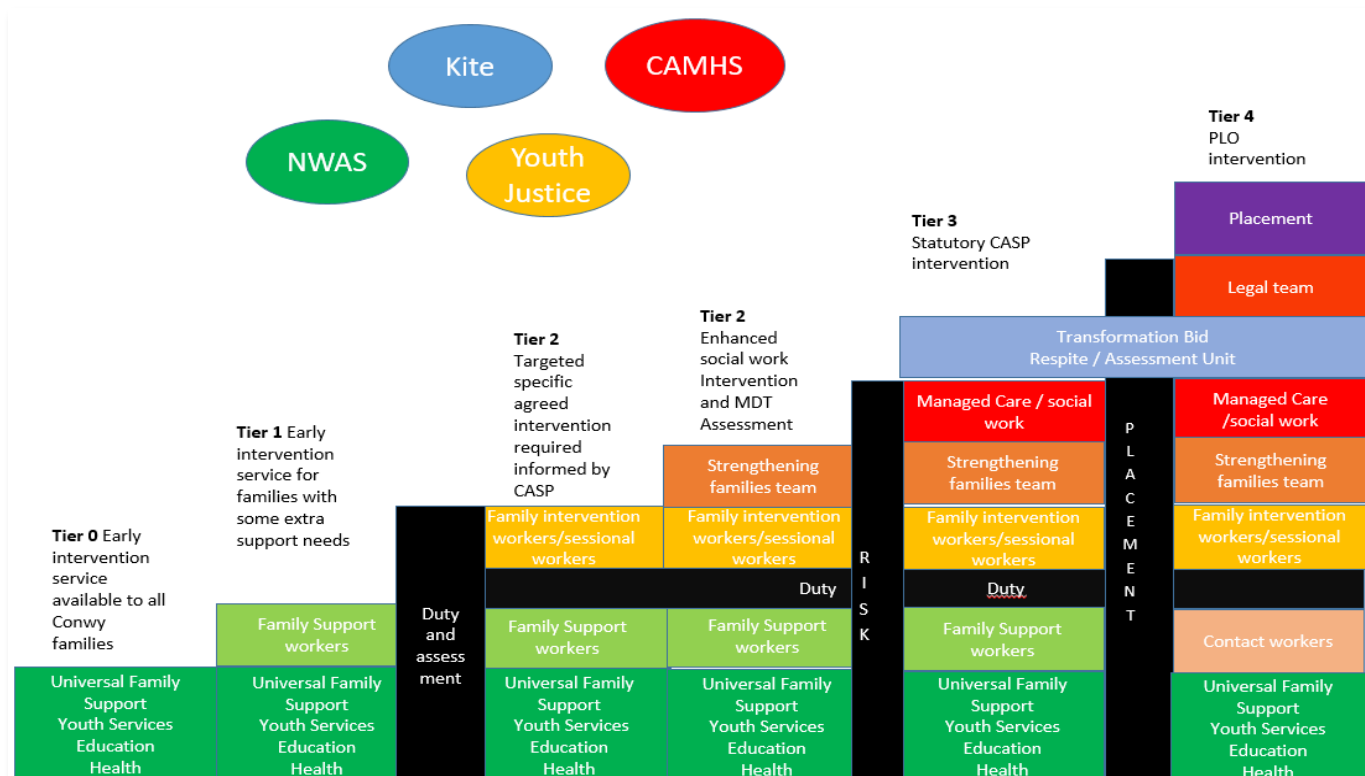
- Established five local Family Support Teams - previously Team Around the Family and Flying Start family workers. The Llanrwst Family Centre has already been there for several years, and the team continue to serve the South of Conwy.
- Opened a new Family Centre in Abergele (Canolfan Dinorben), to serve the communities in the East of Conwy.
- Developed and started to run a timetable of sessions and activities in each of the areas, including open-access groups, parenting courses, sessions with partner services, and one-to-one support for families.
- Started working on developing a Family Centre in Central Conwy (Colwyn Bay and surrounding communities).
- Continued to work closely with families and the people who work with families – we have a Project Advisory Group of parents and young people.





In the last twelve months, the Family Centre in Llanrwst has worked with 676 service users. A total of 232 sessions have been delivered including groups. We have also recorded that 542 individual support groups to family members have been provided so far.

You can find out more about the Family Centres by watching our [You Tube video](#). The diagram below demonstrates the levels of support available from our integrated teams.



## Case Study

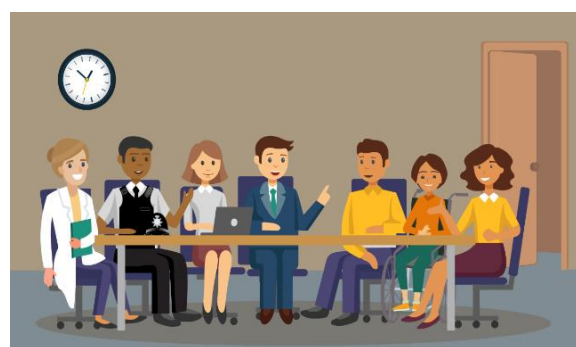
'S' referred herself to the Family Centre as she was struggling to parent her eight year old son and fourteen year old daughter. 'S' had recently left a violent and controlling relationship with her ex-partner but the children had witnessed domestic violence against their mother. As a result 'S's son was displaying challenging behaviour, which he may have learnt from his father, and her daughter was suffering severe emotional issues and engaging in risky online behaviour.

- 'S' engaged with the Family Centre who referred her to Relate for family mediation.
- Her daughter was referred to Child and Adolescent Mental Health Services (CAMHS) and to the STAR programme.
- Multi-agency meetings were held at both children's schools to create a coherent action plan with other agencies and improve relationships and understanding between their home and school settings.
- A Family Worker undertook 'Worry Jar' work with all three family members.

As a result, 'S' reported being able to parent her children more effectively and confidently whilst her children displayed improvements in their behaviour. The outcomes of this intervention were very positive, with all agencies communicating well together, resulting in a happier and calmer home life for 'S' and her children

## Team Around the Family

Since April 2018, Team Around the Family have worked with 588 families requesting support from preventative services. The majority of the families we work with have experienced or are experiencing various issues like domestic violence, mental illness, and alcohol or substance misuse. It is not unusual for families and children to be experiencing several of these issues simultaneously.



## Strengthening Families Team

The Strengthening Families Team is made up of experienced Social Workers and Family Therapeutic Workers. They provide a prevention service, working to support the most acute level of need where families are at the edge of breakdown. The team focuses on preventing children becoming looked after by supporting families to keep young people safely at home or to return home (where possible) through intensive and individualised support. The team have been up-skilled and provide a number of complex interventions, including play therapy and family mediation.

### What difference has it made?

So far there have been 58 referrals into the team, many of which required a multi-disciplinary approach to prevent placement breakdown. This resulted in 103 out of 106 children remaining in their homes or the same placements.

### What were the challenges?

- Moving away from traditional working methods, to concentrate on strengths as well as risks;
- Accessing timely Child and Adolescent Mental Health Services (CAMHS);
- Staffing the team to full capacity was not possible, leaving the team without key support;
- Meeting conflicting demands from internal teams.

### What's next?

We have invested time and development in our existing team members and it is a priority for us to be able to offer them permanent work contracts. We'll be working closely with CAMHS to develop a joint model for children who are looked after and also implementing the self-harm pathway along with CAMHS.

### Future plans

- We'll continue to offer social work student placements to provide valuable experience in this field;
- We plan to develop links with the Family Centres around Conwy in order to support a 'step down' approach and help families develop networks in the community;
- We will set up specialist groups for families around attachment and supporting young people with Autistic Spectrum Disorder;
- We need to develop skills and experiences to respond to the increasing number of referrals received in relation to adoption breakdown.



### Case studies

Our Strengthening Families Team have recently worked with a family whose child (D) was at risk of becoming looked after due to conflict and tension within the household. 'D' had received a diagnosis of autism and presented with challenging behaviour at home. With the support of the team, the family have now developed and learned techniques to deal with 'D's' challenging behaviour. This has meant that 'D' has become more settled and the conflict within the home has reduced.

'T' has been supported by the Strengthening Families Team to improve her emotional wellbeing, including support to address mental health difficulties. Many weeks have been spent with 'T' working on focusing on her personal outcomes. We have also collaborated with other support agencies and 'T' attended a programme which allowed her to open up about previous experiences which have had a detrimental effect on herself and her family. 'T' is now in a better place mentally, emotionally and socially. This support has also improved the overall wellbeing of her family and improved her parenting skills.

## Supporting our Foster Carers

Foster Carers deliver an essential service to Conwy County Borough Council by providing safe and supportive home environments for children who need them the most. It is essential that Foster Carers feel supported to continue their role, so in January 2019 we asked our Foster Carers to provide feedback on the support they receive

from Conwy Social Care's Fostering Service. In all, 40 Foster Carers agreed to share their views on topics such as training opportunities, communication with our team of professionals, and the quality of support they receive.

### What did they tell us?

55% of Foster Carers have been with us for over five years and of those, half have worked with us for more than ten years. We need to work hard to ensure that fostering remains an attractive role and that we continue to recruit new Foster Carers to the service.

In respect of new foster care placements positive feedback was received about the level of communication with most key members of staff within the service, the 'matching' experience, where children are placed in the most appropriate home environments for them, and clarity about the role of the team in providing support to Foster Carers. Also, the majority of foster carers said that they received key documentation, and that the introduction process was good.



Very happy with the way potential placements are identified and the quality of information shared.

We asked our foster carers for feedback on relationships with staff across the Fostering Service. On the whole, we received positive feedback about a range of staff including Social Workers, Looked After Children Nurse, LAC Education Officer, contact workers and external agencies such as CAMHS.

Overall, 74% of respondents described the support they receive from the Fostering Service as Excellent or Good.

We need to work on providing meaningful ways for Foster Carers to meet informally and look at whether our training is delivered as expected. We also need to ensure that Foster Carers are treated as professionals in their own right and listen to their views.

### What's next?

We have commissioned a more comprehensive review of placement support and have commissioned an independent consultant to consult with Foster Carers, Childcare Social Workers and the Family Intervention Team; we will then convert any recommendations into an implementation plan.

### Foster Carer Learning Pathway

In the last year we have undertaken an evaluation of training and learning opportunities that we provide to our Foster Carers. Following the evaluation, we have implemented the Foster Carer Learning Pathway which has led to significant developments in creating learning opportunities for our Foster Carers. The key developments include:

- Training priorities for each Foster Carer in their first year, then continuing development in the second year and beyond. We will provide further opportunities through bespoke training.
- An online training course which catalogues over 150 training courses, covering both adults and children.
- A Hub which provides links to key organisations, a booking facility for over 20 targeted courses and links to support groups.

We will be monitoring attendance and feedback of the Learning Pathway through our Workforce Development Team on a quarterly basis.

### Connected Persons Support

The term 'Connected Person' describes a specific type of foster care placement where the child is looked after by a relative or a friend. The Connected Persons support group was established some years ago with the aim of providing an opportunity for Connected Persons Foster Carers to meet each other for an informal sharing of experiences. In addition the group includes formal training and a focus on relevant topics. We are pleased that the group has gone from strength to strength since being established. In the last year, six groups convened with up to twenty foster carers taking part overall.

The group have benefitted from an alcohol awareness session run by CAIS and a parenting course. Carers also had the opportunity to attend a Foster Carers conference and consultation in Cardiff.

The group has provided the opportunity for Connected Person Carers to give feedback. Feedback has been positive as Carers appreciate the chance to meet together and cover topics relevant to their area of care. They have also told us that they would like more regular groups on a monthly basis and specific events to be arranged.

### **What's next?**

We have seen a real growth in the number of Connected Persons Carers over the last couple of years. We will be creating a specific team to ensure that support is provided, with a focus on caring for a relative or friend.



## Quality Standard 6 – Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

### What does the Citizen Survey tell us?

81% of adults who completed the standard version of the questionnaire and 85% of those who completed the easy-read version reported that **their home best supports their wellbeing**. Several of the additional comments refer to the importance of adaptations to make moving around easier and allowing the person to stay in their own home for longer. Being close to family, friends and local amenities is also desirable.

I would like to live closer to public transport.

Bathroom conversion and outside access have been life-changing.

Extra Care Housing is good as I spend much time in a wheelchair and it's equipped for that.

86% of Carers agree that their home best supports their wellbeing. The supporting comments from this group demonstrate how detrimental an unsuitable home can be to the caring role and that a suitable property or adaptations can make all the difference.

74% of children agree that they live in a home where they are happy. Their additional comments suggest that the personal dynamics within the house affect a child's level of happiness more than the property itself, although social isolation in rural areas may be an issue. 77% of children and young people reported that they were happy with the people they live with.

They are phenomenal.

My family is kind and caring.

People were asked whether they received care and support through their **language of choice** and in all cohorts over 90% agreed.

Where people live in a residential care home, they were asked whether it had been their own choice to live there. 77% of adults completing the standard version of the questionnaire agreed, indicating that sometimes it was through the advice of others that they made the decision to move.

I would love to have stayed in my own home but due to being disabled this was the best move for me, and I have happy memories of my previous homes.

The choice was made for me at the time because I was too ill. Now I feel happy to be here. My health has improved because I am in the right place and being looked after.

58% of adults who completed the easy-read version chose to live in a residential care home, however there were no supporting comments to reflect the sentiments here.

During 2018-19 we have been looking at opportunities to provide modern, quality and fit-for-purpose accommodation for people who are older, vulnerable, have a disability or are starting to plan their journey into adulthood and independence.

## Supporting older people and their families

### Flexible support for people living with dementia and their families

We have started to plan improvements to the way we provide care and support to people living with dementia and their families. We would like to make improvements to Llys Elian, which is our in-house centre for EMI (elderly mentally infirm), to develop it into a centre of excellence for the area. We will also introduce a Dementia Support Team to provide flexible outreach support in the form of a 'team around the individual' throughout their dementia journey. The team will provide:

- Support to enable the individual to live well with dementia from first diagnosis, in their own homes;
- The ability to signpost to other services and offer advocacy to people with dementia and their carers;
- The ability to undertake delegated healthcare duties;
- A key point of contact for families to help them navigate the complex health and social care system;
- Support to access overnight and day respite services at Llys Elian;
- Support and training for families and carers, including the promotion of the use of digital technology;
- Close working links with the Community Resource team and various locality areas;
- Links with district nursing around end of life care.

Flexibility will be key and workers will respond to need and not provide support according to rotas. In line with the **Welsh Government Dementia Strategy** we will be developing and delivering a training programme in partnership with people affected by dementia which will ensure that staff have the skills to help them identify people with dementia and to feel confident and competent in supporting individuals' needs post-diagnosis.

### Care Sector and Appropriate Accommodation

In June 2018, a **North Wales Care Homes Market Position Statement** was agreed, which demonstrates our focus on developing a care home sector which can manage future demand and provide care to people closer to home. More people over the age of 85 will be living alone and in poorer health and more people over the age of 65 will be living with dementia. The demand for care home places will therefore increase.

The aim is to work with care homes to:

- Work out the right price for care that's affordable while covering costs;
- Support them to use the best ways of working
- Support smaller, local businesses to remain sustainable;
- Check how many Welsh-speaking staff there are in care homes;
- Check how many people are getting care in the language they want;
- Improve the healthcare given in care homes.



## Improving outcomes for young people and care leavers

### Accommodation for younger people

Our Canolfan Marl facility has previously been utilised for disability placements. We offered the opportunity to 'B', a young person leaving care, to experience independent living within a Canolfan Marl flat due to the Foster Carers being unable to commit to converting to a 'When I am Ready Placement'. The aim of this placement is that 'B' gains the experience and skills needed for living outside of care. There is on-site support in the form of monitoring from 9am to 5pm if 'B' feels that additional support is needed. 'B' is also allocated a Personal Advisor who oversees the transition from leaving care into independence via a Pathway Plan and provides support on a range of topics.

'B' has received support with managing a budget and understanding the importance of setting aside money with the help of her Personal Advisor. Through the opportunity to utilise Canolfan Marl in this way and so increasing independence skills, 'B' will be looking to move into her own home. Additional support is being provided through the Personal Advisor to secure permanent accommodation.

This flat could be utilised in the same way for those young people who are not quite ready for permanent independent accommodation but who are unable to stay on with their Foster Carers.

### What's next?

The Disabilities Service are developing a range of community-based accommodation solutions including shared lives, shared supported living, individual flats and Extra- Care-style accommodation. Canolfan Marl allows us to

Quality Standard 6 – Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs

more accurately assess individuals' needs in terms of accommodation and support. We are also looking to develop a range of respite provision to support carers to continue to provide care within the family, including shared lives short breaks.

### Young Persons Positive Pathway

In last year's report we stated that we had been working very hard to improve outcomes for young people, in particular focusing on accommodation options. In the last twelve months there have been a number of positive developments.

- Training has been developed for Foster Carers to promote a better understanding of the housing market.
- Training has been extended to care leavers to improve their citizenship skills and provide tenancy-related support.
- Key messages for young people, Carers and professionals have been developed and incorporated into the *Going It Alone* website. Social media has been utilised to deliver key messages. A *Going It Alone* Social Worker also goes into schools and other educational establishments to provide learning on housing options and financial aspects of living independently.
- We have been holding regular meetings to track young people in care from the age of 15 years to ensure a smooth transition into adulthood and eliminate the risk of homelessness.
- We have implemented 'Nightstop' and a Supported Lodging Scheme is in place.



### ADTRAC TEAM

Conwy's Community Wellbeing's ADTRAC team supports young people aged 18 to 24 to progress into work, education, training or volunteering and achieve their goals. To date they have supported just over 100 young people who have achieved Level 3 qualifications, entered further learning and gained employment of over 16 hours.

We have received really positive feedback from some of the young people we have supported:

Thanks for helping me get into college. I didn't think I would be able to do it and was worried that I wouldn't be able to understand in lessons.

### Case Study

At the time of joining the project 'A' was in a chaotic home life, and was carer for his mother unofficially. The family relied on his fathers' income. 'A' was quiet and lacking in confidence. He has worked in seasonal jobs in the past and 'A' has problems with his speech and language, and found CV/application forms/interviews daunting.

Initially we spent some time working with Welfare Rights and Job Centre Plus for 'A' to claim Job Seekers Allowance while he was looking for work. 'A' was still very keen to find employment.

After a short while 'A' was supported to contact a local employment agency, and he was given a trial to work on the CCBC recycling wagons. He had some initial issues with the social side of things, but with support, this was resolved within the first week.

'A' has now been working over 16hrs per week for almost two months. He is beaming with pride and confidence; as well as having the independence and extra income, he has also made friends.



## How we do what we do

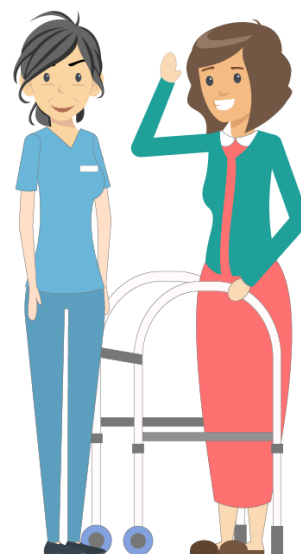
### Recruiting our Workforce

In order to attract people to work in the sector who may not have considered Social Care work as a career of choice, we have hosted job fairs jointly with Social Care employers, Llandrillo College and Conwy Social Care and Education service. As a result of the events, Social Care providers recruited new employees **directly** from people they met during the job fairs.

### What's next?

Following on from this successful approach, a regular programme of job fairs will be hosted by our Workforce Development and Learning Team in the future.

Working with Social Care providers and Llandrillo College, we will deliver a Conwy-wide work experience scheme. We will utilise the Social Care Wales national recruitment campaign on a local level to support social care employers to make social care a career of choice.



### Delivering services through the medium of Welsh

Mwy Na Geiriau (More Than Just Words) is a Welsh Government strategic framework for Welsh language services in Health and Social Care. Its objectives aim to:

- Improve the quality of care, ensuring that it is centred on users' needs;
- Maintain professional standards;
- Meet the language needs of users, in particular children and young people, older people, people with learning disability and people with mental health problems;
- Comply with legal and statutory requirements such as the Welsh Language Standards.

As an Authority we must actively offer and deliver Welsh language care services to the same standard as English language care services; this is known as the 'Active Offer'. We are working hard to develop the services we offer to Welsh-speaking citizens in Conwy, and regularly monitor our capability to deliver care and support through the medium of Welsh. Our annual workforce data return shows that 42% of internal staff who work in residential or domiciliary care settings are able to communicate effectively in Welsh. The figure is lower for the external workforce, with 16% being able to communicate effectively in Welsh. Whilst undertaking routine visits to residential homes our Monitoring Service has found that during the last twelve months there were 177 Welsh-speaking staff for 98 Welsh-speaking residents.

We will continue to provide training to our staff on More Than Just Words and the Active Offer; 16 sessions have been commissioned for delivery up until February 2020.

### Regulation and Inspection

The Regulation and Inspection of Social Care Act (Wales) 2016 (RISCA) will change how our services are inspected, how we improve the quality of care and support that we provide and regulation of our workforce. It will place service quality and inspection at the heart of regulation; strengthen protection for those who need it and ensure services deliver high quality care and support.

Within Adults Services in 2018, the commencement of registration for managers in the care home sector across Wales, under the new RISCA regulations took place. We have held a series of manager forums in preparation for the introduction of RISCA. We have also recently hosted Social Care Wales Registration workshops to support registration of the domiciliary care workforce. We have established a RISCA policy group that meets monthly in order to review policies required under the new regulations. We also host a joint Conwy Provider Training Group to promote workforce development and learning across the Sector.

Within the Looked After Children service area, Care Inspectorate Wales are currently undertaking a project across Wales to understand the experience of children, care leavers and their Carers, and the level and nature of support available to them. Conwy were invited to take part in the project in September 2018 and a series of meetings with children, Foster Carers and young people leaving care was arranged. Positive feedback from young care leavers emphasised the value of their relationships with their Personal Advisors and Foster Carers and the positive impact



of support groups and social opportunities run by the Local Authority for children whilst they are in care. Children with experience of care told the inspector that they were happy with their Social Workers and felt listened to. They also spoke about increasing their relationships with other children in the community and about support from their Social Workers to achieve this.

### **Our financial resources and how we plan for the future**

Although the financial climate is challenging, we continue to protect direct service delivery. We aim to provide best value, be efficient and not duplicate. Social Care has had to identify £2.4 million of savings in 2018-19, however we continue to provide the best service we can for our residents.

### **Governance and accountability**

The Welsh Government's Wellbeing of Future Generations (Wales) Act 2015 outlines a set of national outcomes and places a duty on public bodies to put sustainable development at the heart of decisions. This Act ensures that the environment, social and economic considerations are central to decision making. In Conwy, we have incorporated these objectives into the Conwy Corporate Plan. Seven goals and five ways of working are aligned to Conwy's eight Citizen Outcomes.

The Corporate Plan includes actions which are preventative and not reactive, aims to work towards the longer term impact and are integrated in the consideration of how they contribute to the 7 Wellbeing Goals. The actions are also collaborative in terms of the focus on working closely with communities so they are involved in owning and working collectively to meet the Citizen Outcomes.



Communities played a big part in shaping the priorities, and communities will continue to be involved going forward. Our cross-cutting themes refer to the importance of assessing our actions and key decisions in order to have a positive impact on tackling poverty, equality and promoting our Welsh language.

The Act also defines sustainable development in Wales as a mechanism for improving the economic, social, environmental and cultural well-being of Wales. This promotes focus on considering what we do, how we do it and how we communicate. As a service we are contributing by reflecting on how we are applying the five ways of working through our six-monthly Service Performance Review process.

### **Flexible Funding Programme**

The Funding Flexibility Programme looks to improve the outcomes of the most vulnerable in our communities through early intervention and prevention approaches which encourage self-reflection and increase motivation. The aim is to remove the barriers that prevent people from achieving positive change by developing innovative approaches which are designed to prevent citizens from becoming more vulnerable in the future. The programme brings together ten funding streams into two grant 'pots' in order to strengthen our ability to deliver preventative services, focused on early intervention for those in greatest need. The first of the two focuses on Housing and the second on Children and Communities.

We have reviewed our governance arrangements to provide a platform for bringing all involved in the grants together, including facilitating discussions amongst senior management about shared objectives, as well as the detailed work undertaken by the officers through the project groups.



We have designed and agreed on five locality areas for delivery, and have started to look at the needs of each of these communities in detail. There is a vast amount of data and research available that we have been collating in order to support the identification of need provision. As well as considering the needs of each locality, it's imperative that we identify cross-cutting themes that will need to be coordinated county-wide.

Within the theme of *Early Intervention and Prevention*, a research study to evaluate the Families First Programme in Conwy has been undertaken in order to develop the new approach to planning and commissioning. The study included:

- Interviews with project deliverers;
- Family Stories to illustrate the themes emerging from projects;
- Qualitative research with families.

Learning from the study is being transferred into our early intervention and prevention Family Centres work, and we have established five local Family Support Teams (previously Team Around the Family and Flying Start).

Within the *Employability* theme, our Participant Engagement and Employer Engagement Officers now promote all of the employability programmes in Conwy to reduce duplication, and to coordinate PR/marketing activities and merchandise to promote employability. Links have been formalised between this programme and other European funded work.

### What's next?

During 2019-20 we will be recommissioning projects in a phased approach around a number of themed areas including play development and key aspects of Adverse Childhood Experience factors e.g. domestic violence, bereavement, CSE and family counselling. These developments support an increasing recognition that Adverse Childhood Experiences are a key challenge in the County and are key aspects of the Conwy Early Intervention and Prevention Strategy for Children, Young People and Families. The model is based on the lived experiences of families in Conwy, who have told their stories about accessing support.

### Working in partnership with our third sector colleagues

We work closely with the Conwy Voluntary Services Council ([CVSC](#)) who deliver basic training to community groups and volunteers on our behalf. As an example, they operate a safeguarding service, providing information, resources, advice and training for third sector organisations. A **Safeguarding – Getting it Right, Together** event was held in November 2018 to coincide with National Safeguarding Week, which brought CVSC and Conwy County Borough Council together to highlight joint working and the ethos that safeguarding is everyone's business, regardless of where they work. 53 delegates attended the event and a total of 40 organisations were represented from voluntary organisations, the Local Authority, BCUHB and North Wales Police. Topics covered included:

- The work of the North Wales Safeguarding Board
- The Charity Commission's approach to safeguarding
- Support for 'getting it right'
- Safeguarding Community of Practice
- The responsibilities of trustees

Feedback on the event was positive, with 83% of those who completed evaluation forms rating the event as excellent and a further 8% as good. The supporting comments revealed that many had found the opportunity to network very useful, as well as the resources and access to further help and support which were provided. Most importantly, more than 75% of attendees were interested in the proposal to develop a **Safeguarding Community of Practice** and this will now be taken forward. These comprise groups of people who share a concern or passion for something they do and learn how to do it better through regular interaction.

### Community-based services

Last year we reported on our flagship Community Resource Team (CRT) programme for health and wellbeing in Conwy and Denbighshire, the vision of which is to deliver collaborative, flexible and responsive multi-agency services, based locally. They will be more easily accessible, support independence, create a strong, multidisciplinary approach with a focus on the care of patients with complex needs, and enable better outcomes for people within a community. The CRT will be able to provide a strong, professional and seamless service to the citizens of each community to enable them to live as independently as possible in their own homes. CRTs will also prevent unnecessary acute hospital admissions and support discharge from hospital.

Nine CRTs have been agreed across the two counties; each team is made up of a range of professionals including GPs, Social Workers, District Nurses, Therapists, Health Visitors, School Nurses and other children's service professionals who work together to support the health and well-being needs of their populations.

This project is building on what is already in operation but will entail new pathways of care, and changes to organisation development, enabling meaningful multi-disciplinary working through shared case management, co-location, integrated technology and improved communication across the wide range of services.

## What progress has been made?

Each of the nine CRTs now have a designated lead within each team to drive the integration agenda forward, and to lead, motivate, support culture change and help drive the success of this project by leading and supporting the existing teams through a time of exciting change.

Local Development Groups (LDGs) have also been set up to ensure the action plans within each area are developed, adopting a whole sector approach. The LDGs are made up of a wide range of service areas across Health and Social Care. Developing these groups has seen a huge improvement in professional relationships and communication links, which is essential when trying to build an integrated team.

Within Conwy, liaison officers have been created for each of the five CRTs to support development of integrated working. Some existing resources have been relocated to the CRTs, these being Single Point of Access Operators, Health and Social Care Business Support Officers and Welfare Rights Officers.

Some teams have developed regular multi-disciplinary team meetings, daily huddles and new ways of working, which has resulted in a more efficient way of working.

Technical sub groups have been set up to provide leadership and support the business change process. These sub groups facilitate and implement the changes needed to enable integrated working relating to infrastructure, IT, processes and communication. Each of the sub groups have technical representation from the three partner organisations to come up with solutions when these issues arise.

A regional conference is in the process of being planned for July 2019 to enable all CRT teams to come together to exchange knowledge and share practice.



## How we commission services

In last year's report we talked about our new commissioning strategy which set out how Conwy would work collaboratively with citizens, staff, communities, volunteers and partners to commission services which deliver outcomes, improved health and wellbeing, a cared-for workforce and better value for money. The aim was to provide our citizens with what matters to them, and choice and control over their lives, as well as fulfilling our departmental vision:

*“Working together with our communities to enable everyone to get the best out of life.”*

Our eight strategic objectives were:



## How have we done?

Progress has been made in the implementation of the commissioning strategy and this is being reported to the Health and Social Care Scrutiny Committee in April as part of our annual update.

On a quarterly basis we meet with our independent providers jointly with our Betsi Cadwaladr University Health Board colleagues. The purpose of these meetings is to develop better relationships, provide an opportunity for providers to have a voice and to share information. The meetings are themed and topics included so far have been:

- Lessons learnt and continuous improvement (care home closure process, escalating concerns policy, safeguarding etc.);
- Fee setting;
- Compliance and regulation (Brexit, health and safety, food safety, workforce regulations).

These sessions are well attended and valued, ensuring that we foster a close relationship with our providers.

### **What's next?**

A key focus for 2019/20 will be facilitating and ensuring social value from our commissioning activities. This means that we will be promoting the development of not-for-profit organisations to provide care and support services and preventative services. These models include social enterprises, co-operatives, user-led services and the third sector. We will be analysing the number of social value organisations in the county delivering health and social care support and how we commission with them, looking in particular at how we can encourage the development of new social value delivery models and innovative ways of delivering care and support services and preventative services.

### **Participation**

Over the last year we have undertaken a number of consultation exercises on a range of topics on behalf of Children and Family Services. Feedback and information received from consultation helps us to shape our services:

- Legislative Proposal to Remove the Defence of Reasonable Punishment – Response from Conwy Social Care Department;
- Consultation Draft Autism Bill (Wales) – Response from Conwy Social Care Department;
- Amendments to the Adoption Agencies (Wales) Regs. 2005 and New Regulatory Framework for Adoption Services;
- Draft National Standards for Children in the Youth Justice System 2019;
- CIW - Cwestiynau/Questions - Cafcass Cymru Inspection Consultation Response;
- Young Care Leavers - Council Tax Exemptions – Consultation response from Shaping Futures Leaving care Group;
- Consultation on Adoption Regulations 2019;
- Housing Adaptations – Service Standards – Consultation Response.

We have also been able to involve people in the development of our Family Centres and the Family Support Service at various levels. The model was developed based on qualitative research with families, and their lived experiences. A Project Advisory Group of parents and young people is working alongside the Project Manager. There have been consultations in schools and in communities, focus groups and stakeholder events. This pattern of involvement will continue as we work through developing each area.

# Performance Measurement Framework

This section includes details of our performance against the performance indicators below. We are required to report our performance to Welsh Government on an annual basis. These indicators are also another measure of how we are doing against each Quality Standard.

<b>Quality Standard 1 - Working with people to define and co-produce personal well-being outcomes that people wish to achieve</b>		
<b>Performance Indicator description</b>	<b>2017-2018</b>	<b>2018-2019</b>
The percentage of adults who completed a period of reablement and had a reduced package of care (than they did before) 6 months later (PMA20a)	9.85%	9.41%
The percentage of adults who completed a period of reablement and had no package of care 6 months later (PMA20b)	71.52%	73.70%
% of adults who received advice and assistance from the Information, Advice and Assistance service did not contact the service again in 6 months (PMA23)	81.25%	90.79%
% of assessment completed for children within statutory timescales (PMC24)	100.00%	100.00%
<b>Quality Standard 2 – Working with people and partners to protect and promote people’s physical and mental health and emotional well-being</b>		
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (PMA19)	0.33	0.66
The average length of time older people (aged 65 or over) are supported in residential care homes (PMA21)	642.24 days	703.34 days
Average age of adults entering residential care homes (PMA22)	81.09	85.09
The percentage of children seen by a registered dentist within 3 months of becoming looked after (PMC30)	78.00%	94.12%
The percentage of children looked after at 31 March who were registered with a GP within 10 working days of the start of their placement (PMC31)	100.00%	98.77%
<b>Quality Standard 3 – Protecting and safeguarding people from abuse, neglect or harm</b>		
The percentage of adult protection enquiries completed within 7 days (PMA18)	27.63%	81.08%
The percentage of re-registrations of children on local authority Child Protection Registers (CPR) (PMC27)	10.71%	7.55%
The average length of time for all children who were on the CPR during the year (PMC28)	216.31 days	213.43 days
<b>Quality Standard 4 – Encouraging and supporting people to learn, develop and participate in society</b>		
Percentage of children achieving the core subject indicator at Key Stage 2 (PMC29a)	55.56%	54.84%
Percentage of children achieving the core subject indicator at Key Stage 4 (PMA29b)	11.63%	4.88%
The percentage of looked after children who have experienced 1 or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March (PMC32)	1.50%	5.37%
<b>Quality Standard 5 – Supporting people to develop safely and to maintain healthy domestic, family and personal relationships</b>		
The percentage of children supported to remain living within their family at 31 March (PMC25)	70.51%	64.86%* Provisional figures
The percentage of looked after children returned home from care during the year (PMC26)	8.84%	9.47%* Provisional figures
The percentage of looked after children on 31 March who have had three or more placements during the year (PMC33)	10.38%	7.69%* Provisional figures
<b>Quality Standard 6 – Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs</b>		
The percentage of all care leavers who are in education, training or employment at 12 months after leaving care (PMC34a)	43.50%	62.86%
The percentage of all care leavers who are in education, training or employment at 24 months after leaving care (PMC34b)	26.30%	37.50%
The percentage of care leavers who have experienced homelessness during the year (PMC35)	4.70%	12.23%

# Looking forward to 2019-20 and beyond

## Social Care and Education Integration Programme

The Social Care and Education Service integration programme was established to bring staff together to implement changes to support the integration and sustainability of the service. The programme is focusing on developments from the services' business support functions to front line service delivery, with the aim to improve the outcomes for children, adults and families.

### Activity so far

Staff have participated in service visioning days, which produced a new Service Vision - "Working together with our communities to enable everyone to get the best out of life".

Six Service Joint Outcomes and Actions have been agreed, which focus on improving the outcomes for children, young people and adults.

Service staff have developed a service communication plan. The exercise has been valued, enabling both areas of good practice and solutions to be identified in areas where communication can be improved.

The Children, Young People and Families Project is changing how Early Intervention and Prevention services for children, young people and families are delivered in Conwy. Five Family Support Teams have been established across the County, which provide early support and prevention services for families. Links with other teams and services to form a wider multi-agency support are being developed such as domestic abuse, benefits advice, youth support, and disability services, for example.

The Social Inclusion in Conwy Project is implementing recommendations to develop the alternative education provision for young people in Conwy. The project in 2019 is looking at options to maximise mainstream and on-site inclusion centres within schools and our offsite specialist alternative education units (Pupil Referral Units) and other support services, enabling learners in need of support to engage more effectively with their learning.

## The Children's Services Development Project

The Children's Service Project, which has just started in 2019 will introduce changes to models of working and support being provided through the service. The aim is to break the trend of a rising Looked After Children population, responding proactively to the crisis in care identified across Wales and the UK and to achieve better outcomes for children and families. A dedicated and experienced project manager has been recruited for a two-year period to support implementation. Work has already begun to identify lead officers for the various work streams and agree the next steps to progress. We will be looking at:

- Our workforce and practice;
- Reducing the number of looked after children;
- Our capacity to de-escalate children with complex needs;
- Looked after children's placements, in particular their sufficiency, quality, stability and support.



The service benefits from valuable business support services, with expertise in areas such as training, performance management, management information systems and administrative support. A review exercise undertaken by staff is nearing completion, which has considered how business support can be maximised across the service going forward.

In 2019 staff will have the opportunity to reflect on progress to date and to consider the services' integration priorities that should be delivered through the programme in the medium and long term.

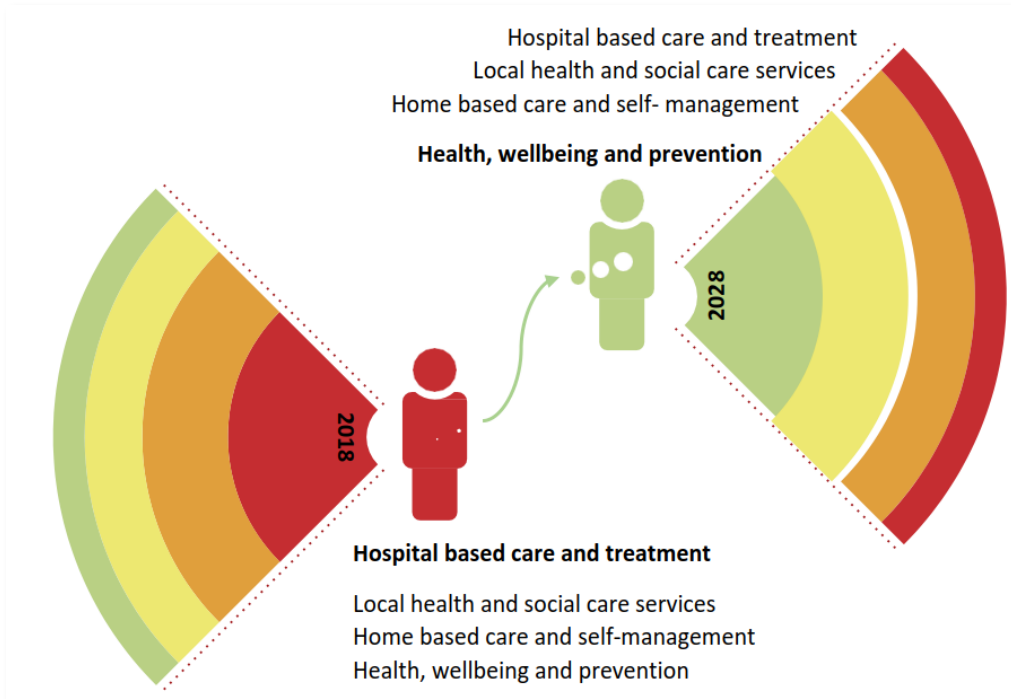
## A Healthier Wales

Following on from a [Welsh Government Parliamentary Review](#) of the long term future of Health and Social Care 'A Healthier Wales' is a plan which sets out a future vision of how Health and Social Care services will be delivered in Wales. Conwy will be working alongside our partners in Denbighshire to put into practice the ultimate aims of the plan:

- To organise care around the individual and their family as close to home as possible;
- To ensure that health and care staff, volunteers and citizens all work together to deliver clear outcomes, improved health and wellbeing, a cared-for workforce and better value for money;
- To develop seamless ways of working between organisations;

- To put people and communities in control via equal involvement in the planning and delivery of services;
- To invest in our staff through training and development to provide them with the tools to work safely and effectively.

With more of an emphasis on citizen empowerment to remain informed, independent and healthy it is hoped that over the next ten years we will see a reduction in the number of people accessing hospital-based care and treatment due to an increase in activities to support health, well-being and prevention, plus more locally-delivered care services.



We will report back on Conwy's progress towards delivering on the Healthier Wales plan in our next Annual Report.

## Accessing further information and key documents

Director's Annual Report (previous years)

<https://conwysocialservicesannualreport.org.uk/>

Corporate Plan 2017-2022

<http://www.conwy.gov.uk/en/Council/Strategies-Plans-and-Policies/Corporate-Plan/Corporate-Plan-2017-2022.aspx>

How we commission services

<http://www.conwy.gov.uk/en/Resident/Social-Care-and-Wellbeing/Policies-Plans-and-Reports/How-we-Commission-Services.aspx>

Care Inspectorate Wales

<https://careinspectorate.wales/>

Social Care Wales

<https://socialcare.wales/>

Measuring Well-being

<https://gov.wales/topics/health/socialcare/well-being/?lang=en>

Conwy Family Centres

<http://www.conwy.gov.uk/en/Resident/Social-Care-and-Wellbeing/Children-and-families/Conwy-Family-Centres.aspx>

Conwy Youth Council

<https://en-gb.facebook.com/CyngorleuenctidConwyYouthCouncil/>

Corporate Safeguarding Policy

<http://www.conwy.gov.uk/en/Resident/Social-Care-and-Wellbeing/Im-worried-about-somebody/Corporate-Safeguarding-Policy.aspx>

North Wales Social Care and Well-being Services Improvement Collaborative

<https://www.northwalescollaborative.wales/>

Flexible Funding Programme

<https://gov.wales/topics/people-and-communities/communities/flexible-funding-programme/?lang=en>

