

# Public Document Pack



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

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<b>RHYBUDD O GYFARFOD</b>	<b>NOTICE OF MEETING</b>
<b>PWYLLGOR SGRIWTINI CORFFORAETHOL</b>	<b>CORPORATE SCRUTINY COMMITTEE</b>
<b>DYDD MERCHER, 12 MEDI, 2018 am 10:00 y bore</b>	<b>WEDNESDAY, 12 SEPTEMBER 2018 at 10.00 am</b>
<b>YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGFNI</b>	<b>COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGFNI</b>
<b>Swyddog Pwyllgor</b>	<b>Ann Holmes 01248 752518 Committee Officer</b>

## **AELODAU/MEMBERS**

Cynghorydd/Councillor:

## **PLAID CYMRU / THE PARTY OF WALES**

Lewis Davies, Trefor Lloyd Hughes, MBE, Dylan Rees (*Is-Gadeirydd/Vice-Chair*), Alun Roberts, Nicola Roberts

## **Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP**

Richard Griffiths, Richard O. Jones

## **PLAID LAFUR CYMRU/ WALES LABOUR PARTY**

J. Arwel Roberts

## **ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS**

Aled Morris Jones (Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats)(*Cadeirydd/Chair*)  
Bryan Owen

## **AELODAU CYFETHOLEDIG (Gyda hawl pleidleisio ar faterion Addysg) / CO-OPTED MEMBERS (With voting rights when dealing with Educational matters)**

Mr Keith Roberts (Yr Eglwys Gatholig / The Catholic Church)  
Mrs Anest G. Frazer (Yr Eglwys yng Nghymru / The Church in Wales).

## **A G E N D A**

### **1 DECLARATION OF INTEREST**

To receive any declaration of interest from any Member or Officer in respect of any item of business.

### **2 MINUTES OF PREVIOUS MEETINGS 4 JUNE, 2018** (Pages 1 - 58)

To submit the minutes of the previous meetings of the Corporate Scrutiny Committee held on the following dates –

- 4 June, 2018
- 5 July, 2018 (extraordinary)
- 13 July, 2018 (extraordinary)
- 2 August, 2018 (call-in)
- 6 August, 2018 (call-in)

### **3 PROGRESS REPORT - FINANCE SCRUTINY PANEL** (Pages 59 - 64)

To present the report of the Scrutiny Manager.

### **4 PROGRESS REPORT - CHILDREN AND FAMILIES' SERVICES IMPROVEMENT PLAN** (Pages 65 - 90)

To present the following –

- A progress report by the Head of Children and Families' Services on implementing the Children's Services Improvement Plan.
- A progress report from the Children's Services Improvement Panel.

### **5 PERFORMANCE MONITORING: CORPORATE SCORECARD QUARTER 1 2018/19** (Pages 91 - 108)

To present the report of the Head of Transformation and Human Resources.

### **6 FORWARD WORK PROGRAMME** (Pages 109 - 116)

To present the report of the Scrutiny Manager.

### **7 ITEM FOR INFORMATION - ANNUAL REPORT 2017/18 : LISTENING AND LEARNING FROM COMPLAINTS** (Pages 117 - 138)

To present for the Committee's information, the Social Services' Complaints Procedure Annual Report for 2017/18.

**CORPORATE SCRUTINY COMMITTEE**

**Minutes of the meeting held on 4 June, 2018**

**PRESENT:** Councillor Aled Morris Jones Jones (Chair)  
Councillors Lewis Davies, Bryan Owen, Nicola Roberts

**Portfolio Members**

Councillor R. Meirion Jones (Portfolio Member for Education, Libraries, Culture & Youth), Councillor Dafydd Rhys Thomas (Portfolio Member for Corporate Services), Councillor Robin Williams (Portfolio Member for Finance)

**IN ATTENDANCE:** Assistant Chief Executive (Partnerships, Community and Service Improvement)  
Assistant Chief Executive (Governance and Business Process Transformation) & Statutory Director of Social Services  
Head of Profession (HR) and Transformation (for item 3)  
Programme, Business Planning & Performance Manager (GM) (for item 3)  
Head of Adults' Services (for item 3)  
Head of Learning  
Head of Housing Services (for item 3)  
Head of Highways, Waste & Property Services  
Head of Children and Families' Services  
Scrutiny Manager (AGD)  
Committee Officer (ATH)

**APOLOGIES:** Councillors Richard Griffiths, Trefor Lloyd Hughes, Richard O. Jones, Dylan Rees, Alun Roberts, J. Arwel Roberts, Llinos Medi Huws (Portfolio Member for Social Services)

**ALSO PRESENT:** Head of Democratic Services, Erin Bilsborrow, Denu Talent Project Worker

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The Chair welcomed all Members and Officers to the meeting and he extended a particular welcome to Councillor Bryan Owen to his first meeting of the Corporate Scrutiny Committee; to Mr Arwyn Williams as the new Head of Learning, and to Mrs Carys Edwards in her new role as Head of Profession (Human Resources and Transformation).

The Chair referred to the success of Mr Gruffydd Wyn Roberts of Amlwch in reaching the final of the TV talent show – Britain's Got Talent, and he congratulated Mr Roberts on his achievement. The Chair also thanked the town and community of Amlwch and in particular Mr Arwel Hughes for arranging a special outdoor screening of the final. The focus on Amlwch and the positive publicity surrounding the event and Mr Roberts' success had been excellent for the area.

## **1 DECLARATION OF INTEREST**

No declaration of interest was received.

## **2 MINUTES OF THE 21 NOVEMBER, 2016 MEETING**

The minutes of the previous meetings of the Corporate Scrutiny Committee held on 23 April and 15 May, 2018 were presented and were confirmed as correct.

## **3 MONITORING PERFORMANCE – CORPORATE SCORECARD QUARTER 4 2017/18**

The report of the Head of Profession (Human Resources and Transformation) outlining the position of the Council against its operational objectives for the final quarter of 2017/18 financial year was presented for the Committee's consideration. The report provided an overview of the Council's performance in its business as usual activities whilst also setting out specific pointers towards other transformational developments which were completed during this time period.

The Portfolio Member for Corporate Services said that despite it being another challenging year for the public sector, it was encouraging to be able to report that the majority of indicators performed well against their targets, and that this achievement should be recognised when the Council's Annual Performance Report will be drafted in the autumn. The final quarter's outcomes have not produced any surprises with certain areas of performance in Children and Families' Services and the Learning Service proving challenging. Notwithstanding, the former is undergoing a transformational change and will continue to prioritise the areas where performance has fallen short of target – improvement has been seen in 4 of these 5 underperforming indicators especially during the latter half of the financial year following a restructuring exercise and a review of policies and processes. The Learning Service will continue with the implementation of the mitigation measures reported at the end of Quarter 3 and summarised in paragraph 2.2.5 which should continue to improve performance in the forthcoming year.

The Portfolio Member reported that in terms of People Management, the performance of the Council's sickness rates at the end of 2017/18 narrowly missed the corporate target of 9.75 days sick per FTE at 9.96 days sick per FTE. Although the performance with regard to sickness absence in Quarters 1, 2 and 3 was ahead of target, the higher than normal sickness rates during Quarter 4 impacted on 6 of the 9 Council Services which effectively skewed the end of year performance result and meant that the corporate target was not met. This outcome is replicated nationally.

There have been improvements in Customer Service most notably in relation to the use of Digital Services, with an increasing number of the public now using the App Môn technology and the Council's website to communicate with the Authority and to report issues. The Council's social media presence and followers have also increased and it is envisaged that the flow of information distributed and received via social media channels will continue to grow with time. The percentage of FOI requests responded to within timescale performed at 78% at the end of 2017/18 compared to 77% at the end of 2016/17. Although not hitting the corporate target of 80%, the outcome is encouraging in view of the fact that 7,527 requests were dealt with in 2017/18 compared to 5,700 during 2016/17.

The Portfolio Member for Corporate Services concluded by saying that the Council needs to continue the momentum of progress and will do this by services working collectively to continually drive improvement.

In respect of Children and Families' Services, the Assistant Chief Executive (Governance and Business Process Transformation) and Statutory Director of Social Services highlighted that although the service's performance has improved during the period and in particular

following the restructuring, the improvement is not captured by a single end of year figure but is better and more clearly evidenced by the detailed data.

The Committee considered the information presented and made the following points –

- The Committee noted comments submitted by the Vice-Chair, Councillor Dylan Rees via the Chair referencing a Local Government Association Bulletin highlighting an article in The Times about young people being let down by foster care. The article states that the Children’s Commissioner has warned that young people are being moved around the care system frequently during adolescence and that almost 20% of 12 to 15 year olds are moved at least twice in a year meaning they live in 3 foster homes over a 12 month period. The Chair of the LGA’s Young People Board is quoted as saying that “90 children per day entered care in the last year and councils saw the biggest annual increase in children in care since 2010. This is against a background of unprecedented cuts to local authority budgets.” Councillor Dylan Rees suggests that although the article refers to the situation in England overall there is also cause for concern in Anglesey with the Quarter 4 Scorecard showing Red for PI PM32 (*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 transitional arrangements, in the year to 31 March*) and Amber for PI PM33 (*the percentage of looked after children on 31 March who have had three or more placements during the year*) Councillor Rees although acknowledging that mitigating explanations are offered, believed that a more in-depth analysis is required to try to understand the reasons why children who are looked after are experiencing school instability which can prove disruptive for their education.

The Assistant Chief Executive (Governance and Business Process Transformation) and Statutory Director of Social Services said that whilst the Authority seeks to minimise all forms of instability for the children in its care, placement and school moves are sometimes unavoidable e.g. in instances where a placement has broken down or where a child/young person is put into an emergency placement whilst a more suitable placement is found. Placement changes can also be part of the care process and are instigated for the benefit of the individual e.g. in circumstances where the child/young person is in need of therapy which requires a change of placement for the duration of the therapy. The Head of Children and Families’ Services said that a change of school can also happen when a child returns home to live with their family, following a period in care.

- The Committee noted that Appendix B of the report provides an update on the status of projects reporting to the two main Transformation Programme Boards. The Committee noted further that under the theme of Prevention, implementation of the Early Intervention Strategy and the Tackling Poverty Strategy has yet to start and it suggested that had progress been made with these strategies it might ease the current pressures on Children and Families’ Services. The Committee noted also that the update unhelpfully provides no timescales for the delivery of the projects listed.

The Assistant Chief Executive (Governance and Business Process Transformation) and Statutory Director of Social Services confirmed that work on the Early Intervention Strategy has begun with a team having been established and a strategy created – the grant funding is at present at a transitional stage. The Head of Housing Services said that the consultation process on the Tackling Poverty Strategy is about to begin and is expected to report back to the Executive in December.

The Assistant Chief Executive (Partnerships, Community and Service Improvement) confirmed that information about project delivery timescales is available and that it is a matter of populating the table with this information.

- The Committee noted with respect to People Management that the performance in relation to conducting Return to Work interviews has declined both as regards interviews held within timescale (73% for 2017/18 compared to 78% for 2016/17) and as regards the total number of interviews held which at 85% is low compared to the target of 95%. The Committee sought assurance that steps will be taken to bring the performance back to an acceptable level.

The Head of Profession (Human Resources and Transformation) said that there is no single reason for the decline in performance but rather a combination of reasons which need to be examined and which will receive attention by Heads of Service.

- The Committee noted comments by the Head of Service (Highways, Waste and Property) about a lack of clarity with regard to PIs 30, 31 and 31 in relation to fly tipping incidents cleared, municipal waste collected and prepared for reuse and/or recycled, and municipal waste sent to landfill against which there are downward red and amber arrows indicative of a decline in performance although the percentage figures clearly show otherwise. The Committee sought clarification of the designations in order to avoid possible misperceptions arising.

The Performance and Business Planning Manager said that the downwards red and amber arrows indicate a decline on the previous Quarter 3 performance. The upwards green arrows to the right of the table indicate an improving year on year performance for PIs 30, 31 and 32 which is supported and reinforced by the narrative commentary at paragraph 2. 2. 6 of the report.

The Committee noted the clarification provided but noted also that it was the Head of Service - Highways, Waste and Property's view that comparison of performance between different quarters is not especially helpful or fair in relation to services such as municipal waste collection as the volume of green waste generated varies and is less in Quarter 4, meaning that a like for like comparison with Quarter 3 performance is not possible.

**Having scrutinised the Quarter 4 Scorecard and having been assured by the information presented and the explanations provided both within the report and by Officers at the meeting, the Committee resolved to note the areas which the Senior Leadership Team is managing in order to secure improvements into the future as summarised in paragraphs 1.4.1 to 1.4.5 of the report and to accept and to recommend the mitigation measures as outlined.**

#### **NO ADDITIONAL ACTION WAS PROPOSED**

#### **4 MONITORING PROGRESS – CHILDREN AND FAMILIES SERVICES' IMPROVEMENT PROGRAMME**

4.1 The report of the Head of Children and Families' Services setting out the progress to date with implementing the Service Improvement Plan was presented for the Committee's consideration.

The Assistant Chief Executive (Governance and Business Process Transformation) and Statutory Director of Social Services reported that over the period since CIW's inspection of Children's Services, the Service has been involved in putting in place a series of important changes which it is considered will better deliver in line with legislation. The main areas of change which are elaborated on in the report relate to the following –

- Restructuring the service so that the focus is on Early Intervention and prevention and intensive intervention under service managers leading on and holding the resources for each of these service areas. It has substantially increased the level of supervisory resources, management oversight, case direction, and has improved care planning with small Practice Groups led by Practice Leaders who aim to improve the quality of professional practice.
- Developing a prevention strategy with the objective of de-escalating need at all levels thereby reducing the need for intensive involvement. The Council has invested resources to establish an intensive intervention Resilient Families' Team to respond proactively to children with high level/edge of care needs and also to work with the allocated social worker to assist with returning children out of care to friends or family closer to home.
- Improving the systems in place to support intensive intervention by reviewing cases to ensure the right cases are being dealt with at this level and that the Service's processes are as effective as possible.
- Improving the quality and consistency of practice. Improved processes and guidance have been developed and additional resources have been committed to improving the Quality Assurance and Improvement function.

The Officer said that the Service recognises that the steps taken are recent in their implementation with most coming to fruition since the inspection report was published in March, 2017 and are dependent on the successful implementation of the Practice Leader role. This will take time to achieve what is expected of it but the benefits of doing so effectively will be seen in good quality practice across all Children and Families' Services. The focus of the work in the last quarter has been on consolidating recruitment and retention arrangements. Given the national shortage of experienced Social Workers the Service has implemented a contingency plan (funding for which has been approved by the Executive) which is to recruit newly qualified Social Workers (NQSWs) to vacant posts and to engage experienced agency social workers over capacity for a period of one year to provide support for the NQSWs throughout their first year in the Practice Framework. Implementing the 21 actions on the Service Improvement Plan (SIP) is also ongoing. After 12 months of work on the SIP, the service has developed a RAG rating system to measure progress – the table within the report shows that 6 areas have been completed (Green), 10 areas are almost complete (Yellow) and 5 Amber areas are ongoing pieces of work in relation to Social Work practice. There are no areas denoted as Red in which progress has not been made. The areas rated as Amber are being prioritised throughout 2018.

The increase over the past four years in the number of children who are looked after by the Authority has correspondingly increased the financial cost of Children's Services both in terms of staffing and in terms of arranging and funding foster care and/or residential placements. The report refers to the financial implications of more children and young people coming into the care system and the additional investment made in Children and Families' Services over the three years since 2016 to meet the increased demands on the service. In 2017/18 the Service overspent its budget by £1.78m because of the increase in the number of Looked After Children where individual placements can entail a significant cost. The Service is looking to reduce the number of children reaching this stage as well as increasing placement options on the Island. However, this will take time and there remains a risk that the Service will overspend again in 2018/19.

The Committee noted the information presented and made the following points –

- The Committee noted that the Council has allocated additional resources to Children's Services since 2016. The Committee sought clarification of the extent of the investment made and the uses to which it has been put.

The Assistant Chief Executive (Governance and Business Process Transformation) and Statutory Director of Social Services said that over the three years an additional £803k of permanent funding has been added to the Service's budget with a further £240k (2 year funding) for an early intervention team. In May, 2018 the Executive approved a further one-off sum of £268k to fund agency staffing costs to fill existing vacancies, to support newly qualified Social Workers and to deal with Legacy cases where the Authority may not have responded appropriately to historic cases. The additional money has also been used to meet the demand for residential placements which can cost up to £250k per young person for a specialist placement. In light of the fact that the Authority now has 14 young people in residential placements compared with 8 two years ago this increase could potentially incur additional costs in the region of £1.5m. The Service is seeking to intervene sooner so as to prevent cases from escalating to the point where a residential placement is the only option. The Service is also aiming to provide better placement choice locally e.g. Small Group Homes in order to reduce usage of out of county placements which puts an increased travel burden on children's social workers and puts added pressure on the service's budget. The service is reliant to an extent on whatever placement is available at a point in time when the need arises - whilst arrangements are made to identify an appropriate longer term placement that matches the individual's needs. These placements can be in the locality or more usually they are further afield.

- The Committee noted that out of county placements can be especially expensive and can very quickly take the Service beyond its budget. The Committee therefore sought clarification of the provision that is available locally and whether there is scope for greater collaboration on a regional basis.

The Assistant Chief Executive (Governance and Business Process Transformation) and Statutory Director of Social Services said that there are currently 140 children and young people being looked after by the Authority in Anglesey. Some of those are placed with their families mostly on Anglesey although they remain formally in the care of the Authority. The Authority has 25 of its own registered foster carers catering for different types of need and additionally it makes use of Independent sector foster carers. Two private companies provide residential placements on the Island which are mostly utilised by young people from England. Therapeutic placements are available in Gwynedd but these are short-term and are for specific trauma related care needs. Choice of placements is driven by the individual's needs but increasingly the Authority is challenging companies on the quality, value and suitability of the provision provided in order to ensure that the service obtained is the service paid for. The Officer said that it is important to bear in mind that although the number of children in the Authority's care has almost doubled over the last few years the budget for Children and Families' Services has not increased proportionately. The doubling of the number of children being looked after has also led to a doubling in the need for placements which in turn means that more Social Workers are required to manage the increased caseloads hence the need for additional investment. Most other authorities nationally, including the North Wales authorities, are facing the same challenges as Anglesey with regard to shortage of placements; however, Anglesey is leading in terms of developing alternative placement options.

- The Committee noted that there have been issues over time with the recruitment and retention of Children's Services Social Work staff. In order to help it understand the

impact which an overhaul of processes including improved support, supervision and guidance has had on recruitment and retention in the past two years, the Committee requested the following information – the number of current vacancies, the number of children’s social work staff that have left the service in the past two years; the reduction in the number of agency social workers over the past two years and the number currently engaged by the Service; whether there has been a change in trend following the re-evaluation of Children’s Social Worker posts as part of the Job Evaluation process and whether benchmarking against other authorities occurs.

The Head of Children’s Services said that there were 7 vacancies for Children’s Social Workers, 4 of which have just been filled with 3 remaining to be filled. Further interviews are to be held in the next few weeks. The four appointees are Newly Qualified Social Workers who will receive appropriate support. However, as well as focusing on filling vacancies, the Service is seeking to ensure that the persons appointed are of the right quality.

The Assistant Chief Executive (Governance and Business Process Transformation) and Statutory Director of Social Services said that although remuneration is an important consideration in recruitment, it is not the only one; other factors that are critical to the successful recruitment of Social Work staff are the existence of a safe and positive working environment; a manageable caseload and the availability of appropriate support and supervision. These elements are now in place in Anglesey and recruitment has improved as a result.

**Having considered the information provided and the assurances received, the Committee resolved to confirm that it is satisfied with the steps taken to date to progress the implementation of the Children’s Services Improvement Plan and the pace of progress.**

**ADDITIONAL ACTION PROPOSED: The Scrutiny Manager to source and to circulate to the Committee’s Members information in relation to the number of children’s social work staff that have left the service in the past two years; the reduction in the number of agency social workers over the past two years and the number currently engaged by the Service, whether there has been a change in trend following the re-evaluation of Children’s Social worker posts as part of the Job Evaluation process and the availability of benchmarking data against other authorities.**

4.2 The report of the Children’s Services Improvement Panel providing an update on the work of the Panel was presented for the Committee’s consideration.

The Scrutiny Manager reported on the work of the Panel for the period from February, to April, 2018 during which period it gave consideration to the following matters over the course of three meetings –

- Continued oversight of the Service Improvement Plan to ensure the programme remains on target. As part of its ongoing monitoring of the SIP the Panel followed up on five specific issues as noted in the report.
- Detailed consideration was given by the Panel to two themes in the Service Improvement Plan namely Theme 4 and Theme 5.
- Laming Visits
- Partnership working
- Performance Management
- Training/awareness raising sessions

The Officer highlighted that at its last meeting, the Panel made arrangements to undertake a self-evaluation of its effectiveness and in particular the impact the Panel

has had on the improvement programme in Children and Families' Services and also to enable the Panel's members to grade the RAG status of Theme 1.5 of the SIP for Children's services. This is concerned with progress to date against two recommendations in the recent Care Inspectorate report which directly relate to the role of Members.

**Having considered the information presented, the Committee resolved to note –**

- **The progress made to date with the work of the Children's Services Improvement Panel**
- **That all work streams pertaining to the Service Improvement Plan appear to be on target thus far and that this was confirmed by Care Inspectorate Wales (CIW) following its assessment of the Council's self-evaluation to date.**
- **The ongoing development programme for Panel Members much of which is delivered in-house.**
- **That the Panel has escalated for the parent committee's attention the fact that although good progress has been made on implementing the revised staffing structure, some posts remain filled by agency workers. The Committee further notes that this is being addressed by developing experienced home grown Social Workers by supporting experienced Support Workers to qualify and by recruiting Newly Qualified Social Workers.**

**NO ADDITIONAL ACTION WAS PROPOSED**

## **5 MONITORING PROGRESS – FINANCE SCRUTINY PANEL**

The report of the Scrutiny Finance Panel providing an update on the work of the Panel was presented for the Committee's consideration.

Councillor Dafydd Roberts, a member of the Panel reported on the work of the Panel in the period from March to April, 2018 with reference to the following –

- Detailed consideration has been given to Budget Monitoring for Quarter 3 2017/18 with the Panel's approach being to scrutinise the Executive's response to budget monitoring as being more helpful in supporting the Executive to make better decisions.
- 2017/18 financial pressures. The Panel continues to scrutinise the financial pressures in Children's Services and the Learning Service as a key priority. To this end further information has been commissioned from both Heads of Service for consideration by the Panel at its next meeting on 28 June, 2018.
- Annual Budget setting process 2019/20. A review of the Panel's work programme has been a catalyst for agreement on the role of the Panel in the budget setting process for next year as outlined in the report.
- The Council's Efficiencies Strategy. The Panel has given detailed consideration to performance against each of the efficiency proposals implemented during 2017/18 in order to form a view on the percentage delivered and to identify barriers and risks and any consequent learning in moving forward.

The Panel has escalated for the Committee's attention the current budget pressures in Children's Services and the Learning Service.

The Committee considered the information presented and made the following points –

- The Committee noted from the Panel's conclusions that implementation of the 2017/18 efficiencies strategy totalling £1.954k fell short by £399k which related to the

3 projects listed in the report. The Committee sought clarification of the reasons why these savings projects had not been delivered on time.

Councillor Dafydd Roberts confirmed that the Panel had received reports on the matter. The Portfolio Member for Finance and former member of the Panel said that he was confident that the Panel would continue to keep a close eye on the progress of implementing savings plans and efficiencies.

The Assistant Chief Executive (Governance and Business Process Transformation) and Statutory Director of Social Services explained that the Garreglwyd project had taken more time than originally envisaged partly because there was a delay in employing Health staff to support the realisation of the project and partly because of CIW taking a longer than expected period to accept and to approve the implementation model. The facility is now open and receiving an increasing number of individuals and a second wing is also ready. Most of the work to develop the two wings to provide accommodation for individuals with dementia has been funded via the Welsh Government's Intermediate Care Fund.

- The Committee referred to the additional unplanned expenditure incurred by the Council as a result of the floods in November, 2017. The Committee sought clarification of the contribution made by Welsh Government towards the costs and whether this was subject to any specific conditions. The Head of Service (Highways, Waste and Property) said that the Authority had asked for the sum of £1.3m and had been awarded in the region of £500k with the only stipulation being that the funding be spent by the end of the 2017/18 financial year. Work has been done in the areas affected.

The Committee noted further that it would be helpful for it to receive a breakdown of the expenditure made in the aftermath of the flooding in terms of what was spent where including what was contributed by the Council and what was contributed by Welsh Government.

- The Committee noted that the over-expenditure in Children and Families' Services with regard to Residential Placements has a knock-on effect on the Learning Service leading to the Service incurring additional expenditure on the education provision of the individuals who are the subject of those placements. The Committee sought clarification of the cost of making this provision especially if the education provided is independent. The Portfolio Member for Education said that dependent on the individual case, the costs can be in the region of £80k young person.

**Having considered the information presented, the Committee resolved to note –**

- **The progress made to date with the work of the Finance Scrutiny Panel both in terms of achieving its work programme and measuring impact and added value.**
- **That processes pertaining to budget monitoring for 2017/18 appeared to be fit for purpose and on track.**
- **The ongoing financial scrutiny development programme for Panel members which is being delivered by CIPFA Wales.**
- **That the Panel has escalated for its attention its continued concern regarding budget pressures in Children's Services and the Learning Service. The Committee further notes that the Panel continues to closely monitor the situation and has arrangements in place to ensure regular dialogue with the Assistant Chief Executive and Heads of Service to provide an explanation of the financial situation in both services and the impact of mitigation measures in place to control**

overspends and that it will continue to report back to this Committee on its findings as the situation evolves.

**ADDITIONAL ACTION PROPOSED:** The Committee to be provided with the following information –

- **A breakdown of the expenditure made in the aftermath of the floods in November, 2017 by area to include the contribution made by the Council and the contribution made by Welsh Government.**
- **Clarification of the cost of providing education provision including independent provision where that is necessary, for children/young people in residential care placements.**

## **6 FORWARD WORK PROGRAMME**

The Committee's Forward Work Programme for 2017/18 to 2018/19 was presented for comment and review.

The Chair highlighted that the two additional meetings of the Committee referred to at the previous meeting have now been confirmed for 5 and 13 July, 2018 and will consider school modernisation proposals for the Llangefni and Seiriol areas respectively. The meeting on 5 July will also consider the Annual Report of the Statutory Director of Social Services.

**It was resolved to accept the Work Programme as presented.**

**NO ADDITIONAL ACTION WAS PROPOSED**

## **7 ITEM FOR INFORMATION – SCHOOL TRANSPORT**

The report of the Head of Service (Highways, Waste and Property) and Head of Learning providing an update on implementing the recommended actions following an Internal Audit review of School transport in September, 2017 was presented for the Committee's information. The report notes that the Internal Audit follow-up review confirms that significant progress has been made towards improving School transport arrangements and addressing the issues and risks raised in the original audit review report. The Audit and Governance Committee at its meeting held on 24 April, 2018 accepted that good progress had been made and that it was not necessary for it to take further action.

**It was resolved to note -**

- **The significant progress made in reducing the risks identified in the Internal Audit report of September, 2017.**
- **The decision of the Audit and Governance Committee at its meeting held on 24 April, 2018 to note that good progress has been made and that no further steps are required.**

**NO ADDITIONAL ACTION WAS PROPOSED**

**Councillor Aled Morris Jones  
Chair**

# CORPORATE SCRUTINY COMMITTEE

## Minutes of the extraordinary meeting held on 5 July, 2018

- PRESENT:** Councillor Aled M. Jones (Chair)  
Councillor Dylan Rees (Vice-Chair)
- Councillors Lewis Davies, Richard Griffiths, Richard Owain Jones, Alun Roberts, Nicola Roberts.
- Co-opted Members: Mr Keith Roberts (The Catholic Church), Mrs Anest Frazer (The Church in Wales)
- Portfolio Member**
- R. Meirion Jones (Portfolio Member for Education, Libraries, Youth & Culture)
- IN ATTENDANCE:** Chief Executive  
Assistant Chief Executive (Partnerships, Community & Service Improvement)(for item 3)  
Assistant Chief Executive (Governance & Business Process Transformation) (for item 2)  
Head of Function (Council Business)/Monitoring Officer (for item 3)  
Head of Function (Resources)/Section 151 Officer  
Head of Children and Families' Services (for item 2)  
Service Manager (Learning Disabilities (BW) (for item 2)  
Scrutiny Manager (AGD)  
Committee Officer (ATH)
- APOLOGIES:** Councillors J. Arwel Roberts, Llinos Medi Huws (Leader and Portfolio Member for Social Services), Councillor Dylan Morgan (Llanddyfnan Community Council) and Mr Huw Redvers Jones (Ysgol y Graig (Public Speakers)
- ALSO PRESENT:** **Portfolio Members:** Councillors Robin Williams (Portfolio Member for Finance), Alun Mummery (Portfolio Member for Housing and Supporting Communities), Dafydd Rhys Thomas (Portfolio Member for Corporate Services) Richard Dew (Portfolio Member for Planning and Public Protection), Carwyn Jones (Portfolio Member for Major Projects and Economic Development), R.G. Parry, OBE, FRAGS (Portfolio Member for Highways, Property and Waste)
- Officers:** Head of Learning, Programme, Business Planning and Performance Manager
- Public Speakers:** Mr Islwyn Humphreys (Ysgol Talwrn Governing Body), Siwan Mathias (Ysgol Talwrn Campaign Committee), Elwyn and Bethan Wyn Jones (Community of Talwrn)
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The Chair welcomed all those present to this meeting of the Corporate Scrutiny Committee including Members, Officers and representatives of Ysgol Talwrn and the community of Talwrn.

Councillor Lewis Davies paid tribute to the National Health Service on the 70<sup>th</sup> anniversary of its creation, and to the vision of those who made it possible. The Committee's members echoed the tribute and agreed that much was owing to the NHS and the health care it provides.

## **1 DECLARATION OF INTEREST**

Councillor Richard Griffiths declared a personal but not prejudicial interest with regard to item 3 on the agenda as his prospective daughter in law is employed at Ysgol y Graig.

Councillor Nicola Roberts declared a personal but not prejudicial interest with regard to item 3 on the agenda as a member of the Governing Body of Ysgol y Graig and the Governing Body of Ysgol Talwrn and also as the parent of a child who is a pupil at the Ysgol y Graig.

## **2 ANNUAL REPORT OF THE STATUTORY DIRECTOR OF SOCIAL SERVICES**

The draft Annual Report of the Statutory Director of Social Services on the effectiveness of the Social Services in the 2017/18 financial year was presented for the Committee's consideration.

The Assistant Chief Executive (Governance & Business Process Transformation)/ Statutory Director of Social Services reported that the Social Services and Well-being (Wales) Act 2014 since its implementation has fundamentally changed the way the Authority's Social Services operate. It also sets the format which Welsh Government expects the Statutory Directors of Social Services of all the 22 Welsh local authorities to apply in formulating the contents of the annual report which encompass Adults' Services, Children's Services and Corporate Services. The Annual Report is intended to provide information about Social Services' performance to a wide-ranging audience including Elected Members, the general public, service users and the Care Inspectorate Wales. This being so its contents provide a balance between on the one hand being easily accessible and on the other hand, providing sufficiently detailed information to the Inspectorate. As part of the process of preparing the Annual Report a service challenge session was held in June to which a range of partners was invited the aim being to obtain their input on the Social Services' activities in the financial year gone by along with the Services' plans going forwards.

In referring to Adults' Services, the Officer said that she was pleased with the progress that had been made in 2017/18 especially the collaborative working with the Health Service as a key partner. During the year Garreglwyd in Holyhead was remodelled to provide specialist support for older people with dementia and is a valuable local resource enabling those with dementia to remain on Anglesey closer to family and friends. Hafan Cefni, the new extra care facility in Llangefni will open later in 2018 and will enable more people to stay within their communities as their care and support needs increase. The facility will also provide care for a small number of dementia clients. There has also been significant work during the year between the Social Services, the Health Service and local communities to strengthen dementia services for people within their own communities across the Island.

The significant progress made in improving Children and Families' Services during 2017/18 has been well documented in reports to the Council's committees and has also been recognised by the Care Inspectorate Wales in its letter in January, 2018. The Annual Report describes a number of new elements in Children and Families' Services including the Prevention and Early Intervention Service, the Resilient Families Team, and

Teulu Môn. Alongside the new initiatives, the Service continues to fulfil its core responsibilities i.e. looking after children in care and children who are on the Child Protection Register. Although a great deal has been achieved in terms of improving Children and Families' Services in the past eighteen months, transforming the Service does not happen overnight and the Service therefore remains on a journey of improvement; it is anticipated that the improvements currently ongoing will take a further eighteen months to complete and to consolidate. A follow-up inspection of Children and Families' Services will be carried out by Care Inspectorate Wales in the autumn.

The Officer went on to refer to the impact of corporate services in supporting the provision of effective frontline Social Services for example, good progress has been achieved in 2017/18 to ensure that the Council is a safe employer and that it employs and sets contracts in a responsible and safe way that protects the Island's residents. As part of its corporate responsibilities the Service has arranged for training to be provided to all Council staff on domestic abuse to be followed in the course of this year by training on modern slavery, child sexual abuse, and Prevent, the Government's programme to stop people from becoming radicalised.

The Committee considered the Statutory Director's Annual Report for 2017/18 and made the following observations for consideration by the Statutory Director –

- The Committee noted and recognised that the work undertaken during the 2017/18 financial year was significant with notable developments in both Adults' Services and Children and Families' Services.
- It was also noted that there has been a focus on dementia care services during the reporting period and in particular on developing more community-based dementia provision. Given that the number of people suffering from dementia especially younger people, is expected to grow rapidly in future the Committee sought clarification of how the Authority proposes to support individuals so affected.

The Service Manager for Learning Disability Services said that the new facility at Garreglwyd is designed to provide support for individuals with acute needs; however, this support is not confined to older people but can be extended to younger people who may be in the process of developing dementia and who might otherwise have to go out of county to receive support appropriate to meet their care needs.

The Statutory Director of Social Services said that dementia is a condition that evolves and changes over time. Whilst the objective of the Service is to help people stay independent within their communities for as long as possible, it must also ensure that appropriate provision is available for those whose needs are more severe requiring specialist care. The Garreglwyd resource which was planned, developed and staffed conjointly with the Health Service is in this respect, a truly pioneering initiative.

- The Committee noted that the report states that Social Services' collaboration with partners has also improved, in particular with BCUHB, North Wales Police and Third Sector partners. The Committee welcomed this evaluation and emphasised that Social Services cannot work in isolation and that continuing to strengthen partnership working is important if vulnerable adults and children are to receive the best and most effective services.

The Statutory Director of Social Services acknowledged the point made and confirmed that collaboration especially with the Betsi Cadwaladr University Health Board is much improved. She added that similarly, the Service's relationship with North Wales Police has improved with monthly meetings being held and close collaboration on a number of matters both strategically and operationally at local level.

There is still further scope for improvement as regards day to day work and Children and Families' Services continue to work with the Police to ensure that the referrals it makes are appropriate.

- The Committee noted that there are many legal requirements in relation to Children's Services. The Chair asked for clarification of the Service's relationship with the Courts and the impact of new processes and procedures on the Service.

The Statutory Director of Social Services said Social Services operates within a legislative system where there are statutory requirements especially in relation to Children's Services. The introduction of the Public Law Outline has set a timescale of six months for completing care proceedings meaning that the Service has had to invest resources in meeting this requirement in terms of the preparation of assessments and related documentation in a timely manner. At the same time the number of children entering care nationally has increased significantly and in Anglesey it has doubled over the last four years from in the region of 70 to 150 at the present time. The reason for this increase are complex and varied. However, the Social Services in Anglesey have a good relationship with the courts – the Statutory Director and the Head of Children and Families' Services have held a meeting with the Family Court Judge to update him on developments in Anglesey; in addition, the Heads of Children's Services of the six North Wales authorities meet periodically with judges. The Officer referred to CAF/CASS as the agency which safeguards the child and ensures that the child's perspective is put across in courts – the Head of Children's Services confirmed that quarterly meetings are held with CAF/CASS Cymru.

- The Committee noted that Children's Services have been under significant financial pressure in recent years partly because as a statutory service it has to respond to demand and partly because the number of children needing care has increased steadily. The Committee sought assurance that the situation is improving and that it is manageable.

The Statutory Director of Social Services said that funding in Children and Families Services is a challenge. The increase in the number of children and young people who enter the care system and are formally looked after by the Authority be that in placements where they remain with parents, in foster care, or with friends and family, has put a strain on the Service's budget. Whilst the Service is prioritising the recruitment of additional foster carers to the service on Anglesey, there are occasions when it has to have recourse to independent foster carers or out of county placements. A small proportion of young people in the Authority's care – in the region of 10% - have acute or complex needs which can only be met through specialised residential placements which incur significant costs. The Service has invested in strengthening prevention services and has created the Resilient Families Team to work with children and families so that children are able to remain safely with their families. The Officer said that a great amount of work is being done by the service to maintain looked after children in the locality and to keep them safe within a family setting. The Service is currently considering setting up a Small Group Homes arrangement.

In response to a question about the additional resources allocated to Children and Families Services, the Head of Function (Resources)/Section 151 Officer said that 0.8% (£265k) of the 4.8% increase in Council Tax in 2018/19 has been set aside for Children's Services. The Executive in April, 2018 also authorised the release of a further additional sum in the region of £300k to enable Children and Families Services to recruit additional agency staff to support Newly Qualified Social Workers and to

deal with legacy cases. The Officer said that based on the information available at this point in time, an overspend of approximately £1.2m is projected for Children's and Families Services for 2018/19 but, being early in the financial year, the situation can change quickly.

- The Committee acknowledged that mitigating measures are being taken to try to contain costs within Children's Services but that being a demand led service these measures can only go so far. The Committee also noted that rising demand in Children's Social Care is replicated nationally and is matched by similar demand in Adult Social Care which has been described in media reports as a "ticking timebomb". The Committee sought clarification of whether the situation at present is sustainable and if not, whether there is a case to be made to Welsh Government for a direct injection of funds.

The Statutory Director of Social Services said the Service's approach is to encourage older people to remain as independent as possible within their communities for as long as possible with the "What Matters" conversation being the guiding principle in making decisions regarding the kind of provision needed. The Officer said that individuals' needs vary but it has been shown that older people are better able to stay independent if they have a network of family and friends around them on which they can draw – meaning they require lower level support from Social Services. The Service is therefore encouraging people to look at what forms of support is available to them already within their family and communities. The Adults' Services' budget is currently being managed successfully; the pressures on the budget are not as great as those on the Children and Families Services' budget even though Adults' Services deal with a far greater number of individuals in a year than Children's Services. However, as public service budgets continue to reduce year on year, and services are forced to make further savings, managing the pressures becomes more difficult. Although Children and Families' Services have been protected, Adults' Services have had to find savings and the situation overall is becoming more challenging. Whilst additional Government funding for Health Care is welcome social care also needs investment as the two are inextricably linked.

- The Committee noted with regard to the demographics of older people that some areas e.g. the southeast corner of the Island, have a higher concentration of older people than other areas due in part to the influx of retirees who after a short time can require Social Services' support because they have no family in the area to which they have retired. The Committee sought clarification of whether Welsh Government's funding allocation has regard to the fact that some areas are under greater pressure than others.

The Head of Function (Resources)/Section 151 Officer said that whilst the local government settlement does take into consideration the number of older people in an area it does not take this analysis further to reflect levels of family support available to them so no additional funding is allocated on that basis.

- The Committee noted that the safe and timely discharge of older people from hospital can be problematic because of issues in relation to delayed transfers of care. The Committee sought clarification of whether the Social Services are satisfied with the transfer of care arrangements and whether the Service is able to do more to address discharge from hospital.

The Statutory Director of Social Services said that the Service has recently re-tendered the Domiciliary Care contract and where previously Home Care providers were able to select care packages the new contract is based on three areas

("patches") with the successful companies becoming responsible for all the domiciliary care needs within their patch. Whilst the benefits of the new model will take a few months to become evident it is expected to facilitate the discharge of older people from hospital. Also, the new Garreglwyd facility is a valuable local resource for people with dementia. These two elements will improve the situation and should help ease the pressure on hospitals.

The Corporate Scrutiny Committee acknowledged the extent of the improvement and developmental work undertaken in Social Services during 2017/18 which is ongoing and the Committee thanked the Statutory Director of Social Services for providing the leadership and guidance for the work.

**Having considered the information and having received assurance on the matters raised, the Corporate Scrutiny Committee RESOLVED to accept and to note the Annual Report of the Statutory Director of Social Services for 2017/18 and to recommend the report to the Executive.**

### **3 SCHOOLS' MODERNISATION PROGRAMME – LLANGEFNI AREA**

The report of the Assistant Chief Executive (Partnerships, Community and Service Improvement) incorporating the report on the outcome of the Statutory Consultation on the reconfiguration of primary education provision in the Llangefni area (Ysgol Talwrn and Ysgol y Graig) held during the period from 1 May, to 18 June, 2018 was presented for the Committee's consideration.

The Portfolio Member for Education, Libraries Youth & Culture reported that the schools' modernisation process involves assessing and weighing up the future of schools and the effect this will have on parents, children, teachers, school governors and a range of other stakeholders. It is often a contentious matter and is also one of the most challenging elements of the Council's business. As the Portfolio Holder he acknowledged this, and he understood the concerns of parents and stakeholders. On the other hand, what is being discussed is the future of schools perhaps for the next 50 years; a schools' service that is sagging under the pressure of financial cuts; a maintenance backlog, the demands of the curriculum as well as a number of other issues. The Council must give serious consideration to making the schools system more effective so as to create an environment wherein both pupils and teachers can succeed, and also to making it more efficient so that resources are used effectively and all schools get a fair share of the budget. Although Ysgol Talwrn and Ysgol y Graig and the issues affecting them are under consideration at this meeting those issues form part of a bigger picture encompassing the Island as a whole and the Education Service within it. They link into the Council's corporate priorities and particularly its ambition that every child, every young person and every learner whatever their background and their circumstances, achieves their full potential.

The Portfolio Member highlighted that the Education Service's budget makes up 40% of the Council's overall budget with savings of in the region of £5.2m being mooted for the Service over the next 3 years. In the past, the Council has sought to protect Education from the worst of the financial cuts; that is no longer possible and the Education Service is expected to contribute its share of the savings which the Council will have to identify in that period. Added to this is the school maintenance backlog cost which is approximately £16m. The financial squeeze which Anglesey and other councils are experiencing comes ultimately from the Westminster Government's prolonged austerity agenda. The Portfolio Member said that whilst closing a school is not done lightly, the current situation is not sustainable. The Council has embarked on its modernisation programme in order to improve educational outcomes for children; in order to improve leadership standards and the quality of teaching and learning and to ensure there are sector leading schools in

each area. The drivers of change remain the same; these are listed in the report with one of the most prominent being improving teaching standards and attainment. Also significant is the aim of reducing the expenditure range per pupil thereby ensuring more equal opportunities across schools in Anglesey. The Portfolio Member acknowledged that Elected Members have a dual role in the schools' modernisation process requiring of them a duty to their individual communities but also a duty to provide strategic direction for the Council through firm and clear guidance. He thanked all those who had contributed to the consultation process either by attending the drop-in sessions or by other forms of communication.

The Assistant Chief Executive referred to the themes and issues raised by stakeholders at the two schools in responding to the consultation process and the Authority's response to those matters as set out in section 9 of the report. Those issues can be summarised as follows –

- A number of stakeholders mention the percentage of pupils achieving the standard at KS2 in Ysgol Talwrn as being 100%. Whilst the performance of the two schools in KS 2 is similar (the second table at paragraph 9.1 refers) the performance of Ysgol Talwrn in the Foundation Phase is lower than that for similar schools both on Anglesey and nationally and has placed it in the lower quartile for the past three years. For Ysgol y Graig, its performance in the Foundation Phase has varied over the same period with the school in the upper quartile in 2014/15; the lower median in 2015/16 and the upper median in 2016/17.
- The two schools have been inspected by Estyn recently with Ysgol Talwrn assessed as Excellent against one indicator, Good against 12 and Adequate against 2. Ysgol y Graig was judged to be Excellent against 4 indicators and Good against the remaining 11 indicators thus giving Ysgol y Graig a stronger inspection profile than Ysgol Talwrn.
- The size of Ysgol Talwrn means that the school has classes of mixed age. This, together with the expectation that suitable work is prepared for the range of abilities in a class offers a higher level of challenge for teachers in smaller schools.
- There is no reference to costs per pupil in the stakeholder responses. The cost per pupil for Ysgol Talwrn for 2017/18 at £4,447 is above both the average for Wales (£3,690) and the average for Anglesey (£3,972). It could be said that every place in Ysgol Talwrn costs £475 per pupil more and that the school therefore receives £22,325 additional finance. The spend per pupil for Ysgol y Graig at £3,395 is below the Welsh average and the Anglesey average. Reducing the variance in expenditure across schools is one of the main drivers for change.
- Both schools have a maintenance backlog for work that is required to bring their condition up to the required standards to ensure the safety of all school users. For Ysgol Talwrn the maintenance backlog cost is £82.5k plus £250k for a new external mobile classroom (valuation provided by a professional valuer, details are provided in the report) and for Ysgol y Graig, the cost is £36.5k. The Authority does not have the resources to meet the maintenance backlog needs of Ysgol Talwrn.
- In September, 2017 Ysgol Talwrn had 12% of surplus places, this is despite the fact that the percentage of pupils from outside the catchment area is relatively high at 45% making the surplus places position more vulnerable. At Ysgol y Graig surplus places were 1% in September, 2017.
- Some responses from Ysgol Talwrn refer to the draft revised School Organisation Code which although it sets out a presumption against the closure of rural schools does not state that rural schools should not close. The Code makes it clear that there is a priority to provide high-quality education in small and rural schools and it recognises that education is the paramount consideration. Although both Ysgol Talwrn and Ysgol y Graig perform well in terms of expected levels, Ysgol y Graig succeeds in achieving higher percentages at level 5+ which suggests it is able to

stretch pupils well and attain levels that exceed both Anglesey and Wales. Additionally, the revised School Organisation Code is not at present legally binding but the Authority has sought to address its contents in this process.

- Responses raise concerns about the traffic situation around Ysgol y Graig and that walking to the school from Talwrn would be dangerous. This concern is acknowledged and, should the proposals of the report be approved, a traffic impact assessment will be undertaken and will include the walking journey to Ysgol y Graig. Whilst the volume of traffic passing Ysgol y Graig has reduced since the opening of the Llangefni Link road as confirmed by a road traffic assessment conducted on the completion of the Link road, the parking situation remains problematic and will be addressed in the traffic impact assessment.
- Many comments by Ysgol Talwrn stakeholders emphasise the centrality of the school to the village and concerns are raised about the impact which closing the school would have on community life and activities. Whilst accepting that this is a challenge, there are examples where a new school has created a wider community and there are examples also where communities have continued to thrive despite the closure of the village school e.g. Marianglas.
- Some of the general comments received suggest that school size affects the quality of the Welsh language and that larger schools are less effective in creating a sense of family and in affording all pupils opportunities to participate. There is no evidence that either perspective is true. The Council expects that schools that are part of the modernisation programme continue to be community, Welsh speaking schools. In relation to opportunities, there are arrangements in primary schools to ensure that all pupils are given the opportunity to take part in school activities e.g. choir and year teams.
- The revenue savings generated in running one larger school (building maintenance, energy and management costs) are an important consideration in the financial assessment. Although building an extension to Ysgol y Graig to replace Ysgol Talwrn would be more expensive, the additional cost would be partly offset by an increase in the Welsh Government contribution and the capital receipt from selling the Ysgol Talwrn site.
- Section 12 of the report summarises the key issues in light of which it is recommended that the capacity of Ysgol y Graig be increased to accommodate pupils from Ysgol Talwrn and that Ysgol Talwrn be closed. This would be achieved by implementing the 3 steps described in paragraph 12.3 of the report.

The Committee noted the information presented and sought clarification of the Officer with regard to the following matters –

- The Committee noted that there is evidence across the Island that smaller schools can and do deliver excellent standards of education.

The Assistant Chief Executive acknowledged the point and clarified that the Authority has not stated otherwise. There are smaller schools on the Island that do perform well but there are also larger schools that perform equally well.

- The Committee also noted that there is a perception that the modernisation process with regard to schools in the Llangefni and the Seiriol areas is being rushed ahead of the implementation of the revised Schools' Organisation Code.

The Assistant Chief Executive said that consultation on the modernisation of schools in both the Llangefni and Seiriol areas began some years ago and as this is the latest of three consultations for the Llangefni area it cannot be said that the Authority is acting with haste.

- It was noted that the report on the outcome of the consultation process with reference to Ysgol y Graig and Ysgol Talwrn does not include school transport data. The Committee noted further that having such data would be helpful in building a complete picture of the considerations involved in modernising schools in this and other areas.

The Assistant Chief Executive said that details in relation to school transport will be made available once a decision has been made. For example, 45% of the pupils at Ysgol Talwrn come from outside the catchment area so following a decision as to the final configuration of schools in this area and having regard to the traffic impact assessment, a calculation will have to be made in relation to the number of children who will be requiring transport to school.

The Head of Function (Resources)/Section 151 Officer said that the delivery of the first phase of the Twenty-First Century Schools Programme namely Band A will come to an end in March, 2019 so school modernisation projects for this phase need to be confirmed and plans made by that date. Any slippage into the second Band B phase will mean that Band A funding will be lost thereby impacting on planned school modernisation projects in other areas of the Island under Band B.

- The Committee noted that the proposals include building a new block for Ysgol y Graig for the Foundation Phase. The Committee sought clarification of whether land had been identified for this building.

The Chief Executive said that initial work has been done on ascertaining whether suitable land is available but there has been no land purchase as no decision on the modernisation of schools in Llangefni with reference to Ysgol y Graig and Ysgol Talwrn has yet been made.

- The Committee sought clarification of the catchment area of Ysgol y Graig should the scheme be implemented and whether children from e.g. the Penmynydd area who would have attended Ysgol Talwrn would be eligible for free transport.

The Assistant Chief Executive said that in accordance with its school transport policy, the Authority will provide free transport to school for primary school children residing 2 miles or more from the school in whose catchment area they live but subject to a safety risk assessment. The distance from Ysgol Talwrn to Ysgol y Graig is 1.8 miles so the Authority does not have to provide free school transport for children in the area. However, should the scheme be approved, the Authority will conduct a road safety assessment.

Siwan Mathias (Ysgol Talwrn Campaign Committee), Mr Islwyn Humphreys (Ysgol Talwrn Governing Body), and Bethan Wyn Jones (Community of Talwrn) all addressed the Committee with their views on the proposals in relation to Ysgol y Graig and Ysgol Talwrn. They articulated the school and the community's opposition to the proposed closure of Ysgol Talwrn and asked that the Scrutiny Committee reject the proposal. In making their representations they drew the following points to the Committee's attention –

- That Ysgol Talwrn is an excellent school with a warm family environment and an exceptional standard of education. It has been a beneficial factor in parents and children's' lives.
- That schools such as Ysgol Talwrn have made the Isle of Anglesey what it is; closing the school and educating the children in a huge school will deprive the children of their heritage and change the dynamics of the Island forever.
- That parents of children at Ysgol Talwrn believe that despite their best efforts, their voice has been ignored by the Authority and their very reasonable arguments

overlooked or worse, rejected because they are similar and not deemed worth presenting to the Committee. It is the parents who know what is best for their children and who are legally responsible for their welfare.

- That parents have spent many hours responding to this and the previous consultations in an attempt to enlighten the Authority on the serious effects of the proposal – the Authority has been selective in its responses to the submissions made and when it has responded, it has not addressed the concerns raised e.g. there has been no reply within timescale to an FOI request for information on how the total maintenance backlog costs for Ysgol Talwrn have been calculated.
- That it is difficult for parents to exercise parental choice with regard to their children's school and for the Authority to comply with the statutory requirements in this respect when Ysgol Talwrn has been under threat for 10 years.
- That there is no assessment of the effects which the series of statutory consultations have had on the health and welfare of the children or the stress and anxiety they have caused parents who might have to change their hours of work and/or jobs to ensure their children catch a bus to school when the children can at present walk or cycle there.
- That most of the drivers for change are not applicable to Ysgol Talwrn and where they are relevant, parents have been able to use the Authority's own figures to challenge them. The only constant in all of the consultations is the fact that funding is available and that the Authority has made a mistake in relation to the primary education provision in the Llangefni area. It is money that is driving this proposal; the Council needs to find savings and small schools such as Ysgol Talwrn are a vexation to it.
- That the proposed scheme will lead to greater costs for the people of Anglesey and will place a burden of debt on the Island's children before they are old enough to have a bank account. It is a poor example to give where the Council is committing itself to long-term debt for a short-term solution in a context where interest rates are about to rise and there is uncertainty over Brexit. The scheme does not represent value for money.
- That no new evidence has been presented that justifies continuing with the proposal to close Ysgol Talwrn.
- That the report is perceived as one-sided being slanted in favour of Ysgol y Graig. There is a feeling that Ysgol Talwrn has been put under pressure from the Authority in its attempt to bring this matter to fruition.
- That there are currently only 5 empty places in Ysgol Talwrn with 3 new children having registered at the school in the last few weeks. The formula for predicting empty places is not appropriate for rural schools.
- That although the report makes a great deal of raising educational standards it does not provide any evidence as to how this will be done. The assessment of results over a three-year period shows that only one pupil from Ysgol Talwrn did not reach the attainment level compared to 15 from Ysgol y Graig. Ysgol Talwrn has the best results in KS1 and KS2 and Level 6+ data and national tests are stronger.
- That the Authority is expecting to use the capital receipt from the sale of Ysgol Talwrn as a contribution towards funding the new extension at Ysgol y Graig. Given that the condition of the school is not particularly good according to the Authority and given that the owner of the School House has access rights over school land and that the school might be subject to a lease, the value of Ysgol Talwrn on the open market could be limited.
- That no mention is made of Welsh Government funding to improve small rural schools.
- That the cost of installing a new mobile classroom at Ysgol Talwrn at £250k seems excessively high.
- That no full Business Plan has been presented in support of the proposal.
- That there are concerns about the future of the staff at Ysgol Talwrn.

- That there has been a school in Talwrn since 1879 with very little having been invested in it. In the same period there have been six schools in Llangefni and a seventh is in the offing with the proposed new extension to Ysgol y Graig.
- That 2 letters compiled by professional individuals submitted as part of the consultation process are not included in the documentation; these raise a number of valid issues and counter arguments and provide a basis for the recommendation made previously by the Scrutiny Committee that Ysgol Talwrn should not close. The Committee should see the contents of the letters.

In responding to some of points made the Assistant Chief Executive said that the matter of the FOI request had been raised in one of the drop-in sessions and that it had been confirmed to her by the Education Officer that a reply had been sent to the individual who had made the request. The Assistant Chief Executive also confirmed that the Authority had read and considered every letter and submission and has sought to convey their substance in a document that is readable and accessible. With regard to calculating empty places, she said the formula is prescribed by Welsh Government. The Authority recognises that there is movement of pupils in and out of schools and the figures for Ysgol Talwrn reflect the position at a specific time as at September, 2017. The Officer said that work is being done in relation to confirming land ownership matters and that with regard to teaching staff there is a process to be followed in circumstances of school closure and the Authority is also subject to the restrictions of the Staffing Regulations. The estimated cost of a new mobile classroom has been assessed and provided by a professional valuer. It is recognised that whilst building new schools involves significant capital investment, the reduction in ongoing revenue costs is also an important factor.

In relation to the reference made during the course of the representations on behalf of Ysgol Talwrn to two specific letters presented as part of the consultation process, the Chief Executive confirmed that he had read both letters and that he was grateful to the authors for taking the time to respond in detail. Whilst the report mentions the letters it does not reproduce them in full. The Chief Executive referred to one of the letters that concentrated on funding issues and noted that although it makes some valid contributions which are referred to in the report, it also contains contributions which do not fully take into account the school funding formula and therefore does not convey a complete picture e.g. it is stated that schools are funded on the basis of pupil numbers alone – this is not true. Schools are funded also on the basis of size and condition, the number of pupils in receipt of Free School Meals and the grants received. Additionally, school budgets are set based on the number of pupils at a school in the previous September and this then becomes the fixed budget for the year – the letter does not always take sufficient account of factors such as these.

The Head of Function (Resources)/Section 151 Officer said that the letter referred to is based on the author's understanding of how schools are funded but reflects incomplete knowledge especially in relation to the revenue and capital elements of the school funding process which affects the analysis which the author has made. The Officer said that he was happy to discuss the matter with the individual and to provide an explanation thereon.

At the request of the Chair who sought clarification of the treatment of correspondence received as part of the consultation process and whether the Committee should have sight of it, the Head of Function (Council Business)/ Monitoring Officer advised that the legal obligation is for the Officers who produce the report to the Scrutiny Committee and then to the Executive to have considered all the consultation responses whatever the format and to have given them due consideration within the report. There is no legal constitutional requirement to publish

all the letters received for the Scrutiny Committee or the Executive. Should the Scrutiny Committee so request or if the public speaker (Mr Islwyn Humphreys) wishes to submit the letters in question to the Committee and the authors of the letters are agreeable to it, then there is no reason why the Committee should not see them. The Officer said that unless the consultation process was conducted on the basis that documentation will be published - and in the case of the school modernisation process it was not (unlike the Planning consultation process) she advised that the Committee should not receive the letters in open session not having had the explicit consent of the authors to do so.

The Committee was of the view that Members should with the authors' consent, have access to the letters and that this should happen before the 16th July meeting of the Executive at which this matter is due to be considered. The Chair suggested that it might be helpful in future if individuals were to indicate when responding to a consultation by letter that they are happy for the correspondence to be published.

Councillors Nicola Roberts and Dylan Rees both spoke as Local Members.

Councillor Nicola Roberts acknowledged that this was a very difficult situation. She said that she had concerns regarding the proposed scheme and had questioned from the outset whether this is the best solution for improving the current position. Notwithstanding a shortage of places at Ysgol y Graig being a problem almost from the start she was unsure as to how the proposed two block solution would work in practice especially in terms of integrating pupils and facilities. Also, although the traffic situation immediately around Ysgol y Graig has improved, helped in part by the school's engaging an officer to manage traffic in and out of the school entrance, the wider situation in and around nearby streets and housing estates remains problematic. Councillor Nicola Roberts referred to Ysgol Talwrn as a community school in the true sense of the word, the school being the focal point for community activities which is a characteristic she thought was sometimes missing from Ysgol y Graig. The delivery of the education provision at the two schools is also different and although mixed age classes at Ysgol Talwrn can prove a challenge at times, she still believed the school's children are well served by the education they receive at the school. Ysgol Talwrn has improved over recent years and the improvement is due to the concerted efforts of the Head Teacher, staff, parents and community. Councillor Roberts said that the threat of closure that has hung over Ysgol Talwrn for many years is unfair and that not merging the two schools when Ysgol y Graig was built so that this area's pupils could start in a new school together and at the same time was a missed opportunity. She feared it would be difficult for some pupils to adjust from school life at Ysgol Talwrn to the new provision at Ysgol y Graig, and should the scheme be approved, some time should be set aside to specifically help the children adapt. It is the children that will have to deal with the change and she hoped that the main driver in this instance is not money but the benefit and welfare of those children. The Local Member also requested that following the meeting, the Head Teachers of the two school be informed of the Committee's decision.

The Assistant Chief Executive said that integrating the two blocks is a matter for the school and the school's Leadership Team; the two-block arrangement is not new and works well in other areas e.g. primary school children on a secondary school campus. There will be times when it is appropriate for the children occupying the two blocks to come together and at other times it will be appropriate that they are apart. The Officer said that subject to the scheme being approved there are a number of associated elements that will have to be addressed in consultation with stakeholders e.g. staff and visitor parking, traffic management etc. and these will be subject to an impact assessment. The location of the pre-school Flying Start provision will also have to be considered in the context of what is best for the area in terms of place planning. The Officer confirmed that funding is a factor in the school modernisation programme based on the fact that the status quo is not sustainable not least

because of the notable variation in spend per head between small and large primary schools meaning an unequal distribution of funding across schools in the primary sector. The modernisation programme is also happening in a context of reducing council funding and enforced budget cuts; the Authority is seeking to ensure the Island has a quality primary education provision that is sustainable over the next decade and beyond whilst at the same making the best and efficient use of the resources that are available.

In response to a question by the Chair whether informing Head Teachers of the outcome of meetings when school modernisation proposals are considered should become practice, the Head of Function (Council Business)/Monitoring Officer advised that the matter should be considered on a case by case basis. The Committee agreed that the two Head Teachers should be informed of the outcome of the meeting in this instance.

Councillor Dylan Rees also speaking as a Local Member said that while he supported the Schools' Modernisation Programme he had an issue with the solution proposed for the Llangefni area. He said that it is acknowledged that one of the main drivers of the programme is to reduce the number of empty places in the primary sector and the costs that go with them. However, the issue of empty places does not apply in the Llangefni area as has been shown by the testimony provided; the problem in Llangefni and the main driver for the proposals put forward is the lack of school places at Ysgol y Graig with Ysgol Talwrn being drawn into the solution. Councillor Dylan Rees referred to the Well-Being of Future Generations (Wales) Act 2015 as a factor that has not been mentioned but which is significant in requiring Councils to think about the long-term impact of their decisions. One of the seven well-being goals of the Act refers to "a Wales of cohesive communities." The Council jointly with Gwynedd Council has produced a Well-being Plan which embraces the seven well-being goals and which has as its first aim the need to maintain a healthy community spirit. A multitude of the consultation responses for Ysgol Talwrn emphasise that closing the school will kill the community; Councillor Rees said that he was very uncomfortable with the impact which closing the school might have on the community of Talwrn and that the Council should it go down this route, is not complying with the requirements of the Act. Additionally, it was not clear to him that the Council has plans to mitigate the impact on the community in the event of the school's closure.

The Assistant Chief Executive said that the Impact Assessment carried out addresses Section 2 of the Well-being of Future Generations Act in relation to healthy, prosperous, resilient, cohesive and more equal communities. The Assessment also describes patterns where after a school closure, communities which are at a distance from the nearest school have succeeded in becoming stronger and have flourished. Essentially, communities are expected to become more self-supporting and more resilient which is in keeping with the expectations of the Well-being of Future Generations Act. Additionally, Ysgol y Graig should also be considered a community school in the sense that it would be expected to serve the wider community of which Talwrn is a part.

The Chair referred to an e-mail sent by Mr Huw Redvers Jones, Chair of the Governing Body of Ysgol y Graig in which he confirms that he is satisfied with the consultation process and that he does not wish to add to the responses set out in the consultation response report.

The Committee considered the information presented and the views expressed and it made the following points –

- There are concerns over the effects which closing Ysgol Talwrn might have on the community and community life which have been well articulated. The Committee also noted that the Authority acknowledges that this can be a challenge.
- That surplus places is not an immediate issue at Ysgol Talwrn at present.

- Insufficient capacity and a squeeze on funding are challenges at Ysgol y Graig which are having an impact on the school.
- The current pattern of funding in the area in which the expenditure per pupil for Ysgol y Graig is £3,395 compared to £4,447 for Ysgol Talwrn is unequal. The Committee recognised that this can give rise to feelings of unfairness with the perception being that small schools are receiving a disproportionate share of the funding.
- It was also noted that other suggestions were made in the consultation process in relation to dealing with Ysgol Talwrn but that these were not considered practical because of the pupil numbers involved. The Committee sought clarification of what is considered the optimum number of pupils for a viable primary school on Anglesey.

The Assistant Chief Executive said that a school of 150 pupils is considered by Welsh Government to be a small school. However, it is possible to have a school of 120 pupils with 4 classrooms. The Officer said that in referring to viability she was also referring to maintenance backlog costs.

- That one of the main drivers of the School Modernisation Programme is raising education standards. The Committee sought clarification of how the proposed scheme would achieve this objective in this area of Llangefni and the support processes that would be put in place as part of it.

The Assistant Chief Executive said that school standards are driven by leadership and management capacity. In a larger school, there is greater opportunity for non-contact time for the Head Teacher and the school's Management team enabling them to give due attention to leadership issues. Also, the work which GwE undertakes alongside the Authority in relation to improving education standards means that the service would only have to work with one school in the area instead of two, leading to better focus.

- The Committee sought clarification of the capacity of the new extended Ysgol y Graig as proposed particularly in light of the new developments in the area.

The Assistant Chief Executive said that in formulating its school modernisation proposals the Authority has to have regard to approved housing developments in an area as well as other planned developments in future and is only permitted to plan for 10% additional capacity. The Officer confirmed that the Authority has considered both approved and planned developments in this area of Llangefni. She said that Ysgol y Graig with the new extension could accommodate 400+ pupils.

- The future of the teaching staff at Ysgol Talwrn is a concern in the event that the school is closed. The Committee sought assurance that there is a process for addressing this matter.

The Assistant Chief Executive said that the Statutory Consultation Document sets out at section 7 the process to be followed with regard to staffing matters both in relation to re-deployment and redundancy.

The Chief Executive made the following points –

- That the aim of the Authority is to ensure that the primary education provision in Anglesey is the best it can be. That is not the situation at present.
- That the education system needs to be both effective and efficient if it is to succeed in future. It is neither at present.

- That small and large schools are capable of being successful; the two schools under consideration – one large and one small are both currently doing relatively well. However, from experience, smaller schools find it more difficult to deal with setbacks and are less resilient.
- That the performance of both schools is good thereby providing a sound foundation for a merged school were that to be approved.
- That the proposals will not lead to the creation of a huge school. Ysgol y Graig is large by Anglesey standards but not in comparison with primary schools in other parts of Wales. Adding 40 places to Ysgol y Graig does not create a huge school.
- That it has been said that the Authority has ignored individual voices especially in the community of Talwrn. Parents of pupils at Ysgol y Graig if they were making representations at the meeting could make the same case for themselves. The Authority has listened carefully to representations and has read all the correspondence submitted the substance of which it has then sought to reproduce in the report on the consultation. In relation to the two specific letters mentioned in the course of the representations, the contents of one has been referred to while the contents of the other have been addressed in the report.
- That he was disappointed that the report is perceived as one sided. The Authority has sought to convey a balanced assessment of the position in relation to the two schools.
- That 45% (19) of the pupils at Ysgol Talwrn are from outside the catchment area. This does not represent an efficient use of resources and puts the school at greater risk of surplus places in future.
- That concerns have been raised about the debt which the Authority would be taking on in implementing the proposed scheme. In 2013, the Authority was criticised by Estyn for not being ambitious enough in its Twenty-First Century Schools programme. This is the only way in which the Authority can access sufficient funding to renew its schools and it is an opportunity it cannot forego.
- That the use of the Welsh language is a strength in both schools.
- That although mitigating the effects of school closure on a community is a challenge, it need not lead to the demise of a community. There are communities on Anglesey which have experienced the loss of their schools but which have continued to thrive regardless by becoming self-sustaining and making use of the former school building.
- That a range of other options have been considered. To close a school is not a recommendation that is made without due consideration or reason. However, having considered alternative options, it is the Officers' opinion that the scheme proposed is the most appropriate for this area.

*The Chair highlighted at this juncture that as the Committee had now been in session for three hours, under the provisions of paragraph 4.1.10 of the Council's Constitution, a resolution was required by the majority of those Members of the Committee present to agree to continue with the meeting. **It was resolved that the meeting should continue after a short interval.***

Having noted the information presented and the representations made at the meeting, the Committee considered its proposals.

It was proposed and seconded that the recommendations of the Officer's report be accepted, namely that the capacity of Ysgol y Graig be increased to accommodate pupils from Ysgol Talwrn, and Ysgol Talwrn be closed. This would be done by using the existing building for KS2 (i.e. years 3 to 6 and adapting it; building a new "Block" for the Foundation Phase, namely Nursery, Reception, Years 1 and 2 and considering relocating the Flying Start provision within the Ysgol y Graig campus.

Councillor Lewis Davies proposed an amendment which was seconded, to the effect that the Committee recommends that the Executive defers its decision on the modernisation of the

primary education in the Llangefni area (Y Graig and Talwrn) until the revised Schools Organisation Code is implemented.

In the ensuing vote, 2 voted in favour of the amendment and 7 against.

The Chair declared that the amendment had fallen.

Councillor Lewis Davies put forward a second amendment which was seconded, namely that the Committee recommends to the Executive that Ysgol Talwrn remains open because of the recurrent risk of overfilling at Ysgol y Graig and also because of the potential increase in population on the back of the building of 600 houses which is in the offing in Llangefni as evidenced by the Joint Local Development Plan.

In the ensuing vote 5 voted in favour of the amendment and 4 voted against.

The Chair declared that the amendment was carried and now became the substantive motion on which the Committee would need to vote.

The Chief Executive said that he was unclear as to the basis for saying that Ysgol y Graig is at risk of overfilling and he sought clarification thereof.

At the request of the Chair, the Head of Function (Council Business)/Monitoring Officer advised that although a member of the Committee may advance a recommendation without evidence it is recommended practice that the justification for the recommendation is recorded in the minutes. She advised therefore that the reasons for the recommendation be clarified and the evidence shown.

Councillor Lewis Davies said that his reasoning was that the Joint Local Development Plan shows that 600 more houses are on the way in the area. Also, experience has shown that Ysgol y Graig was built without having sufficient capacity and has become overfull. Added to this is the arrival of Wylfa Newydd which is likely to bring with it an influx of people during construction and thereafter, many of whom might choose to live in Llangefni because of its convenience and proximity to the A55, and for whom housing provision will have to be made.

The Head of Function (Council Business)/Monitoring Officer advised further that the reasons given are sufficient for the purpose of the minutes but that the Executive will need to examine the justification on Officer advice when it considers the recommendation.

The Assistant Chief Executive said that Officers have assessed the effect of new houses in the Llangefni area and that those details were contained in a previous report to this Committee. A number of the projected 600 houses have already been built and in any case, they relate to another primary school in another part of Llangefni.

The Committee then proceeded to vote on the substantive motion i.e. Councillor Lewis Davies's second amendment as justified by him. In the vote that followed, 4 voted in favour and 5 voted against.

The Chair declared that the motion had fallen.

The Committee then took a vote on the primary motion i.e. that the recommendations of the Officer's report be accepted. In the subsequent vote, 4 voted in favour and 4 voted against with one abstention. The Chair used his casting vote against the motion.

**Having considered all the information presented both verbally and in writing, the Corporate Scrutiny Committee Resolved -**

- **Not to accept the recommendations of the Officer's report.**

- To recommend as follows with regard to the reporting process in future –
  - That any issues regarding land ownership be clarified in advance.
  - That more detailed information be provided in relation to school transport and parking issues.
  - That where public speakers making representations to the Committee on behalf of a school refer to specific correspondence submitted as part of the consultation process, the correspondence will be made available to the Committee providing the authors give their consent.

**ADDITIONAL ACTION:** That following the meeting, the Head Teachers of Ysgol y Graig and Ysgol Talwrn be informed of the outcome of the Committee's deliberations.

**Councillor Aled M. Jones**  
**Chair**

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# CORPORATE SCRUTINY COMMITTEE

## Minutes of the extraordinary meeting held on 13 July, 2018

- PRESENT:** Councillor Aled M. Jones (Chair)  
Councillor Dylan Rees (Vice-Chair)
- Councillors Lewis Davies, Richard Griffiths, Bryan Owen, Alun Roberts, Nicola Roberts.
- Co-opted Member: Mr Keith Roberts (The Catholic Church)
- Portfolio Member**
- R. Meirion Jones (Portfolio Member for Education, Libraries, Youth & Culture)
- IN ATTENDANCE:** Chief Executive  
Assistant Chief Executive (Partnerships, Community & Service Improvement)  
Head of Function (Council Business)/Monitoring Officer  
Head of Function (Resources)/Section 151 Officer  
Scrutiny Manager (AGD)  
Committee Officer (ATH)
- APOLOGIES:** Councillors Richard Owain Jones, J. Arwel Roberts, Mrs Anest Frazer (Church in Wales) Councillor Dafydd Rhys Thomas (Portfolio Member for Corporate Services)
- ALSO PRESENT:** **Portfolio Members:** Councillors Llinos Medi Huws (Leader), Carwyn Jones (Portfolio Member for Major Projects and Economic Development), Richard Dew (Portfolio Member for Planning and Public Protection), Alun Mummery (Portfolio Member for Housing and Supporting Communities), R.G. Parry, OBE, FRAGS (Portfolio Member for Highways, Property and Waste) Robin Williams (Portfolio Member for Finance), John Griffith.
- Officers:** Business Planning and Performance Manager
- Public Speakers: Ysgol Llangoed** – Dr Ruth Parry (Temporary Chair of the Governing Body), Mrs Katie Jones (Parents), Mrs Delyth Jones (Community Council) **Ysgol Beaumaris** - Emma Taylor (Chair of the Governing Body), Rhian Jones (Chair of the Response Committee), Councillor Jason Zalot (Mayor), Councillor Alwyn Rowlands (Town Council)

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The Chair welcomed all those present to this meeting of the Corporate Scrutiny Committee including Members, Officers and representatives of Ysgol Llangoed and Ysgol Beaumaris.

## **1 DECLARATION OF INTEREST**

Councillor Alun Roberts declared a personal interest in respect of item 2 on the agenda as a member of the Governing Body of Ysgol Beaumaris.

Councillor Carwyn Jones (not a member of the Corporate Scrutiny Committee) declared a personal and prejudicial interest with regard to item 2 on the agenda as Chair of the Governing Body of Ysgol Llandegfan and also on the grounds of his wife's and mother's employment in Ysgol Llandegfan and his cousin's employment in Ysgol Beaumaris. Councillor Carwyn Jones said that he had been granted dispensation by the Standards Committee on 18 July, 2017 to represent the local viewpoint throughout the process.

Councillor Lewis Davies informed the Committee said that he had resigned as Chair of the Governing Body of Ysgol Llangoed because he wished to be objective in the consultation process.

## **2 SCHOOLS' MODERNISATION PROGRAMME – SEIRIOL AREA**

The report of the Assistant Chief Executive (Partnerships, Community and Service Improvement) incorporating a report on the outcome of the Statutory Consultation on the reconfiguration of primary education provision in the Seiriol area (Ysgol Llandegfan, Ysgol Llangoed and Ysgol Beaumaris) held during the period from 22 May, to 2 July, 2018 was presented for the Committee's consideration.

The Portfolio Member for Education, Libraries Youth & Culture reported that the schools' modernisation process involves assessing and weighing up the future of schools and the effect this will have on parents, children, teachers, school governors and a range of other stakeholders. It can be a contentious matter; it is a challenging task for the Council and is a matter that causes concern for parents and stakeholders which he could understand. However, what is under consideration is the future of schools perhaps for the next 50 years; a schools' service that is wilting under the pressure of financial cuts; a maintenance backlog, the demands of the curriculum as well as a number of other issues. The Council has to give serious consideration to making the schools system more effective so as to create an environment wherein both pupils and teachers can succeed, and also to making it more efficient so that resources are used effectively and all schools get a fair share of the budget. The Portfolio Member said that the introduction of the 21<sup>st</sup> Century Schools' Programme whereby Welsh Government is prepared to contribute half the cost of projects to refurbish or rebuild schools and colleges in Wales provides an opportunity to rationalise and modernise the primary school stock on Anglesey and to create high standard schools for this generation and those to come. This funding will not be available for ever.

Although the three schools in the Seiriol area are the focus of discussion for this meeting, they form part of the bigger picture comprising of Anglesey as a whole and the Education Service within it. The budget for the Education Service makes up 40% of the Council's overall budget; the Service is facing having to make savings of £5.2m over the next 3 years. Whilst the Council has in the past sought to protect Education from budget cuts, it cannot continue to do so. An additional consideration is the school maintenance backlog cost of £16m. The financial pressure which this Authority and others are experiencing is the result of the Westminster Government's continuing austerity agenda. The Portfolio Member said that whilst closing a school is not a decision that anyone wants to make, the current situation is not sustainable and the Authority has to act reasonably. The Authority's School Modernisation Programme has as its aims to improve educational outcomes for children; to improve leadership standards and the quality of teaching and learning and to ensure there are sector leading schools in each area. The drivers of change are the same as they have been for previous consultations and include improving teaching standards and attainment, reducing the variation in pupil cost, and ensuring there are sufficient Head Teachers for the future. The Portfolio Member acknowledged

that Elected Members have a dual role in the schools' modernisation process which includes a duty to their individual communities but also a duty to provide direction for the Council through firm and clear guidance. He thanked all those who had contributed to the consultation process either by attending the drop-in sessions or by other forms of communication.

The Assistant Chief Executive referred to Section 10 of the report wherein the issues raised by stakeholders from the three schools in responding to the consultation process and the Authority's response to those matters are set out. Those issues as well as the performance of the schools against the drivers of change can be summarised as follows –

- **Ysgol Llandegfan**

- There is some variance in the school's performance in both the Foundation Phase and KS2 over the past three years. As regards inspection, it could be argued that the inspection profile of Ysgol Llandegfan is stronger than that of Ysgol Llangoed and that of Ysgol Beaumaris with performance against all indicators assessed as Good except one which was assessed as Adequate.
- The expenditure per pupil at the school at £3,589 is below both the Wales average (£3,690) and the Anglesey average (£3,972) and is also less than the spend per pupil at the other two schools. Ysgol Llandegfan receives £58,982 less funding than the Authority average.
- The maintenance backlog costs at the school at £86,000 are the lowest of the three schools.
- As at January 2018 there were 154 pupils at the school meaning it is over its 145 capacity and has no surplus places.
- Leadership and management requirements have increased substantially and are expected to intensify in future; the Authority considers that Head Teachers should have a minimum of 60% non-contact time in order to meet the requirements. Currently, the Head Teacher at Ysgol Llandegfan has 60% non-contact time.
- The percentage of pupils at Ysgol Llandegfan who speak Welsh at home is 43%.
- Traffic was noted as an issue at the school. This will be addressed as part of the Traffic Impact Assessment carried out for each new project.

- **Ysgol Llangoed**

- The school's performance in the Foundation Phase has varied over the past three years. It was in the lowest quartile in 2016 and in the highest quartile in 2017. The school's performance in KS2 has been in the lowest quartile for the past two years. The school's inspection profile reflects a predominance of Adequate Grades. Following inspection in 2014/15, Estyn returned on a monitoring visit in June 2016 and concluded that the school had made good progress on key matters for action following inspection and that it did not require any further monitoring.
- The expenditure per pupil at the school at £4,077 is higher than the Anglesey and Wales averages. Ysgol Llangoed receives £8,190 more funding than the Authority average for 2017/18.
- Maintenance backlog costs at the school are £107,000.
- As at January, 2018 there were 78 pupils at the school with 20 (20%) surplus places. Pupil projections indicate that the number of pupils at the school will decrease over the period to 2023.
- Currently the Head teacher at Ysgol Llangoed has 40% non-contact time.
- The percentage of pupils at the school who speak Welsh at home is the highest of the three schools at 46%.

- It was noted in the consultation process that Ysgol Llangoed's expenditure on fuel is the lowest of the three schools as is its carbon emissions. Closing the school would result in an increase in carbon emissions.
- **Ysgol Beaumaris**
  - As regards performance in the Foundation Phase the school has been in the highest quartile for two out of the past three years and in the lowest quartile in the other year. Its performance in KS2 has been varied and overall, its performance profile is similar to that of the other two schools. The school's inspection profile is similar to that of Ysgol Llangoed, and like Ysgol Llangoed it too received a monitoring visit by Estyn in March 2015 when it was assessed as having made good progress on key matters for action following inspection and did not require any further monitoring.
  - The expenditure per pupil at the school is the highest of the three schools at £5,976 and is well above both the Anglesey and Wales average. Ysgol Beaumaris received £80,160 more funding than the Authority average for 2017/18 which pattern has existed for several years.
  - Maintenance backlog costs at the school at £936,000 are the highest of the three schools which reflect the condition of the school building. This was assessed as grade C following condition reviews held by the Council's Surveyors from the end of 2015 to the beginning of 2016. Grade C denotes that the building is in poor condition with several defects requiring attention.
  - As at January, 2018 there were 40 pupils at Ysgol Beaumaris with 103 (72%) surplus places. 8 pupils or 17% came from outside the catchment area whilst 34 pupils or 72% from the catchment area attended other primary schools. Pupil projections indicate that the number of pupils at the school will increase in the period to 2023.
  - Currently the Head Teacher at Ysgol Beaumaris has 30% non-contact time.
  - The percentage of pupils at the school who speak Welsh at home is the lowest of the three schools at 20%.
  - The school's expenditure on fuel and electricity is higher than that of Ysgol Llangoed as are its carbon dioxide emissions.
  - During the consultation process, a number of points were raised –
    - The future of the pre-school provision. With such developments pre-school facilities are always considered as part of the education strategy for the area.
    - Increase in population as a result of the Wylfa Newydd project. Notwithstanding some workers could settle in the area, it would need a significant number of families with children of primary school age to do so to make Ysgol Beaumaris viable.
    - The maintenance backlog costs are excessive. These are as a result of a condition survey undertaken by the Council's Surveyors. Even if the total cost was halved, the figure would still be substantial and unaffordable.
    - The Council has turned its back on the Seiriol area and many of its facilities. The Council has collaborated with groups in the area on the transfer of assets and, in the current financial climate this will happen increasingly across the Island in the future.
    - Should Ysgol Beaumaris close, parents will not necessarily send their children to Ysgol Llangoed. This is acknowledged and is a matter of parental preference.
    - Closure of the school will affect the town's demographic leading to a preponderance of older people. The Council is working on trying to regenerate

Beaumaris. It is one of ten areas earmarked for a council house building programme.

- Alternative options have been put forward. These have all been considered and evaluated as set out in section 10.5 and in the appendix to the report.

The Officer said that correspondence has been received from the Member of Parliament for Anglesey, and from Beaumaris Town Council which highlight the absence of any option that would see the retention of the three schools or the building of a new school, and which state that the Seiriol area deserves the same kind of investment as other areas on the Island. The Officer pointed out that there is investment in Seiriol perhaps to a lesser extent than in Holyhead or Llangefni which have both benefited from European and Welsh Government grant funding. The Officer added that should the proposals in the report be accepted, then two of the area's primary schools would be upgraded to twenty-first century schools' standards. The option of a new school was considered but the lack of suitable land made this unfeasible. The Officer also referred to the financial considerations which are an important factor in the Schools' Modernisation Programme. As the pressures on the Council's budget mount, it is less able to maintain a large number of ageing school buildings. In financial terms Option 1 is the most advantageous; keeping all three schools open would mean spending £1.129m of the Council's money without any capital receipts to offset the expenditure. It would also lead to additional revenue costs of £87,159.

The Committee sought clarification of the Officer of the number of additional children approximately which it was anticipated the Wylfa Newydd project would bring to the Island compared to when the original Wylfa Power Station was built. The Officer said that although she did not have comparative data to hand, based on discussions with and documentation from Horizon, 230 families are predicted to move onto the Island over the course of the Wylfa Newydd project's 10 year+ construction phase, most of whom are expected to settle towards the North of the Island. Many workers will be short-stay dependent on if and when their particular expertise is required.

The Chair read out a letter dated 12 July, 2018 submitted by the Member of Parliament for Anglesey who stated that residents are concerned that the consultation process is flawed and does not reflect concerns raised in the original consultation exercise nor does it take account of residents' views that Seiriol deserves the same investment as that offered to other areas on Anglesey which have gone through the modernisation process i.e. the option of a new twenty-first century school. The letter proceeds to say that until such time as this is the case the proposals should be put on hold maintaining the three schools whilst looking for a site in future to host a new, fit for purpose school. The letter concludes by saying that the Seiriol area deserves an innovative solution to future school modernisation which does not appear in the present or previous consultation.

Emma Taylor (Chair of the Governing Body of Ysgol Beaumaris), Rhian Jones (Chair of the Ysgol Beaumaris Response Committee and Town Councillor), Councillor Jason Zalot (Mayor of Beaumaris) and Councillor Alwyn Rowlands (Beaumaris Town Council) all addressed the Committee with their views on the proposals for modernising the primary school provision in the Seiriol area. They made the case for why in their view, **Ysgol Beaumaris** should not close and in making their representations they drew the following points to the Committee's attention –

- That stakeholders at Ysgol Beaumaris understand why the Authority has decided to consult on the future of primary education both on Anglesey and in the Seiriol area and they understand the need for change to reduce costs and bring the school stock

up to date. They also accept that things cannot stay as they are which is why during the previous informal and formal consultations they have been working proactively to find viable solutions that address the Authority's drivers of change whilst meeting the wishes of the residents and community and providing the best school and education for current and future pupils.

- That stakeholders at Ysgol Beaumaris take issue with the accuracy of the Authority's stated figure for maintenance backlog costs (£936k). A requested breakdown of the figure disclosed possible costs of £310k which by their nature cannot be defined as backlog and therefore should not have been included. Taking this figure out means that the maximum maintenance backlog cost for the school is £636k; this then has a significant bearing on the calculations in the financial appraisal of the four options contained in section 6 of the report leading to a more realistic assessment with the end result being that Option 3b (keep Llandegfan and Beaumaris open and close Llangoed) should show revenue savings rather than additional revenue costs.
- That for Option 2 (keep the three schools open but federate Llangoed and Beaumaris) although the Authority states that the schools need to be modernised to bring them up to twenty-first century schools standards the cost of doing so is not factored in even though it may be assumed that Welsh Government would contribute to the cost based on the statement made by the Cabinet Secretary for Education in April that under the terms of the Twenty-First Century Schools Programme the Welsh Government will contribute to the cost of refurbishing existing schools as well as building new schools. Although this could increase the capital cost of this option it would still be comparable with Option 3a.
- That the figure given for the average Anglesey spend per pupil is at odds with that in the previous consultation for the same period and also with that quoted in the Welsh Government's local authority budget expenditure for the same period both of which put the average per pupil spend for Anglesey at £4,560.
- Currently other Council services (Under 5s Learning Team and the Gwynedd and Anglesey ALN and Inclusion Service) use part of the school building without making a financial contribution to the school's budget. These services' overheads are then included in the per pupil spend thereby unfairly increasing the figure. The Governing Body has reduced the overall budget costs by 10% from 2016/17 to 2017/18 thus reducing the per pupil cost. With pupil numbers expected to rise over the next five years, the school expects the figure for per pupil spend to become much more comparable with the Authority's average figure.
- With regard to the number of pupils leaving the catchment area to attend a school elsewhere, Beaumaris has always had a history of pupils attending private schools – at least 10 children from the catchment area attend Treffos Independent Primary school. Additionally, 5 children attend Our Lady's Catholic School in Bangor. These therefore account for nearly half the number noted as attending schools out of the catchment area. It is possible that there is nothing either the school or the Authority can do to alter this situation as the parents have made a specific choice. The risk of closure that has been hanging over the school since the initial consultation in 2012 has also influenced parental choice and has consequently affected the number of children attending the school.
- The Governing Body has been aware of parents sending their children elsewhere and has actively sought to address the issue by speaking to parents to establish the reasons for their choice e.g. better wraparound care in schools elsewhere. As a result, the school has re-introduced its after school club and worked with Mudiad Meithrin to establish a Ti a Fi circle which now has 43 children and is the largest on the Island.
- The establishment of an Extra Care facility on the school site provides an opportunity to co-locate the two services in a way that will benefit both generations and may lead to cost savings for the Authority. There is enough space on the school site for a new school of 120 as well as the Extra Care facility. This innovative solution was proposed

during the previous consultation and was supported by parents and community albeit in the belief that the school site is not the ideal location for Extra Care provision. Initial enquiries have shown that a scheme such as this or elements of it could also attract Big Lottery Funding

- Ysgol Beaumaris stakeholders believe the Authority is mistaken in not finding out before a decision is made where current parents would send their children if either Ysgol Beaumaris or Ysgol Llangoed is to close. This information is essential to ensure that schools of the right size are in the right places. At the time of the last consultation, the Governing Body of Ysgol Beaumaris distributed a questionnaire to parents of children at the school to establish to which school they would send their children were Ysgol Beaumaris to close. Only 2 indicated they would consider sending their children to Ysgol Llangoed and 6 to Ysgol Llandegfan due to the inconvenience of having to travel out of the way of their route to work. For this reason, 7 said they would send their children to Ysgol y Borth and 8 said they would choose a school in Bangor. For children to leave the Island to be educated because of school closure would be difficult to accept.
- If Option 1 is approved, the Authority may end up spending a substantial amount of money on a school whose numbers are predicted to drop over the coming years and one which wouldn't benefit in terms of pupils from the closure of Ysgol Beaumaris. Consequently, the Authority could be revisiting this matter in a few years having to consider the closure of Ysgol Llangoed.
- That there are no indicative plans for the Ysgol Beaumaris building should the school close; as a listed building maintaining it will entail costs to the Council.
- That the Wylfa Newydd project is likely to bring additional families to the area whose children will need an education provision.
- For these reasons the Governing Body and stakeholders of Ysgol Beaumaris strongly oppose Option 1.

In responding to some of the points made, the Assistant Chief Executive said that the figure for maintenance backlog costs has been provided by the Council's Property Services. The possible costs are works that are likely to be required but have not yet been scheduled e.g. there are difficulties in heating the school which mean that the boiler will have to be replaced at some point involving a significant cost. The co-location of the Extra Care facility and a school for 120 pupils could be problematic in terms of the space available and also because of the specific land and space requirements stipulated by the Twenty-First Century Schools Programme

The Committee noted that a survey of parents' views with regard to their preferred school were either Ysgol Beaumaris or Ysgol Llangoed to close would have been helpful as it could influence the decision. The Assistant Chief Executive confirmed that the Authority had not undertaken this survey as the information gained from such an exercise is likely to be of limited help as not all parents will respond and the views and preferences of those who do, can and do change.

Dr Ruth Parry (Temporary Chair of the Ysgol Llangoed Governing Body), Mrs Katie Jones (Parents of Ysgol Llangoed) and Mrs Delyth Jones (Community Council) all addressed the Committee with their views on the proposals for modernising the primary school provision in the Seiriol area. They made the case for why in their view, **Ysgol Llangoed** should not close and in making their representations they drew the following points to the Committee's attention –

- That Option 1 is the most reasonable option in terms of meeting the drivers of change and delivering revenue savings.
- The facts favour retaining Ysgol Llangoed. This is because the expenditure per pupil at Ysgol Llangoed is less than that at Ysgol Beaumaris as is the number of surplus

places. Pupil numbers at Ysgol Llangoed have been constant for many years. The condition of the school building is graded B which is good and the maintenance backlog costs are similar to those of Ysgol Llandegfan. The environmental credentials of the school are good.

- Ysgol Llangoed is well located and is accessible.
- The consultation document refers to the importance of the Welsh language and states that any arrangement developed as part of the modernisation programme will give priority to strengthening and protecting the Welsh Language. Ysgol Llangoed has always had a strong Welsh ethos which is attractive to parents who want their children to learn the language. Transferring children from a relatively English area to a Welsh area would better promote the Welsh language than vice versa.
- There is no concrete data provided to support the forecast for pupil numbers up to 2023 and the movement of children and families in and out of an area cannot be predicted with accuracy.
- Ysgol Llangoed is a thriving primary school at the heart of its community that produces good academic results and happy, healthy, well-rounded and bilingual children. It is a caring school whose staff take the time to understand individual needs which is relevant in the context of the inspection framework which stresses the importance of children's experiences and the contribution made by the environment to their safety, attitudes to learning and their well-being.
- Ysgol Llangoed is part of the Welsh Network of Healthy Schools and has achieved a gold standard for being a green, eco-friendly school. The children are taught about the benefits of healthy eating and sustainability and the school actively promotes healthy living through sporting events and activities.
- Ysgol Llangoed is inclusive and has an excellent Additional Learning Needs provision and is disabled-user friendly.
- Llangoed as a village is becoming a thriving young community particularly following the development of a new housing estate – Stad yr Ysgol which is the first new council housing estate to be built in Wales for 30 years. It has attracted many new young families to the village not least because of its close proximity to the school. Some of these families do not drive and have young children who will be of school age in the next two years. These 3-year olds will not have access to the free travel provision meaning that the children of non-driving parents will be disadvantaged.
- Ysgol Llangoed is actively involved with the community be that through Christmas Fairs and Pantomime, Thanksgiving and St. David's Day Services and other events and activities.

Councillors Carwyn Jones, Lewis Davies and Alun Roberts spoke as Local Members.

Councillor Carwyn Jones (not a Member of the Committee) spoke of his disappointment that his response was not included in full in the documentation as it proposed an innovative solution to the reconfiguration of schools in the Seiriol area. He said that the firm view from the Seiriol ward is that both Ysgol Llangoed and Ysgol Beaumaris should remain open and that a modern innovative approach to modernising the schools in this area should be considered. Councillor Jones highlighted that significant investment that has taken place in other areas of Anglesey where the Schools' Modernisation Programme has been implemented resulting in new schools in Holyhead, Llanfaethlu, Newborough and a planned new extension in Llangefni. However, when Ysgol Llanddona was closed no new investment followed. He said that the Seiriol area deserves investment on the lines of that made in other parts of Anglesey and this should take the form of refurbishing Ysgol Llandegfan and Ysgol Llangoed and building a new smaller school alongside the Extra Care facility in Beaumaris. The option of a new school co-located with Extra Care would provide an exciting and different solution which could reap benefits both financially in terms of reduced overheads and shared costs and educationally in terms of creating an inter-generational learning

environment. This option would also meet Twenty-First Century Schools criteria in providing a new modern education facility for the next 50 years, it would cost a fraction of other modernisation schemes and it has the potential to bring down the cost per pupil to the lowest in Wales. Councillor Jones emphasised that taking education capacity out of the South East of the Island by closing either Ysgol Llangoed or Ysgol Beaumaris is a risk in view of the likely increase in population which the advent of Wylfa Newydd and other major economic developments on the Island and beyond will lead to.

The Chair suggested that correspondence submitted by Local Members by virtue of their role should be published in full as part of the published documentation.

Councillor Lewis Davies also expressed his regret that the Seiriol area is being treated differently and, in his view, unfairly in not being offered the option of a new school. He spoke of the adverse impact which closing either Ysgol Llangoed or Ysgol Beaumaris would have on the respective communities and felt that such a step is contrary to the Well-Being of Future Generations Act which promotes the creation of safe cohesive and resilient communities. The Seiriol area is in need of regeneration which will become so much more difficult to achieve if either Ysgol Llangoed or Ysgol Beaumaris is closed. He said that he supported the retention of all three schools in the area on the grounds that they are needed to ensure the future of the communities which they serve, to act as a basis for the regeneration of those communities, to ensure demographic balance in the area in future and to provide the capacity to deal with the influx of families that will come with Wylfa Newydd and other developments.

Councillor Alun Roberts echoed his fellow Local Members in advocating that all three schools should remain open. He supported locating a smaller school alongside the Extra Care facility in Beaumaris as an original and leading-edge solution for Beaumaris. The evidence indicates that the projections for pupil numbers in Ysgol Llandegfan are excellent and are improving for Ysgol Llangoed and Ysgol Beaumaris and could be bolstered by incoming families in the wake of Wylfa Newydd. Councillor Roberts emphasised that closing either Ysgol Beaumaris or Ysgol Llangoed does not safeguard the future of the other and may well place the remaining school at greater risk as parents decide to send their children elsewhere as the survey by Ysgol Beaumaris Governing Body suggest they would.

*The Chair highlighted at this juncture that as the Committee had now been in session for three hours, under the provisions of paragraph 4.1.10 of the Council's Constitution, a resolution was required by the majority of those Members of the Committee present to agree to continue with the meeting. **It was resolved that the meeting should continue.***

The Committee considered the information presented both in writing and verbally and it responded as follows –

- The Committee noted that one of the alternative options put forward is the co-location of a smaller school and Extra Care facility on the existing Ysgol Beaumaris site. The Committee sought clarification of how viable the option is given that Welsh Government defines a small school as one with 150 pupils or less.

The Assistant Chief Executive said that although the option is attractive, the business case for it does not bear up against the facts. It is doubtful that the Welsh Government would be prepared to support building a new school on as small a scale as that proposed.

The Head of Function (Resources) and Section 151 Officer said that every application for Welsh Government funding Under the Twenty-First Century Schools Programme must be supported by a Business Case which addresses affordability, value for money,

delivery of revenue savings and a range of other factors. Securing Welsh Government's support for the creation of a small school is therefore difficult because of the financial considerations. As regards sharing facilities and costs with the Extra Care facility, with regard to taxation the Extra Care units would be liable for Council Tax and would be priced differently to the school there being no link between the two in this respect. Additionally, the Extra Care facility is to be funded from the Housing Revenue Account which is funded by rental income from the Council's housing stock. Use of the HRA is limited to purposes in relation to the Council's housing stock making it impossible to use the HRA to fund or subsidise costs that fall to the Council's General Account which is funded from Council Tax and the Revenue Support Grant.

- The Committee noted that there is a possibility that should Ysgol Beaumaris close, the parents of pupils at the school might choose to send their children to a school other than Ysgol Llangoed thereby putting the long-term viability of Ysgol Llangoed at risk. The Committee sought clarification of whether this has been taken into account in the plans for Ysgol Llangoed.

The Chief Executive said that school modernisation always carries an element of risk. However, in this instance the Authority has sought to mitigate the risk by making the solution more sustainable. Whereas in the original consultation parents were asked to state their preference for Ysgol Llandegfan, Ysgol Llangoed or Ysgol Beaumaris the request has now been removed in line with Elected Members' wishes that whatever the final decision, the long-term sustainability of the solution should be more prominent, hence the "either or" options in the report – either Ysgol Llangoed or Ysgol Beaumaris be closed. If Ysgol Beaumaris was to close and the parents of pupils at the school were to choose not to send their children to Ysgol Llangoed, then the Authority would continue to maintain education provision for the 80 pupils at Ysgol Llangoed. The Officer said that if there is support for retaining a school of 40 pupils in Beaumaris, then the Committee has to consider how the £1.129m needed to resource this option is to be identified.

- The Committee noted that the Local Members are concerned that the exercise of parental choice will lead to some parents opting to take their children to schools in the Bangor area due to the proximity of the schools to their place of work. The Committee sought information about the position with regard to the availability of school places in the Bangor area.

The Chief Executive said that although the Authority has not investigated this matter, it is known that Gwynedd Council is currently reviewing the education provision in the Bangor area against the same criteria largely as those in Anglesey. As in Anglesey also, the ability to provide for up to 10% surplus places will probably apply so school places are limited in the Bangor area as well.

- The Committee noted that the Wylfa Newydd project will likely result in an increase in the Island's population during the project's construction and delivery phases and that it might be prudent to retain education capacity in the Seiriol area to accommodate the increase. The Committee sought clarification of whether creating a multi-site school is a feasible alternative.

The Assistant Chief Executive said that the multi-site option does not address the maintenance backlog costs nor the issue of surplus places.

- The Committee sought assurance that the Authority's Impact Assessment has taken into account the effects on the communities.

The Committee was informed that the Authority's Impact Assessment had taken into account the effects on the communities. Furthermore, Estyn has confirmed that the Authority's Impact Assessment was good in the context of this consultation.

- The Committee sought clarification of how areas have been selected for review under the Schools' Modernisation Programme given that some areas which have come under review have schools with a higher number of pupils than areas which have not been reviewed.

The Chief Executive said that the Seiriol area was one of the areas included in the initial Band A investment phase of the Twenty-First Century Schools Programme. Other areas of the Island will come under review in the second Band B investment phase which will commence in April, 2019. The selection of areas for review under Band A was the subject of a report to the County Council and was due in part to comments made by Estyn about the Authority's Schools' Modernisation Programme not being sufficiently ambitious. Consequently, it was decided that the modernisation programme should initially be implemented in an urban area – Holyhead, and in a rural area – Y Llannau following which areas where the number of surplus places was high would be addressed i.e. the Rhosyr and Seiriol areas.

A representative each from Ysgol Beaumaris and from Ysgol Llangoed were given the opportunity to summarise. Mrs Rhian Jones on behalf of Ysgol Beaumaris asked the Committee to recommend pausing in order to ensure that having had time to seriously consider alternative options to closure, the right solution is found for the communities involved. Dr Ruth Parry on behalf of Ysgol Llangoed asked the Committee to base the recommendation it makes on the facts.

The Portfolio Member said that although the situation is difficult, doing nothing is not an option either educationally or financially. The current pattern of primary schools and their location was generally established 150 years ago when children walked to school; it has to be adapted to fit circumstances as they are now, and into the future.

The Chief Executive acknowledged that notwithstanding this is a challenging matter, the decision has to be about making the primary education system on Anglesey more effective and more efficient. In the current climate, financial considerations are a factor but the quality of the education provision must carry weight as well. The Officer said that with two out of the three schools considered small by Welsh Government standards, the cost of education in the Seiriol area is well above the Anglesey average. In terms of pupil numbers, the original consultation indicated that the number of pupils at Ysgol Llandegfan and at Ysgol Llangoed have been constant but that pupil numbers in Ysgol Beaumaris have been on a downward trend. The backlog maintenance costs are high, and with Welsh Government capital funding having remained unchanged for many years and the funding having been allocated to Twenty-First Century schools, addressing this issue is problematic. The conclusions of the report make it clear that Options 1 and 2 are the only realistic options in the circumstances.

Having noted the information presented and the representations made at the meeting, the Committee considered its proposals.

After summarising the appeals made by those who had made representations to the Committee including the Member of Parliament for Anglesey who had conveyed his views by letter, the Chair referred to the two options put forward in the Officer's report namely –

Option 1 – Refurbish and extend Ysgol Llandegfan, close Ysgol Beaumaris and refurbish Ysgol Llangoed, or

Option 2 – Refurbish and extend Ysgol Llandegfan, close Ysgol Llangoed and refurbish Ysgol Beaumaris.

Councillor Lewis Davies proposed a third option (Option 3) which was seconded, to the effect that the Committee recommends to the Executive that the 3 schools (Ysgol Llandegfan, Ysgol Llangoed and Ysgol Beaumaris) remain open in order to have a discussion about investing in building a new, modern Twenty-First Century area school for Seiriol as has happened in other areas of the Island namely Y Llannau, Ynys Cybi, Cefni and the Newborough areas.

In justification of the proposal, Councillor Lewis Davies said that there is a possibility that the Lairds site may be developed in future and that it could prove a suitable site for a new school.

Councillor Nicola Roberts proposed an amendment and was seconded - that Option 1 of the report be recommended to the Executive. She referred to the statement made by the Welsh Government's Cabinet Secretary for Education on 25 April, 2018 in which she had said that planning school places is a matter for the Local Authority and that any application for capital funding under the Twenty-First Century Schools Programme is judged on criteria which are examined by an external board with reference to the value behind each individual application. The Cabinet Secretary had also said that she was not aware of any application being predicated on a need to close schools and that the funding is available for the refurbishment of existing sites, for replacement schools and for newly constituted schools. Councillor Roberts said that she believed that the comments applied in this case.

The Chief Executive said that a new area school as proposed by Option 3 was considered in the non-statutory consultation but was not taken forward. One of the options which was evaluated and scored at that time was to develop a large school in an area closer to Menai Bridge.

Councillor Lewis Davies subsequently withdrew his proposal and said that he would not be voting. Councillor Brian Owen who had seconded the proposal now proposed Option 3 and was seconded.

In the ensuing vote on the proposal, 2 voted in favour and 1 voted against with 5 abstentions. As there was not a majority vote in favour of the proposal, the proposal was not carried.

The Committee then voted on the amendment, namely that Option 1 be recommended to the Executive.

In the vote that followed, 2 voted in favour, 4 voted against with 2 abstentions. As there was not a majority vote, the Chair used his casting vote against Option 1.

**Having considered all the information presented both verbally and in writing, the Corporate Scrutiny Committee Resolved not to accept the options in the Officer's report.**

**Councillor Aled M. Jones  
Chair**

# CORPORATE SCRUTINY COMMITTEE

## Minutes of the Call-In meeting held on 2 August, 2018

**PRESENT:** Councillor Aled Morris Jones (Chair)  
Councillors Lewis Davies, Richard Griffiths, Trefor Lloyd Hughes, MBE, Richard Owain Jones, Bryan Owen, Alun Roberts, Nicola Roberts

Co-opted Member: Mr Keith Roberts (The Catholic Church)

### **Call-In Request Signatories who are not members of the Committee**

Councillors Eric Jones, Peter Rogers

### **Portfolio Member**

Councillor R. Meirion Jones, (Portfolio Member for Education, Libraries, Youth and Culture)

**IN ATTENDANCE:** Chief Executive  
Assistant Chief Executive (Partnerships, Community and Service Improvement)  
Head of Function (Resources) and Section 151 Officer  
Legal Services Manager  
Scrutiny Manager (AGD)  
Committee Officer (ATH)

**APOLOGIES:** Councillor Dylan Rees (Vice-Chair), Mrs Anest G. Frazer (The Church in Wales)

**ALSO PRESENT:** Councillors Llinos Medi Huws (Leader), R.G. Parry, OBE, FRAGS (Portfolio Member for Highways, Property and Waste), Richard Dew (Portfolio Member for Planning and Public Protection), Dafydd Rhys Thomas (Portfolio Member for Corporate Services), Ieuan Williams (Portfolio Member Service Transformation), Robin Williams (Portfolio Member for Finance), Councillor R. Llewelyn Jones, Head of Democratic Services

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### **1 DECLARATION OF INTEREST**

Councillor Nicola Roberts declared a personal but not prejudicial interest with regard to item 3 on the agenda as a member of the Governing Body of Ysgol y Graig and the Governing Body of Ysgol Talwrn and also as the parent of a child who is a pupil at the Ysgol y Graig.

Councillor Richard Griffiths declared a personal but not prejudicial interest with regard to item 3 on the agenda as his prospective daughter in law is employed at Ysgol y Graig.

## **2 SCHOOLS' MODERNISATION – LLANGEFNI AREA (YSGOL Y GRAIG AND TALWRN)**

A decision made by the Executive at its meeting held on 16 July, 2018 to increase the capacity of Ysgol y Graig to accommodate pupils from Ysgol Talwrn and to close Ysgol Talwrn was called in by Councillors Lewis Davies, Aled Morris Jones, Eric Wyn Jones, Bryan Owen and Peter Rogers. The Executive's decision, the call-in request and the report by the Assistant Chief Executive (Partnerships, Community and Service Improvement) to the meeting of the Executive on 16 July, 2018 on the modernisation of schools in the Llangefni area (Y Graig and Talwrn) were presented.

The Chair said that there would be no public speaking at this meeting of the Corporate Scrutiny Committee. He read out advice provided by the Head of Function (Council Business)/ Monitoring Officer in relation to the matter which confirmed that there is no legal constitutional right to public speaking at a scrutiny committee and that it is a matter for the Chair to determine when and if this is appropriate. The only requirement in connection with this discretion is that it be used fairly and consistently. The Officer further advises that in the circumstances, the Chair's intentions are a reasonable use of this discretion as this is a case of calling in a decision made by the Executive and is not part of the pre-decision process whereby the Scrutiny Committee collects evidence.

Councillor Lewis Davies, as the Lead Call-in Member explained the reasons for calling in the decision made by the Executive on 16 July, 2018 as set out in the call-in request form. These were as follows:

- Errors in the consultation.
- There has been ten years of uncertainty for the community of Talwrn which has created a disincentive for young people to move into the village.
- The community impact assessment is superficial and is not in keeping with section 1.7 of the current Schools' Organisation Code.
- No transport/road traffic review of the road between Talwrn and Llangefni has been produced. This road is hazardous for walking and cycling and, with increasing emphasis on the health benefits of walking and cycling it is essential that a safe route be provided and a traffic assessment conducted especially if children wish to walk or cycle from Talwrn to Ysgol y Graig in the event that Ysgol Talwrn closes. Additionally, Ysgol y Graig is overfull with there being serious parking issues around the school and in the vicinity. Extending the school and the use of it will exacerbate the problem.
- Inconsistencies in the modernisation process in relation to the treatment of areas with similar schools with less children and lower standards remaining open.
- Building new houses in the Cefni area which could lead to over subscription as has already happened with the existing Ysgol y Graig. In the JLDP, Llangefni is earmarked as a commercial and industrial hub with potential to expand in future. With a need for more housing, the town is likely to grow thereby putting pressure on the area's schools. There is a risk that history will repeat itself and that Ysgol y Graig will again become overfull. Better to retain rural schools to accommodate this overspill in future.

Councillor Lewis Davies said in addition that the Authority is failing to appreciate that there may be different solutions for different areas and that building huge characterless schools which not everybody wants to attend is not always the right answer. Councillor Davies concluded by referring to an article on research undertaken by scholars across Western Europe on the social disintegration of rural communities which cites the closure of schools as a prime factor in undermining rural communities.

Councillors Eric Jones, Peter Rogers and Bryan Owen spoke as signatories of the call-in request.

Councillor Eric Jones said that he did not support the approach favoured by Estyn of merging rural schools to create larger schools that are not needed. The arguments for closure in the consultation document have not been proved by the Council and much of what is contained in the document favours keeping Ysgol Talwrn open. It was his view that this is the best option in terms of offering value for money for the Council and ratepayers of Anglesey and as regards improving education standards. He said that with housing developments planned in and around Llangefni there is a danger that Ysgol y Graig will become overfull again thus repeating a mistake that has already been made once before.

Councillor Peter Rogers highlighted the potential impact of closing Ysgol Talwrn on the area's secondary school as regards loss of pupils which he believed was a factor that had been overlooked. He believed that as the closure of a school is a decision of magnitude, it should be considered by Full Council. He therefore urged the Committee to refer the matter to Full Council.

Councillor Bryan Owen clarified that he had signed the call in-request because he believed the stakeholders of Ysgol Talwrn had not had a fair hearing or answers to their questions; because it was unfair to ask parents to send their children from a happy community school to be swallowed up in a school of over 300; because the educational performance of Ysgol Talwrn is better than that of Ysgol Y Graig in the Foundation Phase and KS2 and because of the potential impact of the school's closure on the Welsh language given that rural communities and the schools within them are the bedrock of the language. Councillor Bryan Owen also referred to the backlog maintenance costs quoted for the two schools - for Ysgol Talwrn which is over a 100 years' old it is £82,500k or £597 for each year since it was built, and for Ysgol y Graig which is 9 years old it is £36,500 or £3,650 for each year. Closing Ysgol Talwrn does not therefore make economic sense. The case for closing a rural school has to be robust according to the draft revised School Organisation Code. Additionally, parental choice may mean that parents choose not to send their children to Ysgol y Graig. Councillor Bryan Owen was also of the view that this matter should be considered by the Full Council.

The Portfolio Member for Education, Libraries, Youth and Culture responded as follows –

- That no supporting evidence is provided to clarify in what way the consultation was erroneous.
- That the current Administration is committed to ending uncertainty around the future of schools and is prepared to take decisions in line with the Schools' Modernisation Programme which may be difficult and unpalatable, in order to establish the best and fairest possible primary education provision on the Island.
- That the Administration has sought to be consistent in the decisions it has made in relation to the modernisation of schools in every area where the programme has been implemented whilst seeking the best solution for each individual area.
- That consideration is given to approved and planned housing developments in each area where schools are under review including that part of Llangefni relating to Ysgol y Graig and Ysgol Talwrn.
- That a transport and traffic impact survey is only undertaken once a decision has been made – in this particular case the survey would involve a route safety assessment of the road from Talwrn to Llangefni.
- That Ysgol Talwrn is not included on the list of designated rural schools in the draft revised Schools' Organisation Code 2017 for the purpose of the presumption against closure.
- That the maintenance costs cited for Ysgol Talwrn above do not take into account the £250k required for a new mobile classroom.
- That it is acknowledged that parents may send their children to a school of their choice and that this is matter over which the Authority has no control. However, the

Authority can try to provide an education provision that is fair and reasonable for the whole of the Island.

The Assistant Chief Executive (Partnerships, Community and Service Improvement reported as follows –

- That the Schools Modernisation Programme involves considering a range of options for each area with the Authority recognising that different areas require different solutions.
- That the consultation process was comprehensive and thorough with stakeholders' views gathered through a variety of means including drop-in sessions, online survey, letters, e-mail, and petitions. This was the third consultation held with consideration having been given to all the alternative suggestions put forward in this and the previous two consultations and their viability assessed and scored. The reasons why the alternative options were not deemed appropriate were set out in the consultation report and have been reported to the meeting of the Corporate Scrutiny Committee on the 5 July, 2018 and to the meeting of the Executive on the 16 July, 2018.
- That the Authority has acted in accordance with the current Schools' Organisation Code. The revised Schools' Organisation Code 2017 remains in draft form and is not expected to be implemented until the end of the year after approval by the Welsh Assembly and a subsequent period of consultation. Whilst the revised Code introduces a presumption against the closure of rural schools, it makes it clear that this does not mean that rural schools will never close, instead requiring that all alternatives to closure must be shown to have been considered. The revised Code also recognises that education must be the primary consideration and that this is linked to a Local authority's duty to seek to raise education standards.
- That the Schools Modernisation Programme on Anglesey was developed in 2012 in response to criticism by Estyn that the Authority was not moving sufficiently quickly with modernising its schools and reducing surplus places. Any uncertainty therefore has not been of 10 years' duration. It was noted in 2012 that further consultation on the future of Ysgol Talwrn would take place within 5 years and this is what has happened.
- That the Community Impact Assessment has been conducted in line with the Schools' Organisation Code 2013 and is thorough in its evaluation of the factors affecting the community. Similarly, the Authority has considered the impact in terms of the Welsh language. Estyn has confirmed that it is satisfied with the Community Impact Assessment and has made positive comments in relation to the effects on the Welsh language.
- That communities do not necessarily decline following the closure of a school e.g. the village of Rhosmeirch no longer has a school, but has thrived regardless.
- That the Authority has had regard of actual and planned housing developments in the area in projecting pupil numbers for the new extension to Ysgol y Graig using the Welsh Government formula. The JLDP refers to the building of 600 houses in the Llangefni area but for this particular part of Llangefni fewer houses are planned. Officers have taken planned developments into account including that linked to Coleg Menai (157 houses) and others (138 houses). The sum total of these has been multiplied with 0.17 which then gives the projected number of additional pupils – approximately 50. These have been factored into the calculations.
- A transport and traffic impact assessment will be undertaken after a decision has been made. This will include the traffic and parking situation in and around Ysgol y Graig as well as the route from Talwrn to Llangefni. Transport will be provided for pupils who travel to school along a route that following assessment, is considered hazardous. Opportunities for pupils to cycle and to walk are not confined to the journey to school and can be enjoyed out of school hours.

- That Ysgol y Graig is also a happy, successful, community primary school whose use of the Welsh language is a strength. The proposal put forward has been assessed as having a positive effect on the Welsh language.
- That the standards of education at Ysgol Talwrn are not better than those at Ysgol y Graig. The performance of Ysgol Talwrn in the Foundation Phase has placed it in the lower quartile for the past three years. Ysgol y Graig is more successful in attaining higher percentages for level 5+.

In response to a question by a member of the Committee, the Head of Function (Resources) explained the financial implications of the proposal to extend Ysgol y Graig as these had been set out in the financial appraisal in the consultation document. Councillor Lewis Davies requested that he be provided with an analysis in writing of the total borrowing to date under the Schools' Modernisation Programme, the interest costs and the implications both for the Authority and other hitherto unreviewed areas on the Island should Welsh Government withdraw its funding support for the programme.

Members of the Committee were given the opportunity to ask questions.

The Chief Executive made the following points -

- That the consultation process on proposals to reconfigure primary schools has been developed in line with the Schools' Organisation Code and is by now a well-established process having been applied in the consultations held with regard to the proposals to build the new Ynys Cybi, Rhyd y Llan and Santes Dwynwen schools. The process has been endorsed by Welsh Government. If it felt that there have been shortcomings in the process in this case, it would be helpful to be provided with evidence thereof.
- That likewise, the process for conducting a Community Impact Assessment is one that has been applied in previous consultations and complies with the requirements of the Schools' Organisation Code.
- That it is acknowledged that holding a consultation process on the future of specific schools can create feelings of uncertainty during the process.
- That although a Transport and Traffic Impact Assessment is not undertaken until after a decision has been made the financial appraisal of the proposal does contain a projected provision for additional transport costs.
- That with regard to any potential impacts on the Welsh Language, it is clearly stated that any arrangement developed as part of the modernisation programme will give priority to strengthening and protecting the Welsh language. Both Ysgol y Graig and Ysgol Talwrn perform well in relation to the Welsh Language and it is the opinion of Estyn that the language will not be weakened by the proposal.
- That although both Ysgol y Graig and Ysgol Talwrn are good schools educationally with Ysgol y Graig having the edge in terms of performance, both could still improve further, thereby creating a robust foundation for progress if they were to merge.
- That one of the driving factors of the Schools' Modernisation Programme is to ensure that the education system is fair to every pupil on the Island. Pupils in Ysgol Talwrn receive £475 per head more than pupils in Ysgol y Graig meaning that Ysgol Talwrn is in receipt of £22,325 of additional finance which is equivalent to a 0.5 teacher post. By not addressing this funding disparity, the Authority is perpetuating the inequality that exists within the education system which means that some pupils receive more per head at the expense of others. This is difficult to justify.

The Call-in signatories, the Portfolio Member and the Officers were then given an opportunity to summarise.

The Chair said that the Committee had three options in coming to a decision on the call-in, viz.

- To reject the call-in.
- To reject the Executive's decision and refer it back to the Executive with a recommendation that it be reconsidered and/or amended.
- To reject the Executive's decision and to refer the matter with a recommendation to the Full Council.

The Legal Services Manager advised that as the Executive's decision is not contrary to the Budget or Policy Framework nor inconsistent with the Budget, the Full Council has no power in the matter. The Council would therefore only convene to consider the matter and, if it objects to the decision, to refer it back with any comments to the Executive as the decision-making body.

Councillor Bryan Owen proposed and was seconded, that the matter be referred to Full Council.

Councillor Richard Owain Jones proposed an amendment which was seconded, that the call-in be rejected.

In accordance with paragraph 4.1.18.5 of the Council's Constitution the vote was recorded. The voting was as follows -

For the amendment (that the call-in be rejected): Councillors Richard Griffiths, Trefor Lloyd Hughes, MBE, Richard Owain Jones, Alun Roberts, Nicola Roberts and Mr Keith Roberts (Co-opted Member with a vote on educational matters).

For the original proposal (that the matter be referred to Full Council): Councillors Lewis Davies, Aled Morris Jones and Bryan Owen.

**It was resolved to reject the call-in of the Executive's decision from its meeting held on 16 July, 2018 in relation to the modernisation of schools in the Llangefni area – Y Graig and Talwrn.**

*The Executive's decision therefore takes effect forthwith.*

**Councillor Aled Morris Jones  
Chair**

# CORPORATE SCRUTINY COMMITTEE

## Minutes of the Call-In meeting held on 6 August, 2018

- PRESENT:** Councillor Aled Morris Jones (Chair)  
Councillor Dylan Rees (Vice-Chair)
- Councillors Lewis Davies, Richard Griffiths, Trefor Lloyd Hughes, MBE, Richard Owain Jones, Alun Roberts, Nicola Roberts
- Co-opted Member: Mr Keith Roberts (The Catholic Church)
- Call-In Request Signatories who are not members of the Committee**
- Councillors R. Llewelyn Jones, Peter Rogers, Glyn Haynes (on behalf of Councillor J. Arwel Roberts)
- Portfolio Member**
- Councillor Llinos Medi Huws (Leader) (on behalf of Councillor R. Meirion Jones, (Portfolio Member for Education, Libraries, Youth and Culture)
- IN ATTENDANCE:** Chief Executive  
Assistant Chief Executive (Partnerships, Community and Service Improvement)  
Head of Function (Resources) and Section 151 Officer  
Legal Services Manager (RJ)  
Scrutiny Manager (AGD)  
Committee Officer (ATH)
- APOLOGIES:** Councillors Bryan Owen, J. Arwel Roberts, Mrs Anest G. Frazer (The Church in Wales) Councillor R. Meirion Jones, (Portfolio Member for Education, Libraries, Youth and Culture)
- ALSO PRESENT:** Councillors Carwyn Jones (Portfolio Member for Major Projects and Economic Development), Alun Mummery (Portfolio Member for Housing and Supporting Communities), R.G. Parry, OBE, FRAGS (Portfolio Member for Highways, Property and Waste), Dafydd Rhys Thomas (Portfolio Member for Corporate Services), Ieuan Williams (Portfolio Member for Service Transformation), Robin Williams (Portfolio Member for Finance), Councillor John Griffith, Councillor Kenneth Hughes
- 

### 1 DECLARATION OF INTEREST

Councillor Alun Roberts declared a personal but not prejudicial interest in respect of item 2 on the agenda as a Council representative on the Governing Body of Ysgol Beaumaris.

Councillor Carwyn Jones (not a member of the Corporate Scrutiny Committee) declared a personal and prejudicial interest with regard to item 2 on the agenda as his cousin is employed in Ysgol Beaumaris. Councillor Carwyn Jones said that he had been granted dispensation by the Standards Committee on 18 July, 2017 to represent the local viewpoint throughout the process but not to vote on the matter.

The Chair explained that Councillor Glyn Haynes would be standing in on behalf of Councillor J. Arwel Roberts for the purpose of speaking on the call-in request.

The Legal Services Manager clarified that speaking at the meeting was at the discretion of the Chair. However, substitute members are not permitted for the purpose of voting.

The Chair said that there would be no public speaking at this meeting of the Corporate Scrutiny Committee. He read out advice provided by the Head of Function (Council Business)/ Monitoring Officer in relation to the matter which confirmed that there is no legal constitutional right to public speaking at a scrutiny committee and that it is a matter for the Chair to determine when and if this is appropriate. The only requirement in connection with this discretion is that it be used fairly and consistently. The Officer further advises that in the circumstances, the Chair's intentions are a reasonable use of this discretion as this is a case of calling in a decision made by the Executive and is not part of the pre-decision process whereby the Scrutiny Committee collects evidence.

## **2 SCHOOLS' MODERNISATION – SEIRIOL AREA**

A decision made by the Executive at its meeting held on 18 July, 2018 to approve Option 1, namely to refurbish and extend Ysgol Llandegfan, close Ysgol Beaumaris and refurbish Ysgol Llangoed was called in by Councillors Aled Morris Jones, Robert Llewelyn Jones, Bryan Owen, John Arwel Roberts and Peter Rogers. The Executive's decision, the call-in request and the report by the Assistant Chief Executive (Partnerships, Community and Service Improvement) to the meeting of the Executive on 18 July, 2018 on the modernisation of schools in the Seiriol area were presented.

In the absence of Councillor Bryan Owen, the Lead Call-In Member, Councillor Peter Rogers explained the reason for calling in the decision made by the Executive on 18 July, 2018 as set out in the call-in request form which was that the idea of a school situated on a new site to take the pupils of Llandegfan, Beaumaris and Llangoed had not been fully explored.

Councillor Peter Rogers referred to the very great uncertainty over which school pupils might attend in the event that Ysgol Beaumaris is closed which has the potential to affect the pupil numbers at Ysgol Llangoed. He pointed out that there is no evidence to suggest that parents will send their children to Ysgol Llangoed and that understanding parental choice is essential in the matter because it also partly accounts for the reduction in the number of pupils attending Ysgol Beaumaris. There is also potentially a knock on effect on numbers in the secondary school serving the catchment area. Councillor Peter Rogers said that many people will have understood that modernising schools means having a new area school built as has happened in other areas where the primary education provision has been reviewed. He thought that the delivery of a new area school was appropriate in this case also.

Councillor Robert Llewelyn also spoke as a signatory of the call-in. Councillor Jones referred to the absence of a detailed Business Plan which he believed should have accompanied the proposal to show more clearly the financial obligations and potential savings consequent on realising the proposal. Neither was it apparent that the risks had been assessed. He highlighted the omission of any plans for the pre-school provision which at Ysgol Beaumaris is very popular and well thought of and referred to the need for sensitivity in dealing with Ysgol Beaumaris as a listed building.

Councillor Glyn Haynes speaking on behalf of Councillor J. Arwel Roberts who was a signatory to the call-in request said that although proposals for new area schools have been initially met with doubt in the communities involved, where they have been developed e.g. Ysgol Cybi, they are now a focal point for the community and are

embraced by parents. Councillor Haynes said that he believed that a new school was the right solution for Seiriol in keeping with other areas on the Islands.

The Leader of the Council responded as follows –

- The Corporate Scrutiny Committee scrutinised the non-statutory consultation on the modernisation of schools in the Seiriol area at its meeting held on 2 October, 2017. The report to the meeting contained an analysis of the options considered including a new area school and possible sites. Although a proposal was made at the time by a member of the Committee that this should be explored further, the Committee did not support it.
- With regard to the impact of closing Ysgol Beaumaris on the town (Key Question 1) and the uncertainty as to whether parents will subsequently send their children to Ysgol Llangoed, closing a school has an effect be it in a town or in a rural area. Beaumaris deserves and is being given the same respect and consideration as other communities where a decision has been made to close the local school. When Ysgol Rhyd y Llan was being developed the local view in Llanfachraeth was that parents would not choose to send their children to the new school. The school which is now up and running is well attended including by children from Llanfachraeth. Parental preferences can therefore change and is not a factor over which the Authority has control.
- With regard to the future of the Ysgol Beaumaris school building (Key Question 2) following approval by the Executive of the establishment of Extra Care provision on the school site (which was scrutinised by the Corporate Scrutiny Committee) the Chief Executive was asked to open discussions with CADW regarding the process for dealing with Ysgol Beaumaris as a listed building.

The Assistant Chief Executive (Partnerships, Community and Service Improvement) reported as follows –

- That a new area school for Seiriol was one of the options which was evaluated and scored as part of the non-statutory consultation on the modernisation of primary schools in the Seiriol area held in June and July, 2017 (Options 4 and 20 in the consultation) . The unavailability of suitable land/sites was a factor in not progressing this option. A school of this size would require in the region of 6 acres which space could not be identified in the area particularly as the Lairds site was not included as a development site in the JLDP.
- That the Community Impact Assessment was conducted using the same format as that applied in the other areas where consultation on the modernisation of schools has taken place. It is a format that has been approved by Welsh Government. The risks have also been addressed as part of the assessment.
- That many parents in the Seiriol area have over the years exercised choice by not sending their children to Ysgol Beaumaris preferring instead to send their children to schools in Llangoed and Llandegfan and outside the catchment area in Menai Bridge, Llanfairpwll and Bangor leading to 72% surplus places in Ysgol Beaumaris. Even if all the incomers linked to developments such as Wylfa Newydd were to locate to the Seiriol area, the projections according to the Welsh Government formula predict that there would still be surplus places in Ysgol Beaumaris.
- That it is acknowledged that parents may choose to send their children to schools other than Ysgol Llangoed should Ysgol Beaumaris close. For those children from Ysgol Beaumaris who choose to attend Ysgol Llangoed, a traffic and transport impact assessment will be held as the distance is over 2 miles.

- That enquiries with CADW have been initiated with regard to the Ysgol Beaumaris school building. There is potential to utilise space to the rear and to the front of the building in consultation with CADW Officers.
- That Officers in submitting their proposals to Welsh Government must take into account forecasted pupil numbers. The Authority examines data in relation to projected births in an area and this figure is then factored into the calculations for projected pupil numbers in future. The Authority uses the Welsh Government formula to calculate projections.
- That the requirements of the Twenty-First Century Schools Programme are ambitious in terms of modernising school assets, and although the proposal for Seiriol does not deliver a new school for the area, the refurbishment of Ysgol Llandegfan and Ysgol Llangoed will transform the two schools into modern, twenty-first century schools.
- That the Executive's decision made on 18 July, 2018 also recognised that any arrangement should address the need for pre-school provision in the Seiriol area.

Members of the Committee were afforded the opportunity to ask questions.

The Chief Executive made the following points -

- The option of a new school for the Seiriol area to replace the existing Ysgol Llandegfan, Ysgol Llangoed and Ysgol Beaumaris as well as an option to site a large school nearer Menai Bridge have been considered. They were not included in the preferred options because of the unavailability of land, and also because it became clear in the consultation process that parents in Llandegfan did not wish to travel to Beaumaris and that parents and stakeholders from Beaumaris and Llangoed were concerned about the nature of the road to Llandegfan and Menai Bridge.
- An assessment of the impact of closing Ysgol Beaumaris on the community has been made and considered. Should the Executive's decision stand, it is essential that the communities of Beaumaris and Llangoed work together to ensure the new school in Llangoed succeeds.
- Discussions have been held with Officers from CADW with regard to the existing Ysgol Beaumaris building; it is hoped that the same arrangement can be reached as in the case of Ysgol Cybi in Holyhead whereby the existing school's frontage was retained.
- The formulation of a Business Case is one of the tasks that is undertaken once a decision is made. Business Case submissions for funding for school projects under the Twenty-First Century Schools' Programme have to be detailed and they are required to address a range of issues.

The Call-in signatories, the Leader and the Officers were given an opportunity to summarise.

The Committee considered the information presented and, although it recognised that closing a school is a very hard thing to do, it was minded to support the decision taken by the Executive for the reasons that it will mean bringing two schools in the Seiriol area up to modern, 21<sup>st</sup> Century school standards; it will address the issue of surplus places in the area's schools with a high percentage of those places being in Ysgol Beaumaris, and because no evidence has been produced at this meeting to show there is a more appropriate option, being mindful also that a range of options have been considered during consultation.

The Legal Services Manager advised that the Committee has three options in coming to a decision on the call-in, viz.

- To reject the call-in and confirm the Executive's decision
- To reject the Executive's decision and refer it back to the Executive with a recommendation that it be reconsidered and/or amended.

- To reject the Executive's decision and to refer the matter with a recommendation to the Full Council. In this event, because the Executive's decision is not contrary to the Budget or Policy Framework nor inconsistent with the Budget, the Council has no power in the matter. It would only convene to consider the matter and, if it objects to the decision, to refer it back with any comments to the Executive as the decision-making body. The Council could not come to a new decision.

It was proposed and seconded that the call-in request be rejected. In the ensuing vote the proposal was carried.

**It was resolved to reject the call-in of the Executive's decision from its meeting held on 18 July, 2018 in relation to the modernisation of schools in the Seiriol area.**

*The Executive's decision therefore takes effect forthwith.*

**Councillor Aled Morris Jones  
Chair**

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<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	12 <sup>th</sup> September, 2018
<b>Subject:</b>	Finance Scrutiny Panel
<b>Purpose of Report:</b>	Progress update on the work of the Finance Scrutiny Panel
<b>Scrutiny Chair:</b>	Cllr Aled Morris Jones
<b>Portfolio Holder(s):</b>	Cllr Robin Wyn Williams
<b>Head of Service:</b>	Marc Jones, Head of Resources / Section 151 Officer
<b>Report Author:</b>	Anwen Davies, Scrutiny Manager
<b>Tel:</b>	01248 752578
<b>Email:</b>	AnwenDavies@ynysmon.gov.uk
<b>Local Members:</b>	Not applicable

**1 - Recommendation/s**

- R1** The Corporate Scrutiny Committee is requested to note:
- Progress made to date with the work of the Finance Scrutiny Panel, both in terms of achieving its work programme and measuring impact and added value
  - That processes pertaining to budget monitoring for 2018/19 appeared to be fit for purpose and on track
  - The ongoing financial scrutiny development programme for Panel members and which is being delivered by CIPFA Wales
- R2** Escalate the following matter for consideration by the Corporate Scrutiny Committee:
- Express continued concern regarding budget pressures in children’s services and the learning service. Also, to note that the Panel continues to closely monitor the situation and has arrangements in place to ensure regular dialogue with the Assistant Chief Executive and Heads of Service to provide an explanation of the financial situation in both services and the impact of mitigation measures in place to control overspends. As previously noted, the Panel will continue to report back to this Committee on its findings as the situation evolves.

**2 – Link to Council Plan / Other Corporate Priorities**

Direct link between the Council Plan / transformation priorities and the Medium Term Financial Plan. The Panel’s consideration of budgetary matters will provide assurance to the Executive that the Council are responding in a robust manner on financial matters and that steps are in place to mitigate any risks.

**3 – Guiding Principles for Scrutiny Members**

**To assist Members when scrutinising the topic:-**

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

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

**3.3** A look at any risks [**focus on risk**]

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

**3.5** Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

#### 4 - Key Scrutiny Questions

At the request of the Panel:

1. Does the Committee have any views on the priority of the work streams in the Panel work programme?
2. Are the actions of the Panel thus far sufficiently robust?
3. Does the Committee have a view on the pace or quality of recent developments in financial scrutiny led by the Panel?

#### 5 – Background / Context

##### BACKGROUND

1.1 Members will already be aware that scrutiny has developed over the past few months through the work of 3 scrutiny panels namely – Finance Scrutiny Panel, Schools Review Scrutiny Panel and the Children’s Services Improvement Panel. This report summarises progress made to date as regards the **Finance Scrutiny Panel**.

##### 1.2 Panel Governance Arrangements

As previously reported to this Committee<sup>1</sup>, robust governance arrangements are in place to underpin the work of the Panel and it is the intention to endeavour to continue to convene regular meetings of the Panel, in accordance with the timeline for budget monitoring by the Executive and also the Authority’s budget setting process. A process is in place for regular, quarterly reporting to this Committee by Councillors Dafydd Roberts and Robin Wyn Williams (until his appointment as Portfolio Holder for Resources), as Scrutiny Committee representatives on the Panel.

##### 2. FOCUS OF WORK OF THE FINANCE SCRUTINY PANEL

2.1 The Finance Scrutiny Panel has now met on 10 occasions, namely:

- 17<sup>th</sup> August, 2017
- 29<sup>th</sup> September, 2017
- 25<sup>th</sup> October, 2017

<sup>1</sup> Corporate Scrutiny Committee convened on 31<sup>st</sup> October, 2017

- 1<sup>st</sup> December, 2017
- 5<sup>th</sup> January, 2018
- 2<sup>nd</sup> February, 2018
- 14<sup>th</sup> March, 2018
- 26<sup>th</sup> April, 2018
- 5<sup>th</sup> July, 2018
- 17<sup>th</sup> August, 2018

2.2 This report focuses on the work of the Panel for the period July - August, 2018:

- **Governance matters** – clear governance arrangements continue to be in place (including a terms of reference) and a work programme providing a robust framework for the work of the Panel. This view has been endorsed by CIPFA Wales. The detail of these arrangements is to be revisited as part of a broader review of our Scrutiny procedures and documentation.
- **External, expert input** – at the request of Panel members, external, specialist input has been facilitated by CIPFA Wales spanning 4 meetings of the Panel<sup>2</sup> in order to assist us to evaluate and evidence the impact and added value of the Panel's work. The input of CIPFA Wales has also included bespoke member development and mentoring inputs on financial scrutiny at each meeting. CIPFA will return to the Authority later in the year in order to assist the Panel to measure distance travelled in developing Member led finance scrutiny in the Council. The Panel have also agreed to share the outcomes of this work-stream in order to develop good practice at a national level.

This expert input into the work of the Panel has provided a robust foundation to enable and support the development of effective financial scrutiny in the Authority, building resilience into our scrutiny practice and processes.

- **Theme 1 – Budget Monitoring (Quarter 1)** – the Panel<sup>3</sup> scrutinised initial messages as regards the Qtr1 revenue budget, prior to the matter being considered by the Executive<sup>4</sup>. The Portfolio Holder for Resources was in attendance for this discussion in order to provide additional information to Panel members. Panel members noted the following areas which were creating financial pressures:
  - ✚ Children's services
  - ✚ Learning service
  - ✚ Adults Services – learning disabilities and services for adults with physical / sensory care needs
  - ✚ Property services – maintenance; school cleaning
- **Children's Services and the Learning Service** – scrutiny of the financial pressures in both services have continued to be a key priority for the Panel and further information commissioned from both Heads of Service was considered at the July meeting of the Panel<sup>5</sup>. Detailed consideration was given to the following aspects:

<sup>2</sup> Meetings of the Finance Scrutiny Panel convened on 1<sup>st</sup> December, 2017; 5<sup>th</sup> January, 2018; 2<sup>nd</sup> February, 2018; 14<sup>th</sup> March, 2018

<sup>3</sup> Meeting of the Finance Scrutiny Panel convened on 17<sup>th</sup> August, 2018

<sup>4</sup> Meeting of the Executive to be convened on 17<sup>th</sup> September, 2018

<sup>5</sup> Meeting of the Finance Scrutiny Committee convened on 5<sup>th</sup> July, 2018

- ✚ Areas creating pressures in both services:
  - i. Children in care – out of county, residential packages, independent fostering placements. (The increase in the number of children coming into the Authority's care was being replicated in local authorities across Wales and England)
  - ii. Agency staff
  - iii. Education for children in out of county placements
  - iv. School transport
  - v. Care / breakfast clubs in schools (income collection)

✚ **2017/18 final position** – overspend of £1.78m in Children's Services and an overspend of £0.9m in the Learning Service

✚ **Mitigation measures:**

- i. Children's Services – scrutinising of cost of care packages before approving placements; Joint Commissioning Panel; Resilient Families Team; Joint Contracts Officer (Children and Learning); "Small Group Homes"; review package for foster carers; new transport policy for looked after children.  
Risk: no control over the number of children coming into care (*demand led service*)
- ii. Learning Service – some of the mitigation measures outlined above were joint ventures across both services. In addition, more effective system and process for school transport through the transport system "One"; challenge every request for school transport against the criteria; review of school transport policy; tighten the collaboration with schools to maximise income (care / breakfast clubs).  
Risks: increased demand; inadequate budget; failure by individual schools to collect income

✚ **2018/19 projections:** based on initial projections, an overspend was likely in Children's Services. The scale of the overspend depended on the pace of the effect of the mitigation measures.

**The Panel have invited both Heads of Service to present a further update on the impact of the mitigation measures implemented to the Panel in September, 2018.**

- **Theme 3 - Annual budget setting process** for 2019/10. A review of the Panel's work programme has been a catalyst for agreement on the role of the Panel in the budget setting process for next year:
  - i. Representative of the Panel participated in the budget setting steering group meeting<sup>6</sup> to consider the outcomes of a recent review of the 2018/19 budget setting process
  - ii. Finance Scrutiny Panel to take a detailed look at the initial efficiency proposals for 2019/20 prior to the Member budget workshops to be held early October, 2018. Scrutiny focus → scrutiny of achievability, barriers and risks. This work to include discussions with Heads of Service
  - iii. Panel members to present the findings of their scrutiny work on the 2019/20 initial proposals to the Member budget workshops<sup>7</sup>.

<sup>6</sup> Convened on 30<sup>th</sup> April, 2018

<sup>7</sup> Member workshops to be convened during the week commencing 1<sup>st</sup> October, 2018

- **Council's Efficiencies Strategy (2018/19)** – the Panel<sup>8</sup> gave detailed consideration to implementation of efficiencies to date in the Learning Service, Adult Services and Highways, Waste & Property, in order to:
  - i. form a view on the likely percentage of efficiencies to be fully realized by year end
  - ii. identify any barriers and risks early on and any learning in moving forward.

The Panel concluded the following as regards implementation of the 2018/19 efficiencies strategy:

- ✚ Adult Services – work streams appeared on track to date. Pressures reported as regards learning disabilities and services for people with physical disabilities
  - ✚ Learning Service – all efficiency work streams had commenced but risks associated with the majority and projected slippage by year end. Implementation of the new school transport software package and the procurement of new contracts would not however be achieved until January, 2019 (resulting in a 3/12<sup>th</sup> efficiency during 2018/19). Continued risks associated with the education provision for LAC children (out of county) and the additional learning needs service (Gwynedd/Ynys Môn), both being needs led services
  - ✚ Highways, Waste & Property Service – all work streams appeared to be on track to date.
- **Work programme and impact of scrutiny** – the Panel have introduced routine self-evaluation of performance at the end of each meeting. This practice appears to be having a positive impact on the quality and effectiveness of financial scrutiny by the Panel. As a first outcome, the Panel recognised the need to ensure greater alignment between the Council's budgetary cycles and the Panel forward work programme. This alignment now underpins the Panel's work programme.

### 3. MEASURING OUTCOMES AND IMPACT OF THE PANEL

#### 3.1 Context

Capturing and assessing the impact of Scrutiny is a challenge to achieve as the outcomes of scrutiny activities are not always tangible and often do not lend themselves to being measured in a systematic way. Also, it is not easy to measure the effectiveness of Scrutiny's ability to influence decision makers through discussion and debate. The journey of the Finance Scrutiny Panel is however an example of where the input of scrutiny has added value and influenced the way in which proposals have been implemented by the Council.

### 4. MATTERS TO BE ESCALATED FOR CONSIDERATION BY THE PARENT COMMITTEE

The following matter be escalated for consideration by the Corporate Scrutiny Committee:

<sup>8</sup> Meeting of the Finance Scrutiny Panel convened on 17<sup>th</sup> August, 2018

4.1 Current budget pressures in children's services and the learning service. The Corporate Scrutiny Committee is requested to come to a view about the robustness of the Panel's actions thus far.

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

N/a

#### **7 – Financial Implications**

This report discusses the following elements of the work of the Finance Scrutiny Panel:

- i. 2018/19 revenue budget performance monitoring
- ii. Budget pressures during 2018/19
- iii. Budget setting process for 2019/20
- iv. Governance arrangements and scrutiny focus in preparation for the 2019/20 budget setting process
- v. Measuring outcomes and impact

#### **8 – Appendices:**

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

Anwen Davies, Scrutiny Manager, Isle of Anglesey County Council, Council Offices, Llangefni. LL77 7HF

**Councillor Dafydd Roberts**  
**Scrutiny Member on the Finance Scrutiny Panel**  
**Date: 24/08/18**

**ISLE OF ANGLESEY COUNTY COUNCIL**  
**Scrutiny Report Template**

<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	12.09.18
<b>Subject:</b>	Children and Families Services Progress Report
<b>Purpose of Report:</b>	Report on progress in implementing the Service Improvement Plan
<b>Scrutiny Chair:</b>	Councillor Aled Morris Jones
<b>Portfolio Holder(s):</b>	Councillor Llinos Medi Huws
<b>Head of Service:</b>	Fôn Roberts, Head of Children and Families Services
<b>Report Author:</b>	Elin Williams, Children & Families Services Transformation Programme Manager
<b>Tel:</b>	01248 751813
<b>Email:</b>	<a href="mailto:ElinWilliams@ynysmon.gov.uk">ElinWilliams@ynysmon.gov.uk</a>
<b>Local Members:</b>	Relevant to all Members

**1 - Recommendation/s**

The Committee is requested to:

- 1.1. Confirm that the Committee is satisfied with the steps taken to progress implementation of the Service Improvement Plan and the pace of progress.
- 1.2. Confirm that the Committee is satisfied with the pace of progress and improvements made to date within Children and Families Services.

**2 – Link to Council Plan / Other Corporate Priorities**

There are clear links from the Service Improvement Plan within Children’s Services and the Isle of Anglesey Plan 2017/2022. The objectives are:

1. Ensure that the people of Anglesey can thrive and realize their long-term potential.
2. Support vulnerable adults and families to keep them safe, healthy and as independent as possible.
3. Work in partnership to ensure that they can cope effectively with change and developments whilst protecting our natural environment.

**3 – Guiding Principles for Scrutiny Members**

The following set of guiding principles will assist Members to scrutinise this subject matter:

- 3.1 The customer/citizen [looking at plans and proposals from the point of view of local people]
- 3.2 Value [looking at whether plans and proposals are economic, efficient & effective. Also, looking at the wider requirements of community benefits]
- 3.3 Risk [Look at plans & proposals from the point of view of resilience and service transformation. It is about the transition from a traditional service to a transformed one, and about the robustness of the transformed service once it is in place]

3.4 Focus on the system (including organisational development) [Ensuring that the Council & its partners have the systems in place to ensure that they can implement transformation smoothly, efficiently and without having a negative effect on service delivery]

3.5 Focus on performance and quality [Scrutiny undertaking a performance monitoring or quality assurance role, on an exception basis]

3.6 Focus on Wellbeing [Looking at plans and proposals from the perspective of the Wellbeing of Future Generations requirements]

#### **4 - Key Scrutiny Questions**

1. Is the Committee satisfied with the pace of progress and improvements made to date within Children and Families Services?

#### **5 – Background / Context**

##### **Background**

As Elected Members you are fully aware of the background regarding the Service Improvement Plan and that this is regularly reviewed by the Children's Services Improvement Panel.

Since the last report the focus of the work within the Children & Families Service has been:

##### **1. Recruitment and Retention**

The service has advertised for "Experienced Social Workers", and despite the national shortage of such workers has recently been successful in recruiting two experienced Social Workers. The service has also implemented the contingency plan, which is to recruit Newly Qualified Social Workers (NQSW) into these posts and then employ for experienced agency social workers "over capacity" for a period of 1 year. This is to support the NQSW's throughout their first three years in Practice framework, which is a statutory framework. We have recently appointed 5 Newly Qualified Social Workers to the Service. We will continue to recruit until we have appointed permanent Social Workers.

The Executive agreed in May 2018 to release £268,008 additional funding from the Council reserves to fund the additional requirements regarding recruitment. This money is used to:

- employ 7 NQSW to the fieldwork teams from October 2018 (3 already appointed);
- to support the 7 NQSW by going over establishment by 4 agency Social Workers for 12 months;
- to extend the legal capacity within the Service (which is currently 1.5 FTE) by employing an additional 1 FTE Solicitor for a period of 12 months;
- to recruit 3 agency Social Workers and 1 Practice Leader over establishment to work on Legacy Cases.

The Legacy Cases Team are in place and are auditing, assessing and progressing legacy cases to the correct plan or to the Courts. These cases are either:

1. Cases that have had poor decision making historically
2. Cases that have drifted
3. Cases not on the right plan
4. Professional tolerance in neglect & emotional abuse
5. Lack in an inquiring mind social work approach

A consultation exercise has taken place in relation to the re-structuring of both the Child Placement Team and Family Support Team. The consultation period has now closed. These are the last but one sections of the Service that are being restructured. The restructure will reduce the number of workers within the teams and will make more effective use of resources. There should be no job losses as there are other vacancies within the Service.

## **2. Independent Support Team (IST) Report**

The Independent Support Team (IST) has been working with the Service to support improvement following the inspection upon request of the Director of Social Services. They had particularly focused on the following areas:

- Check on concerns expressed by the Head of Service regarding the quality of practice;
- Measure progress in developing an effective Workforce Strategy;
- Establish the extent to which a Quality Assurance Framework (QAF) was in place.

They have undertaken a considerable amount of work with the Service and have been reviewing various aspects and providing feedback on what is working well and what needs to be improved. They presented their final report to the Children's Services Improvement Panel during July 2018.

The IST stated that *"there are a number of encouraging and positive features that have become apparent during the IST's work and it is important that every effort is made to sustain and build upon them"*:

- *There is a clear leadership/ management structure in place;*
- *The Director of Social Services has played a prominent part in leading the response to the CSSIW Report and in work to strengthen the performance of children's services.*
- *She is supported by a Head of Service appointed in November 2017. He has considerable and relevant experience and is showing clarity of purpose and great energy in tackling the improvement agenda.*
- *The team of 4 Service Managers are all experienced and respected professionals;*
- *The Authority responded quickly to the 2017 Inspection Report by producing a comprehensive Service Improvement Plan, initiating action to implement its constituent parts and monitoring progress on each of these on a regular basis. It is important to acknowledge the important part which the Interim Head of Service played in developing the SIP and in coordinating the ongoing review of progress made;*

- *Arrangements were made to provide Social Workers with improved management, mentoring and support and a new operational structure involving the creation of 9 Practice Leader posts each responsible for a small team of Social Workers was put in place;*
- *All the Practice Leaders were in post by August 2017;*
- *Working arrangements at an operational level between the service and Corporate HR are good and result in efficient recruitment to vacant posts and relevant staff training and development programmes;*
- *The Safeguarding, Quality Assurance and Improvement Unit has, under the leadership of its new Service Manager, made significant changes to the way it operates. It is now in a position to report regularly on the service's performance and, by working with the other Service Managers, to contribute to service improvement;*
- *The Early Intervention and Prevention Service is led by a highly committed Service Manager, is functioning well, is increasing in effectiveness and is model which other authorities could usefully learn from;*
- *It is important to recognise that there are some signs of improvement in the quality of practice. However, there remain concerns about the extent to which this is consistently the case;*
- *Staff are generally positive about the changes that have taken place and identify the need for change, particularly in the service model to be developed in the Authority;*
- *The Chief Executive is giving time to overseeing progress in improving children's social services, is clear about his expectation that this should be brought about and provides practical and financial support when particular problems need to be addressed;*
- *The Leader of the Authority has formalised her support to the service by chairing the Children's Services Improvement Panel and also undertaking the responsibilities of the Social Services Portfolio holder. The latter is an unusual arrangement in the context of local government in Wales and is to be much welcomed in the situation faced by the Authority;*
- *The level of political understanding, particularly on the part of Senior Members, of the issues being tackled within children's social services is high. This is evidenced in the deliberations of the Improvement Panel, in the performance of the Children's Champion and in the engagement of the Chair of the Partnership and Regeneration Scrutiny Committee.*

*Taken together, these form an impressive range of factors that bode well for the achievement of continuing improvement across children's social services in the Authority.*

The following are the conclusions that the IST have reached following working with the Service:

- *It is important to recognise the challenge which the Authority faced in responding to the findings of the CSSIW Inspection Report and the recommendations that it contained. A Service Improvement Plan was quickly prepared and a comprehensive improvement programme implemented. Important structural*

*changes, including the creation of a new tier of Practice Leaders each with small team of Social Workers, were put in place and new Service Manager arrangements were implemented. An Early Intervention and Prevention Service has been established in accordance with the requirements of the Social Services and Well-being (Wales) Act 2014, and this provides a model which others could usefully emulate. The Director was successful in securing Corporate and Political agreement for these changes and was able to appoint a new Head of Service by November 2017. The new staffing arrangements were implemented over a commendably short period of time.*

- *The pace of change in children's services has been considerable and the IST has seen during its work that a noticeable improvement in morale and a commitment to the direction being taken within the service has been achieved. Encouraging progress has also been made in reducing the service's dependence on Agency Social Workers and in increasing the number of permanent appointments that it has been able to make.*
- *The inadequacy of WCCIS has however had a detrimental effect on the Authority's efforts to improve. Its serious limitations have been referred to throughout this Report. Managers are very clear about the problem, and a programme of work aimed at tackling the system's deficiencies is now in hand. This will need sustained attention and it is to be hoped that the service will be able to move to a position where it can achieve, at both operational and strategic level, what it had initially hoped it would get from the system.*
- *In the view of the IST, there are major issues which will need on going attention if the Authority is to build upon the encouraging platform it has now created. These are identified in the Report and have been shared with Senior Officers as our work has progressed. We should like at this point to pay tribute to the open and positive way in which staff within children's services and across the Authority together with Councillors have cooperated with us during our work. Managers have throughout ensured that we have had the access that we needed and have responded positively by addressing the issues we have raised. This is evidenced at a number of points in the Report and particularly in the section entitled "Matters which Require and are Receiving Priority Attention". This is the appropriate point to record our thanks to them all.*

Findings and recommendations from the report are being considered in order to continue with improvements within the Service.

### **3. Improvement in Performance Indicators**

There is a marked improvement against Performance Indicators (PIs) during the last quarters. It should be noted that due to the relatively low numbers of children on the Child Protection Register and children and young people who are looked after within the Local Authority, it only takes a small amount of children and young people (2-4) to make significant changes to the PIs, but it can be clearly seen that there have been improvements.

The following evidence the improvement during Quarter 1 of 2018/19 compared to the cumulative figures for 2017/18 on these specific national Performance Indicators and local Performance Indicators:

	<b>Key Performance Indicator</b>	<b>2017/18 Cumulative</b>	<b>Q1 2018/19</b>
PM C-24	The percentage of assessments completed for children within statutory timescales (42 working days).	67.57%	96.39%
PM C-27	The percentage of re-registrations of children on local authority Child Protection Registers (CPR) within 12 months of previous end of registration.	6.35%	0%
PM C-32	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.	32.29%	0%
PM C-33	The percentage of looked after children on 31 March who have had 3 or more placements during the year.	9.15%	1%
PM C-34	The percentage of all care leavers during previous year (2016-17 for 2017-18 and 2017-18 for 2018-19) who are in education, training or employment at 12 months after leaving care.	38.00%	63%
PM C-36	The percentage of care leavers who have experienced homelessness during the year, to include all 16-24 year old relevant young people.	5.00%	4.00%
SCC006	The percentage of referrals during the year on which a decision is made within 1 working day.	86.31%	96.00%
SCC/010 (Local)	The percentage of referrals that are re-referrals within 12 months.	15.00%	11.87%

The figures are encouraging and show that the Service is improving against performance indicators, and the Service is working hard to ensure that the improvement is maintained and further improved.

#### **4. Positive Comments**

The number of positive comments have increased within the Service which is a very positive improvement in terms of the quality of the service that is provided to children, young people and families on Anglesey.

The last financial year saw an increase in positive comments from the previous year. During 2017/18, 96 positive comments were received by Children and Family Services with

32 being from other professionals, whilst 64 were from service users, their representatives or family members, or foster carers.

The Service has received 33 positive comments during quarter 1 of this year which is encouraging for the Service. Complaints to the Service have also reduced, however it must be acknowledged that due to the nature of the Service and the functions it carries out, we will inevitably receive complaints.

#### **5. Corporate Performance**

Considerable improvement has been seen in terms of the performance of the Service in relation to achieving corporate performance standards.

Where historically the Service has not performed as well with achieving corporate standards such as reaching the corporate sickness absence target and completing the mandatory on-line training modules, the Service is now performing better against targets.

In relation to online training compliance in Children's Services has improved significantly, with an average compliance rate of 99% as at 24 July 2018, compared with an average of 57% at the end of the six-week acceptance periods.

#### **6. IOACC Foster Carers Celebration Event – 10<sup>th</sup> July 2018**

The service recently organised a fostering celebration event to say "thank you" to all local authority foster carers and family & friends (connected persons) foster carers.

This was an opportunity, not only for foster carers to meet the senior leadership team, staff and elected members of the Council, but was also, more importantly, an opportunity for the authority to formally recognise the valuable work that foster carers do, 24-hours-a-day, with some of Anglesey's most vulnerable children and young people.

Councillor Llinos Medi invited foster carers one by one to each receive a certificate of thanks and to share a few words about their fostering experiences. Whether mainstream or kinship, newly approved or more experienced carers, they all voiced heartfelt instances of what it means to help a child fulfil their potential and the joy in seeing them thrive and achieve.

The service was also pleased to be able to announce free Isle of Anglesey Leisure Services Membership for approved Council foster carers and for looked after children and young people at the event. Having previously agreed to provide free leisure membership for Anglesey care leavers, we are very grateful to the leisure service for extending this to include all Anglesey foster carers and children looked after.

The need for this event arose out of discussions between the Service and its foster carers at the Anglesey Foster Care Forum. The forum agreed that some form of formal recognition as an acknowledgment of the role of foster carers by the Local Authority as a corporate parent, was important. Previously the Local Authority held an annual 'long service awards' ceremony for foster carers, however not for a number of years. The celebration event was very different and the first of its kind in Anglesey.

Feedback from foster carers who were able to attend was positive, with comments about the celebration, and how it highlighted how valued they are by all levels of staff and administration within the Authority.

The Service wishes to thank the elected members who attended the Celebration Event.

#### **7. Strategic Partners Workshop- 19<sup>th</sup> July 2018**

The Service has been working hard to improve partnership working and in particular with strategic partners. A Strategic Partners Workshop was held on the 19<sup>th</sup> July 2018 in order to share progress with partners and to ask them to continue to be a part of the journey to improvement. The workshop explained the findings of the inspection and outlined how the Service has responded to the recommendations made by CIW. The progress made over the last year was shared and the priorities for 2018-19 were discussed and future developments outlined.

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

Not applicable

#### **7 – Financial Implications**

As of the Quarter 1 budget monitoring, the Service is forecasted to overspend by £1.28m for 2018/19. This is after the release of the reserves and contingencies for Resilient Families/Edge of Care, Agency Staff Costs and Looked-after Children. Nonetheless, this is a significant improvement on the outturn for 2017/18 which showed an overspend position of £1.78m.

The Head of Service continues to scrutinise all contracts and will at times challenge costs in particular to looked after children provision. An effort is also made to reduce spending across the service and this in turn has reduced the projected overspend to date.

#### **8 – Appendices:**

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

## ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	12 <sup>th</sup> September, 2018
<b>Subject:</b>	Children's Services Improvement Panel
<b>Purpose of Report:</b>	Progress update on the work of the Children's Services Improvement Panel
<b>Scrutiny Chair:</b>	Cllr Aled Morris Jones
<b>Portfolio Holder(s):</b>	Cllr Llinos Medi Huws
<b>Head of Service:</b>	Caroline Turner, Assistant Chief Executive / Fon Roberts, Head of Children's Services
<b>Report Author:</b>	Anwen Davies, Scrutiny Manager
<b>Tel:</b>	01248 752578
<b>Email:</b>	AnwenDavies@ynysmon.gov.uk
<b>Local Members:</b>	Not applicable

### 1 - Recommendation/s

**R1** The Corporate Scrutiny Committee is requested to note:

- Progress made to date with the work of the Children's Services Improvement Panel in terms of achieving its work programme
- That all work-streams pertaining to the Service Improvement Plan appear to be on target thus far
- The outcomes of the recent self-evaluation work-stream to measure impact and added value of the Panel
- The ongoing development programme for Panel members much of which is delivered in-house

**R2** Escalate the following matter for the Corporate Scrutiny Committee to be aware:

- Although good progress has been made on implementing the revised staffing structure, some social worker posts remain filled by agency workers. This is being addressed by appointing social workers (experienced and newly qualified) and supporting experienced support workers to qualify. The actions taken to address this should be noted.

### 2 – Link to Council Plan / Other Corporate Priorities

Direct link with the Council Plan / transformation priorities. The Panel's consideration of the service improvement plan for children's services will provide assurance to the Executive that the Council are responding in a robust manner to the recommendations of the recent CIW report on children's services (dated March, 2017) and that steps are in place to mitigate any risks.

### 3 – Guiding Principles for Scrutiny Members

**To assist Members when scrutinising the topic:-**

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

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

**3.3** A look at any risks **[focus on risk]**

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

**3.5** Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

#### **4 - Key Scrutiny Questions**

At the request of the Panel:

1. Does the Committee have any views on the priority of the work streams included in the Panel work forward programme?
2. Are the actions of the Panel thus far sufficiently robust and at pace?
3. Does the Committee have any views on the outcomes of the recent self-evaluation measuring the impact of the Panel's work on the improvement programme in Children's Services?

#### **5 – Background / Context**

##### **1. BACKGROUND**

**1.1** Members will already be aware that scrutiny has developed over the past year through the work of 3 scrutiny panels namely - Finance Scrutiny Panel, Schools Review Scrutiny Panel and the Children's Services Improvement Panel. This report summarises progress made to date as regards the **Children's Services Improvement Panel**.

##### **1.2 Panel Governance Arrangements**

As previously reported to this Committee<sup>1</sup>, robust governance arrangements are in place to underpin the work of the Panel and it is the intention to endeavour to continue to convene monthly Panel meetings until at least the end of the current financial year. A process is in place for quarterly progress reporting by Councillor Richard Griffiths, as the Corporate Scrutiny Committee representative on the Panel.

##### **2. FOCUS OF WORK OF THE CHILDREN'S SERVICES IMPROVEMENT PANEL**

**2.1** The Children's Services Improvement Panel has now met on 13 occasions since the Summer of 2017:

- 17<sup>th</sup> July, 2017
- 21<sup>st</sup> August, 2017
- 25<sup>th</sup> September, 2017

<sup>1</sup> Corporate Scrutiny Committee convened on 4<sup>th</sup> September and 13<sup>th</sup> November, 2017

- 26<sup>th</sup> October, 2017
- 28<sup>th</sup> November, 2017
- 19<sup>th</sup> December, 2017
- 23<sup>rd</sup> January, 2018
- 26<sup>th</sup> February, 2018
- 20<sup>th</sup> March, 2018
- 25<sup>th</sup> April, 2018
- 24<sup>th</sup> May, 2018
- 4<sup>th</sup> July, 2018
- 30<sup>th</sup> July, 2018

2.2 This report focuses on the work of the Panel for the period May – July, 2018:

- **Service Improvement Plan (SIP)** – an overview of the Service Improvement Plan was given at meetings of the Panel to ensure that the entire programme remains on target. Also, to enable the Panel to identify any early indication of slippage or lack of progress. The Panel requested progress reports on the following aspects as part of its ongoing monitoring of the SIP:
  - i. Quality assurance framework
  - ii. RAG status of each section of the SIP to ensure effective tracking of progress by the Panel against key priority areas
  - iii. Examples of joint working with North Wales Police which demonstrate improved outcomes for children and families.

Good progress reported has been reported on implementation of the SIP. Also, it was again noted that some social worker posts continued to be filled by agency staff and which needed to be filled on a permanent basis.

Detailed consideration was given by the Panel to the following aspects of the Service Improvement Plan:

- **Theme 3<sup>2</sup> (SIP)** – ensuring a quality assurance and performance framework that supports the local authority in effectively managing its responsibilities towards children. This included looking in detail at the outcomes of a recent file audit exercise. It was noted that 77% of the files audited<sup>3</sup> were graded as Good with the remaining 23% Requiring Improvement. None were graded Poor
- **RAG status of each key priority (SIP)** – detailed overview of the status of each key priority to ensure adequate progress. It was noted that 5 sections of the SIP were ragged Amber and were a priority over the coming months. These had been broken down into smaller work streams in order to collate evidence and effectively measure progress.
- **External evaluation** – the Independent Support Team reported back to the Panel in July<sup>4</sup> on the findings of their review of progress in implementing the Service Improvement Plan (SIP).
 

**Key Findings:**

  - i. A determined, well-led response to the inspection report

<sup>2</sup> Meeting of the Children's Services Improvement Panel convened on 30<sup>th</sup> July, 2018

<sup>3</sup> A random sample of 13 casefiles were audited in April, 2018

<sup>4</sup> Meeting of the Children's Services Improvement Panel convened on 4<sup>th</sup> July, 2018

- ii. Significant organisational and structural changes had been introduced
  - iii. The pace of change in Children's Services was impressive
  - iv. The challenges of the new national case management software package were undermining progress locally
  - v. An excellent foundation had been put in place but improvement must continue
  - vi. The ability to sustain the improvements and also to maintain a process of continuous change was vital.
- **Laming Visits** – a robust reporting process in place for Laming Visits with the objective of bringing the Panel closer to cases, creating the conditions for Members to appreciate the complexity and challenges of the responsibilities of the Service eg by meeting front line staff to discuss casework in general. Panel Members looked at 2 aspects over the last quarter:
    - i. **Annual report** – was received summarising the Laming Visits themes during 2017/18:
      - ✚ Workforce / child placement team (October, 2017)
      - ✚ Teulu Mōn (November, 2017)
      - ✚ Resilient Families / Children's Specialist Services (December, 2017)
      - ✚ Quality assurance and safeguarding (January, 2018)
      - ✚ Support for disabled children (February, 2018)
    - ii. **Monthly Laming Visits** – Members reported back on the April → June Laming Visits under the strengthened governance framework. These Visits focused on:
      - i. IFSS (30/04/18) – Team role, with particular focus on the Team contribution to Theme 4 of the Service Improvement Plan (working proactively with families to manage risk and working alongside families helping them to change so that the family is a safe place for their children)
      - ii. Early intervention (29/05/18) – purpose of the Team and a focus on its contribution to the Service Improvement Plan
      - iii. Specialist Children's Services (19/06/18) – observing a multi-disciplinary case discussion on a child with complex care needs
  - **Training / awareness raising sessions** – incorporated into the Panel work programme, these sessions are convened at the beginning of each Panel meeting. Topics covered over the last few months included – Risk Model framework for assessing risk of significant harm (Bruce Thornton); key messages from the recent National Review "*Crisis in Care*" (which examined the factors contributing to the national increase in the number of LAC children and the increase in applications for care orders).

#### 4. MEASURING OUTCOMES AND IMPACT OF THE PANEL

##### 4.1 Context

As previously reported, capturing and assessing the impact of Scrutiny is a challenge to achieve as the outcomes of scrutiny activities are not always tangible and often do not lend themselves to being measured in a systematic way. Also, it is not easy to measure the effectiveness of Scrutiny's ability to influence decision makers through discussion and debate. The journey of the Children's Services Improvement Panel is however an example of where the input of scrutiny has added value and influenced the way in which proposals have been implemented by the Council.

## 4.2 Children's Services Improvement Panel

Scrutiny of the improvement journey in children's services has matured over the past year or so, through the input of the Children's Services Improvement Panel. Care Inspectorate Wales have commended this development journey:

*"....We recognise the continued corporate commitment provided to ensure that children's services improve and the willingness to reach a shared understanding of the challenges being faced. Similarly, the increased scrutiny and challenge from elected members has been a positive development....."*

Panel Members have undertaken a self-evaluation of the work of the Panel<sup>5</sup> in order to:

- i. measure the impact of the Panel on the improvement programme in Children and Families' Services
- ii. enable Panel Members to grade the RAG status of Theme 1.5 of the Service Improvement Plan for children's services. This is concerned with progress to date against 2 recommendations of the recent Care Inspectorate report<sup>6</sup> which directly relate to the role of Members.

## 4.3 Outcomes of Self-evaluation by Members of the Children's Services Improvement Panel

4.3.1 The following questions were used as a framework to enable Members to evaluate the contribution of the Panel on the journey towards improving Children's Services:

**Q1** In terms of the work of the Panel, what were the highlights for you as individual Panel members during the last year?

**Q2** In your opinion, what impact did the Panel have in challenging and holding Children's Services to account in a significant improvement journey?

**Q3** Are there any aspects of the Panel's work that could be improved or delivered more effectively in moving forward?

**Q4** What development needs do you have in order to support you in your role?

**Q5** Any general observations on the influence and / or impact of the work of the Panel on decision making processes?

4.3.2 This work-stream has evidenced the following positive outcomes:

- A team of Members, drawn from across the political parties and groups, who have developed a high level of knowledge about the complexities of children's services and a level of expertise in the service area
- Development of a model of working that focuses on a smaller group, encouraging good attendance and teamwork
- Creating conditions that are conducive to effective Scrutiny eg there has been a tangible improvement in the level and depth of questioning by the Panel
- Scrutiny activity is well planned, efficient and objective and based on evidence from a range of sources
- Better understanding by Elected Members of the complexities and risks in Children's Services in order to be able to effectively scrutinise, hold to account and identify priorities in moving forward.

<sup>5</sup> Meeting of the Children's Services Improvement Panel convened on 24<sup>th</sup> May, 2018 & 30<sup>th</sup> July, 2018

<sup>6</sup>Inspection of Children's Services: Isle of Anglesey County Council (March, 2017)

4.3.3 Development areas were identified by Panel members as part of the self-evaluation and these have been summarised under 7 key themes:

- ✚ Link with monthly Member Briefing Sessions
- ✚ Laming Visits
- ✚ Panel forward work programme
- ✚ Partnership working
- ✚ Frequency of meetings
- ✚ Member development needs
- ✚ Measuring scrutiny outcomes and impact

These themes have been included in the Panel's forward work programme and progress will be reported to this Committee on a quarterly basis.

A copy of the report on the self-evaluation is attached (**Appendix 1**).

## **5. MATTERS TO BE ESCALATED FOR CONSIDERATION BY THE PARENT COMMITTEE**

The following matters be escalated for consideration by the Corporate Scrutiny Committee:

5.1 Although good progress has been made on implementing the revised staffing structure, some posts remain filled by agency workers (which has been previously reported to the Committee by the Panel). This is being addressed by appointing social workers (experienced and newly qualified) and supporting experienced support workers to qualify. The actions taken to address this should be noted.

5.2 The Corporate Scrutiny Committee is requested to come to a view about the robustness of the Panel's monitoring thus far.

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

N/A

## **7 – Financial Implications**

N/a

## **8 – Appendices:**

Measuring the Impact of Scrutiny: Self Evaluation by Members of the Children's Services Improvement Panel (Appendix 1)

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

Anwen Davies, Scrutiny Manager, Isle of Anglesey County Council, Council Offices, Llangefni. LL77 7TW

**Cllr Richard Griffiths**

**Corporate Scrutiny Committee representative on the Children's Services Improvement Panel / Children in Care Champion**

**Date: 23/08/18**



**MEASURING THE IMPACT OF SCRUTINY  
SELF-EVALUATION BY MEMBERS OF THE  
CHILDREN'S SERVICES IMPROVEMENT  
PANEL**

May, 2018



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- 2. Measuring Outcomes and Impact of Scrutiny**
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# 1. Background

## 1.1 Care Inspectorate Wales Expectations

A recent inspection of the Council's Children's Services by Care Inspectorate Wales<sup>1</sup> clearly states the expectation as regards political leadership:

“That Elected Members have a comprehensive knowledge and understanding of practice and performance to enable them to discharge their responsibilities effectively.”

## 1.2 Care Inspectorate Wales Inspection

Care Inspectorate Wales made 14 recommendations following its inspection, two of which directly related to the role of Members:

- *The Council should continue to support senior leaders to improve their knowledge and understanding of the complexities and risks involved in delivering children's services to assure themselves, partners, staff and communities that their responsibilities are discharged to maximum effect*
- *Strong political and corporate support for children's services must continue to ensure the service improvements needed are prioritised and the pace of improvement accelerated and sustained.*

## 1.3 Role of the Children's Services Improvement Panel

The Corporate Scrutiny Committee<sup>2</sup> established the Children's Services Improvement Panel as a standing sub-panel of the parent committee, with the following elements and building upon the previous work of the Panel:

- Developing a model of working on children's services matters focusing on a smaller group to enable Members to become more involved, develop a level of subject expertise, encourage good attendance and teamwork
- Strengthen the capacity of Members to challenge performance by improving the quality of information regarding services and experiences of children and families who receive support and / or services
- Forum to discuss information regarding Service risks, as a basis to inform the forward work programme of the Corporate Scrutiny Committee
- Forum to develop a group of Members with the expertise and ownership to lead discussions with regard to children and young people's issues in the Corporate Scrutiny Committee
- Offer support to the Young People's Champion and the Children in Care Champion, a new role since the 2017 Election.

<sup>1</sup> Inspection of Children's Services: Isle of Anglesey County Council (March, 2017)

<sup>2</sup> Corporate Scrutiny Committee at its meeting of 10<sup>th</sup> April, 2017

#### 1.4 Service Improvement Plan (SIP)

An Improvement Plan was put in place by Children’s Services as a framework to prioritise and monitor improvements and also in response to the inspection by the Care Inspectorate. This Plan was further refined recently to include a RAG status for each of the key areas for improvement. Below is a high level summary of the RAG grades:

RED – 0; AMBER – 5; YELLOW – 10; GREEN – 5

During a recent discussion on the Plan<sup>3</sup>, the Children’s Services Improvement Panel decided to give further consideration to the RAG status of Theme 1.5 of the Improvement Plan. Theme 1.5 considers the role of Elected Members in the improvement journey for Children’s Services. This was achieved through completing a short self-evaluation process.

## 2. Measuring Outcomes and Impact of Scrutiny

### 2.1 Context

Capturing and assessing the impact of Scrutiny is a challenge to achieve as the outcomes of scrutiny activities are not always tangible and often do not lend themselves to being measured in a systematic way. Also, it is not easy to measure the effectiveness of Scrutiny’s ability to influence decision makers through discussion and debate. There are however some examples where the input of scrutiny has added value and / or influenced the way in which proposals have been implemented by the Council. The work of the Children’s Services Improvement Panel is a positive example in this regard.

### 2.2 Improvements and Performance of Children’s Services

Scrutiny of the improvement journey in children’s services has matured over the past year through the input of the Children’s Services Improvement Panel. The purpose of this self-evaluation was therefore to provide a framework for Panel Members to review 4 aspects:

What worked well

Identify what impact the Panel had

Areas for improvement

Member development needs

<sup>3</sup> Meeting of the Children’s Services Improvement Panel convened on 25<sup>th</sup> April, 2018

### 3. The Task

3.1 Elected Members were invited at the beginning of a recent meeting of the Children's Services Panel<sup>4</sup> to grade the status of Theme 1.5 of the Children's Improvement Plan using the following framework:

- **RED** – overdue
- **AMBER** – behind schedule
- **YELLOW** – on track
- **GREEN** – completed

3.2 A development session at the beginning of the Panel meeting was used to complete the self-evaluation exercise, before moving on to consider the Panel's other business. It was also a means to confirm Member ownership and establish a further foundation for the next period.

### 4. Self-Evaluation Questions

4.1 Elected Members used a series of questions as a framework to enable them to evaluate the Panel's contribution to the Children's Services improvement journey:

Q1. In terms of the work of the Panel, what were the highlights for you as individual Panel members during the past year?

Q2. In your opinion, what impact did the Panel have in challenging and holding Children's Services to account in implementing a significant improvement journey?

Q3. Are there any aspects of the Panel's work that could be improved or delivered more effectively in moving forward?

Q4. What development needs do you have in order to support you in your role?

Q5. Any general observations on the influence and / or impact of the work of the Panel on decision making processes?

### 5. Conclusions

#### 5.1 What Care Inspectorate Wales had to say about the Panel's contribution

In its recent review of progress in implementation of Children's Services improvements, Care Inspectorate Wales commended the contribution of the Panel:

*"...We recognise the continued corporate commitment provided to ensure that children's services improve and the willingness to reach a shared understanding of the challenges being faced. Similarly, the increased scrutiny and challenge from elected members has been a positive development..."<sup>5</sup>*

<sup>4</sup> Cyfarfod o'r Panel Gwella Gwasanaethau Plant a gynhaliwyd ar 24 Mai, 2018

<sup>5</sup> Correspondence dated 11/01/18 from Care Inspectorate Wales (Review of progress in implementation of Children's Services Improvement Plan)

## 5.2 Elected Member Observations on the Children's Services Panel

71%<sup>6</sup> of the Panel's Elected Members participated in the self-evaluation. Below is a summary of what they had to say:

### Q1. What were the highlights for you as individual Panel members during the past year?

Our understanding of the complexities of Children's Services is improving month by month

Establishing robust governance arrangements for the Panel is a significant achievement

#### Laming Visits:

Reporting arrangements back to the Panel has increased Councillors' understanding and accountability

Development sessions at the beginning of each meeting is an effective way of raising awareness and educating us as Members about the breadth of the Service. This is an opportunity to enquire and ask questions

Well organised work programme steering the Panel's work and as a result a broad range of areas have been examined by the Panel eg individual themes of the SIP; relationship with Schools, Housing Services & Police; quality assurance; social work practice; performance indicators and financial aspects; staffing structure

The level and depth of our questioning has improved over the past year which is a reflection of a better understanding of the area and increased confidence to scrutinise. We now ask much more probing questions

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<sup>6</sup> 5 of the 7 Panel members

**Q2. What impact did the Panel have in challenging and holding Children's Services to account in implementing a significant improvement journey?**

As Panel members, we can now appreciate the significance of the link between the staffing structure and the impact on the quality of services to children, young people and families

Our ability to ask probing questions now adds value to the improvement journey in Children's Services

As Elected Members on the Panel, we are able to follow up on our discussions and look for evidence to confirm progress when meeting staff of the Service on Laming Visits

It is true to say that there is evidence of joint ownership and understanding of the improvement journey in Children's Services across the political groups

Regular progress reports to the parent committee on the work of the Panel ensures focus and momentum for our work as Councillors on the Panel. Also, it is a good way of ensuring joint ownership of the improvement journey amongst other Members

We are leading more and contributing to discussions with our co-Members in committees when matters arise concerning Children and Families services

**Q3. Are there any aspects of the Panel's work that could be improved or delivered more effectively in moving forward?**

Strengthen the link between the Panel work programme and Member Briefing Sessions, in order to include all Councillors. Do this by including more children's services matters on the work programme of the monthly Briefing Sessions

Enabling us to get a better understanding of the fostering and adoption system - the process and range of options

Adding more finance related issues to the Panel work programme eg financial implications of casework decisions

Convene more Laming Visits in order to share more information

We should add the schemes that contribute to the Service prevention strategy to our work programme eg Flying Start, Youth Service

It would be beneficial for us to look at the work of other partners such as the Health Board, Youth Justice, Police etc

We may need to revisit how often the Panel should meet from 2019/20 onwards



**Q4. What development needs do the Elected Members have in order to support them in their role?**

Skills in order to analyse key performance indicator data in an informed way

Financial scrutiny skills

Better understanding of the cause of harm to children who come into the care of the Authority

**Q5. Any general observations on the influence and / or impact of the work of the Panel on decision making processes?**

We get significant benefit from being Panel members

There is no doubt that our level of understanding of the complexities of the Service has increased considerably over the past year

Our aim is to work as a "critical friend"

Our attendance levels as Members has been consistently high so far. This shows political ownership and commitment to making a contribution to the improvement journey and creating the conditions for continuous improvement for the vulnerable children and young people of Anglesey

### 5.3 Outcomes

We are able to evidence some outcomes in light of our scrutiny work in Children and Families Services:

- A small team of Members who have developed a high level of knowledge about the complexities of children's services and a level of expertise in this service area
- Development of a model of working that focuses on a smaller group, encouraging good attendance and teamwork
- Creating conditions that are conducive to effective Scrutiny eg there has been a tangible improvement in the level and depth of questioning by the Panel
- Scrutiny activity is well planned, efficient and objective and based on evidence from a range of sources
- Better understanding by Elected Members of the complexities and risks in Children's Services in order to be able to effectively scrutinise, hold to account and identify priorities in moving forward.

Based on the findings of this self-evaluation, Elected Members on the Panel decided that Theme 1.5 of the Improvement Plan should currently be graded **YELLOW** (with significant elements being green).

## 6. Next Steps

### 6.1 Local Context

Keeping vulnerable children and young people safe is a critically important role and one that requires the Council and partners to work together effectively. There has been significant public attention in recent years due to high profile examples where the system has failed vulnerable individuals, with tragic consequences.

In reporting poor inspection outcomes, care inspectorates<sup>7</sup> often cite poor scrutiny practices amongst other system failings. Ensuring meaningful and robust scrutiny of policies and also support and / or services available to protect vulnerable children and young people is therefore a key element of the leadership role of Scrutiny members.

### 6.2 Priorities for the next period

Some matters have arisen from the self-evaluation which require attention over the next period. The following matters will therefore be prioritised on the forward work programme of the Panel:

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<sup>7</sup> Care Inspectorate Wales; Care Quality Commission (England)

### Development Areas

THEME	HOW
<b>Link with Monthly Member Briefing Sessions</b>	<ol style="list-style-type: none"> <li>i. Strengthen the link through better alignment between the work programmes of the Panel and Briefing Sessions</li> <li>ii. Negotiate items from Children and Families Services on Briefing Session agendas</li> </ol>
<b>Laming Visits</b>	<ol style="list-style-type: none"> <li>i. Continue to schedule monthly Laming Visits during 2018/19 and beyond</li> <li>ii. Continue to include a range of topics / themes for the individual Visits</li> </ol>
<b>Panel Forward Work Programme</b>	<p>Add the following topics to the Panel forward work programme:</p> <ul style="list-style-type: none"> <li>• Financial matters eg financial implications of casework decisions</li> <li>• Projects that contribute to the Service prevention strategy</li> <li>• Fostering and adoption system</li> </ul>
<b>Partnership Working</b>	<p>Add partnership working from the following areas to the Panel work programme: Health Board; Youth Justice; North Wales Police</p>
<b>Frequency of Meetings</b>	<p>Schedule a review of frequency of Panel meetings in early 2019</p>
<b>Member Development Needs</b>	<p>Add the following to the list of Panel development session topics:</p> <ul style="list-style-type: none"> <li>• Skills in analysing performance indicator data</li> <li>• Financial scrutiny skills</li> <li>• Source of harm to children who come into the care of the Authority (Cordis Bright)</li> </ul>
<b>Measuring Scrutiny Outcomes and Impact</b>	<p>Undertake a further self-evaluation by the Panel's Elected Members within the next 12 months</p>

#### 6.3 Review of Scrutiny Panels

This report will form part of a broader review by the Council of the work of all scrutiny panels<sup>8</sup> to ensure:

- i. Clear and robust work programmes
- ii. Appropriate pace and focus
- iii. Areas of focus are in accordance with corporate priorities.

Anwen Davies  
Scrutiny Manager  
[On behalf of Elected Members on the Children's Services Improvement Panel]

<sup>8</sup> Schools Progress Review Scrutiny Panel; Finance Scrutiny Panel; Children's Services Improvement Panel

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<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	CORPORATE SCRUTINY
<b>Date:</b>	12 SEPTEMBER 2018
<b>Subject:</b>	SCORECARD MONITORING REPORT - QUARTER 1 (2018/19)
<b>Purpose of Report:</b>	TO CHALLENGE PERFORMANCE
<b>Scrutiny Chair:</b>	COUNCILLOR ALED M JONES
<b>Portfolio Holder(s):</b>	COUNCILLOR DAFYDD RHYS THOMAS
<b>Head of Service:</b>	CARYS EDWARDS
<b>Report Author:</b>	GETHIN MORGAN
<b>Tel:</b>	01248 752111
<b>Email:</b>	<a href="mailto:GethinMorgan@anglesey.gov.uk">GethinMorgan@anglesey.gov.uk</a>
<b>Local Members:</b>	n/a

#### 1 - Recommendation/s

- 1.1 This is the first scorecard of the financial year 2018/19.
- 1.2 It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and Shadow Executive in a workshop held on the 2nd of July, 2018.
- 1.3 The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –
- 1.3.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q2 -
- 1.3.2 Performance targets are re-evaluated during Q2 and Q3 following the publication of the national comparator data with an emphasis placed on improving those indicators which have performed in the lower and lower median quartiles.
- 1.3.3 To continue with the regular service sickness challenge panels with an associated work-plan to keep a focus on improving our sickness management figures
- 1.3.4 The Customer Service Excellence Board continues to monitor the indicators and Childrens Services are reminded to provide a written response to complaints within timescales.
- 1.3.5 Regular scrutiny of corporate financial management is continued and the remedial actions are undertaken by the Heads of Service to assist the services in managing within the budgets they can control
- 1.4 The Committee is asked to recommend the mitigation measures outlined above.

## **2 – Link to Council Plan / Other Corporate Priorities**

Used as part of the monitoring of the Council Plan

## **3 – Guiding Principles for Scrutiny Members**

**To assist Members when scrutinising the topic:-**

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

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

**3.3** A look at any risks [**focus on risk**]

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

**3.5** Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

## **4 - Key Scrutiny Questions**

1. This Quarter 1 performance monitoring report discusses performance in the Children and Families Services. What additional role should the Children's Services Improvement Panel play in constructive scrutiny and monitoring improvements?
2. What measures will be introduced to mitigate sickness levels in schools and adult services?
3. Financial management data in the scorecard estimates a significant overspend by year end. What additional contribution should the Finance Scrutiny Panel make in constructive challenge and monitoring of financial performance?

## **5 – Background / Context**

- 1.1 One of the Council's aims under the Wales Programme for Improvement is to secure the means by which continuous improvement can be evidenced and presented across the different services. To that end, on an annual basis, a performance report is drafted to be published by end of October, which demonstrates progress or not (as the case may be).

1.2 This quarterly scorecard reporting has been developed in parallel with that annual work-stream to identify and inform Council leaders of progress against indicators which explicitly demonstrates the successful implementation of the Council's day to day activities and assists in providing the evidential base from which the performance report is drafted.

1.3 This year's indicators included within the scorecard (similar to previous years) have been decided via a workshop held on the 2nd July, 2018 with members of the Senior Leadership Team, the Executive and Shadow Executive following guidance from Head of Services as to which indicators they identified as important.

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

n/a

#### **7 – Financial Implications**

n/a

#### **8 – Appendices:**

Appendix A - Scorecard Quarter 1  
Appendix B – Programmes and Projects Performance Dashboard – Quarter 1

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

- 2017/18 Scorecard Monitoring Report - Quarter 4 (as presented to, and accepted by, the Executive Committee in June 2018).

## SCORECARD MONITORING REPORT – QUARTER 1 (2018/19)

### 1. INTRODUCTION

- 1.1 One of the Council's aims under the Wales Programme for Improvement is to secure the means by which continuous improvement can be evidenced and presented across the different services. To that end, on an annual basis, a performance report is drafted to be published by end of October, which demonstrates progress or not (as the case may be).
- 1.2 This quarterly scorecard reporting has been developed in parallel with that annual work-stream to identify and inform Council leaders of progress against indicators which explicitly demonstrates the successful implementation of the Council's day to day activities and assists in providing the evidential base from which the performance report is drafted.
- 1.3 This year's indicators included within the scorecard (similar to previous years) have been decided via a workshop held on the 2<sup>nd</sup> July, 2018 with members of the Senior Leadership Team, the Executive and Shadow Executive following guidance from Head of Services as to which indicators they identified as important.
- 1.4 The scorecard (Appendix 1) portrays the current end of Q1 position and will (together with its report) be considered further by the Corporate Scrutiny Committee and the Executive during September.

### 2. CONTEXT

- 2.1 This is the sixth year of collating and reporting performance indicators in a co-ordinated manner. The Council is seeing trends establish themselves with regards to a number of those indicators and the comments by SLT / Scrutiny and the Executive are having an impact on operational delivery.
- 2.2 This impact can be evidenced quarterly and by our end of year performance against the PAM's.
  - 2.2.1 The Public Accountability Measures (PAM), which are a set of indicators which measure performance on a national basis, have been published by Data Cymru for 2018/19. Of the published indicators (Waste Management, Education and Social Services indicators won't be released until the end of October) the Councils year on year performance improved with 50% of the available indicators and declined in 35.7% of the available indicators. The remaining 14.3% were new indicators and can't be compared. (Chart 1)

Summary of area performance 2017-18

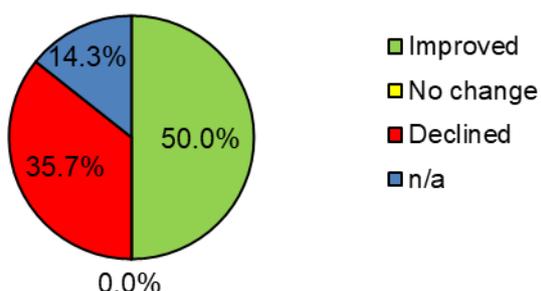


Chart 1

**2.2.2** Of the published data, the Council have 5 in the Top Quartile (in the top 6 Councils in Wales), 5 in the Upper Median (placed 7th to 11th), 5 in the Lower Median (placed 12th to 16th), and 3 in the Lower Quartile (placed 17th to 22nd). For the PAM indicators which are tracked in the Scorecard their 2017/18 quartile placing can be seen in the last column.

**2.2.3** Further analysis of the overall performance will be gained through the Annual Performance Report to be adopted by the Council in the autumn.

**2.2.4** Targets for the published PAM indicators which are tracked on a quarterly basis have already been adjusted where needed. Targets for the remaining PAM indicators not yet published will be reviewed during Q2 and Q3 once the results are published and available at the end of October.

**2.3** It is important to note that the formulation of this year's scorecard requested –

**2.3.1** the addition of the new PAM (Public Accountability Measures) national performance indicators;

**2.3.2** the Customer Service section on written responses to complaints within timescale be split in two –

- Corporate Complaints and
- Social Services Complaints.

**2.3.3** In addition, the number of web and telephone payments have also been split into two in order to closely monitor the method of payments with the intention of seeing the telephone payment numbers decreasing and the web payments increasing over time as a result of our shift to a greater choice of digital channels.

## **2.4 PERFORMANCE MANAGEMENT**

**2.4.1** At the end of Q1 it is encouraging to note that the majority of performance indicators are performing well against their targets. This is encouraging to note and compares favourably to the position we were in during Q1 in 2017/18. Having said this, we do note that 2 indicators have started the year as underperforming against their annual target for the year, these are highlighted as being Red or Amber in colour

**2.4.2** One of these indicators sits within the Children & Families Service and was ragged as Red against target at end of Q1 –

- (i) 04) PM28 – The Q1 target for the average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days) was 320 days whilst the performance for Q1 averages at 350 Days. This is also compared to a performance of 326.5 Days at the end of Q1 in 17/18.

This indicator deals with a small number of children. There will be times when children need to remain on the CPR and it is important to note that whilst this is ragged as Red against its target this is not necessarily a reflection on Social Work

practice within the department as it contains other related factors which impact on achievement e.g. court orders a.s.o.

Having said this during Q1 there has been a reduction in the number of children and young people whose names have been placed on the Child Protection register and to improve these standards further for Q2 it is proposed that the following mitigation measures are followed -

- all cases of children who have been on the register for 10 months or more will be reviewed regularly. It is anticipated that this new internal mechanism will reduce the figure moving forward and demonstrate clearly that their associated risks are being managed sufficiently so that the children can be stepped up and stepped down from the register when needed

**2.4.3** The single indicator within Adult Services which had underperformed during Q1 and was Red against its target was –

- (i) 11) PM20a - The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later. The performance here was 0% at the end of Q1 against a target of 50%.

This indicator deals with a small number of cases (3) and therefore performance can fluctuate considerably from quarter to quarter. In Q1, as a result of the reablement intervention that the service has provided, there has been an increase in the package of care for those individuals supported as opposed to a reduced package of care. This reflects the nature of their presenting illnesses.

Due to the small number of cases involved this is statistically insignificant data at this stage and will be continued to be monitored over Q2 & 3.

**2.4.4** The remaining indicators reported for Q1 are all ragged **GREEN** or **YELLOW** within the performance management section and have started well against their targets.

**2.4.5** Of the total number of indicators which were highlighted as Red or Amber at the end of 2017/18 (8), it is encouraging to see that of those that can be tracked during Q1 of the current year, 5 of the 6 have improved in performance and only one indicator is currently underperforming. These 5 lie within Adults Services and Children & Families Services. The only indicator which continues to underperform is that of PM28 and has been discussed above in point 2.4.2.

**2.4.5.1** Positively, it can be reported that indicator SCC/025, which underperformed as Red throughout 17/18 has improved and is currently Yellow on the scorecard with a performance of 78% against a target of 83%. This is an improvement on Q1 performance last year (17/18) where it was performing at 59.93%. Whilst not yet hitting the service target for this PI, it's a positive indicator that demonstrates that the changes being made within the service and supported by the SLT and Executive is starting to have an effect on performance.

**2.4.5.2** Further evidence of improvement in the performance of Children's Services against relevant indicators can be found in the 'Children and Families Service Progress Report' which is presented to the Corporate Scrutiny and Executive meetings during September, 2018.

**2.4.6** *In order to maintain and improve our national performance and standing as an achieving council, the SLT recommends –*

**2.4.6.1** Targets are re-evaluated during Q2 and Q3 following the publication of the national comparator data with an emphasis placed on improving indicators in the lower and lower median quartiles.

**2.4.7** Appendix B shows the whole programme of work which the two Corporate Transformation Programme Boards are overseeing. The issues highlighted are being managed and tracked accordingly via the Boards which meet on a quarterly basis.

**2.5 PEOPLE MANAGEMENT**

**2.5.1** The management of our people is a crucial aspect of the Council’s corporate management which enables us (when managed sufficiently) to continue with our aim of improving our services for the people of Anglesey. A good and healthy workforce engenders a good and improving provision of service.

**2.5.2** One area where this management can be tracked is associated with sickness. It is noted at the end of Q1 that the Council’s sickness rate (*indicator 3 on scorecard under people management*) of 2.69 days per FTE during the months of April through to June shows a decline when compared with the same period for 2017/18 of 2.23. However, it is on a par with the results of 2016/17 which saw an end of year performance of 9.78 days per FTE.

**2.5.3** This projected result is evidenced by the broken red line in Table 1 below:

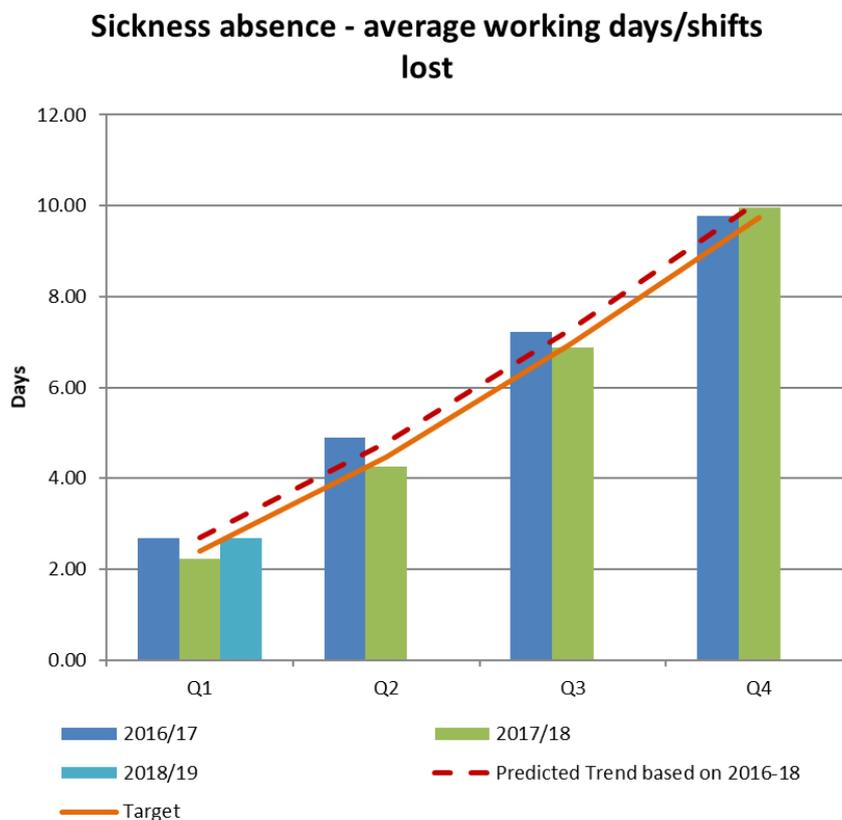


Table 1

**2.5.4** In order to improve on this projected end of year possibility and to meet our annual corporate target of 9.75, service targets have been adopted for the forthcoming year based on previous year’s performance.

These can be seen in Table 2 below:

Service	2018/19 Target
Adult Services	13.75
Children & Family Services	10.75
Council Business	7
Highways, Property and Waste	8
Housing	9.25
Learning	9.5
Regulation and Economic Development	8.75
Resources	7
Transformation	7

Table 2

**2.5.5 Point to Note** - If all service targets above are met the Council will meet its sickness absence target of 9.75 days per FTE. Based on 17/18 figures, this would continue to place the Council above the median for Welsh Councils of 10.41 days sick per FTE.

**2.5.6** Greater in-depth analysis of service performance against these targets for Q1 indicate that 2 Services are underperforming compared to their targets for the quarter. These services are:

**2.5.6.1** Adult Services – where a performance of 3.39 Days Sick per FTE against a target of 2.78 days sick per FTE is evidenced in Q1. The main reason for the underperformance in Q1 is due to a number of long term sickness cases in the Provider Unit. These long term sickness cases result in a total of 634 Days lost to sickness in Q1. This equates to 49% of the total days lost to sickness for the Service during the period.

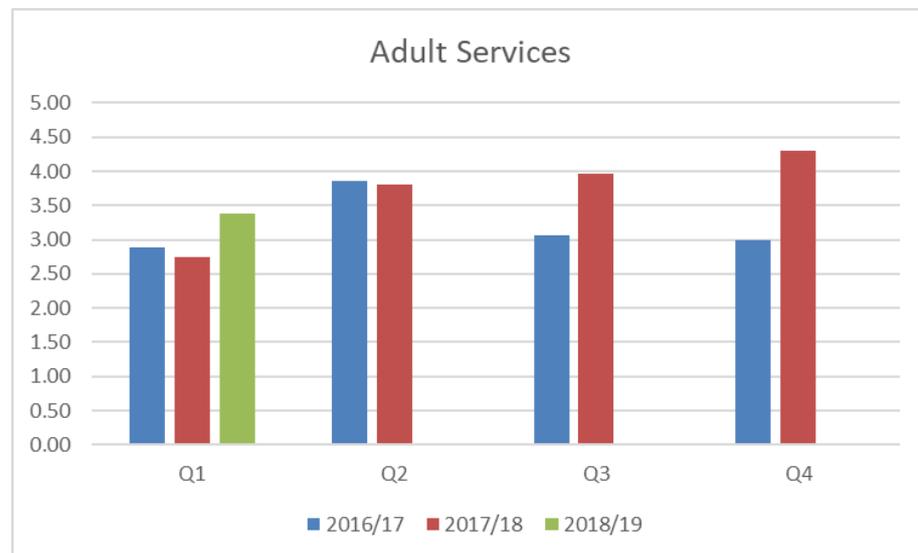


Table 3

**2.5.6.2** Learning – RED – 2.99 Days Sick per FTE (Target 2.45). The main reason for this underperformance was due to the sickness levels in the Primary Schools (indicator 04 on the scorecard). Similar to Adult Services above, long term sickness is the main contributor with 1255.5 Days lost per FTE. In total, Primary Schools equated for 69% of the sickness levels in Learning during Q1.

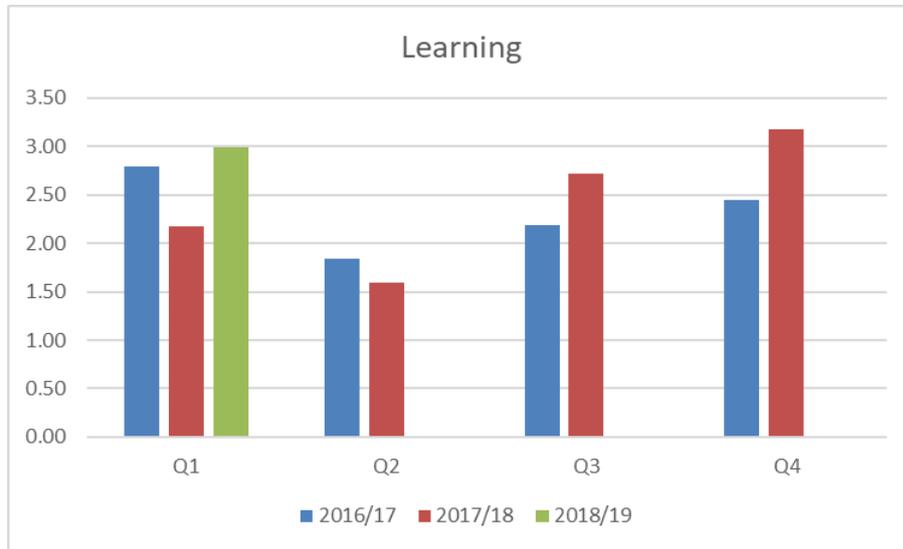


Table 4

**2.5.7** At the end of Q1 it appears that a pattern of Long Term sickness can be evidenced throughout Council Services with a total of 56% of the days lost to sickness as a result of Long Term sickness. The reasons for this are varied and range from recovery post operations to stress and cancer.

**2.5.8** As has been noted in previous reports, associated with Council sickness rates are the 'management' practices of sickness. An integral part of the management process within the Council is staff's compliance with corporate sickness policies which includes the undertaking of return to work interviews and attendance review meetings (*indicators 7 & 8 on scorecard*).

**2.5.9** The Council continues to scrutinise these practices regularly across its wide-ranging services and by the end of Q1 a positive performance can be gleaned which is an improvement on past years. This is evidenced in table 5.

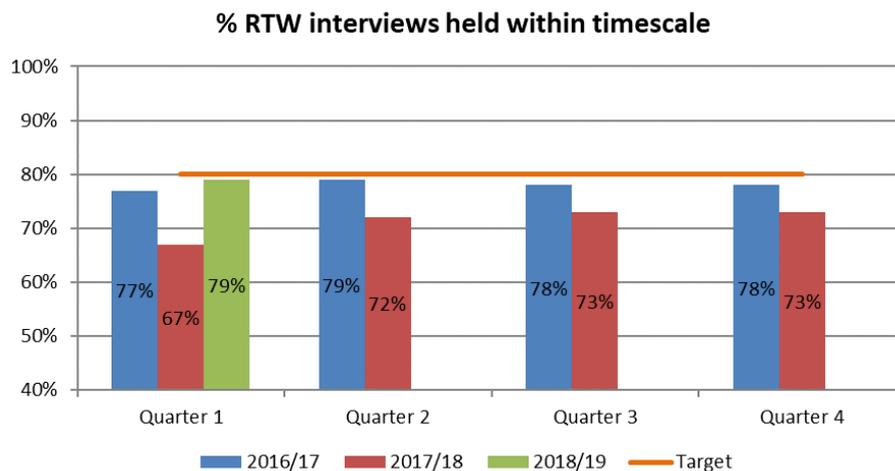


Table 5

### **2.5.10 The SLT therefore recommends –**

**2.5.10.1** *Sickness data is continually used to prioritise and target resource (Learning & Adults Service) to undertake service sickness challenge panels during 2018/19, which continues to be instrumental in the management of sickness.*

## **2.6 CUSTOMER SERVICE**

- 2.6.1** During Q1, users used AppMôn technology to submit 905 reports (including fly tipping, faulty street lighting, compliments or complaints, broken pavements, sports club database forms and ordering recycling bins) up from 567 for Q1 17/18. 85% of these reports have come through the website.
- 2.6.2** A new indicator for this year is the number of registered users we have on AppMôn and the Council Website which stood at 4290 at the end of Q1. The Council website will have a new look during the year and because of this it is expected that the number of registered users increases as the access to more and more online forms and a customer focussed design becomes available. With the new design we also anticipate to see the number of web payments increasing during the year.
- 2.6.3** The remaining indicators within the Digital Services Section focus on the website and on our social media presence. Our social media presence increased once again during Q1 to 27k followers. This is shared through Facebook (12k followers), Twitter (14k followers) and Instagram (1k). These modes of communication are continuing to increase and the flow of information distributed and received via these channels it is envisaged will only increase further, therefore changing the way by which residents and others communicate with us as a Council. It also impacts on the workload of the small corporate team which currently monitors and responds to this social media presence.
- 2.6.4** With regards to customer complaints management, at the end of Q1 13 Complaints were received compared to 20 in Q1 17/18. This is an improvement on our service provision especially when we note that all of the complaints requiring a response by the end of Q1 (12) have received a response within timescale. Of these complaints 8 were not upheld, 3 were upheld in full (Resources [1], Highways, Property & Waste [1], and Housing [1]) and 1 was partly upheld (Highways, Property & Waste [1]). This once again demonstrates that we are progressive in our approach to dealing with complaints and use them pro-actively to improve matters.
- 2.6.5** Within social services there were 1 Stage 2 complaints in social services (Adult Services) and 9 Stage 1 Complaints (Childrens Services [5], Adult Services [4]) received during Q1. Of these complaints, a total of 56% (Red on the scorecard) have been responded to within timescale with 4 late responses (Childrens Services [3] and Adult Services [1]). Although Childrens Services failed to send written responses within timescale for 3 of the 5 Stage 1 complaints, 4 of the 5 (80%) had held a discussion with the complainant within timescales.
- 2.6.6** The % of FOI requests responded to within timescale performed at 80.5% at the end of Q1 compared to 78% at the end of 2017/18 which is an improvement in response rate. In total there was 287 FOI requests (totalling 2042 questions) in Q1 with 56 late responses. The majority of the late responses came from Social Services which equated to 32% of the late responses (43% of the 42 received by the service),

Regulation & Economic Development with 29% (32% of the 50 received by the service), and Resources with 12.5% (13% of the 55 received by the service). Our response to FOIs is important and improving and the SLT and Heads of Service continue to monitor the performance of FOIs closely.

#### **2.6.7 The SLT therefore recommends –**

**2.6.7.1** *The Customer Service Excellence Project continue to monitor the indicators and Childrens Services are requested to re-evaluate their complaints management system in order to improve their rate of written responses to complaints within timescales.*

## **2.7 FINANCIAL MANAGEMENT**

**2.7.1** At the end of Q1 a total overspend of £1.744m is projected for the year-ending 31st March 2019. This is very similar to the overspend in 2017/18. £2.454m of this is on service budgets, which are made up of a number of over and underspends. The Services that are still experiencing significant budgetary pressures are similar to 2017/18 (Children and Families Service, and Learning). The Heads of Service are aware of the issues and are working to reduce the level of overspending which is within their control at the year-end.

**2.7.2** Corporate Finance is expected to underspend by £0.412m and Council Tax, which includes the Council Tax Premium, is forecast to collect a surplus of £0.298m. The overall overspend is, therefore, reduced to £1.744m. The projected level of overspend is 1.33% of the Council's net budget. There is concern about the impact of this level of overspend on general balances should the overspend materialise.

**2.7.3** Although this level of overspending can be funded from general reserves in 2018/19, it will deplete the general reserves to a figure well below the generally accepted minimum. It will be necessary during the 2019/20 budget setting process to fund the underlying level of overspending and to begin the process of replenishing the general balances. This is a prudent approach and is necessary to ensure that long term financial viability of the Council.

**2.7.4** Forecasts are subject to change as new information becomes available. However, with regular scrutiny from SLT and if remedial action is taken by Heads of Services these will help the services manage within the budgets they can control.

**2.7.5** The SLT therefore recommends that –

**2.7.5.1** Regular scrutiny of corporate financial management is continued and the remedial actions are undertaken by the Heads of Service to assist the services in managing within the budgets they can control.

### **3. RECOMMENDATIONS**

- 3.1** The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –
  - 3.1.1** Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q2.
  - 3.1.2** Targets are re-evaluated during Q2 and Q3 following the publication of the national comparator data with an emphasis placed on improving indicators in the lower and lower median quartiles.
  - 3.1.3** To continue with the regular service sickness challenge panels with an associated work-plan to keep a focus on improving our sickness management figures
  - 3.1.4** The Customer Service Excellence Project continue to monitor the indicators and Childrens Services are requested over the forthcoming six months to re-evaluate their complaints management system in order to improve their rate of written responses to complaints within timescales.
  - 3.1.5** Regular scrutiny of corporate financial management is continued and the remedial actions are undertaken by the Heads of Service to assist the services in managing within the budgets they can control.
- 3.2** The Committee is asked to accept the mitigation measures outlined above.

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q1

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 17/18 Result	Canlyniad 16/17 Result
<b>Siarter Gofal Cwsmer / Customer Service Charter</b>						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	↑	13	18	71	71
02) No of Stage 2 Complaints received for Social Services	-	↑	1	-	9	5
03) Total number of complaints upheld / partially upheld	-	↑	4	-	28	25
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↑	100%	80%	92%	93%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	↑	56%	80%	-	-
05) Number of Stage 1 Complaints for Social Services	-	↑	9	-	51	54
06) Number of concerns (excluding Social Services)	-	↑	22	-	112	191
07) Number of Compliments	-	-	135	-	753	566
08) % of FOI requests responded to within timescale	Gwyrdd / Green	-	81%	80%	78%	77%
09) Number of FOI requests received	-	-	287	-	919	1037
<b>Newid Cyfrwng Digidol / Digital Service Shift</b>						
10) No of Registered Users on AppMôn / Website	-	-	4290	-	-	-
11) No of reports received by AppMôn / Website	-	↑	905	-	2k	1k
12) No of web payments	-	↑	3.5k	-	11k	-
13) No of telephone payments	-	↑	1.8k	-	5k	-
14) No of 'followers' of IOACC Social Media	-	↑	27k	25k	25k	21k
15) No of visitors to the Council Website	-	↓	209k	-	820k	715k

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 17/18 Result	Canlyniad 16/17 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2266	-	2252	2258
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1263.00	-	1244	1250
03a) Sickness absence - average working days/shifts lost	Coch / Red	↑	2.69	2.4	9.96	9.78
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	1.17	-	4.63	4.72
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	1.52	-	5.32	5.06
04a) Primary Schools - Sickness absence - average working days/shifts lost	Coch / Red	↓	3.78	2.45	10.39	-
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	1.7	-	4.85	-
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	2.08	-	5.55	-
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	2.18	2.45	9.67	-
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	1.13	-	5.32	-
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	1.06	-	4.35	-
06) % of RTW interview held within timescale	Melyn / Yellow	↑	78%	80%	73%	78%
07) % of RTW interview held	Ambr / Amber	↑	86%	95%	85%	91%
08) % of Attendance Review Meetings held	Gwyrdd / Green	↑	86%	80%	69%	57%
09) Local Authority employees leaving (%) (Turnover) (Annual)	-	-	-	-	11%	10%
10) % of PDR's completed within timeframe (Q4)	-	-	-	80%	90.50%	80%
11) % of staff with DBS Certificate (if required within their role)	-	-	-	-	91.40%	-
12) No. of Agency Staff	-	↓	13	-	12	15

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiad a Ragwelir / Forecasted Variance (%)
01) Budget v Actuals	Coch / Red	-	£34,868,218	£35,762,826	2.57%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	-	£130,899,873	-	-	£132,646,393	1.33%
03) Forecasted end of year outturn (Capital)	-	-	£44,539,000	-	-	£22,071,000	-50.45%
04) Achievement against efficiencies	Ambr / Amber	-	£2,521,500	-	-	£2,386,500	-5.35%
05) Income v Targets (excluding grants)	Gwyrdd / Green	-	-£5,268,266	-£5,351,667	1.58%	-	-
06) Amount borrowed	-	-	£9,317,000	-	-	£5,847,000	-
07) Cost of borrowing	-	-	£4,491,593	-	-	£4,168,876	-7.18%
08) % invoices paid within 30 days	Gwyrdd / Green	-	-	92.20%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	-	-	98.60%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	-	-	98.60%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	-	-	97.50%	-	-	-
12) % Housing Rent collected (for the last 3 years)	-	-	-	99.77%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	-	-	99.54%	-	-	-

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Targed BI / Yr Target	Canlyniad 17/18 Result	Canlyniad 16/17 Result	Chwarter 17/18 Quartile
01) PAM/029 (PM33) - Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	↑	0.65%	2.75%	11%	9%	5%	TBC Hydref / October
02) PAM/028 (PM24) - Percentage of child assessments completed in time	Gwyrdd / Green	↑	96.39%	90%	90%	67.57%	89.17%	TBC Hydref / October
03) SCC/025 - The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow	↑	78%	83%	83%	63.32%	79.35%	TBC Hydref / October
04) PM28 - The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Coch / Red	↓	350	320	320	326.5	266	TBC Hydref / October
05) SCC/010 - The percentage of referrals that are re-referrals within 12 months	Gwyrdd / Green		11.87%	15%	15%	-	-	TBC Hydref / October
06) SCC/006 - The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green		96%	94%	94%	-	-	TBC Hydref / October
07) PAM/025 (PM19) - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	Gwyrdd / Green	↑	2.29	3	3	6.58	6.05	TBC Hydref / October
08) SCA/018b - The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Gwyrdd / Green	↓	93%	93%	93%	96%	94.40%	TBC Hydref / October
09) SCA/002b - The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	Gwyrdd / Green	↑	16.51	19	19	17.44%	20.51%	TBC Hydref / October
10) PM18 - The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↓	90%	90%	90%	93.25%	90.48%	TBC Hydref / October
11) PM20a - The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	Coch / Red	↓	0%	50%	50%	59.26%	62.60%	TBC Hydref / October
12) PM20b - The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Melyn / Yellow	↓	60.34%	62%	62%	62.65%	33.30%	TBC Hydref / October
13) PAM/007 - Percentage of pupil attendance in secondary schools (17/18)	Melyn / Yellow	↓	94.42%	94.80%	94.80%	94.80%		TBC Rhagfyr / December
14) PAM/008 - Percentage of pupil attendance in primary schools (17/18)	Gwyrdd / Green	↓	94.40%	94.60%	94.60%	94.60%		Uchaf / Upper
16) PAM/030 (WMT/009b) - Percentage of waste reused, recycled or composted	Gwyrdd / Green	↑	75.07%	74%	72%	72.2%	65.8%	TBC Hydref / October
17) PAM/035 - Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green		0.13	1	1	-	-	-
18) PAM/043 - Kilograms of residual waste generated per person			61kg		210kg	-	-	-
19) PAM/017 (LCS/002b) - Number of visits to leisure centres per 1,000 population	Gwyrdd / Green		131k	111k	515k	508k	464k	Canolrif Isaf / Lower Median
20) PAM/023 (PPN/009) - Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	↓	97%	95%	95%	98%	98%	Uchaf / Upper
21) PAM/018 - Percentage of all planning applications determined in time	Gwyrdd / Green	↑	90%	90%	90%	86%	-	Isaf / Lower
22) PAM/019 - Percentage of planning appeals dismissed	Gwyrdd / Green	↑	80%	65%	65%	47%	-	Isaf / Lower
23) PAM/041 - Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green		78%	50%	50%	-	-	-
24) PAM/042 - Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green		88%	80%	80%	-	-	-
25) PAM/012 - Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green		56.75%	55%	55%	-	-	Canolrif Uchaf / Upper Median
26) PAM/013 - Number of empty private properties brought back into use	Gwyrdd / Green	↑	24	16	75	75	-	Uchaf / Upper
27) PAM/014 - Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	↑	2	1	4	4	-	-
28) PAM/015 (PSR/002) - Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green	↑	156.4	175	175	177	238.8	Uchaf / Upper
29) PAM/037 - Average number of days to complete repairs	Gwyrdd / Green		11.96	12	12	-	-	-
30) PAM/038 - Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Gwyrdd / Green		100%	100%	100%	-	-	-
31) PAM/009 - Percentage of Year 11 leavers not in Education, Training or Employment (NEET) [Annual]	-		-	-	-	-	-	Isaf / Lower
32) PAM/032 - Average Capped 9 score for pupils in year 11 [Annual]	-		-	-	-	-	-	-
33) PAM/033 - Percentage of pupils assessed in Welsh at the end of the Foundation Phase [Annual]	-		-	-	-	-	-	-
34) PAM/034 - Percentage of year 11 pupils studying Welsh (first language) [Annual]	-		-	-	-	-	-	-
35) PAM/040 - Percentage of Quality Indicators (with targets) achieved by the library service [Annual]	-		-	-	-	-	-	-
36) PAM/024 (PM13a) - Percentage of adults satisfied with their care and support [Annual]	-		-	-	-	-	-	TBC Hydref / October
37) PAM/026 (PM15) - Percentage of carers that feel supported [Annual]	-		-	-	-	-	-	TBC Hydref / October
38) PAM/027 (PM13c) - Percentage of children satisfied with their care and support [Annual]	-		-	-	-	-	-	TBC Hydref / October
39) PAM/020 (THS/012a) - Percentage of A roads in poor condition [Annual]	-		-	-	3%	3.20%	2.30%	Canolrif Uchaf / Upper Median
40) PAM/021 (THS/012b) - Percentage of B roads in poor condition [Annual]	-		-	-	5%	4.40%	3.20%	Canolrif Uchaf / Upper Median
41) PAM/020 (THS/012c) - Percentage of C roads in poor condition [Annual]	-		-	-	10%	8.90%	10.10%	Canolrif Isaf / Lower Median
42) PAM/039 - Landlord Services: Percentage of rent lost due to properties being empty [Annual]	-		-	-	-	-	-	-

Attachment B

This document is contained within the quarterly scorecard monitoring report which is presented to the Corporate Scrutiny Committee and The Executive every quarter to provide a brief high-level update as to the status of work which is applicable and reports to both the -

- ***Partnerships, Communities & Service Improvement Transformation Programme Board and the;***
- ***Governance & Business Process Transformation Programme Board***

The key ragging for the said document is as follows –

RAG:

Completed

Project has been completed

On Track

Project is developing as expected and is on track

Behind Schedule

The Project needs key decisions / support

Late

The project is late and is falling behind expected timelines

White

The Project has not started to date

<b>Partnerships, Communities &amp; Service Improvement Transformation Programme Board</b>		
<b>Programme/Project</b>	<b>Related Projects</b>	<b>RAYG and brief Update</b>
<b>School Modernisation</b>	<b>Bro Rhosyr a Bro Aberffraw</b>	The completion date for building <b>Ysgol Santes Dwynwen</b> at Newborough is March 2019.  <b>Ysgol Brynsiencyn</b> adaptations underway during the Summer
	<b>Llangefni Area</b>	<b>Ysgol Bodffordd, Ysgol Corn Hir and Ysgol Henblas</b> The Executive decided to approve Option 2 namely to build a new school for Bodffordd and Corn Hir schools and to continue to maintain educational provision in Llangristiolus.  <b>Ysgol y Graig and Ysgol Talwrn</b> It was resolved that the capacity of Ysgol y Graig be increased to accommodate pupils from Ysgol Talwrn, and that Ysgol Talwrn be closed.
	<b>Seiriol + South East</b>	The executive decided to approve Option 1, namely to refurbish and extend Ysgol Llandegfan, close Ysgol Beaumaris and refurbish and extend Ysgol Llangoed.
<b>Adult Social Care -</b>	<b>Llangefni Extra Care</b>	Good progress is being made with the construction work. The handover has slipped to the end of September with tenants being able to move in at the start of October.
	<b>Amlwch Extra Care</b>	An assessment is being undertaken by the Housing Service to look at housing needs more widely within the area that includes considering Extra Care
	<b>South of the Island Extra Care</b>	The Executive agreed that the Beaumaris School site is used to develop an Extra Care Housing scheme within the Seiriol area.  Now that a decision has been agreed with regards to the future of Beaumaris School, the development of the site will be reviewed.
	<b>Housing with Internal Support</b>	The new aim of the project is to retain the service internally within the Council but to re-model in order to achieve financial savings.
	<b>Housing with External Support</b>	The aim of the project is to re-model and redesign the services in close consultation with the requirements of the Supporting People Programme.

	<b>Re-tendering of Home Care Services</b>	The tender work has been completed. New contracts in place by end Q1 2018/19 with a transition period thereafter.
<b>Transformation of Libraries, Youth Services, Museums, Culture and Market Hall</b>	<b>Transformation of Museums and Culture</b>	Melin Llynnon and Roundhouses – Advertised in a specialist magazine in June 2018 to try and attract a commercial bid for the site.  Beaumaris Court and Goal – Work in partnership with Beaumaris Town Council to transfer the assets by October 2018
	<b>Remodelling of Library Service</b>	The process for restructuring the workforce to be in place by Q2  Work is continuing with transferring the community libraries to Beaumaris and Rhosneigr.  Moelfre and Newborough Libraries have now been closed.  Cemaes will remain open for the year after the local community agreed funding to continue the library provision over the short term
	<b>Market Hall, Holyhead</b>	Project is behind schedule and will now complete in December 2018. Financial matters relating to ERDF funding has delayed the project.
<b>Gypsy Traveller sites</b>		The Gypsy Traveller group to review the timeline for the project in Q1 18/19. Planning application for Star site been submitted and deferred by Planning Committee until later date for decision.
<b>Increase levels of recycling</b>		Please see Scorecard KPIs 16 + 17 for Q1 achievement
<b>Flood alleviation work</b>		Plan is on course to deliver flood alleviation works in Pentraeth, Beaumaris and Bodffordd during 2018/19.

<b>Governance &amp; Business Process Transformation Programme Board</b>		
<b>Programme/Project</b>	<b>Related Projects</b>	<b>RAYG and brief Update</b>
<b>Resource Plan – Northgate</b>		Payslips – progressing well, remaining payslips to be transferred electronically during Q2  Web Recruitment – Slight technical issue arisen in Welsh version means roll-out delayed. Pilot and briefing sessions to managers successful.

		Mileage and Expenses – on track and progressing well.
<b>Customer Service Excellence</b>	<b>Cyswllt Môn Expansion Programme / Face to Face Contact</b>	Two pilot schemes have been agreed. Delays in library service re-structure resulted in delays starting the pilots.  The Market Hall opening delay will allow for a more rounded pilot to take place in Amlwch later in the summer.
	<b>Telephone Contact and Channel Shift</b>	Each Contact Centre has gone live successfully without disruption to the public.  There is an evidenced improvement in the number of missed calls in those services who have gone live (up to 80% reduction in dropped calls.)
	<b>CRM</b>	The Waste and Recycling Module has been implemented. Delays in getting the AD link and Telephony integration mean that the project is Red, plans are in place to remedy these delays.
	<b>Improving Business Processes</b>	Decision to concentrate efforts on the VOIDS.  Process scoped, revised efforts on-going. Agreement to re-visit following the embedding of revised practise.
<b>Energy Efficiency</b>		Plan for 2018/19 presented to CTPB and being implemented.  Further refit development work on-going to identify opportunities for future years.
<b>Implementation of ICT Strategy</b>		The Digital IT Strategy – ‘Digital Island’ has been approved and covers 2016-2020.  Strategy being revised for re-adoption during Q2.
<b>Scrutiny Improvement Plan</b>		On track
<b>Communication Strategy</b>		Revised Communication Strategy being developed to be signed off in December 2018.



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL



## **CORPORATE SCRUTINY COMMITTEE FORWARD WORK PROGRAMME: 2017/2018** **→ 2018/19**

Chair: Councillor Aled Morris Jones  
Vice-Chair: Councillor Dylan Wyn Rees

This document summarises the forward work programme of the Corporate Scrutiny Committee Work Programme for the period May 2017 onwards, as a rolling programme and purposeful Scrutiny planning tool. The forward work programme will be submitted to each ordinary meeting of the Scrutiny Committee for the purpose of reviewing its content, consideration of new items or adjournment / withdrawal of items. Its purpose is also to ensure alignment with the forward work programmes of the Executive and Senior Leadership Team.

Contact: Anwen Davies (Scrutiny Manager)  
Tel: 01248 752578

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Date of Meeting	Item	Purpose
<b>May, 2017</b>		
<b>31<sup>st</sup> May 2017</b>	Election of Chair of the Committee	Effective governance arrangements
Committee Room 1 / 3.30pm	Election of Vice-Chair for the Committee	Effective governance arrangements
<b>June, 2017</b>		
<b>26<sup>th</sup> June 2017</b> [Qtr 4: 2016/17]	Corporate Scorecard [Q4] 2016/17 Report on Sickness by WAO included as appendix	Performance monitoring
Committee Room 1 / 2pm	Annual Report of the Statutory Director of Social Services 2016/17	Performance monitoring
	Empty Homes Strategy 2017/2022	Policy development
	Membership of Panels and Boards	Nominate Members
	Forward Work Programme - review	Effective forward planning / alignment with corporate priorities
<b>July, 2017</b>		
<b>11<sup>th</sup> July 2017</b> [Extraordinary meeting]	Schools' Modernisation – Llangefni area Statutory Consultation	Pre-decision scrutiny
Committee Room 1 / 2pm	Schools' Modernisation – Strategic Outline Programme - Band B (2019/24)	Transformation
	Monitoring Progress – Children's Services Improvement Plan	Performance monitoring
	Membership of Panels and Boards – Nomination to the Schools Progress Review Scrutiny Panel	Nominate Members
<b>September, 2017</b>		
<b>4<sup>th</sup> September 2017</b> [Qtr 1: 2017/18]	Corporate Scorecard [Q1] 2017/18	Performance monitoring
Committee Room 1 / 2pm	Council Plan 2017/2022	Pre-decision scrutiny
	Monitor progress - Children's Services Improvement Plan Progress report - Children's Services Improvement Panel	Performance monitoring

Date of Meeting	Item	Purpose
	Forward Work Programme - review	Effective forward planning / alignment with corporate priorities
	Item for Information: Social Services Annual Complaints Report (2016/17)	For Information / performance monitoring
<b>October, 2017</b>		
<b>2<sup>nd</sup> October 2017</b> [Extraordinary meeting]  Committee Room 1 / 10am	Social Services Annual Performance 2016/17 (CSSIW)	Performance monitoring
	Annual Performance Report (Improvement Plan) 2016/17	Performance monitoring
	Extra Care Housing – Seiriol Area	Pre-decision scrutiny
	Schools Modernisation Programme – Seiriol Area	Pre-decision scrutiny
<b>31<sup>st</sup> October 2017</b> [Budget]  Committee Room 1 / 10am	2018/19 Initial Budget Proposals	Pre-decision scrutiny
	2018/19 Budget Consultation Plan	Pre-decision scrutiny
	Progress Report – Finance Scrutiny Panel	Performance monitoring
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities
<b>November, 2017</b>		
<b>13<sup>th</sup> November 2017</b> [Qtr 2: 2017/18]  Committee Room 1 / 2pm	Corporate Scorecard [Q2] 2017/18	Performance monitoring
	Transformation of Library Services	Transformation
	Asset Management Strategy – Council Housing	Policy development
	Monitor progress – Children’s Services Improvement Plan	Performance monitoring
	Progress report – Children’s Services Improvement Panel	
	Forward work programme – review	Effective forward planning / alignment with corporate priorities
<b>December, 2017</b>		
<b>14<sup>th</sup> December, 2017</b> [Extraordinary meeting]	Transformation of Culture Service – Beaumaris Goal & Courthouse	Call in of decision by the Executive on 27/11/17 (called in by Cllrs Aled Morris Jones, Eric Wyn Jones, Kenneth Hughes, Bryan Owen & Peter Rogers)

Date of Meeting	Item	Purpose
<b>January, 2018</b>		
<b>31<sup>st</sup> January, 2018</b> [Extraordinary meeting]  Committee Room 1 / 1pm	Extra Care Housing – Seiriol Area (summary of feedback from engagement process)	Transformation
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services Improvement Panel	Performance Monitoring
	School transport	Referral from Audit and Governance Committee / Performance monitoring
	Small Holdings Improvement Programme	Notice of Motion from the Full Council
	Welsh Public Library Standards – Annual Report ( 2016/2017)	Performance monitoring – for information
<b>February, 2018</b>		
<b>5<sup>th</sup> February 2018</b> [Budget]  Committee Room 1 / 2pm	2018/19 Draft Budget	Pre-decision scrutiny
	Progress Report – Finance Scrutiny Panel	Performance monitoring
	Forward work programme – review	Effective forward planning / alignment with corporate priorities
	Housing Revenue Account Business Plan (Finance Scrutiny Panel)	Pre-decision scrutiny
<b>March, 2018</b>		
<b>12<sup>th</sup> March 2018</b> [Qtr 3: 2017/18]  Committee Room 1 / 2pm	Corporate Scorecard [Q3] 2017/18	Performance monitoring
	Schools Modernisation Programme – Seiriol Area	Transformation
	Schools Modernisation Programme – Llangefni Area (Y Graig & Talwrn)	Transformation
	Play sufficiency Assessment	Pre-decision scrutiny
	Forward work programme - review	Effective forward planning / alignment with corporate priorities
<b>April, 2018</b>		

Date of Meeting	Item	Purpose
<b>23<sup>rd</sup> April 2018</b> Committee Room 1/ 2pm	Schools Modernisation Programme – Llangefni Area (Corn Hir, Bodffordd & Henblas)	Transformation
	Social Services Performance – progress on priority actions	Performance monitoring [Scrutiny Committee resolution, 02/10/17]
	Transformation of Learning Disabilities Services	Transformation
	Forward work programme – review	Effective forward planning / alignment with corporate priorities
<b>June, 2018</b>		
<b>4<sup>th</sup> June, 2018</b> <b>[Qtr4: 2017/18]</b>  Committee Room 1/ 2pm	Corporate Scorecard [Q4] 2017/18	Performance monitoring
	School transport – progress report on implementation of action plan (for information)	Performance monitoring [Scrutiny Committee resolution, 31/01/18]
	Monitor progress - Children’s Services Improvement Plan	Performance monitoring
	Progress report - Children’s Services Improvement Panel	Performance monitoring
	Progress Report – Finance Scrutiny Panel Forward Work Programme – review	Performance monitoring Effective forward planning / alignment with corporate priorities
<b>July, 2018</b>		
<b>5<sup>th</sup> July, 2018</b> <b>[Extraordinary meeting]</b>  Committee Room 1 / 10am	Schools’ Modernisation Programme – Llangefni Area (Y Graig & Y Talwrn)	Transformation
	Annual Report of the Statutory Director of Social Services	Performance monitoring
<b>13<sup>th</sup> July, 2018</b> <b>[Extraordinary meeting]</b>  Committee Room 1 / 10am	Schools’ Modernisation Programme – Seiriol Area	Transformation
<b>August, 2018</b>		
<b>2<sup>nd</sup> August, 2018</b> <b>[Extraordinary meeting]</b>  Committee Room 1 / 10am	Schools’ Modernisation Programme – Llangefni area (Y Graig & Y Talwrn)	Call in of decision by the Executive on 16/07/18 (called in by Cllrs Aled Morris Jones, Eric Wyn Jones, Lewis Davies, Bryan Owen & Peter Rogers)
<b>6<sup>th</sup> August, 2018</b> <b>[Extraordinary meeting]</b>	Schools’ Modernisation Programme – Seiriol area	Call in of decision by the Executive on 18/07/18 (called in by Cllrs Aled Morris Jones, Robert Llewelyn Jones, John

Date of Meeting	Item	Purpose
Committee Room 1 / 10am		Arwel Roberts, Bryan Owen & Peter Rogers)
<b>September, 2018</b>		
<b>12<sup>th</sup> September, 2018</b> <b>[Qtr1: 2018/19]</b> Committee Room 1 / 2pm	Corporate Scorecard [Q1] 2018/19	Performance monitoring
	Monitor progress - Children's Services Improvement Plan Progress report - Children's Services Improvement Panel	Performance monitoring
	Progress Report – Finance Scrutiny Panel	Performance monitoring
	Item for Information: Social Services Annual Complaints Report (2016/17)	For Information / performance monitoring
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities
<b>October, 2018</b>		
<b>October, 2018</b> [Extraordinary meeting] <b>Date to be confirmed</b> <b>24<sup>th</sup> October, 2018</b> <b>[Budget]</b> <b>(or 5<sup>th</sup> November, 2018)</b> Committee Room 1 / 2pm	Transformation of Education and Anglesey Schools Modernisation Strategy – update	Transformation
	2019/20 Initial Budget Proposals	Pre-decision scrutiny
	2019/20 Budget Consultation Plan	Pre-decision scrutiny
	Annual Performance Report (Improvement Plan) 2017/18	Performance monitoring
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities
<b>November, 2018</b>		
<b>12<sup>th</sup> November, 2018 [Qtr 2: 2018/19]</b>	Corporate Scorecard [Q2] 2018/19	Performance monitoring
	Homelessness Strategy (to be confirmed)	Policy development
	Forward Work Programme – review	Effective forward planning / alignment with

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Date of Meeting	Item	Purpose
Committee Room 1/ 2pm		corporate priorities
<b>10 December, 2018</b> [Extraordinary meeting]  Committee Room 1/ 2pm	Monitor progress - Children's Services Improvement Plan Progress report - Children's Services Improvement Panel	Performance monitoring
<b>February, 2019</b>		
<b>4<sup>th</sup> February, 2019</b> <b>[Budget]</b>  Committee Room 1/ 2pm	2019/20 Draft Budget Progress Report – Finance Scrutiny Panel Monitor progress – Children's Services Improvement Plan Progress report – Children's Services Improvement Panel Forward Work Programme - review	Pre-decision scrutiny Performance monitoring Performance monitoring Effective forward planning / alignment with corporate priorities
<b>March, 2019</b>		
<b>11<sup>th</sup> March, 2019</b> <b>[Qtr 3: 2018/19]</b>  Committee Room 1/ 2pm	Corporate Scorecard [Q3]: 2018/19  Forward Work Programme – review	Performance monitoring  Effective forward planning / alignment with corporate priorities
<b>April, 2019</b>		
<b>8<sup>th</sup> April, 2019</b>  Committee Room 1/ 2pm	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities
<b>TOPICS TO BE SCHEDULED</b>		
TBC	Modernisation of Non-Statutory Leisure Service (3 year period)	Transformation
TBC (June, 2018)	Corporate Scorecard [Q4]: 2018/19	Performance monitoring
TBC	Energy Management	Performance monitoring (Scrutiny Committee resolution. 31/10/17)
TBC	Fuel Poverty – plans to support households	Performance monitoring

Date of Meeting	Item	Purpose
		[Scrutiny Committee resolution, 13/11/17]
TBC	Impacts of Welfare Reform	Performance monitoring
TBC	Corporate Health and Safety Policy	Policy development [Scrutiny Chairs & Vice-Chairs Forum, 18/06/18]

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	<b>Corporate Scrutiny Committee</b>
<b>Date:</b>	<b>12 September, 2018</b>
<b>Subject:</b>	<b>Annual Report – ‘Listening and Learning from Complaints’</b>
<b>Purpose of Report:</b>	<b>There is an obligation to produce an Annual Report on the operation of the Representations and Complaints Procedure and present it to the relevant Local Authority Scrutiny Committee so that it is able to scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives.</b>
<b>Scrutiny Chair:</b>	<b>Cllr Aled Morris Jones</b>
<b>Portfolio Holder(s):</b>	<b>Cllr Llinos Medi Huws</b>
<b>Head of Service:</b>	<b>Children and Family Services: Fon Roberts Adult Services: Alwyn Jones</b>
<b>Report Author:</b>	<b>Sophie Shanahan</b>
<b>Tel:</b>	<b>01248 752717</b>
<b>Email:</b>	<b>slsss@ynysmon.gov.uk</b>
<b>Local Members:</b>	<b>Relevant to all members</b>

<b>1 - Recommendation/s</b>
<p>R1- To note the views of service users received during 2017/18 regarding the services provided by Social Services.</p> <p>R2- To note the performance of Social Services in implementing the Representations and Complaints Procedure and dealing with complaints.</p> <p>R3- To note the Action Plan for developing the arrangements for dealing effectively with representations and complaints received from service users and their representatives.</p>

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
<p>The Social Services Representations and Complaints Procedure has a role in ensuring the provision of high quality Social Services and is therefore relevant to the following priorities from the Council Plan:</p> <ul style="list-style-type: none"> <li>• Creating the conditions for everyone to achieve their long-term potential</li> <li>• Support vulnerable adults and families and keep them safe, healthy and as independent as possible</li> </ul>

### 3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

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

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

3.3 A look at any risks **[focus on risk]**

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

### 4 - Key Scrutiny Questions

### 5 – Background / Context

Social Services are required to operate a statutory Representations and Complaints Procedure, under the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014. There is an obligation to produce an Annual Report on the operation of the Representations and Complaints Procedure and present it to the relevant Local Authority Scrutiny Committee so that it is able to scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives.

It is important that a record is kept of comments and complaints in order for Social Services to learn lessons from them, as part of improving service delivery. It is good practice to share the annual complaints report with council members to ensure transparency. Complaints statistics are also shared on a quarterly basis in the Corporate Scorecard. During 2017-18, more detailed analysis has been added to the Corporate Scorecard, in which statistics in relation to complaints under the Social Services Representations and Complaints Procedure are separated from those for complaints responded to under the Council's corporate Concerns and Complaints Policy. This enables regular scrutiny by the Scrutiny Committee and Executive.

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

Not applicable.

**7 – Financial Implications**

Not applicable.

**8 – Appendices:**

APPENDIX 1- Annual Report: 'Listening and Learning from Complaints'

APPENDIX 2- Action Plan 2018/19

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

Social Services complaints records

**Mae'r ddogfen hon ar gael yn y Gymraeg / This document is available in Welsh**



## **Social Services – Children and Family Services and Adult Services**

### **‘Listening and Learning from Complaints’**

## **SOCIAL SERVICES REPRESENTATIONS AND COMPLAINTS PROCEDURE**

## **ANNUAL REPORT - 2017/18**

## 1. INTRODUCTION

- 1.1 This report refers to the way the Social Services Representations and Complaints Procedure was implemented within Children and Family Services and Adult Services during the period from April 2017 until the end of March 2018.
- 1.2 The Customer Care Development and Designated Complaints Officer works within the Safeguarding and Quality Improvement Unit of Social Services and was responsible for the coordination of the Representations and Complaints Procedure during this reporting period. The Complaints Officer is accountable to the Director of Social Services (Assistant Chief Executive) and is managed on her behalf by the Service Manager for Safeguarding and Quality Improvement.
- 1.3 The Complaints Officer is responsible for:
- Co-ordinating the service arrangements in order to comply with the Representations and Complaints Procedure;
  - Recording complaints and positive and negative comments from service users and their representatives;
  - Monitoring the response to complaints within timescales specified in regulations for dealing with complaints under Stage 1;
  - Co-ordinating investigations by independent investigators into formal complaints under Stage 2 of the procedure;
  - Ensuring that a formal written response together with a copy of the independent investigation report is sent to the complainant within the timescale of 25 working days under Stage 2 of the procedure, keeping the complainant informed if any delay is anticipated;
  - Co-ordinating responses by Social Services to inquiries made by the Office of the Public Services Ombudsman for Wales in relation to complaints about Social Services matters;
  - Monitoring Action Plans to ensure that lessons are learnt from the process of investigating complaints in order to improve the quality of the services;
  - Developing the internal Representations and Complaints Procedure;
  - Ensuring that information is available in order to facilitate access to the Representations and Complaints Procedure for service users and their representatives;
  - Providing training and support to promote better understanding of the function of the Representations and Complaints Procedure amongst Social Services staff.
- 1.4 The main objectives of these arrangements are to:
- Record any comments, be they negative or positive, about the services provided;
  - Attempt to resolve concerns and complaints as near as possible to the point of delivery in order to avoid escalation;
  - Provide an opportunity for service users and other eligible people to present formal complaints under Stage 2 of the procedure.

## 2. Representations – Positive and Negative Comments

### 2.1 Positive Comments

- 2.1.1 A total of 232 positive comments were recorded during the year (96 for Children and Family Services and 136 for Adult Services) – an increase on the previous year's total of 202, with positive comments recorded for Children and Family Services more than doubling (from 46 the previous year). Of the 96 positive comments received by Children and Family Services in 2017/18, 32 were from other professionals, while 64 were from service users, their representatives or family members, or foster carers.
- 2.1.2 Of the 136 positive comments received by Adult Services, 12 were from other professionals, while 124 were from service users or their family members. The positive comments are categorised in the table below.
- 2.1.3 Children and Family Services restructured in 2017, therefore statistics for some of the teams have been grouped together.

**Table 1**

<b>POSITIVE COMMENTS</b>			
<b>Children and Family Services</b>		<b>Adult Services</b>	
Looked After Children Team / Family Intervention Team / Môn 3 / Môn 4 / Môn 5 / Môn 6	38	Residential Care	102
Duty Team / Môn 1 / Môn 2	7	Môn Care	11
Specialist Children's Services	5	Adults North Team	4
Child Placement Team	6	Adults South Team	7
Support Services	10	Physical and Sensory Disabilities Team	6
Team Around the Family	13	Learning Disabilities Team	2

Integrated Family Support Service	5	Contracts Team	1
Resilient Families	2	Positive comments regarding more than one team	3
Quality Improvement and Safeguarding Team	4		
Positive comments regarding more than one team	4		
<b>Total</b>	<b>96</b>	<b>Total</b>	<b>136</b>

#### 2.1.4 Examples of positive comments received are as follows:

*“We would like to take this opportunity to express how professional the fostering team have been throughout our fostering experience, and cannot state enough how [the social worker] made the whole experience easier. She is sensitive, very supportive, extremely efficient and organised, and always dealt immediately with any issues we had. She is an excellent ambassador for fostering.”* – **Child Placement Team, Children and Family Services**

*“I have found this experience to be very helpful. [The social worker] has really helped me with my future as well as the present. I would happily use this service again. Thank you so much.”* – **Early Intervention and Prevention, Children and Family Services**

*“You have helped us so much, shown us that we can trust again. I would not have had this chance without your constant support and backing. You are amazing.”* – **Looked After Children Team, Children and Family Services**

*“Your support has been a great help. We have benefitted from your advice and understanding. You have been excellent. You have made a huge difference. We feel very lucky to have had your help. Thank you.”* – **Team Around the Family, Children and Family Services**

*“You were all so kind. Nothing was too much for you – caring and compassionate staff that you are. Indeed, you are a magnificent team, I can vouch for that. Brwynog is really a home from home. Many thanks to you all.”* – **Brwynog, Adult Services**

*“I just wanted to say a huge thank you for your support over the last couple of months, and for all the changes you have implemented that has fundamentally improved the care that I receive. I can't stress enough how*

*grateful I am to you for improving the quality of my life.” – Adults North Team, Adult Services*

*“Simply the best place. Fantastic Team. Lovely atmosphere, friendly, calm. Enjoyed every moment at Plas Crigyll. Can’t thank you enough.” – Plas Crigyll, Adult Services*

*“It is reassuring to know that there are imaginative, hard working, clinically able individuals to advocate on behalf of our client group and move services forward into the future. They are very committed and listen to support and advice offered and question practice where appropriate.” – Learning Disabilities Team, Adult Services*

## 2.2 Negative Comments

- 2.2.1 A total of 43 negative comments / concerns were received by the Complaints Officer during the year. 32 of these were for Children and Family Services and 11 for Adult Services.
- 2.2.2 Complaints in relation to Children and Family Services are often about decisions made by the Service and may concern decisions which were not in the favour or the complainant. Whilst the Service will look into such concerns, caution should be taken when comparing the complaints statistics of teams and services, due to the very different work that they carry out. It is likely that some teams will be prone, due to the statutory nature of their work, to higher levels of complaints than others.
- 2.2.3 Sometimes it is possible to resolve a concern within 24 hours, in which case it does not need to be logged as a complaint under Stage 1 of the procedure. Also the service user may state that they do not wish to make an official complaint under Stage 1 or Stage 2 of the Social Services Representations and Complaints Procedure.
- 2.2.4 At other times concerns are received which relate to historical matters, and therefore are not eligible for investigation under the complaints procedure, though a response of some kind may still be made if appropriate.
- 2.2.5 The 42 negative comments are categorised in Table 2 below.

**Table 2**

NEGATIVE COMMENTS			
<b>Children and Family Services</b>		<b>Adults’ Services</b>	

Duty Team / Môn 1 / Môn 2	6	Physical and Sensory Disabilities Team	1
Child Placement Team	2	Learning Disabilities Team	1
Looked After Children Team / Family Intervention Team / Môn 3 / Môn 4 / Môn 5 / Môn 6	13	Residential Care	1
Quality Improvement and Safeguarding Team	2	Transformation Team	1
Support Services	2	Adults South Team	1
Management	1	Community Mental Health Team	2
Negative comments about more than one team / no team specified, including historical concerns	6	Client Finance Team	2
		Quality Improvement and Safeguarding Team	1
		Negative comments about more than one team	1
<b>Total</b>	<b>32</b>	<b>Total</b>	<b>11</b>

2.2.6 A comparison with the figures in Table 1 shows that the total number of positive comments outweighs that of the negative comments received.

### 3. Stage 1 Complaints – Local Resolution

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

**Table 3**

Year	Stage 1 Adult Services	Stage 1 Children and	Stage 1 Total	Stage 2 Adult Services	Stage 2 Children and	Stage 2 Total
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		<b>Family Services</b>			<b>Family Services</b>	
2008/09	45	13	<b>58</b>	2	0	<b>2</b>
2009/10	29	23	<b>52</b>	4	1	<b>5</b>
2010/11	37	20	<b>57</b>	1	2	<b>3</b>
2011/12	25	40	<b>65</b>	3	4	<b>7</b>
2012/13	32	24	<b>56</b>	2	4	<b>6</b>
2013/14	24	26	<b>50</b>	5	6	<b>11</b>
2014/15	17	20	<b>37</b>	2	5	<b>7</b>
2015/16	24	29	<b>53</b>	4	1	<b>5</b>
2016/17	8	46	<b>54</b>	2	3	<b>5</b>
2017/18	13	38*	<b>51</b>	4	5	<b>9</b>

\*25 of these were received in the first two quarters of the year, before Children and Family Services restructured.

- 3.2 Table 3 shows that the number of complaints recorded under Stage 1 of the procedure has decreased somewhat compared with the previous year for Children and Family Services but remains higher in comparison with the average number of Stage 1 complaints during the period 2008/09-2017/18
- 3.3 There has been a small increase in the number of complaints recorded under Stage 1 within Adult Services although the number of complaints about Adult Services remains low, and is lower in comparison with the average number of Stage 1 complaints during the period 2008/09-2017/18.
- 3.4 There has been an increase in the number of Stage 2 investigations compared with the previous year, although the statistics show that the majority of complaints continue to be resolved at Stage 1. The Stage 2 statistics over the last 10 years have varied from year to year, with no particular pattern.
- 3.5 Of the 51 Stage 1 complaints received, 49 of them received an acknowledgement within 2 working days (the timescale within which an acknowledgement should be made under the regulations).
- 3.6 The table below illustrates the services' performance in relation to responding to Stage 1 Complaints within statutory timescales. It is expected that complainants are offered meetings / telephone discussions within 10 working days of the complaint being acknowledged, followed by a response letter to confirm the terms of the resolution of their complaint within 5 working days of the discussion.

**Table 4**

	<b>Children's Services</b>		<b>Adult Services</b>	
	<b>Discussion</b>	<b>Written response</b>	<b>Discussion</b>	<b>Written response</b>

<b>Percentage within timescale</b>	82% (31 out of 38)	55% (21 out of 38)	62% (8 out of 13)	31% (4 out of 13)
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- 3.7 The above percentages show an increase in the proportion of discussions held within timescale for Children and Family Services (compared to 74% the previous year), but a decrease in the proportion of written responses sent within timescale (compared to 65% the previous year). For Adult Services, the proportion of discussions held within timescale has decreased (from 75% the previous year), as has the proportion of written responses sent within timescale (from 38% the previous year). It can be challenging to complete a full written response within 5 working days of the discussion with the complainant, particularly if the complaint is very complex, the complainant has raised new matters during the discussion, or full investigation requires that we seek information from other agencies or services. However, the proportion of responses provided within timescale is an area for improvement, particularly in relation to written responses. Where the full response is delayed because information is required from other agencies or services, an interim written response should be sent.
- 3.8 Table 5 illustrates a breakdown of the service areas for complaints received under Stage 1 of the Social Services Complaints and Representations Procedure in Children and Family Services and Adult Services, and show that some teams received no complaints.

**Table 5**

<b>STAGE 1 COMPLAINTS</b>			
<b>Children and Family Services</b>		<b>Adult Services</b>	
Duty Team / Môn 1 / Môn 2	7	Physical Disabilities Team	2
Support Services	1	Learning Disabilities Team	1
Looked After Children Team / Family Intervention Team / Môn 3 / Môn 4 / Môn 5 / Môn 6	20	Adults South Team	2
Child Placement Team	5	Client Finance	1

Quality Improvement and Safeguarding Team	1	Môn Care	2
Complaints relating to more than one team	4	Community Mental Health Team	2
Specialist Children's Services	0	Mental Health Community Support Services	1
Team Around the Family	0	Complaints relating to more than one team	2
Integrated Family Support Service	0	Adults North Team	0
		Residential Care	0
		Transformation Team	0
<b>Total</b>	<b>38</b>	<b>Total</b>	<b>13</b>

3.9 An analysis of the nature of the complaints to Children and Family Services shows that some themes found in the Stage 1 complaints were:

- Concerns that agreed actions had not been carried out
- Concerns about confidentiality issues / inappropriate information sharing
- Concerns about insufficient communication with families / insufficient information provided
- Concerns about social work staff not listening to families
- Concerns about social work staff behaving in a manner which was perceived as negative or aggressive
- Concerns about changes of social workers allocated to cases

3.10 Within Adult Services, some themes found in the Stage 1 complaints were:

- Concerns about staff communicating in a negative or inappropriate manner
- Concerns about wanting the service to take more action or provide services more swiftly
- Concerns relating to support for adaptations

3.11 These need to be seen as themes arising from a small number of complaints, and as such caution must be exercised in concluding these to be significant issues. However, it is important to analyse any relevant learning points from all complaints received. Managers are encouraged to consider learning points and any actions which need to be taken to address these as part of the resolution of Stage 1 complaints. Quarterly reports which note learning points for services are shared at Social Services management meetings and within

the Children and Families Quarterly Report on the Quality of Social Work Practice.

## **4. Stage 2 Complaints**

### **4.1 Overview of Stage 2 Complaints**

4.1.1 Stage 2 of the Social Services Representations and Complaints Procedure involves an investigation by an Independent Investigator. Although we aim to resolve complaints at Stage 1, there are occasions when this cannot be achieved. Examples are in cases of more complex complaints or when the complainant has requested to proceed straight to Stage 2. Complainants have the right to bypass Stage 1 and request to proceed directly to Stage 2 should they so wish.

4.1.2 During 2017/18, a total of 9 complaints were registered under Stage 2, an increase on the previous year's total of 5. Of the 5 Stage 2 complaints for Children and Family Services, 3 had already received a Stage 1 response, while 2 complaints went straight to Stage 2. Of the 4 Stage 2 complaints received for Adult Services, none had already received a Stage 1 response from Adult Services.

4.1.3 Reasons given for wishing to escalate to Stage 2 included:

- Concern that an investigation by an internal officer would not be neutral
- Dissatisfaction with the outcome of the Stage 1 investigation
- Dissatisfaction in relation to progress since the Stage 1 investigation

4.1.4 4 of the 5 Stage 2 investigations regarding Children and Family Services were completed within the statutory 25 days timescale, while none of the Stage 2 investigations regarding Adult Services was completed within this timescale. Reasons for delay included the availability of the complainant, staff and the Independent Investigator, complexity, and time taken to create the Service's formal response. In cases where there have been delays, complainants have been updated and kept informed of the expected date for a response to be sent.

4.1.5 Action Plans are created following Stage 2 investigations if there are recommendations in the Independent Investigator's report to ensure that lessons are learnt and practice improved. Stage 2 investigations into complaints to Children and Family Services involve discussion with the Independent Person regarding the contents of the Action Plan, where an Independent Person has been appointed, however the involvement of an Independent Person is not a requirement for complaints about services provided to adults. Stage 2 Action Plans are signed off by the Head of Service and are then monitored on a monthly basis until all actions are completed.

## 4.2 Stage 2 Complaints to Children and Family Services

4.2.1 During 2017/18, 5 complaints to Children and Family Services were registered under Stage 2 of the Procedure. Table 6 examines these complaints in more detail, and shows that 3 of the 5 complaints had elements which were upheld, 1 had an element partially upheld, while 1 had no points of complaint upheld.

**Table 6**

NATURE OF COMPLAINT	OUTCOMES, AND ACTIONS TAKEN TO IMPLEMENT LEARNING POINTS IF RELEVANT
Concerns about inadequate and inappropriate communication, inappropriate response to safeguarding concerns, inadequate record keeping and acting ultra vires	5 points of complaint upheld, 4 points of complaint partially upheld, 2 points of complaint not upheld, 2 points of complaint inconclusive <ul style="list-style-type: none"> <li>• Business support staff restructured to ensure effective sharing of information with members of staff</li> <li>• Managers reminded of need to formally respond to requests for change of social worker</li> </ul>
Concerns that Social Services took a biased view and communicated views in an inappropriate manner, and that appropriate support was not provided	1 point of complaint partially upheld, 3 points of complaint not upheld
Concern about delay in providing reassurance that children are safe	1 point of complaint upheld. <ul style="list-style-type: none"> <li>• The workflow within the WCCIS (case records) system is being remapped so that relevant managers are alerted to unfinished care plans and assessments</li> <li>• Complaints guidance leaflet for staff updated</li> </ul>
Concerns about delay with assessment, use of language, and inadequate support	2 points of complaint upheld, 2 points of complaint partially upheld <ul style="list-style-type: none"> <li>• Staff reminded of the need to involve both parents with parental responsibility in the assessment of a child's care and support needs</li> <li>• Practice standards in relation to recording adopted by the service</li> </ul>
Concerns about the behaviour of Social Services in court proceedings, lack of support in relation to the child's	5 points of complaint not upheld, 0 points of complaint upheld

family and the child being involved with them, and lack of consideration for child's linguistic needs	
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### 4.3 Stage 2 Complaints to Adult Services

- 4.3.1 During 2017/18, 4 complaints were received under Stage 2 of the Procedure. Table 7 below examines the 4 complaints in more detail, and shows that 1 complaint about an independent provider agency had elements upheld, while 3 complaints had no elements upheld.

**Table 7**

<b>NATURE OF COMPLAINT</b>	<b>OUTCOMES, AND ACTIONS TAKEN TO IMPLEMENT LEARNING POINTS IF RELEVANT</b>
Concerns about how an independent provider agency communicated with and about a service user	3 points of complaint upheld, 1 partially upheld, 2 not upheld <ul style="list-style-type: none"> <li>• New internal complaints procedure created by provider</li> <li>• Provider reminded to liaise with social workers with regards additional support and strategies for service users, when relevant</li> </ul>
Concerns that an OT assessment was carried out in an inappropriate and biased manner	6 points of complaint not upheld, 0 points of complaint upheld
Concerns that Social Services did not provide support in relation to arrangements around change of care home, and have not followed guidelines with regards to top up fees	2 points of complaint not upheld, 0 points of complaint upheld
Concerns in relation to assessments not being carried out in an appropriate manner, inappropriate communication, inadequate support in relation to adaptations and discrimination.	29 points of complaint not upheld, 0 points of complaint upheld.

## 5. Independent Investigators List

- 5.1 The 6 counties across North Wales maintain a list of Independent Investigators to investigate complaints under Stage 2. Continuous attempts are made to identify and recruit qualified and experienced staff for this panel.
- 5.2 Independent Persons have to be appointed to supervise investigations into Stage 2 complaints about the discharge of specific functions under the

Children Act 1989 and the Adoption and Children Act 2002. An Independent Person was appointed for 4 of the Stage 2 investigations into complaints to Children's Services during 2017/18.

## 6. Public Services Ombudsman for Wales

6.1 The Ombudsman notified the Local Authority with regards 6 concerns relating to Social Services in 2017/18, but only made a decision to investigate 2 of these. Both of these complaints had been investigated under Stage 2 of the Social Services Complaints Procedure previously. Table 8 show the nature of these 2 complaints.

**Table 8**

NATURE OF COMPLAINT	OUTCOMES, AND ACTIONS TAKEN TO IMPLEMENT LEARNING POINTS IF RELEVANT
Concerns about the manner in which the Council followed Welsh Government guidance in enacting a review process following challenge to financial assessment, and in offering an alternative suitable placement in the local area that did not require additional fees	2 points of complaint upheld. <ul style="list-style-type: none"> <li>• Information leaflet created to send to individuals with the financial assessment, that explains the process and timescale of the review request procedure</li> <li>• Charging and assessment policy updated to reflect that, when a self-funded resident who is already residing at a care home is assessed as eligible to receive a Council contribution towards their care home charges, the Council ensures that it informs the resident and their family of the option to move to an alternative care home that meets their needs, but that does not charge top up fees.</li> </ul>
Concerns that Social Services did not provide support in relation to arrangements around change of care home, and have not followed guidelines with regards to top up fees	<i>Ombudsman's report yet to be received at time of writing this annual report</i>

## 7. Professional Advocacy Services

7.1 Independent advocacy services for children are provided by Tros Gynnal Plant as part of a regional advocacy service. All children who make complaints to Social Services are asked if they would like an advocate to support them with making their complaint, and a referral is made to the

advocacy service if they consent to this.

- 7.2 Social Services has a service level agreement with the North Wales Advice and Advocacy Service to provide advocacy for adult service users. People accessing primary or secondary mental health services can receive advocacy support through the Gwynedd and Môn Mental Health Advocacy Service, which is funded via BCUHB but is available to all mental health service users, including older people with dementia. People detained under the Mental Health Act and those receiving hospital in-patient care and treatment can access the IMHA (Independent Mental Health Advocacy) service, and those detained under the Mental Health Act can also access free legal representation. Adults may also be signposted to 3rd sector organisations such as Citizens Advice Bureau or Age Cymru.

## **8. Complaints in relation to services provided jointly with the Health Board**

- 8.1 A joint complaints protocol, the 'North Wales Multi-agency Protocol on the Handling of Complaints between Health and Social Services', exists for Betsi Cadwaladr University Health Board and the six North Wales Local Authorities. Under this protocol, Isle of Anglesey Social Services contributed to responses to 2 complaints which had been received by the Health Board in 2017/18. Social Services also contacted the Health Board to seek their input for 2 complaints which were received by Social Services.

## **9. Information Strategy**

- 9.1 An information leaflet for children regarding the Representations and Complaints Procedure needs to be given to all children who are able to read who receive a service from Children and Family Services, and a leaflet for adults also given to their family. A complaints leaflet is also given to children when they become looked after .
- 9.2 In 2017/18, the Designated Complaints Officer consulted with the Youth Council in relation to a new draft leaflet for children and young people about the Representations and Complaints Procedure. This will be finalised in 2018/19.
- 9.3 In 2017/18, Adult Services reviewed the provision of written information to service users at the point of commencing care and support assessments. This information includes a leaflet about the Representations and Complaints Procedure. Adult Services service users are reminded of their right to make a complaint when they have their Annual Reviews. They are also given a copy of the complaints leaflet when they go into a residential or nursing home.
- 9.4. An 'Easy Read' leaflet for adult service users about the Representations and Complaints Procedure was completed and shared with workers for distribution in 2017/18.

- 9.5 Service users and their family members are sent a copy of the complaints leaflet when complaints from them are received, along with the written acknowledgement for their complaint, within two working days of the complaint being received.
- 9.6 Information regarding the Social Services Representations and Complaints Procedure is published on Isle of Anglesey County Council's website.

## 10. 2017-18 Expenditure

- 10.1 In maintaining and implementing the Social Services Representations and Complaints Procedure under the statutory guidance, the main costs to the Service (other than staffing costs) are:
- Costs of work undertaken by Independent Investigators on Stage 2 investigations;
  - Costs of work undertaken by Independent Persons on Stage 2 investigations;
  - Costs relating to publishing information leaflets.
- 10.2 Table 9 below shows expenditure on work by Independent Investigators and Independent Persons during the period 01 April 2017 – 31 March 2018 (excluding costs for investigations not invoiced 2018/2019, but including costs for investigations from 2016/2017 which were invoiced in 2017/18). These costs are higher than they were the previous year, due to a higher number of Stage 2 investigations taking place in 2017/18.

**Table 9**

<b>Children and Family Services</b>	
<b>Nature of Spend</b>	<b>Cost (£)</b>
Independent Investigator x 6	6,669.34
Independent Person x 5	4,011.70
<b>Total</b>	<b>10,681.04</b>
<b>Adult Services</b>	
<b>Nature of Spend</b>	<b>Cost (£)</b>
Independent Investigator x 5	9,786.30
<b>Total</b>	<b>9,786.30</b>

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

- 11.1 Quarterly monitoring reports are presented to the Adult Services Senior Management Team and Children and Family Services Management Group, which evaluate the number of complaints and compliments received against each service under each stage of the procedure and the lessons learnt from complaints. We also monitor how effective Social Services is in dealing with complaints within the required timescales.
- 11.2 During the year, the North Wales Complaints Officers' Group met on a quarterly basis and discussed arrangements for implementing the Representations and Complaints Procedure.

## **12. Training**

- 12.1 In 2017/18, the Designated Complaints Officer has delivered basic complaints training to new staff as part of their inductions; this is now a mandatory part of both services' staff inductions. The Designated Complaints Officer also includes raising awareness of the Welsh Language Standards and Customer Care Standards as part of the inductions sessions.
- 12.2 Written guidance is provided by the Designated Complaints Officer to managers regarding Stage 1 response letters and meetings. The Designated Complaints Officer circulates internal protocols to new managers, as necessary.

**Sophie Shanahan,  
Customer Care Development and Designated Complaints Officer**

**Date: June 2018**

## APPENDIX 2

## Action Plan 2018/19

Area	Action	Steps by Whom	By when
1. Strengthen the operation of the Representations and Complaints Procedure	Continuously ensure that all Social Services staff follow the Guidance and record positive and negative comments and complaints so that the Complaints Officer can keep accurate statistics.	Heads of Service / Service Managers / Team Managers	Ongoing
2. Deal with complaints in an effective and timely manner under Stage 1 and Stage 2 of the Procedure	i) Conduct a thorough investigation of complaints at Stage 1 of the Procedure to ensure a comprehensive response in an effort to allay dissatisfaction and avoid escalation to Stage 2	Heads of Service / Service Managers / Team Managers	Ongoing
	ii) Ensure timely responses to complaints within the set timescale of 10 working days to hold a discussion with the complainant and 5 days from the discussion to send out the written response.	Heads of Service / Service Managers / Team Managers	Ongoing
	iii) Remind managers of the timescales for responding to Stage 1 complaints and the option for sending a partial interim response if more time is	Designated Complaints Officer	September 2018

	<p>needed to thoroughly investigate all matters raised</p> <p>iv) Ensure timely responses to complaints within the set timescale of 25 working days under Stage 2 of the Procedure.</p>	Designated Complaints Officer	Ongoing
3. Learn lessons from investigations into complaints	i) Form action plans in response to recommendations in Stage 2 investigation reports into complaints	Heads of Service / Service Managers	Within 20 working days of providing the complainant with a formal written response and a copy of the investigation report
	ii) Clearly record in Stage 1 responses any actions to be taken in response to learning points identified	Service Managers / Team Managers	Ongoing
	iii) Report quarterly to Social Services management groups on the learning points from complaints	Designated Complaints Officer	Ongoing
4. Provide information regarding the operation of the Representations and Complaints Procedure	i) Ensure that the information regarding the Representations and Complaints Procedure is circulated to every child who receives a service from the Service	Children and Family Services Practice Leaders	Ongoing
	ii) Co-ordinate the completion of the new version of the leaflet on the Representations and	Designated Complaints Officer	August 2018

	Complaints Procedure for children and young people.		
	iii) Provide information to Adult Services service users about the Representations and Complaints Procedure at the point of commencement of care and support assessments, and at the point of going into a nursing or residential home; remind service users of complaints procedure at Annual Reviews	Adult Services Team Managers	Ongoing
5. Raising awareness of the Representations and Complaints Procedure	<p>i) Raise awareness of the Representations and Complaints Procedure as part of the staff induction process</p> <p>ii) Circulate reminders of the need to forward complaints, negative comments and compliments to the Designated Complaints Officer</p>	<p>Designated Complaints Officer</p> <p>Designated Complaints Officer</p>	<p>Ongoing</p> <p>Every 6 months</p>