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CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

Dr Gwynne Jones  
Prif Weithredwr – Chief Executive  
CYNGOR SIR YNYS MÔN  
ISLE OF ANGLESEY COUNTY COUNCIL  
Swyddfeydd y Cyngor - Council Offices  
LLANGEFNI  
Ynys Môn - Anglesey  
LL77 7TW

Ffôn / tel (01248) 752500  
Ffacs / fax (01248) 750839

<b>RHYBUDD O GYFARFOD</b>	<b>NOTICE OF MEETING</b>
<b>PWYLLGOR SGRIWTINI CORFFORAETHOL</b>	<b>CORPORATE SCRUTINY COMMITTEE</b>
<b>DYDD LLUN, 3 MEHEFIN am 1:00 y. p.</b>	<b>MONDAY, 3 JUNE 2019 at 1.00 pm</b>
<b>YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y cyngor, LLANGEFNI</b>	<b>COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGEFNI</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, John Griffith, 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)

Mr Dyfed Wyn Jones (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor-  
Primary Schools Sector)

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

**1**     **DECLARATION OF INTEREST**

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

**2**     **MINUTES OF THE PREVIOUS MEETINGS** (Pages 1 - 20)

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

- 19 March, 2019
- 14 May, 2019 (election of Chair and Vice-Chair)
- 17 May, 2019 (Call-in)

**3**     **MONITORING PERFORMANCE: CORPORATE SCORECARD QUARTER 4 2018/19** (Pages 21 - 42)

To present the report of the Head of Profession (Human Resources) and Transformation.

**4**     **MONITORING IMPROVEMENT IN CHILDREN'S SERVICES** (Pages 43 - 58)

- To present the report of the Head of Children and Families' Services.
- To present the report of the Children's Services Improvement Panel.

**5**     **MEMBERSHIP OF THE FINANCE SCRUTINY PANEL** (Pages 59 - 62)

To present the report of the Scrutiny Manager.

**6**     **FORWARD WORK PROGRAMME** (Pages 63 - 76)

To present the report of the Scrutiny Manager.

## CORPORATE SCRUTINY COMMITTEE

### Minutes of the meeting held on 19 March, 2019

- PRESENT:** Councillor Dylan Rees (Vice-Chair) (In the Chair)  
Councillor Richard Owain Jones (Vice-Chair) (for this meeting only)
- Councillors Lewis Davies, John Griffith, Richard Griffiths, Alun Roberts, Nicola Roberts.
- Co-opted Member: Mr Keith Roberts (The Catholic Church)
- Portfolio Members**
- Councillor Llinos Medi Huws (Leader and Portfolio Member for Social Services)  
Councillor Dafydd Rhys Thomas (Portfolio Member for Corporate Business)
- IN ATTENDANCE:** Chief Executive  
Assistant Chief Executive (Partnerships, Community and Service Improvement)  
Head of Function (Resources)/Section 151 Officer  
Interim Director of Social Services/Head of Adults' Services  
Head of Children and Families' Services  
Head of Learning  
Head of Economic and Regeneration  
Interim Head of Highways, Property and Waste  
Head of Profession (HR) and Transformation  
Programme, Business Planning and Performance Manager  
Architectural Services Manager (GT) (for item 13)  
Scrutiny Manager (AGD)  
Committee Officer (ATH)
- APOLOGIES:** Councillors Aled Morris Jones, Bryan Owen, J. Arwel Roberts, R. Meirion Jones (Portfolio Member for Education, Libraries, Culture and Youth)
- ALSO PRESENT:** Councillors R.G. Parry, OBE, FRAGS (Portfolio Member for Highways, Property and Waste), Robin Williams (Portfolio Member for Finance)
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In the absence of the Chair, the Vice-Chair chaired this meeting of the Corporate Scrutiny Committee. The Committee was agreed that a Vice-Chair be appointed, and Councillor Richard Owain Jones was duly elected to serve as Vice-Chair for this meeting only.

#### 1 DECLARATION OF INTEREST

Councillor Dylan Rees declared a personal interest in item 7 on the agenda as Chair of the Governing Body of Ysgol Bodffordd. He stood down as Chair of this meeting for item 7 taking part in the discussion as a Local Member only.

Councillor Nicola Roberts declared a personal interest in item 7 on the agenda as a school governor and as the parent of a child attending Ysgol y Graig.

## **2 MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting of the Corporate Scrutiny Committee held on 4 February, 2019 were presented and were confirmed as correct.

## **3 PERFORMANCE MONITORING: CORPORATE SCORECARD QUARTER 3 2018/19**

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 3 2018/19 was presented for the Committee's consideration. The report portrayed the position of the Council against its operational objectives as outlined and agreed at the beginning of the year at the end of the third quarter.

The Portfolio Member for Corporate Business reported that overall the Scorecard reflects the very good performance of services, and the best performance against the Performance Indicators at the end of Quarter 3 since the Council began monitoring and tracking performance in this format. The report highlights three areas where performance is below target, two of which are in Adults' Services – PM20a: the percentage of adults who completed a period of re-ablement and have a reduced package of care and support 6 months later and PAM/025 (PM19): the rate of people kept in hospital while waiting for social care per 1,000 population aged 75+; the third underperforming area (PAM018) is in the Regulation and Economic Development Service and relates to the percentage of all planning applications determined in time. The report refers to factors which have contributed to the below target performance in those areas and outlines the mitigating actions that will be taken to improve performance by Quarter 4.

The Portfolio Member referred to People Management and confirmed that sickness absence levels are on a par with the figure for the same quarter in 2017/18 namely 2.69 working days lost per FTE days. There continues to be assurance that Services are following procedure in accordance with the managing absence policy.

In relation to Customer Service the number of registered users of both AppMôn and the Council's website continues to grow which is a positive result in light of the delayed release of the new Council website because of technical issues. It is expected that once the new website is up and running it will lead to increased use of online forms and online contact as well as online payments. Due to a long-term sickness absence within the team responsible for collating data, it is not possible to report on Customer Complaints or FOI requests for the quarter. In Social Services, the rate of written responses to complaints within timescale in Children and Families' Services continues to fall short of target with no written response having been provided within timescale for 13 of the 27 Stage 1 complaints - although for 22 of those complaints a discussion with the complainant was held within timescale. The written response rate to complaints within Children and Families' Services has been highlighted as an area for improvement by the SLT. The Portfolio Member said that Appendix B to the report provides an overview of the performance to date of the Council's current service transformation projects.

In the subsequent Committee discussion of the report, the following issues were raised –

- That the report conveys an improving picture of Council Service performance with some pockets of underperformance. The challenge is to maintain and consolidate this level of performance into Quarter 4 and beyond whilst addressing the specific areas where performance is lagging.
- That timely response to complaints by Children and Families' Services is highlighted in the report as an issue and has been a source of underperformance in previous

quarters. Is there an additional role for the Children's Services Improvement Panel in supporting and monitoring improvement?

- That the Scorecard indicates a downward trend in performance for processing and determining planning applications on time due partly to a staff absence and heavy workload in shaping the new planning system. What actions are being taken to overcome these difficulties?
- That there has been a year on year decline since 2016/17 in performance with regard to the percentage of adults who completed a period of re-ablement and have a reduced package of care and support 6 months later; performance remains below target in Quarter 3 2018/19. What is being done to reverse the decline and raise performance to target level?
- That attendance at work in the primary schools sector is an area ragged as RED whilst for the secondary sector it is ragged GREEN. What accounts for the disparity in performance and what plans does the Learning Service have to support primary schools to improve attendance at work?
- That performance in relation to the percentage of Year 11 leavers not in Education, Training or Employment (NEET) is shown as being in the lower quartile (RED). There is no performance or target information to provide context.
- Whether there are any risks to the Council because of the high rate of Delayed Transfer of Care?
- Whether there are any specific obstacles to raising performance in relation to RTWs to target level/GREEN RAG rating?

Clarifications/explanations were provided by Officers and Portfolio Members as follows -

- That the performance of Children's Services in terms of holding a conversation with complainants is good but the Service has not been as effectual in providing a written response within time. The situation is improving. In Quarter 1, out of 5 complaints 2 received written responses within time; for Quarter 2, 7 out of 14 complaints had a written response within time and for Quarter 3 a written response was provided within time to 5 out of 8 complaints. In the 3 cases where a written reply was not issued within time – one was due to the Social Worker being on leave, the second required a multiple response where the complainant was asked to agree to a time extension and the third was delayed due to the workload of the Service Manager at the time. The response process has now been amended to provide informal resolution of a complaint within 48 hours; a countdown process has been put in place so that service managers are reminded of how many days they have remaining in which to issue a written response and, in the event that a Service Manager has to deal with several complaints, the work is distributed among staff so that the complainant is not kept waiting for a reply. The Children's Services Improvement Panel currently has a full work programme and it is not deemed appropriate to ask it to undertake additional work in relation to monitoring complaints.
- That workloads in the Planning Service have increased both in terms of volume and complexity; this has been compounded by vacant posts and sickness absence at the level of professional planning officer who assess planning applications. Re-structuring has taken place and appointments have been made. The staff structure will be looked at again to establish whether any areas need to be strengthened further.
- That with regard to performance in relation to the percentage of adults who completed a period of re-ablement and have a reduced package of care 6 months later, although the Service's approach to re-ablement has remained consistent some of the cases presenting recently have involved complex needs with the result that the scope to improve the situation of the individuals concerned is reduced in comparison with what the Service has been able to achieve historically. Performance against the indicator is also influenced by the small number of cases involved. It is therefore considered that

the recent decline in performance is due to these specific factors and does not signify an ongoing trend.

- That with regard to improving attendance at work in schools, considerable work has been undertaken in the secondary sector to support schools to improve their sickness absence rate and this is reflected in the improved performance. In the primary sector, 10 schools with higher rates of sickness absence have been identified and have been targeted for support to ensure they are implementing the appropriate sickness absence management processes. Early indications suggest that this intervention is yielding results in most of the targeted schools. The Authority is committed to working with primary schools to address sickness absence rates and to ensure that they adhere to agreed procedures for managing sickness absence knowing also that there are pressures on teaching staff.
- That with regard to NEETs, the Learning Service is aware of the circumstances of the 27 individuals who come within this category. Some of the 27 individuals are not in employment, education or training due to mental health issues, due to homelessness, and due to parenthood or in one case because of a refusal to engage. The ADTRAC project which seeks to support young people between the ages of 16 and 24 who are classified as NEETs to get a job or apply for training is now up and running in Ynys Môn and is beginning to have an impact.
- That with regard to Delayed Transfer of Care, the newly commissioned patch based Domiciliary Care contract is beginning to have a positive impact on the figures, and performance in Q3 (1.53) has improved on both the performance in Q2 (1.79) and more significantly on that in Q1 (2.30). The focus of work currently is on ensuring sufficient capacity to meet increasing demand in order to be able to address any concern with regard to performance in Q4 and collaboratively with the Health Board, to ensure that the data coding process is robust and that no clients are incorrectly coded.
- That with regard to Return to Work Interviews (RTWs), part of the challenge lies in being able to meet the timescales for conducting the interviews in circumstances where the Line Manager may be away from work or where staff are based off-site e.g. cleaners, home carers etc. Conducting RTWs online would mean losing the personal contact which a face to face interview provides and not every member of staff has access to the internet.

**Having considered all the information presented as well as the clarifications provided by the Officers/Portfolio Members on the points raised, it was resolved that the Corporate Scrutiny Committee –**

- **Notes the areas which the Senior Leadership Team is managing to secure improvements into the future as outlined in the report in relation to Adults' Services, the Planning Service, Attendance at Work and Complaints' Management arrangements in Children's Services, and that it**
- **Recommends the mitigation measures for those areas as set out in the report.**

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

#### **4 REVISED SCHOOL TRANSPORT POLICY**

The report of the Head of Learning incorporating a revised School Transport Policy was presented for the Committee's consideration and scrutiny.

The Leader reported that the revised School Transport Policy has been the subject of a Members' Briefing Session and has also been scrutinised by the Finance Scrutiny Panel which gave careful consideration to its financial impact. The reformed policy clearly sets

out the Authority's arrangements and eligibility criteria for providing transport for the Isle of Anglesey County Council's school and college pupils.

The Head of Learning highlighted that the revised Policy adheres closely to the Learner Travel (Wales) Measure 2008 and the Learner Travel: Statutory Provision and Operational Guidance 2014 and it is sufficiently detailed to enable the Authority to respond to situations and circumstances with clarity and consistency. The Officer said that there were aspects of school transport arrangements which needed to be reviewed clarified, and amended; that has happened during the year with a resulting positive impact on the school transport budget.

In the subsequent Committee discussion of the report, the following issues were raised –

- Can assurances be given that transport to school will be provided on routes which may be considered hazardous even if those routes are below the statutory qualifying distance?
- Whether the policy treatment of faith schools is consistent with the policy approach overall given that it is stated at section 3.2 of the policy that the Authority will consider on a discretionary basis, applications for transport to the nearest suitable Faith School if it is the parental/carer's choice and that this will apply even if the school is not their nearest suitable school but is within the Local Authority area.
- What financial effects are there to the policy?
- It was noted that no transport will be provided for children aged 3 or 4 attending nursery school or nursery classed. However, transport will be provided for eligible children from the commencement of the school year in which the child attains the age of 5 and starts full-time education meaning that it is possible that a 4 year old child who has his/her 5<sup>th</sup> birthday later in the school year could be eligible for transport. Have the risks of transporting a child as young as 4 by bus unsupervised been assessed?
- It was noted that the Authority will not provide transport to or from out of school clubs (i.e. breakfast clubs, after school clubs or extra-curricular activities that fall outside the school curriculum). How can this approach be reconciled to the needs of children whose parents do not have their own transport who live in areas where access to public transport might be limited and who have need for breakfast clubs; how may the Education Authority address this need in the context of the Policy?
- How successful is the Authority in collecting and administering payments for school transport?

Clarifications/explanations were provided by Officers and Portfolio Members as follows –

- That section 2.10 of the Policy outlines the arrangements with regard to hazardous routes and confirms that for learners who live below the statutory qualifying distance shown in section 2.2 of the policy, the Authority will provide transport to school if the route has been assessed as hazardous by the appropriate Isle of Anglesey County Council Officer following the guidance provided in the Learner Travel: Statutory Provision and Operational Guidance June, 2014.
- That with regard to providing transport to Faith schools, the Authority will consider providing transport to the nearest suitable faith school if that is the parental choice and will also consider applications if the school is not the nearest suitable school provided the school is within the Local Authority area; the Authority will not provide transport to a faith school outside the Local Authority area if there is a school of the same faith within the Local Authority area.
- That whilst the Policy will not be fully implemented until September, 2019 its effects on the financial situation have already been felt in the previous few months in reduced taxi journeys. The policy manages expectations for school transport by setting out clear guidance for when transport to school will be provided. It is anticipated that full

implementation of the policy will over time have a positive impact on current budgetary pressures.

- That with regard to transporting nursery age children by bus, the Authority has strict regard to the Welsh Government guidelines in all aspects of the school transport it provides.
- That with regard to attendance at breakfast clubs, it may be possible to look at the timing of school transport so that those pupils who need to, can access transport to attend breakfast clubs.
- That although collecting payment for school transport where that is due can sometimes be a challenge, the working partnership that has developed between the Learning Service, the Highways Service and the Resources Service over the past year as they have worked collaboratively to address school transport issues is a basis for dealing more effectively with payment and other school transport matters.

**Having considered all the information presented as well as the clarifications provided by the Officers/Portfolio Members on the points raised, it was resolved that the Corporate Scrutiny Committee –**

- **Recommends adoption of the revised School Transport Policy by the Executive.**
- **Recommends that where practicable, consideration be given to the timing of school transport to ensure that pupils who need to can access transport to attend breakfast clubs.**
- **Notes the comments of the Finance Scrutiny Panel.**

**NO ADDITIONAL ACTION WAS PROPOSED**

## **5 MONITORING PROGRESS: CHILDREN'S SERVICES IMPROVEMENT PLAN/ CHILDREN'S SERVICES IMPROVEMENT PANEL**

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

The Leader and Portfolio Member for Social Services reported that the report marks a milestone in the Children's Services' improvement process in that moving forward it has been agreed to close down the current Service Improvement Plan (SIP) and to produce a Service Development Plan for 2019-22. This will include any outstanding actions from the Current SIP that need to be further progressed and will incorporate the 14 areas for development identified by Care Inspectorate Wales in its re-inspection report of December, 2018. The whole service will be working under the new Service Development Plan which will be agreed by the Service's Senior Management Team, the Children's Services Improvement Panel, the Corporate Scrutiny Committee and the Executive. The Service will also be undertaking the specific improvement activities listed in the report to consolidate the progress already made.

The Head of Children and Families' Services referred to progress with recruitment and retention as well as with developing the Small Group Homes model which is an initiative which will allow some of the children who may currently be in care placements far away from Anglesey to be looked after locally in "homely" surroundings which replicate the way in which their peers live i.e. living in the community, attending the local school, making friends in the neighbourhood. Also, as part of the effort to improve placement options to meet demand, the Service is looking to recruit and retain more Foster Carers and the report summarises the benefits which the new Foster Care package will provide to the Authority's Foster Carers when it is implemented in April, 2019.



In the subsequent Committee discussion of the report, the following issues were raised –

- That significant progress has been made by Children’s Services over the lifetime of the Service Improvement Plan. However, 14 areas for further development were identified by CIW. Are there any areas within the 14 identified which require priority attention and does the service have the resources to address these matters and take the Service Development Plan forwards?
- Arrangements in relation to the Small Group Homes including staffing, registration and the plans for opening more small group homes beyond the 2 homes which are expected to open in each of the 2019/20 and 2020/21 financial years.
- Whether consideration has been given to allocating council housing to individuals/families wanting to foster which would fulfil the same objective as having staff caring for looked after children in council properties.

Clarifications/explanations were provided by Officers and Portfolio Members as follows –

- That over the course of the implementing the Service Improvement Plan, Children’s Services have developed a greater self-awareness and know where the Service is at, where it wants to get and how it will do so. After-care and care leavers are among the priority areas for the next phase for which plans are being developed. The process of improvement and self-evaluation in Children’s Services is a continuous one and this process must happen within the context of the resources that are available. The task is to maintain the pace of improvement thereby building a Service that is resilient to the challenges that Children’s Services face.
- That Small Group Homes will enable some children who may at present be in care placements far away from Anglesey to return to the locality and to live under conditions that replicate as far as possible, a normal home environment. They are not meant to provide for looked after children whose needs are acute or complex who will continue to receive specialist provision appropriate to their specific needs. In terms of staff, the main aim is to keep the staffing rota constant, minimising changes in staff so that the children who will be living in Small Group Homes see the same faces and have continued contact with the same carers thereby bringing continuity and normality to the care they receive. Local Authority properties have been identified and work has started on making those homes suitable having regard to CIW’s registration requirements. Identifying further suitably located properties will be done in collaboration with the Housing and Education services.
- That under housing policy the Housing Service can consider access to council housing by for example, a fostering family/foster carer in need of an extra bedroom to accommodate a foster child who may otherwise have to be placed in care, and that an assessment would be made on the basis of that need.

**Having considered all the information presented as well as the clarifications provided by the Officers/Portfolio Members on the points raised, it was resolved that the Corporate Scrutiny Committee confirms that it is satisfied with the following –**

- **The steps taken to progress implementation of the Service Improvement Plan and the pace of progress;**
- **for the Service to move forward with a new Service Development Plan that will replace the current Service Improvement Plan;**
- **the pace of progress and improvements made to date within Children and Families’ Services.**

**NO ADDITIONAL ACTION WAS PROPOSED**

- A report from the Children's Services Improvement Panel describing the work and output of the Panel during the period from December, 2018 to February, 2019 was presented for the Committee's consideration.

Councillor Richard Griffiths, the Corporate Scrutiny Committee's representative on the Panel reported on the main points noting that no specific matters have been escalated for the Committee's attention in this quarter; the Committee is asked to consider whether it is satisfied with the robustness of the Panel's monitoring thus far.

The Committee noted that the Panel in its February, 2019 meeting had given consideration to elective home education, and that it has requested an update on national developments in 6 months' time. The Committee was informed that in the absence of national guidance at this point in time, the Panel had agreed to continue with local work to support parents educating their children at home by way of an information package.

The Committee further noted that on World Social Work Day it was appropriate for Members to express their gratitude for and appreciation of the work done by the Council's Social Workers in what can often be a challenging environment.

**Having considered the report, the Corporate Scrutiny Committee resolved to note the following –**

- **The progress made to date with the work of the Children's Services Improvement Panel in term of achieving its work programme.**
- **That the current Service Improvement Plan has now been brought to a close with the 2 remaining priority areas yet to be fully implemented being transferred to the new Service Development Plan.**
- **The areas of work covered during Laming Visits as a means of further strengthening accountability and the knowledge and understanding of Panel members.**
- **The ongoing development programme for Panel members much of which is delivered in-house.**

**NO ADDITIONAL ACTION WAS PROPOSED**

## **6 EXCLUSION OF PRESS AND PUBLIC**

**It was considered and resolved under Section 100(A)(40) of the Local Government Act 1972, to exclude the press and public from the meeting during the discussion of the following item on the grounds that it may involve the disclosure of exempt information as defined in Schedule 12A of the said Act and in the attached Public Interest Test.**

## **7 SCHOOLS' MODERNISATION PROGRAMME: FULL BUSINESS CASE FOR LLANGEFNI AREA (BODFFORDD AND CORN HIR)**

*This item was chaired by Councillor Richard Owain Jones, the Vice-Chair for the meeting.*

The report of the Head of Learning incorporating the Full Business Case for a new primary school to replace Ysgol Bodffordd and Ysgol Corn Hir was presented for the Committee's consideration.

The Leader and Portfolio Member for Social Services reported that if the Full Business Case is approved by Welsh Government, it will secure 50% of the finance for the project, the project being at the end of the Band A phase.

The Head of Learning said that an application for a Welsh Medium Capital Grant for a Nursery Unit was approved in November, 2018 and that the Education Minister approved the Strategic Outline Business case and Outline Business Case (SOC/BOC) for the new school in principle in January, 2019. The Full Business Case sets out the strategic, economic, commercial, financial and managerial justification for the proposal. The Officer referred to the specification for the build which will be for a community school accommodating 360 pupils taking into account prospective housing developments in this part of Llangefni and providing for up to 10% spare capacity; it will have a larger main hall for community activities, a community meeting room and a pre-school nursery unit for 2 to 4 year olds. External areas will include a playing field, MUGA games area, hard play areas, soft play areas and a garden area. The FBC also sets out the outline project timescale for the new build and school opening.

The Head of Learning said that the Executive's decision on 30 April 2018 to approve a new school to replace Ysgol Bodffordd and Ysgol Corn Hir also referenced Ysgol Henblas whereby an education provision was to be maintained in Llangristiolus either by maintaining the current Ysgol Henblas or by merging Ysgol Henblas with the new school and creating one school on two sites. This decision was linked to the Council receiving assurance that standards at Ysgol Henblas are improving and that pupil numbers remain constant. An Estyn re-inspection of Ysgol Henblas in October 2018 confirms that the school has made sufficient progress in relation to the recommendations made following the inspection in May, 2017 and can be taken out of the list of schools that are in need of significant improvement. Projections also indicate that pupil number at Ysgol Henblas will remain constant for the next 3 years. Consequently, the Authority therefore feels that it has had assurance as regards improving standards at Ysgol Henblas and the stability of pupil numbers. It is therefore recommended that Ysgol Henblas be removed from the proposal.

In the subsequent Committee discussion of the report, the following issues were raised –

- How does the Full Business Case satisfy the matters raised previously by the Committee at the Outline Business Case stage in relation to highway issues and adequacy of parking arrangements; traffic and road safety issues in the vicinity of the new school and the future of Canolfan Bodffordd as a community resource?
- How affordable is the Full Business Case for the Council in light of the challenging programme of savings that it will have to implement over the next 3 years at least.

Clarifications/explanations were provided by Officers and Portfolio Members as follows –

- That with regard to the parking standards for new schools, a parking place is required for each member of staff, for visitors equivalent to half the number of spaces for staff and for parents, a space for each 10 pupils - in this scheme there are 50 parking places for staff, 25 for visitors and 36 for parents (total of 61 for visitors). However, the scheme overall provides for 70 parking places for visitors including 6 disabled parking bays in addition to the 50 for staff making a total of 120 parking spaces.
- That in terms of highways issues, the application has been dealt with by Highways Officers in the same way as any other external application. Highways Officers have assessed the traffic flow for the scheme which differs from traffic flow associated with most developments in reaching peak volume at morning drop-off and afternoon pick up times; Officers have had particular regard to the scheme's potential effects on highway safety and general road users in the area. A number of traffic management options were considered with the favoured option being a roundabout at the entrance to the new school site which will act as a traffic calming measure. The roundabout has been designed by an external company and has been assessed by North Wales Police's Road Safety Manager who is satisfied that with regard to the visibility from the direction of Bodffordd, the roundabout is situated at an appropriate distance from the town and the entrance into the Corn Hir estate. In addition, a Toucan pedestrian

crossing will be located between the roundabout on the town side and the turning into Bryn Meurig and Corn Hir. Footpaths on the way to the new pedestrian crossing will also be widened. In order to ensure traffic slowdown from the direction of Bodffordd a number of new road signs will be erected to alert drivers to the new road layout ahead – speed humps are not an option in this area and would not likely be supported by the Police.

- That discussions have taken place with regard to safeguarding community use of Canolfan Bodffordd and meetings have been held; this is an ongoing process with those discussions now expected to be taken forwards to the next stage.
- That with regard to financing the project at a time of austerity, the detailed costs are set out in the Full Business Case with 50% being funded through Welsh Government's 21<sup>st</sup> Century Schools Programme and 50% through the Council's capital resources. The Authority's contribution is expected to be funded by means of capital receipts from the sale of surplus sites and unsupported borrowing. The scheme differs from the school modernisation schemes previously implemented in that it creates rather than reduces school places in the area, insufficient capacity in this part of Llangefnï being the issue. Although this specific project therefore results in a net additional cost rather than a saving, the costs are evened out across the School Modernisation Programme as a whole. The annual borrowing costs to repay the sum taken out as unsupported borrowing are accounted for and are reflected in the Medium Term Financial Plan. In light of the pressing capacity issues at Ysgol Corn Hir doing nothing was not an option and, given the availability also of Welsh Government funding and prevailing low interest rates neither of which might apply in future, the proposal represents the best option financially.

**Having considered all the information presented as well as the clarifications provided by the Officers/Portfolio Members on the points raised the Corporate Scrutiny Committee resolved to recommend to the Executive that it approves the following –**

- 1. The Full Business Case (FBC) for a new primary school instead of Ysgol Bodffordd and Ysgol Corn Hir.**
- 2. That the Full Business Case (FBC) for a new primary school instead of Ysgol Bodffordd and Ysgol Corn Hir be sent to Welsh Government.**
- 3. That Ysgol Henblas be removed from the proposal.**

**NO ADDITIONAL ACTION WAS PROPOSED**

**Councillor Dylan Rees  
Chair**

# **CORPORATE SCRUTINY COMMITTEE**

## **Minutes of the meeting held on 14 May 2019**

- PRESENT:** Councillors Lewis Davies, John Griffith, Richard Griffiths, Richard Owain Jones, Bryan Owen, Dylan Rees, Alun Roberts, J A Roberts, Nicola Roberts.
- IN ATTENDANCE:** Chief Executive,  
Head of Function (Council Business)/Monitoring Officer,  
Head of Democratic Services,  
Committee Officer (MEH).
- ALSO PRESENT:** Councillor Margaret M Roberts – Chair of the County Council
- APOLOGIES:** Councillor Aled Morris Jones.
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### **1 DECLARATION OF INTEREST**

None received.

### **2 ELECTION OF CHAIRPERSON**

Councillor Aled Morris Jones was elected Chairperson for the Corporate Scrutiny Committee.

### **3 ELECTION OF VICE-CHAIRPERSON**

Councillor Dylan Rees was elected Vice-Chairperson of the Corporate Scrutiny Committee.

**COUNCILLOR MARGARET M ROBERTS  
AS CHAIR OF THE COUNTY COUNCIL**

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# CORPORATE SCRUTINY COMMITTEE

## Minutes of the Call-In meeting held on 17 May, 2018

**PRESENT:** Councillor Dylan Rees (Vice-Chair) (In the Chair)  
Councillor John Griffith (Vice-Chair) (for this meeting only)

Councillors Lewis Davies, Richard Griffiths, Bryan Owen, Alun Roberts, Nicola Roberts

Co-opted Members: Mr Keith Roberts (The Catholic Church) Mr Dyfed Wyn Jones (Parent-Governor - Primary Sector)

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

Councillors Kenneth Hughes, R. Llewelyn Jones, Peter Rogers.

### **Portfolio Members**

Councillor Llinos Medi Huws (Leader)  
Councillor R. Meirion Jones, (Portfolio Member for Education, Libraries, Youth and Culture)  
Councillor Robin Williams (Portfolio Member for Finance)

**IN ATTENDANCE:** Chief Executive  
Head of Function (Resources) and Section 151 Officer  
Head of Function (Council Business)/Monitoring Officer  
Interim Head of Highways, Waste and Property Services  
Principal Valuation Officer (TDE)  
Scrutiny Manager (AGD)  
Committee Officer (ATH)

**APOLOGIES:** Councillors Aled Morris Jones, Richard Owain Jones, J. Arwel Roberts, Nicola Roberts, Mrs Anest G. Frazer (The Church in Wales) Councillor R. G. Parry, OBE, FRAGS (Portfolio Member for Highways, Waste and Property)

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In the absence of the Chair, Councillor Aled Morris Jones who was not present because of a close family bereavement, the Vice-Chair, Councillor Dylan Rees chaired the meeting. Councillor John Griffith was elected Vice-Chair for this meeting of the Corporate Scrutiny Committee.

In welcoming all those present to the meeting, the Chair extended a particular welcome to his first meeting of the Corporate Scrutiny Committee to Mr Dyfed Wyn Jones as a Parent Governor representative of the primary schools sector.

### **1 DECLARATION OF INTEREST**

No declaration of interest was received.

## **2 CALL-IN OF A DECISION – ANGLESEY FURTHER EDUCATION TRUST ANNUAL REPORT AND ACCOUNTS 2017/18**

A decision made by the Executive at its meeting held on 29 April, 2019 to approve the Annual Report and Accounts of the Anglesey Further Education Trust for 2017/18 was called in by Councillors Peter Rogers, Kenneth Hughes, Robert Llewelyn Jones, Bryan Owen, and Shaun Redmond. The Executive's decision, the call-in request and the report by the Head of Function (Resources)/Section 151 Officer to the meeting of the Executive on 29 April, 2019 incorporating the Annual Report and Accounts of the Anglesey Further Education Trust for 2017/1 were presented.

Councillor Peter Rogers as Lead Call-In Member, explained the reasons for calling in the decision made by the Executive on 29 April 2019 as set out in the call-in request form which were as follows –

- The almost flippant way the Executive passed the report
- The report presented to the Executive paid attention to bad debts and financial losses in the accounts due to continuing ongoing repair costs
- No evidence of actually supporting further education for young people during their final years or having left school, to support their training needs

Councillor Peter Rogers said that he was concerned by the almost cursory way in which the Executive had approved the Annual Report and Accounts of the Anglesey Further Education Trust for 2017/18 at its meeting held on 29 April, 2019 with few questions being asked about what the figures showed in terms of the performance of the Trust and whether it was meeting its aims and objectives of assisting current and past pupils with finishing their education and/or further education and training. Councillor Rogers referred to the history of the Anglesey Further Education Trust and its founding principles and said that he was concerned that the accounts show that income from the land and smallholdings which form part of the David Hughes endowment is not being optimised with the Trust making a financial loss in 2017/18 due to repair costs. With more attentive management greater revenue could be generated from the land and properties and put to the educational use for which the Trust was established. Councillor Rogers highlighted that the 2014/15 Annual Report states that grants from the Trust Fund stopped a number of years previously and he questioned whether the grant funding application forms are being circulated as they should in April of each year. Whilst the Executive as part of its decision on the matter is engaging in a review of the Trust which he believed is the latest in a number of modifications that has taken place over the years, and has asked for a progress report within 6 months, that time could be spent in inviting applications for funding, distributing the money and thereby helping the young people in the way the Trust intended.

Councillor Rogers referred also to the governance of the Trust as summarised in the Annual Report noting that the Isle of Anglesey County Council is the sole trustee of the Anglesey Further Education Trust Fund and that the charity is run by the Council's Executive Committee. The Annual Report states that new trustees are briefed on their legal obligations under charity law, the content of the governing document and the decision-making process. Any training needs are identified and addressed internally by other existing trustees and officers of the Council. Councillor Rogers questioned whether this is actually taking place.

Councillor Peter Rogers said that in making the call-in request he was asking that the Executive be requested to rescind its decision of 29 April to put in place a procedure that would provide immediate benefit to the Island's young people today, whilst consideration is given to amending the Trust in the long-term including looking at whether the Trustees have the appropriate skills and whether they are being provided with training.



Councillor R. Llewelyn Jones and Councillor Kenneth Hughes not members of the Corporate Scrutiny Committee, were given the opportunity to speak as signatories of the call-in request and they spoke in support of Councillor Peter Rogers stating that it is important that this matter is scrutinised in order to establish whether things can be done better or differently for the benefit ultimately of the young people who are meant to be the main beneficiaries of the Trust Fund.

The Head of Function (Resources)/Section 151 Officer in clarifying the composition of the Anglesey Further Education Trust said that the Trust comprises of three funds one of which is the David Hughes Charitable Estate (Endowment Fund) which produces rental income from the land and cottages which form part of the endowment. After the management, financial and administration costs of the estate have been deducted the remaining net income can be distributed. A quarter of any surplus income is paid to the David Hughes Charity for the Poor; this charity is not connected to the Council and is managed independently of it. The remaining income then forms part of the Anglesey Further Education Fund which is divided into two further funds – Anglesey Further Education Trust Fund whereby  $\frac{1}{3}$  of the funds is used to benefit current pupils in the five secondary schools maintained by the Council, and the Anglesey Further Education Trust Fund whereby  $\frac{2}{3}$  of the funds is used to assist former pupils of the five secondary schools with further or higher education and training. The Trustees (the Council) distribute funds in accordance with a Scheme dated 18 July, 1960 (which significantly modifies the earlier 1939 Scheme) under which the Trust is regulated. This function i.e. distribution of educational grants has been delegated to the Head of Learning.

The Officer said that the 1960 Scheme states that “the Council may apply such yearly sums they think fit to provide special benefit for senior pupils at county schools. The Council may apply such yearly sums as they think fit being not more than  $\frac{1}{3}$  of the said net yearly income in providing such special benefit of any kind not normally provided by the Council in its capacity as Local Education Authority for senior pupils as in the opinion of the Council may assist or encourage the said pupils to finish their courses at one of the county’s schools specified in this scheme provided that if in any year a sum less than the said  $\frac{1}{3}$  is expended under this clause, the Council may if they think fit accumulate the balance for application under this clause in any subsequent year.” The Scheme also provides under “Other Educational Benefits” that “subject thereto, the residue of the said net yearly income shall be applied by the Council in one or more of the following ways for the benefit of the persons of either sex resident in the administering county of Anglesey who have not attained the age of 25 years who have for not less than 2 years at any time attended one of the county schools specified in the Scheme and who are in the opinion of the Council in need of financial assistance.” The Scheme specifies what the funding may be used for namely -

- “in the award to beneficiaries of exhibitions tenable at any training college for teachers, university or other institution of further, including professional and technical education, approved by the Council to be awarded under rules to be made by the Council including rules as to the value and period of tenure of exhibitions and qualifications and method of ascertainment and selection of candidates;
- in the provision of financial assistance, outfits, clothing, tools, instruments or books to enable beneficiaries on leaving school, university or any other educational establishment to prepare for or to assist their entry into a profession, trade or calling;
- in otherwise promoting the further education or training including postgraduate study of beneficiaries.”

The Head of Function (Resources)/Section 151 Officer said that although the Scheme indicates how the funds should be spent, the language used means that some of the

definitions are not easy to interpret and are therefore difficult to apply when determining who is eligible for funding under the Trust. The Executive has asked that in the interests of clarity and in order to enable the Learning Service and schools to gain a better understanding of eligibility under the rules of the Trust, the definitions be reviewed with the help of external legal advice. This process has started.

Councillor Bryan Owen, a member of the Committee and also a signatory of the call-in request sought clarification of the income generated by the Trust, where the responsibility for training its Trustees lies and whether the training has been provided.

The Head of Function (Resources)/Section 151 Officer said that for 2017/18 the Trust received £128,223 income in total, £124,087 of which was made up of rent and £4,136 made up of investment income. Expenditure came to £177,917 of which £119,473 was on repairs and maintenance; a further £13,092 was spent on support costs leading to an overall year end loss of £62,786. This was not unexpected as the capital expenditure was planned. Whilst there was no surplus income from which to distribute funds in 2017/18, funds not distributed in previous years were available and grants to the value of £1,000 were awarded. The Officer said that the Trust has generated a surplus in previous years but because of the investment in the estate which comes out of the Trust Fund, it did not do so in 2016/17 or 2017/18. The Officer said that he could not confirm whether the Executive Committee as the decision-making body with respect to the Trust has received training.

The Leader, Portfolio Member for Finance and the Portfolio Member for Education, Libraries, Youth and Culture were given the opportunity to respond; they emphasised that the Annual Report and Accounts for 2017/18 is a factual document and that this was only the second occasion on which the Executive has been presented with the annual report with the first being the 2016/17 Annual Report and Accounts which was presented to the Executive in March 2018. The 2017/18 accounts show a loss because of the money expended on the repair, maintenance and upgrade of the estate. Recognising that the way the Trust is currently structured is restrictive and that the scheme under which it is managed is antiquated in its language, the Executive has asked that the Trust be reviewed so that these can be brought up to date so that the Trust funds can be distributed more effectively and to a greater number of beneficiaries in a way that responds to their needs and better reflects modern educational requirements.

Councillor Peter Rogers as the Lead Call-in signatory was given the opportunity to summarise.

The Committee considered the information presented and made points as follows –

- The Committee noted and accepted that the Annual Report and Accounts show how the Trust has been managed and money spent during the year and are as such a statement of fact prepared in accordance with financial reporting requirements for charities although it was noted that no reference is made therein to an Annual General Meeting.

The Head of Function (Resources)/Section 151 Officer clarified that the receipt of the 2017/18 Annual Report and Accounts by the Executive on 29 April, 2019 effectively constitutes the Annual General Meeting.

- The Committee noted that money has been spent over the past 2 years in upgrading the estate which accounts for the lack of surplus revenue for distribution for those years.

- The Committee noted that a review of the Trust has been commissioned with a view to updating it to make it more relevant to today's educational environment which it welcomed if that means more young people may potentially benefit from it. The Committee noted however that the review should be completed as soon as possible.

The Head of Function (Resources)/Section 151 Officer said that the intention is to clarify and update the wording of the Trust's scheme of operation whilst leaving its aims and objectives unchanged which may mean the review can be expedited sooner.

- The Committee noted that it is unclear whether the Trustees of the Anglesey Further Education Trust have received training and that consequently their training requirements need to be established and addressed as appropriate.
- The Committee noted that there is scope for Scrutiny to add value in scrutinising the review of the Anglesey Further Education Trust to see whether the changes made meet the requirements.

The Chair said 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 addition, the Committee may wish to make recommendations on any of the points which it has noted during the discussion.

It was proposed and seconded that the call-in request be rejected. An amendment was made that the call-in be accepted and the decision sent back to the Executive; the amendment was not seconded. In the ensuing vote the proposal to reject the call-in was carried.

**It was resolved –**

- **To reject the call-in of the Executive's decision from its meeting held on 29 April, 2019 in relation to the Annual Report and Accounts of the Anglesey Further Education Trust for 2017/18 and also,**
- **To recommend –**
  - **That the training needs of the Trustees of the Anglesey Further Education Trust be looked at and addressed;**
  - **That the review of the Anglesey Further Education Trust instigated by the Executive be also referred to Scrutiny for its consideration.**

*The Executive's decision of the 29 April, 2019 therefore takes effect forthwith.*

**Councillor Dylan Rees  
Chair**

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<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	CORPORATE SCRUTINY
<b>Date:</b>	3 JUNE 2019
<b>Subject:</b>	SCORECARD MONITORING REPORT - QUARTER 4 (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

<b>1 - Recommendation/s</b>	
<b>1.1</b>	This is the final scorecard of the financial year 2018/19.
<b>1.2</b>	It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and in consultation with the Shadow Executive.
<b>1.3</b>	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 –
<b>1.3.1</b>	Underperformance is recognised and managed with mitigation measures completed to aide improvement during 2019/20. Particular emphasis is given to those indicators which have seen a declining trend year upon year to ensure performance improves during 2019/20
<b>1.3.2</b>	To hold a workshop with the SLT, Executive and Shadow Executive during Q1 to confirm relevant indicators for inclusion on the 2019/20 scorecard
<b>1.3.3</b>	To revise the 19/20 targets to ensure they are challenging yet achievable and where targets are not met in the year that a year on year improvement is the minimum expectation
<b>1.3.4</b>	A continued focus is made on maintaining and/or improving attendance at work with the responsibility for this sitting with service managers supported by the Corporate Sickness Absence

	Co-ordinator and HR staff. Challenge panels should also be utilised as and when required
<b>1.3.5</b>	A corporate target of 9.75 days sickness per FTE for 2019/20 is adopted once again.
<b>1.3.6</b>	The newly established Transforming Business Processes Board should consider how the Customer Service Indicators should be monitored as part of their developing work on the Customer Service Strategy to ensure that there is a proactive approach to improving customer service.
<b>1.3.7</b>	The new Children & Family Services procedure for responding to complaints is embedded into day to day activities in order to reduce the number of complaints and improve the rate of written responses to complaints within timescales
<b>1.4</b>	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. There is a reported decline in aspects of performance in adult and planning services during Quarters 3 and 4. What additional mitigation measures have been considered in order to have a positive impact on performance during 2019/20?
2. How achievable is the attendance at work target for 2019/20 given the Council's cumulative performance up to March, 2019?
3. The report refers to financial service pressures. What further contribution can the Finance Scrutiny Panel make to ensure that service pressures are addressed?

#### 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 in the scorecard were decided upon by the Senior Leadership Team, the Executive and Shadow Executive following guidance from Head of Services and the scorecard (Appendix 1) portrays the end of year position and will be considered further by the Corporate Scrutiny Committee and the Executive during June 2019.

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

n/a

#### 7 – Financial Implications

The end of year financial position is noted in the report. The financial position will be confirmed when the end of year closing process has been completed.

#### 8 – Appendices:

Appendix A - Scorecard Quarter 4  
 Appendix B – Programmes and Projects Performance Dashboard – Quarter 4  
 Appendix C – Revenue Out-turn Forecast for the Financial Year ending 31 March 2019 – Quarter 4

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

- 2018/19 Scorecard Monitoring Report - Quarter 3 (as presented to, and accepted by, the Executive Committee in March 2019).



## SCORECARD MONITORING REPORT – QUARTER 4 (2018/19)

### 1. INTRODUCTION

- 1.1 This is the final quarter scorecard for the financial year ending 31<sup>st</sup> March, 2019.
- 1.2 This scorecard report and scorecard (Appendix A) will be considered further by the Corporate Scrutiny Committee and the Executive during June, 2019.
- 1.3 By undertaking this work, the Council is seeing trends being established with regards to a number of those indicators and the comments by SLT / Scrutiny and the Executive are having an impact on operational delivery.

### 2.1 PERFORMANCE MANAGEMENT

- 2.1.1 The Performance Management section of the scorecard shows performance against indicators outlined and prioritised by the Senior Leadership Team, Executive and Shadow Executive.
- 2.1.2 At the end of another challenging year for the public sector, it is encouraging to note that the majority of indicators performed well against their targets and that these achievements should be celebrated in the drafting of the Annual Performance Report which will be scrutinised during the autumn.
- 2.1.3 For comparative purposes and **based on 17/18 quartile results**, our end of year performance would achieve an improved change in quartile for 5 of our indicators (only 16 indicators can currently be compared nationally) and a decline in 1 of our indicators. In total 94% of these comparable indicators would have seen an improvement or maintained their current quartile –

The 5 which would improve on their 17/18 quartile result are noted as follows;

- a) PAM/017 – Number of visits to leisure centres where an increase of 45 thousand visits was seen compared to 17/18. This performance would have seen the indicator in the Upper Median quartile during 2017/18.
- b) PAM/019 – The Percentage of planning appeals dismissed which improved from 47% in 17/18 to 74% in 18/19. This performance would have seen the indicator move from the lower quartile to the Upper Median quartile during 2017/18. However, as this indicator deals with a small number of applications the performance can fluctuate greatly year on year.
- c) PAM/008 – Percentage of pupil attendance in primary schools with a performance of 93.9% in the 17/18 academic year. This indicator has already been published through the Welsh Government and this is the basis for benchmarking in this years' benchmarking results (18/19 PAM Results). Despite a decline in pupil attendance from the 94.6% seen during the 16/17 academic year (released in 17/18 PAM results), a large number of local authorities saw an even larger decline and because of this our performance has seen the indicator placed in the top quartile during 2018/19.
- d) PAM/032 – Average Capped 9 score for pupils in year 11 with a performance of 349.1 in the 17/18 academic year. Like above, the

results have already been published through the Welsh Government which has the indicator placed in the Upper Median quartile.

- e) PAM/009 – Percentage of year 11 leavers not in Education, Training or Employment (NEET) with a performance of 1.1% at the end of 2018, an improvement from the 4.2% in 2017. This indicator has been published by Careers Wales and has seen the indicator move from the lower quartile to the Upper quartile in 2018/19.

The 1 indicator which would have seen a decline in their quartile result was;

- a) PAM/012 – Percentage of households successfully prevented from becoming homeless which saw a decline from 65.2% in 17/18 to 52.93% in 18/19. This performance would have seen the indicator move to the lower quartile in 17/18.

**2.1.4** The Social Services indicators (01-11) PI results for 2017/18 were released by the Welsh Government during Q3. Because of the inconsistencies of the statistics provided by Authorities across Wales, this release was released as experimental statistics once again this year and therefore not available for comparator purposes. Therefore our Social Services data will not be able to be compared at a national level for the time being.

**2.1.5** We can however state that 75% of comparable indicators measured from Children Services have improved year on year, whilst Adult Services saw a 67% decline in performance year on year with 4 of the 6 indicators measured declining.

**2.1.6** The Education indicators which are available (indicators 13,14,31,32,33 and 34 on the scorecard) have performed well over the year with 67% of the indicators improving year on year and where the year on year indicators have declined from the 16/17 academic year, other councils have declined further, as explained above (2.1.3). There was also evidence that all Key Stages have shown an improvement during the 2017/18 academic year.

**2.1.7** Our year on year performance for all comparable indicators (32 in total) demonstrates that 69% have either improved or maintained performance during the year (19 improved and 3 maintaining performance).

**2.1.8** This performance is in general pleasing to see and is a reflection of the picture seen throughout the year in the scorecard reports. We will however not officially know how we have performed in comparison with others until the results for 18/19 are published by Data Cymru in September. The overall picture will be discussed in the Annual Performance Report (as noted in 2.1.2), to be considered by the Corporate Scrutiny Committee and The Executive prior to adoption by the Council in the autumn.

**2.1.9** In the light of a continuous improvement mind set embedded within Council services however, it is deemed necessary to provide some narrative about the 3 indicators which have underperformed as Amber or Red against their annual targets for the year.

**2.1.9.1** Two indicators within Adult Services which underperformed for the year

–

- (i) 11) PM20a – RED - 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 30.87% at the end of Q4 against a target of 50%.

This indicator deals with a small number of cases and therefore performance can fluctuate considerably from quarter to quarter. In Q4, as a result of the re-ablement intervention that the service has provided, there has been an increase in the package of care for an additional individual supported as opposed to a reduced package of care. This reflects the nature of their presenting illnesses.

Into 2019/20, we will review the current reablement service and will consider methods of data collection that provides more detailed outcomes and rationale for ongoing interventions.

- (ii) 07) PAM/025 (PM19) – RED - The Rate of people kept in hospital while waiting for social care per 1000 population aged 75+. The performance of this indicator was 7.78 at the end of the year against an annual target of 3.

It is acknowledged that there was a high rate of Delayed Transfer of Care (DTC) particularly during the first two quarters of the year. It was anticipated that the newly commissioned patch based Domiciliary Care contract would make a positive impact in the figures. This could be seen in the performance in Q3 (1.53) where there was an improvement on the performance seen in Q2 (1.79) and Q1 (2.30). This improvement has not been seen in Q4 however where an additional 2.17 was seen over the period.

We are currently working towards ensuring that we have sufficient reablement capacity to meet increasing demand to address any concern in performance during 2019/20. Further analysis of the increasing DTC figures during Q4 noted that the increase could also be down to incorrect coding of clients, and we are working collaboratively with our Health Board colleagues to secure a more robust data coding process, particularly in one hospital which was responsible for 89% of the figures. Further training will take place at this hospital to ensure the correct procedures are being completed into 2019/20.

**2.1.9.2** One indicator within Regulation & Economic Development has underperformed during Q3 –

21) PAM/018 – RED- The percentage of all planning applications determined in time. The cumulative performance up to the end of the year was 81% against a target of 90%. The performance for Q3 alone was 74% and is the main reason for now being below target.

The main reasons for the underperformance over the year was due to the absence of a Senior Planning Officer during a substantial proportion of the year and a heavy workload in shaping the new planning system while coping with the requirements of GDPR.

To improve the performance into 2019/20, we will continue to ensure that new systems adopted in Q4 are in place to agree on a definite timetable

for any extension in time where applications can be brought to an early decision while deficient applications will be determined through refusal.

**2.1.10** The remaining indicators are all ragged as GREEN or YELLOW within the performance management section which is encouraging to note. It is however concerning that 53% of the comparable indicators from Q3 saw a downward trend in Q4 which resulted in 3 indicators dropping to a lower RAG status.

**2.1.11** *In order to continually improve our standing as an achieving council, the SLT recommends –*

**2.1.11.1** *Underperformance is recognised and managed with mitigation measures completed to aide improvement during 2019/20. Particular emphasis is given to those indicators which have seen a declining trend year upon year to ensure performance improves during 2019/20*

**2.1.11.2** *To hold a workshop with the SLT, Executive and Shadow Executive during Q1 to confirm relevant indicators for inclusion on the 2019/20 scorecard.*

**2.1.11.3** *To revise the 19/20 targets to ensure they are challenging yet achievable and where targets are not met in the year that a year on year improvement is the minimum expectation.*

**2.1.12** 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.

**2.1.13** 2018/19 has seen achievements for the Council with regards to its transformation programme. For example (non-exhaustive list) we have –

**2.1.13.1** Completed the build on Ysgol Santes Dwynwen;

**2.1.13.2** Opened Hafan Cefni, our first extra care provision;

**2.1.13.3** Retendered the Home Care Provision on the Island;

**2.1.13.4** Agreed on and gained planning permission for the location of a temporary stopping site for Gypsy Travellers;

**2.1.13.5** Updated the look and feel of our website in order to drive our digital channel shift agenda;

**2.1.13.6** Improved our Scrutiny arrangements and received a positive review by the Wales Audit Office (WAO);

**2.1.13.7** Completed the build and let the new business units at Pen-Yr-Orsedd, Llangefni

## **2.2 PEOPLE MANAGEMENT**

**2.2.1** 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 the delivery of our services for the people of Anglesey. A good and healthy workforce engenders a good and improving provision of service.

**2.2.2** Attendance at work is an area which is reported on monthly and analysed to ensure improvement. Quarter 4 showed a score of 2.91 Working Days Lost (WDL) per FTE which is an improvement on that seen in the 3.08 WDL in Quarter 4 for 2017/18. The cumulative score for the year is 10.34 WDL per FTE (indicator 3 on scorecard under people management). This is however over the target of 9.75WDL per FTE for the year and also over the 9.96 WDL per FTE seen in 2017/18. As a result, our overall end of year performance should see our national ranking drop one quartile to the Lower Median Quartile when compared to the 2017/18 results. However early indications from a number of authorities positioned similar to Ynys Mon in 2017/18 also show an increase in WDL per FTE.

**2.2.3** In order to improve performance of our sickness rates further during 2019/20, service targets have been identified for the forthcoming year based on the 2018/19 trends.

**2.2.4 The SLT therefore recommends –**

**2.2.4.1** A continued focus is made on maintaining and/or improving attendance at work with the responsibility for this sitting with service managers supported by the Corporate Sickness Absence Co-ordinator and HR staff. Challenge panels should also be utilised as and when required.

**2.2.4.2** A corporate target of 9.75 days sickness per FTE for 2019/20 is adopted once again.

## **2.3 CUSTOMER SERVICE**

**2.3.1** Up to the end of Q4, users used AppMôn technology to submit close to 4700 reports (including fly tipping, faulty street lighting, compliments or complaints, broken pavements, sports club database forms and ordering recycling bins). This is over double of the 2000 reports seen in 17/18. 84% of these reports have come through the website which has seen an updated look and feel during Q4.

**2.3.2** A new indicator for this year is the number of registered users we have on AppMôn and the Council Website which has increased by over 1500 users from the end of Q3 to 8155 at the end of Q4. This is positive and it is anticipated that now the new website is in place this will encourage a greater use of online forms and online contact which will drive our digital channel shift to enabling resident to be able to pay and request services online. Because of this it is expected that online web payment numbers will also increase further in 2019/20.

**2.3.3** Our social media presence increased once again during Q4 to 29.5k followers. This is shared between Facebook (13.5k followers), Twitter (15k followers) and Instagram (1k). These modes of communication are continuing to increase and the flow of information distributed and received via these channels will only increase further, changing the way by which residents and others communicate with us as a Council.

**2.3.4** Regarding Customer Complaints Management, by the end of the year 76 Complaints were received (compared to 71 in 17/18). 74 of the complaints that

required a response have received a response and of these complaints 16 were upheld in full (Housing [4], Highways, Waste & Property [4], Resources [4], Learning [2], Regulation & Economic Development [1], and Transformation [1]), 7 were partially upheld (Resources [2], Resources + Transformation [1], Learning [1], Regulation & Economic Development [1] and Regulation & Economic Development + Highways, Waste & Property [1]) whilst the remaining 49 were not upheld.

**2.3.5** Lessons learnt from the upheld and partly upheld complaints this year include:

- Reviewing administration of benefit claims
- A better explanation of planning processes was required
- Internal procedures to be reviewed when dealing with LPE1 form submissions; and
- Services were reminded of the requirement to respond fully and promptly to correspondence

**2.3.6** Within Social Services there were 8 Stage 2 complaints (Adult Services [6], Children & Family Services [2]) and 44 Stage 1 Complaints (Children's Services [30], Adult Services [14]) received for 2018/19. Of these complaints, a total of 57% (Red on the scorecard) have been responded to within timescale with 19 late responses (Children & Family Services [13] and Adult Services [6]). Although the Children & Family Services failed to send written responses within timescale for 13 of the 30 Stage 1 complaints, 24 of the 30 (80%) had held a discussion with the complainant within timescales. It should be noted that 100% of the complaints seen in Q4 were responded to in time.

**2.3.7** The % of FOI requests responded to within timescale performed at 81% (Green on the scorecard) at the end of 2018/19 compared to 78% at the end of 2017/18. This is encouraging as the Council has dealt with 1052 requests, or 7532 questions, during 2018/19, up from the 919 seen in 2017/18.

**2.3.8** *The SLT therefore recommends –*

**2.3.8.1** *The newly established Transforming Business Processes Board should consider how the Customer Service Indicators should be monitored as part of their developing work on the Customer Service Strategy to ensure that there is a proactive approach to improving customer service.*

**2.3.8.2** *The new Children & Family Services procedure for responding to complaints is embedded into day to day activities in order to reduce the number of complaints and improve the rate of written responses to complaints within timescales.*

## **2.4 FINANCIAL MANAGEMENT**

**2.4.1** There is an overspend of £633k for the year ending 31 March 2019. This is better than expectation and reports made throughout the year. The service budgets overspend was £2.287m Corporate finance underspends of £1.654m have reduced

the overall overspend. The Services that are still experiencing significant budgetary pressures are similar to 2017/18 (Children and Families Services and Learning). The Adults Service budgets are also under pressure due to increasing demand. The Heads of Service were requested to limit their expenditure to essential only and have responded positively to the request during the year. Going forward the level of corporate finance underspends will not be sustained and therefore it is important that the issues of demand led budgets are addressed.

- 2.4.2** This is a provisional outturn report and is subject to change as new information becomes available between now and when the final Statement of Accounts is reported on in September
- 2.4.3** Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q4' which has been discussed in The Executive meeting on the 17<sup>th</sup> June.

### **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 2019/20. Particular emphasis is given to those indicators which have seen a declining trend year upon year to ensure performance improves during 2019/20.
  - 3.1.2** To hold a workshop with the SLT, Executive and Shadow Executive during Q1 to confirm relevant indicators for inclusion on the 2019/20 scorecard.
  - 3.1.3** To revise the 19/20 targets to ensure they are challenging yet achievable and where targets are not met in the year that a year on year improvement is the minimum expectation.
  - 3.1.4** A continued focus is made on maintaining and/or improving attendance at work with the responsibility for this sitting with service managers supported by the Corporate Sickness Absence Co-ordinator and HR staff. Challenge panels should also be utilised as and when required.
  - 3.1.5** A corporate target of 9.75 days sickness per FTE for 2019/20 is adopted once again.
  - 3.1.6** The newly established Transforming Business Processes Board should consider how the Customer Service Indicators should be monitored as part of their developing work on the Customer Service Strategy to ensure that there is a proactive approach to improving customer service.
  - 3.1.7** The new Children & Family Services procedure for responding to complaints is embedded into day to day activities in order to reduce the number of

complaints and improve the rate of written responses to complaints within timescales

**3.2** The Committee is asked to accept the mitigation measures outlined above.



Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q4 2018/19

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 17/18 Result	Tuedd Bl i Bl / Yr on Yr Trend	Chwarter 17/18 Quartile	*Chwarter 18/19 Quartile
01) PAM/029 (PM33) - Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	↓	9.52%	11%	9%	↓	-	-
02) PAM/028 (PM24) - Percentage of child assessments completed in time	Melyn / Yellow	↓	86.17%	90%	67.57%	↑	-	-
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	↑	81%	83%	63.32%	↑	-	-
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)	Gwyrdd / Green	↓	241	320	326.5	↑	-	-
05) SCC/010 - The percentage of referrals that are re-referrals within 12 months	Melyn / Yellow	↑	16.87%	15%	-	-	-	-
06) SCC/006 - The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	↑	98%	94%	-	-	-	-
07) PAM/025 (PM19) - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	Coch / Red	↓	7.78	3	6.58	↓	-	-
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	↓	93.30%	93%	96%	↓	-	-
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	↓	17.35	19	17.44	⇒	-	-
10) PM18 - The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↓	90.91%	90%	93.25%	↓	-	-
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	↓	30.87%	50%	59.26%	↓	-	-
12) PM20b - The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	↑	62.84%	62%	62.65%	⇒	-	-
13) PAM/007 - Percentage of pupil attendance in secondary schools (Termly)	Melyn / Yellow	↓	92.91%	93.30%	93.3%**	↓	Uchaf / Upper	Uchaf / Upper**
14) PAM/008 - Percentage of pupil attendance in primary schools (Termly)	Gwyrdd / Green	↓	94.98%	93.90%	93.9%**	↓	Canolrif Isaf / Lower Median	Uchaf / Upper**
15) PAM/010 (STS/005b) - Percentage of streets that are clean	Gwyrdd / Green	↓	95.29%	94%	93%	↑	Canolrif Isaf / Lower Median	Canolrif Isaf / Lower Median
16) PAM/030 (WMT/009b) - Percentage of waste reused, recycled or composted	Melyn / Yellow	↑	69.86%	72%	72.2%	↓	Uchaf / Upper	Uchaf / Upper
17) PAM/035 - Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	↓	0.2	1	-	-	-	-
18) PAM/043 - Kilograms of residual waste generated per person	Melyn / Yellow	⇒	240kg	210kg	236kg	↓	-	-
19) PAM/017 (LCS/002b) - Number of visits to leisure centres	Gwyrdd / Green	↑	553k	515k	508k	↑	Canolrif Isaf / Lower Median	Canolrif Uchaf / Upper Median
20) PAM/023 (PPN/009) - Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	⇒	98%	95%	98%	⇒	Uchaf / Upper	Uchaf / Upper
21) PAM/018 - Percentage of all planning applications determined in time	Coch / Red	↓	80%	90%	86%	↓	Isaf / Lower	Isaf / Lower
22) PAM/019 - Percentage of planning appeals dismissed	Gwyrdd / Green	↑	74%	65%	47%	↑	Isaf / Lower	Canolrif Uchaf / Upper Median
23) PAM/041 - Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green	↓	67%	50%	-	-	-	-
24) PAM/042 - Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green	↑	85%	80%	-	-	-	-
25) PAM/012 - Percentage of households successfully prevented from becoming homeless	Melyn / Yellow	↓	52.93%	55%	65.20%	-	Canolrif Uchaf / Upper Median	Isaf / Lower
26) PAM/013 - Number of empty private properties brought back into use	Gwyrdd / Green	↑	78	75	75	↑	Uchaf / Upper	Uchaf / Upper
27) PAM/014 - Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	⇒	9	4	4	↑	-	-
28) PAM/015 (PSR/002) - Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green	↑	161.9	175	177	↑	Uchaf / Upper	Uchaf / Upper
29) PAM/037 - Average number of days to complete repairs	Melyn / Yellow	↓	13.63	12	-	-	-	-
30) PAM/038 - Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Gwyrdd / Green	⇒	100%	100%	-	-	-	-
31) PAM/009 - Percentage of Year 11 leavers not in Education, Training or Employment (NEET) [Annual]	-	-	1.1%	-	4.20%	↑	Isaf / Lower	Uchaf / Upper**
32) PAM/032 - Average Capped 9 score for pupils in year 11 [Annual]	-	-	349.1	-	335.9	↑	Isaf / Lower	Canolrif Uchaf / Upper Median**
33) PAM/033 - Percentage of pupils assessed in Welsh at the end of the Foundation Phase [Annual]	-	-	88.3%	-	72.6%	↑	-	-
34) PAM/034 - Percentage of year 11 pupils studying Welsh (first language) [Annual]	-	-	65%	-	63.7%	↑	-	-
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]	Gwyrdd / Green	-	97%	92%	92%	↑	-	-
37) PAM/026 (PM15) - Percentage of carers that feel supported [Annual]	Gwyrdd / Green	-	94%	90%	90%	↑	-	-
38) PAM/027 (PM13c) - Percentage of children satisfied with their care and support [Annual]	Gwyrdd / Green	-	89%	83%	83%	↑	-	-
39) PAM/020 (THS/012a) - Percentage of A roads in poor condition [Annual]	Gwyrdd / Green	-	3%	3%	3.20%	↑	Canolrif Uchaf / Upper Median	Canolrif Uchaf / Upper Median
40) PAM/021 (THS/012b) - Percentage of B roads in poor condition [Annual]	Gwyrdd / Green	-	3.80%	5%	4.40%	↑	Canolrif Uchaf / Upper Median	Canolrif Uchaf / Upper Median
41) PAM/020 (THS/012c) - Percentage of C roads in poor condition [Annual]	Gwyrdd / Green	-	8.60%	10%	8.90%	↑	Canolrif Isaf / Lower Median	Canolrif Isaf / Lower Median
42) PAM/039 - Landlord Services: Percentage of rent lost due to properties being empty [Annual]	-	-	1.30%	-	-	-	-	-

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q4

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 17/18 Result	Canlyniad 16/17 Result
<b>Starter Gofal Cwsmer / Customer Service Charter</b>						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	↓	76	71	71	71
02) No of Stage 2 Complaints received for Social Services	-	↓	8	-	9	8
03) Total number of complaints upheld / partially upheld	-	↑	27	-	28	25
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↑	93%	80%	92%	93%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	↑	57%	80%	-	-
05) Number of Stage 1 Complaints for Social Services	-	↑	44	-	51	54
06) Number of concerns (excluding Social Services)	-	↑	62	-	112	191
07) Number of Compliments	-	↓	513	-	753	566
08) % of FOI requests responded to within timescale	Gwyrdd / Green	↑	81%	80%	78%	77%
09) Number of FOI requests received	-	↓	1052	-	919	1037
<b>Newid Cyfrwng Digidol / Digital Service Shift</b>						
10) No of Registered Users on AppMôn / Website	-	↑	8155	-	-	-
11) No of reports received by AppMôn / Website	-	↑	4680	-	2k	1k
12) No of web payments	-	↑	11.2k	-	11k	-
13) No of telephone payments	-	↑	5.2k	-	5k	-
14) No of 'followers' of IOACC Social Media	-	⇒	29.5k	25k	25k	21k
15) No of visitors to the Council Website	-	↓	798k	-	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)	-	-	2243	-	2252	2310
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1252	-	1244	1303
03a) Sickness absence - average working days/shifts lost	Coch / Red	↓	10.34	9.75	9.96	11.68
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	4.68	-	4.63	11.68
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	5.66	-	5.32	6.79
04a) Primary Schools - Sickness absence - average working days/shifts lost	Coch / Red	↓	12.21	9.5	10.39	-
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	4.97	-	4.85	-
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	7.24	-	5.55	-
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Melyn / Yellow	↓	9.57	9.5	9.67	-
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	5.26	-	5.32	-
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	4.31	-	4.35	-
06) % of RTW interview held within timescale	Melyn / Yellow	⇒	79%	80%	73%	84%
07) % of RTW interview held	Ambr / Amber	⇒	88%	95%	85%	-
08) % of Attendance Review Meetings held	Coch / Red	↓	58%	80%	69%	-
09) Local Authority employees leaving (%) (Turnover) (Annual)	-	⇒	11%	-	11%	-
10) % of PDR's completed within timeframe (Q4)	Gwyrdd / Green	↓	84%	80%	90.50%	-
11) % of staff with DBS Certificate (if required within their role)	-	-	-	-	-	98%
12) No. of Agency Staff	-	↑	10	-	12	26

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiant / Variance (%)	Rhagolygon o'r Gwariant / Forcasted Actual	Amrywiant a Ragwelir / Forcasted Variance (%)
01) Budget v Actuals (Controllable Budget Lines)	Coch / Red	↑	£130,566,193	£130,897,516	0.25%	-	-
02) End of year outturn (Revenue)	Coch / Red	↑	£130,899,873	£131,533,355	0.48%	-	-
03) End of year outturn (Capital)	-	-	£46,520,951	£21,649,188	-53.46%	-	-
04) Achievement against efficiencies	Ambr / Amber	↓	£2,521,500	£2,063,500	-18.16%	-	-
05) Income v Targets (excluding grants)	Gwyrdd / Green	↑	-£11,752,829	-£13,488,420	14.77%	-	-
06) Amount borrowed	-	-	£5,783,000	£15,563,536	169.13%	-	-
07) Cost of borrowing	-	-	£4,494,993	£4,035,324	-10.23%	-	-
08) % invoices paid within 30 days	-	↓	-	90.87%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	↑	-	99.10%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	↑	-	98.80%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	↑	-	97.60%	-	-	-
12) % Housing Rent collected (for the last 3 years)	-	↓	-	100.23%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	↑	-	100.57%	-	-	-

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 -

- ***Transforming Services Programme Board and the;***
- ***Corporate Governance 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>Transformation Services 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>	<b>Ysgol Santes Dwynwen</b> at Newborough opened on the 29 <sup>th</sup> April 2019.  Official opening end of Summer / beginning of September 2019.
	<b>Llangefni Area</b>	<b>Ysgol Bodffordd, Ysgol Corn Hir and Ysgol Henblas</b> Original decision rescinded and requested of Officers to consider the possibilities of the area under the new School Organisation Code (11/2018)  <b>Ysgol y Graig and Ysgol Talwrn</b> Original decision rescinded and requested of Officers to consider the possibilities of the area under the new School Organisation Code (11/2018)
	<b>Seiriol + South East</b>	Original decision rescinded and requested of Officers to consider the possibilities of the area under the new School Organisation Code (11/2018)
	<b>Ysgol Syr Thomas Jones and the areas Primary schools.</b>	Engagement meetings were held between 05/11/18 – 14/12/18. Work on analysing the results and developing a consultative proposal progressing.
	<b>Post 16</b>	Engagement meetings were held between the 19/11/18 – 16/12/18. Work on analysing the results has been completed and further time awarded to research future models.
	<b>Adult Social Care -</b>	<b>Llangefni Extra Care</b>
<b>South of the Island Extra Care</b>		Following the recommendation to rescind the decision on the future of Ysgol Beaumaris, further exploratory work needed in order to see what can be achieved.
<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.  Prepare Project Closure Report and present to the Adult Care Board in May 2019.
<b>Re-tendering of Home Care Services</b>		Project complete. Initiating new monitoring arrangements in partnership with health.

		Project Closed – Report presented to the Adult Care Board in February 2019.
	<b>Supported Living (External)</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.  Ongoing discussions with providers at present
	<b>Day Care Services</b>	Developing the vision for day opportunities and implementation timetable.  Engaging on day opportunities strategy currently. Report to Scrutiny and Exec in Q3
<b>Transformation of Libraries, Youth Services, Museums, Culture and Market Hall</b>	<b>Transformation of Museums and Culture</b>	Melin Llynonn and Roundhouses – License given to a local man / Michelin Star, Richard Holt.  Beaumaris Court and Goal –The Council have transferred the assets to Beaumaris Town Council, awaiting agreement to be processed.
	<b>Remodelling of Library Service</b>	Project complete.  Related workstreams being managed by the Librarians & Heritage Programme Board
	<b>Market Hall, Holyhead</b>	Project to be completed in July 2019. Problems with Phase 2 works has delayed the project – phase 2 work is ongoing.
<b>Gypsy Traveller sites</b>		Star site – Project behind schedule, Tender in place by Q1 beginning Q3, foreseen date of completion September 2019.
<b>Increase levels of recycling</b>		Please see Scorecard KPIs 16 + 17 for Q1 achievement
<b>Flood alleviation work</b>		Beaumaris – new contractors to be on site by late May 2019.  Nant y Felin, Pentraeth - works have been postponed to start towards the end of the year.  Llanfairpwll – Outline business case due to be submitted to WG end April 2019. Once receive – will arrange drop in sessions for the residents.  Valley – Outline business case submitted to the WG, awaiting update.  Dwyran – Joint working plan with Natural Resources Wales ongoing, project behind schedule and is expected to be completed mid-July 2019.

		Llangefni – Joint working plan with Natural Resources Wales ongoing, expected to be completed end of May 2019
		Bodffordd - Completed
<b>Leisure Modernisation Strategy</b>		Public Consultation has been completed and the responses have been analysed.

<b>Corporate Governance Programme Board</b>		
<b>Programme/Project</b>	<b>Related Projects</b>	<b>RAYG and brief Update</b>
<b>Resource Plan – Northgate</b>		Project closed on the 31.03.19 and carrying on as business as usual.  Project Closure Report presented to the Board in May 2019.
<b>Transforming Business Processes</b>	<b>Cyswllt Môn Expansion Programme / Face to Face Contact</b>	All PC's are currently being upgraded in the libraries as well as the software links to enabling printing and scanning.  Project behind schedule - Pilot started after Easter in Amlwch and Menai Bridge for 4 months followed by a review of the date which will be presented to the Board with recommendations for future delivery.
	<b>Telephone Contact and Channel Shift</b>	(ON HOLD) 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>	Telephony Integration – ShoreTel upgrade significantly changes the user experience.  Waste Management – Specification developed. Awaiting quotation.  Blue Badge Integration – Progressing well. Forms built and integrated. No links from Council website to the National yet due to non-compliance with Welsh Language Standards.
<b>Alternative Delivery Models</b>		Work on ADM's is on-going and will be continuously be exploring new options available.

Attachment B

		<p>School Taxi Contract – contract up and running.</p> <p>School Grass Cutting – contract up and running.</p> <p>Re-Tender Oriel Mon Café – contract up and running.</p> <p>Payment for parking in some car parks on the island – ongoing</p>
<b>Energy Efficiency</b>		<p>Plan for 2018/19 presented to Programme Board and being implemented.</p>
<b>Implementation of ICT Strategy</b>		<p>Website went live in February 2019.</p> <p>Digital Strategy 2017-2021 has been updated (Version 2.0).</p> <p>On-going work with the CRM under direction of Transformation of Business Processes Project Board.</p>
<b>Scrutiny Improvement Plan</b>		<p>Programme was put in place 18 months ago and is now complete and closed down with a new development programme in place.</p>
<b>Communication Strategy</b>		<p>Strategy approved by the Executive, document to be published on Monitor. 19/20 work-plan being developed.</p>
<b>Waste Collection &amp; Cleansing Contract</b>		<p>Started the process of retendering for our Waste Collection &amp; Cleansing Contract.</p>
<b>School Meals Contract</b>		<p>Prepare for and tender the School Meals contract ensuring a healthy and locally sourced menu for 2020-2025.</p>

**Projected Revenue Outturn for the Financial Year Ending 31 March 2019 – Quarter 4**

Service/Function	2018/19 Annual Budget	Provisional Outturn	Provisional Total Outturn Variance	Provisional Uncontrollable Variance (Exceptions)	Provisional Controllable Variance (Non-Exceptions)	Estimated Outturn 31 March 2019 over/(under) at Q3
	£'000	£'000	£'000	£'000	%	£'000
<b><u>Lifelong Learning</u></b>						
Delegated Schools Budget	43,216	43,216	0	0	0	0
Central Education	4,411	4,760	349	220	327	589
Culture	1,332	1,207	(126)	(2)	(124)	(100)
<b><u>Adult Services</u></b>	24,921	26,094	1,173	(5)	1,178	1,035
<b><u>Children's Services</u></b>	8,729	10,565	1,837	7	1,830	2,009
<b><u>Housing</u></b>	1,091	802	(289)	15	(304)	(45)
<b><u>Highways, Waste &amp; Property</u></b>						
Highways	6,385	6,101	(284)	38	(322)	(107)
Property	1,009	1,136	128	92	35	36
Waste	7,490	7,453	(37)	291	(328)	(257)
<b><u>Regulation &amp; Economic Development</u></b>						
Economic Development	1,750	1,679	(71)	36	(107)	(119)
Planning and Public Protection	2,070	1,967	(103)	18	(121)	(50)
<b><u>Transformation</u></b>						
Human Resources	1,251	1,195	(56)	(2)	(54)	(15)
ICT	2,354	2,483	128	(7)	135	112
Corporate Transformation	826	644	(182)	0	(183)	(155)



Service/Function	2018/19 Annual Budget	Provisional Outturn	Provisional Total Outturn Variance	Provisional Uncontrollable Variance (Exceptions)	Provisional Controllable Variance (Non-Exceptions)	Estimated Outturn 31 March 2019 over/(under) at Q3
	£'000	£'000	£'000	£'000	%	£'000
<b>Resources</b>	2,840	2,886	46	85	(39)	(34)
<b>Council Business</b>	1,464	1,411	(53)	0	(53)	(4)
<b>Corporate &amp; Democratic costs</b>	3,290	3,115	(175)	6	(181)	(138)
<b>Corporate Management</b>	657	659	3	0	2	15
-						
<b>Estimated Impact of Uncontrollable Costs</b>						200
<b>Total Service Budgets</b>	115,086	117,373	2,287	596	1,692	2,972
Levies	3,361	3,361	0	0	0	0
Discretionary Rate Relief	0	0	0	0	0	2
Capital Financing	7,541	6,356	(1,185)	0	(1,185)	(1,056)
General & Other Contingencies	0	0	0	0	0	(93)
Support Services contribution HRA	(693)	(845)	(152)	(152)	0	0
Benefits Granted	5,606	5,558	(48)	127	(175)	(63)
<b>Total Corporate Finance</b>	15,815	14,429	(1,385)	(25)	(1,360)	(1,210)
<b>Total 2018/19</b>	<b>130,900</b>	<b>131,802</b>	<b>902</b>	<b>570</b>	<b>331</b>	<b>1,762</b>

Service/Function	2018/19 Annual Budget	Provisional Outturn	Provisional Total Outturn Variance	Provisional Uncontrollable Variance (Exceptions)	Provisional Controllable Variance (Non-Exceptions)	Estimated Outturn 31 March 2019 over/(under) at Q3
	£'000	£'000	£'000	£'000	%	£'000
<b>Funding</b>						
NNDR	(22,574)	(22,574)	0	0	0	0
Council Tax	(34,440)	(35,357)	(269)	191	(460)	45
Council Tax Premium	(648)	0	0	0	0	(218)
Revenue Support Grant	(73,238)	(73,728)	0	0	0	0
<b>Total Funding 2018/19</b>	<b>(130,900)</b>	<b>(131,168)</b>	<b>(269)</b>	<b>191</b>	<b>(460)</b>	<b>(173)</b>
<b>Total outturn including impact of funding</b>	<b>0</b>	<b>633</b>	<b>633</b>	<b>761</b>	<b>(128)</b>	<b>1,589</b>

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

<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	03.06.19
<b>Subject:</b>	Quarterly Monitoring of Children & Families Services Improvements
<b>Purpose of Report:</b>	Report on progress in implementing the Service Development Plan
<b>Scrutiny Chair:</b>	Councillor Aled Morris Jones
<b>Portfolio Holder(s):</b>	Councillor Llinos Medi
<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 pace of progress and improvements made to date within Children & Families Services.

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

There are clear links from the Service Development Plan within Children and Families 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 was regularly reviewed by the Children's Services Improvement Panel. Following the recent re-inspection of the service by Care Inspectorate Wales (CIW), the service is now working to a new Service Development Plan that is replacing the previous Service Improvement Plan.

The Service Development Plan is a 3 year plan and consists of the following 5 themes:

1. A confident and competent workforce to provide a consistent and effective service;
2. Quality and timely assessments, care planning, interventions and decision making to protect, support and manage the risks for children: good quality chronologies, record keeping and research evidence and tools;
3. Quality assurance and performance framework that supports the local authority in effectively managing its responsibilities towards children;
4. Appropriate social work intervention 'at the right time' in order to enhance family life and support families at times of trauma;
5. Improve outcomes for children in care.

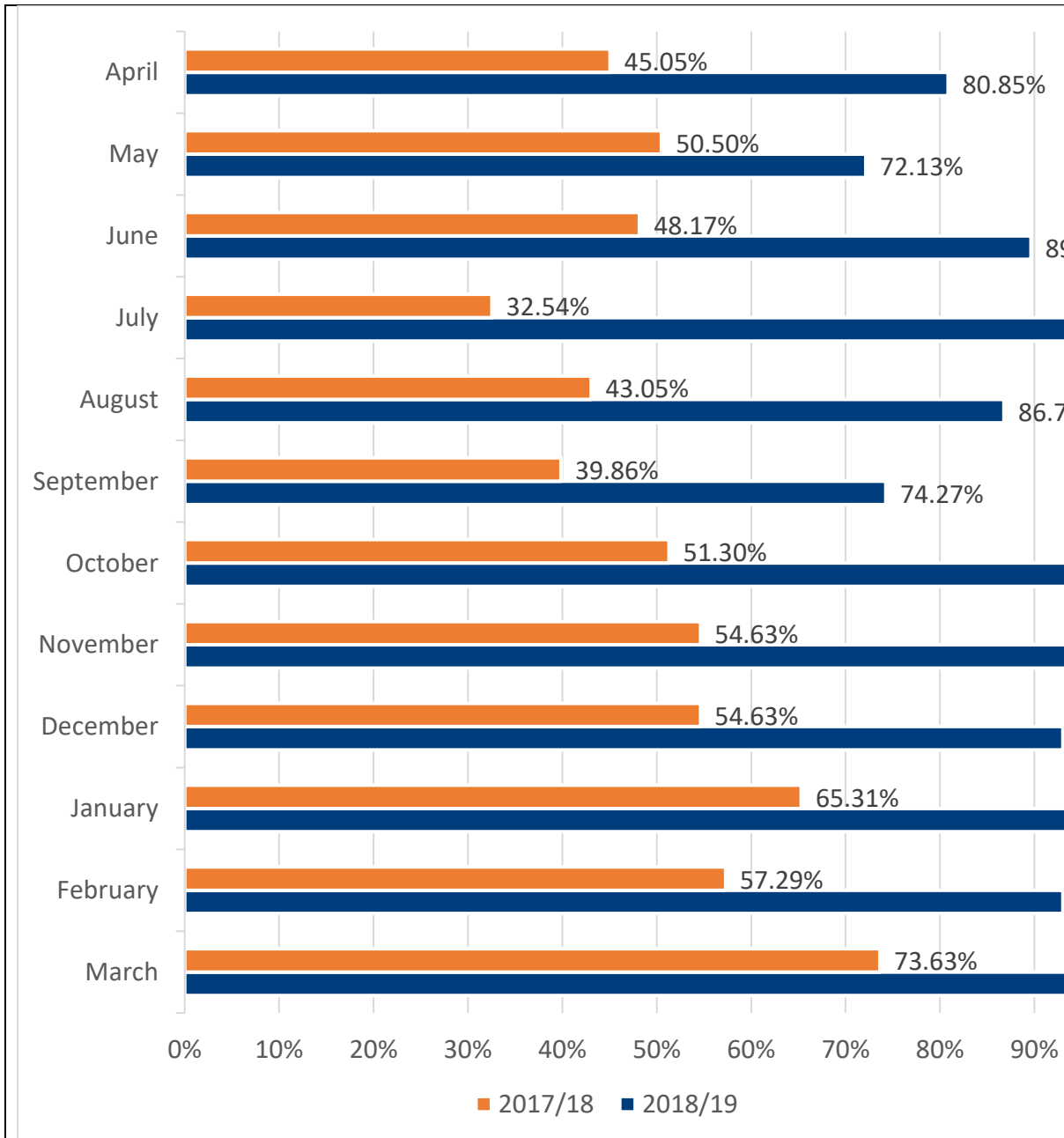
The service is enthusiastic about its Service Development Plan moving forward.

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

##### **1. Performance**

A marked improvement can be seen within the Quarter 4 Performance Indicators (PIs) within the service. Performance has continued to improve within most areas that are measured which is an indicator of the positive changes and developments that are happening within the service as a whole.

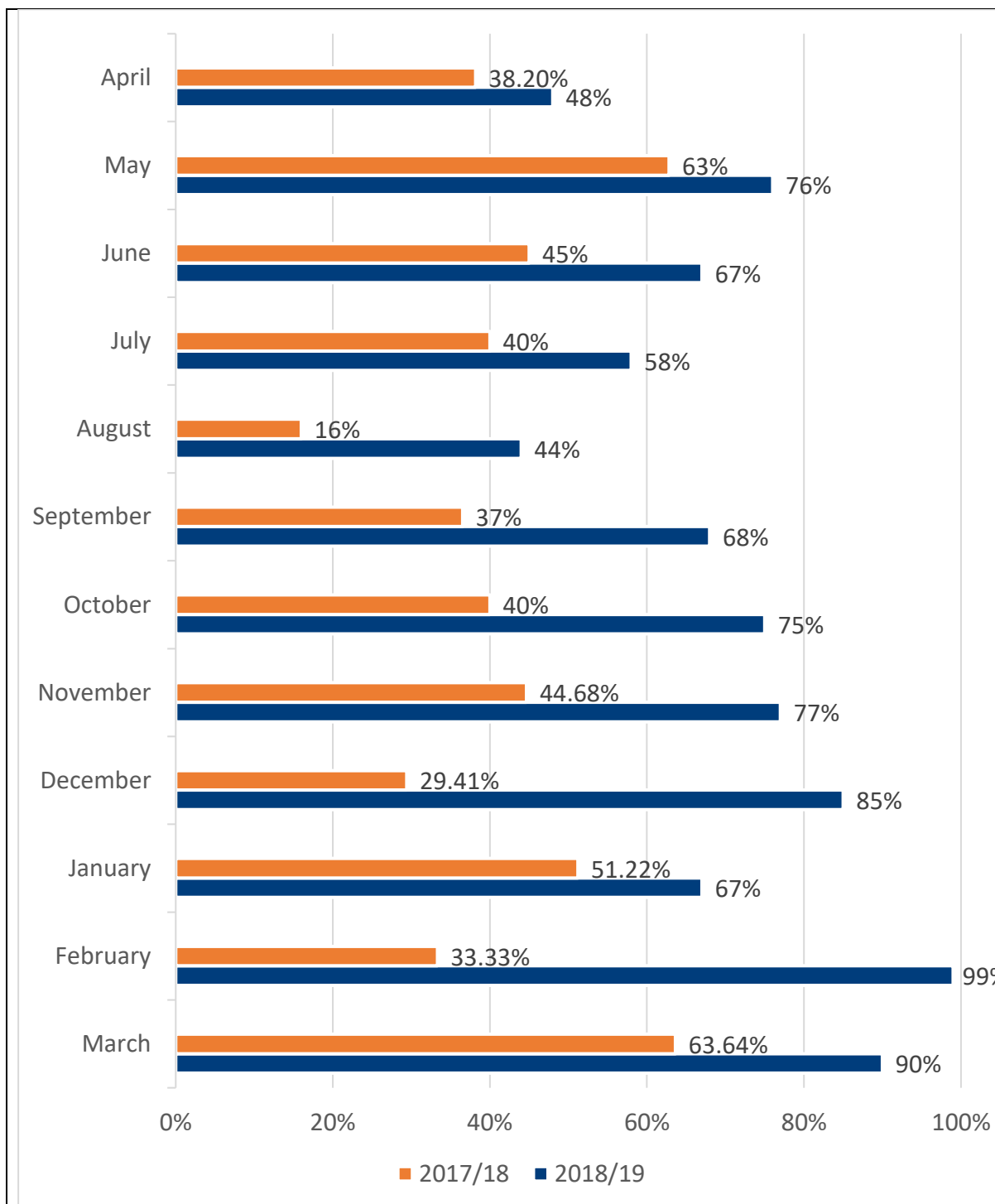
##### **1.1. Child Protection Statutory Visits**



This Performance Indicator measures the number of Child Protection Statutory Visits held within timescale.

Quarter four is the best quarter of the year with a score of **96.69%** (17 missed out of 514). We missed **185** visits for the year which is **660** less than the previous year. This is a significant improvement. The end of year score is **89.80%**.

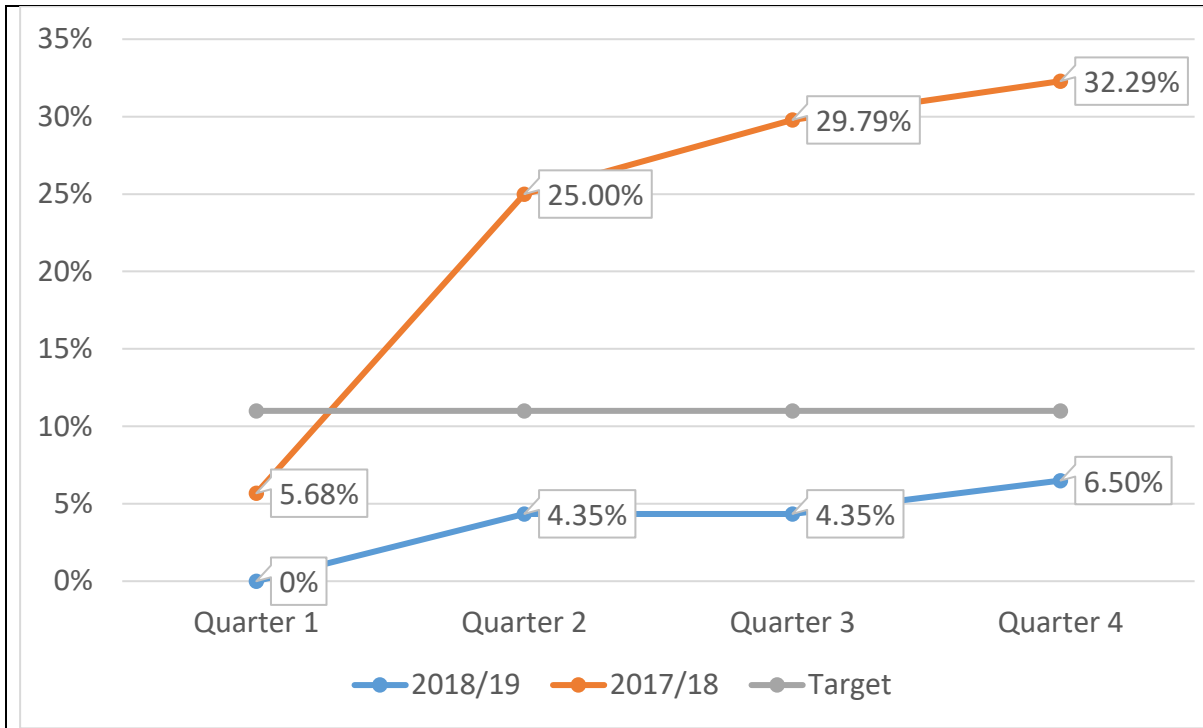
1.2. Child Protection Core Groups



This Performance Indicator measures the number of Child Protection Core Groups held within timescale.

This PI has continued to improve since August and has significantly improved in the last two months with **99%** being achieved in February. This is very encouraging and the service is aiming to achieve **100%** going forward.

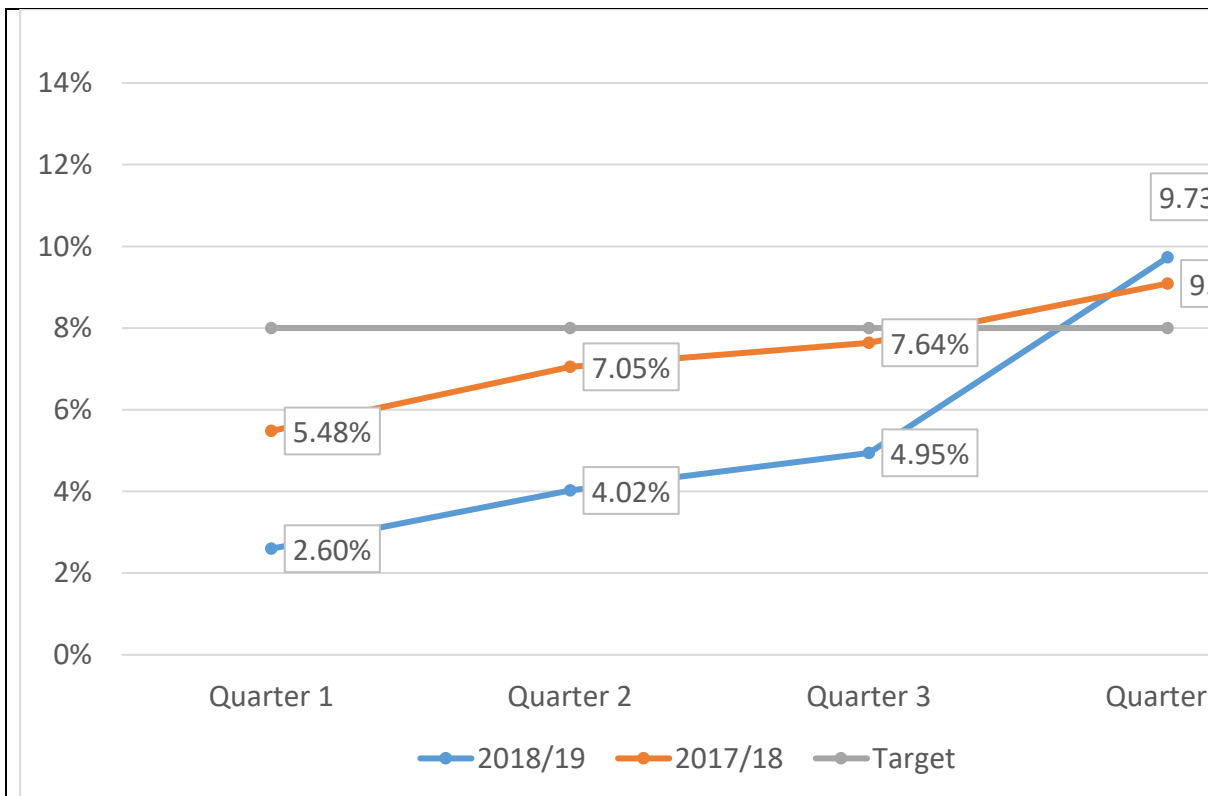
1.3. Children that have Changed School due to Change in Placement



This Performance Indicator measures the number of looked after children in school that have changed school for non-transitional reasons.

Last year nearly a **third** of school aged children had to change school for non-transitional reasons with **19** in September alone which was its highest in at least 5 years. In 2016/17 and 2015/16 we were **17%** respectively so this year's figure (**6.50%**) is significantly lower and is below the target level.

1.4. Looked After Children Returned Home

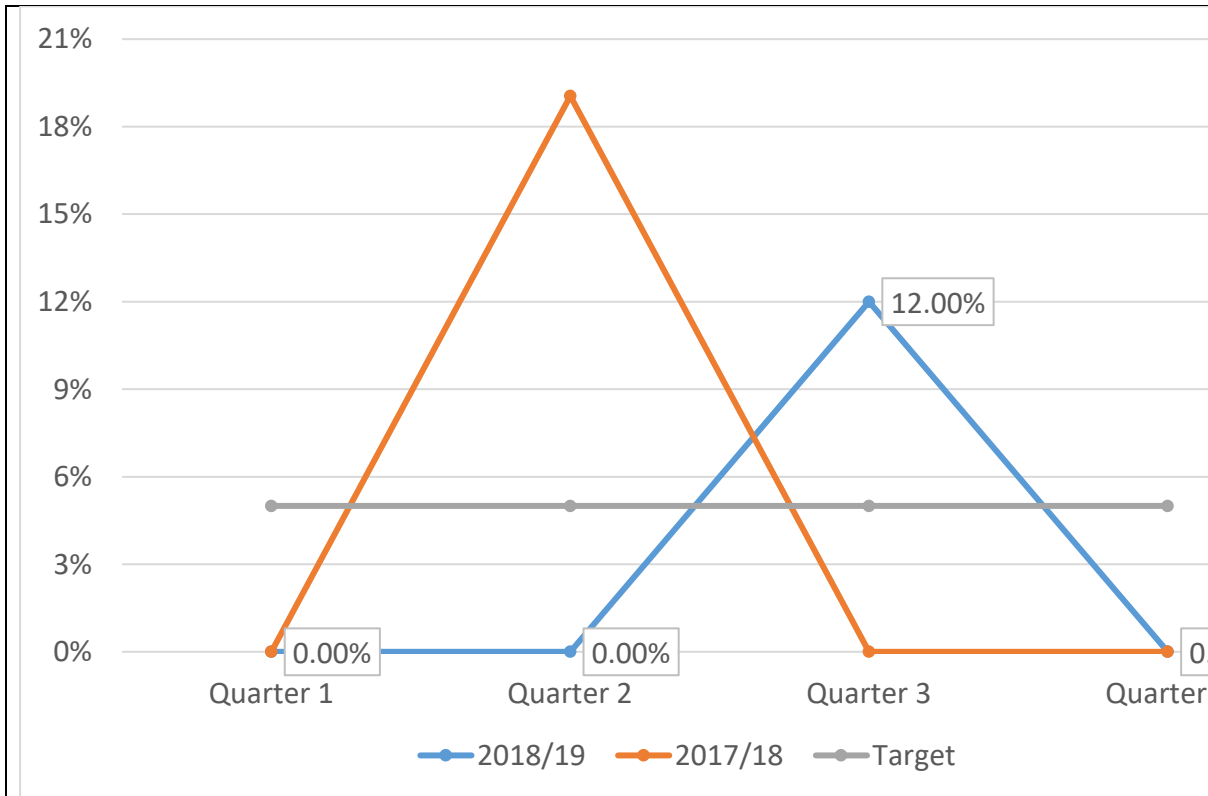


This Performance Indicator measures the number of children returned home.

We had a high number of children return home in quarter 4 which is an improvement on last year with **9.73%** this year compared to **9.09%** last year.

1.5. Children Re-Registered within 12 Months

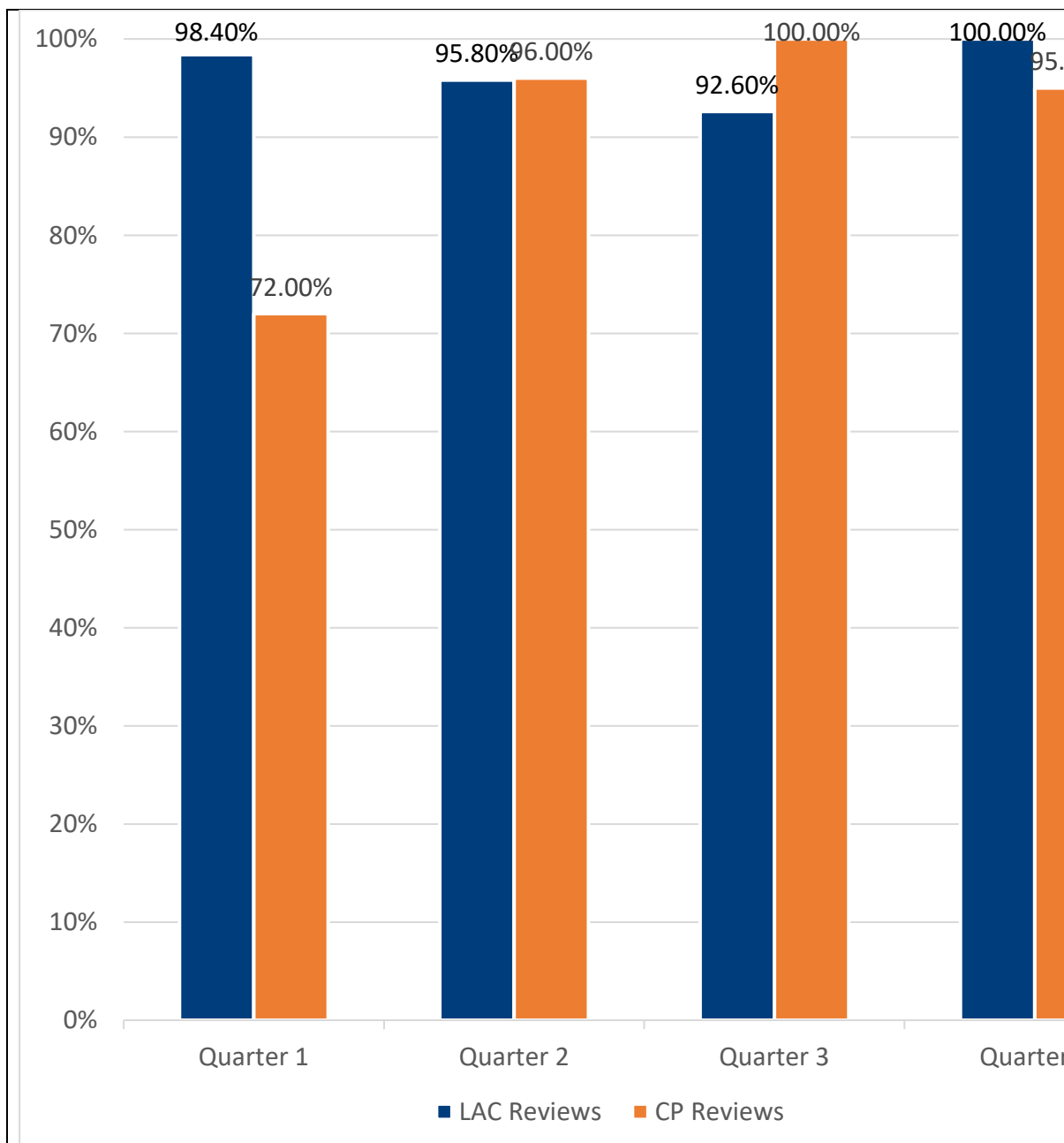




This Performance Indicator measures the number of children that have re-registered within 12 months.

There is an improvement compared to the previous year. This year the service had **122** registrations and of the 122 only **3** had re-registered within 12 months with this being one family. The final score for this year was **2.46%**.

1.6. Child Protection & LAC Reviews



This Performance Indicator measures the number of LAC reviews and child protection reviews held within timescale.

Performance relating to reviews has been good this year despite a low score in quarter 1 in child protection reviews. The rest of the year has been very consistent with the highlight being in quarter 3 achieving **100%** in child protection reviews and in quarter 4 achieving **100%** in LAC reviews. This is very encouraging.

The service continues to strive to achieve the best outcomes possible against all Performance Indicators.

**2. Complaints and Positive Comments**

The following is a summary of the complaints and positive comments received for Children & Families Services for Quarter 4:

- There was a decrease in the number of Stage 1 complaints logged (**3** during the quarter).
- There were **10** concerns / negative comments logged during the quarter.
- **12** compliments were logged during the quarter. The **7** compliments from families show gratitude for the way the service has benefitted families and how workers have developed positive relationships with children. The **5** compliments from professionals show positive views of the involvement of social workers in cases where there were court proceedings, and appreciated how a clear, high quality child protection plan helped parents make changes.

The following provides an overview of the number of complaints and positive comments received for Children & Families Services for the 2018-19 financial year:

There were **30** Stage 1 complaints, **2** Stage 2 complaints and **0** Ombudsman investigations.

The **68** compliments received show appreciation of:

- the way staff communicate and listen;
- support received and the difference this has made to families, including causing confidence to increase;
- staff behaving in a professional, knowledgeable and efficient manner;
- positive relationships formed with service users, including children.

It is positive to see that there was a decrease in the number of Stage 1 complaints during Quarter 4 and that there are a number of compliments and positive comments.

### **3. Aftercare Policies**

The Aftercare Service has recently produced new policies relating to young people who have left the service. The following three policies have been approved and are implemented:

- Joint Protocol for the Young People and Care Leavers of Anglesey between Housing Services and Children & Families Services;
- Leaving Care Policy;
- Young Person's Guide to Financial Help & Support.

The policies provide guidance regarding what support is available to young people who are leaving care or have left care in terms of finances and benefits; housing and accommodation; roles and responsibilities; education, employment and training; health and well-being and keeping in contact with the service.

### **4. Pocket Money, Bank Account and Savings Policy for Looked After Children**

A new policy regarding financial matters for looked after children has been created following consultation with Môn Foster Carers, Independent Providers and other local authority Fostering Agencies. The policy provides a clear direction as to the expectation of the local authority in terms of pocket money, bank accounts, savings and Junior ISA for looked after children.

**5. Fostering Package**

The Council is now offering a more competitive package in terms of allowances and benefits to support with the recruitment of more Foster Carers to the Council.

The package includes:

- A 10% increase in the Foster Allowance;
- A 50% discount in Council Tax;
- Free Isle of Anglesey Leisure Services Membership Card;
- Free Council car parking ticket.

Since the announcement of the new fostering package in January 2019, **15** have enquired and have shown an interest in becoming Foster Carers for the Council; **12** have started on the assessment process, and **3** have been approved as Foster Carers by the Fostering Panel. An on-going marketing campaign is in place to continue with recruitment of Foster Carers to ensure there is a sufficient number of local foster placements for local children.

**6. Social Services Improvement Panel**

At the Adults Social Care Transformation Board on 22<sup>nd</sup> May 2019 and the Children and Families Service Improvement Panel on 23<sup>rd</sup> May 2019 it was recommended to establish a Social Services Improvement Panel. This would enable the Adult Services to have the same level of scrutiny as the Children and Families Services has had in recent years. It would also allow Elected Members to have more detailed knowledge of the processes and challenges within Adult Services. It is recommended that the newly constituted panel commences on its work with immediate effect. The next scheduled meeting will therefore be the new meeting of the Social Services Improvement Panel which is the 27<sup>th</sup> June 2019.

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

Not applicable.

**7 – Financial Implications**

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>	3 <sup>rd</sup> June, 2019
<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>	Alwyn Jones, Interim Director of Social Services / Fôn 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 the new Service Development Plan has now been adopted, with the previous Service Improvement Plan having been brought to a close
- Areas of work covered during Laming Visits, as a means of further strengthening accountability and knowledge & understanding of Panel members
- The ongoing development programme for Panel members much of which is delivered in-house

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

Direct link with the Council Plan / transformation priorities. The Panel's consideration of the service development plan for children's services will provide assurance to the Executive that the Council are responding in a robust manner to the recommendations of two CIW reports on children's services<sup>1</sup> 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:

<sup>1</sup> Dated March, 2017 and December, 2018

- 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 an appropriate pace?

#### 5 – Background / Context

##### 1. CONTEXT

As previously reported, Members will be aware that scrutiny has developed over the past 18 months through the work of 3 scrutiny panels. This report summarises progress made to date as regards the **Children’s Services Improvement Panel**.

##### Panel Governance Arrangements

Members will be aware of the robust governance arrangements in place to underpin the work of the Panel<sup>2</sup> and it is intended to convene monthly Panel meetings until at least the end of the current financial year (March, 2020). A process is in place for quarterly progress reporting by Cllr 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 been meeting on a monthly basis since July, 2017 (having now met on 21 occasions). This report focuses on the work of the Panel for the period **March, 2019 – April, 2019**:

- **Service Development Plan (SDP)** – an in-depth presentation was given at the April<sup>3</sup> meeting of the Panel by the Head of Children and Families Services on the contents of the proposed new 3 year Service Development Plan. The SDP has since replaced the previous Service Improvement Plan with the 2 remaining priority areas yet to be fully implemented being transferred to the new Development Plan.

The Service Development Plan consists of 5 themes with the fifth providing a framework for a greater focus on outcomes for children / young people:

##### Development Plan Themes

- ✚ A confident and competent workforce to provide a consistent and effective service

<sup>2</sup> Corporate Scrutiny Committee convened on 4<sup>th</sup> September and 13<sup>th</sup> November, 2017

<sup>3</sup> Meeting of the Children’s Services Improvement Panel convened on 25<sup>th</sup> April, 2019

- ✚ Quality and timely assessments, care planning, interventions and decisions to protect, support and manage the risks to children: good quality chronologies, records and evidence and research tools
- ✚ Performance and quality assurance framework that supports the local authority in effectively managing its responsibilities towards children
- ✚ Appropriate social work interventions “at the right time” in order to enhance family life and support families at times of trauma
- ✚ Improve outcomes for children in care

The new Development Plan includes 14 development areas → 12 new areas and 2 that have been transferred from the previous SIP. The SDP will cover a three year period from April, 2019 to March, 2022, incorporating the following priority areas:

- i. 2 actions ragged Amber from the Service Improvement Plan (improvement in the quality of practice and performance & quality assurance framework)
- ii. Development areas following the re-inspection of Children’s Services by Care Inspectorate Wales during the latter part of 2018
- iii. Local priorities – how the voices of children and young people are heard in Children’s Services.

The Panel deliberations enabled Members to come to a view about the degree to which the proposed Development Plan was sufficiently robust to replace the Service Improvement Plan. Also, whether the Plan’s 5 themes are sufficiently robust as a framework and starting point.

- **Laming Visits** – Members will be aware that a robust reporting process is 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. Members reported back on the February, March and April Laming Visits under the strengthened governance framework. These Visits focused on:
  - ❖ **Family Group Conferencing (14/02/19)** – the Visit highlighted various aspects of the work of the Resilient Families Team, focusing on parenting services and family group conferences. Parenting courses are based on the Incredible Years programme (Bangor University)
  - ❖ **Hearing the voices of children and young people (22/03/19)** – the March Visit discussed the Voices from Care project which will run locally over the next 12 months. Objective → assist the Service to hear the voices of children and young people, especially those that are difficult to reach
  - ❖ **Foster Carers’ Meeting (12/04/19)** – early indications that the Service Fostering Strategy is having a positive impact in supporting foster carers.

- **Children leaving the care of the Authority** – in March<sup>4</sup>, the Panel considered the statutory responsibilities on the Council around children/young people leaving the care of the Authority with a specific focus on process, numbers and resources. The number of children in care has fallen from 158 → 146 during the second part of 2018; 12 children have left the care of the Authority. The Panel also noted a projected significant increase in the number of young people leaving the care of the Authority over the next year or so (34 in total). These young people will meet the eligibility criteria for care leavers' services.
- **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 – Children's and Families Services 3 year development plan and children with disabilities (including the role of the Specialist Children's Services Team).

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

#### 3.1 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.

#### 3.2 Children's Services Improvement Panel

Scrutiny of the improvement journey in children's services has matured significantly over the past year through the input of the Children's Services Improvement Panel. In April<sup>5</sup>, Panel members undertook a self-evaluation of its impact and reviewed 4 aspects of its work:

- ✚ What worked well
- ✚ Identify what impact the Panel has had
- ✚ Areas for improvement
- ✚ Member development needs

3.3 The outcomes of this self-assessment will be fully reported in the Panel's next progress report scheduled for September, 2019.

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

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

<sup>4</sup> Meeting of the Children's Services Improvement Panel convened on 27<sup>th</sup> March, 2019

<sup>5</sup> Meeting of the Children's Services Improvement Panel convened on 25<sup>th</sup> April, 2019



N/a
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<b>8 – Appendices:</b>

<b>9 - Background papers (please contact the author of the Report for any further information):</b>
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: 07/05/19**

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<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee Partnership and Regeneration Scrutiny Committee
<b>Date:</b>	3 <sup>rd</sup> June, 2019 13 <sup>th</sup> June, 2019
<b>Subject:</b>	Membership of the Finance Scrutiny Panel
<b>Purpose of Report:</b>	Review membership of the Finance Scrutiny Panel
<b>Scrutiny Chair:</b>	Cllr Aled Morris Jones Cllr Gwilym Owen Jones
<b>Portfolio Holder(s):</b>	Cllr Robin Williams
<b>Head of Service:</b>	Not applicable
<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 Both Scrutiny Committees** are requested to nominate 1 additional Member to serve on the Finance Scrutiny Panel

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

**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]
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<b>4 - Key Scrutiny Questions</b>
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Not applicable.
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<b>5 – Background / Context</b>
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<p><b>1. Background</b></p>
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<p>Members will be aware that the Finance Scrutiny Panel was established after the last local government election<sup>1</sup> as a sub-panel of the Corporate Scrutiny Committee, with the following objectives:</p>
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- |   |
|---|
| <ul style="list-style-type: none"> <li>• Develop a model of working on finance matters focusing on a smaller group to enable Members to become more involved, develop a level of expertise, encourage good attendance and teamwork</li> <li>• Forum to discuss information regarding the Council's financial risks, as a basis to inform the forward work programme of the Corporate Scrutiny Committee</li> <li>• To free up space on the agenda of the Corporate Scrutiny Committee meetings in order to ensure scrutiny of transformational and strategic matters</li> <li>• Forum to develop a group of members with the expertise and ownership to lead financial discussions in the Corporate Scrutiny Committee</li> </ul> |
|---|

<p><b>2. Current Membership</b></p>
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<p>The Panel's current membership comprises of 2 Members from both scrutiny committees, as follows:</p>
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<p><b>i. Representing the Corporate Scrutiny Committee</b></p>
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- |   |
|---|
| <ul style="list-style-type: none"> <li>• Cllr Aled Morris Jones</li> <li>• Cllr Dylan Rees</li> </ul> |
|---|

<p><b>ii. Representing the Partnership &amp; Regeneration Scrutiny Committee</b></p>
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- |  |
|--|
| <ul style="list-style-type: none"> <li>• Cllr Dafydd Roberts (Panel chair)</li> <li>• Cllr Alun Roberts</li> </ul> |
|--|

<p><b>3. Proposal to increase Panel membership</b></p>
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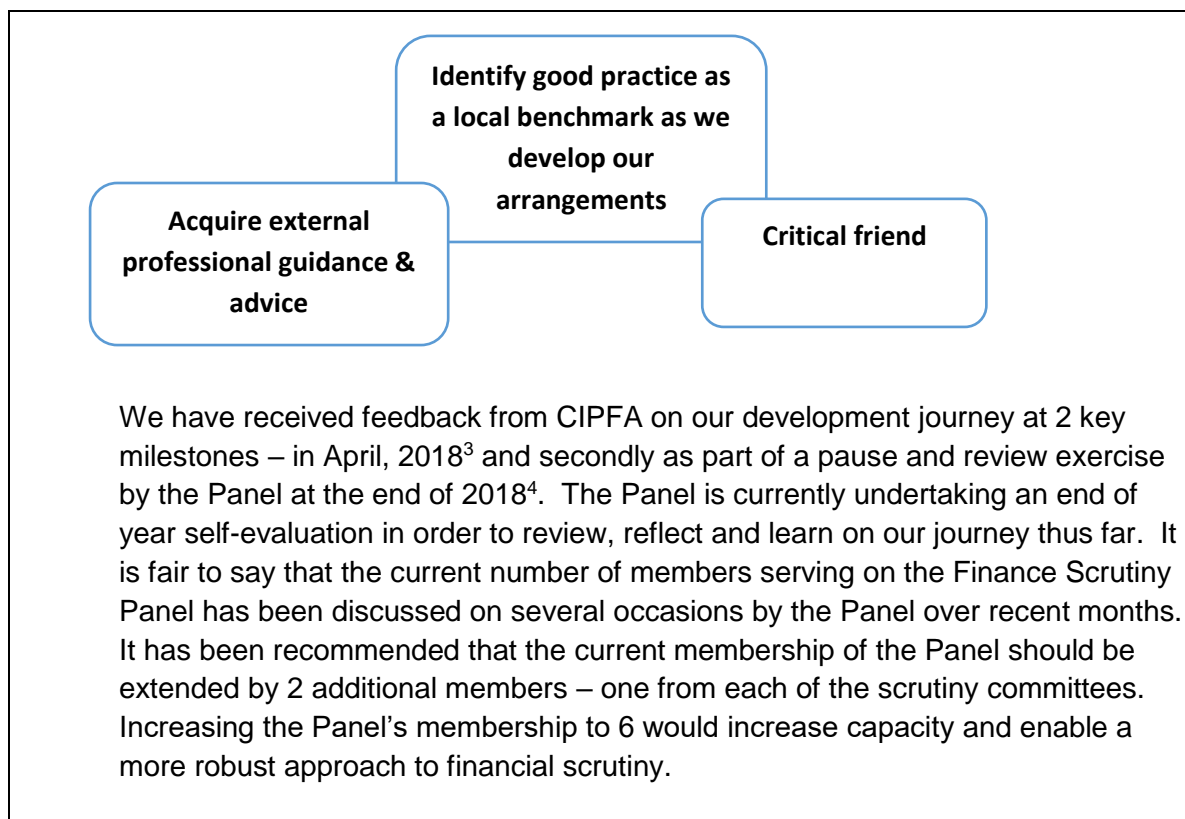
<p>3.1 Since the local government elections in 2017, the Council has been working hard to introduce a more rigorous approach to member led forms of accountability through a revised scrutiny structure. As part of this structure, Members continue to invest in and actively contribute to scrutiny through the work of our 3 standing panels<sup>2</sup>. The Finance Scrutiny Panel is no exception</p>
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<p><b>3.2 Self-evaluation and review of progress</b></p>
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<p>We have been working alongside CIPFA Wales in developing our financial scrutiny model with the following objectives in mind:</p>
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<sup>1</sup> Local Government Elections May, 2017

<sup>2</sup> Children's Services Improvement Panel, Schools Progress Review Scrutiny Panel, Finance Scrutiny Committee



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

Not applicable

#### **7 – Financial Implications**

Not applicable

#### **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 7TW

**Cllr Dafydd Roberts**  
**Chair of the Finance Scrutiny Panel**  
**Date: 17/05/19**

<sup>3</sup> In April, 2018 during preparation of the 2017/18 Annual Scrutiny Report

<sup>4</sup> As part of a pause and review exercise by the Panel at the end of 2018

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COUNTY COUNCIL



## **CORPORATE SCRUTINY COMMITTEE FORWARD WORK PROGRAMME: 2017/2018** **→ 2018/19 → 2019/20**

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

E-mail: [AnwenDavies@ynysmon.gov.uk](mailto:AnwenDavies@ynysmon.gov.uk)

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

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Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services Improvement Panel	Performance monitoring	√		√	√
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
	Item for Information: Social Services Annual Complaints Report (2016/17)	For Information / performance monitoring				
<b>2<sup>nd</sup> October 2017</b> [Extraordinary meeting]	Social Services Annual Performance 2016/17 (CSSIW)	Performance monitoring				√
Committee Room 1 / 10am	Annual Performance Report (Improvement Plan) 2016/17	Performance monitoring			√	√
	Extra Care Housing – Seiriol Area	Pre-decision scrutiny		√ (All stakeholders)	√	√
	Schools Modernisation Programme – Seiriol Area	Pre-decision scrutiny		√ (All stakeholders)	√	√
<b>31<sup>st</sup> October 2017</b> [Budget]	2018/19 Initial Budget Proposals	Pre-decision scrutiny		√ (Members)	√	√
Page 53 Committee Room 1 / 10am	2018/19 Budget Consultation Plan	Pre-decision scrutiny		√ (Members)	√	√
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			√
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>13<sup>th</sup> November 2017</b> [Qtr 2: 2017/18]	Corporate Scorecard [Q2] 2017/18	Performance monitoring				
Committee Room 1 / 2pm	Transformation of Library Services	Transformation		√ (All stakeholders)	√	√
	Asset Management Strategy – Council Housing	Policy development			√	
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services	Performance monitoring	√		√	√

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
	Improvement Panel					
	Forward work programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<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)				√
<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		√ (All stakeholders)	√	√
Page 54	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>5<sup>th</sup> February 2018</b> [Budget]  Committee Room 1/ 2pm	2018/19 Draft Budget	Pre-decision scrutiny	√	√ (All stakeholders)	√	√
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			
	Forward work programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
	Housing Revenue Account Business Plan (Finance Scrutiny Panel)	Pre-decision scrutiny	√			√

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
<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		√ (All stakeholders)	√	√
	Schools Modernisation Programme – Llangefni Area (Y Graig & Talwrn)	Transformation		√ (All stakeholders)	√	√
	Forward work programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>23<sup>rd</sup> April 2018</b> Committee Room 1/ 2pm	Schools Modernisation Programme – Llangefni Area (Corn Hir, Bodffordd & Henblas)	Transformation		√ (All stakeholders)	√	√
	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		√ (Members)		
<b>2018/19</b>						
<b>14<sup>th</sup> June, 2018</b> [Qtr4: 2017/18] 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 Progress report – Children’s Services Improvement Panel	Performance monitoring	√		√	√
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>5<sup>th</sup> July, 2018</b>	Schools’ Modernisation Programme –	Transformation		√	√	√

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Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
[Extraordinary meeting] Committee Room 1 / 10am	Llangefni Area (Y Graig & Y Talwrn)			(All stakeholders)		
	Annual Report of the Statutory Director of Social Services	Performance monitoring				√
<b>13<sup>th</sup> July, 2018</b> [Extraordinary meeting] Committee Room 1 / 10am	Schools' Modernisation Programme – Seiriol Area	Transformation		√ (All stakeholders)	√	√
<b>2<sup>nd</sup> August, 2018</b> [Extraordinary meeting] 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> [Extraordinary meeting] Committee Room 1 / 10am	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 Arwel Roberts, Bryan Owen & Peter Rogers)				√
<b>12<sup>th</sup> September, 2018</b> [Qtr1: 2018/19] Committee Room 1/ 2pm Page 56	Corporate Scorecard [Q1] 2018/19	Performance monitoring				
	Monitor progress – Children's Services Improvement Plan	Performance monitoring	√		√	√
	Progress report – Children's Services Improvement Panel					
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			
	<b>Item for Information:</b> Social Services Annual Complaints Report (2016/17)	Performance monitoring – for information				
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>20<sup>th</sup> September, 2018</b> [Extraordinary meeting] Committee Room 1 / 2pm	Disposal of former Ysgol Llaingoch, Holyhead building	Call in of decision by the Portfolio Holder on 30/08/18 (called in by Cllrs Shaun Redmond, Peter Rogers, Eric Wyn Jones, Bryan Owen & Aled Morris Jones)				√
<b>8<sup>th</sup> October, 2018</b> [Extraordinary meeting]	Transformation of Education and Anglesey Schools Modernisation Strategy – update (2018)	Transformation			√	√

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
Committee Room 1 / 1pm	Annual Performance Report (Improvement Plan) 2017/18	Performance monitoring			√	
<b>24<sup>th</sup> October, 2018</b> [Extraordinary meeting] Committee Room 1 / 2pm	Schools' Modernisation Programme – Outline Business Case – New Primary School to replace Ysgol Bodffordd and Ysgol Corn Hir	Transformation		√ (All stakeholders)	√	√
<b>6<sup>th</sup> November, 2018</b> [Budget] Committee Room 1/ 2pm	2019/20 Initial Budget Proposals	Pre-decision scrutiny	√		√	√
	2019/20 Budget Consultation Plan	Pre-decision scrutiny	√	√	√	√
	Progress Report – Finance Scrutiny Panel	Performance monitoring	√			
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>23<sup>rd</sup> November, 2018</b> [Qtr 2: 2018/19] Committee Room 1/ 10am	Corporate Scorecard [Q2] 2018/19	Performance monitoring				
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>16 December, 2018</b> [Extraordinary meeting] Committee Room 1/ 10am	Monitor progress – Children's Services Improvement Plan	Performance monitoring	√		√	√
	Progress report – Children's Services Improvement Panel					
	Schools Modernisation Programme – Outline Business Case – Expansion of Ysgol y Graig and closing Ysgol Talwrn	Transformation		√	√	√
<b>17 January, 2019</b> [Extraordinary meeting] Committee Room 1 / 9:30am	Inspection of Children's Services by Care Inspectorate Wales	Performance Monitoring	√		√	√
	<b>Item for Information:</b> Annual Report 2017/18 – Library Service	Performance Monitoring – for information				
<b>4<sup>th</sup> February, 2019</b> [Budget]	2019/20 Final Draft Budget	Pre-decision scrutiny	√	√	√	√
	Forward Work Programme – review	Effective forward planning / alignment with corporate		√ (Members)		

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
Committee Room 1/ 2pm		priorities				
<b>11<sup>th</sup> March, 2019</b> [Qtr 3: 2018/19]	Corporate Scorecard [Q3]: 2018/19	Performance monitoring				
Committee Room 1/ 2pm	Monitor progress – Children’s Services Improvement Plan	Performance monitoring	√		√	√
	Progress report – Children’s Services Improvement Panel					
	School Transport Policy – revised policy	Policy development	√	√ (TBC)	√	√
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>8<sup>th</sup> April, 2019</b>	MEETING CANCELLED					
<b>2019/20</b>						
<b>17<sup>th</sup> May, 2019</b> [Extraordinary meeting]	Anglesey Further Education Trust Annual Report and Accounts 2017/18	Call in of decision by the Executive on 29/04/19 (called in by Cllr Peter Rogers, Shaun Redmond, Robert Llewelyn Jones, Ken Hughes & Bryan Owen)				√
Committee Room 1 / 9:30am						
<b>23<sup>rd</sup> June, 2019</b> [Qtr 4: 2018/19]	Corporate Scorecard [Q4]: 2018/19	Performance monitoring				
Committee Room 1/2pm	Monitor progress – Children’s Services Improvement Plan	Performance monitoring	√		√	√
	Progress report – Children’s Services Improvement Panel					
	Membership of the Finance Scrutiny Panel		√	√ (Members)	√	
	Forward Work Programme - review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>8<sup>th</sup> July, 2019</b> [Extraordinary meeting]	Annual Report of the Statutory Director of Social Services	Performance monitoring				√

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
Committee Room 1 / 1:00pm	Review of Scrutiny Panels & Membership of Transformation Boards	Measure impact	√	√ (Members)	√	
	<b>Item for information:</b> Social Services Annual Complaints Report (2018/19)	Performance monitoring – for information				
<b>11<sup>th</sup> September, 2019</b> <b>[Qtr 1: 2019/20]</b>  Committee Room 1/2pm	Corporate Scorecard [Q1]: 2019/20	Performance monitoring				
	Monitor progress – Children’s Services Improvement Plan Progress report – Children’s Services Improvement Panel	Performance monitoring	√		√	√
	Housing Allocations Policy – local connection	Policy development		√	√	√
	Forward Work Programme - review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>Extraordinary Meeting</b>	Annual performance report (Improvement Plan) 2018/19	Performance monitoring				√
<b>23<sup>rd</sup> October, 2019</b> <b>[Budget]</b>  Committee Room 1/2pm	2020/21 Initial Budget Proposals	Pre-decision scrutiny	√	√ (Members)	√	√
	2020/21 Budget Consultation Plan	Pre-decision scrutiny	√	√ (Members)	√	√
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>4<sup>th</sup> November, 2019</b> <b>[Qtr2: 2019/20]</b>  Committee Room 1/2pm	Corporate Scorecard [Q2]: 2019/20	Performance monitoring				
	Forward Work Programme – review	Effective forward planning / alignment with corporate		√ (Members)		

Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
		priorities				
<b>Extraordinary Meeting (December)</b>	Monitor progress – Children’s Services Improvement Plan	Performance monitoring	√		√	√
	Progress Report – Children’s Services Improvement Panel					
<b>3<sup>rd</sup> February, 2020 [Budget]</b> Committee Room 1/2pm	2020/21 Final Draft Budget	Pre-decision scrutiny	√	√	√	√
	Forward Work Programme - review	Effective forward planning / alignment with corporate priorities		√ (Members)		
<b>9<sup>th</sup> March, 2020 [Qtr3: 2019/20]</b> Committee Room1 / 2pm Page 60	Corporate Scorecard [Q3] 2019/20	Performance monitoring				
	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		√ (Members)		
<b>6<sup>th</sup> April, 2020</b> Committee Room 1/2pm						
	Forward Work Programme – review	Effective forward planning / alignment with corporate priorities		√ (Members)		



Meeting	Item	Purpose	Scrutiny Panel Input	Engagement	Wellbeing of Future Generations	Executive / Full Council
<b>Possible Items for the Forward Work Programme (dates to be determined)</b>						
TBC	Energy Management	Performance monitoring (Scrutiny Committee resolution. 31/10/17]				
TBC	Fuel Poverty – plans to support households	Performance monitoring [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]				
TBC	Schools' Modernisation Programme	Transformation		√	√	√
TBC (January, 2020)	<b>Item for information</b> – Annual Report 2018/19: Library Service	Performance monitoring – for information				

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