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COUNTY COUNCIL

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD LLUN, 9 MAWRTH, 2020 am 1:00 y. p.	MONDAY, 9 MARCH 2020 at 1.00 pm
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR , LLANGFNI	COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGFNI
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

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)

Llio Johnson (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent
Governor- Secondary Schools Sector and ALN)

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 PUBLIC SPEAKING PROTOCOL - SCRUTINY COMMITTEES (Pages 1 - 10)

To present the report of the Director of Function (Council Business)/ Monitoring Officer.

3 PERFORMANCE MONITORING: CORPORATE SCORECARD Q3 2019/20
(Pages 11 - 22)

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

4 PROGRESS MONITORING: SOCIAL SERVICES DEVELOPMENT PLAN (Pages 23 - 30)

To present the report of the Director of Social Services.

5 FORWARD WORK PROGRAMME (Pages 31 - 36)

To present the report of the Scrutiny Manager.

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	09.03.20
Subject:	Public Speaking Protocol for Scrutiny
Purpose of Report:	To seek the views of the Scrutiny Committee on the Public Speaking at Scrutiny Protocol attached at Appendix 1 to this report, prior to Council resolution on whether or not to adopt the same.
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr Dafydd Rhys Thomas Corporate Business Portfolio Holder
Head of Service:	Lynn Ball Director of Function (Council Business) / Monitoring Officer
Report Author: Tel: Email:	Mared Yaxley 01248 752566 mwyys@ynysmon.gov.uk
Local Members:	Not a ward specific matter.

1 - Recommendation/s
<ol style="list-style-type: none"> 1. For the Corporate Scrutiny Committee to agree to the Protocol at Appendix 1 to this report, subject to formal approval of the Council. 2. That the Corporate Scrutiny Committee comments on the content of the Protocol, in order to refer them to the Executive, prior to Council resolution on whether or not to adopt the Protocol.

2 – Link to Council Plan / Other Corporate Priorities
This matter is linked to scrutiny governance arrangements (encouraging public participation) – Council Constitution.

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. In which ways will the Protocol ensure added value in terms of the public's contribution towards the Council's scrutiny processes?
2. To what degree will the Protocol formalise and simplify the process for the public to be able to speak during Scrutiny Committees?
3. It is noted that adoption of the Public Speaking Protocol for Scrutiny Committees ensures compliance with legislative developments, should a timeframe be set to review implementation of the Protocol?

5 – Background / Context

Background:

In accordance with section 62 of the Local Government (Wales) Measure 2011, County Councils must ensure that those who live or work in their area are able to contribute their views on any matter that is to be considered by a Scrutiny Committee.

The Isle of Anglesey County Council (IOACC) is committed to this principle. Whilst there are already arrangements for public participation in the work of the Scrutiny Committees, the aim of introducing the Public Speaking Protocol is to provide the public with a clear and accessible process for making their views known to the Scrutiny Committees as part of their deliberations.

The current arrangement for public speaking at Scrutiny Committee meetings is not set out transparently in a simple document. The introduction of the Public Speaking Protocol will assist the public to understand the process that needs to be followed and will ensure

that a consistent process is adopted, which manages the public's expectations in relation to their contribution.

General:

Officers will undertake the administrative work under the Protocol.

Recent legislative developments have emphasised a legal requirement to listen to the voice of the public and that public involvement is imperative when Councils are making decisions.

Under the Local Government and Elections (Wales) Bill (published on 18/11/2019) which is anticipated to receive Royal Assent during the Summer of 2020, section 46 includes a duty to encourage local people to participate in local government. Paragraph 46(1) details: "A principal council must **encourage local people to participate in the making of decisions by the council** (including the making of decisions in partnership or in conjunction with any other person)." (my emphasis).

Section 47 of the Bill outlines a duty for Councils to prepare a "participation strategy" with the aim of making it easier for members of the public to understand how local government functions, how it makes decisions and **how local people can** follow proceedings, **input their views**, and have them taken into account" (my emphasis – WLGA paper on the Bill). Paragraph 47(2)(e) details: "A public participation strategy must, in particular, address arrangements made, or to be made, for the purpose of the council's duty in section 62 of the 2011 Measure (bringing views of the public to attention of overview and scrutiny committees)".

In addition, under the Well-being of Future Generations (Wales) Act 2015, there is a requirement to consider the importance of involving people with an interest in achieving the wellbeing goals, and ensuring that those people reflect the diversity of the area which the body serves.

The adoption of a Public Speaking Protocol for Scrutiny would go some way to achieving these statutory objectives.

The Protocol will be published on the Council's website and can be shared on social media.

Protocol details:

The Protocol details:

Members of the public can request to speak at a Scrutiny Committee meeting if they have submitted a written request to the Scrutiny Officer at least 3 working days prior to the Committee meeting. The written request must be made using the relevant form from the Council's website and electronic submissions are encouraged. Applications will be dealt

with in the order they are received. All those who have qualified to speak will be notified via email or through their contact telephone number.

The number of speakers are to be limited so that only one person from each group or party, where each group or party has a different perspective on an item, to address the meeting. Only in exceptional cases will the Chairperson allow a second/third speaker with the same perspective to speak; such discretion will be exercised in consultation with the Scrutiny Officer and the Monitoring Officer.

The right of the public to speak applies to all items on the agenda with the exception of the following: Apologies; Declarations of Interest; Minutes; and items on the Agenda which have been declared as not for publication (in accordance with the Public Interest Test). When exempt items are under consideration by Scrutiny the Chairperson will ask all members of the press and public to vacate the meeting room.

The right does not include the right to ask any questions of any IOACC member, officer of the Council, invited attendees or any other speaker.

In order for members to give full consideration to any points made, speakers must provide any supporting information/documentation they intend to refer to in their presentations when registering to speak. No additional information / documentation may be produced at the meeting itself. The draft Protocol addresses the issue of suitability of any material produced.

Each speaker will be given five minutes to make their oral contribution in relation to an agenda item. Only in exceptional circumstances will the Chairperson allow speakers a little more time and if this is allowed for one individual, all individuals in relation to the same agenda item will be allowed the same amount of additional time.

The Chairperson has the discretion to stop a speaker before their allotted time has concluded if, in the Chair's view, the speaker is behaving improperly, offensively, trying to prevent the Committee from doing its work or makes comments which are defamatory, vexatious, discriminatory or offensive.

Speakers may be asked to clarify any of the comments they make and may be asked questions by members. Speakers must not enter into debate with the members of the Committee.

The Committee will consider the comments made by the speaker and thereafter determine whether to make any recommendations arising from those comments/issues raised.

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

Not applicable.

7 – Financial Implications

Not applicable.

8 – Appendices:

Appendix 1 – A Guidance on Public Speaking Arrangements in Scrutiny Committee Meetings

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

A Guidance on Public Speaking Arrangements in Scrutiny Committee Meetings

1.0 Introduction

- 1.1 Under section 62 of the Local Government (Wales) Measure 2011, County Councils must ensure that those who live or work in their area are able to contribute their views on any matter which is to be considered by a Scrutiny Committee. The Isle of Anglesey County Council (IOACC) is committed to this principle.
- 1.2 IOACC encourages the active participation of the public whenever possible (see link to "[Getting Involved with Scrutiny](#)") and an opportunity exists for members of the public to speak at Scrutiny Committee meetings in respect of an item on the agenda. This Guidance is intended as a means of ensuring that the voice of local people and communities in Anglesey will be heard as part of the decision making process.
- 1.3 In doing this, IOACC must ensure that the procedure is fair and organised. This Guidance has been developed to assist those wishing to speak at a Scrutiny Committee meeting. It contains information on the process to be followed. It is also hoped that encapsulating this information in a Guidance will ensure that, as far as possible, members of the public have a positive and stress-free experience when addressing a Scrutiny Committee.

2.0 Background

- 2.1 There are two Scrutiny Committees at IOACC. One being the [Corporate Scrutiny Committee](#) and the other the [Partnership and Regeneration Scrutiny Committee](#). The Terms of Reference for both Committees is included in the Constitution in [Article 6](#) and in [Part 4](#).
- 2.2 The role of the Scrutiny Committee is to make recommendations to the Executive/Council. As appropriate, the Executive/Council will make the final decision.
- 2.3 Scrutiny Committee meetings are open to the public (see 2.4 below).
- 2.4 However, on occasions, the Committees will consider confidential matters e.g. personal information about individuals or commercially sensitive data and, on these occasions, members of the press and public will be asked to leave the meeting whilst that item is being considered. Such exclusion must be in the public interest.
- 2.5 The Committee members receive written reports on issues being discussed by the Scrutiny Committees at their meetings. These reports are available to the public on the website for the [Corporate Scrutiny Committee](#) and the [Partnership and Regeneration Scrutiny Committee](#) at least three working days before the day of the meeting (unless a decision is taken to exclude public access to the papers). If that is the case, a public interest test will be included on the website; this explains why access is being restricted.
- 2.6 Part of the Scrutiny Committees' remit is to "call in" decisions which have been taken by the Executive but not yet implemented. However, the right to "call in" will

be excluded where a matter considered by the Executive is deemed urgent. In those circumstances, it will not be possible for the matter to be considered by a Scrutiny Committee and so public participation will also not be available.

3.0 Public attendance and speaking at Scrutiny Committee Meetings

3.1 General Points

- 3.1.1 Scrutiny Committee meetings are held in public and any member of the public or the press may attend and listen to the debate. There is no need to make any arrangements for this; you are entitled to just turn up.
- 3.1.2 The public have no express right to speak in a Scrutiny Committee meeting, but may ask for prior agreement to do so in accordance with this Guidance.
- 3.1.3 Some items are discussed in closed session, when the Committee is considering confidential information that has been declared as not for publication (subject to the public interest as mentioned in 2.4 above). The public and press will be asked to leave for these items. It follows that there will not be any public speaking in relation to these items.
- 3.1.4 Clearly, public speaking will not be appropriate on agenda items such as apologies for absence, declarations of interest and minutes.
- 3.1.5 The right to speak does not include the right to ask any questions of any IOACC member, officer of the Council, invited attendees or any other speaker.

3.2 Required Steps

- 3.2.1 In order to speak at a Scrutiny Committee meeting, a member of the public must have submitted a **written request**, using the available form and sent to the Scrutiny Officer. Verbal requests to speak will not be registered. The written request should be made using the form on this [link](#) and may include photographs or diagrams. A contributor must do this as soon as possible and at the latest **3 clear working days prior to the Committee meeting** (electronic submissions are encouraged). Any requests received after this time will be automatically rejected. Contact details, together with a copy of the relevant application form, can be found on the Council's [website](#).
- 3.2.2 One person may speak from each group or party where each group or party has something different to say in relation to an item. Individuals who are experts in a particular field, or hold a particular view which is not represented by a group or party, may also register their interest in speaking at a meeting. The Chair of the Committee will only allow a second/third etc. speaker, with the same perspective, in exceptional cases, and where there are clearly different arguments to be heard. This will be at the discretion of the Chair in consultation with the Scrutiny Officer and the Monitoring Officer.

For example, in relation to a report discussing several schools, it is reasonable that one speaker may be allowed from each school, but it is not reasonable to have all parents make an individual contribution. Or where an item discusses Leisure

Centres, it would be reasonable to allow different speakers from the different public groups that use the Leisure Centres, on the basis they all have something different to say, and they would not each be repeating the same points. The point is to ensure that the Committees hear all points of view, but that contributions are not repetitive.

- 3.2.3 All written requests will be recorded by the Council's Scrutiny Officer. The request will include details of who that individual is representing (if applicable). When arrangements are being made for a Committee meeting, the individual whose name first appears on the list i.e. the first person to register their interest to speak at the Committee meeting, in relation to each group / party of people, will be given the first opportunity to confirm if they still wish to speak. If the first registered person no longer wishes to speak, the offer will be made to the second registered person and the first registered person's place will be forfeited. Similarly, if the second registered person no longer wishes to speak, the offer will be made to the third registered person, and so forth. Once an offer is made to the next registered person on the list, and that person confirms they will attend to speak, the previous registered person cannot reassert their request to speak. The offer will only ever revert to the first registered speaker if every other person on the list has confirmed that they no longer wish to speak. Clearly, this does not apply to those contributors who are not representing groups/parties.
- 3.2.4 Those wishing to speak at Committee meetings should register their interest to do so as soon as possible by confirming their name and whom are they representing, (if applicable) and not delay for the Committee papers to be published, so as to avoid a situation where they miss the deadline noted in 3.2.1 above and/or other individuals have already registered to speak. Matters will usually be part of a wider consultation and so the public will be aware of the matters due to be considered. However, in order to ensure the public are fully aware, individuals are encouraged to review the [Forward Work Programme](#) (FWP) for the Scrutiny Committees which detail the matters that are scheduled to be discussed.
- 3.2.5 The Scrutiny Officer will give those who have registered to speak at Committee meetings as much notice as possible of the time, date and place of the meeting at which the item will be discussed. Committee agendas are published at least three clear working days before the Committee meeting and will include details of all matters to be discussed at that meeting.

3.3 At the Scrutiny Committee Meeting

- 3.3.1 As stated, meetings of Scrutiny Committees are usually held in public, they are open to the press and all reports are public documents unless they contain confidential information.
- 3.3.2 Prior to the start of the meeting contributors should introduce themselves to the Scrutiny Officer or the Committee Officer and they will arrange an introduction to the Chair. Public speakers should allow enough time for this to happen by aiming to arrive at Cyswllt Môn (Council's main HQ reception) about 15 minutes before the start of the meeting.

- 3.3.3 Speakers may communicate with the Committee in either Welsh or English (translation facilities are available at each meeting).
- 3.3.4 It is important that any speaker at a Scrutiny Committee meeting should talk in a responsible and respectful way in order to maximise the benefit of their contribution.
- 3.3.5 The Chair will introduce each speaker to the Committee when it is their turn to speak.
- 3.3.6 Each speaker will be asked to move to a specific location within the meeting room where they can be best seen and heard by all members of the Committee. Each speaker will be given **five minutes** to make their contribution.
- 3.3.7 Speakers are encouraged to consider the following:
- 3.3.7.1 Ensure comments are clear and concise, and directly related to the report on which they have asked to speak.
 - 3.3.7.2 Avoid repeating points made by any earlier speaker.
 - 3.3.7.3 Limit their views to the advantages or disadvantages of the proposals in the report and highlighting how the report could affect the delivery of services to specific user groups. Suggest alternative proposals.
- 3.3.8 Speakers are not allowed to hand out supporting documents at the Scrutiny Committee meeting or use visual / oral aids (such as photographs or diagrams or sound recordings). Any material received from the speaker under paragraph 3.2.1 shall be circulated by the Scrutiny Officer in advance, to the members of the Committee; subject to the caveat that the material is suitable for publication. This decision will be at the discretion of the Scrutiny Officer in consultation with the Monitoring Officer and the relevant lead service officer.
- 3.3.9 If a speaker is still talking after five minutes the Chair will usually wait for them to finish their sentence and then will let them know that they have reached their time limit. Contributors are not allowed to go over time so as to ensure fairness to any other speakers. In exceptional circumstances, the Chair may allow speakers a little more time; if so, other speakers in relation to the same item will be allowed the same amount of extra time.
- 3.3.10 Once the speaker has concluded their contribution, the Chair may allow Committee members to ask the speaker questions to clarify any points arising. The speaker must not enter into a debate with the members of the Committee.
- 3.3.11 The speaker will then return to their seat in the public gallery.
- 3.3.12 The Committee will discuss the issue before making a decision, and will take into account any information provided by all the speakers.
- 3.3.13 The Chair will ensure that all speakers are treated with courtesy and respect. The Chair will have the discretion to stop a speaker at any time in proceedings if, in the Chair's view, the speaker behaves improperly, offensively or tries to prevent the Committee from doing its work or makes comments which are defamatory, vexatious, discriminatory or offensive. In presiding over the meeting, the Chair will exercise his/her powers and duties in an active, fair and impartial manner so that

business can be carried out efficiently and with regard to the interests of the community.

3.3.14 The speaker may leave the meeting at any time after they have spoken.

4.0 Data Protection

4.1 Contact details, including email addresses and telephone numbers, are essential in order to allow the proper functioning of this Guidance and to allow speakers to attend the Scrutiny Committee meetings. Personal details are only collected for the purpose of administering public speaking at Scrutiny Committee meetings. Once an item has been determined at Committee, contact details will be deleted in accordance with the Council's published Retention Policy.

5.0 Summary

Any members of the public wishing to speak on a particular item in a Scrutiny Committee, should:

- Regularly review the Forward Work Programme available ****HERE**** in order to see what matters are coming up;
- Submit a written request using the form available ****HERE****;
- The written request must be received by the Scrutiny Officer, **at least 3 clear working days** before the Committee meeting;
- Any queries should be directed to the individuals named in section 6 below.

6.0 Contact Details

Scrutiny Support Officer 01248 75xxxx
abc@ynysmon.gov.uk

Committee Services Officer 01248 75xxxx
def@ynysmon.gov.uk

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	CORPORATE SCRUTINY
Date:	9 th March 2020
Subject:	SCORECARD MONITORING REPORT - QUARTER 3 (2019/20)
Purpose of Report:	TO CHALLENGE PERFORMANCE
Scrutiny Chair:	COUNCILLOR ALED M JONES
Portfolio Holder(s):	COUNCILLOR DAFYDD RHYS THOMAS
Head of Service:	CARYS EDWARDS
Report Author:	GETHIN MORGAN
Tel:	01248 752111
Email:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

1 - Recommendation/s	
<p>1.1 This is the third scorecard of the financial year 2019/20.</p> <p>1.2 It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and in consultation with the Shadow Executive.</p> <p>1.3 The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future.</p> <p>These can be summarised as follows –</p> <p>1.3.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4 and that continuous scrutiny of financial performance is undertaken with particular emphasis and support given to the services under pressure due to the increasing demand so that their management of performance does not decline or underperform into Q4.</p> <p>The Committee is asked to recommend the mitigation measures outlined above.</p>	

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. To what degree does the information provided give assurance to the Committee on overall performance in key service areas of the Council?
2. Timely response to complaints by Social Services is reported as an issue in Qtr3. What additional role can the Social Services Improvement Panel play in constructive scrutiny and monitoring improvements?
3. The report refers to financial service pressures particularly in Adult Services. What further contribution can the Finance Scrutiny Panel make to ensure that these service pressures are addressed?
4. Current levels of financial balances are set to reduce in order to fund the projected overspend at year end. What measures have been put in place to mitigate this risk?

5 – Background / Context

- 1.1. One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.

1.3. The scorecard portrays the current end of Q3 position and will be considered further by the Corporate Scrutiny Committee and the Executive during March.

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

n/a

7 – Financial Implications

The end of Q3 financial position is noted in the report.

8 – Appendices:

Appendix A - Scorecard Quarter 3

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

- 2019/20 Scorecard Monitoring Report - Quarter 2 (as presented to, and accepted by, the Executive Committee in November 2019).

SCORECARD MONITORING REPORT – QUARTER 3 (2019/20)

1. INTRODUCTION

- 1.1. One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2. Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period. The delivery of the Council Plan is delivered through the realization of the Annual Delivery Document (ADD).
- 1.3. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.
- 1.4. The scorecard monitoring report has been in use since 2013 and the development of this report amongst other performance related improvements have contributed to the Council's current performance management framework. This embedded performance management approach has resulted in a continuous improvement culture within the council, improvements in performance against targets, as well as an improvement in our performance nationally.
- 1.5. The scorecard (appendix 1) portrays the current end of Q3 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during March.

2. CONTEXT

- 2.1. It was agreed as part of the previously noted workshop that some changes were required of the Scorecard this year to ensure a greater strategic approach. To that end, the performance monitoring KPIs have been aligned to the Councils' three strategic objectives:
 - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
 - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
 - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 2.2. It will not be possible to publish information for all KPIs on the Scorecard on a quarterly basis due to the nature of data collection methods. When this is the case, a note will indicate how often the KPI is monitored and when the data will be available for collection, e.g. (annual) (Q4), (termly) (Q3).

3. CORPORATE HEALTH PERFORMANCE

- 3.1. It is encouraging to note that the majority (71%) of the indicators monitored are continuing to perform well against targets (Green or Yellow RAG) as was the case at the end of Q2. Some of the highlights are noted below.
- 3.2. Attendance at work is GREEN at the end of Q3.
- 3.3. The digital strategy continues to see the main developments progress during Q3 where the majority of indicators under the digital service shift subheading sees an upward trend compared to Q3 of 2018/19 where all but 1 indicator (No of visits to Council Website) demonstrate an increase, although this is predicted to increase in Q4 due to the consultations currently being undertaken on School Modernisation and the Budget. The number of web and telephone payments (items 12+13) see an increase of over 2700 payments compared to the same period in 2018/19. As explained previously, this is positive as studies undertaken by SOCITM (Society for innovation, technology and modernisation) demonstrate that digital transaction costs are lower than face to face contact costs.
- 3.4. There continues to be no cause for concern with the customer service charter sub heading where the majority (75%) of indicators are performing well against targets. The only indicator which is RED against target is item 04b - the % of written complaints responded to by Social Services within 15 days. 30 of the 31 (97%) complaints were discussed with the complainant within timescale whilst 22 of the 31 (71%) complaints were written to within timescale.
- 3.5. Some of the lessons learnt from complaints upheld include:
- Internal co-ordination required when an enquiry relates to other services,
 - Process of making adjustments or write offs to be reviewed and the need to recognise and record a complaint,
 - System to be put in place for bus companies to inform the Council of any issues with school buses.
- 3.6. The financial management section currently forecasts, on the basis of the financial position at the end of the third quarter, that the Council will overspend its revenue budget, for the year-ending 31 March 2020, by £1.246m. The service budgets are expected to overspend by £1.096m and corporate finance is forecast to overspend by £0.008m. A shortfall of £0.142m is expected on the standard Council Tax. The historic trend over the last few years has been that Corporate Finance and Council Tax Council had significant underspends/surplus of income which has helped to reduce the overspends in service costs. Unfortunately, for 2019/20 these budgets are also under pressure and will not be available to fund service overspends.
- 3.7. The Adults Service budgets are under significant pressure due to increasing demand and the transition of a costly placement from Children's Services. This increasing demand is something that can be seen on a Wales and UK basis due to an ageing population.

- 3.8. It is the normal pattern for the final outturn position to be better than the first few quarters estimate, however, if the projected overspend transpires, it would be funded from the Council's general balances which would reduce to £5.035m.
- 3.9. This reduction weakens the Council's financial position but vindicates the decision not to use general balances to fund part of the 2019/20 budget. Previously the Executive agreed to the introduction of Service Reserves where any Service that has an underspend at year-end is permitted to retain up to 2.5% of their net annual budget or £75k (whichever is highest) in order to reinvest in their Service to improve future resilience. Based on the position at the end of Quarter 3, this would result in Services retaining £0.427m reducing the general reserve to £4.608k. This is well below the minimum balance of the general reserve which has been set at £6.7m as approved by full Council on 27th February 2019.
- 3.10. Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q3' which will be discussed in The Executive meeting on the 2nd March.
- 3.11. What this demonstrates therefore is the reasonable assurance which can be provided through the use of the scorecards analysis that the Council's day to day activities in managing its people, its finances and serving its customers are delivering against their expectation to a standard which is appropriate and agreed by Members. This is also reflected in the fact that the indicators from a performance management perspective are also demonstrating good performance.

4. PERFORMANCE MANAGEMENT

- 4.1. At the end of Q3 it is encouraging to note that a high majority (86%) of performance indicators continue to perform above target or within 5% tolerance of their targets. This once again compares favourably to the performance seen during the first half of the year as well as to Q3 in 2018/19. We do note however that five indicators are underperforming against their targets and are highlighted as being Red or Amber in the Scorecard.
- 4.2. Performance for **Objective 1** at the end of Q3 has been good where only two indicators against the objective are currently underperforming, an additional one compared to Q2. This equates to 17% of the 12 PIs monitored this quarter.
- Indicator 8 – Number of visits to leisure centres – which is AMBER with a performance of 385k visits against a target of 396k visits. This is a decrease of 19k compared to the 404k seen in Q3 2018/19, however it remains 21k higher than the 364k seen in Q3 2017/18.

The number of visits has been lower this year when compared to the performance of 2018/19, however this was a particularly busy year compared to the previous 5 years. The target set for this year was based on the performance of a busy 2018/19. Due to some essential maintenance and upgrades to the leisure centres, it has not been possible to reach the proposed targets so far this year. However, the number of direct debit payments have increased over the last year, thereby ensuring that a

consistent income stream is received when visitor numbers don't reach targets.

An increase in the figures in the January to March period is expected which should result in a performance closer to the target. However upgrades to the Plas Arthur fitness room, the sports hall at Holyhead Leisure Centre, and the repair of storm damage caused by Storm Ciara at David Hughes Leisure Centre will have an impact on Q4 performance.

Into Q4, we will continue to promote the activities available in our Leisure Centres via MonActif as well as ensure that all activities are accurately recorded on the electronic computer systems.

- Indicator 17 – Landlord Services: Average number of days to complete repairs – which is RED with a performance of 15.49 days against a target of 12 days. This is higher than the 9.95 days seen in Q3 2018/19 and the 15.14 days seen at the end of Q2.

As explained in the Q2 report, following a change in the Repairs and Maintenance Policy in October 2018 there has been an impact on this indicator. Work orders are now prioritised for completion within 12 hours, 48 hours, 5 days, 20 days and 3 months dependant on the urgency of the work. Previous work orders could also be set for 10 days and 15 days which is no longer an option.

The Housing Service will continue to monitor this indicator and take action as necessary with a view to improving the performance.

We are pleased that 94% of the works orders have been completed on time in relation to the Repairs and Maintenance Policy, October 2018.

4.3. Performance against the indicators for **Objective 2** demonstrate that only two indicators of the 17 monitored in Q2 (12%) are currently underperforming for the objective.

- Indicator 19 – Rate of people kept in hospital while waiting for social care per 1000 population aged 75+ is RED with a performance of 6 against a target of 3. This performance is similar to the 5.6 seen in Q3 2018/19.

Our challenges with regards to reablement performance have become clearer since we implemented our area based domiciliary care contracts. Those contracts are generally supporting people to be discharged quickly when they have established packages in place. However due to the pressure of ensuring that we provide reablement to all people new to services we are at present struggling to ensure sufficient capacity. To address this we are both aiming to ensure those receiving reablement do actually require it, and that our service works to move individuals when they reablement period is complete at the right time.

Capacity to support those with EMI (Elderly Mental Illness) in the residential and nursing sector has also contributed to this overall picture

We continue to strengthen our partnership with BCUHB to facilitate swift discharges from all hospitals, with particular attention turning to our Community Hospitals. Additionally we will be reviewing our internal processes by having weekly meetings with our reablement provider to ensure timely discharges from all hospitals.

- Indicator 36 - Landlord Services: Percentage of rent lost due to properties being empty is RED on the scorecard with 1.55% lost against a target of 1.15%

This indicator is directly linked with indicator 35 on the Scorecard, the average number of calendar days to let lettable units of accommodation which improved during the last two quarters. The poor performance of that indicator in Q1 had an impact on this KPI and it has not been possible to claw back as much as hoped.

We will continue to implement the new streamlined process identified in Q1 to improve the performance of this indicator.

4.4. The indicators to monitor **Objective 3** have also performed well in Q3, however one indicator of the seven (14%) monitored for the objective has underperformed against target.

- Indicator 43 - Percentage of planning enforcement cases investigated within 84 days – which is AMBER with a performance of 69% against a target of 80%. This is a new indicator for the Scorecard this year. Performance of this indicator was 17% during Q4 2018/19, 55% at the end of Q1 and 69% at the end of Q2.

There continues to be good progress being made given the historic backlog of work in this area and the current performance demonstrates a significant increase as new processes are embedded, capacity and expertise is improved, and the backlog is cleared. It is anticipated that this improvement will continue for the remainder of the financial year with an expectation of starting at a stronger position in 2020/21.

4.5. Overall the performance in Q3 compares favourably to the performance seen during the first half of the year and it is encouraging that 86% of performance indicators continue to perform above target (Green) or within 5% tolerance (Yellow).

5. RECOMMENDATIONS

5.1. 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 –

- Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4 and that continuous scrutiny of financial performance is undertaken with particular emphasis and support

given to the services under pressure due to the increasing demand so that their management of performance does not decline or underperform into Q4.

5.2. The committee is asked to accept the mitigation measures outlined above.

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3 2019/20

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed Ch/ Q Target	Targed Bl / Yr Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential							
1) Percentage of pupil attendance in primary schools (tymhorol) (Q3)	Gwyrdd / Green	↑	94.60%	93.90%	93.90%	94.20%	93.90%
2) Percentage of pupil attendance in secondary schools (termly) (Q3)	Melyn / Yellow	↓	91.42%	92.70%	92.70%	92.70%	93.30%
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)	-	-	-	-	-	1.10%	4.20%
4) Average Capped 9 score for pupils in year 11 (annual) (Q3)	Melyn / Yellow	-	345.4	349	349	349.1	335.9
5) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q4)	-	-	-	-	-	0.883	72.60%
6) Percentage of year 11 pupils studying Welsh [first language] (annual) (Ch4)	-	-	-	-	-	0.65	63.70%
7) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q3)	Gwyrdd / Green	-	75%	75%	75%	-	-
8) Number of visits to leisure centres	Ambr / Amber	↓	386k	396k	-	553k	508k
9) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	⇒	98%	95%	95%	98%	98.00%
10) Percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation	Gwyrdd / Green	↑	96%	90%	90%	-	-
11) Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green	↓	74%	50%	50%	70%	-
12) Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green	↓	84%	80%	80%	83%	-
13) Number of empty private properties brought back into use	Gwyrdd / Green	↑	88	56	75	78	75
14) Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	↑	3	3	4	9	4
15) Number of additional affordable housing units delivered per 10,000 households (annual) (Q4)	-	-	-	-	-	-	-
16) Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Gwyrdd / Green	⇒	100%	100%	100%	100%	-
17) Landlord Services: Average number of days to complete repairs	Coch / Red	↓	15.49	12	12	13.63	-
18) Percentage of tenants satisfied with responsive repairs (annual) (Q4)	-	-	-	-	-	-	-
Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible							
19) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	Coch / Red	↓	6	3	3	7.78	6.58
20) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↑	91.07%	90.00%	90.00%	90.91%	93.25%
21) The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	Gwyrdd / Green	↑	44.4%	35.00%	35.00%	30.87%	59.26%
22) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	↑	63.43%	62.00%	62.00%	62.84%	62.65%
23) 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	↑	18.3	19	19	17.35	17.44
24) 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	↑	97.40%	93.00%	93%	93.30%	96.00%
25) Percentage of child assessments completed in time	Gwyrdd / Green	↑	92.51%	90.00%	90.00%	86.17%	67.57%
26) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	↑	5.88%	7.50%	10%	10%	9.00%
27) The percentage of referrals of children that are re-referrals within 12 months	Melyn / Yellow	↑	12.68%	10.00%	10%	16..87%	-
28) 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	↓	232	270	270	241	326.5
29) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	↑	98.69%	95%	95%	98%	-
30) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow	↑	86.52%	90.00%	90.00%	86.17%	63.32%
31) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	↑	75.11%	60.00%	60.00%	-	-
32) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green	↑	80.30%	60.00%	60.00%	55%	65.20%
33) Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green	↑	157.2	170	170	161.9	177
34) Decision Made on Homeless Cases within 56 days (annual) (Q4)	-	-	-	-	-	-	-
35) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Melyn / Yellow	↓	22.4	21	21	-	-
36) Landlord Services: Percentage of rent lost due to properties being empty	Coch / Red	↑	1.55%	1.15%	-	1.3%	-
Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment							
37) Percentage of streets that are clean	Melyn / Yellow	↓	94.77%	95%	95%	95.60%	93.60%
38) Percentage of waste reused, recycled or composted	Melyn / Yellow	↓	67.67%	70%	70%	69.86%	72.20%
39) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	↓	0.99	1	1	0.2	-
40) Kilograms of residual waste generated per person	Gwyrdd / Green	↑	154.84kg	180kg	240kg	240kg	236kg
41) Percentage of all planning applications determined in time	Gwyrdd / Green	↓	90%	90%	90%	80.0%	86.0%
42) Percentage of planning appeals dismissed	Gwyrdd / Green	↑	67%	65%	65%	74.0%	47.0%
43) Percentage of planning enforcement cases investigated within 84 days	Ambr / Amber	↓	69%	80%	80%	-	-
44) Percentage of A roads in poor condition (annual) (Q4)	-	-	-	-	2.90%	2.90%	0.029
45) Percentage of B roads in poor condition (annual) (Q4)	-	-	-	-	3.80%	3.80%	0.042
46) Percentage of C roads in poor condition (annual) (Q4)	-	-	-	-	8.70%	8.70%	0.089

Red - more than 10% below target and/or needing significant intervention Amber - between 5% & 10% below target and/or requiring some intervention
 Yellow - within 5% of target Green - on or above target

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3 2019/20

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	↓	53	57	76	71
02) No of Stage 2 Complaints received for Social Services	-	↑	8	-	8	9
03) Total number of complaints upheld / partially upheld	-	↓	19	-	27	28
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↓	92%	80%	93%	92%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	↑	59%	80%	57%	-
05) Number of Stage 1 Complaints for Social Services	-	↓	31	-	44	51
06) Number of concerns (excluding Social Services)	-	↓	65	-	62	112
07) Number of Compliments	-	↑	434	-	513	753
08) % of FOI requests responded to within timescale	Gwyrdd / Green	↓	84%	80%	81%	78%
09) Number of FOI requests received	-	↓	644	-	1052	919
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website	-	↑	13k	-	8.2k	-
11) No of reports received by AppMôn / Website	-	↑	5.7k	-	4.7k	2k
12) No of web payments	-	↑	10.1k	-	-	-
13) No of telephone payments	-	↑	5.3k	-	-	-
14) No of 'followers' of IOACC Social Media	-	↑	32.5k	29.5k	29.5k	25k
15) No of visitors to the Council Website	-	↓	566k	-	-	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2177	-	-	-
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1230	-	-	-
03a) Sickness absence - average working days/shifts lost	Gwyrdd / Green	↓	6.72	6.98	-	-
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	2.89	-	-	-
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	3.82	-	-	-
04a) Primary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	5.72	6.87	-	-
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	2.71	-	-	-
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	3.01	-	-	-
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Ambr / Amber	↓	6.48	6.12	-	-
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	2.76	-	-	-
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	3.72	-	-	-
06) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)	-	-	-	11%	11%	-
07) % of PDR's completed within timeframe (Annual) (Q4)	-	-	-	80%	84%	90.50%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiad a Ragwelir / Forecasted Variance (%)
01) Budget v Actuals	Coch / Red	↓	£98,676,313	£99,298,170	0.63%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	↑	£135,210,190	-	-	£136,456,183	0.92%
03) Forecasted end of year outturn (Capital)	-	-	£28,240,000	-	-	£17,941,000	-36.47%
04) Achievement against efficiencies	Ambr / Amber	↓	£2,561,000	-	-	£2,133,800	-16.68%
05) Income v Targets (excluding grants)	Gwyrdd / Green	↓	-£8,078,896	-£9,005,732	11.47%	-	-
06) Amount borrowed	-	⇒	£2,184,000	-	-	£0	0.00%
07) Cost of borrowing	Gwyrdd / Green	⇒	£4,262,730	-	-	£4,260,516	-0.05%
08) % invoices paid within 30 days	Melyn / Yellow	↓	-	82.55%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	↑	-	99.10%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	↑	-	98.90%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	↑	-	97.30%	-	-	-
12) % Housing Rent collected (for the last 3 years)	Melyn / Yellow	↑	-	99.84%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	↑	-	99.63%	-	-	-

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ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Corporate Scrutiny Committee
Date:	9 th March 2020
Subject:	Social Services Progress Report
Purpose of Report:	Confirm progress and improvements made to date in Social Services.
Scrutiny Chair:	Cllr Aled Morris
Portfolio Holder(s):	Cllr Llinos Medi
Head of Service:	Alwyn Rhys Jones, Director of Social Services, and Head of Adults Services Fôn Roberts, Deputy Director of Social Services, Head of Children and Families Services
Report Author: Tel: Email:	Emma Edwards Deputy Business Manager, Adults' Services 01248 751887 Emmaedwards@ynysmon.gov.uk
Local Members:	Relevant to all Members

1 - Recommendation/s

The Corporate Scrutiny Committee is requested to:

- **Confirm that it is satisfied with the pace of progress and improvements made to date in Social Services.**
- **Recommend to the Executive that progress and pace of improvements in Social Services are adequate.**

2 – Link to Council Plan / Other Corporate Priorities

Yes linked to the YM Council Plan 2017-22 - Objective 1, 2 and 3.

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]**

CIW Reports are shared under Section 5, point 1 and 2 outlining progress to date across both Adults Services and Children and Families Services, and seeks to give members reassurance of the improvements made.

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

This report seeks to reassure Members of the Scrutiny Committee that we have developed and imbedded Quality Assurance processes, which are reported under Section 5, Point 4 of this report.

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

1. To what degree are the work programmes in place sufficiently robust to achieve the necessary improvements at an appropriate pace?
2. What are the major risks to achieving the necessary improvements and how are these being mitigated?
3. What actions are being taken by the Social Services Improvement Panel in support of the improvement journey?
4. What suggestions does the Committee have to further strengthen these work streams?

5 – Background / Context

Background - Social Services Improvement Panel

At the Adults Social Care Transformation Board on 22nd May 2019 and the Children and Families Service Improvement Panel on 23rd 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.

This report supports the first meeting of the Joint Social Services Improvement Panel.

1. Care Inspectorate Wales (CIW) Local Authority Performance Review

(Full copy of the letter can be found in Section FF below - 1)

The Council received their Annual CIW Local Authority Performance Review letter during late October 2019. The purpose of the letter, which is published under the CIW Code of Practice is to:

- provide feedback on inspection and performance evaluation activity completed by us during the year;
- report on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews;
- outline our forward work programme.

This letter summarises CIW review of Isle of Anglesey County Council's performance in carrying out its statutory social services functions. It follows the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) and our increasingly collaborative and strengths based approach to supporting improvement.

The four principals are 1) Wellbeing 2) People – Voice and Choice 3) Prevention, and 4) Partnerships. The letter addresses each of the headings across both Services. The key messages are:

a) *The recent changes in senior leadership are being covered by interim arrangements for the statutory role of director of social services. Leaders of the council will want to ensure recent improvements in performance in children's services are not negatively impacted by changes in leadership.*
UPDATE: IOACC Senior Leadership team reorganisation has now been completed, with Alwyn Rhys Jones becoming the permanent Director of social Services.

b) *The need to maintain continued improvements in Children's services.*
UPDATE: Please see Point 2 below, which outlines the feedback by CIW of the focused monitoring of our Children's Services in September 2019.

c) *CIW monitoring of the deprivation of liberty safeguards has identified the local authority, in common with many others in Wales, is unable to assure itself people's human rights are not being breached by being deprived of their liberty unlawfully.*
UPDATE: Adult Services are working to improve on this point, and has provided training to staff in November 2019.

d) *Accommodation for children with complex needs who need to be looked after by the local authority is a challenge. Colleagues in social care and housing are working closely with elected members to provide opportunities for living accommodation on the isle of Anglesey for children who are eligible for support.*

UPDATE: In order to promote de-institutionalisation and reduce significant overspends and allow for the children and young people who

are from Anglesey to continue to receive care on the Island, a range of alternative care provision is required. There are a number of children currently living “Out of County” who are unlikely to be reintegrated or placed with family, friends, foster or adoptive families in the foreseeable future. In order to ensure that these children are not ‘left behind’, and to make significant savings, there is a need to develop alternative residential care services.

Cartrefi Clyd Môn means no more than two children living together in ‘homely’ surroundings and functioning in a similar way to children at home i.e. going out to school, living in the community, having neighbours and friends and so on.

The houses will be dispersed throughout the community enabling the resident children to merge more easily into the community. Each home will be staffed by a small team of residential care workers, ensuring continuity of care for the resident children. There are currently 2 Cartrefi Clyd properties being registered by CIW with a view to them both opening by 1st April 2020.

The letter also summarises CIW Performance Review Plan for 2019-20 (thematic inspection programme), which included the now completed prevention and promoting independence for older people.

It also refers to a pilot joint inspection of child protection arrangements which was scheduled for late 2019. We have not received any further information with regard to this at the time of writing.

2. CIW - Feedback on 2 days monitoring in IOACC Children’s Services Letter (dated 25/10/19)

(Full copy of the letter can be found in Section FF below - 2)

During the 19 & 20 September 2019 a total of 13 case files were evaluated, and interviews were carried out with five Operational team managers and two Independent Reviewing Officers (IRO’s). Again the four principals (Wellbeing, People – Voice and Choice, Prevention, and Partnerships) formed the basis of the monitoring and letter.

The letter states “our findings indicate a service on a positive journey of improvement underpinned by leaders and managers who are taking responsibility for driving improvements. We highlight some good pieces of work and areas requiring improvement.”

Areas for improvement:

- a) *“The local authority will want to continue to create opportunities to support children to remain within their own communities and reduce high cost out of county placements.”*

UPDATE: see the Small Group Homes – Catrefi Clyd above (1d).

- b) *“IROs have a key role in ensuring children have their voices heard and the quality of services are achieved and maintained. The local authority will want to ensure the potential of the IRO role is maximised.”*

UPDATE: Working is ongoing in order to ensure every child has their Voice heard. This work will be linked to our update below on Voices From Care Wales Update.

- c) *“The local authority will want to assure itself it is maximising every opportunity to address the reasons social workers are increasingly declining to undertake court work.”*

UPDATE: The Local Family Justice Board, which is sponsored by the Welsh Government is holding a workshop in December 2019 in order to look at this. This is a national issue and work is ongoing with the Judiciary in order to address this.

- d) *“We did see evidence in one case file of the positive benefits to the child of social services and children’s mental health teams (CMHS) working closely together. However, we are aware this is not always the situation. The local authority acknowledges the risk of children falling through the gap between children’s mental health services and children’s social services are high. Work is underway to address the challenges, making use of ‘Transformation’ money.”*

UPDATE: Regional work is being undertaken in order to look at how best agencies can support children and young people with mental health issues. Also, the regional transformational ICF bid for children is aimed to address some issues in this area.

3. Voices from Care Wales Update

The CIW Performance Review letter referred to the fact that *“Senior Managers are aware that there is more work to do to ensure children have their voices heard in the planning and development of services”*. As a result we are pleased to be able to update the Panel on the progress made with working with Voices from Care Wales:

We have established a project with Voices From Care regarding establishing a participation group for looked after children and young people on Ynys Mon. The project has 3 elements;

- Developing a Participation group,
- Young Person led local campaign,
- Corporate Parenting support.

Voices From Care Cymru is an All Wales voluntary agency who works with looked after children on promoting their rights and improving services provided for them. We have agreed to establish a targeted approach in establishing monthly participation group for looked after children and young people aged between 14-22. The purpose of the participation group is support Ynys Mon in the development

of their Children Looked After and Care leavers' strategy and provide a platform that supports relationship building between looked after children young people and their corporate parents in Ynys Mon. The group would develop their own identity and coproduce a range of promotional and marketing material and will develop a series of resources and local campaigns, unique to Ynys Mon. As an organisation Voices From Care Cymru have appointed a project worker who will be based with Children and Families staff who will offer advice and support as a 'critical friend' on participation and corporate parenting. This project is a direct result of joint funding provided from services within the Local Authority – Children Services, Housing and Education – with the aim of listening to the voices of looked after children which will shape services that will strengthen our corporate parenting responsibilities towards them.

4. Quality Assurance Update

As part of the improvement programme there has been an acute focus, on strengthening quality improvement work in Children and Families Service. As a result of this work, a Safeguarding and Improvement Unit has been established. Considerable attention has been given to developing clear statements of the methodology underpinning the Unit's work and to its arrangements for systematic and well evidenced reporting on its findings and recommendations for improvement in the management and delivery of services.

The implementation of the Quality Improvement Framework has been gathering pace, and the Unit has been able to report in an increasingly focused way the on its findings and to draw out areas in respect of which improvement work should be targeted. A draft protocol setting out the relationship between the Unit's work and the response of operational service managers has been developed. This shows how any responses to identified weaknesses or recommendations for improvement would be implemented by operational managers and reported to Senior Managers and to Members. In this way, an Improvement Cycle is strengthened and the work of the Unit placed at the very heart of the service's functioning.



Adroddiad Anwen
Huws - QA.docx

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

Not Relevant

7 – Financial Implications

Not Relevant

8 – Appendices:

Not Relevant

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

1.



Local authority
annual performance



Llythyr adolygu
perfformiad blynydc

2.



Anglesey letter -
ENG - 20191025.pdf



Anglesey Letter -
CYM - 20191025.pdf

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	9 th March, 2020
Subject:	Corporate Scrutiny Committee Forward Work Programme
Purpose of Report:	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2019/20 and beyond
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Not applicable
Head of Service:	Lynn Ball, Head of Function (Council Business) / Monitoring Officer
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	01248 752578
Email:	AnwenDavies@ynysmon.gov.uk
Local Members:	Applicable to all Scrutiny Members

1 - Recommendation/s
The Committee is requested to: R1 agree the current version of the forward work programme for 2019/20 R2 note progress thus far in implementing the forward work programme.

2 – Link to Council Plan / Other Corporate Priorities
Effective work programming is the foundation of effective local government scrutiny. Our Scrutiny rolling forward work programmes are aligned with the corporate priorities of the 2017/2022 Council Plan and corporate transformation programmes – ensuring the role of Member scrutiny makes a tangible contribution to the Council’s improvement 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: <ul style="list-style-type: none"> • Long term • Prevention • Integration • Collaboration • Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

5 – Background / Context

1. Background

<p>1.1 Effective work programming is the bedrock of an effective local government scrutiny function¹. Done well, work programming can help lay the foundations for targeted and timely work on issues of local importance demonstrating where Member scrutiny can add value. Good practice advocates two key issues at the heart of the scrutiny forward work programme:</p>

- | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> i. Challenge around prioritising work streams ii. Need for a member-led approach and interface with officers. |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

1.2 Basic principles of good work programming²

- | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Work programming should not be a “start-stop” process • Complementary work programmes for separate scrutiny committees • Balance between different methods of work • An effective process for reporting / escalating issues to the Executive • Input and views of internal stakeholders • Close working with the Executive • Links with the Annual Scrutiny Report (evaluation and improvement tool). |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

2. Local context

<p>2.1 There is now a well-established practice of forward work programming which are now rolling programmes focusing on the quality of scrutiny with fewer items, to add value. They are an important tool to assist Members in prioritising their work and are discussed with the Senior Leadership Team and Heads of Service. Both committees review the content of their work programmes on a regular basis, to ensure that they remain relevant and keep abreast with local priorities. Our local forward planning arrangements now ensure greater focus on:</p>

- | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Strategic aspects • Citizen / other stakeholder engagement and outcomes • Priorities of the 2017/2022 Council Plan and transformation projects • Risks and the work of inspection and regulation • Matters on the forward work programme of the Executive. |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

<p>Outcome: rolling work programmes for scrutiny committees which are aligned with corporate priorities.</p>

<p>2.2 Committee chairs lead on developing the forward work programmes and are submitted to the monthly Scrutiny Chairs and Vice-chairs Forum and for approval at each ordinary meeting of the scrutiny committees. The Forum is</p>

¹ A Cunning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

² A Cunning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

considered an important vehicle to oversee these programmes and jointly negotiate priorities.

2.3 **“Whole council” approach to Scrutiny:** our work programmes provide a strong foundation for our improvement programme, ensuring the role that Scrutiny plays in the Authority’s governance arrangements:

- i. Supports robust and effective decision-making
- ii. Makes a tangible contribution to the Council’s improvement priorities
- iii. Continues to evolve

2.4 **2019/20 Municipal Year:** the Corporate Scrutiny Committee work programme for 2019/20 was confirmed by the Committee in June, 2019³.

3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2019/20 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document (13th January, 2020).

3.2 Where appropriate, items may be added to the Committee’s forward work programme during the municipal year. Requests for additional matters to be considered for inclusion on the work programme can be submitted via the Members Request Form for an item to be considered for Scrutiny. Requests are initially considered by the Scrutiny Chairs and Vice-chairs Forum, using the following criteria:

- the Council’s strategic objectives and priorities (as outlined in the Council Plan 2017/2022)
- the ability of the Committee to have influence and/or add value on the subject (A Scrutiny Test of Significance Form will be completed).

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

Not applicable for this overarching issue but will be considered as an integral part of preparing for specific proposals to be submitted for consideration by the Committee.

7 – Financial Implications

Not applicable.

8 – Appendices:

Corporate Scrutiny Committee Forward Work Programme 2019/20: Quarter 4.

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

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

³ A meeting of the Corporate Scrutiny Committee convened on 3rd June, 2019

ITEMS SCHEDULED FOR SCRUTINY → JANUARY – APRIL, 2020
[Version dated 28/02/20]

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP & REGENERATION SCRUTINY COMMITTEE
January, 2020 (change date of meeting 23/10/19 → 13/01/20)	January, 2020 (21/01/20)
2020/21 initial budget proposals	Schools' Standards Report (Summer, 2019)
Consultation Plan for the 2020/21 budget	Schools' Progress Review Panel: Progress Report
Finance Scrutiny Panel: Progress Report	Transformation of Learning Disabilities Day Opportunities
	Waste Contract
January, 2020 (14/01/20)	
Schools' Modernisation Programme – Llangefni area	
February, 2020 (change date of meeting 03/02/20 → 27/02/20)	February, 2020 (04/02/20)
2020/21 final draft budget proposals	Strategic Equality Plan: 2020/24
Progress report of the Finance Scrutiny Panel	North Wales Fire and Rescue Service
	North Wales Police and Crime Commissioner
Library Service Annual Report: 2018/19 (item for information)	North Wales Safeguarding Board Annual Report: 2018/19
	Chwefror, 2020 (25/02/20)
	Medrwn Môn
	North Wales Regional Emergency Planning Service
	Welsh Ambulance Services NHS Trust
March, 2020 (09/03/20)	March, 2020 (change date of meeting 10/03/19 → 11/03/20)
Qtr3 Performance Monitoring: 2019/20	Public Services Board – scrutiny of progress in implementing the Wellbeing Plan
Progress Monitoring: Social Services Development Plan	Leisure Strategy
Public Speaking Protocol – Scrutiny Committees	Public Speaking Protocol – Scrutiny Committees
April, 2020 (06/04/20)	April, 2020 (07/04/20)
	Additional Learning Needs Partnership – Gwynedd & Môn
	Schools' Progress Review Panel: progress report

Items to be Agenda'd:

Schools' Modernisation Programme – Amlwch / Llangefni / Seiriol

Welsh Stanards Annual Report / Use of Welsh Language in Internal Administration of the Council (scheduled for 16/06/20)

Care Connect Charging Policy: Council House Tenants (Galw Gofal)

GwE Annual Report: 2018/19

Review of Scrutiny Panels

Collaboration with Betsi Cadwaladr University Health Board (scheduled for 16/06/20)

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