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CYNGOR SIR
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COUNTY COUNCIL

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD MAWRTH, 19 MAWRTH, 2019 am 3:00 y.p.	TUESDAY, 19 MARCH 2019 at 3.00 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)

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 MEETING (Pages 1 - 14)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 4 February, 2019.

3 PERFORMANCE MONITORING:CORPORATE SCORECARD QUARTER 3 2018/19 (Pages 15 - 34)

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

4 REVISED SCHOOL TRANSPORT POLICY (Pages 35 - 74)

To present the report of the Head of Learning.

5 MONITORING PROGRESS: CHILDREN'S SERVICES IMPROVEMENT PLAN/CHILDREN'S SERVICES IMPROVEMENT PANEL (Pages 75 - 122)

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

6 EXCLUSION OF THE PRESS AND PUBLIC (Pages 123 - 124)

To consider adopting the following:-

"Under Section 100(A)(4) of the Local Government Act 1972, to exclude the press and public from the meeting during the discussion on 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/CORN HIR) (Pages 125 - 156)

To present the report of the Head of Learning.

CORPORATE SCRUTINY COMMITTEE

Minutes of the meeting held on 4 February, 2019(Budget Meeting)

PRESENT: Councillor Aled Morris Jones Jones (Chair)
Councillor Dylan Rees (Vice-Chair)

Councillors Lewis Davies, John Griffith, Richard Griffiths, Richard O. Jones, Bryan Owen, Alun Roberts, Nicola Roberts

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

Partnership and Regeneration Scrutiny Committee Members and Other Members

Councillors G.O. Jones, Kenneth Hughes, R. Llewelyn Jones, Dafydd Roberts, Shaun Redmond.

Portfolio Members

Councillors Llinos Medi Huws (Leader and Portfolio Member for Social Services), Robin Williams (Portfolio Member for Finance), R. Meirion Jones (Portfolio Member for Education, Libraries, Culture & Youth), R.G. Parry, OBE, FRAgS (Portfolio Member for Highways, Property and Waste), Richard Dew (Portfolio Member for Planning and Public Protection), Carwyn Jones (Portfolio Member for Major Projects and Economic Development), Dafydd Rhys Thomas (Portfolio Member for Corporate Business), Alun Mummery (Portfolio Member for Housing and Supporting Communities)

IN ATTENDANCE: Chief Executive
Assistant Chief Executive (Partnerships, Community and Service Improvement)
Head of Function (Resources) and Section 151 Officer
Head of Adults' Services
Head of Learning
Head of Highways, Waste & Property Services
Head of Children and Families Services
Head of Democratic Services
Programme, Business Planning & Performance Manager (GM)
Scrutiny Manager (AGD)
Committee Officer (ATH)

APOLOGIES: Mrs Anest Frazer (Co-opted Member – The Church in Wales)

ALSO PRESENT: Mr Clive Thomas (Headteacher Ysgol Gyfun Llangefni), Mr Alan McDonald (Headteacher Ysgol y Borth, Menai Bridge)

The Chair welcomed all Members and Officers to the meeting and he extended a particular welcome to Mr Clive Thomas, Headteacher of Ysgol Gyfun Llangefni and Mr Alan McDonald, Headteacher of Ysgol y Borth, Menai Bridge who were present to make representations on behalf of the secondary and primary education sectors respectively.

1 DECLARATION OF INTEREST

No declaration of interest was received.

2 MINUTES OF THE PREVIOUS MEETINGS

The minutes of the previous meetings of the Corporate Scrutiny Committee held on the following dates were confirmed as correct –

23 November, 2018

10 December, 2018 (extraordinary)

17 January, 2019 (extraordinary)

3 2018/19 BUDGET SETTING PROCESS - REVENUE AND CAPITAL

The report of the Scrutiny Manager was presented for the Committee's consideration. The report outlined the strategic context to the 2019/20 Budget setting process along with the key issues and questions for Scrutiny in evaluating the final Budget proposals in light of the outcome of the public consultation on the initial draft Budget proposals. The report incorporated supplementary documentation as follows –

3.1 The report of the Head of Function (Resources) and Section 151 Officer outlining the proposed Revenue and Capital Budgets for 2019/20 and the key financial considerations on which those budgets are based including a position statement for each of the following:- the Local Government final settlement; the revised budget position; Council Tax; the Council's reserves and balances; savings proposals and accompanying Equality Impact Assessments for those proposals in service areas likely to have a direct effect on stakeholders, and budget pressures and risks.

The Portfolio Member for Finance reported that the Council will have to make some important decisions in the next few weeks as it seeks to deliver a balanced budget for 2019/20 in the context of increasing pressures in Children's Services, Education and Adults' Social Care and a reduced grant settlement. The Council in Anglesey like others in Wales, is also facing other pressures in the form of inflation, staff pay awards, the requirements of new legislation, increased employer contributions to the Teachers' Pension Scheme and an increased Fire Service levy. These are beyond the Council's control and together with demographic pressures leading to a rising demand on services, they represent a perfect storm of challenges which place the Council in a very difficult situation. The initial Standstill Budget of £137.402m approved by the Executive in November, 2018 based on the Welsh Government's provisional settlement of £95.159m gave a funding gap, before increasing Council tax, of £7.156m. Although the final revenue settlement of £95.791m for Anglesey announced in December improved on the provisional position, it is a reduced settlement compared to last year and is insufficient to meet the Council's commitments. The Portfolio Member said that as well as reconciling its budget overall, the Council has to set service budgets that are realistic especially for those areas that have experienced increasing demands; arguably those areas may have been historically underfunded.

The Head of Function (Resources) and Section 151 Officer outlined the key milestones and principal considerations in relation to the 2019/20 Budget setting process as follows –

- The context for the 2019/20 revenue budget was set out in the Medium-Term Financial Plan (MTFP) for 2019/20 to 2021/22 approved by the Executive in September, 2018

based on a projected 1% reduction in Aggregate External Finance (AEF - the total amount of support the Council receives from Welsh Government) a Council Tax increase of 5% and savings requirements of approximately £5m. The initial Standstill Budget (the amount required to deliver services at their current levels) of £137.402m received Executive approval in November, 2018 and, based on the provisional settlement of £95.159m, led to a funding gap of £7.156m.

- The initial budget proposals included savings of £3.747m (including a £1.739m reduction in school budgets) which left £3.409m to be raised from Council Tax. Taking into account proposed increases in the Council Tax Premium – from 25% to 35% for second homes and from 25% to 100% for long-term empty homes - which would generate an additional £0.69m based on the 2018/19 charge, a Council Tax increase of 7.55% would be required to make up the remaining £2.719m.
- The final local government funding settlement was published by the Welsh Government on 19 December, 2018. The overall AEF for Wales increased by £23.591m and is made up of the elements outlined in paragraph 2.2 of the report. For Anglesey, this raised the AEF from £95.159m to £95.791m – an increase of £0.632m and although the Council benefitted from raising the funding floor from -1.0% to -0.3%, it still represents a reduction of 0.3% in the AEF on a like for like basis.
- Based on the revised standstill budget (after budget savings) of £133.921m and a final AEF of £95.791m, £38.130m would have to be generated from Council Tax to fund this budget which after the increase in premium and the change in the tax base, would require a Council Tax increase of 6%.
- In drawing up the standstill budget additional funding has been included to meet some of the projected £2.3m overspend for 2018/19 (due mainly to increased demand for services in Children's Services, Adults' Services and Central Education). However, since the standstill budget was initially drafted in September/October, 2018 the situation has worsened with the projected overspend in Children's Services and Adults' Services having increased. The 3 services which are currently in overspend are implementing plans to manage demand and reduce costs as described in paragraph 3.3 of the report. In addition, the Welsh Government has announced additional grants outside the settlement for Social Care; £35m has been allocated to Wales with Anglesey's share being £720k (subject to confirmation).
- In light of the above, it has been estimated that the underlying potential under-funding across the 3 services is £1m assuming the planned projects deliver on the anticipated savings and there are no further increases in demand. Given that the level of the Council's reserves has fallen significantly, an overspend of this magnitude again in 2019/20 would place the Council at a greater financial risk.
- The initial budget proposals included £3.7m of savings. Although these have been scrutinised and the risk of non-delivery assessed, there remains a risk that some may not be realised or may not be achieved on time. Although the risk is minimal, £235k are considered to carry a higher risk of not being delivered.
- The budget proposals include a proposal to allocate less funding to schools than is required to meet all the budget pressures (pay, pension contributions and general price inflation). The cost of all these pressures faced by schools is estimated to be 7% but, by reducing the delegated schools budget by £1.739m, the actual proposed cash increase to schools is 1.95%.

The Section 151 Officer in highlighting that the proposal does not in fact represent a 5% cut to the schools' budget at the 2018/19 level, explained that the Schools Delegated Budget for 2018/19 was £34.8m. The Authority is making additional provision for teacher and support staff pay costs and the increase in the employer's contribution to the Teachers' Pension Scheme (£800k) as well as for inflation, taxes, energy and building costs etc (£700k). The budget has also been adjusted – as it is annually- to reflect changes in pupil numbers leading to a reduction of £136k for the primary sector and an

increase of £58k for the secondary sector. An additional budget allocation of £196k for Canolfan Addysg y Bont has also been approved by the Executive to reflect an increase in pupil numbers at the school. Therefore, the Delegated Schools' Budget has increased by £2.6m from £34.8m in 2018/19 to £37.2m in 2019/20. The savings proposal entails taking 5% or £1.739m out of the 2018/19 Schools Budget meaning that in basic cash terms the Schools Budget for 2019/20 will increase by £800k or 2% (1% for the primary sector and just under 2% for the secondary sector).

- Headteachers have expressed concern that this proposal will have a significant impact on schools resulting in a reduction in teaching numbers and increased class sizes. School balances are available to provide additional funding in the short-term but the level of balances has fallen from £2.4m in March, 2016 to a projected figure of £0.8m in March, 2019. The funding impact of the proposal on schools of varying sizes is shown in paragraph 3.9 of the report.
- Anglesey is among the lowest charging authorities in Wales in terms of Council Tax with its Band D Council Tax charge for 2018/19 being the 4th lowest in Wales and second lowest in North Wales (paragraph 4.1 of the report). The impact of each 0.5% rise from 6% to 10% is shown in paragraph 4.2 of the report.
- As shown in paragraph 2.4 of the report an increase of 6% in the level of Council Tax is required to fund the revised standstill budget as well as the implementation of £3.747m of savings. However, there is an element of underfunding in 3 service areas which the budget does not address as well as a risk around the achievability and/or timely delivery of some savings. Consideration also needs to be given to the impact of the reduction in the Schools' budget. The table in paragraph 5.3 of the report shows the impact of funding a percentage of the potential unfunded budget/savings risk along with the impact of reducing the budget reduction to schools. The additional costs of these savings would be funded from setting the Council Tax increase higher than 6%.
- As at March, 2018, the Council's general reserves stood at £6.899m or 5.3% of the Council's net revenue budget for 2018/19, 7.4% if the delegated schools' budget is excluded (The optimum level of reserves held is a matter for each Council to decide based on a recommendation by the Section 151 Officer but, as a general rule of thumb 5% of the net revenue budget is considered acceptable which based on the 2019/20 standstill budget, is £6.7m for Anglesey). During 2018/19 £0.59m of the general reserves have been released to fund one-off costs bringing the total level of reserves down to £6.309m. Funding the anticipated £2.35m overspend on the 2018/19 revenue budget will reduce the level of general balances further to £4m by the end of the 2018/19 financial year or 3% of the 2019/20 standstill budget.
- It is the opinion of the Section 151 Officer that the level of general reserves has now reached a critical point and should not be allowed to fall any further. Having as little as 3% of financial reserves is a financial risk to the Authority which only increases the longer the reserves remain at this low level and limits the Council's ability to deal with any unexpected financial problems or to maintain a balanced budget.
- Estimating future changes in the AEF is difficult and depends on a number of factors. As no indication has been given by Welsh Government as to the level of future funding the MTFP continues to assume no increase in the level of the AEF over the next 3 years; an annual increase of 2% in inflation and pay awards and a Council Tax increase of 5% per annum. Based on these assumptions, the Council will have to continue to find savings of between £1m and £1.5m in each of the following three years which on top of the savings already made in recent years, is becoming an increasingly difficult task.
- The proposed Capital Programme for 2019/20 is set out in the table in paragraph 8.2 of the report and is based on the criteria listed in paragraph 8.1 with funding coming from the sources referred to in paragraph 8.2. The aim is to limit external borrowing as much as possible so as to avoid placing extra costs on the revenue budget with the exception of the modernisation of the Council's schools under the Twenty- First Century Schools

Programme which presents an opportunity to invest in the Authority's schools which is too good to miss. Following Horizon's suspension of the Wylfa Newydd project the New Road to Wylfa scheme which was to have been funded by Horizon, will be taken out of the capital programme for 2019/20. In the final local government settlement for 20/19/20, the Welsh Government announced an increase of £738k in the general capital grant. The Executive has yet to allocate this to any projects.

Councillor Dafydd Roberts, a member of the Scrutiny Finance Panel reported on the Panel's contribution to the 2019/20 budget setting process highlighting that the Panel had taken a risk approach to the 2019/20 budget proposals, focusing specifically on the risk of not being able to realise the planned savings in full which has taken on greater significance as the financial safety net provided by the Council's reserves reduces.

The Heads of Service for Children's Services, Adults' Services, Learning Services, and Highways, Waste and Property Services together with the Services' Portfolio Members were given the opportunity to elaborate on the specific pressures facing their respective services and the effects if any, of the savings proposals on services and provision. The Committee heard that –

- Although **Children's Services** remain under pressure with expenditure having increased in Quarter 2, the Service unlike schools, is not funded on a per capita basis and the Service budget has not kept pace with demand with the number of children needing to be looked after having increased significantly over recent years.
- Children's Services are implementing measures to manage demand by increasing placement options thereby reducing reliance and expenditure on costly out of county placements. These measures include an Enhanced Support Package for Foster Carers and the introduction of Small Group Homes (Ein Ty Ni) through the utilisation of suitable dwellings from the Council's own housing stock. There has also been a focus on preventative work with the Resilient Families Team working to provide appropriate and timely support for families so that children do not have to be taken into care in the first place.
- Managing demand in **Adults' Services**, in particular specialist placements for individuals with learning disabilities is becoming more of a challenge. Efforts to manage demand in recent years have been based on preventative services at the front door i.e. when the individual first presents for assistance, on re-ablement and on providing support via community hub activities. However, the Service has experienced an increase in the demand for expensive specialist placements for learning disabilities and mental health which can be more difficult to manage because they are also linked to ageing and/or intensifying needs. Although the Service is working hard on demand management and has a range of plans to support it in this task, dealing with demographic pressures as well as an increase in the number of individuals on the Learning Disability Register remains a challenge. The Service is confident that the savings plans are deliverable but cannot be certain that it will not face additional demand from individual(s) who because of the complexity of their needs, might require a specialist placement.
- Pressures are now becoming more acute in **Education**. The proposed reduction in the Schools' budget will hit schools extremely hard and could lead to job losses, increased class sizes and consequently, to a deterioration in standards and outcomes for learners. The scope for using balances to fill the gap is also reducing as more schools use up their reserves to balance their budgets with some schools going into negative reserves.

Mr Alan McDonald, Head Teacher of Ysgol Gynradd Porthaethwy Menai Bridge and Mr Clive Thomas, Head Teacher of Ysgol Gyfun Llangefni in their representations to the Committee emphasised the severity of the impact which cutting Schools' Budget at the level proposed will have on the schools' sector in Anglesey and its implications for teaching, for pupils' learning and ultimately for education standards on the Island.

Although acknowledging that the allocation to schools is an increase in strictly cash terms, it falls significantly short in terms of meeting all the cost pressures on schools and represents in effect, a cut in funding. Mr Alan McDonald referred to a letter which the Federation of Primary Headteachers on Anglesey had circulated to Elected Members setting out the potential effects which a negative budget could have on education provision. A survey of Primary Headteachers on Anglesey conducted in January, 2019 showed that 74% of primary schools would have classes of 30+ pupils in September, 2019; 61% of schools expected to cut teaching staff; 58% of schools expected to cut support staff; 71% of schools are considering strategies which they deem “extreme” in order to balance their budgets and 58% of schools have no reserves upon which they can draw in 2019.

Notwithstanding both Head Teachers acknowledged the difficult financial situation in which the Council finds itself in having to identify savings in order to balance its budget, they urged Members not to take the route of cutting the Schools’ budget thereby putting at risk, the quality of children’s education and making it difficult for schools to maintain and improve standards and to meet new obligations in future.

- The **Highways, Waste and Property Services’** budget has reduced by 42% over the course of the past 8 years. The Service has sought to identify savings to the value of £630k across all service provision for 2019/20 £133k of which is focused on bus services based on specific routes which have been identified as having low passenger numbers and a high subsidy. In light of the petition against ceasing all journeys under Contract 43a serving housing estates and residential areas in Menai Bridge and Llanfairpwll, the Service is looking at the possibility of amending Bus Service 42 in order to provide an appropriate bus service from Llanfairpwll to Menai Bridge via an alternative route subject to discussions with the provider and the Local Members whose areas are affected. This would still allow the Service to realise most of the projected saving whilst maintaining a service that is acceptable in the context of the savings which the Service is seeking to make.

The Committee in considering the information presented to it including the oral representations made, made points as follows –

- The Committee noted that the Council’s services are facing increasing cost and demand pressures and that managing these pressures is becoming more difficult year on year. Central Government’s long austerity programme and Welsh Government’s prioritisation of areas other than local government have led to successively poorer funding settlements for Anglesey making it necessary for the Council to find savings and make difficult choices which are now having an impact on schools and on services for the more vulnerable. The Committee noted that given how long this and other councils have been delivering savings, it may well be time to make a stand for a fairer share of resources for local authorities if services are to be maintained in future.
- The Committee noted, and was particularly concerned by the impact on schools, and consequently on children’s education, of the proposed £1.739m reduction in the Schools’ Delegated Budget as testified to in the representations of the two Head Teachers. The Committee further noted that as well as the immediate effects at classroom level of cutting the Schools’ Budgets, the proposal could have a long-term impact affecting the prosperity of the Island as a good education helps individuals fulfil their potential enabling them to contribute to creating prosperous communities.

The Committee sought clarification of whether it would be feasible to draw on unused earmarked reserves to reduce the reduction in the Schools’ Budget or whether the funding allocation formula could be amended for the future so that the impact is more

evenly spread across schools thereby giving more protection to those schools which are less able to absorb cuts.

The Head of Function (Resources)/Section 152 Officer said that a report on the use of the Council's reserves is to be made to the Executive. Having reviewed the earmarked reserves and the purposes for which they have been set aside it is clear that any remaining unused reserves are insufficient to meet the proposed £1.739m cut in the Schools' Budget. With regard to the formula, 85% of the Schools Budgets must be delegated to schools with the remainder being held centrally. The Individual Schools Budget is then allocated to schools according to a formula determined by the Local Education Authority the aim being to ensure that each school is treated equally. The formula cannot be used to target resources to one school at the expense of another. Changing the formula is a complex process and may not be appropriate at this time given that the Authority is reviewing its model of education provision to include all-through schools for children from 5 to 18 years old which would require their own funding formula. The Officer said that the real issue is the size of the cake rather than the formula used to share it.

- The Committee noted that it is proposed that the Council Tax Premium for second homes and for long-term empty homes be increased to 35% and 100% respectively. Although a proposal was made by a Committee member that the premium for second homes be set at a higher rate at 50% which would generate additional income for the Council, this was not supported by the remainder of the Committee taking into consideration the risks which the Section 151 Officer said applied in setting the premium at too high a level including the risk that second home owners may register the property for business rates and apply for Small Business rates relief which would then remove the charge completely.
- The Committee noted that the savings proposals include withdrawing the independent child nappy collection service and collecting child nappies as part of the black bin service i.e. to collect child nappies in the standard black bin once every three weeks. The Committee also noted the impact on stakeholders of this proposal which would require them to store soiled nappies for a longer period possibly leading to an overspill of nappies with the potential for health-related issues and also the potential for the fly-tipping of nappies. The Committee suggested that it may be better to pause this proposal pending the outcome of the review of the Waste Collection contract in its entirety.

The Portfolio Member for Highways, Waste and Property said that the Service would be willing to review this proposal and to look at other ways of finding the saving. The Interim Head of Highways, Waste and Property Services said that it is intended that there should be no savings with regard to Waste Services in the first two years until the new contract goes out to tender thereby providing an opportunity at that time to look at the frequency of the green and black bin collections and to review the nappy collection. However, taking the saving out will leave a gap of £30k.

- The Committee noted that the savings proposals include increasing the annual parking voucher fee by £20 to realise more income. The Committee sought clarification of whether consideration had been given to introducing a parking voucher scheme for the Council's staff (charging staff for parking having been suggested in the public consultation) which may encourage greener forms of travel e. g. car-sharing, walking and cycling to work which the Council is committed to promoting.

The Committee was informed that charging for staff parking goes being the remit of the Highways Service and is a matter for Human Resources as it involves staff conditions of

employment. There are also issues around charging staff at a different level to the public as this would then be regarded as a benefit in kind which could lead to additional cost for the Council in the implementation. In addition, if the charge is for less than the full price it would be classed as a taxable benefit requiring the distribution of form P11D to all relevant staff at a time when the Council is seeking to reduce the volume of P11Ds generated.

- The Committee in noting the proposed Capital Budget and Programme for 2019/20 did not recommend any amendments to the schedule.
- The Committee noted the options for using the additional funding if the Council Tax was increased by more than 6% - specifically the impact of funding a percentage of the potential unfunded budget/savings risks along with the impact of reducing the budget reduction to schools. (*Table 6 of the report*)

*At this point the Committee adjourned for a short interval following which it was agreed that as the Committee had now been in session for three hours, [item 3.2 below having been brought forward in the order of business], under the provisions of paragraph 4.1.10 of the Council's Constitution, a resolution was required by the majority of those Members of the Committee present to agree to continue with the meeting. **It was resolved that the meeting should continue.***

3.2 The report of the Programme, Business Planning and Performance Manager which provided an analysis of the messages from the Public Consultation exercise on the Authority's 2019/20 initial Budget proposals as approved by the Executive which was conducted during the period 16th November to 31st December, 2018 (Appendix 2)

The Portfolio Member for Corporate Business reported that the consultation exercise this year followed a similar pattern to previous consultation events held in recent years but with an increased emphasis being placed on promoting an electronic response through the Council's extensive use of social media as well as greater engagement with the Island's young people, Young Farmers and the Urdd. The Portfolio Member said that there had been a significant increase in the rate of responses this year with the most successful method of garnering views being the online survey which accounted for in excess of 95% of responses. As in previous years, the Council will be undertaking a full appraisal of this year's consultation process in order to learn lessons from it and to provide a sound base from which to further improve for next year.

The Programme, Business Planning and Performance Manager said that the proposals which were presented for public consultation over a 7-week period from 16 November to 31 December, 2018 were split into themes under the heading of Learning; Social Services, Reduction of Budgets; Buses, Parking and Regeneration, Council Tax, Tax Premiums and Ideas for other Savings/Efficiencies (paragraph 1.3 of the report). The proposals were publicised in a variety of ways - local press, the Council's website homepage, social media, e-mails, and radio with the aim of generating as much publicity as possible and creating sufficient enthusiasm amongst citizens and staff to prompt them to actively engage and respond to the initial proposals. Engagement exercises were also held with specific groups encompassing secondary school pupils, Young Farmers and the Urdd, Town and Community Councils and Head Teachers and Senior School Managers. In the region of 5,400 responses were received against a total of 17 proposals averaging approximately 317 responses to each proposal. This is considerably higher than in previous years and although respondents used all the channels made available to them to convey their views by far the most popular method of reply was the online survey. As in previous years the Council has been able to capture the reach and engagement it has secured through social media; by

promoting the consultation through these means, the Council reached approximately 62,000+ people.

The Officer said that in terms of the substance of the responses received, the results are similar to those of last year with viewpoints in favour of and against a number of the proposals. An analysis of the responses received to each of the savings proposals under the 7 themes listed in paragraph 1.3 along with additional comments made is provided in the report; the most contentious areas (a response rate of over 70%) wherein there was a resounding disagreement with the proposals were the following –

- Increasing the Council Tax Premium on Second Homes from 25% to 35% (83% disagreed/17% agreed)
- Cutting school budgets by providing them with a cash settlement that is lower than the full cost of their projected budget pressures in 2019/20 (85% disagreed/15% agreed)
- Making savings by reducing the demand for homecare services and supported living support (78% disagreed/22% agreed)

The Officer highlighted Appendix A to the report which provided a summary of the additional suggestions and ideas for savings put forward by respondents; it is suggested that these are examined by the Scrutiny Finance Panel as the first part of the process for setting the 2020/21 budget on the basis that they may be a source of potential savings that could contribute towards addressing the budget gap in 2020/21 and beyond.

In considering the report and the findings from the public consultation exercise, the Committee made the following points –

- The Committee noted that there had been a significant increase in the number of responses to this year's consultation which it welcomed as reflecting a greater level of interest in and engagement with the Council's approaches to finding savings.
- The Committee noted however that the findings would have carried greater weight, and consequently more validity had they been accompanied by a demographic profile of the respondents e.g. age, gender, service user/non-user. As it was, the Committee felt it was not able to differentiate between respondents with a vested interest in specific proposals e.g. parents of school children paying for school meals (proposal to increase price of school meals) or second homeowners (proposal to increase the Council Tax Premium on second homes) and respondents who were wholly impartial. The Committee also suggested that it would be useful - and helpful to the public - were the different level of Council Tax increases to be accompanied by an illustration of what each percentage increase means in terms of service gain and conversely, what not increasing the Council Tax entails in terms of service cuts.
- The Committee further sought clarification of whether the consultation and in particular the online survey carried a facility to prevent multiple responses by one and the same person(s) which could undermine the conclusions to be drawn from the consultation. The Committee also noted that in relation to the proposal to increase Council Tax premiums, the reliability of the responses was limited by some respondents not understanding the question in terms of the difference between second homes and long-term empty homes making analysis of the data more difficult.

The Programme, Business Planning and Performance Manager said that although the response to this year's consultation represents a step change as regards the volume of responses and the level of interest which this reflects, there is still room for improvement. The Officer said that as the consultation process has involved engaging with young people, with older people and with a range of other groups across the Island then it is certain that the responses received will have come from all age ranges. As regards the possibility that individuals may have responded multiple times, then creating the facility

to prevent this will involve more detailed discussions with the IT Service. However, the majority of responses received via the survey in terms of the comments made were completely different.

In considering its recommendations with regard to the Budget proposals and process for 2019/20, the Committee was clear that services should be protected from further cuts and that schools should not have to face a reduction of £1.79m in the Delegated Schools Budget as this would have an impact on schools and on children's education which the Committee felt was unacceptable. Although acknowledging that it would, regrettably affect the residents of Anglesey, the majority of the Committee therefore saw no option other than to propose that the Council Tax be raised at a level above 6%. A proposal was made and was seconded, that it be recommended to the Executive that in order to maintain services and to reduce the reduction in the Delegated Schools' Budget, it considers increasing the Council Tax by a minimum of 10% which would generate additional income of £1.4m.

An amendment was proposed that the Council Tax be raised by 6% (the percentage rise noted in the report as required to fund the revised standstill budget). The amendment was not seconded.

In the ensuing vote, the proposal that the Executive consider raising the Council Tax by at least 10% was carried by a majority vote.

Having considered and deliberated on the information presented both in written form and orally at the meeting, including representations made by the primary and secondary sector Head teacher representatives and having regard to the key messages from the public consultation on the 2019/20 Budget proposals and their impact on citizens, the Corporate Scrutiny Committee RESOLVED as follows –

- **The Committee recognises the pressures on the Council's Budget and on services and notes the effects that implementing the savings proposals is likely to have on services. The Committee notes in particular the severe impact which implementing the proposed reduction in School Budgets could have on schools and their staff and potentially, on their capacity to deliver education of the highest quality.**
- **That in light of the above, the Committee recommends to the Executive that it considers increasing the Council Tax for 2019/20 by a minimum of 10% in order to maintain services and to reduce the reduction in the Delegated Schools Budget.**
- **The Committee notes the proposed Capital Budget for 2019/20 without amendment.**
- **The Committee notes the key messages from the Public Consultation exercise and notes also that the additional suggestions and ideas presented by respondents will be scrutinised further by the Finance Scrutiny Panel as a basis for possible savings in 2020/21 and beyond.**
- **The Committee recommends to the Executive that in order to further improve the consultation process for future years, the process should reflect and/or address the following –**
 - **Demographic profile of respondents**
 - **Differentiation between service users/non-users**
 - **Prevention of multiple/duplicate responses by respondents**
 - **How different percentage increases in Council Tax are linked to service cuts/gains.**

4 FORWARD WORK PROGRAMME

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme to April, 2019 was presented for consideration and was noted by the Committee without comment.

Councillor Aled M. Jones
Chair

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	CORPORATE SCRUTINY
Date:	19 MARCH 2019
Subject:	SCORECARD MONITORING REPORT - QUARTER 3 (2018/19)
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
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Local Members:	n/a

1 - Recommendation/s

- 1.1** This is the third scorecard of the financial year 2018/19.
- 1.2** It portrays the position of the Council against its operational objectives as outlined and agreed at the start of the year. It recognizes the very good performance of our services, the best performance against our performance indicators at the end of quarter 3 since we began following and tracking performance as a Council in this form.
- 1.3** The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –
- 1.3.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4. Particular emphasis is given to those indicators which have seen a declining trend quarter upon quarter to ensure performance does not decline further during Q4.
- 1.3.2 A continued focus is made on maintaining/improving attendance at work with the support of the Corporate Sickness Absence Co-ordinator. Priority needs to be given to improving the sickness levels in:
- Adult Services
 - Highways, Waste & Property Services; and
 - The Learning Service, which has refined its sickness improvement plan for Primary Schools that will be realized during quarter 4 and 1 of the new year.
- 1.3.3 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.

1.3.4 The new Children & Family Services procedure for responding to complaints is implemented in order to reduce the number of complaints and improve the rate of written responses to complaints within timescales.

1.3.5 Continued scrutiny of corporate financial management and the remedial actions are undertaken by Heads of Service to in manage the budgets they can control

1.4 The Committee is asked to recommend the mitigation measures outlined above.

2 – Link to Council Plan / Other Corporate Priorities

Used as part of the monitoring of the Council Plan

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

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

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

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

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

4 - Key Scrutiny Questions

1. There is a reported decline in aspects of performance in the planning service during Qtr 3. What additional mitigation measures have been considered in order to have a positive impact on performance by year end?
2. What measures will be introduced to mitigate sickness levels in adults, learning and highways, waste and property services?
3. Timely response to complaints by Children's Services is reported as an issue in Qtr3. What additional role should the Children's Services Improvement Panel play in constructive scrutiny and monitoring improvements?
4. The report discusses continued financial pressures in Children's Services, Adults and Learning. What further contribution can the Finance Scrutiny Panel

make in constructive challenge and monitoring of financial performance and mitigation measures put in place by Services to alleviate budget pressures?

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 current end of Q3 position and will be considered further by the Corporate Scrutiny Committee and the Executive during March 2019.

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

n/a

7 – Financial Implications

n/a

8 – Appendices:

Appendix A - Scorecard Monitoring Report – Quarter 3, 2018/19 & Scorecard
 Appendix B – Programmes and Projects Performance Dashboard – Quarter 3
 Appendix C - Revenue Out-turn Forecast for the Financial Year ending 31 March 2019 – Quarter 3

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

- 2018/19 Scorecard Monitoring Report - Quarter 2 (as presented to, and accepted by, the Executive Committee in November 2018).

SCORECARD MONITORING REPORT – QUARTER 3 (2018/19)

1. INTRODUCTION

- 1.1 This quarterly scorecard reporting has been developed in parallel with the annual work-stream of the performance report 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.
- 1.2 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 current end of Q3 position and will be considered further by the Corporate Scrutiny Committee and the Executive during March 2019.

2. CONTEXT

- 2.1 This is the sixth year of collating and reporting performance indicators in a co-ordinated manner. The Council is seeing trends 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.
- 2.2 This impact is reflected in the way the Council compares favourably on a national basis against a number of indicators which are collated annually.
- 2.3 Further analysis of the overall performance can be gained through the Annual Performance Report which can be found by visiting the following website: <http://www.anglesey.gov.uk/councilplan>

2.4 PERFORMANCE MANAGEMENT

- 2.4.1 At the end of Q3 it is encouraging to note that the majority of performance indicators are continuing the good performance seen in the Q2 report. This is much improved to the same position at the end of Q3 in 2017/18. This continued good performance across our services into Q4 is now the priority.
- 2.4.2 Whilst this report portrays a positive story it is noted that 3 of the 30 indicators reported quarterly are underperforming against their annual target for the year. These are highlighted as being Red or Amber in colour on the scorecard itself and are discussed below.
- 2.4.3 Two indicators within Adult Services which had underperformed during Q3 –
 - (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 33% at the end of Q3 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 Q3, 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 Q4, 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 5.61 at the end of Q3 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. In the Q2 Scorecard report, it was anticipated that the newly commissioned patch based Domiciliary Care contract would make a positive impact in the figures. This can 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 is a significant improvement of 0.77 days on the Q1 rate and recognizes that the new home care contracts is having a favourable effect on the performance of this indicator.

We are currently working towards ensuring that we have sufficient reablement capacity to meet increasing demand to address any concern in performance during Q4. Increasing DTC figures 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.

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

21) PAM/018 – AMBER- The percentage of all planning applications determined in time. The cumulative performance up to the end of Q3 was 82% 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 was due to the absence of a Senior Planning Officer during a substantial proportion of the quarter and a heavy workload in shaping the new planning system while coping with the requirements of GDPR.

To improve the performance into Q4, we will ensure that systems 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.

2.4.5 The remaining indicators reported for Q3 are all ragged **GREEN** or **YELLOW** within the performance management section and have performed well against their targets. There continues to be a number of trend arrows that are declining despite an improvement in Q3 compared to Q2. These trends will need to be monitored by Services into Q4 to ensure that the good performance up to now is maintained.

2.4.6 The Social Services national comparator data was published by the Welsh Government during Q3, however once again this year the publication was not statistically reliable and the release is an experimental release. The report states that *“these statistics are published as experimental statistics reflecting the scale of change continuing to happen in social services and ongoing system changes”*.

As a result we were unable to review the targets because of this, however the current targets remain challenging ones for the year.

2.4.7 *In order to maintain and improve our national performance and standing as a good achieving council, the SLT recommends –*

2.4.7.1 Underperformance is recognised and managed with mitigation measures completed to aid improvement during Q4. Particular emphasis is given to those indicators which have seen a declining trend quarter upon quarter to ensure performance does not decline further during Q4.

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

2.5 PEOPLE MANAGEMENT

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

2.5.2 Attendance at work is an area which is reported on monthly and analysed to ensure improvement. Quarter 3 showed a score of 2.69 Working Days Lost (WDL) per FTE which is a near identical score to that of Quarter 3 for 2017/18. The cumulative score of Q1 to Q3 is 7.44 WDL per FTE (indicator 3 on scorecard under people management).

2.5.3 There continues to be assurance that Services are following procedures in line with the managing absence policy. This can be seen in the RTW and ARM Q3 results (items 6-8 on the scorecard under people management).

2.5.4 The SLT therefore recommends –

2.5.4.1 A continued focus is made on maintaining/improving attendance at work with the support of the Corporate Sickness Absence Co-ordinator. Priority needs to be given to improving the sickness levels in:

- Adult Services,
- Highways, Waste & Property Services; and
- Learning Service, which has refined its sickness improvement plan for Primary Schools that will be realized during quarter 4 and 1 of the new year.

2.6 CUSTOMER SERVICE

2.6.1 Up to the end of Q3, users used AppMôn technology to submit 3k reports (including fly tipping, faulty street lighting, compliments or complaints, broken pavements, sports club database forms and ordering recycling bins). This is up from the 1.5k reports for Q3 17/18. 84% of these reports have come through the website which is in the process of being updated and refreshed.

2.6.2 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 1700 users from the end of Q2 to 6607 at the end of Q3. This is positive as this has happened despite the new Council website release being delayed slightly due to technical difficulties. It is anticipated that

once the new website is in place this will encourage a greater use of online forms and online contact. It is also expected that online web payment numbers will also increase.

2.6.3 Our social media presence increased once again during Q3 to 29k followers. This is shared between Facebook (13k 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. A good example of the reach of Social Media was seen during the Initial Budget Proposals Consultation undertaken at the end of 2018 where over 5000 responses were received to the proposals, significantly higher than any previous year.

2.6.4 Regarding Customer Complaints Management, due to long term sickness within the team who collates the statistics on behalf of the Council, we are unable to report on Customer Complaints or FOI for the quarter (excluding Social Services who report differently). Whilst we do not have the statistics available from the services collated on behalf of the Council, the Services continue to monitor the Complaints and FOI requests in the same manner as they have done in the past. The end of year figures will be presented in the Q4 report which will include the missing Q3 statistics.

2.6.5 Within Social Services there were 5 Stage 2 complaints (Adult Services [4], Children & Family Services [1]) and 38 Stage 1 Complaints (Children's Services [27], Adult Services [11]) received up to the end of Q3. Of these complaints, a total of 50% (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 27 Stage 1 complaints, 22 of the 27 (81%) had held a discussion with the complainant within timescales.

2.6.6 The SLT therefore recommends –

2.6.6.1 *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.*

2.6.6.2 *The new Children & Family Services procedure for responding to complaints is implemented in order to reduce the number of complaints and improve the rate of written responses to complaints within timescales.*

2.7 FINANCIAL MANAGEMENT

2.7.1 A total overspend of £1.589m is projected for the year-ending 31 March 2019, a significant improvement on the forecast overspend of £2.660m at Quarter 2. £2.972m of the predicted overspend for 2018/19 is on service budgets, which are made up of a number of over and underspends. The Services that are still experiencing significant budgetary pressures are similar to 2017/18 (Children and Families Services and Learning). The Adults Services budgets are also under pressure due to increasing demand. The Heads of Service are aware of the issues and are working to reduce the level of overspending which is within their control by the year-end. Corporate Finance is expected to underspend by £1.210m and Council Tax, which includes the Council Tax Premium, is forecast to collect a surplus of £0.173m. The overall overspend is, therefore, reduced to £1.589m. The projected level of overspend is 1.21% of the

Council's net budget. There is concern about the impact of this level of overspend on general balances, should the overspend materialise.

- 2.7.2** The projected overspend is an improvement on quarter 2 but it should not be lost that there is still a predicted overspend of £3.5m on the Council's 3 main services (Education, Children's Services and Adult Services) and action needs to be taken to address the shortfall in funds, the cost of providing the service and to control the demand for services. Management are aware of the issues and are working to close the gap between the budget and the expenditure, through increasing the budget allocated in 2019/20, increasing the capacity in alternative, less costly forms of service delivery and looking to reduce the demand for services.
- 2.7.3** Although this level of overspending can be funded from general reserves in 2018/19, it will deplete the general reserves to a figure well below the generally accepted minimum. It will be necessary during the 2019/20 or 2020/21 budget setting process to fund the underlying level of overspending and to begin the process of replenishing the general balances. This is a prudent approach and is necessary to ensure the long-term financial viability of the Council.
- 2.7.4** Forecasts are subject to change as new information becomes available. However, with regular scrutiny from the SLT and if remedial action is taken by Heads of Services, these will help the services manage within the budgets they can control.
- 2.7.5** The SLT therefore recommends that –
- 2.7.5.1** Continued scrutiny of corporate financial management and the remedial actions are undertaken by the Heads of Service to assist the services in managing within the budgets they can control.

3. RECOMMENDATIONS

- 3.1** The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –
- 3.1.1** Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4. Particular emphasis is given to those indicators which have seen a declining trend quarter upon quarter to ensure performance does not decline further during Q4.
- 3.1.2** A continued focus is made on maintaining/improving attendance at work with the support of the Corporate Sickness Absence Co-ordinator. Priority needs to be given to improving the sickness levels in:
- Adult Services,
 - Highways, Waste & Property Services; and
 - Learning Service, which has refined its sickness improvement plan for Primary Schools that will be realized during quarter 4 and 1 of the new year.
- 3.1.3** 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.

3.1.4 The new Children & Family Services procedure for responding to complaints is implemented in order to reduce the number of complaints and improve the rate of written responses to complaints within timescales

3.1.5 Continued scrutiny of corporate financial management and remedial actions undertaken by the Heads of Service to manage the budgets they can control.

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

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3 2018/19

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Targed BI / Yr Target	Canlyniad 17/18 Result	Canlyniad 16/17 Result	Chwarter 17/18 Quartile
01) PAM/029 (PM33) - Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	↑	5.66%	8.25%	11%	9%	5%	-
02) PAM/028 (PM24) - Percentage of child assessments completed in time	Melyn / Yellow	↓	89%	90%	90%	67.57%	89.17%	-
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	↑	80%	83%	83%	63.32%	79.35%	-
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	↑	229	320	320	326.5	266	-
05) SCC/010 - The percentage of referrals that are re-referrals within 12 months	Melyn / Yellow	↓	17%	15%	15%	-	-	-
06) SCC/006 - The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	↑	97%	94%	94%	-	-	-
07) PAM/025 (PM19) - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	Coch / Red	↓	5.61	3	3	6.58	6.05	-
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	↑	94.70%	93%	93%	96%	94.40%	-
09) SCA/002b - The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	Gwyrdd / Green	↓	16.45	19	19	17.44%	20.51%	-
10) PM18 - The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↑	92.43%	90%	90%	93.25%	90.48%	-
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	→	33.33%	50%	50%	59.26%	62.60%	-
12) PM20b - The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Melyn / Yellow	↓	61.01%	62%	62%	62.65%	33.30%	-
13) PAM/007 - Percentage of pupil attendance in secondary schools	Melyn / Yellow		93.14%	93.30%	93.30%	93.30%	94.80%	Uchaf / Upper
14) PAM/008 - Percentage of pupil attendance in primary schools	Gwyrdd / Green		95.12%	93.90%	93.90%	93.90%	94.60%	Uchaf / Upper
15) PAM/010 (STS/005b) - Percentage of streets that are clean	Gwyrdd / Green	↑	95.63%	94%	94%	93%	93%	Canolrif Isaf / Lower Median
16) PAM/030 (WMT/009b) - Percentage of waste reused, recycled or composted	Melyn / Yellow	↓	70.53%	74%	72%	72.2%	65.8%	Uchaf / Upper
17) PAM/035 - Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	↑	0.16	1	1	-	-	-
18) PAM/043 - Kilograms of residual waste generated per person	-	→	180kg	-	210kg	-	-	-
19) PAM/017 (LCS/002b) - Number of visits to leisure centres per 1,000 population	Gwyrdd / Green	↑	404k	369k	515k	508k	464k	Canolrif Isaf / Lower Median
20) PAM/023 (PPN/009) - Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	→	98%	95%	95%	98%	98%	Uchaf / Upper
21) PAM/018 - Percentage of all planning applications determined in time	Ambr / Amber	↓	82%	90%	90%	86%	-	Isaf / Lower
22) PAM/019 - Percentage of planning appeals dismissed	Gwyrdd / Green	↓	73%	65%	65%	47%	-	Isaf / Lower
23) PAM/041 - Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green	↑	70%	50%	50%	-	-	-
24) PAM/042 - Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green	↑	83%	80%	80%	-	-	-
25) PAM/012 - Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	↑	57.08%	55%	55%	-	-	Canolrif Uchaf / Upper Median
26) PAM/013 - Number of empty private properties brought back into use	Gwyrdd / Green	↓	61	56	75	75	-	Uchaf / Upper
27) PAM/014 - Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	↑	8	3	4	4	-	-
28) PAM/015 (PSR/002) - Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green	↓	172.7	175	175	177	238.8	Uchaf / Upper
29) PAM/037 - Average number of days to complete repairs	Gwyrdd / Green	↑	9.95	12	12	-	-	-
30) PAM/038 - Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Gwyrdd / Green	→	100%	100%	100%	-	-	-
31) PAM/009 - Percentage of Year 11 leavers not in Education, Training or Employment (NEET) [Annual]	-	-	-	-	-	-	-	Isaf / Lower
32) PAM/032 - Average Capped 9 score for pupils in year 11 [Annual]	-	-	-	-	-	-	-	-
33) PAM/033 - Percentage of pupils assessed in Welsh at the end of the Foundation Phase [Annual]	-	-	-	-	-	-	-	-
34) PAM/034 - Percentage of year 11 pupils studying Welsh (first language) [Annual]	-	-	-	-	-	-	-	-
35) PAM/040 - Percentage of Quality Indicators (with targets) achieved by the library service [Annual]	-	-	-	-	-	-	-	-
36) PAM/024 (PM13a) - Percentage of adults satisfied with their care and support [Annual]	-	-	-	-	-	-	-	TBC Hydref / October
37) PAM/026 (PM15) - Percentage of carers that feel supported [Annual]	-	-	-	-	-	-	-	TBC Hydref / October
38) PAM/027 (PM13c) - Percentage of children satisfied with their care and support [Annual]	-	-	-	-	-	-	-	TBC Hydref / October
39) PAM/020 (THS/012a) - Percentage of A roads in poor condition [Annual]	-	-	-	-	3%	3.20%	2.30%	Canolrif Uchaf / Upper Median
40) PAM/021 (THS/012b) - Percentage of B roads in poor condition [Annual]	-	-	-	-	5%	4.40%	3.20%	Canolrif Uchaf / Upper Median
41) PAM/020 (THS/012c) - Percentage of C roads in poor condition [Annual]	-	-	-	-	10%	8.90%	10.10%	Canolrif Isaf / Lower Median
42) PAM/039 - Landlord Services: Percentage of rent lost due to properties being empty [Annual]	-	-	-	-	-	-	-	-

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 17/18 Result	Canlyniad 16/17 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	-	-	-	53	71	71
02) No of Stage 2 Complaints received for Social Services	-	-	5	-	9	8
03) Total number of complaints upheld / partially upheld	-	-	-	-	28	25
04a) Total % of written responses to complaints within 20 days (Corporate)	-	-	-	80%	92%	93%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	⇒	50%	80%	-	-
05) Number of Stage 1 Complaints for Social Services	-	-	38	-	51	54
06) Number of concerns (excluding Social Services)	-	-	-	-	112	191
07) Number of Compliments	-	-	-	-	753	566
08) % of FOI requests responded to within timescale	-	-	-	80%	78%	77%
09) Number of FOI requests received	-	-	-	-	919	1037
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website	-	↑	6607	-	-	-
11) No of reports received by AppMôn / Website	-	↑	3026	-	2k	1k
12) No of web payments	-	↓	8.6k	-	11k	-
13) No of telephone payments	-	↓	4.1k	-	5k	-
14) No of 'followers' of IOACC Social Media	-	↑	29k	25k	25k	21k
15) No of visitors to the Council Website	-	↓	607k	-	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)	-	-	2255	-	2252	2258
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1260	-	1244	1303
03a) Sickness absence - average working days/shifts lost	Ambr / Amber	↓	7.44	7.07	9.96	11.68
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	3.27	-	4.63	11.68
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	4.17	-	5.32	6.79
04a) Primary Schools - Sickness absence - average working days/shifts lost	Coch / Red	↓	8.75	6.76	10.39	-
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	3.61	-	4.85	-
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	5.14	-	5.55	-
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↓	6.39	6.76	9.67	-
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	3.37	-	5.32	-
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	3.02	-	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	Ambr / Amber	↑	71%	80%	69%	-
09) Local Authority employees leaving (%) (Turnover) (Annual)	-	-	-	-	11%	-
10) % of PDR's completed within timeframe (Q4)	-	-	-	80%	90.50%	-
11) % of staff with DBS Certificate (if required within their role)	-	-	-	-	-	98%
12) No. of Agency Staff	-	-	12	-	12	26

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	↑	£99,185,657	£102,306,176	3.15%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	↑	£130,900,250	-	-	£132,490,051	1.21%
03) Forecasted end of year outturn (Capital)	-	-	£45,560,000	-	-	£23,472,000	-48.48%
04) Achievement against efficiencies	Ambr / Amber	↑	£2,521,500	-	-	£2,261,500	-10.31%
05) Income v Targets (excluding grants)	Gwyrdd / Green	-	-£14,797,787	-£17,642,382	19.22%	-	-
06) Amount borrowed	-	-	£11,063,000	-	-	£7,194,000	-34.97%
07) Cost of borrowing	-	↓	£4,494,993	-	-	£4,030,882	-10.33%
08) % invoices paid within 30 days	-	↓	-	91.67%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	↑	-	99.00%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	⇒	-	98.70%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	↑	-	97.30%	-	-	-
12) % Housing Rent collected (for the last 3 years)	-	↑	-	100.65%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	↑	-	101.47%	-	-	-

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

Transformation Services Programme Board		
Programme/Project	Related Projects	RAYG and brief Update
School Modernisation	Bro Rhosyr a Bro Aberffraw	The completion date for building Ysgol Santes Dwynwen at Newborough is on track and it is set to open at the end of April 2019.
	Llangefni Area	Ysgol Bodffordd, Ysgol Corn Hir and Ysgol Henblas Statutory notice was published and the Outline Business Case was accepted by Welsh Government. Ysgol y Graig and Ysgol Talwrn Design and cost are being developed. Statutory notice has been published.
	Seiriol + South East	Design and cost being developed to extend Ysgol Llandegfan and Ysgol Llangoed . Statutory notice has been published.
	Ysgol Syr Thomas Jones and the areas Primary schools.	Engagement meetings were held between 05/11/18 – 14/12/18. Working on analysing the results.
	Post 16	Engagement meetings were held between the 19/11/18 – 16/12/18. Working on analysing the results.
Adult Social Care -	Llangefni Extra Care	Panel to continue to assess individuals for a code to be eligible for Hafan Cefni in accordance with the criteria.
	South of the Island Extra Care	The Executive agreed that the Ysgol Beaumaris site is used to develop an Extra Care Housing scheme within the Seiriol area. Now that a decision has been agreed with regards to the future of Ysgol Beaumaris, the development of the site will be considered.
	Housing with Internal Support	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.
	Housing with External Support	The aim of the project is to re-model and redesign the services in close consultation with the requirements of the Supporting People Programme.
	Re-tendering of Home Care Services	Completed the programme of transferring service users from the old provider to the new one (66 users). Initiating new monitoring arrangements in partnership with health.
	Internal Day Care	Developing the vision for day opportunities and implementation timetable. Agreed to prioritise the action on raising the fate of HR clients involved in the savings programme for 2019.

Transformation of Libraries, Youth Services, Museums, Culture and Market Hall	Transformation of Museums and Culture	Melin Llynonn and Roundhouses – Advertised in a specialist magazine in June 2018 to try and attract a commercial bid for the site. Beaumaris Court and Goal – Work in partnership with Beaumaris Town Council to transfer the assets.
	Remodelling of Library Service	The process for restructuring the workforce to be in place by Q2 Work is continuing with transferring the community libraries to Beaumaris and Rhosneigr. Moelfre and Newborough Libraries have now been closed. Cemaes will remain open for the year after the local community agreed funding to continue the library provision over the short term
	Market Hall, Holyhead	Project to be completed in May 2019. Problems with Phase 2 works has delayed the project.
Gypsy Traveller sites		Star site – tender starting Feb 2019 and to be on site by May 2019.
Increase levels of recycling		Please see Scorecard KPIs 16 + 17 for Q1 achievement
Flood alleviation work		Building works have started in Beaumaris. Nant y Felin, Pentraeth works have been postponed to start in March 2019.
Leisure Modernisation Strategy		Public Consultation has been completed and the responses are currently being analysed.

Corporate Governance Programme Board		
Programme/Project	Related Projects	RAYG and brief Update
Resource Plan – Northgate		MyView Dashboard – Considering opening training sessions in the new year to support staff who are yet to log in. Accessibility in Llangefni library is still outstanding, new computers are planned in Feb 2019. Payslips – If staff have tried to print payslips in the library, project board have agreed to print payslips.

		<p>Web Recruitment – live on the 09/11/18. Organised a 3 month review in Jan 2019 to see progress.</p> <p>Mileage and Expenses – full roll out of electronic travelling claims in Jan 2019 (excluding homecare).</p>
Customer Service Excellence	Cyswllt Môn Expansion Programme / Face to Face Contact	<p>Project back on track following the upgrade to all PC's in libraries.</p> <p>Pilot to commence Jan 2019 in Amlwch and Menai Bridge for 4 months followed by a review of the data which will be presented to the board with recommendations for future delivery.</p>
	Telephone Contact and Channel Shift	<p>(ON HOLD)Each Contact Centre has gone live successfully without disruption to the public.</p> <p>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.)</p>
	CRM	<p>Telephony Integration – ShoreTel upgrade significantly changes the user experience.</p> <p>Waste Management – Specification developed. Awaiting quotation.</p> <p>Blue Badge Integration – Progressing well. Forms built and integrated.</p>
Alternative Delivery Models		<p>Work on ADM's is on-going and will be continuously be exploring new options available.</p> <p>School Taxi Contract – gone live January 19, project on time and completed.</p> <p>School Grass Cutting – gone live January 19, project in time and completed.</p> <p>Re-Tender Oriol Mon Café – out to tender and bids were closed w/c 14/01/19.</p>
Energy Efficiency		<p>Plan for 2018/19 presented to Programme Board and being implemented.</p> <p>Further refit development work on-going to identify opportunities for future years.</p> <p>Refit Cymru programme has started following appointment of Larkfleet as the Refit partner.</p>
Implementation of ICT Strategy		<p>The Digital IT Strategy – 'Digital Island' has been approved and covers 2016-2020.</p>

Attachment B

		Current issues with the website – working with supplier to resolve all issues.
Scrutiny Improvement Plan		On track
Communication Strategy		Revised Communication Strategy being developed – adapting existing draft and awaiting further feedback.

APPENDIX C

Projected Revenue Outturn for the Financial Year Ending 31 March 2019 – Quarter 3

Service/Function	2018/19 Annual Budget	Q3 2018/19 Budget Year to Date	Q3 Actual & Committed spend	Q3 2018/19 Variance	Q3 Actual & Committed Spend	Estimated Expenditure to 31 March 2019 at Q3	Estimated Outturn 31 March 2019 over/ (under) at Q3	Estimated Outturn 31 March 2019 over/ (under) at Q2	Estimated Outturn 31 March 2019 over/ (under) at Q1	2018/19 Projected Over/ (Under)spend as a % of Total Budget	Draft Over/ (underspend) Last Year 2017/18
	£'000	£'000	£'000	£'000	%	£'000	£'000	£'000	£'000	%	£'000
<u>Lifelong Learning</u>											
Delegated Schools Budget	43,129	32,845	32,845	(0)	0.00%	43,129	0	0	0	0.00%	0
Central Education	4,285	4,347	4,887	540	12.42%	4,874	589	627	540	13.74%	893
Culture	1,321	1,131	1,078	(53)	-4.70%	1,221	(100)	(113)	(70)	-7.57%	(147)
<u>Adult Services</u>	24,599	18,068	19,407	1,339	7.41%	25,634	1,035	866	112	4.21%	215
<u>Children's Services</u>	8,318	6,802	8,696	1,893	27.83%	10,327	2,009	2,032	1,283	24.15%	1,778
<u>Housing</u>	1,052	1,538	1,410	(128)	-8.33%	1,007	(45)	(15)	25	-4.28%	7
<u>Highways, Waste & Property</u>											
Highways	6,340	5,891	6,206	315	5.35%	6,233	(107)	(84)	5	-1.69%	(100)
Property	978	869	906	37	4.27%	1,014	36	70	142	3.68%	55
Waste	7,490	5,727	5,305	(422)	-7.37%	7,233	(257)	3	20	-3.43%	(63)
<u>Regulation & Economic Development</u>											
Economic Development	1,733	1,700	1,563	(137)	-8.04%	1,614	(119)	(50)	0	-6.87%	(10)
Planning and Public Protection	1,950	1,534	1,358	(176)	-11.46%	1,900	(50)	45	46	-2.56%	9
<u>Transformation</u>											
Human Resources	1,251	959	943	(16)	-1.64%	1,236	(15)	(8)	0	-1.20%	(61)
ICT	2,354	1,751	1,872	121	6.91%	2,466	112	247	327	4.76%	45

Service/Function	2018/19 Annual Budget	Q3 2018/19 Budget Year to Date	Q3 Actual & Committed spend	Q3 2018/19 Variance	Q3 Actual & Committed Spend	Estimated Expenditure to 31 March 2019 at Q3	Estimated Outturn 31 March 2019 over/ (under) at Q3	Estimated Outturn 31 March 2019 over/ (under) at Q2	Estimated Outturn 31 March 2019 over/ (under) at Q1	2018/19 Projected Over/ (Under)spend as a % of Total Budget	Draft Over/ (underspend) Last Year 2017/18
	£'000	£'000	£'000	£'000	%	£'000	£'000	£'000	£'000	%	£'000
Funding											
NDR	(22,574)	(17,365)	(17,365)	(0)	0.00%	(22,574)	0	0	0	0.00%	0
Council Tax	(34,440)	0	0	0	0.00%	(34,395)	45	(101)	(55)	-0.13%	116
Council Tax Premium	(648)	0	0	0	0.00%	(866)	(218)	(247)	(243)	33.54%	0
Revenue Support Grant	(73,238)	(56,337)	(56,337)	(0)	0.00%	(73,238)	0	0	0	0.00%	0
Total Funding 2018/19	(130,900)	(73,701)	(73,701)	(0)	0.00%	(131,073)	(173)	(348)	(298)	0.00%	116
Total outturn including impact of funding	0	25,484	28,605	3,120	12.24%	1,590	1,589	2,660	1,744	1.21%	1,456

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ISLE OF ANGLESEY COUNTY COUNCIL
Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	19 th March, 2019
Subject:	Revised School Transport Policy
Purpose of Report:	Consider the proposed revised school transport policy
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr R Meirion Jones
Head of Service:	Arwyn Williams
Report Author:	Arwyn Williams
Tel:	01248 752916
Email:	ArwynWilliams2@ynysmon.gov.uk
Local Members:	Not applicable

1 – Recommendation(s)

The Corporate Scrutiny Committee is requested to:-

- R1** Recommend adoption of the revised school transport policy by the Executive
R2 Note the comments of the Finance Scrutiny Panel

2 – Link to Council Plan / Other Corporate Priorities

Direct link with the Council Plan / transformation priorities:

Ensuring a robust revised policy for school transport will set the framework for us to plan and deliver services in accordance with the Authority's policy and shape our expenditure on taxis and buses. The framework will support the Schools' Modernisation Programme.

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**]
3.2A look at the efficiency and effectiveness of any proposed change, both financially and in terms of quality [**focus on value**]
3.3 A look at any risks [**focus on risks**]
3.4 Scrutiny taking a performance monitoring or quality assurance role [**focus on performance and 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. Who have you included in developing the new policy? How have you included others?

2. When will the new proposed policy be fully active?
3. What long term effects will occur due to the new policy?
4. How have you used the 5 ways of working to consider how the policy contributes towards the 7 national well-being goals?
5. What financial effects are there to the policy?
6. Does the Scrutiny Panel support the revised school Transport policy?

5 – Background / Context

An audit report was published on School Transport in September 2017 which highlighted areas for improvement. One of these areas included a revision of the School Transport Policy.

There have been no fundamental changes to the eligibility criteria for school transport. The revised policy provides detailed clarification on :-

- Qualifying Schools
- Distance Criteria
- Measurement of Distance
- Parental/Carer Preference of School
- Hazardous Routes
- Additional Learning Needs
- Looked After Children

The Local Authority will provide free transport to learners who meet the entitlement criteria. The criteria includes :-

- 1) Distance Criteria outlines how the local authority complies with the Learner Travel (Wales) by only providing free transport to learners of compulsory school age if the distance from the home to their nearest suitable school is at least:
 - a) 2 miles for Primary School pupils
 - b) 3 miles for Secondary School pupils

Measurements of Distance –

For learners who are eligible under the above criteria, the route to school will be measured from the home boundary to the nearest school gate, and may include public footpaths and other pathways, as well as adopted roads. It is not necessarily the shortest distance by road.

For learners who are not eligible under the distance criteria mentioned above, the distance from home to the nearest suitable school will be measured along the shortest available road route i.e from the home boundary to the nearest school gate using the Authority's chosen software package.

Hazardous Routes –

For learners who live below the statutory qualifying distance mentioned above the Authority will provide transport to school if the route is deemed hazardous. Hazardous routes are assessed by an appropriate Isle of Anglesey County Council officer following the guidance provided in the Learner Travel: Statutory Provision and Operational Guidance June 2014.

Additional Learning Needs –

The Local Authority will make suitable and relevant educational provision for all children with additional learning needs to ensure they are able to develop to their maximum potential. However, free transport may not be provided if parents / carers exercise their right to preference of school which is not the nearest suitable.

Looked After Children –

Looked after children (as defined in the Children’s Act 1989) have the same access to the assistance with travel as any other child. When transport is requested by Children’s Services, transport will be provided unless Children’s Services opts to retain the child at the former school even though appropriate provision can be found at a nearer school within the catchment area. In such cases, transport costs will fall to Children’s Services.

Parental / Carer Preference of School

Parents / carers have the right to express a preference for admission of their child to any school, subject to availability of places. If the application is accepted, the parent / carer lose their entitlement to free transport if it is not their nearest suitable school or, the designated secondary school for the primary feeder school they attended.

Post 16 Transport

There has been no change in the Local Authority’s policy on the provision of post 16 transport. The revised policy therefore states that free transport is not available for 16 to 19 year old learners.

Detailed consideration was given to the financial impact of the prospective reformed transport policy by the Finance Scrutiny Panel in its meeting on 14 February 2019, and the following points were noted:

- A great deal of taxi route reconciliation had occurred over the last period in order to confirm that only eligible children received the service in accordance with the policy
- The number of children receiving the service has decreased from 347 to 297 as a result of the reconciliation work. The Service now has a clear picture of the true need for transport services
- True to say that the historical budget is inadequate to meet the demand costs for services
- Substantial partnership work is now afoot between the Learning, Highways and Resources Services.

The panel also looked at any scope of the One System to create more savings for the future school transport budget

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

See attached

7 – Financial Implications

Implementation of the revised school transport policy will be within the current budgetary allocation of the Service. It is anticipated that full implementation of the policy will in time have a positive impact on current budgetary pressures.

8 – Appendices
1. Revised School Transport Policy 2. Equality Impact Assessment
9 – Background papers (please contact the author of the report for any further information):
Arwyn Williams, Head of Learning, Isle of Anglesey County Council, Council Offices, Llangefni LL77 7TW

1. Revised School Transport Policy
2. Equality Impact Assessment

9 – Background papers (please contact the author of the report for any further information):

Arwyn Williams, Head of Learning, Isle of Anglesey County Council, Council Offices, Llangefni LL77 7TW



Learning Department

School Transport Policy

February 2019

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1.0 INTRODUCTION

- 1.1 The Isle of Anglesey County Council has a duty to provide school transport in accordance with Learner Travel (Wales) Measure 2008 and the Learner Travel: Statutory Provision and Operational Guidance 2014. This Learner Transport Policy outlines how the Authority provides transport for Isle of Anglesey County Council's school and college pupils, and the eligibility criteria.
- 1.2 To meet this requirement, the Authority will have regard to the following when making arrangements for learners who are ordinarily resident within Anglesey:
- The age of the learner;
 - The distance from home to school;
 - The nature of the route from home to school;
 - Requests for Faith based education;
 - The needs of learners with disabilities or additional learning needs;
 - The needs of learners who are 'looked after' by the Local Authority;
 - The needs of learners with dual residency.
- 1.3 This list is not exhaustive and the Authority must consider each learner's individual circumstances, taking into account any representations made by parents/carers and relevant professionals. In certain circumstances the Measure permits the Local Authority to apply discretion in relation to the services provided. These discretionary elements are outlined in section 3 of this policy.
- 1.4 Transport for post 16 students to Further Education (F.E.) Colleges is provided under the policy as a **discretionary** arrangement. See section 3.4.
- 1.5 The Authority must provide free home to school transport in certain circumstances. These are outlined in section 2. The duty to provide such transport only applies if a child is ordinarily resident in the Authority's area.
- 1.6 The Local Authority will endeavour to provide safe, efficient and cost effective transport to those learners who qualify under this policy at all times.
- 1.7 There may be circumstances where additional or alternative transport arrangements would prove more cost effective than the provision stated in the policy. **The Local Authority therefore reserves the right**

to apply discretion where appropriate if it can be demonstrated that the alternative is more cost effective and efficient.

- 1.8 Home to school transport is provided for eligible learners between their **home address or allocated pick-up point**, and the qualifying school where they are registered. **Free transport is not provided from or to addresses of other family members or friends, parents' work addresses or child care facilities of any sort.**
- 1.9 This Policy is effective from **August 2019**. Transport arrangements assessed and provided under Isle of Anglesey County Council's previous policy will continue unless there is a material change in circumstances which would necessitate a new application being made, e.g. moving home or school / F.E. College. Details of how to make an application are outlined in section 4.

2.0 HOME TO SCHOOL TRANSPORT

2.1 Qualifying Schools

The Isle of Anglesey County Council will provide free transport to learners who meet the entitlement criteria set out in this policy. The policy refers to transport to and from qualifying schools in the following categories:

- a community, controlled or voluntary aided school;
- a non-maintained special school;
- an independent school named in a statement of special educational needs;
- a voluntary aided trust school.

2.2 Distance Criteria

The Learner Travel (Wales) Measure 2008 stipulates that free transport will only be provided to learners of compulsory school age if the distance from home to their nearest suitable school is at least:

- (a) 2 miles for Primary School pupils;
- (b) 3 miles for Secondary School pupils.

2.3 Nearest Suitable School

The nearest suitable school is a school that provides education appropriate to the age, ability and aptitude of the learner, and any learning needs that they may have. It will normally be a school in the area the learner resides, or another school, if this is closer to home.

Anglesey residents can find their nearest local school by visiting https://mapiau.ynysmon.gov.uk/anglesey_cy.aspx

2.4 Feeder Schools

The Authority recognises that certain Primary Schools are natural feeders for certain Secondary Schools. The relationships between these schools are shown in Appendix 1.

2.5 Measurement of Distance

For assessments under the distance criteria in section 2.2, the calculation from home to school will adhere to guidance provided in the Learner Travel: Statutory Provision and Operational Guidance 2014. The route to school will be measured from the home boundary to the nearest school gate, and may include public footpaths and other pathways, as well as adopted roads. It is not necessarily the shortest distance by road.

Where learners are reasonably expected to walk to school, the distance is measured by the shortest available route along which a child, accompanied as necessary by a responsible adult, may walk in reasonable safety; whilst having regard to the age and needs of the child. If the property is on an un-adopted road it will be measured from where the property meets the adopted highway or adopted path. All calculations of distance will be made using the Authority's chosen software package.

For assessments over the distance criteria mentioned in section 2.2, the distance from home to the nearest suitable school will be measured along the shortest available road route, i.e. from the home boundary to the nearest school gate using the Authority's chosen software package. However, if the property is on an un-adopted road it will be measured from where the un-adopted road meets the adopted highway.

For all calculations the measurement of distance will be to the nearest 0.1 of a mile, as measured by the Authority's chosen software package.

Note: Parents / carers should also refer to section 5.6 for information on sustainable modes of transport to school.

2.6 Primary and Secondary School Transport

For Primary and Secondary Schools, the Authority will provide free transport to the nearest suitable school in line with the criteria of this policy. Discretionary provision may also apply, by virtue of the criteria shown in section 3.

2.7 Parental / Carer Preference of School

Parents / carers have the right to express a preference for admission of their child to any school, subject to availability of places. If the application is accepted, the parent / carer lose their entitlement to free transport if it is not their nearest suitable school or, the designated secondary school for the primary feeder school they attended.

This is consistent with meeting the requirements as outlined in the Learner Travel: Statutory Provision and Operational Guidance June 2014.

IMPORTANT – Parents / carers are advised to consider the school transport implications before making an expression of preference for a school place. See section 2.3 on nearest suitable school and section 5.5 on the impact of transport.

2.8 School Admissions

If parents / carers have been unable to secure a place for their child at their nearest suitable school, or if their designated secondary school (from the appropriate feeder primary school) is full, then free transport will be provided to the next nearest suitable school, providing the distance criteria in section 2.2 is met.

2.9 Pick-up Points

The Isle of Anglesey County Council considers that, in general, the provision of shared pick-up points can be part of a suitable transport arrangement within the meaning of section 3 of the Learner Travel (Wales) Measure 2008.

For learners who qualify for transport there will be an expectation that they will depart from a pre-determined pick-up point, unless otherwise stated when the application is processed. The Authority will endeavour to locate pick-up points reasonably close to learners' homes, and no more than the statutory distances shown in section 2.2. This is in expectation that parents / carers will be able to make use of their designated pick-up point in order to ensure for their child a

safe and timely journey to and from school. Any measurement of distance will follow the principles as outlined in section 2.5. The assessment will also have regard to hazardous routes, following the principles set out in section 2.10.

It is the parent's / carer's responsibility to ensure that their child reaches the pick-up point in a timely manner and that they board the vehicle safely. They must also ensure there is a responsible adult to meet their child on the return journey, if the age or needs of the child call for the provision of a Passenger Assistant.

If a responsible adult is not there to meet a child, whose age or needs call for the provision of a Passenger Assistant, then additional costs will be recharged; as it may be necessary for Officers to seek guidance from Children's Services and, if required, arrange for the child to be taken to a Local Authority place of care.

Note: Nothing in this Policy creates an expectation that all children should walk to the pick-up points, as in some cases this will be inappropriate. The Authority keeps a register of known hazardous routes, and this forms part of the consideration given when assessing transport applications. However, if a parent / carer believes that the use of a pick-up point is not suitable for their child, they should bring their concerns to the attention of the Authority, which will then investigate the circumstances to determine whether any additional or alternative transport arrangements are required for that child; to ensure that the requirements of the Learner Travel (Wales) Measure 2008 are met.

The Local Authority reserves the right to review the pick-up points to ensure a safe route is maintained at all times and subject to ensuring the most cost effective provision is in place.

Once eligibility for school transport has been confirmed, the Transportation Section will inform the school with a request that the school share relevant information with the parents / carers.

Where feeder services are used to transport learners to pick-up points, learners must stay with the taxi until the ongoing vehicle has arrived. Drivers are expected to report any learners refusing to do this to the Transportation Section.

Contractors providing these services have been instructed to wait with learners to ensure they access the ongoing vehicle. Parents / carers

are also encouraged to report any instances where drivers are not doing this to the Transportation Section.

2.10 Hazardous Routes

For learners who live below the statutory qualifying distance shown in section 2.2, the Local Authority will provide transport to school if the route is deemed hazardous. Hazardous routes are assessed by an appropriate Isle of Anglesey County Council officer following the guidance provided in the Learner Travel: Statutory Provision and Operational Guidance June 2014.

Where pick-up points are used, the Local Authority will also consider if there are hazardous routes which could reasonably prevent learners walking to these locations, accompanied as necessary by a responsible adult. In such instances the Local Authority, after assessment, will provide transport from home to the pick-up point, or directly to school (whichever is more efficient).

It is noted that where parents / carers have exercised their right to a school by parental / carer preference (see section 2.7), the requirement for arranging home to school transport is the responsibility of the parent / carer.

The Local Authority will maintain a register of all Anglesey routes which have been assessed, and as new routes are evaluated these will be added to the register. The Authority will review the completed register every 5 years to ensure that all routes are still categorised correctly.

If a parent / carer believes that a particular route is hazardous they should bring their concerns to the attention of the Authority, which will then investigate to determine whether any additional or alternative transport arrangements are required.

2.11 Additional Learning Needs (ALN)

The Local Authority will make suitable and relevant educational provision for all children with additional learning needs to ensure they are able to develop to their maximum potential.

The level of need is assessed by relevant professionals in the Isle of Anglesey County Council's Learning Department, and this informs the type of transport provided. Transport will then be provided in line with the advice given and **reviewed on a regular basis.**

If a child has a Statement of Special Educational Needs, an Individual Development Plan (IDP) or an Education Health and Care Plan (EHC Plan), school transport **may** be included as part of the non-educational provisions made for the child as part of their Statement/EHC/IDP Plan. If it is, then transport will be provided.

However, free transport may not be provided if parents / carers exercise their right to preference of school which is not the nearest suitable (See section 2.7).

If school transport is not included in a child's Statement/EHC/IDP Plan then they may still be entitled to home to school transport under the policy provided that the school they are attending is the nearest appropriate school with a place or if they have attended a designated primary feeder school for a particular secondary school; subject to the eligibility criteria being met.

2.12 **Looked After Children (LAC)**

A Looked After Child is the term used within the Children's Act 1989 to describe children who are under the age of 18 and are provided with care and accommodation by the Local Authority's Children's Services department; often with foster carers.

Looked after children (as defined in the Children's Act 1989) have the same access to the assistance with travel as any other child. When transport is requested by Children's Services, transport will be provided unless Children's Services opts to retain the child at the former school even though appropriate provision can be found at a nearer school within the catchment area. In such cases, transport costs will fall to Children's Services.

If the only appropriate educational provision for a LAC pupil with a Statement of Special Educational Needs is continued attendance at the same school, special needs transport will be provided at no cost to Children's Services.

If the Looked After Child attends a school closer than the minimum distance shown in section 2.2, free transport will not be provided.

2.13 **Dual Residency**

The Local Authority will provide transport for learners who, due to their family circumstances, may reside in more than one residence; with at least one residence being in Anglesey. However, this is provided that the school attended is the nearest suitable school from the main

residence, or agreed to be the most suitable school, taking account of the locations of both residences. **Proof of dual residency must be provided and the main residence is usually the property to which child benefit is paid.**

If the second residence is in a different Local Authority area, then it is the responsibility of that Authority to consider transport arrangements for that route to school. Parents / carers should therefore apply to the relevant Local Authority.

3.0 DISCRETIONARY SCHOOL TRANSPORT

3.1 Discretionary Arrangements

Within the Learner Travel (Wales) Measure 2008, discretionary arrangements can be made under section 6 of the Measure. In some instances the cost of such arrangements can be charged to the parent / carer responsible.

3.2 Faith Schools

On a **discretionary basis**, the Authority will consider applications for transport to the nearest suitable Faith school if this is the parental / carer's preference. This will apply even if the school is not their nearest suitable school but is within the Local Authority area. The Local Authority will have regard to all relevant information when making its final decision.

The distance criteria in section 2.2 will still apply.

3.3 Feeder School Arrangements

On a discretionary basis, the Authority recognises that certain Primary Schools are natural feeder schools for certain Secondary Schools. Therefore in regard to Secondary education, free school transport may be provided to either the nearest suitable Secondary School or the recognised feeder Secondary School; providing that the learner lives over the distance criteria in section 2.2, and the journey is agreed to be reasonable; this criteria is shown below.

The Authority reserves the right to apply a test of reasonableness to those parents / carers requesting secondary school transport on the basis of feeder schools. To receive free transport on this basis the learner must:

- Have been attending their nearest suitable primary school from their home location as assessed at the point of admission;
- Meet the distance criteria in section 2.2 for secondary schools.
- If learners move house before commencing secondary school, their entitlement will require re-assessment, as per the criteria shown in section 2;
- **In instances where learners have not attended their nearest suitable primary school by parental / carer preference, section 3.3 will not apply.** The assessment of school transport applications will then be based solely on the nearest suitable secondary school.

3.4 Post-16 Transport

Free Transport is not available for 16 to 19 year old learners.

However, students may be able to purchase a Vacant Seat Pass from the education authority. They will be required to pay a fee (The fee is reviewed annually so please see the most up to date Information to Parents for the current fee).

Pupils with SEN who were provided with free transport to school, whose assessment of need continues to indicate that they cannot safely use the usual transport provided, despite being given mobility/independence training, are provided with transport to and from the nearest educational establishment offering an appropriate course. The LA does not provide mobility/independence training for learners who face difficulty with transport but such training is provided by the school/college when deemed necessary.

College students' passes are issued by the appropriate site of Grŵp Llandrillo Menai (Llangefni, Bangor and Glynllifon).

School pupil passes are issued by the Transport Officer for Education in the Transportation Section, Highways Department - Telephone 01248 752458.

Transport may be available from the home to the nearest appropriate school/college for learners who:

- are residents of Anglesey;

- are full-time students (i.e. who receive formal instruction for a minimum of 15 hours per week);
- are under 19 years old on 31 August or are on a course which started before they reached the age of 19;
- who live 3 miles or more from the nearest appropriate school/college as measured by the shortest route.

The nearest appropriate school/college is deemed to be:

- The catchment area secondary school;
- The nearest secondary school to the home if it is not the catchment area school;
- To an approved further education establishment within the county or located within 15 miles (measured along roads).

Transport is provided to and from the school/college at the normal start and end of the day. Students who travel to school/college on vehicles operated by operators who run other services on the same route may be offered travel outside these hours.

School sixth-formers applying for a bus pass must do so once they have received their GCSE results.

Pupils from low-income families who wish to remain in education beyond the statutory school leaving age may be able to claim the Welsh Government's Education Maintenance Allowance. This can then be used to contribute towards transport costs. EMA Wales website at www.studentfinancewales.co.uk / Helpline 0845 602 8845.

3.5 School Reorganisation

In cases where school reorganisation has taken place, the Local Authority will consider the most appropriate options for school transport. This may include providing free transport for a specified period of time dependant on circumstances. Such arrangements will be provided on a **discretionary basis** and will be documented within the reorganisation process; so that relevant schools, governing bodies, parents / carers, and any other stakeholders are all aware of the terms of the arrangement.

3.6 Moving Home

In cases where a learner, who has been in receipt of free school transport, moves home part way through the academic year, transport will cease if they are no longer attending their nearest suitable school.

If part way through a GCSE year (school years 10 and 11) the Authority will continue to provide **discretionary** transport until the academic years have been completed, i.e. until the end of year 11.

This undertaking is dependant upon the learner being ordinarily resident in the Authority's area. **Note: The Local Authority also reserves the right to test the reasonableness of the transport requested under this condition, having regard to the distance, time of journey and the proximity of other suitable establishments.**

All other reassessments of eligibility will follow the criteria set out in section 2. This section shall not apply where parents / carers have previously exercised a preference as detailed in section 2.7.

3.7 Managed School Transfers

Where managed school transfers are supported by both the new destination school head teacher and Education Services, parents / carers will be aware of this action and be included in these discussions at school level. School transport in these circumstances may be supported on a **discretionary basis** where it forms part of the action and agreement of all parties to pursue a change of school in the interests of the learner.

It is the parent's / carer's responsibility to ensure that they fully engage with the Authority and the school when pursuing a managed transfer. These matters need to be verified and evidence available. This allows the Learning Department to make an informed decision based upon the evidence supporting the transport request.

Where no evidence is available, and/or where parents / carers refuse to engage in the process with the school and Education Services, the transport request will be refused. This will be based upon the lack of evidence available for an informed decision to be made.

3.8 Withdrawal of Discretionary Transport

A Local Authority can withdraw the provisions of discretionary school transport, provided it has agreed and published the relevant changes

to the policy before 1st October of the year preceding the academic year in which the changes will come into force.

3.9 Other Discretionary Provisions

Other discretionary arrangements regarding school transport can be made under section 6 of the Measure. The Head of Learning may apply these powers for free transport in cases such as:

- The safeguarding of a learner, or where there is likely to be significant detrimental impact to that learner's welfare;
- Transport on medical grounds may also be applicable under this criteria, including cases where the parent has a disability that restricts the ability of a learner to travel to school without transport **for period of time**; or where a learner is **temporarily** incapacitated through illness or injury;
- Temporary housing of a family outside of the previous residential area due to emergency, normally through the Authority's Housing Service, to minimise disruption of education.

This list is not exhaustive and there may be other circumstances where discretion can be applied; however, to ensure consistency of approach regarding discretion **evidence may be requested from relevant professionals and the assessment will be recorded.**

Where short term discretionary transport arrangements are put in place the Authority will inform parents / carers when these arrangements are to end.

4.0 MAKING A TRANSPORT APPLICATION

4.1 A school / F.E. College transport application is required when:

- Starting Primary School (**not nursery**);
- Starting Secondary School;
- Going from year 11 to sixth form / F.E. college; or
- Changing home location or school.

4.2 Applications for bus passes can be made through obtaining the relevant form from the school or, alternatively, by contacting the Transportation Section on 01248 752458 / 01248 752456.

Applications for taxi transport are made **through the school/college** – **applications for taxi transport made directly to the Authority by parents/carers will not be accepted.**

- 4.3 The Authority will inform you (or inform the school/college if the application is in respect of taxi transport) of the outcome of the application within **15 working days** of receiving the application.
- 4.4 If your circumstances change during the school year, you must inform the Local Authority. If, for example, you move home or change school then your current transport arrangements will be terminated and you will need to reapply for school transport at that time. If you are applying for transport during the school year, please do so as soon as you can after your new address is confirmed.

IMPORTANT – Parents / carers are advised to consider the school transport implications. Section 2.3 provides information on nearest suitable school and section 3.6 on moving home.

- 4.5 Full details of all transport related issues can be found in the Isle of Anglesey County Council's Information for Parents document.

5.0 OTHER INFORMATION

5.1 Nursery Education

The Authority does not provide transport for children attending nursery school or nursery classes at the age of 3 or 4. Transport is 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, normally in reception class.

5.2 Out of School Clubs

The Authority will not provide transport to or from out of school clubs (i.e. breakfast club, after school clubs etc.) or extra-curricular activities that fall outside the statutory curriculum. It is the parent's / carer's responsibility to ensure that appropriate transport arrangements are put in place if these services are accessed.

5.3 Length of Journey

Where possible, the Authority adheres to the Learner Travel Operational Guidance issued by the Welsh Government. This allows for a maximum 60 minute journey time for secondary school pupils,

and a maximum 45 minute journey time for primary school pupils. A walk of 1 mile to the bus stop is deemed reasonable.

5.4 Policy Changes

Should it be required to amend this policy, the Authority must follow the requirements as set out in the Learner Travel Information (Wales) Regulations 2009. This requires that the Authority consult, agree and publish changes to the policy before the 1st October of the year preceding the academic year in which the changes come into force.

Should it be required, the Authority can also issue additional clarification guidance alongside this policy. Any such guidance will be available on the Authority's website.

5.5 Impact of Transport

Parents / carers should consider the implications of their school choice on the use of private cars and the effect this could have on traffic outside their chosen school. The Authority urges parents / carers to consider active and sustainable transport to their school of choice. See section 5.6 below.

Schools are also encouraged to work with parents / carers and the Authority to consider options for developing active and safe 'walking bus' facilities to school. Parents / carers should contact their school to enquire about such provisions. The Authority's Road Safety and Sustainable Transport officers are also available to provide guidance.

5.6 Sustainable Modes of Travel

Parents / Carers should consider options for active travel to school. Relevant links are provided in section 9 to information on Active Travel Routes in Isle of Anglesey and Sustrans website; which shows cycle routes throughout the county.

6.0 TRANSPORT PROVISION

6.1 Council Transport Provision

The Authority will endeavour to provide the most suitable mode of transport for all eligible learners that is safe and provides the most cost effective method of transport. This may be via bus, coach, minibus, or taxi school contracts, or existing public transport. These services and the associated contracts are arranged and managed by Isle of Anglesey's Transportation Section.

6.2 Concessionary Transport

If a learner does not qualify for free school transport as set out in this policy, and there are spare seats available on an Authority bus service these may be offered as concessionary seats. The following conditions will apply:

- A reasonable charge per term will be applied. This will be reviewed annually before the new school year. If the Authority grants a concession parents / carers will be charged on a termly basis. If a learner only partially uses the service, e.g. in the morning or afternoon or on particular days, then a full termly charge is payable.
- Parents / carers may apply for a concession at any time for their child. Applications will be dealt with in the order in which they were received and those agreed must be paid for termly. If a parent / carer successfully applies during a previous academic year, their ongoing requirement is recorded ahead of new applications. However, concessions cannot be granted until the number of spare seats has been determined, once entitled learners are accounted for on a specific vehicle. The Transportation Department cannot therefore confirm concessions before the start of the academic year and it may take a number of weeks to determine spare seat availability on any given service.
- Concessions may be withdrawn at short notice when seats become unavailable or if they are required for an eligible learner. In such cases a proportional refund will be calculated and given back to the parent / carer. In such circumstances seven days' written notice will be given.
- Concessionary passes cannot be issued at short notice at the start of the academic year as it is necessary to identify whether there are spare seats on contract vehicles.
- Concessionary seats would not normally be offered where public transport runs alongside school transport or where public transport is the only available option. In such circumstances, parents / carers are expected to use existing public transport.

6.3 Transport Payments

There may be circumstances where parents can be offered a nominal payment towards the cost of transporting their children. This is an option used only in **exceptional circumstances**, and if there are difficulties in arranging school transport for eligible learners. Parents / carers are under no obligation to accept the offer of reimbursement which would usually be a set mileage rate for the miles travelled during two return journeys per day; however this may be deemed the most reasonable mode of transport.

6.4 Right to Withdraw Transport

If it is subsequently found that free transport has been provided in error, e.g. route measured incorrectly, the Council has the right to withdraw the transport subject to reasonable notice (normally to the end of the term in which the error is discovered).

Where circumstances have changed e.g. following a review of transport provision, where new footpaths are provided etc. the council also has the right to withdraw free transport at the end of the academic year.

6.5 Behaviour on Transport

Learners travelling on service or contract vehicles provided by the Authority are expected to behave well at all times and comply with the requirements of the School Travel Code, see Appendix 2.

Any learners who misbehave, cause, or risk causing damage or injury to the vehicle, driver or passengers, or in any way threaten the safety of the other passengers and/or vehicle, may have their transport eligibility withdrawn. Any learners who are not entitled to free school transport but travel on contract services on a concessionary basis, will also be subject to the same rules.

The behaviour of learners on school transport services is of the utmost importance, so parents / carers are therefore expected to support the Authority, the schools, transport operators and their staff in maintaining good behaviour. **It should be clearly understood that in cases of misbehaviour the ultimate sanction is the removal of the right to receive transport. In such cases the responsibility and full cost of transport to and from school will then fall to the parent / carer.**

The Authority encourages feedback from service providers and schools regarding use of the school transport services provided. A log will be maintained of incidents and any related investigation. If necessary, parents / carers will be informed of incidents if it can be shown that a child or children have been causing problems.

Parents should be aware that school buses may be fitted with CCTV cameras and operated in accordance with current legislation.

6.6 Conditions of Use of Travel Passes

Travel passes must be presented to the bus driver at the start of each journey made. Transport may be refused if the pass is not shown. Travel passes are not transferrable, and are valid only for the learner named on the pass and for the journey(s) shown on the pass. Misuse or fraudulent use of a travel pass is treated very seriously, and may result in the learner being subject to the school/college's disciplinary procedure in addition to losing their right to travel.

If any details change from the original application form, you must contact the Authority's Transportation Section immediately, so that the details can be amended and eligibility for transport reassessed if necessary. If a new travel pass is required as a result of such change, the existing pass must be returned along with the application. If the travel pass is no longer required, please return it to the Authority's Transport department as there may be other learners wishing to take up the allocated seat.

6.7 Monitoring of Services

The Authority reserves the right to randomly check school transport services to ensure that those travelling are all eligible. Where learners are found to be travelling who are not eligible, the Transportation Section will record these instances and contact the relevant parents / carers to inform them of their options.

6.8 Disclosure and Barring Service (DBS) Checks

The Isle of Anglesey County Council's Transportation Section manage and arrange all the necessary school transport contracts with the appropriate service providers. This includes undertaking DBS checks for all drivers and school Passenger Assistants. Note: school Passenger Assistants are only employed on Primary School Services where it is deemed appropriate, or if the child's additional learning needs make it appropriate.

6.9 Adverse Weather Conditions

Adverse weather can have an impact on school transport services and their continued provision; therefore, with safety paramount, the transport providers will take the ultimate decision as to whether a service will operate. In severe weather, especially if forecasts are predicting worsening weather, contractors will be advised not to run services.

The Transportation Section will make every effort to inform schools when home to school transport is likely to be disrupted. Details of such changes will also be available on the Council's website. The Authority is aware that some schools have the ability to text parents / carers with information once the Transportation Section have informed them. It is therefore important that the parents / carers ensure their contact details with the school are always up to date.

Those contractors which provide feeder taxi services to school / pick-up points are also required to contact parents / carers directly with any changes to services during adverse weather, or for any other reason. Information on school closures due to adverse weather, or for any other reason, will also be posted on the Isle of Anglesey's website. Parents / carers are encouraged to look at the website for such updates.

7.0 APPEALS

7.1 The parent / carer will normally be notified in writing within 15 working days of an unsuccessful school transport application. The Authority will also offer the parent / carer an opportunity to appeal the decision and advises on the process below.

7.2 Stage 1 – Review of Decision

A request to review a Learner Transport decision must be sent to the Authority within 20 working days after the date of initial refusal. Parents / carers should write to the Authority indicating their wish to review the decision.

This request should be sent to addysg@ynysmon.gov.uk stating the reasons and raising any relevant circumstances which may impact the decision. Additional evidence in support of these circumstances should also be provided to the Local Authority. This additional information and the appeal may also be posted to the following address:

**Learning Department
Isle of Anglesey County Council,
Council Offices
Llangefni
LL77 7TW**

Within 20 working days of receipt of the written request, a Senior Officer from Education Support will review the original decision and will respond detailing the outcome. This response will outline:

- The nature of the decision reached;
- How the review was conducted;
- Information about other departments / agencies consulted as part of the process;
- What factors were considered;
- The rationale for the decision reached;
- Information about escalation to Stage 2, if appropriate

It is noted that records of previous reviews and appeals will be maintained by Education Support to ensure consistency of approach. If any additional supportive information provided by the parents / carers is consistent with previous reviews which have been upheld, then a Stage 2 appeal stage may not be required and after assessment the relevant parent / carer will be informed of the outcome.

7.3 Stage 2 – Appeal

Within 20 working days of receiving a Stage 1 decision notification, parents / carers can make a request to escalate the matter to a Stage 2 Appeal.

Within 40 working days of receipt of a Stage 2 request, an independent appeal panel will be convened to consider the appeal.

A panel of independent officers will consider the appeal against the School Transport Policy and make a decision based on the information provided. No member of the appeal panel will have been involved in the original transport decision. The panel meeting will be recorded and the minutes available. The panel will consider all the evidence provided in support of the appeal. If they so wish, parents / carers may attend to provide a summary of their appeal. Education Support officers will also have the opportunity to provide details of their assessment to the panel.

After the appeal hearing the parent / carer will be notified by Education Support of the outcome of their appeal in writing. The response will set out the following information:

- The nature of the decision reached;
- How the review was conducted;
- Information about other departments and/or agencies that were consulted as part of the process;
- What factors were considered;
- The rationale for the decision reached;
- Information about escalation to the Local Government Ombudsman.

Following this decision there are no further grounds for appeal to the Local Authority. Any further escalation would be to the Local Government Ombudsman.

8.0 CONTACT DETAILS

8.1 Transport Applications

For queries related to applications:

Bus Passes: IWHHT@ynysmon.gov.uk / ampht@ynysmon.gov.uk

Taxi: please contact the relevant school or addysg@ynysmon.gov.uk

8.2 Transportation Section

For queries relating to operational service issues please email IWHHT@ynysmon.gov.uk / ICXPL@ynysmon.gov.uk or telephone 01248 752458 / 01248 752455.

8.3 14-19 Transport

For queries related to inter-establishment transport for the 14-19 learning network, please email: ElfedMorris@gwynedd.llyw.cymru or telephone 01286 679925.

8.4 Transport Complaints

If you wish to make a complaint, please email IWHHT@ynysmon.gov.uk / ICXPL@ynysmon.gov.uk or telephone 01248 752458 / 01248 752455.

8.5 School Admissions

For queries related to School Admissions please email DAJED@ynysmon.gov.uk / 01248 752915.

8.6 ALN Transport

For queries related to ALN Transport please contact 01286 679007.

9.0 LINKS TO RELEVANT DOCUMENTATION

The Learner Travel (Wales) Measure 2008

http://www.legislation.gov.uk/mwa/2008/2/pdfs/mwa_20080002_en.pdf

Available by clicking here

Mesur Teithio gan Ddysgwyr (Cymru) 2008

http://www.legislation.gov.uk/mwa/2008/2/pdfs/mwa_20080002_we.pdf

Available by clicking here

Learner Travel Statutory Provision and Operational Guidance 2014

<http://gov.wales/docs/dcells/publications/140616-ltog-en-v2.pdf>

Available by clicking here

Teithio gan Ddysgwyr Darpariaeth Statudol a Chanllawiau Gweithredol Mehefin 2014

<http://gov.wales/docs/dcells/publications/140616-ltog-cy-v2.pdf>

Available by clicking here

The Travel Behaviour Code

<http://gov.wales/topics/educationandskills/allsectorpolicies/LArner-travel/travel-code/?lang=en>

Available by clicking here

Côd Ymddygiad wrth Deithio

<http://gov.wales/topics/educationandskills/allsectorpolicies/LArner-travel/travel-code/?skip=1&lang=cy>

Available by clicking here

Learner Travel Information (Wales) Regulations 2009.

Rheoliadau Gwybodaeth am Deithio gan Ddysgwyr (Cymru) 2009

http://www.legislation.gov.uk/wsi/2009/569/pdfs/wsi_20090569_mi.pdf

Available by clicking here

Dolenni i dudalennau teithio llesol ar wefan Ynys Môn:

Active Travel (Wales) Act 2013

<http://www.anglesey.gov.uk/transport-and-roads/active-travel/>

Ar gael yma

Deddf Teithio Llesol (Cymru) 2013

<http://www.ynysmon.gov.uk/trafnidiaeth-a-ffyrdd/teithio-llesol?redirect=false>

Ar gael yma

Road Safety / cycling pages:

Road Safety - Cycling

<http://www.anglesey.gov.uk/transport-and-roads/public-rights-of-way/walking-cycling-and-horseriding/road-safety-cycling/100346.article>

Available by clicking here

Diogelwch ar y Ffordd - Beicio

<http://www.ynysmon.gov.uk/trafnidiaeth-a-ffyrdd/hawliau-tramwy-cyhoeddus/cerdded-beicio-a-marchogaeth/diogelwch-ar-y-ffordd-beicio/346.article?redirect=false>

Available by clicking here

10.0 APPENDIX 1 – FEEDER SCHOOLS

11.0 APPENDIX 2 – SCHOOL BUS BEHAVIOUR CODE

Anglesey County Council – Equality Impact Assessment

Revision history:		
Version	Date	Summary of changes

Step 1: Background	
1 – What is being assessed?	The impact of a new Transport Policy
2 – Is this a new proposal or one that already exists?	New
3 – What are the aims and purpose of this proposal?	Update the current policy in accordance with Welsh Government Guidelines in order to ensure consistency, fairness, and value for money in terms of carrying out our statutory duties.
4 – Who is responsible for the proposal being assessed?	Learning Service
5 – Who is the leading officer for the conduction of this assessment?	Enid Christie / Arwyn Williams
6 – Who else is participating in this assessment?	Bethan Edwards

Step 1: Background

<p>7 – Is there any link between this proposal and other work areas?</p> <p>For example, are there any other proposals or policies that should be considered in assessing the impact?</p>	<p>-</p>
<p>8 – Who would be affected by the proposal(s) (negatively or positively, directly or indirectly)?</p>	<p>Families who no longer qualify for free transport.</p>

9 – Is the proposal relevant to how the Authority conforms to the general duty of the public sector in relation to people whom are protected under the Equality Act 2010?	Yes'	No'
Elimination of discrimination and harassment	√	
Promotion of equal opportunities	√	
Nurturing of good relationship	√	
Safeguarding and promotion of human rights	√	
<p>Note: Usually, any proposal that impacts people is likely to be relevant across all protected groups.</p>		

Step 2: Collection of Information	
10 – Does this proposal ensure that the Welsh language isn't treated less favourably than English in accordance with the County Council's Welsh Language Policy?	Yes
11 – Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language in their everyday lives?	Not applicable
12 – Will this work area make a proactive attempt to provide Welsh services to users?	Language applicability is a criterion in the tender process
13 – Is this proposal likely to protect and promote the Welsh language within the community?	Yes, will also employ local companies
<p>Appendix 1 of the Impact Assessment Guidelines list a series of questions that should be considered when looking at how proposals will generally affect the Welsh language. The degree of which these questions are relevant depends of the proposal at issue. The intention is to make you think about impact or possible wider contribution and there are means to use them as a basis to consider questions 10 – 13 above.</p> <p>However, whilst looking at how the Council's main policies and strategies impact the Welsh language, it is recommended that these questions should be considered in more detail in order to conduct a comprehensive assessment – a separate template is available with these papers on MonITor for completion if relevant.</p>	
14 – Are there any matters that require consideration in terms of Human Rights? If so, what are these matters? (For example, would the proposal lead to failure to safeguard privacy rights?) (The 16 basic rights are listed in Appendix 1).	N/A

Step 2: Collection of Information		
15 – Does the proposal fulfil any of the seven well-being goals outlined in the Well-being of Future Generations Act (Wales) 2015? (Descriptions of the well-being goals are listed in Appendix 2)	A prosperous Wales	√
	A resilient Wales	√
	A healthier Wales	√
	A more equal Wales	√
	A Wales of cohesive communities	√
	A Wales of vibrant culture and thriving Welsh language	√
	A globally responsible Wales	√
16 – What has been done up to now in terms of participation and consultation in relation to this proposal?	Have consulted with stakeholders	
17 – Have you used any other information relevant to your proposal as part of your assessment? If so, please provide details here.	-	
18 – Are there any spaces in the information collected up to now? If so, how will these be addressed?	-	

Step 3: Assessing the probable impact and identifying alleviation steps

19 – Note below any probable effect on individual groups in terms of equality, alongside identifying which steps can be taken to reduce or improve these effects.

*In order to decide on the nature of the probable impact, please select one of the following – **Negative / Positive / No effect**

Protected group	*The probable impact	Details of impact	Steps to alleviate negative impact
Age		No particular impact on any individual group	
Disability			
Gender			
Transgender			
Pregnancy and Maternity			
Race / Ethnicity / Nationality			
Religion or Beliefs			
Sexual Orientation			
The Welsh language			
Human Rights			
Marriage or Civil Partnership			
Any other relevant matter, e.g. poverty, access to services in rural areas			

Step 4: Result of assessment

20 – Note the main effects identified and how it is intended to alleviate the negative effects (namely a summary of the table above).	No effect
21 – Is there a strategy for dealing with any effects that aren't illegal but cannot be avoided nor alleviated?	Pupils' needs and Additional Learning Needs (ALN) are discussed by the education forum. And appropriate transport is provided as required.
22 – Describe any action that has been taken or is intended to be taken to make the most of the opportunity to promote equality and/or the Well-being of Future Generations Act (Wales) 2015 goals (sustainability). (The seven well-being goals are listed in Appendix 2)	Actions match the goals.
23 – Does the proposal need to be reconsidered following the conduction of this assessment? (Evidence of negative impact could make the proposal illegal. If you have identified a negative effect, it should be considered whether there are means to move forward with the proposal at this stage)	No
24 – Will the proposal be adopted / forwarded for approval? Who will make the decision?	Learning Service is in consultation with the Senior Leadership Team / Elected Members
25 – Are there monitoring arrangements in place? What are those arrangements?	Learning Service continues with monitoring

Step 5 – Action Plan

Give details here of any actions planned following completion of the assessment. Any changes made to reduce or eliminate a probable or actual negative effect should be included, in addition to any arrangements to collect data or to carry out further research.

Ref	Planned actions	Leading officer	Timetable
	No changes		

Appendix 1 – Human Rights

Human rights mean rights and freedom for all individuals, no matter what their nationality or citizenship. There are 16 basic rights in the Human Rights Act – all extracted from the European Convention for Human Rights. For the purpose of the Act, they're referred to as 'Convention Rights'. They are listed below:

(Article 1 is an Introduction – it hasn't been incorporated into the Human Rights Act)

- Article 2: Right to life
- Article 3: Freedom from torture and inhuman or degrading treatment
- Article 4: Freedom from slavery and forced labour
- Article 5: Right to liberty and security
- Article 6: Right to a fair trial
- Article 7: No punishment without law
- Article 8: Respect for your private and family life, home and correspondence
- Article 9: Freedom of thought, belief and religion
- Article 10: Freedom of expression
- Article 11: Freedom of assembly and association
- Article 12: Right to marry and start a family
- Article 14: Protection from discrimination in respect of these rights and freedoms
- Protocol 1, Article 1: Right to peaceful enjoyment of your property
- Protocol 1, Article 2: Right to education
- Protocol 1, Article 3: Right to participate in free elections
- Protocol 13, Article 1: Abolition of the death penalty

Appendix 2 – Well-being of Future Generations (Wales) Act 2015

This Act pertains improving the social, economic, environmental and cultural well-being of Wales. Public bodies must ensure that they consider the impact of their decisions on people of whom will live their lives in Wales in the future.

The act determines seven well-being goals:

Goal	Description of goal
A prosperous Wales	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.
A resilient Wales	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).
A healthier Wales	A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
A more equal Wales	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).
A Wales of cohesive communities	Attractive, viable, safe and well-connected communities.
A Wales of vibrant culture & thriving Welsh language	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
A globally responsible Wales	A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

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ISLE OF ANGLESEY COUNTY COUNCIL
Scrutiny Report Template

Committee:	Corporate Scrutiny Committee
Date:	19.03.19
Subject:	Quarterly Monitoring of Children & Families Services Improvements
Purpose of Report:	Report on progress in implementing the Service Improvement Plan
Scrutiny Chair:	Councillor Aled Morris Jones
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Fôn Roberts, Head of Children and Families Services
Report Author:	Elin Williams, Children & Families Services Transformation Programme Manager
Tel:	01248 751813
Email:	ElinWilliams@ynysmon.gov.uk
Local Members:	Relevant to all Members

1 - Recommendation/s

The Committee is requested to:

- 1.1. To confirm that the Committee is satisfied with the steps taken to progress implementation of the Service Improvement Plan and the pace of progress and to confirm that it is satisfied for the service to move forward with a new Service Development Plan that will replace the current Service Improvement Plan.
- 1.2. To confirm that the Committee is satisfied with the pace of progress and improvements made to date within Children and Families Services.

2 – Link to Council Plan / Other Corporate Priorities

There are clear links from the Service Improvement Plan within Children 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?
2. Is the Committee satisfied for the service to move forward with a new Service Development Plan that will replace the current Service Improvement Plan?

5 – Background / Context

Background

As Elected Members you are fully aware of the background regarding the Service Improvement Plan and that this is regularly reviewed by the Children's Services Improvement Panel and also of the recent re-inspection of the service by Care Inspectorate Wales (CIW).

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

1. CIW Inspection

Following CIW returning to re-inspect Children and Families Services for two weeks during October 2018, the final CIW report was published on the 10th December 2018. The report highlights the *significant improvement* made by the Council in the previous 2 years and this report was welcomed. The report was consistent with the services' self-assessment, which was submitted to CIW prior to the inspection and it also reflects the areas requiring further work already identified in the SIP i.e. matters in the amber and yellow of the RAYG rated SIP.

The report identifies improvements and also notes 14 areas that need development. All areas noted in the report are areas which were not 'new' to the service as it is felt that not only do we know the service well at this present time, we also have a clear and firm vision of where it should aim to be.

The table below shows the improvement made to address the actions in the SIP from February 2017 up until November 2018:

RAYG	February 2017	May 2018	September 2018	November 2018
Red	21	0	0	0
Amber	0	5	3	2
Yellow	0	10	8	6
Green	0	6	10	13

Moving forward, it has been agreed to close down the current SIP and to produce a Service Development Plan for 2019-2022. This will include any outstanding actions from the current SIP that need to be further progressed and will incorporate the 14 areas for development as identified in the CIW re-inspection report. The whole service will be working under the new Service Development Plan, which will be agreed by the Service Senior Management Team; Children's Improvement Panel; Corporate Scrutiny Committee and the Executive Committee.

The service will also be taking the following steps:

- To actively engage more with children, young people and families to ensure that the voice of the child is central to all we do as a service.
- To review current policies to ensure that they are up to date and fit for purpose and to ensure that the voice of children, young people and families are included within service policies.
- To further review and strengthen Quality Assurance arrangements within the service.
- The Children's Improvement Panel to continue to meet and provide challenge to ensure that further improvements are made within the service.
- To continue holding Laming Visits so that members of the Children's Improvement Panel made up of members of the Senior Leadership Team and Elected Members have a deep understanding of the service.
- To continue working with partners and to continue strengthening relationships and joint working arrangements.

Please refer to Appendix A for the Care Inspectorate Wales Report: Inspection of Children's Services Isle of Anglesey County Council December 2018 and Appendix B for the 'Care Inspectorate Wales Inspection Report on the Children and Families Services' report that was presented to the Executive Committee on the 28th January 2019 for more detailed information regarding the CIW re-inspection report.

2. Recruitment and Retention

The service continues with the campaign to advertise and recruit experienced Social Workers. New workers have started in the service and we currently only have one vacant post that needs to be filled.

The service has successfully appointed a Child Care specialist Solicitor who starts in post on the 1st April 2019. This is to enhance the current arrangements and have a Solicitor present at a much earlier point in the Public Law Outline (PLO) as per guidance.

3. Small Group Homes

The Executive Committee agreed in November 2018 for the service to develop Small Group Homes (SGH) provision on the Island.

SGH involve 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. They are designed to provide care in the least restrictive environment and to integrate children and young people into the community; improving their quality of life and to reduce stigma for children who are not living with their families or with Foster Carers. This will also ensure that key outcomes for children are met as far as possible in that they remain living on the Island and continue to attend local schools. This will also "de-institutionalise" care arrangements for children and young people who may otherwise be placed in residential settings which are a long way from Anglesey.

SGH may see some of the of children who are looked after currently living 'out of county' who are unlikely to be reintegrated or placed with family, friends, foster or adoptive families in the foreseeable future, return to the Island.

Each SGH will accommodate a maximum of two children. This is to allow the provision to fit in to the local community and not being considered as a children's home. Local (suitable) staff will be encouraged to apply to work at the SGH and it is recommended that jobs are created for local people who know the communities well.

The service is looking to open two SGH during the 2019/20 financial year and a further two in 2020/21. It is expected that SGH will bring considerable savings to the Local Authority. It is expected that around £115,116 of savings will be made in 2019/20 and around an additional £435,519 of savings in 2020/21. It is to be noted that the savings are based on two SGH homes opening from the 1st September 2019, which itself is dependent on suitable homes being confirmed and CIW registration not taking more than three months to complete. The savings figures do not include any costs of any alterations required to the properties identified.

Local Authority properties have being identified and work has started on making those homes suitable. Work is being completed in relation to identifying the children who will be considered suitable for SGH. We are also beginning the recruitment process for staff. The service is also engaging with staff and young people regarding a localised name for the scheme.

4. Foster Carers Package

The Council is looking to recruit and retain more Foster Carers so that there are more placements available to meet the increasing demand for placements for local looked after children. Currently, the Council in some instances, places children with private Foster Carers via private agencies, which results in the Council paying a premium due to not having enough Foster Carers on the Council's register to meet the demand. This means that the placements are more expensive.

The Executive agreed in November 2018 for the Council to offer a more competitive package in terms of allowances and benefits, which is envisaged to make it easier to recruit Foster Carers to the Council which will bring savings.

The Executive agreed for the package to provide:

- 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.

The changes will come in to place in April 2019 and a marketing campaign is in place.

Role of Director of Social Services

Following the departure of Dr. Caroline Turner as Assistant Chief Executive, Mr. Alwyn Jones has been appointed as interim Director of Social Services on behalf of the Isle of Anglesey County Council. Alwyn will undertake this statutory role together with his current position as the Authority's Head of Adult Services.

Mr. Fôn Roberts has been appointed to the role of Deputy Director of Social Services.

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.

As noted above, there will be savings attached with the Small Group Homes development and the Foster Carers Package.

8 – Appendices:

Appendix A: *Care Inspectorate Wales Report: Inspection of Children's Services Isle of Anglesey County Council December 2018:*

<https://careinspectorate.wales/sites/default/files/2018-12/181210-anglesey-childrens-services-en.pdf>



181210-anglesey-childrens-services-en.pdf

Appendix B: *Care Inspectorate Wales Inspection Report on the Children and Families Services:*



CIW Inspection Report- The Executive

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

Inspection of Children's Services Isle of Anglesey County Council

December 2018

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

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Introduction

Care Inspectorate Wales (CIW) last inspected children's services in Isle of Anglesey County Council in November (IoACC) 2016. The inspection found management oversight of safeguarding, access and assessment arrangements were insufficient and the pace of change in improving the provision of help, care and support and/or protection for children and families in Anglesey needed to be accelerated and improvement sustained. Due to the significant concerns identified, CIW undertook to re-inspect Isle of Anglesey children's services within 12 to 18 months from the publication of report.

IoACC developed an improvement programme and engaged an independent support team to monitor progress and offer consultancy advice.

CIW undertook this re-inspection of services for children during October 2018.

Our approach is underpinned by the eight well-being statements and associated well-being outcomes as outlined in the Welsh Government's *National Outcomes Framework for People who need Care and Support and for Carers who need Support* (March 2016). It builds upon the associated local authority quality standards set out in the *Code of Practice in Relation to Measuring Social Services Performance issued under section 145 of the Social Services and Well-being (Wales) Act*. In addition, the inspection considered the local authority's capacity to improve through an analysis of the leadership and governance of its social services functions.

This re-inspection focused on how families are empowered to access help and care & support services and on the quality of outcomes achieved for children in need of help, care & support and/or protection.

We evaluated the quality of practice, decision making and multi agency work maintaining a clear focus on the impact of services for children and families, in respect of:

- access, including the provision of early help/prevention services
- assessment;
- safeguarding;
- care & support planning/review.

And

- quality of the leadership, management and governance arrangements in place that develop and support service delivery to maximise best outcomes for children and families.

Inspectors read case files, interviewed staff and administered a staff survey, interviewed managers, and professionals from partner agencies. Inspectors talked to children and their families wherever possible. We sought to engage children, young people and/or their families/carers with the purpose of listening to their views and experiences of the quality of services they have received.

Overview of findings

- We found IoACC children's services able to demonstrate significant improvement in a number of key areas with some other areas still requiring further work. Staff morale is high and there is passion and commitment at all levels to continuing to work hard on the journey of improvement to deliver excellent services for children.
- The Information, Advice and Assistance (IAA) service has improved significantly since our last inspection and is now more in line with the Social Services and Well-being Act (SSWBA). Staffing levels have increased within this service and 'what matters' conversations are being undertaken with increasing confidence and success. Chronologies are routinely begun at this early stage and referrals passed to other teams appropriately. Decisions and case recording are mostly timely and proportionate.
- Safeguarding responses are mostly timely and proportionate. There is room for improvement in collation and recording of evidence and analysis of risk. We were not always confident all key pieces of information were available at the right time to consistently support managers to make good decisions. This can lead to unnecessary delays in formulating plans for children.
- The quality improvement service has benefitted from increased staffing and external professional support over the past year. This new impetus has led to the development of a number of policies and procedures. Some policies and procedures require more detail to ensure they maximise improvements. There is some evidence of a feedback loop between case audit and practice. However, we are not yet confident current case audit and supervision consistently identifies and improves practice that falls short of the standards expected within legislation.
- Improvements in management oversight and professional accountability at all levels is continuing to highlight cases where opportunities to support children have been missed in previous years. There is firm commitment and direct evidence of the local authority proactively and systematically responding to the needs of these children. This has led to a noticeable increase in the

number of children becoming looked after and corresponding increase in work load for teams.

- There is a lack of suitable placements for children. More work is required to ensure placement options meet the particular needs of children within their community. We heard about and spoke to children with complex needs who are receiving specialist support out of county. We were told these placements can be very expensive and how they need to be carefully commissioned and tightly monitored to ensure children's needs are met. The Service is considering specific measures designed to address this shortage.
- There is strong leadership and governance in IoACC. Members of the council were able to demonstrate their contribution to children's services improvement journey. They were able to demonstrate their knowledge of key challenges facing the council and how they interact to impact upon children and families. Senior officers are visible, available and driving improvements. Partners on the regional safeguarding board, North Wales Police and Health Board operational colleagues are positive about the changes they have seen in Anglesey, describing a new open culture and good joint working.

Areas for development

Access arrangements: Information, Advice and Assistance

1. The opportunity to provide feedback to people who make referrals should be maximised. There is an electronic form already available it could be used more consistently to improve communication with people who make referrals and build the reputation of the service.
2. Ensure chronologies are consistently updated to assist practitioners to access relevant and significant case information in a timely manner.

Assessment

3. Ensure the individual child is not lost in the wider case discussion of the family circumstance. A greater focus must be held on individual children's needs and wishes, as well as impact and mitigation of risk(s) to them.
4. High quality, robust and timely supervision and audit of individual assessments must become routine within the service to drive the pace of service improvement. Supervision and audit need to include reflection on use of professional knowledge, evidence and social work skills

5. Evidence collection, recording and analysis must be brought up to a consistently high level to enable informed decision making and ensure cases where children are suffering significant harm are not allowed to drift. Managers need to be confident and supportive in critically appraising incomplete or inadequate written documentation.
6. Children need to be able to build relationships with social workers they can trust, the number of social workers to which each child has to repeat their story needs to be minimised. Social workers must ensure every interaction with a child counts and be able to evidence their work.

Care and support and review

7. More work is required to support independent safeguarding and reviewing officers (IRSOs) to ensure they have capacity and confidence to effectively challenge where services fall short of standards required for individual children.
8. There needs to be early emphasis and priority given to improving consistency of contact and engagement of IRSOs with children before reviews to ensure children's voices are clearly and effectively heard.
9. Care planning and engagement with children and carers must be strengthened to ensure consistent development of co-produced plans. Children and carers must receive the support offered to them in care and support plans.
10. Continue to explore and hasten current opportunities to increase the number and range of placements options for children on the island. The provision of new placement opportunities needs to be based upon professional understanding of children's needs.
11. Develop mechanisms to ensure looked after children are not disadvantaged by pressures on staff to respond to new safeguarding concerns in other cases.

Leadership and governance

12. Continue with development of robust quality assurance mechanisms across the service.
13. Encourage further joint working between children's services and education services to ensure all children have timely Personal Education Plans that reflect the importance of education to each child's ability to reach their potential.

14. Ensure there are opportunities to pause and reflect on the new structure including constructive challenge as to whether the experience and outcomes of children are being best served by the number of practice leaders who are non case holders and the number of changes in social worker experienced by each child.

Next steps

15. CIW view IoACC as having a good understanding of their strengths and areas for improvement. CIW expect the local authority to consider areas of development highlighted to be incorporated into their development plans.
16. CIW will monitor progress through its on-going engagement activity with the local authority. This may include desk top review of a small number cases audited in this inspection to track the progress of children.

1. Access arrangements: Information, Advice and Assistance

What we expect to see

The authority works with partner organisations to develop, understand, co-ordinate, keep up to date and make best use of statutory, voluntary and private sector information, assistance and advice resources available in their area. All people, including carers, have access to comprehensive information about services and get prompt advice and support, including information about their eligibility and what they can expect by way of response from the service. Arrangements are effective in delaying or preventing the need for care and support. People are aware of and can easily make use of key points of contact. The service listens to people and begins with a focus on what matters to them. Effective signposting and referring provides people with choice about support and services available in their locality, particularly preventative services. Access arrangements to statutory social services provision are understood by partners and the people engaging with the service are operating effectively.

Summary of findings

- 1.1 Teulu Mon, the Information, Advice and Assistance (IAA) service in Anglesey has benefitted from significant investment and development over the past year in line with the Social Services and Well Being (Wales) Act 2014 (SSWBA). We observed the service to be generally offering proportionate and timely responses at 'the front door'. Teulu Mon is an amalgamation of what were previously separate functions carried out by the Family Information Service, Team Around the Family (TAF) and the Children and Families service duty and assessment team.
- 1.2 We saw evidence of increased staffing in the service including an increase in practice leaders. The three practice leaders work together under one service manager and share the role of decision maker. Staff consistently told us this is a positive improvement, helping them to get timely advice and progress their work more efficiently.
- 1.3 We met with staff from the IAA service and heard about their positive experience of a range of training opportunities and witnessed commendable level of support for each other within the team. We observed staff using the "*what matters*" conversation and the five steps to eligibility in line with SSWBA guidance.
- 1.4 We found improved quality of recording of referrals and evidence gathering. We heard from staff how working alongside the Team Around the Family helped with analysis and signposting as information, practical knowledge and

skills were readily shared within the team. We heard how this cooperative approach appropriately facilitates prompt transfer to TAF allowing timely preventative work with children and families to take place.

- 1.5 Since its recent move into Children's services from education TAF has changed its thresholds for intervention, with the aim of providing a more targeted service for children and families who need support. Managers told us they believed this to be a better use of the resources available on the island.
- 1.6 We found improved communication and joint working between children's services and schools. One Head teacher told us they found Teulu Mon increasingly helpful when they needed to make a referral. They now feel able to pick up the phone and discuss potential referrals with the service. This improvement has followed presentations by the head of Children's Services to head teachers encouraging them to refer on the basis that services to support prevention are now available where needed.
- 1.7 We were told the clearer threshold and improved communication will deliver an improved preventative service for children and families on Anglesey who may be more reluctant to use services or may have been hard to reach. It is too soon to tell whether this level of targeting is appropriate to provide early intervention and prevent families and children reaching crisis.
- 1.8 Teulu Môn Practice Leader described how promoting the IAA service at parent's evenings and community events is providing information about services that are available to normalise families accessing support before they reach crisis. The impact of this approach will not become clear for some time.
- 1.9 Beginning chronologies in the IAA service when referrals are first made is a positive development that can support future timely and informed decision making. We found not all chronologies are up to date, we saw work is ongoing to ensure they are brought up to date and staff keep them updated.
- 1.10 Further work is required to enhance the newly established IAA service to enable workers to provide a comprehensive information service to the public. The Family Information Service is part of IAA and staff members are currently inputting Anglesey information on to the DEWIS web based resource directory. Resources will be required to ensure the information is kept up to date.
- 1.11 It was positive to see the Wellbeing and Inclusion worker included within service whose role is to respond to referrals, signpost to community and preventative services and map areas of need. The local intelligence gained by this worker should be a useful contribution to the population needs assessment.

1.12 The active offer of the Welsh language is fully embedded in the services offered. We heard on a regular basis staff regularly alternating between English and Welsh with a high level of accomplishment.

2. Assessment

What we expect to see

All people entitled to an assessment of their care and support needs receive one in their preferred language. All carers who appear to have support needs are offered a carer's needs assessment, regardless of the type of care provided, their financial means or the level of support that may be needed. People experience a timely assessment of their needs which promotes their independence and ability to exercise choice. Assessments have regard to the personal outcomes and views, wishes and feelings of the person subject of the assessment and that of relevant others including those with parental responsibility. This is in so far as is reasonably practicable and consistent with promoting their wellbeing and safety and that of others. Assessments provide a clear understanding of what will happen next and results in a plan relevant to identified needs. Recommended actions, designed to achieve the outcomes that matter to people, are identified and include all those that can be met through community based or preventative services as well as specialist provision.

Summary of findings

- 2.1 We were told and inspectors saw how the restructure implemented in October 2017 was positively impacting upon practice. Staff told us they found the new ' Practice Group arrangements with practice leaders to be a positive improvement. They told us they valued sitting in the same room as their practice leaders and how it provided easier access to support now that managers are much more visible.
- 2.2 There is a wide skill mix of social workers in IoACC. With a spread of experienced, newly qualified and agency workers. We saw evidence in supervision files of staff saying case loads were too high. We also spoke to staff who told us they felt very well supported and whose case loads were manageable.
- 2.3 We found many children with more than one social worker involved and were told complex cases were shared with practice leaders, and the social worker from the Resilient Families Team may also be actively working with the child. For this reason it was difficult for inspectors to say whether the caseloads were appropriate. Senior managers will want to consider concerns raised by workers and take steps to respond to staff.
- 2.4 We did hear about and witness the positive drive by senior managers for improvements in practice and professional accountability at all levels. We are

aware some staff have found this challenging while many told us they found the extra support and drive for improvement helpful.

- 2.5 The inclusion of a 'legacy team' as part of the re-structure has facilitated a concerted focus on cases where there had been significant 'drift'. We saw many cases where this team has brought a renewed focus to specific children and were taking action to ensure children receive the support they should have benefitted from in previous years. We saw this work was quite quickly making a positive difference to the lives of children.
- 2.6 We found the quality of assessments to be inconsistent ranging from very good to some requiring improvement. In the best examples we saw high quality evidence presented well with ongoing analysis. Very good examples provided a clear picture of the child and an understanding of what matters to them and identification of risk and strengths.
- 2.7 These very good assessments and plans provided a sharp contrast to others where statutory visits to children were undertaken by workers who had not previously met the child and the subsequent recording added little or nothing to the service's understanding of the child's immediate concerns or ambitions for the future.
- 2.8 We did not see a correlation between the quality of written work and the experience of the worker. We saw some very good assessments written by Newly Qualified Social Workers.
- 2.9 Regardless of the individuals experience or length of service, we did not see quality of recording or professional analysis challenged consistently enough to ensure past experiences are not repeated.
- 2.10 We found some examples of good direct work with children, focused on ensuring children could express their concerns and their voices were captured. We also audited cases with insufficient evidence of children's voices being sought or heard. Particularly when there was a sibling group or families were linked by marriage or complicated relationships. We found this unacceptable.
- 2.11 On these occasions we saw cases where the child was at risk of being missed in the wide ranging discussion going on around them. This included assessments where the child was only referred to once or twice in many pages of notes in their own case file. This was explained to us as being due to the nature and structure of regional forms. Regardless of the reason inspectors found this unacceptable.

- 2.12 We spoke to children and foster carers and saw within case notes how they had experienced many changes in social workers, we also saw many social workers being involved in the same cases. This may be an unintended consequence of the Practice Group within the new structure. We heard from some children how this caused them confusion and they were not sure who they should speak to if things went wrong. One child asked inspectors “what’s the point of having a named social worker if I never see them and other people keep turning up instead”.
- 2.13 In discussion with social workers it was evident they had a clear focus on children, however, written records did not always capture the quality of the positive work including direct work with children being undertaken as part of assessments.

3. Care and support and review

What we expect to see

People experience timely and effective multi-agency care, support, help and protection where appropriate. People using services are supported by care and support plans which promote their independence, choice and wellbeing, help keep them safe and reflect the outcomes that are important to them. People are helped to develop their abilities and overcome barriers to social inclusion.

Summary of findings

- 3.1 The local authority has further room for improvement to ensure looked after children and young people have timely care and support plan as required in SSWBA guidance. We found the quality of plans was variable. Staff report struggling with the regionally developed care planning documentation following implementation of the SSWBA. Inspectors were made aware there is work ongoing to review the forms and the new IT system.
- 3.2 IoACC struggles to find placements that match individual needs of children. This has resulted in some children being placed out of county placements and some children being placed in settings that are 'best fit' rather than setting of choice. We saw children placed with their own parents because of the lack of availability of an alternative placement which then require intensive support to manage risks.
- 3.3 There is a need to strengthen engagement and direct work with children to enable them to have an improved understanding of their care plans. There is also a need to improve engagement with children at a more strategic level. Discussions are underway with a national organisation to help move this work forward and ensure the service benefits from learning directly from children who rely on services.
- 3.4 We found the Resilient Families Team to be clear in its remit and confident in its abilities. The team were able to demonstrate the direct in-depth work they had undertaken with children and families and had good examples of 'reflective letters' used as a means of engaging with children and parents.
- 3.5 The local authority has developed a more robust approach to permanency planning for cases that have been subject to 'drift' as identified by CIW previous inspection. The legacy team was introduced during the restructure in October 2017 to provide a new focus on children where there has been an unacceptable tolerance of long term neglect. We saw evidence of refreshed planning, improved case management and management oversight, including

panel arrangements. These interventions were leading to more robust and longer term planning for children.

- 3.6 Managers accept that while most cases of this type have now been identified there may be others with unacceptable delays and there is a need to identify these as soon as possible.
- 3.7 Funding has been identified to engage an additional solicitor to increase the legal advice available to teams and the post is currently out to advert. This should increase timely support to social workers and directly improve outcomes for children.
- 3.8 The local authority demonstrated it was committed to successfully returning children and young people home where it was in their best interests. There were arrangements in place to support step up and step down of cases where it is safe to do so. Workers recognised the importance of parental and child bonds and were proactive in offering opportunities for children to remain with parents and offer substantial support.
- 3.9 The reviewing process should be child focused with any challenge in respect of children's rights to be escalated appropriately. We were shown a new policy that is being developed to support Independent Reviewing Safeguarding Officer's (IRSO's) to escalate concerns. Successful implementation of this and other support to IROs will be crucial to these officers having the confidence and ability to monitor the performance of the local authority as a corporate parent.
- 3.10 Reviews of children who are looked after are mostly held in line with guidance, however there is a need to strengthen reviewing arrangements and consistently offer children opportunities to meet with the reviewing officer prior to review. This would provide opportunity to have regard to a child's wishes in respect of how and where the review is held and the child's desired outcomes.
- 3.11 We saw occasions where life story work was planned but did not take place. Social workers told us this work is not prioritised because of competing demands on their caseload. Gaps in this type of work and limited opportunities to meet with IRSOs means opportunities for children to have their voices heard and make sense of their own stories are not being maximised. We heard some evidence from children and parents whose voices had been heard and recorded in assessments and care and support plans but the associated action by practitioners had failed to materialise. Individuals did not get the response they felt they needed and were expecting.
- 3.12 There was celebration of children who had been looked after and who had gone on to achieve in higher education or a chosen career with clear

expectation this should be the ambition for all looked after children. We found Personal Education Plans were not always in place and up to date for all children. Some managers told us they were already aware of this and understood the importance of ensuring this is addressed.

- 3.13 Advocacy services are commissioned for children in Anglesey by the local authority but take up was inconsistent. More work is required to ensure workers and children are aware of the opportunity for support and how to access the service. We were told by the advocacy service it was confident steps will be taken by the local authority to improve the workforce's understanding of the requirement of offering advocacy in certain cases.

4. Safeguarding

What we expect to see

Effective local safeguarding strategies combine both preventative and protective elements. Where people are experiencing or are at risk of abuse neglect or harm, they receive urgent, well-coordinated multi-agency responses. Actions arising from risk management or safety plans are successful in reducing actual or potential risk. People are not left in unsafe or dangerous environments. Policies and procedures in relation to safeguarding and protection are well understood and embedded and contribute to a timely and proportionate response to presenting concerns. The local authority and its partners sponsor a learning culture where change to and improvement of professional performance and agency behaviours can be explored in an open and constructive manner.

Summary of findings

- 4.1 Safeguarding children was prioritised within the department. Mostly we saw competent and supported workers providing timely and proportionate responses.
- 4.2 The local authority has recently re-introduced a new model of risk management to safeguard children, based on the Bruce Thornton model. Training including mentoring and coaching sessions for individual staff has accompanied the new approach and staff told us it is a positive improvement to their practice.
- 4.3 We saw the new risk documentation had been completed on many occasions. We found some assessments lacked detail of evidence and contained limited analysis of risk. We saw missed opportunity to complete home conditions assessments. Improved quality and completeness of assessments would inform decision making around risk.
- 4.4 Managers told us about the positive work they were undertaking on child sexual exploitation and adverse childhood experiences. We also spoke with North Wales Police, members of North Wales Regional Safeguarding Board and operational staff from Betsi Cadwaladr University Health Board. All were very positive about the new open working relationships with Isle of Anglesey County Council and very positive about the joint work being undertaken. They were all able to describe different case work that had been successful due to improved joint working. We saw evidence of joint working in the cases we audited.
- 4.5 The same partners told us about the development of a disputes escalation policy used by all six Local Authorities in North Wales. It has been used

successfully in Anglesey and achieved a positive outcome for the child and agencies involved.

- 4.6 We heard there was more work to do to improve the quality of referrals received from partners into children's services. Joint training is being planned to ensure sufficient and appropriate information is provided to enable social workers to make informed decisions and ensure children are safeguarded.

5. Leadership, management and governance

What we expect to see

Leadership, management and governance arrangements comply with statutory guidance and together establish an effective strategy for the delivery of good quality services and outcomes for people. Meeting people's needs for quality services are a clear focus for councilors, managers and staff. Services are well-led, direction is clear and the leadership of change is strong. Roles and responsibilities throughout the organisation are clear. The authority works with partners to deliver help, care and support for people and fulfils its corporate parenting responsibilities. Involvement of local people is effective. Leaders, managers and elected members have sufficient knowledge and understanding of practice and performance to enable them to discharge their responsibilities effectively.

Summary of findings

- 5.1 IoACC leaders and managers were able to demonstrate a good understanding and strong commitment to supporting the most vulnerable people in their community. They were able to clearly explain key existing and rising challenges in their communities and the opportunities and challenges presented by social care legislation.
- 5.2 Elected Members had a clear understanding of their role and with officers are aware of their responsibilities as Corporate Parents. Members were equally clear of the need for accountability at all levels and the importance of quality assurance systems and processes being able to identify any dips in performance or missed opportunities and support improvement before they escalate.
- 5.3 Children services benefits from a permanent and stable senior management team with a wide range of experience and knowledge. Staff told us in focus groups and through questionnaires they feel supported by managers and many told us how pleased they were with changes in the service and how they were enjoying being part of a positive culture with clear direction.
- 5.4 The lead member and other elected members demonstrated a good understanding of the preventative agenda inherent in the SSWBA and a commitment to supporting children and families to be resilient. We heard about free leisure membership cards and other practical opportunities being developed corporately to support children, young people and their families. Members were able to explain and weigh up their concerns about the unintended consequences of reduced funding in some areas impacting the

lives of children and the good work undertaken by the Resilient Families Team to keep families together.

- 5.5 Members suggested they were supporting joint working between education and children's services. Some members expressed their anxieties about children who do not attend school, are absent and children who may be 'lost' to the system. It was acknowledged this is an area that could benefit from more work.
- 5.6 Members demonstrated commitment to improving services for children by agreeing the terms of reference for the Children's Improvement Panel before the last election immediately after CIW last inspection. The improvement panel has continued to meet monthly and members report their confidence has grown and the panel is productive, giving them insight to progress being made in the service.
- 5.7 Leaders and managers recognise the progress that has been made by the local authority and clearly understand the need to continue to drive service improvements to a position where children's services are consistently good, cases are not allowed to drift, and every child is safeguarded from abuse.
- 5.8 There is recognition of the increasing numbers of looked after children and plans are being formulated to develop a leaving care service to meet rising demand. Given the increasing numbers of children who will be leaving care over the coming years, there is urgency for this work to be completed to ensure young people will be supported through what can be a difficult period of transition.
- 5.9 There are a number of key documents that have been freshly developed or reviewed including; workforce strategy, performance framework practice standards, prevention strategy and supervision policy. We found some of the policies could benefit from more work, however they do have the potential to contribute to improvement when implemented, supported and translated into daily practice.
- 5.10 Overall, staff were positive and enthusiastic about their experience of working for the local authority. They told us they felt supported by managers who were visible and approachable and were able to raise concerns as they arose. They were aware of the range of new documentation and although they recognised some needed further work, particularly the supervision policy, they welcomed them as positive steps on a journey of improvement.
- 5.11 Challenges remain around recruitment of experienced social workers and reliance on agency staff. While the numbers of agency staff are reducing and the situation improving, the frequent changes of staff is leading to poor

outcomes for children. Inspectors were told about recruitment plans and positive links with Bangor University which supports the local authority in attracting high quality newly qualified social workers. We were also told about new initiatives to 'grow our own' social workers. Together it is envisaged these projects will resolve the shortage of social workers in the local authority area.

5.12 We found the quality of case audit to be inconsistent. At times the focus was more upon key dates being adhered to rather than quality of the work or the outcome for the child. We also saw audits that had missed deficits in cases for example one case had been closed with work not completed. We found very little comment on quality of evidence or professional practice.

5.13 We are aware of a drive by senior managers for improved supervision and are aware a revised supervision policy is to be implemented. Staff told us they regularly receive supervision and managers are very supportive. In the cases we saw we found the quality of supervision to be variable and one file to be overly negative. We could not be confident that all supervision was effective at improving practice or confidence in social workers.

6. Methodology

Fieldwork

We undertook 10 days of fieldwork activity

We selected case files for tracking and review from a sample of cases. In total 48 case files were reviewed; of these 18 were followed up with tracking interviews with social workers and family members some were subject to a tracking focus group which involved multi agency partners.

We interviewed, children, parents and relatives.

We interviewed a range of local authority employees, members, senior officers, Director of Social Services and the Chief Executive.

We interviewed a range of partner organisations, representing both statutory and third sector.

We reviewed a sample of 9 staff supervision files.

We reviewed 74 staff survey results.

We reviewed supporting documentation sent to CIW for the purposes of the inspection.

We looked at a sample of complaints that were made about children's services.

Acknowledgements

CIW would like to thank the following people who gave their time and contributed to this inspection: children and young people, parents and carers, staff, managers and members and partner organisations.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	28 January 2019
Subject:	Care Inspectorate Wales Inspection Report on the Children and Families Services
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Fôn Roberts, Head of Children and Families Services
Report Author:	Elin Williams, Children & Families Services Transformation Programme Manager
Tel:	01248 751813
E-mail:	ElinWilliams@ynysmon.gov.uk
Local Members:	Relevant to all Members

A –Recommendation/s and reason/s
<p><u>Background</u></p> <p>During October 2018, Care Inspectorate Wales (CIW) carried out a detailed re-inspection of the Children and Families Services. This re-inspection was undertaken following an inspection which was carried out during November 2016 which led to CIW having “significant concern” about the services provided to children in Anglesey.</p> <p>Following the 2016 inspection, the Isle of Anglesey County Council immediately embarked on a 3 year Service Improvement Plan (SIP) which was closely monitored by CIW. Several changes have been made during the journey to improvement, including establishing a Children’s Improvement Panel which has met monthly and consisted of not only Senior Officers from within the Council but also Elected Members. The Children and Families Services Senior Management Team has been strengthened and there has been a restructure of the service. The service has been able to recruit and retain staff during this period and has, as a result, increased staffing capacity. The service has a Quality Assurance Framework in place; a Performance Framework in place; a risk model and a new Supervision Policy has been implemented. There is now stronger management oversight and the service has worked with partners to improve joint-working arrangements. The Independent Support Team supported the service to make improvements during this period.</p> <p>The Service Improvement Plan incorporated the 14 recommendations made by CIW in March 2017. The SIP started with 21 priorities on Red in February 2017, and all have been taken forward, and none are currently on Red. The 21 priorities have now progressed to 13 being on Green (completed); 6 on Yellow (on track) and 2 on Amber (further work to be done):</p>

RAYG	February 2017	May 2018	September 2018	November 2018
Red	21	0	0	0
Amber	0	5	3	2
Yellow	0	10	8	6
Green	0	6	10	13

Re-inspection of Children and Families Services, October 2018

The re-inspection focused on how families are empowered to access help and care & support services and on the quality of outcomes achieved for children in need of help, care & support and/or protection.

CIW evaluated the quality of practice, decision making and multi-agency work maintaining a clear focus on the impact of services for children and families, in respect of:

- access, including the provision of early help/prevention services;
- assessment;
- safeguarding;
- care & support planning/review.

And

- quality of the leadership, management and governance arrangements in place that develop and support service delivery to maximise best outcomes for children and families.

The report of the October 2018 inspection, which was published on 10th December 2018, highlights the *significant improvement* made by the Council in the previous 2 years and this report was welcomed. The report was consistent with the services' self-assessment, which was submitted to CIW prior to the inspection and it also reflects the areas requiring further work already identified in the SIP i.e. matters in the amber and yellow of the RAYG rated SIP.

The report identifies improvements which include:

- *Staff morale is high and there is passion and commitment at all levels to continuing to work hard on the journey of improvement to deliver excellent services for children;*
- *The Information, Advice and Assistance (IAA) service has improved significantly since our last inspection and is now more in line with the Social Services and Well-being Act (SSWBA). Staffing levels have increased within this service and 'what matters' conversations are being undertaken with increasing confidence and*

success. Chronologies are routinely begun at this early stage and referrals passed to other teams appropriately. Decisions and case recording are mostly timely and proportionate;

- The quality improvement service has benefitted from increased staffing and external professional support over the past year. This new impetus had led to the development of a number of policies and procedures;
- Improvements in management oversight and professional accountability at all levels is continuing to highlight cases where opportunities to support children have been missed in previous years. There is firm commitment and direct evidence of the local authority proactively and systematically responding to the needs of these children;
- There is strong leadership and governance in IoACC. Members of the council were able to demonstrate their contribution to children’s services improvement journey. They were able to demonstrate their knowledge of key challenges facing the council and how they interact to impact upon children and families. Senior officers are visible, available and driving improvements. Partners on the regional safeguarding board, North Wales Police and Health Board operational colleagues are positive about the changes they have seen in Anglesey, describing a new open culture and good joint working.

Areas for Development

The report notes 14 areas for development. The table below provides a service position on each area. As mentioned above, all areas noted below are areas which were not ‘new’ to the service as it is felt that not only do we know the service well at this present time, we also have a clear and firm vision of where it should aim to be:

No	Area for Development	Service Position	RAYG
1	<p>Access arrangements: Information, Advice and Assistance</p> <p>The opportunity to provide feedback to people who make referrals should be maximised. There is an electronic form already available it could be used more consistently to improve communication with people who make referrals and build the reputation of the</p>	<p>It has been recognised that Teulu Môn has benefitted from significant investment and development over the past year and that we observed the service to be generally offering proportionate and timely responses at the ‘front door’. The service agrees with this and will continue to further develop Teulu Môn. We have already created an additional function in WCCIS and added capacity in Teulu Môn to make sure all relevant referrers are given feedback.</p>	

	service.		
2	<p>Access arrangements: Information, Advice and Assistance</p> <p>Ensure chronologies are consistently updated to assist practitioners to access relevant and significant case information in a timely manner.</p>	<p>Not all chronologies are up-to-date, but we are working to ensure that all chronologies will be consistently updated. This will support practice leaders to access information in a timely manner.</p>	
3	<p>Assessment</p> <p>Ensure the individual child is not lost in the wider case discussion of the family circumstance. A greater focus must be held on individual children's needs and wishes, as well as impact and mitigation of risk(s) to them.</p>	<p>CIW stated that <i>we also audited cases with insufficient evidence of children's voices being sought or heard. Particularly when there was a sibling group or families were linked by marriage or complicated relationships...we saw cases where the child was at risk of being missed in the wide ranging discussion going on around them. This included assessments where the child was only referred to once or twice in many pages of notes in their own case file.</i> The service is working on addressing this as a priority. Issues around regional forms that are being used are being explored.</p>	
4	<p>Assessment</p> <p>High quality, robust and timely supervision and audit of individual assessments must become routine within the service to drive the pace of service improvement. Supervision and audit need to include reflection on use of professional knowledge, evidence and social work skills.</p>	<p>The service is implementing a new Supervision Policy which addresses many of the issues identified by CIW. There are inconsistencies at present but the service is reviewing Quality Assurance arrangements and will ensure that CIW recommendations are implemented as part of the new arrangements. It will be expected that practice leaders will ensure that high quality, robust and timely supervision and audits will be carried out. All staff have now received training on the new Supervision Policy and this will become live as from February 2019.</p>	

5	<p>Assessment</p> <p>Evidence collection, recording and analysis must be brought up to a consistently high level to enable informed decision making and ensure cases where children are suffering significant harm are not allowed to drift. Managers need to be confident and supportive in critically appraising incomplete or inadequate written documentation.</p>	<p>Work is being undertaken with practice leaders to ensure that evidence collection, recording and analysis is brought up to a consistently high level. The service is reviewing Quality Assurance arrangements and will ensure that CIW recommendations are implemented as part of the new arrangements. This will include supervision and audit arrangements between practice leaders and team members.</p>	
6	<p>Assessment</p> <p>Children need to be able to build relationships with social workers they can trust, the number of social workers to which each child has to repeat their story needs to be minimised. Social workers must ensure every interaction with a child counts and be able to evidence their work.</p>	<p>Work is being undertaken with the different teams to ensure that social workers ensure that every interaction with a child counts. CIW recognised that there is <i>evidence of increased staffing in the service including an increase in practice leaders. The three practice leaders work together under one service manager and share the role of decision maker. Staff consistently told us this is a positive improvement, helping them to get timely advice and progress their work more efficiently.</i> CIW also saw how the <i>restructure implemented in October 2017 was positively impacting upon practice.</i> CIW also stated that <i>we found many children with more than one social worker involved and were told complex cases were shared with practice leaders, and the social worker from the Resilient Families Team may also be actively working with the child.</i> The service agrees with CIW's recommendation that <i>senior managers will want to consider concerns raised by workers and take</i></p>	

		<i>steps to respond to staff.</i> The service will continue to stabilise the workforce which will ensure that children will be able to build relationships with social workers.	
7	Care and support and review More work is required to support independent safeguarding and reviewing officers (IRSOs) to ensure they have capacity and confidence to effectively challenge where services fall short of standards required for individual children.	The service is reviewing Quality Assurance arrangements and will ensure that CIW recommendations are implemented as part of the new arrangements. The capacity of the safeguarding and reviewing team has recently been increased which will support officers in terms of capacity.	
8	Care and support and review There needs to be early emphasis and priority given to improving consistency of contact and engagement of IRSOs with children before reviews to ensure children's voices are clearly and effectively heard.	CIW noted <i>reviews of children who are looked after are mostly held in line with guidance, however there is a need to strengthen reviewing arrangements and consistently offer children opportunities to meet with the reviewing officer prior to review.</i> The service agrees with this and is making arrangements to ensure that this is embedded in to the reviewing process. The additional capacity within the IRSO team will also enable the IRSO to engage with children prior or after their LAC Review.	
9	Care and support and review Care planning and engagement with children and carers must be strengthened to ensure consistent development of co-produced plans. Children and carers must receive the support offered to them in care and support plans.	The service agrees that more work needs to be undertaken around engaging with children and carers and to ensure consistent development of co-produced care and support plans. The approach to this is inconsistent at present. The Service has already started work on this in relation to Child Protection Plans and work will start in January 2019 in relation to Care and Support and Looked After Care Plans.	
10	Care and support and review	Increasing the number and range of	

	<p>Continue to explore and hasten current opportunities to increase the number and range of placements options for children on the island. The provision of new placement opportunities needs to be based upon professional understanding of children's needs.</p>	<p>placement options on the island is a priority for the service. A campaign will begin in the new year to attract more foster carers by introducing a new foster carer benefit package which includes a 50% reduction in Council Tax; free parking in Local Authority car parks; 10% increase in Fostering Allowance and free leisure card membership. We are also opening two Small Group Homes which will provide local placements and will hopefully see a return of some children and young people who are placed out of county back to the island.</p> <p>We are also, in conjunction with the Housing Service, currently planning the opening of a 'Leaving Care Trainer Flat' for young people who are ready to leave care but need additional support in a supported environment before taking on their own tenancy.</p>	
11	<p>Care and support and review</p> <p>Develop mechanisms to ensure looked after children are not disadvantaged by pressures on staff to respond to new safeguarding concerns in other cases.</p>	<p>CIW stated that <i>we found improved quality of recording of referrals and evidence gathering. We heard from staff how working alongside the Team Around the Family helped with analysis and signposting as information, practical knowledge and skills were readily shared within the team. We heard how this cooperative approach appropriately facilitates prompt transfer to TAF allowing timely preventative work with children and families to take place.</i> This is a mechanism to ensure that looked after children are not disadvantaged and the service will continue to develop other mechanisms.</p>	
12	<p>Leadership and governance</p>	<p>CIW stated that <i>we found some examples of good direct work with</i></p>	

	Continue with development of robust quality assurance mechanisms across the service.	<i>children, focused on ensuring children could express their concerns and their voices were captured.</i> The report also identifies that <i>in discussion with social workers it was evident they had a clear focus on children, however, written records did not always capture the quality of the positive work including direct work with children being undertaken as part of assessments.</i> The service accepts that there are inconsistencies and is reviewing Quality Assurance arrangements and will be strengthening/enhancing the current arrangements.	
13	Leadership and governance Encourage further joint working between children's services and education services to ensure all children have timely Personal Education Plans that reflect the importance of education to each child's ability to reach their potential.	The service in conjunction with colleagues from schools and the Learning Service are already working on this matter to ensure that a more robust procedure is in place in terms of ensuring that Personal Education Plans are in place for all children.	
14	Leadership and governance Ensure there are opportunities to pause and reflect on the new structure including constructive challenge as to whether the experience and outcomes of children are being best served by the number of practice leaders who are non-case holders and the number of changes in social worker experienced by each child.	CIW noted that <i>there is a wide skill mix of social workers in IoACC. With a spread of experienced, newly qualified and agency workers. We saw evidence in supervision files of staff saying case loads were too high. We also spoke to staff who told us they felt very well supported and whose case loads were manageable.</i> The service will be reviewing the effectiveness of the new structure, timescale to be agreed.	

Next Steps

15	Next Steps CIW view IoACC as having a good understanding of their strengths and areas for improvement. CIW expect the local authority to consider areas of development highlighted to be incorporated into their development plans.	The service agrees with CIW's statement that there is a good understanding of strengths and areas for improvement. A new Service Improvement Plan will consider and incorporate the areas of improvement to ensure that these will be developed further. The new Service Improvement Plan will continue to be monitored by the Children's Improvement Panel.	
16	Next Steps CIW will monitor progress through its on-going engagement activity with the local authority. This may include desk top review of a small number cases audited in this inspection to track the progress of children.	The service welcomes the opportunity to continue to work with CIW.	

Steps to be Taken

- To develop a new Service Improvement Plan that will be agreed by the Service Senior Management Team; Children's Improvement Panel; Corporate Scrutiny Committee and the Executive. This will include any outstanding actions from the current SIP that need to be further progressed.
- To actively engage more with children, young people and families to ensure that the voice of the child is central to all we do as a service.
- To review current policies to ensure that they are up to date and fit for purpose and to ensure that the voice of children, young people and families are included within service policies.
- To further review and strengthen Quality Assurance arrangements within the service.
- The Children's Improvement Panel to continue to meet and provide challenge to ensure that further improvements are made within the service.
- To continue holding Laming Visits so that members of the Children's Improvement Panel made up of members of the Senior Leadership Team and Elected Members have a deep understanding of the service.
- To continue working with partners and to continue strengthening relationships and joint working arrangements.

RECOMMENDATIONS

- To confirm that the Executive accepts the Care Inspectorate Wales Inspection of Children's Services Isle of Anglesey County Council Report.
- To confirm that the Executive accepts and agrees with the Children and Families Services service position and steps to be taken to ensure that the service addresses areas for development.

B – What other options did you consider and why did you reject them and/or opt for this option?

Not applicable.

C – Why is this a decision for the Executive?

The Executive is responsible for ensuring that the service provided to the people of Anglesey is of good quality. It is therefore for the Executive to consider and accept the Care Inspectorate Wales Inspection Report and note the proposed steps to be taken by the Children and Families Services.

CH – Is this decision consistent with policy approved by the full Council?

Yes.

D – Is this decision within the budget approved by the Council?

Yes.

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	SLT members have approved this report.
2	Finance / Section 151 (mandatory)	As above.
3	Legal / Monitoring Officer (mandatory)	N/A
4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A

8	Scrutiny	<p>Care Inspectorate Wales presented the findings of their recent inspection of Children and Families Services to a meeting of the Corporate Scrutiny Committee on 17th January, 2019.</p> <p>Members were pleased with the report by the Care Inspectorate and agreed with its content. It was noted that the report did not say anything that we were not already aware of. Assurances were given to Care Inspectorate Wales by members of the Committee that we will use the recommendations from their report as well as the self-assessment prepared by the Service to prepare a new Improvement Plan – in order to further improve.</p> <p>Following its consideration of the report by the Head of Children and Families Services, the committee resolved:</p> <p>To recommend to the Executive that the:</p> <ol style="list-style-type: none"> 1. Report by Care Inspectorate Wales on the recent inspection of Children and Families Services be accepted. 2. Service position and steps to be taken to ensure that the Service addresses areas for development be agreed and accepted.
9	Local Members	N/A
10	Any external bodies / other/s	N/A

E – Risks and any mitigation (if relevant)		
1	Economic	N/A
2	Anti-poverty	N/A
3	Crime and Disorder	N/A
4	Environmental	N/A
5	Equalities	N/A
6	Outcome Agreements	N/A
7	Other	N/A

F - Appendices:

Care Inspectorate Wales Report: Inspection of Children's Services Isle of Anglesey County Council December 2018:

<https://careinspectorate.wales/sites/default/files/2018-12/181210-anglesey-childrens-services-en.pdf>



181210-anglesey-ch
ildrens-services-en.p

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

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	19 th March, 2019
Subject:	Children's Services Improvement Panel
Purpose of Report:	Progress update on the work of the Children's Services Improvement Panel
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr Llinos Medi Huws
Head of Service:	Alwyn Jones, Interim Director of Social Services / Fôn Roberts, Head of Children's Services
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Local Members:	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 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
- 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 improvement plan for children's services will provide assurance to the Executive that the Council are responding in a robust manner to the recommendations of two CIW reports on children's services¹ 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**]

¹ Dated March, 2017 and December, 2018

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

At the request of the Panel:

1. Does the Committee have any views on the priority of the work streams included in the Panel work forward programme?
2. Are the actions of the Panel thus far sufficiently robust and at 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 Panel² and it is intended to convene monthly Panel meetings until at least the end of the Summer, 2019. 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 19 occasions). This report focuses on the work of the Panel for the period **December, 2018 – February, 2019**:

- **Service Improvement Plan (SIP)** – an overview of the Service Improvement Plan was given at Panel meetings to ensure that the entire programme remains on target. Also, to enable the Panel to identify slippage or lack of progress. The Panel requested a progress report on the RAG status of each section of the SIP to ensure tracking of progress against key priority areas. Good progress has been reported on overall implementation of the SIP.

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

-  **Development Areas Ragged Amber** – at its January meeting³ the Panel gave detailed consideration to the status of the development areas ragged as Amber, namely:

² Corporate Scrutiny Committee convened on 4th September and 13th November, 2017

³ Meeting of the Children's Services Improvement Panel convened on 21 January, 2019

- i. **Section 2.1 – improve the quality of practice.** This has now been split into 8 individual sections with the following Rag status:

Amber 1 Yellow 5 Green 2

- ii. **Section 3 – quality assurance and performance framework that supports the local authority in effectively managing its responsibilities towards children.** Now split into 3 individual sections with the following Rag status:

Amber 0 Yellow 1 Green 2

Any aspects focusing on quality are deemed to be more of a challenge and hence more likely to take time to achieve satisfactorily.

- ✚ **RAG status of each key priority (SIP)** – detailed overview of the status of each key priority (21 in total) to ensure adequate progress. The current status of each key priority in the service improvement plan is summarised below (as at November, 2018):

Coch – Red	0
Ambr – Amber	2
Melyn – Yellow	6
Gwyrdd – Green	13

The current Service Improvement Plan has now been brought to a close and the Service are preparing a 3 year Service Development Plan (2019/22) incorporating the following priority areas:

- i. 2 actions ragged Amber from the Service Improvement Plan (detailed above)
 - ii. 14 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.
- **Laming Visits** – 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 January Laming Visits under the strengthened governance framework. These Visits focused on:
 - ❖ **Resilient Families Team (10/01/19)** – a new way of working was introduced during 2018 as part of the transformation of

children's services. In moving forward, it was reported that a data system needs to be established as a tool to identify trends

- ❖ **Staff Conference (30/01/19)** – the second January Visit was in the form of attendance at a Staff Conference. This enabled Members to further develop their appreciation of the complexities of Children's Services, meet front line staff and demonstrate their Corporate Parenting role.

- **Performance management data** – ensuring a performance framework that supports the local authority in effectively managing its responsibilities towards children. This included looking in detail at performance as at Qtr2: 2018/19. Measurable improvement was reported against 5 national performance indicators eg PM C-24 – percentage of assessments completed within statutory timescales (42 working days).- 67.57% (2017/18) → 91% (Qtr1&2 2018/19). It was also reported that the percentage of children re-registered on the Child Protection Register had fallen to 6.80% which was a positive outcome and a measure of the quality of interventions in place to support children.
- **Children and Families' Services Budgets** – in January⁴, the chair of the Finance Scrutiny Panel reported on the Panel's work with regard to monitoring revenue expenditure in Children's Services (aim→ ensure alignment between the 2 scrutiny panels). It was noted that significant budget pressures continued in the Service and that the mitigating measures being introduced to bring expenditure down would need time to fully materialise.
- **Quality assurance: casework** – the Panel⁵ considered the key messages from a recent audit completed of re-referred cases which had been commissioned at the Panel's request. The objective of the audit was to reach a conclusion regarding the adequacy of decisions and interventions and also whether they were of a good standard and met the child's needs at the time. Progress was reported to the Panel and a number of strengths identified. The Service quality assurance team will continue to work with social work teams to ensure consistency of practice across the Service.
- **Elective Home Education** – the Panel⁶ also considered the current legislative framework and limitations upon the Council in endeavouring to monitor the quality of elective home education provision and also ensuring adequate safeguarding arrangements in place. The Panel have requested an update on national developments in 6 months
- **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 – Care Inspectorate Wales Inspection Report (December, 2018); care leavers and quality assurance (including the role of the Independent Reviewing Officer).

3. 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.

⁴ Meeting of the Children's Services Improvement Panel convened on 21st January, 2019

⁵ Meeting of the Children's Services Improvement Panel convened on 18th December, 2018

⁶ Meeting of the Children's Services Improvement Panel convened on 27th February, 2019

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

N/A

7 – Financial Implications

N/a

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

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Llangefni. LL77 7TW

Cllr Richard Griffiths

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

Date: 05/03/19

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DDIM I'W GYHOEDDI

NOT FOR PUBLICATION

Moderneiddio Ysgolion Môn – Ysgol gynradd newydd yn Llangefni yn lle Ysgol Bodffordd ac Ysgol Corn Hir

Modernising Anglesey Schools – New primary school in Llangefni to replace ysgol Bodffordd and Ysgol Corn Hir

PRAWF BUDD Y CYHOEDD PUBLIC INTEREST TEST

<p>Paragraff 14 Atodlen 12A Deddf Llywodraeth Leol 1972 Paragraph 14 Schedule 12A Local Government Act 1972</p>	
<p>Y PRAWF – THE TEST</p>	
<p>Mae yna fudd i'r cyhoedd wrth ddatgan oherwydd / There is a public interest in disclosure as:-</p> <p>Mae'r ABLI sy'n atodol yn cynnwys gwybodaeth masnachol sensitif am y prosiect.</p> <p>The attached FBC contains commercially sensitive information.</p>	<p>Y budd y cyhoedd with beidio datgelu yw / The public interest in not disclosing is:-</p> <p>Gwybodaeth yn ymwneud â materion ariannol neu fasnachol unigolyn penodol (gan gynnwys yr Awdurdod sy'n dal yr wybodaeth).</p> <p>Information relating to the financial or business affairs of any particular of any particular person (including the authority holding that information).</p>
<p>Argymhelliad: *Mae budd y cyhoedd wrth gadw'r eithriad yn llai o bwys na budd y cyhoedd wrth ddatgelu'r wybodaeth [* dilewch y geiriau nad ydynt yn berthnasol]</p> <p>Recommendation: *The public interest in maintaining the exemption does not outweigh the public interest in disclosing the information. [*delete as appropriate]</p>	

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