

Public Document Pack



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mrs Annwen Morgan
Prif Weithredwr – Chief Executive
CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfeydd y Cyngor - Council Offices
LLANGFNI
Ynys Môn - Anglesey
LL77 7TW

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

| | |
|--|--|
| RHYBUDD O GYFARFOD | NOTICE OF MEETING |
| PWYLLGOR SGRIWTINI PARTNERIAETH AC ADFYWIO | PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE |
| DYDD LLUN, 21 MEDI, 2020 am 2.00 o'r gloch yp | MONDAY, 21 SEPTEMBER, 2020 at 2.00 pm |
| CYFARFOD RHITHIOL (AR HYN O BRYD NID OES MODD I'R CYHOEDD FYNYSYCHU'R CYFARFOD) | VIRTUAL MEETING (AT PRESENT MEMBERS OF THE PUBLIC ARE UNABLE TO ATTEND) |
| Swyddog Pwyllgor | Mrs. Mairwen Hughes 01248 752516 Committee Officer |

AELODAU / MEMBERS

Cynghorwyr / Councillors:-

Y Grwp Annibynnol/ The Annibynnol Group

Gwilym O. Jones (**Cadeirydd/Chair**), Dafydd Roberts

Plaid Cymru / The Party of Wales

T Ll Hughes MBE, Vaughan Hughes, Alun Roberts, Margaret M. Roberts, Nicola Roberts

Annibynnwyr Môn/Anglesey Independents

Kenneth P Hughes, R Ll Jones

Plaid Lafur Cymru/Wales Labour Party

Glyn Haynes (**Is-Gadeirydd/Vice-Chair**)

Aelodau Ychwanegol/Additional Members (gyda hawl pleidleisio ar faterion addysg/with voting rights in respect of educational matters)

Ms. Anest Gray Frazer (Yr Eglwys yng Nghymru/The Church in Wales), Mr Dyfed Wyn Jones (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor – Primary Schools Sector), Mrs Llio Johnson-(Rhiant Llywodraethwyr – Sector Ysgolion Uwchradd ac ADY/Parent Governor – Secondary Schools Sector and ALN) and Mr. Keith Roberts (Yr Eglwys Babyddol Rufeinig/The Roman Catholic Church)

Aelod Cyfetholedig/Co-opted Member (Dim Hawl Pleidleisio/No Voting Rights)

Mr. Dafydd Gruffydd (Rheolwr Gyfarwyddwr/Managing Director - Menter Môn)

A G E N D A

1 APOLOGIES

2 DECLARATION OF INTEREST

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

3 MINUTES (Pages 1 - 8)

To submit, for confirmation, the minutes of the previous meeting of the Partnership and Regeneration Committee held on 11 March, 2020.

4 ANNUAL REPORT - PUBLIC SERVICES BOARD 2019/20 (Pages 9 - 28)

To submit a report by the Programme Manager, Gwynedd and Anglesey Public Services Board.

5 COUNCIL'S RESPONSE TO THE COVID-19 EMERGENCY (Pages 29 - 46)

To submit a report by the Chief Executive.

6 FORWARD WORK PROGRAMME 2020/21 (Pages 47 - 52)

To submit a report by the Scrutiny Officer.

PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the meeting held on 11 March 2020

- PRESENT:** Councillor Gwilym O Jones (Chair)
- Councillors K P Hughes, R LI Jones, Alun Roberts, Dafydd Roberts, Margaret Murley Roberts and Nicola Roberts.
- Leader of the Council – Councillor Llinos M Huws (for items 5 & 6).
Portfolio Holder – Corporate Business (for item 4).
- IN ATTENDANCE:** Chief Executive,
Director of Function (Council Business)/Section 151 Officer (for item 4),
Solicitor – Corporate Governance and Contracts (for item 4),
Interim Head of Regulation and Economic Development (for item 6),
Commercial Leisure Manager (GW) (for item 6),
Scrutiny Manager (AD),
Scrutiny Officer (SR),
Committee Officer (MEH).
- APOLOGIES:** Councillors Glyn Haynes, Trefor Lloyd Hughes MBE and Vaughan Hughes.
- Portfolio Holder – Major Projects & Economic Development –
Councillor Carwyn Jones.
- ALSO PRESENT:** Programme Manager of the Gwynedd and Anglesey Public Service Board (NH) (for item 5).
-

1 APOLOGIES

As noted above.

2 DECLARATION OF INTEREST

None received.

3 MINUTES

The minutes of the meeting held on 4 February, 2020 were confirmed as correct.

Arising from the minutes

North Wales Fire and Rescue Service

Councillor K P Hughes questioned whether a letter has been sent to Welsh Government expressing disappointment that the funding for the 'Falls within the Home' scheme has ceased and that Welsh Government should reconsider affording funding towards this scheme. The Scrutiny Officer responded that the letter to the Cabinet Secretary for Health and Social Services will be sent this week.

4 PUBLIC SPEAKING PROTOCOL FOR SCRUTINY

To submit a report by the Director of Function (Council Business)/Monitoring Officer.

The Portfolio Holder – Corporate Business said that the aim of introducing the Public Speaking Protocol is to provide the public with a clear and accessible process for making their views known to the Scrutiny Committees as part of their deliberations.

The Solicitor – Corporate Governance and Contracts outlined the report to the Committee and said in accordance with Section 62 of the Local Government (Wales) Measure 2011, and under the Local Government and Elections (Wales) Bill the County Councils must ensure that those who live or work in their area are able to contribute their views on any matter that is to be considered by Scrutiny Committees. She said that having a clear guidance allows consistency and transparency to the public, elected members and officers. The introduction of the Public Speaking Protocol will assist the public to understand the process that needs to be followed and will ensure that a consistent process is adopted, which manages the public's expectations in relation to their contribution. Details of the protocol as regards to request to speak at a Scrutiny Committee meeting was outlined within the report.

The Committee considered the report and made the following points:-

- Reference was made that the legislation that allows for public contribution at meetings and questions were raised whether the Public Speaking Protocol will be reviewed on a regular basis. The Director of Function (Council Business)/Monitoring Officer responded that if the Public Speaking Protocol is approved by full Council in May, the protocol will be incorporated within the Communication Plan and will be reviewed after six months and thereafter after twelve months to gauge if the protocol has been effective. The awareness of the public is paramount to enable them to contribute their views on any matter under consideration by Scrutiny Committees;
- Questions were raised as to whether the Public Speaking Protocol will allow for public speaking at the Executive and full Council meetings. The Director of Function (Council Business)/Monitoring Officer responded that legislation allows for public participation during consultation on a particular issue but adopting a Public Speaking Protocol is not legislative but it does afford for public participation at meetings;

- Questions were raised as to how the prioritisation of persons who wish to speak will be administered. The Director of Function (Council Business)/Monitoring Officer responded that a procedure will be administered to prioritise who has asked to speak at Scrutiny Committee i.e. 'for and against' and from all perspectives. The administration of the protocol to speak at Scrutiny Committee will be undertaken by the Scrutiny Officers;
- Reference was made as to whether the Chairs of the Scrutiny Committees will need to seek legal advice when a late request is received for public participation at Scrutiny Committees. The Director of Function (Council Business)/Monitoring Officer responded that the need to seek advice from relevant Officers by Scrutiny Chairs is not mandatory but it could be requested that it would be expected that Scrutiny Chairs seek advice.

It was RESOLVED to recommend to the Executive that the Public Speaking Protocol for Scrutiny be adopted with the addition that when a late request to speak at the Scrutiny Committees is received that it be expected that the Scrutiny Chairs shall seek the advice of the relevant Officers.

ACTION: As noted above.

5 PROGRESS REPORT ON THE DELIVERY OF THE WELLBEING PLAN FOR THE GWYNEDD AND ANGLESEY PUBLIC SERVICE BOARD

To submit a report by the Programme Manager of the Gwynedd and Anglesey Public Services Board.

The Programme Manager of the Gwynedd and Anglesey Public Service Board reported that the Gwynedd and Anglesey Public Services Board was established in 2016, in accordance with the Well-being of Future Generations (Wales) Act 2015. There are 4 statutory members within the Board which include the County Councils, Betsi Cadwaladr University Health Board, National Resources Wales and North Wales Fire and Rescue together with 10 public organisations attending the Board meetings.

The Public Services Board agreed on priority areas to achieve 2 objective of the Wellbeing Plan. The following Sub-Groups have been established under Objective 1 – Communities which thrive and are prosperous in the long-term:-

- **Welsh Language Sub-Group** – the first actions for the Sub-Group was to participate in the 'Arfer' project. The Isle of Anglesey County Council is one of the partners participating in the scheme. The 'Arfer' project has already been trialled by Bangor University and there was an increase in the use of the Welsh language in the workplace, and confidence in using the language. The Public Service Board has asked the Welsh Language Sub-Group to consider setting up a project to look specifically at how to promote and encourage the use of Welsh language in reception areas;
- **The impact of climate change on the Wellbeing of our Communities Sub-Group** – the Sub-Group has identified the need to educate, work in collaboration with local communities in order to prepare them for the current challenges of climate change and those we will face in the future. Regional discussion took

place recently and it was agreed that a workshop on climate change adaptation be organised by the Sub-Group to discuss the communities that would benefit from climate adaptation schemes. Part 1 of the workshop has been held and a further workshop will be held during March 2020 and feedback from the workshop will be shared with both local authorities thereafter;

- **Homes for local people Sub-Group** – the Sub-Group works with the housing sector to ensure more suitable and affordable housing in the right places to meet local needs. A Project Management Officer, on a part-time basis, has been appointed to lead the work of the Sub-Group and an Action Plan has been produced for the Sub-Group;
- **The impact of poverty on the Wellbeing of our Communities** - poverty remains a priority for the Board but there is no sub-group leading on the work at present. It has been agreed that there was an opportunity through the Board to address the work already underway within both authorities before considering options for the Board to work in a more integrated and cohesive way. In addition, the Public Service Board Support Officers have undertaken a two study areas (1) transport and in particular the barriers facing individuals across the region that prevent them from reaching work locations or training organisations and (2) understanding poverty and deprivation on the lives of residents and on their well-being.

The two priority areas of ‘Health and Care of Adults’ and ‘Welfare and achievement of children and young people’ contribute towards Objective 2. In relation to the learning disabilities work-stream, work is underway in Anglesey with pooled budgets to strengthen the learning disability services.

The Leader of the Council referred to the Welsh Government’s support grant for Public Services Boards across the region. The Gwynedd and Anglesey Public Service Board has proposed to use this source of funding to fund the study of promoting the Welsh language within reception areas. This proposal will be circulated to other Public Services Boards across the region in due course, and it is anticipated that the findings of the pilot could be used regionally, if not nationally.

The Committee considered the report and made the following points:-

- Questions were raised as to the main risks and challenges in terms of achieving the objectives of the Well-being Plan and how the Public Services Boards will address these mitigating risks. The Programme Manager of the Gwynedd and Anglesey Public Service Board referred to the risk register in Appendix 1 and that the main risks were included such as the lack of resource and the commitment of the members of the Board as regards to the work of the Sub-Groups are the main risks of achieving the objectives of the Well-being Plan. She also noted that the risk register was a working document and that members of the Sub-Groups would contribute towards the register and the mitigating actions;
- Questions were raised whether the work of the Public Service Board could duplicate the work already undertaken by the Local Authorities. The Leader of the Council gave an example as regards to promoting the Welsh language within the workplace. She said that whilst work is undertaken within the local authorities to promote the use of the Welsh language and as members of the

Public Services Board the local authorities are able to promote and encourage other bodies within the Board as to the importance of the Welsh language within the workplace. Reference was also made to the Poverty Sub-Group. It was noted that there is no sub-group at present dealing with poverty. The Programme Manager of the Gwynedd and Anglesey Public Services Board responded that the Board has agreed to keep an overview of the progress made by local authorities as regards to addressing poverty and thereafter the Board will agree where to focus its resources to add value to the work undertaken by the local authorities. This is an example where the Board has attempted to minimise duplication;

- A Member referred to the priority of the Public Service Board to address homes for local people. He considered that policies within the Joint Local Development Plan can be an obstacle for allowing local people to build homes within their communities and he questioned whether this is a risk as regards to the priorities of the Board. The Leader of the Council responded that it would not be considered as a risk to the Board. The policies within the Joint Local Development Plan allow for the development affordable dwellings within the plan. She further said that through the work of the Public Service Board the Health Authority and the Police have identified potential vacant land available for the development of home for local people.

It was RESOLVED to note the progress of the work of the Public Service Board.

ACTION : As noted above.

6 DEVELOPING LEISURE PROVISION FOR FUTURE GENERATIONS

Submitted - a report by the Interim Head of Regulation and Economic Development.

The Leader of the Council said that the Leisure Plan attempts to demonstrate an integrated approach to preventative health care on Anglesey by ensuring the provision of sustainable and high quality leisure facilities to enable residents to live active lives, to prevent ill health and improve well-being. She noted that a number of briefing session has taken place to assess the future of the Authority's leisure facilities.

The Interim Head of Regulation and Economic Development reported that a review of the leisure facilities has taken place to identify potential capital improvements to the leisure centres. It has been estimated that it would cost £21m to partially refurbish the leisure centres in line with modern building practices. The costs of constructing three new replacement leisure centres would be £37m. It is the Council's intention to retain the four current leisure centres and given the current financial situation, it is proposed that a smaller scale investment programme, focussing initially on essential maintenance and smaller scale improvement works, is required to maintain current provision for the short to medium term; the value of these works is £1m and £3m respectively. He further referred to the capital improvements that has already taken place which was included within the report. Opportunities currently exist to secure modest levels of external funding to improve

each leisure centre and the leisure services must be able to produce robust projects to be able to apply for such funding.

The Commercial Leisure Manager gave a brief presentation to the Committee and noted that the service users of the 4 leisure services has increased to 530,000 during 2018/2019. The centres provide many opportunities for physical activity and they encourage healthy lifestyles. He further said that Môn Actif brand has improved the perspective of the leisure facilities afforded to the public and direct debit packages has attracted further users of the facilities at the 4 leisure centres together with a corporate discount facilities for businesses.

The Committee considered the report and made the following points:-

- Reference was made that the leisure service intends to secure external funding to improve the leisure services on the Island. Questions were raised as to whether grant funding can be source from the Island Games that will be held on Anglesey in 2025. The Commercial Leisure Manager responded that it is not anticipated that extensive grant funding will be source from the Island Games in 2025 as the Island Games Association consider that the current facilities on Anglesey are adequate following installation of new 3G pitches at Plas Arthur, Llangefni and Menai Bridge and fitness suite at Holyhead. He referred to the Inter Games Football Tournament held on Anglesey in 2019 which was an immense success and noted that the aim of the Island Games is to celebrate leisure facilities and to afford opportunities for people to participate at the games;
- Reference was made to the introduction of the direct debit packages afforded at the leisure centres and comments were made that service users have express disappointment that no provision has been afforded as regards to a 'family direct debit' provision to use the leisure facilities on the Island. The Corporate Leisure Manager responded that the provision for a 'family direct debit' provision is under consideration and he acknowledged that the current payment provision can be expensive for a whole family to use the leisure facilities at the same time. He further noted that swimming lessons for younger children are now afforded at the leisure centres which encourage young families to use the facilities. The Corporate Leisure Manager further said that as the obesity levels for children under the age of 5 on Anglesey is still high, the leisure service need to work with the education service to promote the facilities available to promote healthier living;
- Reference was made to the Leisure Plan which refers to opportunities the County Council's Schools Modernisation Programme provides to better integrate and/or co-locate leisure centres with education facilities and questions were raised as to how the Authority aims to incorporate the Leisure Plan within the schools modernisation programme. The Leader of the Council responded that since there will be consultation within the Amlwch area as regards to the schools modernisation programme in the future, this will give an opportunity, if sustainable and affordable, to integrate leisure facilities with education facilities in the Amlwch area.

It was RESOLVED recommend to the Executive that the Leisure Plan be approved.

ACTION : As above.

7 FORWARD WORK PROGRAMME

To submit a report by the Scrutiny Manager.

It was RESOLVED to note the Work Programme to April 2020.

The meeting concluded at 11.45 am

**COUNCILLOR GWILYM O JONES
CHAIR**

This page is intentionally left blank

| ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template | |
|---|--|
| Committee: | Partnership and Regeneration Scrutiny Committee |
| Date: | 21st September 2020 |
| Subject: | Gwynedd and Anglesey Public Services Board's Annual Report 2019/20 |
| Purpose of Report: | To outline the progress of the work of the Public Services Board during 2019/20 |
| Scrutiny Chair: | Cllr. Gwilym O Jones |
| Portfolio Holder(s): | Cllr. Llinos Medi |
| Head of Service: | Annwen Morgan, Chief Executive |
| Report Author: | Nonn Hughes. Programme Manager, Gwynedd and Anglesey Public Services Board. |
| Tel: | |
| Email: | 01286 679906 NonnGwenllianHughes@gwynedd.llyw.cymru |
| Local Members: | Not relevant to any specific ward. |

| 1 - Recommendation/s |
|--|
| It is asked that the Scrutiny Committee notes: 1. The progress of the Public Services Board |

| 2 – Link to Council Plan / Other Corporate Priorities |
|---|
| The Isle of Anglesey County Council is committed to the principles within the Well-being of Future Generations (Wales) Act 2015. The Council provides a range of services which will fulfil its individual well-being objectives, as well as contributing to supporting the well-being objectives of the Public Services Board. |

| 3 – Guiding Principles for Scrutiny Members |
|---|
| To assist Members when scrutinising the topic:- |
| 3.1 Impact the matter has on individuals and communities |
| 3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality |
| 3.3 A look at any risks |
| 3.4 Scrutiny taking a performance monitoring or quality assurance role |
| 3.5 Looking at plans and proposals from a perspective of: <ul style="list-style-type: none"> • Long term |

- Prevention
- Integration
- Collaboration
- Involvement

4 - Key Scrutiny Questions

1. To what extent have the work streams of the Public Services Board contributed to the wellbeing of Gwynedd and Anglesey's residents and what impact has the work had on communities?
2. How effective are the Board's monitoring arrangements in ensuring that objectives are implemented within timescales?
3. What lessons has the Board learnt as a result of progress thus far and how does the Board intend to use any lessons to the future?
4. To what extent has the Board's work programme been amended / needs to be amended as a result of the Covid-19 pandemic?
5. How does the Board intend to incorporate the recommendations of the Wales Audit Office review (October, 2019) on the way the Board operates?
6. What will be the Board's priorities for 2021/22 and how have these areas been decided?

5 – Background / Context

5.1 Introduction and context

5.1.1 The Well-being of Future Generations Act (2015) aims to improve the economic, environmental and cultural well-being of Wales. The Act highlights seven well-being goals and five ways of working to give public bodies a common purpose.

5.1.2 The Gwynedd and Anglesey Public Services Board (PSB) was established in 2016, in accordance with the Well-being of Future Generations (Wales) Act 2015 (the Act). Indeed a PSB has been established for each Local Authority in Wales to ensure collaboration amongst public bodies to create a better future for the people of Wales. The decision made in north west Wales was to establish a Public Services Board for Anglesey that would collaborate with the Gwynedd Public Services Board.

5.1.3 During 2017 the Gwynedd and Anglesey Public Services Board divided our communities into 14 smaller areas in order to carry out detailed research, and

learn more about the well-being of those areas. The information was published in the form of the Well-being Assessments. The information gathered from the assessments was used to shape the PSB's priorities which have been confirmed in the Well-being Plan (2018). The following priorities were agreed:

- The Welsh language
- Homes for local people;
- The effect of poverty on the well-being of our communities;
- The impact of climate change on community well-being;
- Health and care of adults and the welfare and achievement of children and young people.

5.1.4 As outlined in the public services Board's terms of reference the Board has four statutory members, together with invited participants who contribute to the Board's duties. In relation to any latest change to the membership of the PSB Aled Jones-Griffith of the Llandrillo and Menai Group and Andrew Edwards of Bangor University are now invited participants.

5.2 The Annual Report of the Public Services Board

5.2.1 Enclosed is the PSB's annual report for the period 2019/20. Since March 2020 we have faced a global health crisis and very challenging times. The report was used to self-reflect on the work of the PSB up to the crisis, and reference is briefly made to the PSB's work in the recovery our communities from the crisis. The report is structured to refer to the progress of the work of the four sub-groups of the PSB. The PSB now has four sub-groups, they have showed their commitment to the poverty priority by agreeing to keep an overview of the work undertaken to address poverty matters by Gwynedd Council and the Isle of Anglesey County Council, in the first instance. Local Authorities have their arrangements and plans for dealing with poverty. They have previously worked with a number of partners on key poverty programmes, and continue to work with a wide range of organisations.

5.2.2 The leaders of the PSB sub-groups are members of the PSB, and it has been their responsibility to submit their action plans and update on their delivery during the meetings of the PSB in 2019/20.

5.2.3 During the past year the Public Services Board and sub-groups have operated in accordance with the five national sustainable development principles. The PSB agreed through the Well-being Plan that they wanted to add two principles that are important to the residents of Gwynedd and Anglesey namely the Welsh Language and Equality. Each of the sub-groups has ensured that the Welsh language is a golden thread that runs through their work. The sub-groups will also continue to address inequality and disadvantage through the relevant impact assessments.

5.2.5 The annual report was circulated to Members of the Public Services Board during July, for comment. The Anglesey Scrutiny Committee will have the

opportunity to scrutinise it on 21st September 2020, and Gwynedd Scrutiny Committee will announce a date for its scrutiny in due course. In accordance with the requirements of the Act the report was published in July, on the following website: <https://www.llesiantgwyneddamon.org/en/> It was decided during the crisis to publish the report prior to scrutiny. The legislation does not require PSBs to scrutinise their annual reports prior to publication, but that it is good practice to do so.

5.3 Scrutiny arrangements

5.3.1 In order to have democratic accountability to the progress of the work of the PSB the act has placed a requirement on councils to designate an Overview and Scrutiny Committee to scrutinise the work of the PSB. The work of Gwynedd and Anglesey's PSB is therefore scrutinised by the Scrutiny Committees of both Gwynedd Council and the Isle of Anglesey County Council on specific points during the year. The Well-being of Future Generations Wales Act (2015) and associated national guidance¹ set out three roles for Local Authority scrutiny committees:

- Review the governance arrangements of the PSB
- Be a statutory Consultee on the Well-being Assessment and Well-being Plan
- Monitor the progress of the PSB's efforts in implementing the Well-being Plan.

5.3.2 This means that scrutiny committees have the opportunity to scrutinise the performance and impact of the Public Services Board. During the past year discussions have been held between Gwynedd Council and the Isle of Anglesey County Council on the option of establishing one scrutiny panel, to operate across the two counties - to scrutinise the work of the PSB. The scrutiny managers of both councils evaluated different options and concluded that they did not recommend the establishment of a panel at this stage but rather wanted to focus on aligning the timescales and consistency of scrutiny arrangements across the two counties and continuing with the current scrutiny arrangements. It will be possible to review these arrangements between the two councils again in due course.

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

¹ Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Service Boards

6.1 The delivery sub-groups will prepare equality and language impact assessments, where relevant, to accompany their action plans. The impact assessments will be live documents that will change and develop according to the delivery.

7 – Financial Implications

8 – Appendices:

1. Gwynedd and Anglesey Public Services Board's Annual Report 2019/20

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

1. Gwynedd and Anglesey's Well-being plan
2. The Annual report of the Gwynedd and Anglesey's Public Services Board 2018

Annual Report 2019-2020



Gwynedd and Anglesey Public Services Board

Foreword

This is the second annual report of the Gwynedd and Anglesey Public Services Board (PSB), published in accordance with the requirements of the Well-being of Future Generations Wales Act (2015) (the Act). Since March 2020, public bodies in Gwynedd and Anglesey, as throughout the country, have faced a crisis and an extremely challenging period. Despite this, we have prepared this annual report for us to reflect on the PSB's work, and to share the difference that the PSB has made to well-being in Gwynedd and Anglesey in accordance with the five ways of working. As outlined in the Act, the term well-being as a whole means social, economic, environmental and cultural well-being.

During the past year, the PSB's individual organisations have continued to provide a variety of services that fulfil their individual well-being objectives, as well as contributing towards the PSB's well-being objectives. There is no manual for measuring the success of the PSB's work, so this report provides an update on the PSB's efforts during 2019/20.

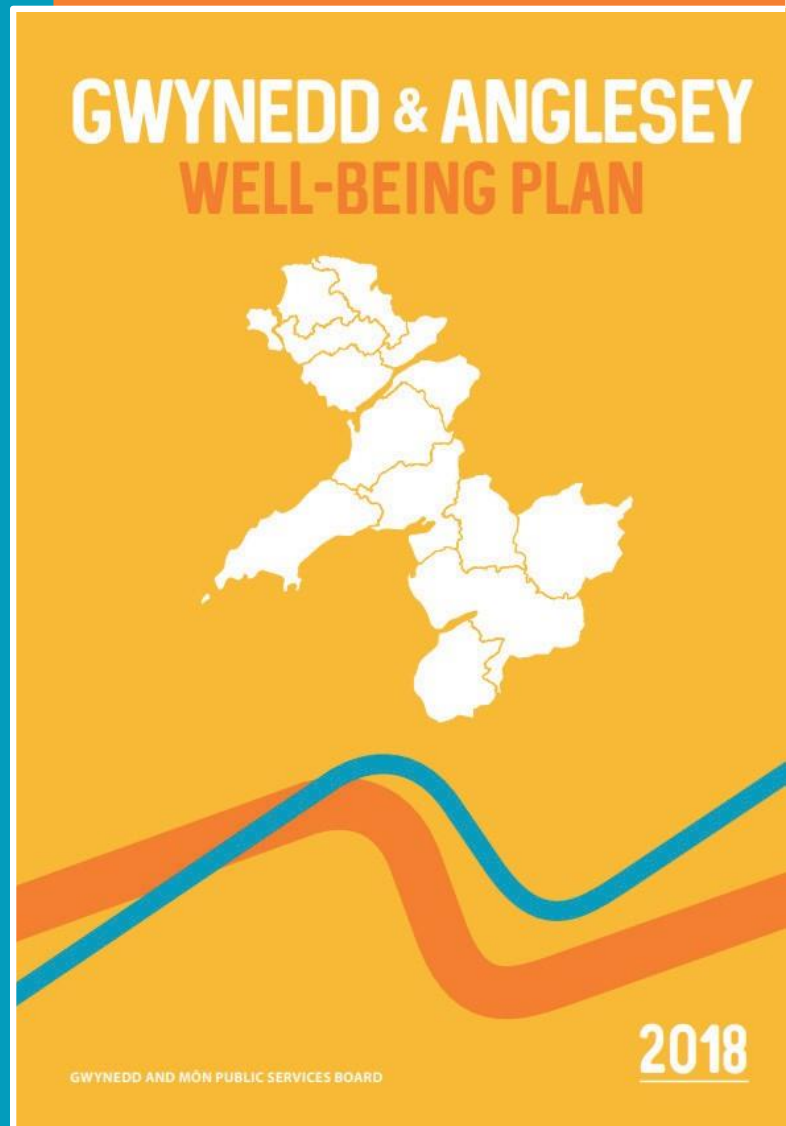
Looking to the future, the PSB will have a huge contribution to make as we try to re-build our communities while giving due attention to well-being matters. The PSB will continue to focus on its core work, namely to improve the well-being of our communities, but it is also anticipated that the PSB will have a key role to play in our response to the effects of Covid-19 on our communities, and as we as public bodies start planning for recovery following the pandemic. As always we are eager to hear from our communities, residents, partnerships and businesses - if you have any questions or comments, you are welcome to contact us: post@llesiantgwyneddaron.org

Emyr Williams
Chair of the Gwynedd and Anglesey Public Services Board

The story so far for Gwynedd and Anglesey Public Services Board

During 2017, the Gwynedd and Anglesey Public Services Board decided to divide our communities into 14 smaller areas in order to undertake research to learn more about the well-being of those areas. Once the data had been gathered and the research had been completed, individual booklets were produced for each of the 14 areas. The information booklets for each area are still available on the website www.LlesiantGwyneddaMon.org The information gathered from the assessments was used to formulate the priorities of the PSB. In 2018 the well-being plan was published, outlining the priority areas: the Welsh language; Homes for local people; The impact of poverty on the wellbeing of our communities; The impact of climate change on community well-being; adult Health and social care and the wellbeing and success of children and young people.

During the last two years the PSB subgroups have led on these priority areas, and have focused on joint delivery work. To do this the sub-groups have decided that they need to follow the five ways of working (and the additional two ways set by the Gwynedd and Ynys Môn PSB – Equality and the Welsh language) which are:



Collaboration



Long-term



Involvement



Integration



Prevention



Welsh Language



Equality

Update

Gwynedd and Anglesey Public Services Board now has four sub-groups that are responsible for the following priority areas:



The Welsh Language



Climate Change



Homes for local
people



Health and
Social Care

Below is a report on the progress of the sub-groups and the delivery work that has been undertaken during the past year.

Climate Change



We have seen the effect of climate change on our communities during the past year, with communities and homes having faced serious flooding. Communities and partners joined forces to deal with these incidents, which demonstrated the true resilience of our communities.

The Climate Change sub-group has been established to encourage collaboration between the public bodies and our communities on how to deal with the threat to our communities from future changes to the climate. Our communities must be ready to prepare themselves, to identify their role, and collaborate with public body organisations on specific points.

The sub-group has decided on the following actions:

1. Establish a Regional Framework

The North Wales region's Public Service Boards arranged an event in September 2019 to share best practice and discuss ideas on how we can collaborate to address environmental issues, and climate change in particular. Environmental experts from public partners and the third sector discussed steps to address the changing climate, environmental work, and how to move this forward. There was general consensus that regional arrangements were needed to support the environmental work.

2. Identifying the strategic and collaborative approaches

Work has already started on identifying strategic and collaborative approaches towards addressing climate change, and discussions have started on geographic areas and communities of specific interest that would benefit from planning for climate change. Due to the Covid-19 crisis, this work has been paused for the time being, but the sub-group cannot over-emphasise the importance of restarting this work very soon.

The sub-group has implemented a number of ways of working included in the Well-being of Future Generations (Wales) Act 2015:

- Understanding the needs of particular communities enables us to plan for the **long term**
- The core work of the sub-group is **collaborating**, with a number of public bodies and our communities
- **Involving** our stakeholders will be an integral part of the sub-group's work

The Welsh Language



The Welsh Language continues to be important to the communities of Gwynedd and Anglesey, and as a Public Services Board we wish to see the Language flourish for future generations. We are aware, in the midst of the Covid-19 related crisis, that it is difficult to maintain some services, but in a period of such uncertainty it is essential that individuals are able to communicate in their preferred language. As public bodies, we try to ensure that the citizen is still able to contact and engage with public bodies in the language of their choice.

During the past year, the Language sub-group has mainly focused on collaboration to increase the use of the Welsh Language within public bodies in Gwynedd and Anglesey. This specifically relates to the Welsh Language as a language of choice for internal communication in the public bodies, and for communication with the public.

Some of the PBS's partners have been contributing to a project called 'Arfer', which is led by Bangor University. The project relates to understanding the habits of speakers who are not as confident/comfortable in using Welsh at work, by examining behavioural psychology. It is intended to create a training package that will assist public bodies to increase the use of Welsh among their organisations' staff. During recent months, the project had intended to focus on the results and a subsequent evaluation. Unfortunately, this activity has been postponed until it is safe to continue.

The sub-group has also been considering how it could collaborate to create a tool that would assist public bodies to assess the impact of their decisions on the Welsh Language. Similar work is ongoing regionally in the field of equality, and the sub-group is eager to extend this work to the field of the Welsh language.

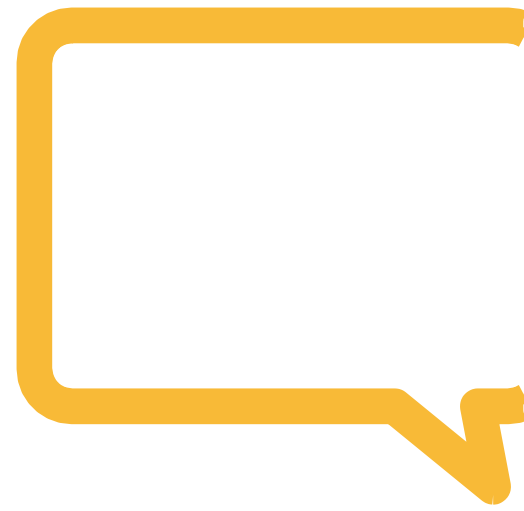
One of the other projects under consideration by the sub-group is a project relating to linguistic behaviour in reception areas. This means that the sub-group will lead a project to trial various types of interventions, and provide guidance to reception staff from various public bodies, about how to encourage the use of Welsh amongst service users. The aim of the project is to increase the confidence and skills of the public to use the Welsh language when dealing with public organisations.

It is anticipated that lessons from this type of project could be shared regionally and nationally. It will also introduce changes to those reception areas that may be less willing to use the Welsh language. It is intended to collaborate with our communities to gauge public opinion, e.g. through focus groups, in order to better understand their linguistic habits.



The Sub-group has implemented a number of ways of working included in the Well-being of Future Generations (Wales) Act 2015, and also the additional ways of working that were agreed upon, namely the Welsh Language and Equality.

- The principal legislation in relation to equality and the Welsh Language that the sub-group must consider are the **Equality Act 2010**, the Human Rights Act 1998 and the Welsh Language Measure (Wales) 2011.
- One of the outputs of sub-group is to ensure that the **Welsh Language** is a natural part of the work of Gwynedd and Anglesey Public Services Board, and that the Welsh language is a focal part of its activities.
- We will see specific **collaboration** to raise awareness, share good practice, develop skills and confidence within public services to use Welsh with customers in order to engage and encourage them to use the Welsh language habitually.
- The sub-group will **include** the views of the public and other interested parties in the work of introducing new projects.



Homes for local people



During the consultation period on the Well-being Assessments, our residents and communities told us that more affordable homes were needed in Gwynedd and Anglesey. Gwynedd and Anglesey Public Services Board agreed to prioritise joint work on developing affordable housing, in order to meet the needs of our communities. To this end, the PSB has agreed to consider innovative construction methods for these houses. This could be low carbon timber houses, modular houses, and possibly experimenting with an innovative housing model that can adapt with climate change.

This project also focuses on procurement and encourages a number of public bodies to jointly develop innovative housing in order to achieve economies of scale.

The first part of the project entailed agreeing upon a specification for the types of innovative housing to be considered, and the identification of possible sites for those housing developments. A number of public organisations have already identified and submitted sites under their ownership to be considered for development. The work of the sub-

group has continued during the Covid-19 crisis and its next proposed steps will be to fully evaluate the financial viability of the developments in relation to these sites, before confirming how best to finance the developments and the initial timetable for commencing work.

The sub-group has been discussing its plans with the Welsh Government to ensure that its work is in accordance with the Government's vision for innovative and affordable housing.

The Sub-group has implemented a number of ways of working included in the Well-being of Future Generations (Wales) Act 2015:

- It contributes to the achievement of the **long-term** plans of the organisations involved in the project
- The project encourages **joint working** between a large number of public organisations



Health and Care



The integrated health and care sub-group has been established, and a summary of its purpose is *'to help individuals live their lives as they wish' and that we 'suitably support' them when they require health or care intervention so that they can get back to living their lives as they wish.* To many people, this means the ability to access services and assistance at home, or closer to home rather than in hospitals. This vision aligns clearly with the Welsh Government strategy, 'A Healthier Wales', the strategic vision for service development, and the need to transform our working methods to support individuals within our communities.

The health and care sub-group's responsibility is to oversee the following work streams / projects: Adults, Children, Learning Disabilities, Mental Health and Community Transformation. These work streams are in accordance with the Regional Partnership Board's priority areas for integration.

The Board members' good will and willingness to collaborate are essential in order to support the work of this sub-group. This work is also supported by the all Wales Integrated Care Fund (Welsh Government). The Transformation Team has been complete since the beginning of December 2019, with one leader supporting each of the eight 'Community Resources Team' areas across Gwynedd and Anglesey. To date:

- **Workshops have been held in each of the 'Community Resources Team' (CRT) areas to identify the priorities for establishing effective integrated working arrangements between health and care, and to establish a methodology to address some of the current restrictions.**
- **Regional work is continuing to install appropriate IT connectivity in the buildings that will be used as office space for the Community Resources Teams.**

- **A project is in the pipeline to examine how the WCCIS (Wales Community Care Informatics System) could support integrated working to provide citizens with improved experiences of the health and care system.**
- **'Systems Thinking' training will be held.**
- **Discussions are ongoing across Gwynedd and Anglesey on how to change culture in order to support the transformation work.**



The Health and Care sub-group has implemented a number of ways of working included in the Well-being of Future Generations (Wales) Act 2015, that are in keeping with many of the national design principles in 'A Healthier Wales', by

- considering future trends and responding to demographic changes
- responding to matters such as child obesity, that has short and **long term** health implications
- including the sustainability of our health system as one of the sub-group's outcomes in order to plan for the future
- developing a **preventative** model
- **integrating** our health and care services in order to make a real difference to the lives of our residents
- acknowledging a wide range of factors that influence health and well-being (including education, housing, reducing homelessness, economic growth, regeneration, leisure and the environment).
- realising the benefits of **partnership working**.

One of the group's next steps was to arrange a workshop to hold a wide-ranging discussion across a number of health and care services - in order to consider the deficiencies and the joint steps that are required to respond to them. Due to the Covid-19 crisis the workshop was postponed and will be re-arranged in the near future.



Poverty



Poverty continues to be a priority for the PSB although no sub-group is currently responsible for leading on this work. The PSB has committed to this priority, initially by agreeing to continue to oversee work in the field of poverty across Gwynedd Council and Anglesey County Council. The Local Authorities have their own arrangements and plans for addressing poverty. They have collaborated with a number of partners in the past on key poverty programmes, and continue to collaborate with a wide range of organisations. Both Councils gave a presentation on poverty during two PSB meetings, and it was agreed that significant work was in progress across Gwynedd and Anglesey. For example, in Gwynedd the Council is collaborating with a Well-being Support Programme, with the aim of providing the right support, at the right time, to support the Well-being of the People of Gwynedd. They will do this by:

- Building on the strengths of our people / communities
- Addressing poverty and inequality
- Preventing problems from exacerbating
- Reducing demand for statutory interventions

Anglesey County Council is developing a preventative strategy to respond to the poverty priority. Their aim focuses on supporting people to help themselves, within their communities and with partners. In Anglesey, a similar strategy will develop resilience and independence within our communities.

The PSB will therefore build on the successes of both Councils in responding to the poverty priority. However, we emphasise that all the other Board's partners also have their own arrangements and plans to deal with poverty. This became even more evident during the period of the pandemic, where everyone was drawn together to care for our most vulnerable communities. As a PSB we will continue to engage and collaborate with our communities and build on the good practice and the community resilience that has been in evidence.

Progress made by the PSB outside the work of the sub-groups

During the period of the Well-being Assessments (2017), the residents of Gwynedd and Anglesey expressed that the distance from services and facilities, and a lack of suitable public transport was problematic for them. The North Wales region's Public Service Board decided to commission the Faculty of Social and Life Sciences, Glyndŵr University, Wrexham to undertake a research project on 'Assessing transport barriers in North Wales: Understanding the issues and where they exist'. The PSB considers that continuous research into relevant areas is important to support its decisions.

Skills and employment are crucial to contribute to the well-being of individuals and our communities. The PSB is determined that it should not duplicate work that is already happening within organisations, and has therefore emphasised that it will work closely with the Economic Ambition Board (EAB) on skills and employment matters. The Regional Skills Partnership has adopted the EAB's skills and employment work. The Skills Partnership has a clear vision of creating an inclusive system, which is resilient and able to adapt to skills and employment opportunities and challenges. Gwynedd and Anglesey PSB considers that it can contribute to the work of the Skills Partnership by collaborating on the barriers faced by organisations and employers in Gwynedd and Anglesey specifically, in order to develop a better understanding of the situation in relation to the posts that will need to be filled over the next decade and which posts cannot currently be filled.



Survey of Public Services Boards (Wales Audit Office: October 2019)

In October 2019, a report was published on a survey of Public Services Boards. <https://www.audit.wales/system/files/publications/review-of-public-service-boards-english.pdf> The report was undertaken by WAO on behalf of the Auditor General for Wales. This is not a specific review of the Gwynedd and Anglesey Public Services Board, but rather a review of the 19 Boards in Wales. However, a number of findings and recommendations in the report are relevant to Gwynedd and Anglesey PSB, and the PSB has already begun to consider them.

The Public Services Board's monitoring and scrutiny arrangements

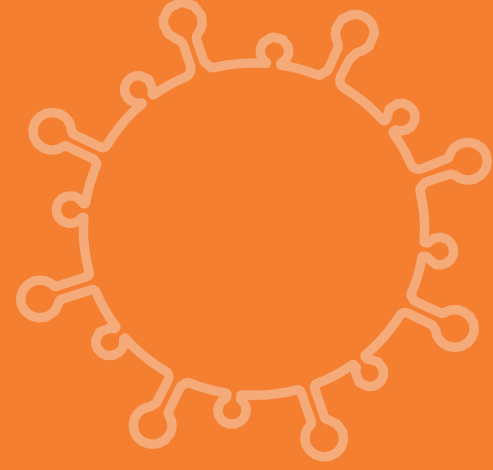
In order to ensure democratic accountability for the progress of the PSB's work, the Act set a requirement upon councils to designate a Scrutiny and Overview Committee to scrutinise the PSB's work. Therefore Gwynedd and Anglesey PSB's work is scrutinised by the Scrutiny Committees of Gwynedd Council and Anglesey County Council at specific points during the year. The Well-being of Future Generations Act (2015) and associated national guidelines¹ note three roles for scrutiny committees of Local Authorities:

- **Reviewing the governance arrangements of the PSB**
- **Statutory consultee on the Well-being Assessment and the Well-being Plan**
- **Monitoring progress of the efforts of the PSB in the implementation of the Well-being Plan**

This means that the scrutiny committees have an opportunity to scrutinise the performance and impact of the Public Services Board. During the past year, discussions have been held between Gwynedd Council and Anglesey County Council on an option to establish a single scrutiny board, to operate across both counties to scrutinise the PSB's work. Various options were evaluated, and it was concluded that they did not recommend establishing a panel at present but rather to focus on aligning timetables and reconciling scrutiny arrangements across both counties, and to continue with the current scrutiny arrangements. These arrangements between both councils could be reviewed again in due course.

¹ Guidelines for Scrutiny Committees of Local Authorities on Public Services Board

COVID-19: Recovery



In recent months the communities of Gwynedd and Anglesey have faced an extremely challenging time. It led to changes in our ways of working, and engaging with others. The public bodies are moving towards recovery while encouraging compliance with the measures and instructions to reduce the risk of spread of infection, and move towards the “new normal”.

As a starting point the public bodies will consider social, economic, environmental and cultural impacts and a role in working together is envisaged for the PSB to transform how services are delivered. We will continue to address the core work of the PSB to improve well-being and put the well-being of future Generations act at the heart of all recovery work, but give further consideration to delivery in a way that recognises the positive and negative impact of lessons learned as we all responded to Covid-19.

This page is intentionally left blank

| ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template | |
|---|--|
| Committee: | Partnership and Regeneration Scrutiny Committee |
| Date: | 21 st September, 2020 |
| Subject: | Council's Response to Covid-19 Emergency |
| Purpose of Report: | Scrutinise the Council's response to Covid-19 emergency giving particular attention to community and collaborative aspects |
| Scrutiny Chair: | Cllr Gwilym Owen Jones |
| Portfolio Holder(s): | Council Leader and all Members of the Executive |
| Head of Service: | Annwen Morgan, Chief Executive |
| Report Author: | Dylan J Williams, Deputy Chief Executive |
| Tel: | 01248 752499 |
| Email: | DylanWilliams@ynysmon.gov.uk |
| Local Members: | Not applicable |

| 1 - Recommendation/s |
|---|
| <p>R1 The Partnership and Regeneration Scrutiny Committee is requested to:</p> <ul style="list-style-type: none"> • note the Council's response to the pandemic thus far and agree a formal response to the Executive • agree its priorities for scrutinising areas of the Council's response to the emergency during 2020/21 and beyond <p>R2 Recommend to the Executive that the Programme Boards submit regular progress reports to both scrutiny committees on Recovery planning and delivery for the next Norm</p> |

| 2 – Link to Council Plan / Other Corporate Priorities |
|---|
| <p>This report outlines the Council's response to date to the worldwide pandemic under the auspices of the Civil Contingencies Act 2004, a key priority for the Council. The Council has defined roles and responsibilities under the Act in emergency preparation and response co-ordination at a local level.</p> |

| 3 – Guiding Principles for Scrutiny Members |
|--|
| <p>To assist Members when scrutinising the topic: -</p> <p>3.1 Impacts on individuals and communities [focus on customer/citizen]</p> <p>3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]</p> <p>3.3 A look at any risks [focus on risk]</p> |

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. Has the Council prioritised and managed its resources effectively in response to the emergency?
2. Have the actions of the Council to date been timely and effective in response to the emergency situation?
3. Does the Committee have a view on the appropriateness and effectiveness of the Council's response to date and are there development and learning points?
4. To what degree has the Council worked effectively in collaboration to support the Island's residents, communities and businesses?
5. How robust is the Council's planning for Recovery and the new Norm?
6. What specific areas of the Council's response would the Committee wish to prioritise in its forward work programme during 2020/21 and beyond?

2 – Background / Context

1. BACKGROUND / CONTEXT

1.1. Covid-19 is an infectious disease currently with a high outbreak, affecting over 200 countries worldwide¹, including the United Kingdom. It is therefore true to state that the pandemic is having a far-reaching impact. The current period (**managing the emergency response to the Pandemic, Recovery Period and gradually returning to the new Norm**) are extremely challenging periods for the Council and every other public organisation throughout Wales as we continue to face the challenges of the Covid-19 emergency. This has meant that the Council has changed its way of working as a result of the global health emergency. Below is a summary of the key dates of when / how the emergency evolved locally:

- 10th March – SCG established
- 18th March – Council's EMRT established
- 23rd March – UK national lockdown and staff requested to work remotely from home.

1.2 The Centre for Public Scrutiny has published a paper on Scrutiny during the pandemic (<https://www.cfps.org.uk/?publication=covid-19-guide-2-scrutiny>).

¹ World Health Organisation stated that 2016 countries, areas or territories have cases as at 05/08/2020

2. RATIONALE FOR SCRUTINISING THE TOPIC

The case for scrutinising the Council's response to the Covid-19 pandemic is compelling:

- During an emergency period, governance and accountability are of key importance and that Elected Members and the citizens of Ynys Môn have the assurance that decisions made are appropriate, timely and transparent
- The Centre for Public Scrutiny's good practice model refers to the need for Councils' scrutiny committees to scrutinise an overview of the organisation's response to Covid-19
- Locally, the remit of both committees facilitates the process of setting the boundaries for the topic
- It is now timely to reflect and learn as we move forward.

Objectives of the scrutiny work

It is proposed that the purpose of scrutinising the Council's response is 4 fold:

- measure the effectiveness of the local and regional collaboration work which has been undertaken during the pandemic, the developments and the robust relationships which have been established and strengthened
- consider governance of collaborative work, communication and information sharing
- an opportunity to identify lessons to be used to inform the Council's response to the Recovery period for the new normal
- to assist in the preparation work for any subsequent surge.

COUNCIL'S RESPONSE TO THE COVID-19 PANDEMIC

3. GOVERNANCE ARRANGEMENTS

3.1 Emergency planning for Covid-19 falls under the auspices of the Civil Contingencies Act 2004 and led nationally by the United Kingdom and Welsh Governments. Emergency planning governance arrangements were put in place nationally, regionally and locally to lead the response to the pandemic. On a regional level, this has been led and co-ordinated by the Local Resilience Forum (where the public sector works collaboratively) through the emergency Strategic Co-ordination Group (SCG). The Council has fully contributed to the work of specific thematic sub-groups reporting to the SCG:

- Health and social care
- Excess deaths
- Media
- PPE

3.2 The Council remains responsible for local decisions and to deliver relevant national legislation and guidance. There has also been a monitoring and reporting role through the governance structures to influence and inform. The SCG remained operational until the end of July 2020 and was then replaced by the Regional Recovery Group (refer to paragraph 7.3 for the detail).

3.3 The Corporate Scrutiny Committee at its meeting on 14th September gave detailed consideration to the following matters:

- local emergency governance arrangements
- provision of PPE to Council staff
- wellbeing of residents and staff of Council care homes
- impact on Council budgets (including payment of grant monies)
- redeployment of Council staff

- enabling safe remote working and the future
- safeguarding vulnerable individuals and broader wellbeing matters beyond statutory safeguarding responsibilities
- managing TTP at a local level

3.4 Member communication and engagement - the Chief Executive and Deputy Chief Executive have updated Group Leaders consistently and regularly. This has included daily updates provided for all Elected Members and staff, regular Member briefing sessions², and also reporting formally to the Executive on:

- **15/06/2020 – update on the Council’s response to date to the Covid-19 crisis.** Link to the report below:
<http://democracy.anglesey.gov.uk/documents/s15765/The%20Councils%20response%20to%20Covid-19.pdf?LLL=0>
- **13/07/2020 – Coronavirus outbreak early recovery planning.** Link to the report below:
<http://democracy.anglesey.gov.uk/documents/s15828/Coronavirus%20Outbreak%20Early%20Recovery%20Planning.pdf?LLL=0>
- **17/08/2020 – Coronavirus outbreak recovery planning and delivery update.** Link to the report below:
<http://democracy.anglesey.gov.uk/documents/s16155/Coronavirus%20Outbreak%20Recovery%20Planning%20and%20Delivery%20Update.pdf?LLL=0>

3.5 Considerable detail on the Council’s response to date can be found via the above links to previously published reports.

3.6 The Council’s website has also been regularly updated to provide up to date information on our local response to the pandemic and service related issues. Social media has also been utilised extensively to communicate key messages and announcements.

4 KEY RISK AREAS

The Council’s governance arrangements in leading and responding to the emergency have included managing key risks to protect the Council’s workforce, residents, businesses and communities. A specific emergency risk register was created at the outset and has been reviewed and updated weekly. The key risks have been prioritised in terms of time and effort. Key risks have included:

- care homes
- contact tracing and testing (TTP)
- Personal Protective Equipment (PPE)
- dealing with outbreaks
- supporting vulnerable families
- impact on the Council’s financial position
- impact on Council’s workforce

5 SPECIFIC MATTERS TO BE SCRUTINISED

Scrutinising the Covid-19 Pandemic

As the Partnership and Regeneration Scrutiny Committee is responsible for overseeing partnership work on the Island as well as scrutinising the value of any

² Member Briefing Sessions convened on 04/06/2020, 24/06/2020 and 02/07/2020

community work, it makes sense for the Committee to scrutinise the **community aspect** of the Council's response to Covid-19 emergency.

5.1 Outputs of the Community Workstream (including inputs from Medrwn Môn and Menter Môn)

- All services within Isle of Anglesey Council Council have worked well together to meet the needs of Anglesey residents during a pandemic and the needs of our residents have varied considerably throughout the pandemic.
- The co-working between key service areas has been outstanding during this period and this has included very creative and different service delivery.

5.1.1. The challenge

- To meet the needs of **ALL** residents (including children and their families) during the pandemic which included the Council coordinating with partners and the third sector a range of new and innovative projects.
- The Council already works well with partners and third sector organisations in meeting non-statutory duties in order to improve outcomes for the residents of Ynys Môn.
- The Pandemic meant we enhanced or simply built on already existing provision and expanded a whole range of services across the Island.

5.1.2 How the Council responded

- a. On Anglesey, a Partnership was set up to provide support for the vulnerable in our communities in the very first weeks of the pandemic. The statement of joint working between Anglesey Council, Medrwn Môn and Menter Môn can be found here:

<https://www.anglesey.gov.uk/en/newsroom/news/anglesey-committed-to-support-volunteers-who-help-the-islands-vulnerable?fbclid=IwAR2SEYwIV-iRq55E1bKqE-LIEtXHdEAZlgxhJMSmsCpK6anr1hJM1doNVEY>
- b. A Covid -19 community guidance was developed and other important information, see link below. The link also includes contact details of community co-ordinators and food delivery companies.
- c. A Steering Group was established with key officers from the three organisations who form the partnership and operated three work streams, which includes:
 - Food work stream – includes the food bank and Neges food parcels
 - Volunteering – specialist and community volunteers in place across the Island
 - Befriending and wellbeing (including the shielded group)
- d. Each work stream was reviewed through specific conference calls, which occur either bi-weekly or every three weeks. During this initial stage of the pandemic, these calls were weekly. Developed a bi-weekly partnership newsletter to keep everyone informed on each other's' activities and work progress.

- e. The Council set up a dedicated emergency response phone line with 9 options and open 7 days a week. Information, Advice and Assistance in our communities is available via our Single Point Of Access in the community facilitated by Medrwn Môn and support from Local Asset Co-ordinators (community agents who connect individuals to community assets and services – a key element of our social prescribing service).
- f. During the lockdown period two pop up foodbanks were established on the Island, one in Llangefni and the other in Menai Bridge through the food work stream which includes Housing Services, Anglesey Food Bank and CAB. The additional foodbanks worked in conjunction with the established foodbanks operating in Holyhead and Amlwch.
- g. During the lockdown period and up to the 28th of July a total of 742 food packages were distributed from the 4 foodbanks operating on the Island.
- h. Menter Mon in conjunction with Dylan's Restaurant established the Neges project which distributed food packages including freshly prepared meals and distributed approximately 3000 food packages to individuals during the period.
- i. Medrwn Môn's whole operation pivoted to respond to Covid-19. Medrwn Môn run a Voluntary Sector Single Point of Access and Social Prescribing Programme called Môn Community Link, and this service with its phonenumber and email, was used to co-ordinate the community support element of the response. This phonenumber was used to identify Volunteers, Volunteer-led Area Team Co-ordinators and used as a referral route for people that needed support. The numbers of people Môn Community Link supported through the COVID period increased with the service receiving 146 new individual referrals in the 20 week period and there were 134 calls to the emergency line set up by the Council to provide information on community support.
- j. This approach meant that Medrwn Môn had to change the way they delivered their services from face-to-face contact to telephone calls and no home visits unless absolutely necessary. However, the offer of Medrwn Môn's services did not change and in many ways, they were enhanced as they were able to support the establishing of 36 Volunteer-led Area Support Teams consisting of over 850 volunteers. This established the Môn Volunteer Bank. Those vulnerable people on the Island were still able to receive vital shopping and essential items, medication deliveries, food parcels and information about what services were available to them during the last 20 weeks.
- k. Between March – June, 2020 the food banks saw a significant increase in demand as many households experienced a loss of income because of lockdown restrictions. Two pop-up food banks were quickly established in Llangefni and Holyhead to help food banks already based in Holyhead and Amlwch.
- l. The food banks have seen demand for food parcels increase by 400% in comparison to this time last year:
 - Since lockdown, a total of 1,440 parcels were delivered by all food banks on the Island. This amounts to the total value of almost £40k worth of food stock. Through various fundraising efforts, the food banks have sufficient stock levels and funding in the event we face a surge in infection levels. Foodbanks have also diversified to offer both fresh and frozen food items as part of their food parcels

- The Neges project delivered 2858 parcels on Anglesey. Since mid-March, Neges have supplied in excess of 3,000 boxes for over 8,000 people, all contents from local food chain suppliers.

5.1.3 Outcome

- a. The Partnership working between Anglesey Council and Medrwn Môn under the Pooled Budgets SPOA & Social Prescribing Programme, Môn Community Link, meant that information could be shared seamlessly about individuals who would need help and enabled different methods of engaging those individuals to be used to ensure no one was left without any form of support. Over 3,000 people were contacted as part of this process.
- b. The information sharing meant and our joint reporting procedures also meant that individuals could be cross-referenced across partners and issues escalated quickly for response when needed.
- c. The volunteers in the Area Support Teams received comprehensive guidance, with Area Team Co-ordinators being linked to their local Môn Community Link Local Asset Co-ordinator so that they were able to directly refer anyone needing additional help for support to their Local Asset Co-ordinator.
- d. Over a 20 week period Volunteer Area Support Teams and Môn Community Link have provided the following:
 - 1,800 prescriptions delivered
 - 8,426 Keeping In Touch calls
 - 160 Referrals to Foodbank/Neges
 - 12,125 Good Turns for 1689 people (to first week in August)
- e. From this Medrwn Môn have also been able to support the establishment of 8 Good Turn Schemes from the existing support teams, to ensure that we retain volunteers and that this kind of support continues long-term. These 8 will join 3 previously established Good Turn Schemes that adapted their ways of working under COVID to make sure that the majority of the Island was covered.
- f. As we move into the PROTECT Phase, this will strengthen the offer and Medrwn Môn will support the Good Turn Schemes with the current staff provision under the Môn Community Link programme and the wider Third Sector.
- g. The Council has had to be more flexible and innovative in the support we provide for carers.
- h. Continued tailored support through telephone/video/ online contact, keeping in touch calls, responsive emergency grants, specific information and advice to include financial concerns, low level advocacy, referral and signposting to community based support to include food banks, virtual groups, travel letters, protective masks for carers, specific newsletter and sharing of concerns to appropriate bodies, support to carers upon new discharge procedures and support to carers of individuals living with mental health. Over 3000 contacts were made with carers during this period.
- i. Alzheimer's Society have established a new temporary Covid response service called 'companion calls'. The companion calls offer a social check in to people affected by dementia by a trained volunteer on a regular basis.
- j. Social Workers have been supporting carers by keeping in touch with them on a regular basis by phone. Home visits following a risk assessment and strict social distancing guidelines have also taken place over the past few weeks.

- k. Social Workers, Team Around the Family Workers and Youth Workers kept in touch with vulnerable children and their families, delivering Free School Meals, providing activity bags (over 600 in total) and providing advice and guidance to parents who were struggling throughout this period.
- l. The non-availability of day care and respite care has resulted in an increase in carers sitting service at home and this was provided.
- m. The Council has also pivoted ICF funding to deliver more singing for the brain programme run by the Alzheimer's Society. We are also working on developing a virtual community hub programme with 4 of our community hubs and one of the area volunteer teams. 120 electronic devices along with a 90 day data bundle has been purchased for members of the hubs who are not connected to the internet. A final draft of the website will be ready by the beginning of September.
- n. The Medicine collections required an extra piece of work with Anglesey GP Clusters funding DBS checks for volunteers recruited by Medrwn Môn. Extra risk assessments and work with BCU Head of Pharmacy and Medicines (West) meant that Medrwn Môn were able to put this in a couple of weeks, almost a month prior to the programme put in place by Red Cross.
- o. In response to the pandemic we adapted the way we provided that support, however the type of support offered only changed slightly in that access to food became a priority issue for many of the people we were contacted by.
- p. Through COVID the way we provided our services changed so that telephone and online services from staff was complimented by the direct work on the ground from our volunteer led Area Support Teams. We quickly realised however, that our communities began to request different types of support as they became more lonely and isolated. Whilst the frequent Keeping in Touch Calls were provided, individuals wanted more activities to keep them busy. Anglesey Council worked in partnership with Age Cymru Gwynedd & Môn and Medrwn Môn to secure money to run a virtual community hubs website. This pilot is being developed with a handful of our community hubs and a couple of our Area Support Teams and will offer the most vulnerable and isolated in those areas a chance to take part in online group activities, virtual tours of local landmarks, and online events.
- q. For us on Anglesey, the pandemic has served to strengthen our Building Communities Model and has moved us along at a faster pace towards building more resilient communities that are able to support themselves and to work in partnership with us to identify when and how they want services to become involved.
- r. We are currently re-introducing a phased opening of day services following corporate risk assessment process. All services provided by the children and families department have returned to face to face interactions primarily. Parenting groups will continue to be provided virtually.
- s. During the height of the pandemic the 36 Area Support teams had over 850 volunteers, and Medrwn Môn did a specific piece of work around trying to understand what capacity those teams had to deliver at weekends, evenings and if numbers of requests were to rise. All teams reported that they could cope if demand for their help rose and felt that at times, they had more volunteers than actually needed.
- t. Over the past few weeks Anglesey Council and Medrwn Môn have been working with Third Sector organisations to look at their individual 10 Lessons Learned from the last 5 months. Each organisation has provided their Lessons Learned and The Steering

Group are currently looking at them collectively so that we can identify similarities or differences across the organisations so that we are able to plan for a potential second wave or a shift towards the PROTECT phase. What has become apparent across the board is that information sharing, and the way information was shared during the period was a positive across all partners.

- u. Children and Families Services which includes the Youth Service, together with the Leisure Service and the URDD provided Summer Play Hubs for vulnerable children across Ynys Mon.
- v. Information distributed by the Teams included contact information for their local Area Team Co-ordinator and what the Teams were able to provide. Some areas printed and delivered COVID specific newsletters with information about the Teams and the activities they had been doing during the pandemic.
- w. Accessibility and language considerations are always discussed between partners. This is especially important as the topic of COVID and the levels of information being shared were particularly confusing for many.
- x. We made sure that our Bulletins, newsletters, guidance, leaflets etc were easy to read and understand, both in Welsh and in English. We also produced a number of short videos for social media. These videos were particularly helpful in the beginning where we identified gaps in Area Support Teams and used these videos to recruit volunteers, we also used them to share volunteer stories and to thank those that had helped.
- y. 37 local volunteer teams (Area Teams) operating 860 volunteers during the initial Covid-19 surge. From 23rd March to 31st August 2020 a total number of 11,673 good turns. It is important to add that good turns continue to go forward despite the relaxation of lockdown - measures, however we have a cohort of Anglesey residents who have lost their confidence in going out and shopping.
- z. Menter Môn created an interactive map of each Volunteer Co-ordinators' details which was widely shared. So far this interactive map has attracted 36,632 views. This includes a concerned daughter based in Canada trying to establish local support for her elderly mother on Anglesey.
- aa. Area Teams are now part of the Island wide roll out of training for Volunteers that was originally trialled in Mechell and Twrcelyn. Volunteers will be offered training in GDPR, Domestic abuse Safeguarding. This training is being administered by IACC HR team via e-learning. The training can be utilised to support and improve volunteer knowledge and skills regarding critical areas such as safeguarding. It can also support volunteers who are long term unemployed to gather new skills and knowledge in order to improve their career prospects. It is believed up to x 600 volunteers will be trained via the IACC e-learning training system.
- bb. Menter Môn's Ciando project: a project to provide accommodation to key workers in Gwynedd and Môn on a temporary basis to reduce the risk of them infecting their families during the outbreak. 47 employees located and a total of 144

- accommodation registered. Worked in partnership with accommodation company, Dioni. The evaluation is currently under way.
- cc. Menter Môn's Banc Amaeth / Agri Bank: 11 registered, and one smallholding on Anglesey has been able to benefit from the sheep shearing scheme as the farmer is ill.
 - dd. Menter Môn's Selog: 12 resource packs including worksheets and answers, 37 video clips to support the activities, a facebook site created to share the products with parents - 620 followers, and 926 followers on Twitter. The work has been streamed nationally through the Hub, and there is evidence of its use beyond Anglesey
 - ee. CAB Ynys Môn spent time liaising with grant funding bodies and businesses in order to seek financial support to sustain the food banks. This has been very effective, and has gained around £100,000 of funds for Anglesey Food Banks which can supply up to 50 tonnes of emergency supplies. Based on peak levels, there is sufficient funding and stock at our food banks for a period of up to 24 months.
 - ff. The number of referrals received for intervention via the Housing Support Grant, which was previously recognised as the Supporting People Programme, has increased significantly, during the Covid-19 period. It would appear from an analysis of the week commencing 24.7.2020, that the number of individuals or families who have required intervention via the Housing Support Programme, is significantly higher than the total of commissioned units from the money disseminated by Welsh Government.
 - gg. A total of 676 units of housing support units are commissioned per week, with one unit commensurate with one individual or family, However, the data collected and analysed via the Single Point of Access (SPoA) highlights that 734 units of support were provided, with 639 receiving floating support in their own homes or rented properties and 95 in designated supported accommodation. Furthermore, there are 26 cases, either waiting for an assessment or on a waiting list for a service, with all of our 10 commissioned providers delivering higher numbers than their contractual obligations. It is therefore reasonable to assume that given the 58 units currently being provided above the total numbers commissioned and the 26 waiting for an assessment or on the waiting list, that we have a total surplus demand of 84 cases at present. It should also be noted that this data does not include approximately 55 others in emergency accommodation, such as bed and breakfast.
 - hh. Further analysis of the Housing Support Grant data has highlighted, an increase in the need for intervention in domestic abuse case, during the lockdown period, despite the fact that a number of incidents have only recently been reported, following the removal of some restrictions imposed due to Covid-19. Consequently, with increasing number of perpetrators away from the household, victims / survivors have taken the opportunity to report matters to the relevant authorities. There has also been a noticeable increase in cases involving mental health, substance misuse, and general homelessness. Furthermore, it has been evident that cases are becoming more complex, with a numerous issues requiring intervention and support, with increasing examples of this in our older people service (aged 55+). Without doubt, we have witnessed a clear shift in case intensity from low to medium to a medium to high level, where provision needs to move from a preventative approach, which has been the case historically, towards one focused on targeted and specialist early intervention.

- ii. Five innovative individual wellbeing projects were delivered aimed at various groups, led by Housing Services in collaboration with various partners. Funding, in the main, was sourced by Medrwn Môn via various grant streams including the National Lottery. Groups included Children with disabilities / Adults with learning disabilities and those supported by the Housing Support Grant / North Anglesey Children funded by Magnox / Children on the child protection register and looked after children / Council housing tenants. Wellbeing packs offered gardening resources or indoor resources in order to support wellbeing. Over 1,000 residents received wellbeing packs and positive outcomes reported. Individualised reports for each project are available through Housing Services. Deliveries for these projects were undertaken as a multi-agency approach between Clwyd Alyn and SKY.

5.2 Community Tensions / Cohesion aspects

5.2.1. The challenge

Community Tension can vary by definition depending on a given context or situation. Welsh Government have previously stated in a National Community Cohesion Plan that Local Authorities need to recognize and respond at an early stage to address community tensions and that a community tension monitoring process need to be put in place to respond to local issues. For this to be delivered effectively, it is necessary that the number of potential incidents are identified through tension monitoring systems which are sustainable and are responsive to emerging tensions when and if they arise.

5.2.2. Tension Monitoring Network – A new Sub-Regional Tension monitoring group was established for the purpose of obtaining sharper intelligence with input from Police District Inspectors from Llangefni, Caernarfon, Dolgellau, Portmadog and Llandudno during the pandemic. As the pandemic developed, stronger links were established with licensing and other agencies e.g. National Park, Maritime etc. Links were also strengthened with third sector organizations through a weekly North Wales Community Resilience Group, and through weekly meetings with designated County Community Cohesion leads and with Welsh Government to provide and receive updates from other regions of Wales.

A 'Community Tensions reporting Form' was sent to all Town and Community Councils in Anglesey to report concerns and incidents of community tensions and in order to create stronger links from grass-root communities.

Twice weekly tension monitoring report was prepared for management teams in the three counties with tensions ranked as high, medium and low, together with the latest police incident statistics on Covid19 related incidents, national tensions, hate and other types of crime etc.

As the pandemic extended, and in order to develop practical operational responses, local Tension Monitoring Groups were established in each county, which involved input from partner organisations e.g. NRW as well as representatives from Highways, Maritime, Housing, Trading Standards, Environmental Health, Police, LA Communications Team etc.

In addition, there was regular contact with local BAME organisations to monitor any hate crime or community tensions e.g. NWAMI, NWREN, Victim Support etc. and a new private sector housing Antisocial Behavior Group was established with Environmental Health and the Police playing a leading role.

5.2.3. Community Tensions – The Community Cohesion Team were involved in monitoring several types of tensions during the pandemic, however the table below contains a sample of matters which affected community tensions on the Isle of Anglesey:-

| No. | Tension Issue |
|-----|--|
| 1. | Religious Centers Closing e.g. Bangor Mosque which serves Anglesey |
| 2. | Holiday makers disregarding restrictions – fear of incomers by locals |
| 3. | Youths roaming around estates together in large groups (breaking restrictions) |
| 4. | Huge number of negative posts on social media (hate crime related) |
| 5. | Heavy occupation of second homes e.g. Rhosneigr, Rhoscolyn etc. |
| 6. | 'Close the Bridges' Facebook page calling for the army to be involved |
| 7. | Graffiti and signage – “go home, visitors you are not welcome” messages |
| 8. | Local beach access roads being closed or illegally blocked e.g. Aberffraw |
| 9. | Threats of vigilantism e.g. encouraging people to throw stones at visitors or worse |
| 10. | Large groups of people having parties – thereby breaking lockdown rules |
| 11. | Numerous instances of unauthorised 'wild camping' |
| 12. | Significant rise in hate crime incidents compared to last year to date |
| 13. | Attacks on Police & Public service officers e.g. spitting |
| 14. | BAME communities being more at risk to CV19 |
| 15. | Concerns about factory workers travelling together to work e.g. '2 Sisters' |
| 16. | Roads to beaches and homes being blocked by double-parking on lanes |
| 17. | Significant CV19 outbreak at the '2 Sisters' factory, Llangefni |
| 18. | Continued rental of 'Air B&B's' during lockdown |
| 19. | Some campsites initially flaunting CV19 lockdown rules |
| 20. | Youths congregating in parks in large groups |
| 21. | Reports of increased levels of domestic abuse and violence in homes |
| 22. | Siting of homeless pods in a residential area in Llangefni |
| 23. | Fear of Gypsy and Traveler convoy returning to Ireland with deceased |
| 24. | Sensitivities of various religious festivals during lockdown e.g. RAMADAN, EID, Jewish Festival etc. |
| 25. | Burial limitations due to religious requirements during lockdown |
| 26. | Lack of availability of PPE for front-line keyworkers |
| 27. | Stockpiling of foods and supplies and shortages in e.g. corner shops |
| 28. | Implications of schools re-opening following a local outbreak |
| 29. | Motor homes and caravans locating themselves in unauthorized sites |
| 30. | Threat of criminal damage to 5G mobile phone masts |
| 31. | CV19 Fraud (different instances, contexts and settings) |
| 32. | Open-air drug-dealing on Council Housing Estates (linked to county-lines) |
| 33. | Burglaries of empty properties (business and private) during lockdown |
| 34. | Increased antisocial behavior at homeless B&B's and housing estates |
| 35. | Media activity hyping up local concerns about coronavirus (sensationalism) |

| | |
|-----|--|
| 36. | Lack of availability of local CV19 testing stations across the Island |
| 37. | Availability of medical supplies to pharmacies due to increased demands |
| 38. | Concern about future of care and nursing homes due to the pandemic |
| 39. | Worry that there were not enough ventilators or oxygen supplies in place |
| 40. | BLM protests in Bangor and Caernarfon – attended by Anglesey residents |
| 41. | Statues and commemorative structures at risk following BLM |
| 42. | Visitors breaking lockdown regulations and travelling to N Wales for picnics to and beauty spots for the day/weekend |
| 43. | English-Welsh and Welsh-English tensions driven by local/visitor tensions |
| 44. | Lack of clarity regarding CV19 regulations in Wales (from Welsh Govt.) |
| 45. | Traffic and parking issues in several well-known hotspots e.g. Newborough |
| 46. | Increased litter and overflowing bins at certain tourist destinations |
| 47. | Overpopulated beaches and little social distancing on popular beaches |
| 48. | Parking offences on approach roads to busy beaches & tourist destinations |
| 49. | Increase in fly-tipping due to recycling centres being closed |
| 50. | Graffiti daubed on the Marquis of Anglesey's Column in Llanfairpwll |

5.2.4. Outcome - The above community tensions have necessitated various responses from various partners and organisations including departments of the County Council. Some of the community tension monitoring groups have now reduced their meeting frequency but a new Community Cohesion Forum has been established to support a more robust and sustainable framework going forward for the Autumn and Winter, which should provide a cleaner mechanism for partnership working with e.g. the BAME sector and key partners like North Wales Police and BCUHB.

5.3 Collaboration in terms of Testing and TTP

5.3.2 The challenge

- a. Welsh Government published the 'Test, Trace, Protect Strategy'³ for testing the public and tracing the spread of Coronavirus in Wales. (<https://gov.wales/test-trace-protect>)
- b. The Plan outlined three major activities that needed to be progressed:
 - Population Surveillance
 - Sampling and Testing
 - Contact Tracing and Case Management
- c. The Strategy outlines a three-tiered approach to Contact Tracing in Wales – National Tier, Regional Cell and Local Cell
- d. Effective delivery of the strategy could not be met from the health protection resources within Public Health Wales or Local Government and as a result the nature of the patient identifiable information collected and distributed meant that the resource would be sought from the redeployment of existing public sector workers
- e. The use of a non-specialist workforce is essential to allow specialist resources in Environmental Health Officers and the health protection teams in Public Health Wales to focus on the more complex tasks and outbreaks

³ Test, Trace, Protect Strategy published by Welsh Government on 13th May, 2020

- f. IACC, based on the experience of the Ceredigion pilot, volunteered to establish and pilot a Contact Tracing process on the Island to inform the development of a Regional Model.

5.3.3 How the Council responded

- a. IACC, along with all other Local Authorities in Wales, recognised it had a key role to play in mobilising local tier activity in line with National Guidance
- b. Local authorities focused on the establishment of the local cells whilst influencing and engaging to ensure the Regional Cell was effectively established to meet local needs
- c. The IACC reviewed the Strategy and liaised other Local Authorities, PHW and BCUHB to establish a Contact Tracing pilot project on the Island to inform the development of the Regional TTP approach
- d. In establishing the TTP Pilot and subsequent Regional approach, the Council re-deployed staff to the following roles within the Local Cell:
 - i. Business Support Manager
 - ii. Contact Tracer
 - iii. Contact Advisor
 - iv. Administrative Support
- e. Environmental Health Support was provided by the Public Protection function
- f. Clinical and Public Health support was provided by the Regional Cell which was led by PHW/ BCUHB
- g. Once the contact tracing process was operational the Council focused, along with other North Wales Local Authorities, PHW and BCUHB in establishing and embedding the service on a longer term basis – this included reviewing workforce need and adopting an employment model, data protection, governance etc.
- h. £11.2M was secured from Welsh Government to ensure the TTP Strategy is delivered until March 2021
- i. An employed team is now in place to ensure the Contact Tracing process is effectively delivered until March, 2021.

5.3.4 Outcome

- a. An effective Contact Tracing process
- b. A proactive response enabled the Council to mobilise the local tier quickly and effectively in line with the national and regional approach with the aim of reducing the risk of infection and the spread of infection within the Island's communities, reducing the number of hospitalised cases and ultimately lowering Covid-19 mortality rates
- c. The 2 Sisters outbreak was effectively managed and did not spread into the community
- d. The Contact Tracing process continues to operate effectively.

6 **LESSONS LEARNED AND WAY FORWARD**

In dealing with any emergency there is a need to reflect and learn and capture key information to inform future planning. An initial reflection and learning exercise was undertaken in late June 2020. This took the form of a SWOT analysis (strengths, weaknesses, opportunities, threats) which was completed individually by members of the management team in Service areas and collated into a single submission by the

Head of Service/ Director. Following further review and consideration, the Strategic Leadership Team (SLT) agreed the standout issues from a corporate perspective:

Strengths

1. Information Technology has enabled effective home working (business continuity)
2. Top down communications have been effective and positive
3. Collaboration internally and with partners has been important and effective (building on arrangements pre-COVID)
4. Most of the workforce has adapted quickly and effectively to a different way of working and/ or new requirements (new behaviors and capabilities)
5. Workforce resilience and commitment
6. Carbon reduction and environmental benefits (need to measure/ quantify)

Weaknesses

1. Information Technology difficulties at home (broadband, slowness of citrix etc.)
2. Resilience and flexibility of telephony system
3. Continued use of paper processes in some areas with dependence on manual processes (photocopying, scanning etc.)
4. Difficulties of home working for some staff – inability, unsuitable workspaces, self-isolation, overseeing performance, supporting, managing from distance, welfare etc.
5. Challenge of long hours, ensuring work life balance, and ability to take time off for some staff
6. Inconsistencies in management and leadership styles, capabilities, and behaviors impacts on staff and outputs

Opportunities

1. Further exploit Information Technology – virtual meetings, electronic processing, office 365, communication etc.
2. Achieving a better balance between office and home working, with work-life balance and well-being benefits
3. Reducing Service silos, working more thematically across the structure to improve awareness, understanding, and performance
4. Reviewing how services are structured, delivered, and associated processes utilised to improve performance and effectiveness
5. Improve efficiency by reducing travel times to meetings, mileage, need for office space and manual processes
6. Mainstreaming environmental, climate, and decarbonisation benefits by adopting new working policies, protocols, and practices

Threats

1. Business continuity and resilience dependent on Information Technology
2. Working from home can be intense and lonely or some staff, impacting negatively on team cohesion and ability to integrate new staff
3. Lack of ability to recognise and adopt new dynamic digital solutions (with resistance to change from some staff)
4. Resilience, capacity and capability in some key work areas is shallow and slender
5. Negative personal welfare and wellbeing impacts on some staff, with demands and uncertainty creating stress and anxiety (difficult to detect, support, and manage remotely)
6. Some staff unable to adapt and change, becoming a barrier to progress and impacting negatively on their own wellbeing
7. Moderating internal controls increases risks and likelihood of non-compliance, fraud, errors etc.

The output from the SWOT analysis process, as summarised above, is being utilised to inform and influence the organisational development recovery action plan (and associated decisions on resources).

7 RECOVERY PLANNING AND ARRANGEMENTS

- 7.1 The report submitted to the Executive on 13th July and 17th August reported on the Council's framework and recovery work streams. In the first instance, the recovery work programmes will be reported to the Corporate Transformation Board, which include Scrutiny Member input. Then, summative reports will be submitted to the Scrutiny Committees. This will provide the opportunity for the Committee to scrutinise progress on the delivery of key thematic areas and shape the Committees' work programmes in moving forward.

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

N/a

7 – Financial Implications

8 – Appendices:

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

Scoping Paper: Partnership and Regeneration Scrutiny Committee, 21/09/2020.
Scrutinising Community Aspects of the Council's Response to the Covid-19 Emergency

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

Date: 07/09/20

| ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template | |
|---|--|
| Committee: | Partnership & Regeneration Scrutiny Committee |
| Date: | 21 September, 2020 |
| Subject: | Partnership & Regeneration Scrutiny Committee Forward Work Programme |
| Purpose of Report: | Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2020/21 |
| Scrutiny Chair: | Cllr Gwilym Owen Jones |
| Portfolio Holder(s): | Not applicable |
| Head of Service: | Lynn Ball, Head of Function (Council Business) / Monitoring Officer |
| Report Author: | Anwen Davies, Scrutiny Manager |
| Tel: | 01248 752578 |
| Email: | AnwenDavies@ynysmon.gov.uk |
| Local Members: | Applicable to all Scrutiny Members |

25

| 1 - Recommendation/s |
|--|
| <p>The Committee is requested to:</p> <p>R1 agree the current version of the forward work programme for 2020/21</p> <p>R2 note progress thus far in implementing the forward work programme.</p> |

| 2 – Link to Council Plan / Other Corporate Priorities |
|--|
| <p>Effective work programming is the foundation of effective local government scrutiny. Our Scrutiny rolling forward work programmes are aligned with the corporate priorities of the 2017/2022 Council Plan and corporate transformation programmes – ensuring the role of Member scrutiny makes a tangible contribution to the Council’s improvement priorities.</p> |

| 3 – Guiding Principles for Scrutiny Members |
|---|
| <p>To assist Members when scrutinising the topic:-</p> <p>3.1 Impact the matter has on individuals and communities [focus on customer/citizen]</p> <p>3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [focus on value]</p> <p>3.3 A look at any risks [focus on risk]</p> <p>3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]</p> <p>3.5 Looking at plans and proposals from a perspective of:</p> <ul style="list-style-type: none"> • Long term • Prevention • Integration • Collaboration • Involvement <p>[focus on wellbeing]</p> |

4 - Key Scrutiny Questions

5 – Background / Context

1. Background

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

- i. Challenge around prioritising work streams
- ii. Need for a member-led approach and interface with officers.

1.2 Basic principles of good work programming²

- Work programming should not be a “start-stop” process
- Complementary work programmes for separate scrutiny committees
- Balance between different methods of work
- An effective process for reporting / escalating issues to the Executive
- Input and views of internal stakeholders
- Close working with the Executive
- Links with the Annual Scrutiny Report (evaluation and improvement tool).

2. Local context

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

- Strategic aspects
- Citizen / other stakeholder engagement and outcomes
- Priorities of the 2017/2022 Council Plan and transformation projects
- Risks and the work of inspection and regulation
- Matters on the forward work programme of the Executive.

Outcome: rolling work programmes for scrutiny committees which are aligned with corporate priorities.

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

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

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

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

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

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

2.4 **Impact of the current Emergency on the Committee’s Work Programme**

The current period (**managing the emergency response to the Pandemic, the Recovery Period and gradually returning to the New Norm**) are extremely challenging periods for the Council and every other public organisation throughout Wales as we continue to face the challenges of the Covid-19 emergency and it is inevitable that this will impact on the Committee’s work programme. As a result, the Council has changed its way of working as a result of the global health emergency. During an emergency period, governance and accountability are of key importance.

The Centre for Public Scrutiny proposes a specific scrutiny model as a result of the pandemic, which in conjunction with the Council’s Committee Strategy provides a structure to inform the Committee’s work programme. A summary is provided below:

- i. Focus on a smaller number of key issues around “life and limb” aspects of local people’s lives
- ii. Maintain a “watching brief” over Council services, performance and financial matters
- iii. **Specific elements of the Scrutiny Model**
 - Overview of the Council’s response to Covid-19
 - Specific overview of *life and limb* matters (social care legislation, safeguarding children and adults; public health)
 - Continued overview of the Council’s financial matters
 - Act as a conduit for community experiences.

3. **Issues for consideration**

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2020/21 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document.³

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

³ Meeting of the Partnership and Regeneration Scrutiny Committee convened on 11th March, 2020

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

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

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

7 – Financial Implications

Not applicable.

8 – Appendices:

Partnership & Regeneration Scrutiny Committee Forward Work Programme 2020/21

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

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

ITEMS SCHEDULED FOR SCRUTINY → SEPTEMBER 2020 – APRIL, 2021
[Version dated 04/09/20]

| CORPORATE SCRUTINY COMMITTEE | PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE |
|--|---|
| September, 2020 (14/09/20) | September, 2020 (21/09/20) |
| Scrutiny of the Council's Response to Covid-19 Emergency (including the financial impact) | Public Services Board Annual Report 2019/20 |
| Committee Forward Work Programme for 2020/21 | Scrutiny of Partnership Aspects: Council's Response to Covid-19 Emergency |
| | Committee Forward Work Programme for 2020/21 |
| September, 2020 (22/09/20) | |
| Social Services Improvement Plan Progress Report and Social Services Improvement Panel Progress Report | |
| Annual Report of the Statutory Director of Social Services 2019/20 | |
| | |
| October, 2020 (20/10/20) | October, 2020 (22/10/20) |
| Corporate Prevention Strategy | Annual Report: Regional Partnership Board (Part 9: Health and Social Services) (to be confirmed) |
| Annual Delivery Plan 2019/20 | Community Safety Partnership: Annual Report 2019/20 |
| Annual Delivery Plan 2020/21 (to be confirmed) | Governance Arrangement 2 - North Wales Economic Ambition Board |
| | |
| November, 2020 (02/11/20) [budget 2021/22] | November, 2020 (10/11/20) |
| 2021/22 Initial Budget Proposals | Public Services Board - scrutiny of governance arrangements |
| Consultation Plan for the 2021/22 Budget | Schools' Standards Report (Summer, 2020) (to be confirmed) |
| Finance Scrutiny Panel Progress Report | GwE Annual Report 2019/20 (to be confirmed) |
| November, 2020 (17/11/20) [Q2] | Schools Progress Review Panel Progress Report |
| Budget Monitoring Quarter 2 | |
| Finance Scrutiny Panel Progress Report | |
| | |
| | January, 2021 (19/01/21) |
| | |
| | |
| February, 2021 (01/02/21) [budget 2021/22] | February, 2021 (09/02/21) |
| Final Draft Budget Proposals 2021/22 | |
| Finance Scrutiny Panel Progress Report | |
| | |
| March, 2021 (08/03/21) | March, 2021 (09/03/21) |

| CORPORATE SCRUTINY COMMITTEE | PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE |
|--|---|
| Social Services Improvement Plan Progress Report and Social Services Improvement Panel Progress Report | Public Services Board - scrutiny of progress on delivery of the Well-being Plan |
| April, 2021 (12/04/21) | April, 2021 (14/04/21) |

Items to be Agenda'd:

Transformation of Learning Disabilities Day Opportunities

Schools' Modernisation Programme – Llangefni area