

# 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  
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<b>RHYBUDD O GYFARFOD</b>	<b>NOTICE OF MEETING</b>
<b>PWYLLGOR SGRIWTINI CORFFORAETHOL</b>	<b>CORPORATE SCRUTINY COMMITTEE</b>
<b>DYDD MAWRTH, 17 TACHWEDD, 2020 am 1:00 y. p.</b>	<b>TUESDAY, 17 NOVEMBER 2020 at 1.00 pm</b>
<b>CYFARFOD RHITHIOL</b>	<b>VIRTUAL MEETING</b>
<b>Swyddog Pwyllgor</b>	<b>Ann Holmes 01248 752518</b>
	<b>Committee Officer</b>

## **AELODAU/MEMBERS**

Cynghorydd/Councillor:

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

Lewis Davies, John Griffith, Dylan Rees (*Is-Gadeirydd/Vice-Chair*), Alun Roberts, Nicola Roberts

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

Richard Griffiths, Richard O. Jones

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

J. Arwel Roberts

## **ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS**

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

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

Mr Keith Roberts (Yr Eglwys Gatholig / The Catholic Church)

Mrs Anest G. Frazer (Yr Eglwys yng Nghymru / The Church in Wales)

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

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

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

**1     DECLARATION OF INTEREST**

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

**2     MINUTES OF THE PREVIOUS MEETINGS (Pages 1 - 12)**

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

- 14 October, 2020 (Call-in)
- 20 October, 2020

**3     ANNUAL DELIVERY DOCUMENT (IMPROVEMENT PLAN) 2020/21 (Pages 13 - 22)**

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

**4     MONITORING PERFORMANCE: CORPORATE SCORECARD QUARTER 2 2020/21 (Pages 23 - 36)**

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

**5     FINANCE SCRUTINY PANEL PROGRESS REPORT**

To receive a verbal update.

**6     FORWARD WORK PROGRAMME (Pages 37 - 42)**

To present the report of the Scrutiny Manager.

## CORPORATE SCRUTINY COMMITTEE – CALL-IN OF DECISION

### Minutes of the virtual meeting held on 14 October, 2020

**Present:** Councillor Aled M Jones – Chair  
Councillor Dylan Rees – Vice-Chair

Councillors John Griffith, Richard Griffiths, Richard O Jones, Bryan Owen, Alun Roberts, J Arwel Roberts.

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

Councillor K P Hughes, Eric W Jones, Peter Rogers.

### **Portfolio Member**

Councillor Bob Parry OBE FRAGS – Portfolio Member (Highways, Property and Waste).

**In Attendance :** Chief Executive,  
Deputy Chief Executive,  
Director of Function (Resources)/Section 151 Officer,  
Head of Highways, Property and Waste,  
Principal Valuation Officer (TDE),  
Legal Services Manager (RJ),  
Solicitor (AJ),  
Head of Democratic Services,  
Scrutiny Manager (AD),  
Communications Officer (GJ),  
Committee Officer (MEH).

**Apologies:** Councillors Nicola Roberts and Lewis Davies.  
Councillor Robin Williams – Portfolio Holder (Finance).

**Also Present:** Leader of the Council – Councillor Llinos M Huws,  
Councillors R A Dew, T LI Hughes OBE, Carwyn Jones, G O Jones, R Meirion Jones, Alun Mummery, Dafydd Roberts, Dafydd R Thomas, Ieuan Williams.

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## 1 DECLARATION OF INTEREST

Declarations of interest were received as follows:-

Councillor K P Hughes declared a personal interest in respect of Item 2 as he represents the County Council on the Anglesey Agricultural Society. Following legal opinion he was allowed to speak in respect of this item.

Councillors Aled M Jones, Bryan Owen and Bob Parry OBE FRAGS declared a personal but not prejudicial interest in respect of Item 2.

## **2 CALL-IN A DECISION - LAND AT MONA INDUSTRIAL ESTATE - APPLICATION BY THE ANGLESEY AGRICULTURAL SOCIETY TO AMEND LEASE CONDITIONS**

A decision made by the Executive at its meeting held on 28 September, 2020 in relation to the Application by the Anglesey Agricultural Society to amend lease conditions which was called in by Councillors Peter Rogers, Eric Jones, Bryan Owen, K P Hughes and Aled M Jones. The Executive's decision, the call-in request and the report of the Head of Highways, Property and Waste was presented.

Councillor Peter Rogers as Lead Call-In Member, explained the reasons for calling in the decision made by the Executive on 28 September, 2020 as set out in the call-in request form which was as follows:-

'The decision that the Executive made as obviously made without fully appreciating the severe economic strain the Anglesey Show is itself under. The Show and Showground provide immense social and economic benefit to the Island of Anglesey and in uncertain times I believe we have a responsibility to do everything we can to help ensure its future'.

The Chair read out the following to the Committee:-

- Correspondence dated 13 October, 2020 from the Chair of the Anglesey Agricultural Society;
- Correspondence, referred to as Appendix 1, dated 8 June, 2020 from the Anglesey Agricultural Society together with email sent by the Principal Valuation Officer to Mr Gareth Dawkins, HMRC;
- Correspondence from the Society to the Council dated 22 July, 2020.

Councillor Rogers as Lead Call-In Member, said there are concerns as to the future of the Anglesey Agricultural Society as the Show had to be cancelled this year due to the pandemic as have other organised events on the showground. He noted that the Society is in financial difficulties and also has had to dismiss the staff employed and is totally dependent on volunteers to try and secure the future of the Anglesey Agricultural Society. Having the opportunity to sub-lease the land at the Mona Industrial Estate for the provision of a facility for 100 HGV's plus some temporary ancillary buildings in readiness of final departure from the EU could have been a financial lifeline for the Anglesey Agricultural Society. The Executive's decision on 28<sup>th</sup> September, 2020 to refuse the sub-lease of the land at Mona Industrial Estate was that HGV's would be travelling through the villages on the A5 highway. Councillor Rogers expressed that there is no need for the HGV's to travel through the villages; when the A55 was constructed a road was constructed right across the edge of the Showground to carry thousands of tonnes of stone from the Quarries

off the A5 onto the site of the A55 and now a high bank of soil is blocking the entrance onto a layby. The Anglesey Agricultural Society owns all the land at this site and this could be used for entrance from the A55. The alternative is that the HGV's turn off at Junction 6 of the A55 and travel along the A5 to the Mona Industrial Estate; the traffic would not be travelling through any village. Councillor Rogers further said that Mona Industrial Estate has numerous businesses operating from the site already. He said that the Authority has not consulted with the Anglesey Agricultural Society and he considered that the Authority and the Society could have gained financial in accepting that the Mona Industrial Estate could be developed as a storage facility of HGV's if there is a no deal Brexit; the UK will be leaving the EU in January next year.

Councillor Rogers asked the Committee to defer the decision on the Call-In of the Decision of the Executive and that consultation needs to take place with the Anglesey Agricultural Society and HMRC for the development of the Mona Industrial Estate site. Councillor Bryan Owen seconded the proposal.

Councillors K P Hughes, Eric Jones and Bryan Owen were given the opportunity to speak as signatories of the call-in request and raised the following matters:-

- This would have been an opportunity for the Anglesey Agricultural Society and the Council to financially gain from the development of the site at Mona Industrial Estate for the storage facility of HGV's;
- Reference was made that the Council has not discussed the options for the site at Mona Industrial Estate with the Society nor the residents near the site;
- There is an option for the HGV's to exit from Junction 6 (Turnpike) along the A5 to the Mona Industrial Estate with not having to travel through any village. A Traffic Management Plan would have been commissioned for any use of the site at Mona;
- The Government has indicated that only one ferry port in Wales will have a free port status;
- The potential loss of the Anglesey Agricultural Society would have a major impact on the enjoyment of the residents and visitors to the Island and would affect the agricultural life of Anglesey.

Councillor Bob Parry OBE FRAGS, Portfolio Holder for Highways, Property and Waste said that during discussion in 2019, as regards to the identifying suitable land for the storage of HGV's to and from the port of Holyhead, the Parc Cybi site, Truckstop Facilities at Holyhead and Mona Industrial Estate were considered. He noted that a lease agreement for approximately 17 hectares of land within the buffer zone was entered into with the Anglesey Agricultural Society in 2018 to allow use as a park and ride facility for the two day Anglesey Show in August. The MOD has imposed restrictions on the Council's freehold title as regards to entrance to any emergency situation that may arise for the use of the runway at Mona Airfield together with restrictions on the building on site near the runway. He noted that the Executive had given due consideration to the application by the Anglesey Agricultural Society to amend the lease conditions and it was considered that amending the lease due to the MOD restrictions would not be feasible. Councillor Parry further said that appropriate sites are on the A55 i.e. Parc Cybi Holyhead,

and land at the recently completed Park and Share in Gaerwen; both sites would be far safer for the HGV's to turn off the A55 to these facilities.

Councillor Parry expressed that the future of the Anglesey Show is of concern but there are other funding avenues for the Anglesey Agricultural Society to seek funding i.e. The Anglesey Charitable Association.

The Head of Highways, Property and Waste reported the lease agreement with the Anglesey Agricultural Society is a contractual term of an initial 5 years commencing on 15<sup>th</sup> March, 2018 and expiring on 14<sup>th</sup> March, 2023 with an option to renew for a further 5 years until 14<sup>th</sup> March, 2028. He noted that the Isle of Anglesey Borough Council bought the land from the MOD and legal restrictions were imposed as regards to the use of the land on the Council and its tenant. The Society has used land for the use of park and ride facility during the two days of the Agricultural Show and the land was used during adverse weather conditions during the week of the National Eisteddfod in 2017. The Head of Highways, Property and Waste said that a site for the HGV's is required in January next year and the site at Mona would need substantial mitigation actions with the need for a new junction off the A55, the lifting of numerous legal conditions and would impair on the commercial lease agreement.

The Principal Valuation Officer reported that the correspondence by the Anglesey Agricultural Society read out to this Committee is incorrect as regards that the Council had suggested the Mona Industrial Estate as a site to store/stack HGV's to and from the port of Holyhead; HMRC had contacted the Authority with the suggestion of the Mona Industrial Estate a site. The Chair questioned whether the contents of the email from HMRC was discuss with the Portfolio Holder. The Head of Highways, Property and Waste that the matter was discussed with the Portfolio Holder at the time but there was no information as regards to the level of use of the land at Mona and no mention of 100 HGV's to be checked on the site.

The Deputy Chief Executive explained that up to the 18 October, 2019 the Authority and Welsh Government were preparing for a no-deal Brexit. A contingency plan was needed to be put in place for the HGV's potentially impacted or delayed by the new border arrangements at the Port of Holyhead. The Road King Site in Holyhead was the main site for the storage of the HGV's, then the Parc Cybi road as contraflow between Junction 2 and 3 of the A55, and land at the Mona Industrial site to store up to 500 – 600 HGV's. Following the 18 October, 2019 the Authority did not receive any correspondence thereafter on a strategic or political level for storing HGV's until an email was received by the Property Department by HMRC in April 2020 as regards to the lease on the land at Mona Industrial Estate. The lease related for a minimum of 5 years with HMRC/DEFRA activities to be undertaken. The Authority and Welsh Government were not afforded discussions on a strategic level as regards to the matter. Thereafter, the Authority requested that it was part of the negotiations as regards to the preparations and requirements of HMRC and Defa and to be able to afford local information regarding the Island and to safeguard the amenities of residents of the Island. The Deputy Chief Executive said that the Authority has suggested numerous locations for the storage of HGV's i.e. Business Parks along every junction along the A55, and negotiations are still continuing with HMRC and Defra. The Chair questioned whether the Officers from

the Authority have met on site with representatives from the Anglesey Agricultural Society. He also noted that there has been mention in this Committee that there is a road that was used during the construction of the A55 near the site which would result in HGV traffic not having to travel through the village of Gwalchmai. The Deputy Chief Executive responded that at present the Authority's negotiations are specifically with the Officers in Welsh Government and HMRC and the Authority has only made observations on the Mona Industrial Estate site and no reference has been made to the Anglesey Show Ground site. Reference has been made to HMRC that a road from the A55 exists through the showground but it is inevitable that a new junction off the A55 would need to be constructed and a flyover to enable HGV's to be able to enter the site from both directions from the ferries at last mornings and night time. The Deputy Chief Executive further said that no formal meeting has taken place with representatives from the Anglesey Agricultural Society as the Anglesey Showground has not been part of discussions with the other government bodies.

The Deputy Chief Executive said that a recent email has been received from HMRC which stipulates that the location site for 5 years, HMRC/DEFRA facility has been considered internally and that Mona Industrial Estate is now not part of their consideration as a suitable site following the local opinion. However, negotiations are still taking place but no specific site has been identified at present.

The Legal Services Manager read out the current leasehold agreement with the Anglesey Agricultural Society as is shown within the report to the Committee.

The Chair read out an email on behalf of Councillor Nicola Roberts, a Member of the Committee and a Local Member for the Canolbarth Môn Ward who was unable to attend the meeting due to illness.

Councillor Dylan Rees a Member of the Committee and a Local Member for the Canolbarth Môn Ward and he referred to the Officer's report as regards to recommendation of refusal of the amendment to the lease conditions. He expressed that the HGV's drivers will be dependent of satnavs and it will be inevitable that they will take the route through the village of Gwalchmai which will be dangerous as cars park outside the local post office and outside their residents homes. Councillor Rees read out a letter by a resident of the village.

The Portfolio Holder for Highways, Property and Waste expressed that there are deep concerns in the village of Gwalchmai as to the potential level of heavy traffic that would travel through the village if land at the Mona Industrial Estate was to be used for HGV's. He read out a letter on behalf of the Trewalchmai Community Council to the Committee. He noted that there are other villages along the A5 that could be affected. He further said that the lease stipulates that no buildings can be erected near the runway at Mona and DEFRA would need adequate buildings to enable to carry checks on the HGV's documentation.

The Committee considered the information presented and made points as follows:-

- Reference made as to the timeframe for the possible construction of a slip road and fly-over off the A55 as the United Kingdom will leave the EU in January,

2021. The Head of Highways, Property and Waste responded that it would be a matter for Welsh Government to decide on any construction on the A55 but it would be estimated it would take at least two years to construct and at a cost of £6m to £7m;

- The effect on the local residents, near the Mona Industrial Estate and the effect of residents in the villages on the A5 would be unacceptable due to HGV's travelling back and forwards through the villages;
- There are other locations near the Port of Holyhead i.e. Parc Cybi which would be more suitable for such activities of storing/stacking HGV's;
- Whilst expressing deep concern for the future of the Anglesey Agricultural Show it was considered that the Society could seek funding from other source of funding i.e. the Charitable Association.

Councillor R O Jones proposed that the call-in request be rejected and Councillor J Arwel Roberts seconded the proposal.

In the ensuing vote the proposal to reject the call-in was carried, and

**It was RESOLVED to reject the call-in of the Executive's decision from its meeting held on 28 September, 2020 in relation to Land at Mona Industrial Estate – Application by the Anglesey Agricultural Society to amend lease conditions.**

*The Executive's decision of the 28 September, 2020 therefore takes effect forthwith.*

**COUNCILLOR ALED M JONES  
CHAIR**



# CORPORATE SCRUTINY COMMITTEE

## Minutes of the virtual meeting held on 20 October 2020

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

Councillors John Griffith, Richard Griffiths, Richard Owain Jones, Alun Roberts, J A Roberts and Bryan Owen.

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

### Portfolio Members

Leader of the Council – Councillor Llinos M Huws  
Councillor R Meirion Jones – Portfolio Member for Education, Libraries, Culture and Youth,  
Councillor Richard Dew – Portfolio Member for Planning and Public Protection),  
Councillor Carwyn Jones – Portfolio Member for Economic Development and Major Projects,  
Councillor Bob Parry OBE FRAGS – Portfolio Member for Highways, Property and Waste,  
Councillor Robin Williams – Portfolio Member for Finance.

**IN ATTENDANCE:** Chief Executive,  
Deputy Chief Executive,  
Director of Function (Resources)/Section 151 Officer,  
Interim Director of Social Services,  
Head of Profession (Human Resources) and Transformation,  
Head of Housing Services,  
Head of Highways, Property and Waste,  
Interim Head of Regulation and Place,  
Head of Democratic Services,  
Programme, Business Planning and Performance Manager (GM),  
Scrutiny Manager,  
Committee Officer (MEH).

**ALSO PRESENT:** Bethan Roberts (Audit Wales)

**APOLOGIES:** Councillors Lewis Davies and Nicola Roberts.  
Mr Dyfed Jones – Co-opted Member,  
Mrs Llio Johnson – Co-opted Member.

Councillor Ieuan Williams – Deputy Leader of the Council

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### 1 DECLARATION OF INTEREST

None received.

## **2 MINUTES OF THE PREVIOUS MEETINGS**

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

- Minutes of the meeting held on 27 February, 2020 (*not previously presented to the Committee*);
- Minutes of the meeting held on 14 September, 2020
- Minutes of the meeting held on 22 September, 2020 (Extraordinary).

## **3 CORPORATE PREVENTION STRATEGY**

The report of the Interim Director of Social Services was presented as an overview of the proposed Corporate Prevention and Early Intervention Strategy and the timeframe for implementation.

The Leader of the Council said that the strategy is to promote people to be able to have a better quality of life. The Prevention Action is defined as the adoption of approaches which build on the active participation of service users and communities to ensure improved outcomes and contribute significantly to making the best possible use of money and other assets. These approaches help to eradicate duplication and waste, whilst critically reduce demand from the system over the longer term. It is essential to continue to build stronger relationships both within the Council and with partners, communities and residents in order to find new ways of working and delivering services to address local needs.

The Principal Development Officer (Housing Services) reported that the Prevention and Early Intervention has an integral role to play in reducing demand upon statutory, frontline provision, thus reducing costs and ensuring that all citizens including some of the most vulnerable receive timely interventions to meet their diverse needs. The Strategy will focus on an Authority wide approach, as outlined in the Action Plan, and will be implemented in parallel with the Council's Corporate Plan in achieving the 3 core corporate aims as outlined in the report. He further reported that there is a need for a corporate approach and ownership of the Prevention Strategy which includes financial and staff time across all the Council's Departments if the aims of the Corporate Prevention and Early Intervention Strategy is to be fully achieved. Financial commitment is to be identified over the forthcoming 18 months to 2 years as needs and priorities become clearer.

In considering the report, the Committee raised the following issues:-

- Clarification was sought as to the financial implications of the Corporate Prevention and Early Intervention Strategy. The Director of Function (Resources)/Section 151 Officer responded that additional funding will not be forthcoming from WG but the purpose of the Strategy is to save additional financial burden on public services and an invest to save programme needs to be put in place to start the process which creates saving in the long term and benefits from the Strategy may not materialise for a number of years;

- Reference was made to the asset based approaches which has been established in the Seiriol area and have successfully fostered self-reliance and resilience rather than dependant on other public services. Questions were raised as to whether examples could be reported upon to the Committee. The Head of Housing Service responded that the Seiriol area has an active group incorporated within the 'Good Turn' scheme to collect prescriptions, shopping and other requirement of vulnerable people in the area;
- Clarification was sought as to the potential risks associated with the Strategy. The Leader of the Council responded that the dependent on grants is a risk as regards to this Strategy and there are concerns as to future funding of such a scheme. However, she noted that external partnership are a source of support and especially through the third sector in such a scheme. The Interim Director of Social Services said that due to the experience gain over the last six months as regards to the Covid19 pandemic it has shown the resilience in local communities in supporting people that need support. He considered that there is a need to strengthen the work undertaken corporately with the third sector and thereafter expanding the services provided;
- Reference was made to I CAN mental health support to improve the health and wellbeing of people across North Wales with mental health issues which is led by people who have living experience of mental health problems. Questions were raised as to how successful this project is due to increase of people with mental health issues and especially during the pandemic. The Interim Director of Social Services responded that a review of the project is currently been undertaken and he noted that he can update the Committee at its next meeting.

**It was RESOLVED to recommend to the Executive that the Corporate Prevention and Early Intervention Strategy and Action Plan be approved.**

**ACTION : As noted above.**

#### **4 ANNUAL PERFORMANCE REPORT 2019/20**

The Annual Improvement Report for 2019/20 was presented for the Committee's consideration. The report which the Authority is statutorily required to publish provided a review of the following:-

- the Authority's progress in delivering against its Annual Delivery Document for 2019/20 as outlined under 3 priority objectives (para 1.3 refers);
- its overall performance including performance based on national indicators (PAM indicators and local KPIs).

The Leader of the Council highlighted a number of achievements under the 3 key objectives whilst also recognising that there are areas of performance where further improvement can be made. She referred to achievements the Council has been able to achieve with the refurbishment of Llawr y Dref so as to provide comfortable homes together with the opening of two training flats for young people leaving care. The Leader also referred to numerous achievements as was noted within the report.

The Programme, Business Planning and Performance Manager said that the Annual Performance Report has been improved and strengthened as case studies have been incorporated into the document which gives evidence and assurance as how the day to day work is having an impact on specific individuals and communities in general.

The Committee considered the report and raised the following:-

- Reference was made to the challenges the Council has faced due to the Covid-19 pandemic. Questions were raised as to the extent the pandemic has impacted on the Council's performance and whether the Council needs to change its priorities and working practices for 2020/21. The Leader of the Council responded that maintenance work on social housing has not been able to be completed to the required timescales and letting of properties has been delayed due to the restriction in having access due to the pandemic;
- Questions were raised as to the potential jobs opportunities arising from the North Wales Economic Ambition Growth Deal. The Leader of the Council responded that the Elected Members received a briefing session regarding the governance issues relating to the Ambition Board recently and if agreement is reached by the end of this year the Morlais scheme will be able to move forwards as it is the most mature project within the growth deal. The Deputy Chief Executive said that a report is to be presented to the next meeting of this Scrutiny Committee as regards to the Governance Arrangement 2 of the North Wales Economic Ambition Board. He noted that there will be a number of jobs resulting from the projects within the growth bid when they are operational. A procurement strategy will need to be in place as regards to the financial strategy to ensure that the supply chain has opportunities for employment in rural areas;
- Members considered that the North of the Island needs to be identified as an Enterprise Zone to be able to attract grants for the growth of employment in the area. The Deputy Chief Executive responded that work has been undertaken to attract jobs into the North of the Island. NDA financial support grant has been spent towards small businesses in the area and further grant application will be made next year for further funding from the NDA and that the maximum grant for each company can be raised to £7,500. Discussion were undertaken recently at the Amlwch Town Council as regards to the Amlwch area been identified as an Enterprise Zone and Welsh Government needs to support the North of the Island as it has experience uncertainties recently to the future of employment opportunities in the area. The Portfolio Holder for Major Projects and Economic Development said that having an Enterprise Zone for Amlwch is a priority as it will enable to develop sites in the area but Welsh Government needs to financial support the area to develop the potential projects;
- Questions were raised as to the financial impact of the pandemic on the Authority and whether WG will support the loss of funding. The Portfolio Holder for Finance said that some financial resource has been received by WG as to the loss of income from car parking charges, leisure centres. There will be financial difficulties with people been made unemployed due to the pandemic and thereafter having problems paying their Council Tax. The Director of Function (Resources)/Section 151 Officer said that an application has been submitted for the loss of income in Quarter 1 which was a total of £800k and WG has supported the application. The application for Quarter 2 has yet to be submitted

but it is anticipated that the sum will be lower than Quarter 1 as services offered by the Council were able to reopen and generate income;

- Reference was made to the process of formulating a recovery plan to address post Covid-19 economic recovery and the partnership working will be essential. Questions were raised whether the Authority can support the Town Councils strategically for the benefits of the communities across Anglesey. The Leader of the Council said that it is an intention to reconvene the Town and Community Councils Forum so as to share information and concerns within the local communities.

**It was resolved to recommend to the Executive that the final version of the 2019/20 Performance Report be published by the statutory end of October deadline and that Officers complete the document in consultation with the Portfolio Holder for publication as part of the 27 October, 2020 Full Council papers.**

**ACTION : As noted above.**

## **5 FORWARD WORK PROGRAMME**

The Committee's forward work programme was presented for consideration.

**It was RESOLVED:-**

- **To agree the current version of the forward work programme for 2020/21;**
- **To note the progress thus far in implementing the forward work programme.**

**ACTION : As noted above.**

**COUNCILLOR ALED M JONES  
CHAIR**

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<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	CORPORATE SCRUTINY
<b>Date:</b>	17 NOVEMBER 2020
<b>Subject:</b>	ADOPTION OF ANNUAL DELIVERY DOCUMENT 2020-22
<b>Purpose of Report:</b>	To challenge content & deliverability
<b>Scrutiny Chair:</b>	COUNCILLOR ALED M JONES
<b>Portfolio Holder(s):</b>	COUNCILLOR DAFYDD RHYS THOMAS
<b>Head of Service:</b>	CARYS EDWARDS
<b>Report Author:</b>	GETHIN MORGAN
<b>Tel:</b>	01248 752111
<b>Email:</b>	<a href="mailto:GethinMorgan@anglesey.gov.uk">GethinMorgan@anglesey.gov.uk</a>
<b>Local Members:</b>	n/a

<b>1 - Recommendation/s</b>
<p>The Executive is asked to authorize Officers through the Portfolio Holder to undertake the task of completing the final draft and recommend for adoption the Annual Delivery Document for 20/22 by full Council at their meeting in December 2020.</p> <p>The Executive is also asked to confirm the feasibility of carrying out the work in the areas scheduled for the current period under the priorities of the Council Plan.</p> <p>For the purposes of clarity - the Annual Delivery Document is otherwise known as the Improvement Plan (outlined in the Constitution).</p> <p>The Scrutiny Committee is asked to recommend the Annual Delivery Document to the Executive</p>

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
Used as part of articulating annual delivery of the Council Plan 2017-2022

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

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

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

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

**4 - Key Scrutiny Questions**

1. To what extent will potential financial pressures and lack of resources affect the Council's ability to deliver the annual delivery document given that it will be necessary to continue dealing with the pandemic?
2. How will the 4 recovery programmes run with the delivery document, and how will the work streams be prioritised?
3. To what extent is the delivery of the document dependent on successful joint working and the vital contribution of our partners?

**5 – Background / Context**

The Annual Delivery Document outlines the Council's annual work programmes which are designed to deliver the expectations of the Council Plan.

This is a decision for the Executive as it outlines the main areas for improvement and delivering the council's priorities during 2020-22. This discharges our duty for continuous improvement under the Local Government Measure – Wales and the 'Wales Programme for Improvement'. (2009, 2011)

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

Not applicable - Impact Assessments will be undertaken on associated work-streams of the Annual Delivery Document in order to assess the impact of changes on equality and the welsh language.

**7 – Financial Implications**

The financial implications related to the delivery of the Annual Delivery Document are noted in the yearly budget setting process.



**8 – Appendices:**

Annual Delivery Document 2020-22

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

Council Plan 2017-2022



**ANNUAL DELIVERY PLAN – 2020-22**

DRAFT

## Foreword

I am privileged to present our fourth annual delivery document (ADD) which focuses on the work we are undertaking to accomplish the ambitious aspirations set in the County Council's Plan for 2017-22. This ADD is however different to any of the previous 3 that have been published as it will focus on the work we will undertake over an 18 month period between October 2020 and March 2022

I'm writing this at a time when we have only recently come out of a two week firebreak to try and reduce the number of people who are Covid-19 positive following a high number of cases nationwide and here on Anglesey.

As I discussed in my forward in the Annual Performance Report only last month, the Council responded and adapted quickly to protect the vulnerable in our communities and to support those in need when required. As a result, it was not possible, for example, to publish our ADD to you in June as many of our day to day activities and plans were abruptly stopped at the end of March 2020 in order to deal with the Coronavirus Pandemic.

We recognise that we continue to live in a world that can change dramatically from one week to the next and we have therefore brought together, what we believe to be, achievable programme of work for the period irrespective of the current pandemic.

It includes the work associated with the North Anglesey Economic Regeneration Plan which aims to improve the prosperity of Amlwch and North Anglesey. This is particularly important at a time where work opportunities have been declining in the area. We will also work closely with Menter Môn and other partners on the Morlais Tidal Demonstration Zone, which aims to create many skilled jobs if approved.

The development of our School Modernisation Programme has been delayed since the pandemic, however now that systems are in place, we aim to agree on the appropriate way forward that ensures the best opportunities are available for our current and future students.

During 2019/20, we helped bring 104 houses back into use as well as create 7 new homes so that they become homes for individuals, couples and families. This year we aim to continue this positive trend and bring back more empty homes into use as well as increase the Council Stock available to our tenants by developing plans for 83 new properties.

Much of the work we have undertaken in response to the coronavirus has focussed on how best Anglesey citizens can contact the Council, especially whilst our offices are closed. The work undertaken on our digital journey to facilitate an online self-service provision has enabled many services to continue as normal as well as introducing new services in response to the pandemic, such as business grant applications and recycling centre bookings. We will continue on our digital transformation journey over the next 18 months, ensuring that other services are available online.

In September 2020, the Isle of Anglesey County Council agreed a motion to commit to achieving a Carbon Neutral Public Sector by 2030. During the forthcoming year we will work on developing a Climate Change Action Plan in order to play our role fully.

We are also aware that we must develop plans on how best to recover from the pandemic and because of this we are developing 4 recovery plans focussing on Economic Recovery, Destination Recovery, Community / Social and Organisational work streams. These will all be made available early in the New Year.

Finally, the circumstances in the year from March onwards have changed us all. As a Council we can be proud of our staff and our communities. Together we can make a difference and by pulling together we show the strength of our small island.

**Llinos Medi** (Council Leader)

## **OBJECTIVE 1**

### **ENSURE THAT THE PEOPLE OF ANGLESEY CAN THRIVE AND REALISE THEIR LONG-TERM POTENTIAL.**

#### **JOBS AND WORK OPPORTUNITIES**

- We will deliver externally funded projects and programmes that include the Holyhead Strategic Project in Penrhos, Arfor Project, Holy Island Visitor Gateway, Historic Building Improvement Schemes and the Targeted Regeneration Investment Programme
- We will begin to deliver the North Anglesey Economic Regeneration Plan to improve the prosperity of Amlwch and North Anglesey
- We will co-ordinate the Energy Island programme to mitigate the effects and improve the benefits which result from large energy projects such as Wylfa Newydd, Morlais Tidal Demonstration Zone, Traffwll Solar Farm, Holyhead Waterfront and Holyhead Marina projects
- We will collaborate & influence UK Government, Welsh Government and other key stakeholders to facilitate the right conditions for development on the Island
- We will collaborate through the North Wales Economic Ambitions Board to progress the North Wales Growth Deal
- We will continue to collaborate to identify and prepare for the potential Brexit opportunities and risks

#### **EDUCATION AND SKILLS**

- We will agree and progress delivery of School Modernisation in the Llangefni area
- We will explore options and agree the Plan for School Modernisation in the Seiriol area
- We will explore options for School Modernisation in the Amlwch catchment area
- We will continue to support our schools in developing as learning organisations, ensuring inclusive learning environments, and promoting the best possible teaching and learning for all learners. Specific focus will be given to continue to develop the range of teaching and learning skills needed to ensure effective blended learning
- We will deliver the corporate Prevention Strategy to ensure pupils and young people thrive and realise their long term potential
- We will strive to increase the quality and the number of people applying for leadership roles within our schools

#### **HEALTH AND WELL-BEING**

- We will provide opportunities for residents and visitors to participate and utilise leisure facilities by implementing the Môn Actif Recovery plan when it is safe to do so
- We will develop and deliver a mental health strategy for schools so that Health and Well-being is fully integrated in all schools
- We will build on the volunteer base that has been established within our communities since the pandemic and seek to establish more good turn schemes within our communities
- We will review our ways of engaging with our tenants to ensure that the customer voice is heard in planning the services offered to our tenants
- We will work with Betsi Cadwaladr University Health Board, 3<sup>rd</sup> Sector organisations, Citizens Advice and other organisations to establishment the Môn Good Food initiative for Anglesey residents which aims to tackle food poverty and reduce food waste going to landfill

## **OBJECTIVE 2 - SUPPORT VULNERABLE ADULTS AND FAMILIES TO ENABLE THEM TO BE SAFE, HEALTHY AND AS INDEPENDENT AS POSSIBLE.**

### **SUPPORT FOR OLDER AND VULNERABLE ADULTS**

- We will work on developing our options for a new extra care housing provision on the Island which will offer a home for life for people over 60 years of age who wish to live independently in a safe and welcoming community with care and support services on site
- We will transform services for adults across all mental health services by implementing the Together for Mental Health in North Wales Strategy
- We will increase participation levels in the community hub models by promoting and developing the hubs held across the Island
- We will develop the Shared Lives programme to support people living with Dementia and enhance carer respite
- We will continue to embed the 3 Community Resource Teams, located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll, that will bring Council and Betsi Cadwaladr Staff together to improve access to our care and support services at the earliest opportunity
- We will engage with users of the Adult Learning Disability Day Opportunities so that we can co-create a greater range of high quality day opportunities for individuals in their communities

### **SUPPORT FOR FAMILIES AND CHILDREN**

- We will further develop Cartrefi Clyd, or family-style homes, on the island which will enable Looked After Children from Anglesey to receive care on the Island, attend local schools and participate in community life as opposed to potentially being placed in accommodation further away from the local community they are used to
- We will continue to recruit foster carers on Ynys Mon so that Looked After Children can remain living in their community when they cannot be cared for by their parents
- We will further develop respite services for disabled children and their families
- We will work to increase the Housing Stock available to our tenants by 83 properties including developing plans for 63 new builds and purchasing 20 previously owned Council Houses
- We will seek external grant funding to support plans to develop the old Ysgol Llaingoch, Holyhead, site for the development of new build homes
- We will utilise the Council Tax Premium to ensure that local people are able to access suitable housing in their local communities by developing and modernising 3 empty homes and make them available for purchase by local first time buyers
- We will complete the work to enable tenants to connect digitally through the introduction of a Digital Tenant Services system which will allow tenants to communicate with the us digitally, including reporting any customer care issues, care and repairs, paying rent and reporting any complaints about our estates

## **OBJECTIVE 3 - WORK IN PARTNERSHIP WITH OUR COMMUNITIES TO ENSURE THAT THEY CAN COPE EFFECTIVELY WITH CHANGE AND DEVELOPMENTS WHILST PROTECTING OUR NATURAL ENVIRONMENT.**

### **DEVELOPMENT AND PROMOTION**

Following the Isle of Anglesey County Council's motion to commit to achieving a Carbon Neutral Public Sector by 2030;

- We will develop and adopt a Climate Change Action Plan to change practices and deliver interventions to reduce our Carbon footprint
- We will introduce electric vehicle charging points at Llanfairpwll Park & Ride as well as identifying other suitable sites for these facilities across the island
- We will continue with our intention and achievement of ensuring that over 70% of all household waste is recycled by 2025 which in turn, prevents waste from going to landfill sites
- We will develop and work on flood alleviation schemes on sites at Dwyran, Amlwch, Holyhead, Menai Bridge, Llanfairpwll, Valley and Red Wharf Bay, as well as collaborate with Natural Resources Wales on the Llangefni flood alleviation scheme
- We will further develop walking and cycling routes in accordance with the Active Travel (Wales) Act 2013

### **TRANSFORMATION**

- We will develop the shaping of place agenda by working in partnership with Medrwn Môn and the wards of Twrcelyn, Llifon, Rhosyr, Aethwy and Canolbarth Môn to complete the process mapping for all wards by April 2021
- We will continue to motivate and support the Housing, Public Protection and Leisure functions and support staff to maximise their use of the Welsh language as well as continuing to develop the Welsh language skills of Welsh speaking staff
- We will prepare for and re-tender the island wide school meals contract ensuring a healthy and nutritiously supplied menu is ready for September 2021
- We will continue to progress the long-term capital investment programme to improve the flexibility of use and appeal of the County Council Leisure Centres as well as develop plans for a new 3G pitch in Holyhead
- We will continue on our digital journey by facilitating an online self-service provision allowing citizens to request, report and pay for services at a time that is convenient to them from any location or device by further developing our Customer Relationship Management System and reducing the number of paper only forms
- We will ensure that teachers and pupils are able to access faster online services by increasing the broadband download speed to 300Mb/s in our secondary schools
- We will increase the ratio of computers to pupils in schools utilising the HWB grant from Welsh Government
- We will begin to implement the Revenues Customer Portal to provide customers with a high-quality, accessible service which will provide self-service facilities and assist with electronic billing
- We will replace old council fleet stock with newer electric or LPG vehicles where appropriate and identify council sites where Electric Vehicle Charging Points can be installed

## RECOVERY

Dealing with the Covid-19 emergency has been a significant challenge for the Council – not only in terms of maintaining key front-line services, the provision of new services, and conducting business as usual where possible, but also in ensuring that health and safety arrangements are in place to protect the authority's staff whilst delivering services. There had to be a balance between these issues and developing / delivering new services and interventions in response to the emergency.

The impact has had a far-reaching impact on the island's inhabitants, society and economy. It has had a significant impact on the Council's ability to continue with its strategic work programme as is outlined above. We acknowledge however, that there is a duty upon us to strike a balance between recovery, business as usual and strategic plans. As the challenges of the Covid-19 emergency continue to be significant, it is recognised that our recovery as an Island and Council is to be focused on 4 main areas of work –

- **Economic Recovery Plan**

The aim of the economic recovery plan will be to establish a framework of actions to support businesses, maintain employment levels, and lay the foundations to begin restructuring the local economy to ensure increased resilience and possible growth in the future.

- **Destination Recovery Plan**

Our aim here will be to establish an agreed framework and range of actions to address the issues faced by tourism and hospitality businesses since the beginning of the pandemic. We will also continue to support the recommencement of a safe and sustainable trading and attracting visitors back to the island, not only to enjoy the tranquillity, natural assets and 'unique sense of place' of Anglesey, but also to respect and behave responsibly in our communities under the 'new normal'.

- **Community / Social Recovery Plan**

This recovery plan will aim to retain good practice, maximise capacity and expertise, learn and co-produce efforts that have developed and strengthened naturally throughout the emergency period.

The aim, through the recovery, will be to protect the residents of Anglesey from the challenges faced and the obvious weaknesses that increased the personal impacts of Covid-19. In addition, it is anticipated that front line staff (key workers) will need to be protected by building the necessary ability and resilience throughout the recovery period.

- **Organisational Recovery Plan**

The pandemic has had an extraordinary impact on the Council with high and endless demands, and the scale and pace of change has been unprecedented and all aspects of the Council's activities have been impacted. Indeed, it is believed that all aspects of people's and (staff's) lives have been impacted and it is important now to consider the impact of these changes on organisational development.

It is believed that a Council-wide planned effort is needed to review process to improve efficiency and effectiveness that recognises the ever changing external environment. The emergency can be seen to provide an unparalleled opportunity to change and improve.

The challenge will be to realise the opportunities – opportunities that will ensure that robust and safe working arrangements are maintained, ensuring the wellbeing of staff through continued support and development of their abilities and skills to meet the changed requirements

## Further Information

For more information on any element of this document or if you have any comments, please contact:

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This document is available in Welsh and can be made available on disk, in braille and is available on the Council's website along with the Council Plan for 2017-22:

<http://www.anglesey.gov.uk/councilplan>

Further information may also be obtained as follows: Policies, plans and strategies published by the Council and can be accessed at: <http://www.anglesey.gov.uk>

Audit and Inspection Reports produced by the Council's Regulators are available from their respective websites, as follows:

- Wales Audit Office: [www.audit.wales](http://www.audit.wales)
- Care Inspectorate Wales: <https://careinspectorate.wales>
- Estyn: [www.estyn.wales](http://www.estyn.wales)

If you do not have access to the internet, or would like to obtain a document that is not listed above, please contact the Council via the contact details outlined at the top of this page.



<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	CORPORATE SCRUTINY
<b>Date:</b>	17 NOVEMBER 2020
<b>Subject:</b>	SCORECARD MONITORING REPORT - QUARTER 2 (2020/21)
<b>Purpose of Report:</b>	TO CHALLENGE PERFORMANCE
<b>Scrutiny Chair:</b>	COUNCILLOR ALED M JONES
<b>Portfolio Holder(s):</b>	COUNCILLOR DAFYDD RHYS THOMAS
<b>Head of Service:</b>	CARYS EDWARDS
<b>Report Author:</b>	GETHIN MORGAN
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<b>Local Members:</b>	n/a

<b>1 - Recommendation/s</b>	
<b>1.1</b>	This is the first scorecard report of 2020/21 to be considered due to the external pressures related to our response to the coronavirus pandemic.
<b>1.2</b>	It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and in consultation with the Shadow Executive.
<b>1.3</b>	The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future.
	These can be summarised as follows –
<b>1.3.1</b>	Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q3 and that a close eye is kept on the indicators currently affected by the coronavirus pandemic.
	The Committee is asked to recommend the mitigation measures outlined above.

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
Used as part of the monitoring of the Council Plan

<b>3 – Guiding Principles for Scrutiny Members</b>
<b>To assist Members when scrutinising the topic:-</b>
<b>3.1</b> Impact the matter has on individuals and communities [ <b>focus on customer/citizen</b> ]

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

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

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

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

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

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

1. The related indicators show good performance against targets in an extremely challenging external climate, how will the Council, through its staff, continue to maintain such performance in the future given the importance of resilience and the well-being of staff?
2. What impact has Covid-19 had on the performance of Council services, and what mitigation measures have been put in place to try and address it?
3. Reference is made to the Council's financial position and the projected deficit on Council Tax and the projected overspend of £234k, to what extent will this affect the ability of Council Services to meet their targets for the coming months?

#### **5 – Background / Context**

- 1.1. One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2. Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period.
- 1.3. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.
- 1.4. This year's indicators included within the scorecard were agreed during July 2019. Due to the current Covid-19 pandemic, it has not been possible for us to

arrange a workshop to agree on a new set of indicators for the year. Because of this the same indicators from 2019/20 will be used for consistency.

1.5. The quarterly reports for Q4 2019/20 and Q1 2020/21 were also affected by the Covid-19 pandemic where it was agreed to cancel their publication and discussion with the relevant committees.

1.6. The scorecard (appendix 1) portrays the current end of Q2 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during November. This is the first scorecard report of 2020/21 to be considered by those committees due to the external pressures related to our response to the coronavirus pandemic.

1.7. Dealing with the Covid-19 crisis has been a significant challenge for the Council - not only in maintaining key front-line services and conducting normal business where possible, but also in ensuring health and safety arrangements are in place to protect the authority's staff whilst providing services.

1.8. Locally, we prioritized –

- Maintaining frontline statutory services,
- Implementing new services in direct response to the crisis,
- Plan for a significant number of deaths,
- Protecting and safeguarding the Council workforce,
- Ensuring an adequate supply and standard of Personal Protective Equipment (PPE),
- Protecting and supporting vulnerable individuals and children of key workers in our School Care Hubs,
- Implementing national guidance,
- The administration of national grants e.g. business support; direct payments for free school meals
- Adapting the workforce in a short space of time and creating the conditions for different ways of working including the introduction of Microsoft Teams and Zoom to enable staff and elected members to work from home that had never worked from home in the past,
- Becoming one of the first Counties to Pilot the 'Test and Trace' system
- Providing timely and regular communication and sharing of information, both internally and externally, and
- Co-operating effectively at a local, regional and national level and
- Re allocating staff duties in order to work on the Test, Trace and Protect initiative

1.9. It must also be emphasized that day-to-day work has continued during the crisis period across several Services, but that the approach has been adapted to keep the workforce and residents of the Island safe.

1.10. Further information on our response to the Covid-19 pandemic can be found in our Annual Performance Report 2019/20 which is available at <https://www.anglesey.gov.uk/councilplan>

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

n/a

**7 – Financial Implications**

The end of Q2 financial position is noted in the report.

**8 – Appendices:**

Appendix A - Scorecard Quarter 2

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

- 2019/20 Scorecard Monitoring Report - Quarter 3 (as presented to, and accepted by, the Executive Committee in March 2020).

## **SCORECARD MONITORING REPORT – QUARTER 2 (2020/21)**

### **1. INTRODUCTION**

- 1.1. One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2. Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period.
- 1.3. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.
- 1.4. This year's indicators included within the scorecard were agreed during July 2019. Due to the current Covid-19 pandemic, it has not been possible for us to arrange a workshop to agree on a new set of indicators for the year. Because of this the same indicators from 2019/20 will be used for consistency.
- 1.5. The quarterly reports for Q4 2019/20 and Q1 2020/21 were also affected by the Covid-19 pandemic where it was agreed to cancel their publication and discussion with the relevant committees.
- 1.6. The scorecard (appendix 1) portrays the current end of Q2 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during November. This is the first scorecard report of 2020/21 to be considered by those committees due to the external pressures related to our response to the coronavirus pandemic.

### **2. CONTEXT**

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

- 2.3. It will also not be possible to report on all indicators due to Covid-19 pandemic where some of our day to day activities have been affected due to the national lockdown and restrictions to the availability of some of our services. Some KPIs which were traditionally collected by the Welsh Government have also been suspended for the same reasons.
- 2.4. The publication of the PAM national indicators was cancelled this year due to the Covid-19 pandemic. Targets for the year have therefore been agreed based on previous year's performance and also based on how they have been affected due to the closure and reduction of some of our services.
- 2.5. Dealing with the Covid-19 crisis has been a significant challenge for the Council - not only in maintaining key front-line services and conducting normal business where possible, but also in ensuring health and safety arrangements are in place to protect the authority's staff whilst providing services.
- 2.6. Locally, we prioritised –
- Maintaining frontline statutory services,
  - Implementing new services in direct response to the crisis,
  - Planning for a significant number of deaths,
  - Protecting and safeguarding the Council workforce,
  - Ensuring an adequate supply and standard of Personal Protective Equipment (PPE),
  - Protecting and supporting vulnerable individuals and children of key workers in our School Care Hubs,
  - Implementing national guidance,
  - The administration of national grants e.g. business support; direct payments for free school meals
  - Adapting the workforce in a short space of time and creating the conditions for different ways of working including the introduction of Microsoft Teams and Zoom to enable staff and elected members to work from home that had never worked from home in the past,
  - Becoming one of the first Counties to Pilot the 'Test and Trace' system
  - Providing timely and regular communication and sharing of information, both internally and externally, and
  - Co-operating effectively at a local, regional and national level and
  - Re allocating staff duties in order to work on the Test, Trace and Protect initiative
- 2.7. It must also be emphasised that day-to-day work has continued during the crisis period across several Services, but that the approach has been adapted to keep the workforce and residents of the Island safe.
- 2.8. Further information on our response to the Covid-19 pandemic can be found in our Annual Performance Report 2019/20 which is available at <https://www.anglesey.gov.uk/councilplan>

### 3. CORPORATE HEALTH PERFORMANCE

- 3.1. It is encouraging to note that the majority (88%) of the indicators monitored are continuing to perform well against targets (Green or Yellow RAG). Some of the highlights are noted below.
- 3.2. Attendance at work is an area which is reported on monthly and is analysed to ensure improvement. At the end of Q2 the Council is GREEN against its target with 2.66 days lost to absence per FTE in the period against a target of 4.48 days lost to absence per FTE. This is an improvement on the levels seen during Q2 2019/20 where 3.96 days were lost to absence per FTE. It is also better than the 4.74 days lost to absence per FTE seen in Q2 2018/19.
- 3.3. One area which has been essential during the pandemic, both due to the closure of our offices and the cautious re-opening of some services after lockdown, is that of our digital strategy. All indicators related under the digital service shift subheading have seen performances that have surpassed previous annual results. The shift can particularly be seen with the number of registered users (item 10) where it has increased by 8k from the end of March 2020. There has also been a significant increase in the use of online web forms where the indicator (item 11) has already doubled on the performance of 2019/20, from 10.8k to 21.7k. This is an output from the drive pursued by the Business Transformation Processes Board to increase the amount of online forms available both before the pandemic and those developed from March 2020, enabling access to both traditional and new services brought in to meet the demands of processes related to the pandemic. This shift can also be seen in the visits to the Council Website during the first half of the year.
- 3.4. Currently there is no cause for concern with the customer service charter sub heading where all indicators are performing well against targets. There have been no corporate complaints in regards to customer service issues and complaints at the end of Q2 (17) were half of those in the same period of 2019/20 (35). This is positive during a time where many services provided to Anglesey residents are provided differently to the norm and also demonstrates that providing good customer service remains a priority during these difficult times.
- 3.5. The financial management section currently forecasts, on the basis of the financial position at the end of the second quarter that the Council will underspend by £1,156k for the year-ending 31 March 2021. The service budgets are expected to underspend by £1,595k due to reduced demand for Children's Services and the impact of the closure of schools during the period April to July 2020 has on central education budgets. Corporate finance is forecast to overspend by £234k due to increased benefits granted and a shortfall in interest receivable due to the economic impact of Covid-19. An underachievement of £608k is expected on the standard Council Tax. Surplus income of £404k is forecast on the Council Tax Premium. The expected net deficit on Council Tax overall is £204k. Welsh Government financial support for covid-19 related costs and compensation for lost income will help prevent the Council being overspent by several million pounds.
- 3.6. Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q2' which will be discussed in The Executive meeting on the 30th November.

3.7. This demonstrates reasonable assurance can be provided through the use of the scorecards analysis that the Council's day to day activities in managing its people, its finances and serving its customers are delivering against their expectation to a standard which is appropriate and agreed by Members at a time of emergency. This is also reflected in the fact that the indicators from a performance management perspective are also demonstrating good performance.

#### 4. PERFORMANCE MANAGEMENT

4.1. A number of the KPIs monitored through the Scorecard have been affected by the Covid-19 pandemic and some of which will be highlighted below. There are currently 16 indicators (35% of the indicators) for which the collection of the data have either been cancelled by Welsh Government or are currently not being collected due to the redeployment of resources to deal with the pandemic within our external partners workforce. These have been highlighted in the RAG status column as CV-19 for your information.

4.2. The reasons for those which have been effected include the KPIs associated with:

- Learning Service Indicators (items 1-7) - Schools were closed until September and exams were cancelled. Libraries have also been closed
- Housing (items 18, 31-32, 34) - Homelessness indicators from the Welsh Government have been suspended, and there has been a further delay in the new software to measure tenants satisfaction because of the pandemic.
- Regulation & Economic Development (items 8, 11-12) - Leisure Centres were closed and only reopened in a phased approach over the summer. This has resulted in significantly lower visits and as a result impossible to set any meaningful targets for. The National Exercise Referral Scheme (NERS) has also been suspended because of coronavirus pandemic.
- Highways, Waste and Property (item 37) – Due to relocation of staff within our external contractor to help provide essential waste management services during the coronavirus pandemic as well as the suspension of Keep Wales Tidy monitoring, the measurement of the percentage of streets that are clean have been suspended for the time being.
- Adult Services (item 19) – The Delayed Transfer of Care (DToC) indicator has been suspended due to the essential work provided by the NHS during the coronavirus pandemic.

4.3. For the remaining indicators due to be reported in Q2 (26 indicators), the majority (73%) of which are performing above target or within 5% tolerance of their targets. We do note however that eight indicators are underperforming against their targets and are highlighted as being Red or Amber in the Scorecard.

4.4. Performance for **Objective 1** at the end of Q2 has been good where only one indicator against the objective is currently underperforming.



- 4.4.1. Indicator 10 – The percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation – is RED with a performance of 10% against a target of 80 which is an improvement on the 0% undertaken in Q1.

This work has been affected as a result of the Covid-19 pandemic, where only 9 of the 41 planned inspections were able to take place during Q2, and none of the 49 planned in Q1 being undertaken. This was due to a number of reasons but mainly due to the closure of businesses during the initial lockdown period, which affected Q1 entirely and some of Q2 as visits couldn't be undertaken, and also because of the redeployment of staff in response to the pandemic. It is important to state that the FSA's Policy was that all official food controls (inspections) would cease and there was no requirement on LA's to carry out visits due to the Pandemic.

The Food Standards Agency (FSA) have issued guidance noting priorities for action in terms of food safety, namely where ever possible high risk (B rates) premises are a priority for inspection, coupled with re-visits, investigation of complaints and food incidents as well as fishing vessels. This guidance has been followed fully and all B rated premises due in Q1 and Q2 have been inspected.

After food businesses began to open fully and through the employment of additional resource (September onward) it has been possible to expand somewhat on the above. Virtual visits have also been carried out to minimise the time spent on the Food Premises whilst carrying out Food Hygiene Visits. This was done on a risk based approach with the highest risk overdue premises being inspected first. The fire-break has curbed this work but work will continue once in a position to do so.

- 4.5. Performance against the indicators for **Objective 2** demonstrate that Four indicators of the 14 monitored in Q2 (29%) are currently underperforming for the objective.

- 4.5.1. Indicator 26 – The percentage of children in care who had to move placements 3 or more times – which is AMBER with a performance of 6.29% against a target of 5%. This is a decline compared to the end of Q2 2019/20 where 3.8% had moved placements.

A small number of children in care have received 3 or more moves in order to achieve their plan of permanence which includes some children moving into local Cartrefi Clyd or to newly recruited Isle of Anglesey Foster Carers.

- 4.5.2. Indicator 27 – The percentage of referrals of children that are re-referrals within 12 months – which is RED with a performance of 38.89% against a target of 10%. This is a decrease in performance compared to Q2 in 2019/20 where a performance of 14.29% was recorded.

This KPI deals with a relatively small number of cases (8 children and 5 families) which can fluctuate greatly at the start of the year. A review of the re-referral case files found that they were all appropriately re-referred into the

service with all of them being re-referred due to new reasons and situations arising that could not have been foreseen or prevented.

- 4.5.3. Indicator 35 – The average number of calendar days to let lettable units of accommodation (excluding DTL's) which is RED on the scorecard with 78 days against a target of 26 days.

Due to the pandemic situation it has not been possible to let housing at the same level as would normally have followed, mainly due to the requirement to comply with coronavirus legislation and social distancing.

More lettings are now being completed but it is not expected that the annual target will be achieved for the year due to the uncertainty of the Covid-19 pandemic.

- 4.5.4. Indicator 36 - Landlord Services: Percentage of rent lost due to properties being empty is RED on the scorecard with 2.18% lost against a target of 1.50%

This indicator is directly linked with the indicator discussed above. As it has taken more time to let lettable units of accommodation then the rent lost is higher. Unfortunately it is unlikely that the target will be achievable for the year as a consequence.

- 4.6. The indicators to monitor **Objective 3** have been mixed after being affected by the Covid-19 pandemic where 50% performed well against targets in Q2. Three indicators of the six (50%) monitored for the objective have underperformed against target.

- 4.6.1. Indicator 41 – Percentage of all planning applications determined in time – which is RED with 80% against a target of 90%. This is down on the 92% seen in Q2 2019/20.

This indicator is another that has been impacted by the Covid-19 pandemic where site inspections and publicity requirements had to be suspended. Restrictions on site visits continue to be in force for both officers and the Planning Committee. An accumulated backlog of applications and adapting to new ways of working has also presented challenges for the Service, as well as delays in corresponding with planning agents due to many not being operational during the lockdown. Planning capacity and the high caseload remains a challenge.

Working practices have already been altered and will be kept under review in order to adapt as necessary, keeping a flexible approach to working practices and priorities in order to meet changing demand. Opportunities will also be recognised to strengthen the Planning capacity through the Planning Improvement Plan.

- 4.6.2. Indicator 43 – Percentage of planning appeals dismissed – which is RED with a performance of 50% against a target of 65%.

This indicator deals with very small numbers and at the end of this quarter the performance is because of the result of 3 of the 6 appeals being upheld. This indicator is dependent on the type and nature of the applications received and it is inevitable that some planning appeals will be successful.

A discussion with the Joint Planning Policy Section will follow to ensure consistency in decisions and/or officers' interpretations of applications in order to reduce successful planning appeals.

- 4.6.3. Indicator 43 - Percentage of planning enforcement cases investigated within 84 days – which is RED with a performance of 65% against a target of 80%. This is an improvement on the performance seen in Q1 where 48% of the work was completed within timescale.

Good progress is now being made despite the limitations and difficulties encountered as a result of the Covid-19 pandemic. The pandemic resulted in the usual site inspections and meetings being suspended and there were also challenges in adopting to new processes and working practices.

The current performance demonstrates a 19% increase compared to Q1 (Q1 11 out of 21, Q2 34 out of 48) and processes introduced in 2020/21 are now embedded. It is anticipated that this improvement will continue into the year ahead, dependent on the Covid-19 pandemic.

- 4.7. Whilst the day to day activities against the majority of the indicators have been ongoing during these challenging times, it is recognised that the oversight of the projects / programmes has slowed somewhat during the period due to the effects the Covid-19 has had on the workforce and the redeployment of Council staff to deal with the emergency. Since the beginning of April, the Corporate Programme Boards have only been held twice to take an overview of the current situation with the various streams of work.
- 4.8. Nevertheless, some projects appear to have progressed as expected (such as the project of a new waste collection and disposal agreement) but others have slowed somewhat. In evaluating the current situation, note that the work associated with the School Modernisation / Social Services Transformation and the business process transformation associated work streams are the ones that have slowed down as resources have been deployed to support the pandemic. Schools closed for a period of 3 months between March and July and day care centres closed during the initial lockdown period. The focus of Information Technology staff was to move quickly to allow staff and elected members to work from home in a meaningful and safe way virtually overnight.
- 4.9. These programmes are now resuming during the autumn under the supervision of the two corporate boards now chaired by the Chief Executive and Deputy Chief Executive and include representation from all political parties here in the Council. Reporting back on the education consultations held in the Llangefni area has begun, the work on developing an options appraisal on the location of further extra care housing is being completed and work linked to the social services transformation agenda is developing in a timely manner under the guidance and oversight of the Social Services Transformation Board. The decision has also been taken by the

boards to set a direction on the recovery programmes and it is anticipated that these will be adopted early in the New Year.

- 4.10. It is clearly anticipated that the effects of COVID will need to be kept under review while developing the different work streams but under the guidance of both boards it is believed that there is room to be optimistic that the various projects can develop in a timely manner over the winter period and continue to catch-up with what was going to happen before the initial lockdown period.

## **5. RECOMMENDATIONS**

- 5.1. The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –

- 5.1.1. Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q3 and that a close eye is kept on the indicators currently affected by the coronavirus pandemic.

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

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q2 2020/21

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed Ch/ Q Target	Targed BI / Yr Target	Canlyniad 19/20 Result	Canlyniad 18/19 Result
<b>Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential</b>							
1) Percentage of pupil attendance in primary schools (tymhorol) (Q3)	CV-19	-	-	-	94.60%	94.90%	94.60%
2) Percentage of pupil attendance in secondary schools (termly) (Q3)	CV-19	-	-	-	94.40%	93.90%	94.40%
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)	CV-19	-	-	-	2%	2%	1.10%
4) Average Capped 9 score for pupils in year 11 (annual) (Q3)	CV-19	-	-	-	-	345.4	349.1
5) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q4)	CV-19	-	-	-	-	87.50%	88.30%
6) Percentage of year 11 pupils studying Welsh [first language] (annual) (Ch4)	CV-19	-	-	-	-	65.01%	65%
7) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q3)	CV-19	-	-	-	75%	75%	82%
8) Number of visits to leisure centres	CV-19	↑	22.8k	-	-	530k	553k
9) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	↑	95%	95%	95%	98%	98%
10) Percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation	Coch / Red	↑	10%	80%	80%	92%	-
11) Percentage of NERS clients who completed the exercise programme	CV-19	-	-	-	-	75%	70%
12) Percentage of NERS clients whose health had improved on completion of the exercise programme	CV-19	-	-	-	-	84%	83%
13) Number of empty private properties brought back into use	Gwyrdd / Green	↑	45	35	70	104	78
14) Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	↑	7	2	5	7	9
15) Number of additional affordable housing units delivered per 10,000 households (annual) (Q4)	-	-	-	-	-	124	53
16) Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Gwyrdd / Green	→	100%	100%	100%	100%	100%
17) Landlord Services: Average number of days to complete repairs	Gwyrdd / Green	↓	7.38	18	18	16.44	13.63
18) Percentage of tenants satisfied with responsive repairs (annual) (Q4)	CV-19	-	-	-	-	-	-
<b>Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible</b>							
19) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	CV-19	-	-	3	3	6.88	7.78
20) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↓	94.96%	90%	90%	91.30%	90.91%
21) The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	Gwyrdd / Green	→	50.0%	35%	35%	50%	30.87%
22) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	↑	61.10%	62%	62%	63.08%	62.84%
23) The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	Gwyrdd / Green	↑	15.8	19	19	17.57	17.35
24) The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Gwyrdd / Green	→	98.10%	93%	93%	98.00%	93.30%
25) Percentage of child assessments completed in time	Gwyrdd / Green	↓	90.05%	90%	90%	89.62%	86.17%
26) Percentage of children in care who had to move 3 or more times	Ambr / Amber	↓	6.29%	5.00%	10%	8.39%	9.52%
27) The percentage of referrals of children that are re-referrals within 12 months	Coch / Red	↓	38.89%	10%	10%	12.75%	16.96%
28) The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Gwyrdd / Green	↑	218	270	270	224	241
29) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	↓	99.39%	95%	95%	98.88%	98%
30) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Gwyrdd / Green	↓	90%	90%	90%	86.30%	86.17%
31) Percentage of households successfully prevented from becoming homeless	CV-19	-	-	60%	60%	74.91%	55.10%
32) Percentage of households (with children) successfully prevented from becoming homeless	CV-19	-	-	60%	60%	77.70%	-
33) Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green	→	148.8	170	170	159.58	161.9
34) Decision Made on Homeless Cases within 56 days (annual) (Q4)	CV-19	-	-	-	-	-	-
35) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Coch / Red	↓	78	26	26	21.9	-
36) Landlord Services: Percentage of rent lost due to properties being empty	Coch / Red	↓	2.18%	1.50%	1.50%	1.42%	1.30%
<b>Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment</b>							
37) Percentage of streets that are clean	CV-19	-	-	95%	95%	93.79%	95.60%
38) Percentage of waste reused, recycled or composted	Melyn / Yellow	↑	68%	70%	67%	67.26%	69.86%
39) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	→	0.96	1	1	0.96	0.2
40) Kilograms of residual waste generated per person	Gwyrdd / Green	↓	106kg	120kg	240kg	206.17kg	240kg
41) Percentage of all planning applications determined in time	Coch / Red	↓	80%	90%	90%	90%	80%
42) Percentage of planning appeals dismissed	Coch / Red	↓	50%	65%	65%	78%	74%
43) Percentage of planning enforcement cases investigated within 84 days	Coch / Red	↑	65%	80%	80%	74%	-
44) Percentage of A roads in poor condition (annual) (Q4)	-	-	-	3%	2.90%	4%	2.90%
45) Percentage of B roads in poor condition (annual) (Q4)	-	-	-	4%	3.80%	3.80%	3.80%
46) Percentage of C roads in poor condition (annual) (Q4)	-	-	-	9%	8.70%	8.20%	8.70%

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

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q2 2020/21

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 19/20 Result	Canlyniad 18/19 Result
<b>Siarter Gofal Cwsmer / Customer Service Charter</b>						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	↑	17	34	67	76
02) No of Stage 2 Complaints received for Social Services	-	↑	3	-	-	8
03) Total number of complaints upheld / partially upheld	-	↓	2	-	-	27
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	⇒	100%	80%	94%	93%
04b) Total % of written responses to complaints within 15 days (Social Services)	Gwyrdd / Green	↑	91%	80%	-	57%
05) Number of Stage 1 Complaints for Social Services	-	↑	11	-	-	44
06) Number of concerns (excluding Social Services)	-	↑	25	-	136	62
07) Number of Compliments	-	↑	240	-	618	513
08) % of FOI requests responded to within timescale	Gwyrdd / Green	↑	84%	80%	82%	81%
09) Number of FOI requests received	-	↑	345	-	903	1052
<b>Newid Cyfrwng Digidol / Digital Service Shift</b>						
10) No of Registered Users on AppMôn / Website	-	↑	23k	-	15k	8.2k
11) No of reports received by AppMôn / Website	-	↑	21.7k	-	10.8k	4.7k
12) No of web payments	-	-	-	-	13k	11k
13) No of telephone payments	-	-	-	-	6.5k	5k
14) No of 'followers' of IOACC Social Media	-	↑	39.4k	-	33k	29.5k
15) No of visitors to the Council Website	-	↑	518k	-	783k	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 19/20 Result	Canlyniad 18/19 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2171	-	2181	2243
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1217	-	1230	1252
03a) Sickness absence - average working days/shifts lost	Gwyrdd / Green	⇒	2.66	4.25	9.4	10.34
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	0.77	-	4.2	4.68
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	1.89	-	5.2	5.66
04a) Primary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	⇒	1.51	4.36	7.98	12.21
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	0.48	-	4.17	4.97
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	1.52	-	3.81	7.24
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	0.90	3.31	9.61	9.57
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	0.20	-	4.58	5.26
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	0.70	-	5.03	4.31
06) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)	-	-	-	10%	9%	11%
07) % of PDR's completed within timeframe (Annual) (Q4)	-	-	-	80%	80%	86%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiad a Ragwelir / Forecasted Variance (%)
01) Budget v Actuals	Gwyrdd / Green	-	£69,608,378	£68,846,492	-1.09%	-	-
02) Forecasted end of year outturn (Revenue)	Gwyrdd / Green	-	£142,146,320	-	-	£140,785,530	-0.96%
03) Forecasted end of year outturn (Capital)	-	-	£20,967,000	-	-	£9,467,000	31.11%
04) Achievement against efficiencies	Coch / Red	-	£307,000	-	-	£244,000	20.52%
05) Income v Targets (excluding grants)	Coch / Red	-	-£6,022,558	-£4,057,299	-32.63%	-	-
06) Amount borrowed	-	-	£4,836,000	-	-	£0	100%
07) Cost of borrowing	Gwyrdd / Green	-	£4,248,560	-	-	£4,196,378	1.23%
08) % invoices paid within 30 days	Melyn / Yellow	-	-	82.30%	-	-	-
09) % of Council Tax collected (for last 3 years)	Melyn / Yellow	-	-	98.70%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	-	-	98.90%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	-	-	96.40%	-	-	-
12) % Housing Rent collected (for the last 3 years)	Melyn / Yellow	↓	-	100.15%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	⇒	-	100.36%	-	-	-

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	17 <sup>th</sup> November, 2020
<b>Subject:</b>	Corporate Scrutiny Committee Forward Work Programme
<b>Purpose of Report:</b>	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2020/21
<b>Scrutiny Chair:</b>	Cllr Aled Morris Jones
<b>Portfolio Holder(s):</b>	Not applicable
<b>Head of Service:</b>	Lynn Ball, Head of Function (Council Business) / Monitoring Officer
<b>Report Author:</b>	Anwen Davies, Scrutiny Manager
<b>Tel:</b>	01248 752578
<b>Email:</b>	AnwenDavies@ynysmon.gov.uk
<b>Local Members:</b>	Applicable to all Scrutiny Members

25

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

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
<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>

<b>3 – Guiding Principles for Scrutiny Members</b>
<p><b>To assist Members when scrutinising the topic:-</b></p> <p><b>3.1</b> Impact the matter has on individuals and communities [focus on customer/citizen]</p> <p><b>3.2</b> A look at the efficiency &amp; effectiveness of any proposed change – both financially and in terms of quality [focus on value]</p> <p><b>3.3</b> A look at any risks [focus on risk]</p> <p><b>3.4</b> Scrutiny taking a performance monitoring or quality assurance role [focus on performance &amp; quality]</p> <p><b>3.5</b> Looking at plans and proposals from a perspective of:</p> <ul style="list-style-type: none"> <li>• Long term</li> <li>• Prevention</li> <li>• Integration</li> <li>• Collaboration</li> <li>• Involvement</li> </ul> <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 function<sup>1</sup>. 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 programming<sup>2</sup>

- 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

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

<sup>2</sup> 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.<sup>3</sup>

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:

<sup>3</sup> Meeting of the Partnership and Regeneration Scrutiny Committee convened on 11<sup>th</sup> 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:**

Corporate 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 11/11/20]**

<b>CORPORATE SCRUTINY COMMITTEE</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
<b>September, 2020 (14/09/20)</b>	<b>September, 2020 (21/09/20)</b>
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
<b>September, 2020 (22/09/20)</b>	
Social Services Improvement Plan Progress Report and Social Services Improvement Panel Progress Report	
Annual Report of the Statutory Director of Social Services 2019/20	
<b>October, 2020 (20/10/20)</b>	<b>October, 2020 (22/10/20)</b>
Corporate Preventative Strategy	Schools Progress Review Panel Progress Report
Annual Performance Report 2019/20	Community Safety Partnership Annual Report: 2019/20
Committee Forward Work Programme for 2020/21	Green Waste Collection Fees
	Committee Forward Work Programme for 2020/21
<b>November, 2020 (02/11/20) (Meeting cancelled)</b>	<b>November, 2020 (10/11/20)</b>
	Public Services Board- scrutiny of governance arrangements
	Governance Arrangement 2 - North Wales Economic Ambition Board
	Annual Report: Regional Partnership Board (Part 9: Health and Social Services)
	Pooled Budgets (Learning Disabilities)
	Committee Forward Work Programme for 2020/21
<b>November, 2020 (17/11/20) [Q2]</b>	
Monitoring Performance: Corporate Scorecard Q2: 2020/21	
Annual Delivery Plan 2020/21	
Finance Scrutiny Panel Progress Report	
Committee Forward Work Programme for 2020/21	

<b>CORPORATE SCRUTINY COMMITTEE</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
<b>December, 2020 (10/12/2020)</b>	<b>Date to be confirmed (?December, 2020)</b>
Schools' Modernisation Programme – Llangefni area	Schools' Standards Report (Summer, 2020) <b>(to be confirmed)</b>
	GwE Annual Report 2019/20 <b>(to be confirmed)</b>
<b>December, 2020 (17/12/2020)</b>	Schools Progress Review Panel Progress Report
Schools' Modernisation Programme – Llangefni area	
<b>January, 2021 (Date to be confirmed) [budget 2021/22]</b>	<b>January, 2021 (19/01/21)</b>
Initial budget proposals 2021/22	
Consultation Plan for the 2021/22 Budget	Committee Forward Work Programme for 2020/21
Finance Scrutiny Panel Progress Report	
Committee Forward Work Programme for 2020/21	
<b>February, 2021 (01/02/21) [budget 2021/22]</b>	<b>February, 2021 (09/02/21)</b>
Final Draft Budget Proposals 2021/22	
Finance Scrutiny Panel Progress Report	
Committee Forward Work Programme for 2020/21	Committee Forward Work Programme for 2020/21
<b>March, 2021 (08/03/21)</b>	<b>March, 2021 (09/03/21)</b>
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
Housing Revenue Account Business Plan	Equality Annual Report 2020/21
Committee Forward Work Programme for 2020/21	Committee Forward Work Programme for 2020/21
<b>April, 2021 (12/04/21)</b>	<b>April, 2021 (14/04/21)</b>
Committee Forward Work Programme for 2020/21	Committee Forward Work Programme for 2020/21

**Items to be scheduled:**

**Transformation of Learning Disabilities Day Opportunities**

**Schools' Modernisation Programme- Llangefni/ Amlwch areas**

**Council's Response to Covid-19- matters to follow up at the request of the Corporate Scrutiny Committee (14/09/2020):**

- **Wellbeing of Council staff and communities**

- **Monitoring the effectiveness of the Track and Trace system**

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