

# Public Document Pack



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

Mrs Annwen Morgan  
Prif Weithredwr – Chief Executive  
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ISLE OF ANGLESEY COUNTY COUNCIL  
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<b>RHYBUDD O GYFARFOD</b>	<b>NOTICE OF MEETING</b>
<b>PWYLLGOR SGRIWTINI PARTNERIAETH AC ADFYWIO</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
<b>DYDD IAU, 22 HYDREF 2020 am 2.00 o'r gloch</b>	<b>THURSDAY, 22 OCTOBER 2020 at 2.00 pm</b>
<b>CYFARFOD RHITHIOL (AR HYN O BRYD NID OES MODD I'R CYHOEDD FYNYCHU'R CYFARFOD)</b>	<b>VIRTUAL MEETING (AT PRESENT MEMBERS OF THE PUBLIC ARE UNABLE TO ATTEND)</b>
<b>Swyddog Pwyllgor</b>	<b>Mrs. Mairwen Hughes 01248 752516 Committee Officer</b>

## **AELODAU / MEMBERS**

Cynghorwyr / Councillors:-

### **Y Grwp Annibynnol/ The Annibynnol Group**

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

### **Plaid Cymru / The Party of Wales**

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

### **Annibynnwyr Môn/Anglesey Independents**

Kenneth P Hughes, R Ll Jones

### **Plaid Lafur Cymru/Wales Labour Party**

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

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

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

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

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

# AGENDA

1 **APOLOGIES**

2 **DECLARATION OF INTEREST**

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

3 **MINUTES** (Pages 1 - 8)

To submit for confirmation, the draft minutes of the meeting held on 21 September, 2020.

4 **COMMUNITY SAFETY PARTNERSHIP: ANNUAL REPORT 2019/20** (Pages 9 - 56)

To submit a report by the Community Safety Senior Operational Officer for Gwynedd and Anglesey.

5 **SCHOOLS' PROGRESS REVIEW PANEL PROGRESS REPORT** (Pages 57 - 64)

To submit a report by the Director of Education, Skills and Young People.

6 **GREEN GARDEN WASTE COLLECTION - CHARGING METHODOLOGY AND IMPLEMENTATION PLAN** (Pages 65 - 68)

To submit a joint report by the Director of Function (Resources)/Section 151 Officer and the Head of Highways, Waste and Property.

7 **THE COMMITTEE'S FORWARD WORK PROGRAMME FOR 2020/21** (Pages 69 - 74)

To submit a report by the Scrutiny Manager.

## **PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE**

### **Minutes of the meeting held on 21 September 2020**

- PRESENT:** Councillor Gwilym O Jones (Chair)  
Councillor Glyn Haynes (Vice-Chair)
- Councillors T LI Hughes MBE, K P Hughes, Vaughan Hughes, R LI Jones, Alun Roberts, Dafydd Roberts, Margaret M Roberts and Nicola Roberts.
- Councillor Llinos M Huws – Leader of the Council,  
Councillor R Merion Jones – Portfolio Holder (Education, Libraries, Culture & Youth),  
Councillor Alun Mummery – Portfolio Holder (Housing & Supporting Communities),  
Councillor Bob Parry OBE FRAGS – Portfolio Holder (Highways, Property and Maritime),  
Councillor Dafydd R Thomas – Portfolio Holder (Council Business),  
Councillor Robin Williams – Portfolio Holder (Resources)
- IN ATTENDANCE:** Chief Executive,  
Deputy Chief Executive,  
Director of Function (Resources)/Section 151 Officer,  
Director of Education, Skills and Young People,  
Interim Director of Social Services,  
Head of Housing Services,  
Head of Democratic Services,  
Scrutiny Manager (AD),  
Scrutiny Officer (SR),  
Committee Officer (MEH).
- APOLOGIES:** None
- ALSO PRESENT:** Programme Manager, Gwynedd and Anglesey Public Services Board – for Item 4.  
Chief Officer – Medrwn Môn – for Item 5
- 

#### **1 APOLOGIES**

None received.

#### **2 DECLARATION OF INTEREST**

Councillor Alun Roberts declared a personal interest in Item 5 on the basis of voluntary work he had undertaken during the Covid-19 pandemic lockdown period.

### **3 MINUTES**

The minutes of the previous meeting of the Partnership and Regeneration Scrutiny Committee held on 11 March, 2020 were confirmed as correct.

### **4 ANNUAL REPORT - PUBLIC SERVICES BOARD 2019/20**

Submitted – a report by the Programme Manager, Gwynedd and Anglesey Public Services Board.

The Programme Manager, Gwynedd and Anglesey Public Services Board reported that the report is structured to refer to the progress of the work of the established Sub-Groups of the Public Services Board. The Board has four Sub-Groups as follows:-

- **Climate Change Sub-Group**

The Sub-Group has been established to encourage collaboration between the public bodies and local communities on how to deal with the threat to communities from future changes to the climate. It was noted that a series of workshops had been arranged but due to the Covid-19 pandemic these have not been able to take place. The Sub-Groups identified that regional work is being undertaken as regards to climate change and the sub-group is conscious that duplication of work needs to be avoided and an opportunity to learn from each other.

- **The Welsh language Sub-Group**

The Sub-Group has mainly focused on collaboration to increase the use of the Welsh language within public bodies in Gwynedd and Anglesey. This specifically relates to the Welsh language as a language of choice for internal communication in public bodies, and for communication with the public. The established project 'Arfer' which was led by Bangor University as regards to understanding the habits of speakers who are not as confident or comfortable in using Welsh at work. The Public Services Board across the region received a grant from Welsh Government annually. Discussions were held regarding using the grant to fund a study that would explore how to use the public organisations' reception areas to encourage and promote the use of the Welsh language by more people. Unfortunately due to the Covid-19 pandemic the grant has been withdrawn.

- **Homes for Local People Sub-Group**

The work of the Sub-Group has continued during the Covid-19 pandemic and its next proposed steps will be to fully evaluate the financial viability of the developments in relation to these sites, before confirming how best to finance the developments and the initial timetable for commencing work. The Sub-Group has been discussing its plans with the Welsh Government to ensure that its work is in accordance with the Government's vision for innovative and affordable

housing. A progress report will be submitted to the next meeting of the Public Service Board.

- **Health and Care Sub-Group**

The Sub-Group's responsibility is to oversee the work streams/projects of: Adults, Children, Learning Disabilities, Mental Health and Community Transformation. These work streams are in accordance with the Regional Partnership Board's priority areas for integration. It was reported that a meeting of the Sub-Group was held on 7<sup>th</sup> July. The purpose of the meeting was to revise the terms of reference of the group, following the Covid-19 outbreak and it was agreed that the sub-group's priorities in the recovery from the pandemic have changed as a result. A workshop was held by the Health and Care Sub-Group on 16<sup>th</sup> September to address the West Winter Plan and the work streams arising from the regional Health and Care Group.

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

- Questions were raised as to what extent the work streams of the Public Services Boards has contributed to the wellbeing of residents of Ynys Môn and what impact has the work had on local communities. The Programme Manager responded that the progress of the Sub-Groups have varied but to date the Sub-Groups have contributed to the wellbeing of residents within the local communities. Some of the current outputs might be soft but they are required in order to set the foundations for contributing in the long term to the well-being of our residents. The Chief Executive said that the work undertaken within the Welsh language Sub-Group has focused on linguistic behaviour of staff not wishing or lacking confident in using the Welsh language within the workplace and a project has been undertaken within the Social Services Department to address this matter;
- Questions were raised as to what lessons the Board has learnt as a result of progress thus far and how does the Board intent to use any lessons in the future. The Programme Manager responded that the Public Services Board are continuously learning from lesson. A workshop was held last week which enabled the public bodies to report on the lessons learnt from the following the pandemic. The Chief Executive said that the workshop held last week also considered a situational analysis that had been sent to partner organisations which came back with 40 matters that are important to our communities. The Public Services Board was required to discuss each matter and determine if the Public Services Board had a role to play in response to them. She noted that it was important to be aware that duplication of services by the local authorities and the Public Services Board needed to be avoided and to gauge the additional support the Board may be able to afford to local communities;
- Clarification was sought as to how effective the Board's monitoring arrangements are in ensuring that objectives are implemented within timescales. The Programme Manager responded that the Chairs of the Sub-Groups report on a quarterly basis to the Board. The Board is therefore able to monitor the work of the Sub-Groups in accordance with the objectives within the timescales. She further said that the main barrier with reference to progress was lack of resources;

- Reference was made to the possible second wave of the pandemic and the alarming Ministerial Health expert's prediction that the UK could see a possible 50,000 Covid-19 per day within the next 4 to 6 weeks. Questions were raised to the role of the Public Services Board if the prediction was to materialise. The Leader of the Council responded that as was mentioned previously a workshop was held last week and the response to the questionnaire was discussed as to the role of the Board to the requirements of local communities if a second wave of the pandemic was to materialise;
- The Committee expressed that they would have liked to have seen a list of achievements within the Annual Report as regard to the work of the Sub-Groups;
- Questions were raised as to what will be the Board's priorities for 2021/2022. The Programme Manager responded that the Board's objectives and priority areas remain relevant;
- A Member expressed that Welsh Government has established Public Services Boards and he was of the opinion that the priorities set out within the remit of such Boards should be a function of each local authority. The Leader of the Council responded that she accepted that the Public Services Boards are currently establishing themselves but due to the existence of such Boards the Well-being of Future Generations Act places pressure of Health Authorities to work regionally and closer to local authorities. She also expressed that the Board has enabled partner organisations to identify potential development land in their ownership for social housing. The Chief Executive expressed that due to the regional work within the Board the Welsh language (through the 'Adfer' programme in conjunction with Bangor University) and housing priorities within local communities would not have had due attention. She said that such achievement would be included in the next report of the Public Services Board.

**It was RESOLVED to note the progress of the Public Services Board.**

## **5 COUNCIL'S RESPONSE TO THE COVID-19 EMERGENCY**

Submitted – a report by the Chief Executive in relation to the Council's response to date to the Covid-19 pandemic in accordance with its responsibilities under the Civil Contingencies Act 2004 in relation to emergency preparation and response co-ordination at local level.

The Chief Executive reported that the response to the pandemic is still ongoing and uncertain and challenging times for all concerned will be experienced. Although the Council has been primarily focused on responding to the Covid-19 emergency it has in recent weeks planned for a programme of recovery and a gradual opening of public services. The Chief Executive referred to the excellent work undertaken by the staff, elected members and partner's organisation within the communities.

The Deputy Chief Executive gave a detailed report in respect of the Council's response to the pandemic and the joint working with the third sector. He refer specifically to :-

- **Governance Arrangements** – emergency planning governance arrangements were put in place nationally, regionally and locally to lead the response to the pandemic. On a regional level, this has been lead and co-ordinated by the Local Resilience Forum (where the public sector works collaboratively) through

the emergency Strategic Co-ordination Group (SCG). The Council has fully contributed to work of specific thematic sub-groups reporting to the SCG on Health and Social Care, Excess deaths, Media and PPE.

- **Key Risk Areas** – a specific emergency risk register was created at the outset and has been reviewed and updated weekly. The key risks have been prioritised in terms of time and effort and these have included care homes, contact tracing and testing, personal protective equipment, dealing with outbreaks, supporting vulnerable families, the impact on the Council's finances and the impact on the Council's workforce.
- **Outputs of the Community Workstream (including inputs from Medrwn Môn and Menter Môn)**

All services within the County Council have worked well together to meet the needs of the residents of Anglesey during the pandemic; however, the needs of residents have varied throughout the pandemic. The co-working between key services has been outstanding during this period and this has included creative and different service delivery. On Anglesey, a partnership was established to provide support for vulnerable persons in the communities within the first weeks of the pandemic.

The Council set up a dedicated emergency response phone line and was open 7 days a week. Information, advice and assistance within the local communities was available via a Single Point of Access in the community facilitated by Medrwn Môn and support from Local Asset Co-ordinators (community agents who connect individuals to community assets and services). During the lockdown period two pop up foodbanks were established on the Island, one in Llangefni and the other in Menai Bridge through the food work stream which included Housing Services, Anglesey Food Bank and CAB. The additional foodbanks worked in conjunction with the established foodbanks operating at Holyhead and Amlwch. During the lockdown period and up to the 28<sup>th</sup> of July a total of 742 food packages were distributed from the 4 foodbanks operating on the Island. Menter Môn in conjunction with Dylan's Restaurant established the Negas project which distributed food packages to individuals during the period. Also, Medrwn Môn run a Voluntary Sector Point of Access and Social Prescribing Programme called Môn Community Link which was used to co-ordinate the community support element of the response.

The outcome of the partnership working between the Isle of Anglesey County Council and Medrwn Môn can be viewed at 5.1.3 of the report.

- **Collaboration in terms of Testing and Test, Trace, Protect Strategy (TTP)**

The Council recognised it had a key role to play in mobilising local tier activity in line with National Guidance. The Authority reviewed the Strategy and liaised with other local authorities, Public Health Wales and Betsi Cadwaladr University Health Board to establish a Contact Tracing pilot project on the Island to inform the development of the Regional TTP approach. An employed team is now in place to ensure the Contact Tracing process is effectively delivered until March 2021. It was noted that the 2Sisters outbreak at its Llangefni Poultry factory was effectively managed and it did not spread into the community.

- **Lessons Learned and Way Forward**

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

The Chair welcomed the Chief Officer of Medrwn Môn to the meeting and she was asked to comment as regards to the joint working with the Authority during the pandemic.

The Chief Officer, Medrwn Môn said that the excellent partnership working with the Authority over the years has benefited the work undertaken during these uncertain time due to the Covid-19 pandemic. She outlined the joint working as regards to the Place Shaping, Community Links and the Good Turns Scheme within the local communities and the work in partnership with Menter Môn.

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

- Questions were raised whether the Council has prioritised and managed its resources effectively in response to the emergency. The Deputy Chief Executive responded that the Authority needed to address the emergency response and to continue to be able to afford essential services to the residents of the Island. He noted that at the beginning of the pandemic undertaken to secure PPE was paramount for the staff of the authority and the volunteers who were supporting the Council. Work was also undertaken with local businesses to enable support with essential provisions to enable the work with the third sector in their work within the local communities. He further said that the Council established its own Track and Trace Programme which has now been afforded nationally. He was of the view that the Council has prioritised and managed its resources effectively;
- Questions raised whether the Council would have responded differently to support the communities and local business during the emergency situation. The Leader of the Council responded that it was important to communicate nationally and to learn lessons from each local authority. The Chief Executive said that it was important to monitor the data from Public Health Wales and to challenge the data received nationally and to challenge data which has been delayed;
- Reference was made to community tensions as regards to tourist visiting the Island. Clarification was sought as to the joint working with the Police to alleviate these community tensions. The Deputy Chief Executive responded that there is a 3 tier process as regards to address the emergency. The Police Service chairs the Response Group and work has been undertaken regionally within the group. Work has been undertaken to share information as regards to policing the Island through the local Police Station in Llangefni and the Public Protection Department has also work closely with the police in visiting businesses on the Island to make sure that they conform to pandemic rules within their premises;



- Reference was made that at the beginning of the pandemic that the local health board was under pressure to assure relevant number of beds available to address the pandemic. It was expressed that a number of people were discharged from local hospitals back into residential homes without been tested for the virus between March and April. The Leader of the Council said that the concerns as regards to people been discharged from hospitals was raised at the WLGA Leaders Group and political pressure was put to change the policy of testing people before discharging from hospital back into residential and care homes. She noted that the Social Services Department established a procedure to meet with the residential and care homes regularly and a Team was established to support the Homes to enable appropriate regular testing. The Interim Director of Social Services said that data from the Homes was received in the beginning on a weekly basis to ascertain where people were moving from the hospital to the Homes;
- Questions were raised as to what process is in place to safeguard the most vulnerable persons within the Island who did not take advantage of the food banks and help with collecting prescriptions. The Interim Director of Social Services expressed that not all the people who received shielding letters were people who had previously required support from the Social Services Department and a procedure needed to be put in place, with the support of Medrwn Môn, to contact all the people on the Island who had received a shielding letter to ascertain their needs. Reference was made that the furlough scheme will also be coming into an end in October and there is a possibility of more people needing support for services afforded by the Council. The Chief Executive responded that around 29% of the population of Anglesey are on the governments furlough scheme and it is of deep concern as to what the Government intends to support these people when the scheme comes to an end. The Deputy Chief Executive expressed that it is of concern that people might face deprivation not only to individuals put to the whole family including children. The Authority through its services can support these people but it is a matter for Welsh Government and Central Government to put in place another scheme to support people who have been on the furlough scheme or to invest in other schemes available;
- Questions raised as to the robustness of the Council in planning for Recovery, The Deputy Chief Executive responded that during the summer work to prepare Recovery Plans was put in place but since the last two weeks it is likely that a second wave of the pandemic is faced. He further said that a mature draft of the Economic Recovery Plan and a Tourism Recovery Plan has been produced. Current efforts are focussed on the emergency and business as usual.

The Committee wished to thank the Council's Officers on the way that they have dealt with the pandemic and praise also for the organisational response in terms of the support provided to businesses and communities. The Committee also wished to thank the Leader of the Council for her hard work.

**It was RESOLVED:-**

- **To note the Council's response to the pandemic thus far;**

- To agree its priorities for scrutinising areas of Council's response to the emergency during 2020/21 and beyond;
- To recommend to the Executive that the Programme Boards submit regular progress reports to both scrutiny committees on recovery planning and delivery for the next norm.

## **6 FORWARD WORK PROGRAMME 2020/21**

Submitted – the report of the Scrutiny Officer.

**It was RESOLVED to note the Work Programme from October – December, 2020.**

The meeting concluded at 4.00 pm

**COUNCILLOR GWILYM O JONES  
CHAIR**

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Partnership and Regeneration Scrutiny Committee
<b>Date:</b>	22 <sup>nd</sup> October 2020
<b>Subject:</b>	Community Safety Partnership
<b>Purpose of Report:</b>	Annual report to the scrutiny committee
<b>Scrutiny Chair:</b>	Councillor Gwilym Jones
<b>Portfolio Holder(s):</b>	Councillor Alun Mummery
<b>Head of Service:</b>	The two County partnership support officer sits within the Gwynedd Local Authority, the Service lead for Community Safety in Anglesey is Ned Michael, the Partnership chair is Morwena Edwards (Gwynedd LA)
<b>Report Author:</b>	Catherine E Roberts –Community Safety Senior Operational Officer for Gwynedd and Anglesey
<b>Tel:</b>	01286 679047
<b>Email:</b>	<a href="mailto:Catherineeirlyroberts@gwynedd.llyw.cymru">Catherineeirlyroberts@gwynedd.llyw.cymru</a>
<b>Local Members:</b>	Relevant to all members

<b>1 - Recommendation/s</b>
To note the contents of the report and attached documents, and state whether or not the Scrutiny Committee supports the priorities and future direction of the work.

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
<p>The Community Safety Partnership is required to formally report to this committee each year to present an overview of activities. This ensures that the Partnership delivers its obligations in accordance with sections 19 and 20 of the Criminal Justice and Police Act 2006.</p> <p><b>The committee’s duty is to scrutinise the Partnership’s work, rather than the work of individual members (bodies).</b></p>

<b>3 – Guiding Principles for Scrutiny members</b>
<p><b>The following set of guiding principles will assist Members to scrutinise this subject matter:</b></p> <p><b>3.1 The customer/citizen</b> [looking at plans and proposals from the point of view of local people]</p> <p><b>3.2 Value</b> [looking at whether plans and proposals are economic, efficient &amp; effective. Also, looking at the wider requirements of community benefits]</p> <p><b>3.3 Risk</b> [Look at plans &amp; proposals from the point of view of resilience and service transformation. It is about the transition from a traditional service to a transformed one, and about the robustness of the transformed service once it is in place]</p>

**3.4 Focus on the system (including organisational development)** [Ensuring that the Council & its partners have the systems in place to ensure that they can implement transformation smoothly, efficiently and without having a negative effect on service delivery]

**3.5 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 does the committee agree with the Partnership's priorities, which are based on a local needs assessment process, and are there other matters which need to be prioritised?
2. In what ways does the statutory partnership add value and work in an effective and efficient manner in accordance with the expectations of the Crime and Disorder Act 1998?
3. To what extent is the action plan sufficiently robust to deal with aspects of the priority areas for the benefit of Anglesey's communities?
4. How will the Covid-19 emergency influence the partnership and the workstreams, and to what extent do the priorities and the workstreams of the partnership need to be amended as a result of the pandemic?
5. How do the statutory partners support and contribute towards the efficiency of the Partnership?

#### 5 – Background /Context

##### **BACKGROUND -**

There is a statutory duty on Local Authorities in accordance with the Crime and Disorder Act 1998, and subsequent amendments because of the Police and Criminal Justice Act 2002 and 2006, to work in partnership with the Police, the Health service, the Probation Service and the Fire and Rescue Service, to address the local community safety agenda. These are the main agencies that make up the Community Safety Partnership.

**Community safety partnerships were originally called crime and disorder partnerships, and although the name has been changed, the areas or responsibility have not, and they remain –**

- Crime and Disorder
- Substance Misuse
- Reducing reoffending

- Delivering a strategic assessment to identify priorities (work that is now undertaken on a regional basis)
- Putting plans in place to deal with these priorities (a plan now exists on a regional and local basis)

A partnership has existed in Anglesey and in Gwynedd since 1998. However, it has operated as a two-county Partnership for many years now.

As a statutory member of the Partnership, it is important that the LA is appropriately represented. This is achieved by the presence of the current Local member with Community safety portfolio, Alun Mummery, and the principal officer with responsibility for the work, Dylan Williams.

### **THE PARTNERSHIP'S PRIORITIES/DOCUMENTS FOR SCRUTINY -**

The partnership works to an annual plan, which is based on a three-year regional plan. Attached are the 2019-20 and 2020-21 plans.

Seven priorities attract the Partnership's attention. These priorities are based on a regional strategic assessment, the Police and crime Commissioner's plan, and the regional Safer Communities Board plan. The priorities are -

- Reducing victim based crimes (acquisitive crimes only)
- Reducing Antisocial Behaviour
- Supporting vulnerable people to prevent them becoming victims of crime
- Raising confidence to report incidents of domestic abuse
- Raising confidence to report sexual abuse
- Addressing substance misuse in the area
- Reducing Re-offending

### **OVERVIEW OF OFFENDING RATES OVER THE REPORTING PERIOD –**

- When measuring levels of crime, it is Important that we have a basis for recoding, which allows comparison and perspective. The Home Office (HO) monitors crime levels across all Police forces in the UK. One of the parameters they use to maintain an overview is a comparison league of sorts, called *most similar groups* (MSG). The HO compile groups of Counties, where the demography is so similar, that crime levels would also be expected to be very similar.
- Both Counties, fluctuate around the average for our MSG – with variations being further analysed, as and when they occur.
- The Police look at crime figures constantly, and review all changes on a regional and local basis. Any significant changes are subject to further analysis. Problem areas will then be reviewed, with Policing plans put in place to tackle the issues. Local policing methods include the daily tasking of resources to tackle issues as they emerge.
- The Partnership received data on crime levels on a quarterly basis, and the 'softer' or longer term approaches of tackling crime trends will be the basis of the partnership plan. (During the lockdown period, data was received on a 2-3 week

basis). The data we generally use, is that of a comparison between the period in the current year, and the same period in the former year, although 5 year trends are also looked at as required.

- The Partnership has a statutory duty to respond to a strategic assessment of crime trends, and prepare a plan based on these assessments. Currently, the assessment is undertaken on a regional basis, with a 3 year plan in place, and then filters down to a more localised one year plan.
- During the early part of this year, because of the lockdown situation, all crime reported to the Police reduced in number. This of course, was the same across the Country. The most significant reduction was in acquisitive crimes of all types, and violent crimes. Overall reported crimes were down by 29% across North Wales in May of this year, slightly less so in Anglesey and Gwynedd (29% being the average). In late June through July, reported crime figures began to increase, and by mid-September were returning to pre-lockdown rates. However, almost all crime types are still lower than this time last year with some, violence with injury and acquisitive crimes, being significantly lower. But some crime types have seen an increase; Domestic crimes are now returning to pre-lockdown rates, which had been anticipated, and interventions have been put in place during the last few months to address this.
- Two areas where increased numbers are being seen is stalking and harassment, and hate crime. Further analysis has shown that the stalking and harassment increase is mainly due to the inclusion of coercive control offences being recorded within the harassment category and also the increase in reports of harassment happening on social media and via messaging apps. The Partnership is looking to prepare an awareness campaign with regards to the appropriate use of social media platforms. Similarly, the increase in hate crimes (although the numbers here are very low) has been largely related to tensions between individuals resulting in verbal abuse, which is unfortunately being seen across the Country as movement of people during Covid restrictions can cause friction. The Police respond to all reports of hate crime and they are investigated fully.

#### **2019-20**

- It is worth noting that the Community safety partnership has now been in place for 22 years, latterly, as a two County partnership. The changes that the partnership has faced over the years are numerous. Indeed, it could be said that the landscape today looks nothing like that which existed in 1998, when CSP's became a statutory requirement.
- What has not changed however is the commitment and engagement of all partners. Quarterly meetings are always well attended, and not one meeting has been cancelled in over 20 years – up until the recent Covid 19 restrictions.
- Partners and local Members who attend the meetings contribute positively, and quarterly data on crime figures and plan delivery are shared at every meeting.
- Every responsible member of the partnership contributes financially to have in place a partnership analysts, so that regular data can be supplied in order that evidence based decisions can be made.
- Some of the main changes the partnership has, and currently faces are listed below.

- Loss of local grants – all of the grants, which the partnership once received have now either ended, or have moved to a regional grant position, managed on a North Wales basis. However, by ensuring we play our part in the regional structure, monies are still being secured, including additional funding in the past 18 months for both Domestic abuse/sexual violence and substance misuse, in Gwynedd and Anglesey.
- Loss of local co-ordinators – some posts have been lost because of the withdrawal of funding, others became a regional resource. However, by maintaining close and purposeful membership of the regional groups, we are confident that local needs are embedded in all regional plans and activity.
- The main challenges we all face of course, is the changing face of criminality in our communities today. Even though Gwynedd and Anglesey remain amongst the safest places to live, we face the same issues as all other areas of the UK. Crime today is far reaching and complex, with the use of technology enabling a level of exploitative crime, arguably not seen before. Organised crime gangs, exist across the UK, most involved with drug related crime, and these gangs known as county lines gangs have been the subject of much responsive activity in North Wales.
- During 2019-20, North Wales police led on a regional needs assessment on county lines, bringing together organisations across the region (almost 200 people attended one meeting) from that, a regional response plan was developed, which is now evolving into local activity. In that same period (and continuing) North Wales police have conducted a number of county lines enforcement operations, which have impacted greatly on the criminal gangs' activity in the area.
- The 2019-20 plan, which is attached, collates most of the additional activity the partnership wanted to achieve during that financial year. The activity was completed, and reported on a quarterly basis to the CSP, so that any remedial activity could be agreed if required. Crime figures were also shared on a quarterly basis, so that any additional activity needed could be discussed.
- Working between partners is fundamental to community safety. The main reason for the introduction of CSP's back in 1998, was to ensure that crime and disorder was seen as 'everybody's problem' and not the realm of the Police alone. The joint working between key partners, both in the public sector and the third sector has never been as strong. There are endless examples of this Joint working together as organisations, which now happens on a daily basis as a matter of course. There is no complacency however, and existing plans still contain intentions to move to even more joint working.
- Sadly, throughout this reporting period, the partnership have had two ongoing Domestic Homicide reviews (DHR's).
- At the end of the 2019-20 financial year, the partnership held a workshop, to begin the work of planning for the coming year. This took place in February, and was the final physical meeting of partners locally, before the commencement of the lockdown in March 2020.

**2020-21**

- Although much was different, in terms of working practices during March, and into April, we managed to formulate the activity of the workshop into an action plan by the beginning of this financial year. The plan is attached.
- The partnership cancelled the scheduled meeting for April, and instead a LOG was circulated – featuring the crime figures for the period, and all other papers and matters which required the members attention. This activity has continued since then, with a 2-3 weekly LOG being shared, and matters arising being highlighted for attention. Meetings of the partnership resumed in July, using virtual capabilities.
- The plan is being monitored, and as expected we are seeing some activity stalled because of the Covid 19 situation. The intention is that we look to identify any new opportunities arising from the current period and mitigate the possible effects of any activity which will not be taking place. It is early days yet, in the analysis of lessons to learn and best practice.
- At a very early stage in the lockdown period, we saw, as expected, a reduction in the overall crime rates across the Counties, by the beginning of June - the rates of crime overall compared to the same period the previous year were down - by 24.6% in Gwynedd and 24.8% in Anglesey. The reductions varied across the crime types with acquisitive and violent crimes seeing the most reductions.
- Since then, crime rates have been slowly creeping back towards expected levels. Domestic abuse (DA), which was an issue we kept a close overview of during the lockdown period, for obvious reasons - is again approaching more expected numbers in terms of reporting. Luckily, as previously mentioned, we have been able to take advantage of the additional monies from Welsh Government to put more provision in place for DA and sexual abuse needs.
- During the remaining months of this financial year, we aim to continue with virtual meetings and regular sharing of information, in order to keep the plan on track as far as is possible. We also aim to learn from the 'response' to the lockdown period, which has undoubtedly seen the emergence of good practice and innovation.

Since the development of this statutory partnership under the 1998 Act, joint working between the various public and third sector organisations has changed dramatically. The fact that some of the responsible partners are devolved and some not, that some areas of work are led by Welsh Government, and others by the UK Government, has not hindered the progress of joint working, which as mentioned already, is now embedded into daily working practice.

Even so, there is no doubt that the recent Covid 19 situation has, and continues to be a challenging time for all partners. Below are examples as to how some of these challenges have been met.

- Unfortunately, in Gwynedd, a Domestic Homicide review (which is a CSP responsibility) was required following a death in December 2019. The Home Office gave partnerships leeway to 'hold' on the process during the lockdown period. However, partners were keen to make progress, and using virtual meetings both locally and with organisations from two Other Counties across the UK, we have kept to the timescale that we would have regardless of the current obstacles.
- Early on in the Lockdown period, it was recognised that vigilance was required as regards Domestic Abuse (DA). High risk victims of DA are discussed in a



multiagency meeting each month, as standard practice. Partners agreed that in addition, weekly virtual meetings would also be held, so that heightened risk factors could be dealt with quickly. These meetings continue.

- Meeting the needs of our homeless citizens became a priority during the lockdown period, not only providing housing for each one, but also meeting other needs they might present. Our Substance misuse services increased the 'outreach' provision available, working alongside the police and housing services on the ground, engaging with each individual. Providing for these needs ensured that they continued to engage with services and as a result referred and engaged within more structured treatment services. Added value was provided through provision of hot food and basic items, mobile phones where they did not have access to one, and travel vouchers to enable them to go to appointments and receive further support when required.
- Our housing and Social care services also increased the number of (virtual) meetings with partners in the third sector/substance misuse/and Probation to discuss the management of individuals in the community who were subject to Probation supervision. Addressing needs and managing risk being very much the aim, at a time where face to face contact was not always possible.
- Also, as face to face supervision meetings with clients in the community within office spaces became difficult for the probation service (as with all other providers) during the early days of lockdown, Probation and the police strengthen their joint working practices, increased use of Police premises and joint door stop visits , to ensure risk management was maintained during the period.
- During the Lockdown period, partners received 2/3 weekly data on crime trends, as opposed to the quarterly monitoring that is standard. This enabled partners the opportunity to react to emerging trends or issues. The partnership analyst was also able to provide more in-depth data on any identified issues so that we all understood what was changing and how responses might need to be altered. An example of this, was the identification in an increase in 'harassment' type of offences involving the use of social media. Currently, the partnership is looking at what additional awareness campaigns we might develop to inform people of the need for responsible use of such mediums.

#### **6 – Equality Impact Assessment**

The annual report does not contain reference to any developments, which are deemed to have an unfavourable impact on any of the protected groups

#### **7 – Financial Implications**

The report does not identify any specific financial implications for the Local Authority

#### **8 – Appendices:**

- |   |
|---|
| <ol style="list-style-type: none"><li>1. 2019-20 plan</li><li>2. 2020-21 Plan</li></ol> |
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<b>9 - Background papers (please contact the author of the Report for any further information):</b>
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None
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## North Wales Community Safety Partnership Priorities

While the North Wales Safer Communities Board focuses on mental health, hidden crimes and cyber crime on a regional level, the Board has asked the local Community Safety Partnership to focus on:

### 1. Preventing Crime and Antisocial Behaviour

- Reducing victim-based crimes
- Reducing Antisocial Behaviour
- Increasing the reporting rate for Hate Crimes
- Supporting vulnerable people to prevent them becoming victims of crime
- Reducing the number of victim-based repeat offences and ASB for victims and offenders
- Working with MARAC to manage the number of victims of repeated Domestic Abuse
- Dealing effectively with high risk cases of Domestic Abuse and Sexual Violence
- Raising confidence to report cases of Domestic Abuse and Sexual Crimes
- Raising awareness of sexual violence among young people

### 2. Reducing harm and the risk of harm

- Reducing substance misuse
- Reducing the use of drugs and alcohol
- Monitoring Community Tensions

### 3. Providing an Appropriate Response

- Reducing reoffending
- Understanding and addressing the impact of migration on the community safety agenda

## Gwynedd and Anglesey Local Plan

Our local plan looks to implement the above subjects, and based on the importance of each one here in Gwynedd and Anglesey, some matters will receive more attention than others. Also, some work programmes happen regionally, and we may only identify this work in our local plan.

The aim of the follow-up plan for 2019/20 is to build on the extensive work that has occurred in recent years leading to a substantial reduction in Crime and Disorder in the counties of Gwynedd and Anglesey. We acknowledge that overall, crime has recently increased across the country. We also recognise that types of crimes that we have not dealt with previously are emerging, and there is a need to collaborate in different ways to tackle them.

The Plan will focus on areas of work that will be developed during 2019 and beyond. The Plan will be renewed annually. The Plan will also consider the strategic assessment, along with the guidance and priorities established by the Regional Board.

See below our main priorities, with a list of issues we will address during the year. The plan is live, and it may change during the period in response to changes and new challenges.

## Actions for developing our structures in future

	2019 actions and projects	Target Date	Responsibility	Outputs and outcomes	Completed Outputs
	<ul style="list-style-type: none"> <li>All partners are committed to looking at rationalising our regional collaboration structures. The aim is to create structures that are more efficient for our multiagency work in future. Locally, we will participate in the process and respond locally to the changes.</li> <li>Welsh Government has established a specific project to look at improving the response of all relevant agencies to criminal justice matters. The local partnership will consider the work programme the Welsh Government has developed, and ensure commitment and response to the requirements.</li> </ul>	<p>The work will develop over this year, and will possibly continue in 2020. Progress report in (Q3).</p>	<p>North Wales Safer Communities Board</p> <p>Welsh Government - Project board Partnership Members</p>	<p>The work of drawing up the options will be delivered by the Regional Board, and once the changes are agreed, partners will act as needed. This will enable agencies to work in a more effective way in future.</p> <p>The Partnership will commit to receiving information on the programme's expectations, and will respond based on local decisions. By taking advantage of that which is useful and valuable to us in the proposed programme, our ability to respond to offending will improve across the region.</p>	<p>The review has identified and agreed a new Board structure for the future. This structure will take some months to be put in place, with the required support and governance it will need to operate effectively.</p> <p>All Wales project Boards continuing with the work plans, progress is communicated to the local Partnership on a regular basis. Current developments include the possibility of a regional coordinator for 18 months to help with the rationalisation of Regional Boards (so we may use resources more effectively) and the possibility of additional analytical resources across Wales to assist with the evidence based approach to prioritising our attention.</p>

2019 actions and projects Interventions established by partners (which also contribute to the focus areas)	Responsibility	Target Date	Outputs	
<p>1 <b>Focus:</b> Reducing victim-based crimes (acquisitive crimes only)</p> <ul style="list-style-type: none"> <li>• Cyber crime</li> <li>• Domestic burglary</li> </ul> <p><b>Measures:</b></p> <ol style="list-style-type: none"> <li>1. Every victim-based crime</li> <li>2. Number of people who are repeated victims of crime (3 or more in 12 months)</li> <li>3. Residential burglary (new indicator)</li> </ol>				
2019 actions and projects	Target Date	Responsibility	Outputs and outcomes	Completed Outputs
<ul style="list-style-type: none"> <li>• The partnership has identified the need to raise children's awareness of specific crimes that are based on exploitation for the benefit of others - predominantly CountyLines crimes. The Schoolbeat Scheme aims to teach these lessons in our schools, including development in this field, in addition to information about crimes involving knives, and child sexual exploitation.</li> </ul>	<p>The programme will be active throughout the year (Q4).</p>	<p>Police/Education - <a href="https://www.schoolbeat.org/en/partners/county-lines/">https://www.schoolbeat.org/en/partners/county-lines/</a></p>	<p>Information shared with children in our schools. Identify the number of schools that have received sessions during the year. Sessions that enable them to identify dangerous situations, and know what do and where to report it.</p>	<p>North wales Police (school liaison programme) have been at the forefront of producing and piloting a specific animated film around County Lines issues for our schools. It will be launched as an all Wales resource on the 26<sup>th</sup> of March. All our schools will receive a specific lesson around this issue and how to keep safe. There is also the intention of producing a resource for parents, to assist them in keeping children free from criminal exploitation.</p>

<ul style="list-style-type: none"> <li>It is acknowledged that acquisitive cybercrime is on the increase. The police are leading in the field of enforcement and a special unit is operational to deal with the matters. The partnership needs better understanding of the type and number of these crimes to identify possible opportunities to raise awareness or target early intervention.</li> </ul>	<p>End of year report, to identify trends that could lead to further action.</p>	<p>Partnership Analyst, and the members regarding further action.</p>	<p>Analysis available of the crimes the special unit deals with during the year. This enables the partnership to respond in terms of identifying opportunities.</p>	<p>The work of dealing with specific cyber-crime remains in place, however the unit will be expanding in the near future to help deal with the growing need.</p>
<ul style="list-style-type: none"> <li>We are aware that scamming crimes are increasing. The Police, and the Trading Standards services in both Counties wish to collaborate on an awareness raising project by implementing a 'train the trainer' scheme for the volunteer sector. This will enable people who work and who have contact with the public, to share information in terms of how to recognise scams, especially with people who are possibly more likely to be targeted, such as older people.</li> </ul>	<p>This work will be done during the first months of 2019, and a report on progress by (Q2).</p>	<p>Police, Trading Standards services in both Counties</p>	<p>Information will be available in terms of how many people we have trained. This information will then be available to the sector that is more likely to have more contact with people who could be a target for scammers, and influence them.</p>	<p>Anglesey –Work has already been undertaken (last year) to train workers in Social care. A representative from Nat West bank, now delivers awareness sessions to customers. It is the intention for us to conduct conversations within the community where we have information indicating that awareness is required within that community.</p> <p>Gwynedd – Scam awareness training for community leads undertaken in June, with over 70 delegates. Well attended and received.</p>

<ul style="list-style-type: none"> <li>In relation to the above matters, the Police and the Trading Standards services will also be using a Bus to raise awareness of cyber crimes across our communities (a bus that is available from the Welsh Government). This would enable us to reach more people with the important messages in terms of how to recognise scams and report them.</li> <li>After holding awareness raising sessions for the public on safety matters, Isle of Anglesey County Council has identified the need to ensure better access to information on scamming matters.</li> </ul>	<p>This work will be done during the first months of 2019, and a report on progress by (Q2).</p> <p>During quarter one, report on progress (Q1).</p>	<p>Police, Trading Standards Services across both counties.</p> <p>Isle of Anglesey Adults Services</p>	<p>We will identify the number of locations the bus has reached, and the number of people who have received information and advice. This will offer people the opportunity to receive information face to face from experts in their communities, and reduce the likelihood that people will be scammed.</p> <p>Specific information based on the main matters raised in the safeguarding session will now be placed on the Council website. This will provide a further opportunity for the public to find the information they need to assist them to identify such crimes.</p>	<p>18 visits to scam referrals initiated via the National Trading Standards Board</p> <p>Anglesey – The Cyber bus went to MSPARC in Gaerwen, and to Morrison’s in Holyhead during March. Although numbers were fairly low in Gaerwen, they were much higher in Holyhead. The service was happy with the number of contact made.</p> <p>Gwynedd - The Cyber bus went to Bangor and Dolgellau during March, and between 30-40 attended for advice in Bangor, fewer in Dolgellau (final numbers not yet available)</p> <p>Information uploaded to Local Authority website as part of the Safeguarding Week initiative.</p> <p>Conversations and information shared with the public during the safeguarding week promotion via verbal dialogue and leaflet dissemination from the manned stand held in the council front desk.</p>
<p><b>Interventions established by partners (which also contribute to the focus areas)</b></p>				



- Cyber scams and postal scams: Educate and advise users, raise awareness, share information and referral to services. Partners: Public Protection and the Police
- Banking protocol: A scheme that enables bank employees to report to the Police if there is suspicion of fraud. Partners - Public Protection and the Police
- TITAN North-west: Representation on the North West Organised Crime group. Partners - Public Protection
- All Wales door stepping crimes: Campaign to address doorstep crimes in Wales. Partners - Public Protection and the Police
- Units committed to High technology crimes and cyber crimes. Partners - Police

**2 Focus: Reducing Antisocial Behaviour (ASB)**

**Measures:**

1. Antisocial Behaviour Level
2. Number of people who are repeat victims of crime - ASB

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2019 actions and projects	Target Date	Responsibility	Outputs and outcomes	Completed Outputs
<ul style="list-style-type: none"> <li>• The Police have identified the need to re-examine the AB action groups, to ensure that each agency's scarce resources are used effectively. As part of a broader review of local multi-agency groups, an assessment will be undertaken to see what the necessary structures will be in future.</li> </ul>		Police to lead, everyone to contribute observations.	A new group's structure will be in place. Therefore, employees' time committed to the groups will be more effective and therefore, our response to the matters in question will be efficient.	Following a review, it was acknowledged that current structures are working well, particularly the weekly meetings between Housing organisations and the police. There continues to be a constant awareness of changing requirements and need, so future changes are not ruled out if deemed to be necessary.
<ul style="list-style-type: none"> <li>• Adults Social Services (Anglesey) have identified that some clients do not always receive a suitable service,</li> </ul>		Adults Services to lead, everyone to commit.	Conversations/sessions to improve understanding will have taken place. Therefore, specific agencies will have a	Social Services and Well being Act -The LA works to the act and

because of the service thresholds, although they present to services often. Specifically, this is true in terms of the understanding of mental capacity / unwise decisions / risk taking. The Adults Service will lead on the work of nurturing a combined understanding of the matters in question.

better understanding of the nature of individuals' problems, and therefore, they will be able to respond according to need and not solely on service thresholds.

provides an Information Advice and Assistance Service to ensure that citizens' are: Helped to manage their own care and support, Signposted and supported access to local services, Offered options and advice that suit the individual's desired outcomes, Offered solutions that are proportionate to needs and meet an individual's outcomes. This offers the starting point for an assessment: if that is appropriate. Local Authority preventive approaches and commissioning of related services e.g. Supporting People Housing Related Support Services

VARM - continues to provide an important framework to manage risks which may arise within specific circumstances when working with adults deemed to have capacity to make decisions for themselves, but who are at risk of serious harm. The VARM is a multi-agency adult assessment risk management process to:

					<p>identify the relevant risks for the individual, discuss and agree agency responsibilities/actions, record, monitor and review progress with the agreed action plan, agree when the risks have been managed and evaluate the outcome. It provides professionals with useful information and a framework to facilitate effective multi-agency working with adults who are at significant risk.</p> <p>We carry out our function as a duty to cooperate agency within MARAC and MAPPA: and we have seen a growth in the demand.</p> <p>North Wales Self-Neglect Protocol: Since the inception of this protocol, there have been significant improvements in proactive multi-agency work with individuals who self-neglect. This has led to a shared understanding by professionals and in many cases led to improved outcomes for the</p>
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	<ul style="list-style-type: none"> <li>Establish a framework that will enable sharing information to support the continuation of the Public Space Protection Order (PSPO) and look at the possibility of having a new order in Bangor. We must look at the information that is available, or needs to be available from the Police, to prove the value of the current orders. Also, the Police and Gwynedd Council to discuss the possibility of providing a new order in Bangor.</li> <li>Isle of Anglesey County Council has identified that discussing Antisocial Behaviour issues in a timely manner with our tenants in the community helps to solve matters early. Therefore, during 2019, Housing services and Police officers will hold drop-in sessions regularly to discuss issues with residents.</li> </ul>	<p>Scheme operational all year, assessing the progress at the end, and report (Q4).</p>	<p>Police analyst, local Police and relevant officers at Gwynedd Council.</p> <p>Anglesey Housing Service and the Police</p>	<p>The relevant information will be identified, and collected. Therefore, the legislation will be used more efficiently, relevant to the need, but also giving consideration to the resources that are actually available to implement them.</p> <p>We will identify how much demand there is for the sessions and the type of issues that are identified, and receive early attention. Tenants will feel that their problems are addressed on time; that the services are visible in our housing estates and that appropriate attention is given to individuals' concerns.</p>	<p>individual who may previously have been closed to services.</p> <p>Order in Bangor approved, and went live on the 1<sup>st</sup> of December. A schedule of meetings, the second of which will take place in January between the LA and Police now in place to take forward the review of other existing orders in both Counties.</p> <p>A number of Police and Housing services surgeries have occurred throughout the financial Year. They are targeted in areas where anti-social behaviour is a concern. The drop-in sessions provides an opportunity for tenants and local Elected Members to raise concerns regarding alleged ASB on their</p>
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	<ul style="list-style-type: none"> <li>Both counties' Youth Justice Service (YJS), and the Police, have identified the need to review the processes for dealing with children who cause difficulties because of antisocial behaviour. It is apparent there is a need to bring the justice service into the</li> </ul>	Scheme operational during 2019/20. Report on	YJS operational management group	A new process will be developed by the operational Board, and then reviewed during the year to ensure improvement in the process. The children that are brought to the Police's attention will	<p>estate. Tenants who do not feel comfortable in attending a police &amp; housing surgery are encouraged to report ASB matters to their Housing Management Officer.</p> <p>Housing Services operate the ASB policy which was developed and approved in 2016. This provides guidance and procedures with timescales ensuring the Housing Management team adhere to these with the view to resolving ASB complaints swiftly.</p> <p>Housing Services attend the weekly CAP meeting and monthly VARM meeting. Information is shared between agencies to ensure early intervention is key to our delivery</p> <p>Working Agreement between North Wales Police and North Wales Youth Justice Services, and Consultation for Acceptable Behaviour Contracts, Dispersal</p>
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<p>process early on, to ensure protection and support for the child in addition to dealing with matters related to the crime. Additionally, agencies, will jointly revise the systems of managing antisocial behaviour by using a 'yellow card' for children.</p>	<p>progress in (Q2).</p>		<p>receive every support to turn their backs on crime.</p> <p>The purpose of the reviews is to ensure that every opportunity is identified to ensure that these children do not go on to be offenders in future.</p>	<p>Orders &amp; Ancillary Court Orders has now been completed</p> <p>The purpose of this working agreement is to ensure effective collaboration between North Wales Police and North Wales Youth Justice Service's under the primary aim to prevent offending by children and young people between the ages of 8-17 years old under the Crime and Disorder Act 1998.</p> <p>This working agreement also supports the priorities of the People are Safe Board and the Regional Youth Justice Plans.</p>
<p><b>Interventions established by partners (which also contribute to the focus areas)</b></p> <ul style="list-style-type: none"> <li>• Early intervention team: Multi-agency method to implement early intervention and preventative measures. Partners: Police, Housing Agencies and others as needed.</li> <li>• Sale of age restricted goods to underage people: Enforcement and preventative work in relation to selling age restricted goods, namely alcohol, fireworks etc., including test purchases. Partners - Public Protection and the Police</li> <li>• Local campaigns/awareness raising days: Raising awareness of specific campaigns, e.g. raising awareness of knife-related crimes, Guy Fawkes' night/Halloween. Partners: Public Protection, Police, Fire and Rescue Service</li> <li>• Noise Pollution: Monitor noise pollution including using <i>an app</i> Anglesey to gather evidence to lead on enforcement steps. Partners: Anglesey Public Protection and the Police</li> <li>• Premises Licensing: Review licensing conditions and objectives as needed. Public Protection and the Police</li> </ul>				

<ul style="list-style-type: none"> <li>• MICRA campaign - Target serious antisocial behaviour in Caernarfon. Partners - Police, Youth Justice Service, Education</li> <li>• Wax Campaign - Target the crime of begging in the Bangor area which has been the subject of concern in the local community. Ongoing</li> <li>• Circuit Campaign - ASB based crimes in Holyhead. Partners - Police jointly with the Jessie Hughes youth club, Yr Hwb, Pod Ieuentid, Gwelfor, Housing Services and the Youth Justice Service.</li> <li>• Gwynedd ASB task group: Address antisocial behaviour. Partners - Police (multi-agency method)</li> <li>• Undertake preventative work in relation to the underage sale of alcohol - advise businesses, promote Challenge 25, carry out test purchasing and enforcement as needed. Partners - Trading Standards and licensing units within the Local Authorities and the Police</li> </ul>	
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<p><b>Focus:</b> Supporting vulnerable people to prevent them becoming victims of crime</p> <ul style="list-style-type: none"> <li>• Modern Slavery</li> <li>• Hate crimes</li> <li>• Monitoring Community Tensions</li> </ul> <p><b>Measures:</b></p> <ol style="list-style-type: none"> <li>1. Number of people who are repeat victims of crime (3 or more in 12 months)</li> <li>2. Number of modern slavery cases (new indicator)</li> <li>3. Number of hate crimes reported (new indicator)</li> </ol>	
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2019 actions and projects	Target Date	Responsibility	Outputs and outcomes	Completed Outputs
<ul style="list-style-type: none"> <li>• The Modern Slavery Scheme is in place and is monitored regionally; see the regional plan for further information. Any local matters will be brought to the attention of the CSP through the Safer Communities</li> </ul>	Report to the CSP as needed, if there are local barriers.	Regional Board Partnership Members	The regional board's work programme will be monitored regionally. The local partnership will deal with any local issues of under-performance, and will be reported to the regional board.	This work is monitored via the corporate safeguarding Boards in both LA's. There have been no issues requiring escalation to the regional

<p>Board. The new referral pathway will be implemented locally and awareness raising will be part of the agencies' core work.</p> <ul style="list-style-type: none"> <li>Partners have identified that the challenge of dealing with crimes relating to County Lines are complex and require more attention. Therefore, as a region, we will work with the Police to gather information across the sectors to understand and identify the extent of the problem. This will offer a foundation to go about identifying how to respond as partners in a more effective way.</li> </ul>		<p>Board to date. The work progresses.</p> <p>A needs assessment and more recently, a local profile has been completed as regards CL. This information will form the basis of a workshop to be arranged in the coming weeks. The workshop is aimed at translating the information into local action planning.</p>
<ul style="list-style-type: none"> <li>Knife crime is increasing across the country, and although the problem in this area is not on the same scale as seen in other areas, there is a need to respond to the risk. The Police and the Trading Standards services in Gwynedd are collaborating on a scheme to raise awareness in our relevant shops, in terms of selling knives to children and young people. Some shops will also be targeted for 'spot checks' to find any possible lawbreaking, in addition to raising awareness and sharing information packs in general.</li> </ul>	<p>This work will be done during the first months of 2019, therefore there will be a progress report by (Q1).</p> <p>Police, Gwynedd Trading Standards services</p>	<p>Operation sceptre has been undertaken – with 23 Test purchases being done in Gwynedd. 6 were fails, all have received follow up intervention by trading standards as regards 'due diligence', information packs etc.</p> <p>This has set the scene for continued activity for the remainder of the year – including possible operation in the autumn led by Police. TS are conducting re-tests in the Summer holiday</p> <p>This initiative received press coverage, so as to highlight</p>



<ul style="list-style-type: none"> <li>Isle of Anglesey County Council has identified that it is important for employees and Elected Members to be familiar with the processes and legislation in relation to rehabilitating high risk offenders in our communities. Understanding prevents people from over-reacting and misunderstanding the situation in our communities. Therefore, the Council, along with the Police and the Probation Service, will arrange awareness raising sessions.</li> </ul>	<p>Progress report in (Q1).</p> <p>Isle of Anglesey County Council Housing Department - police and the probation service</p>	<p>the enforcement activity in relation to knife sales.</p> <p>In January 2019, MAPPA Co-ordinator (Probation) PVPU Sgt (North Wales Police) and housing (prisoner re-settlement officer / ASB officer and Service Manager for community housing) delivered a MAPPA / RSO presentation. 5 elected members attended this session and a high number of officers from various departments. To ensure the message of process and re-assurance continues for Elected Members, another briefing session will be organised during this financial Year.</p> <p><b>(Q1)</b> Anglesey has been identified as pathfinder area of the EATP. ACE TIME Training commenced in</p>
<ul style="list-style-type: none"> <li>The Public Health Service and the Police across Wales have planned a project to develop a workplace that is more familiar</li> </ul>	<p>Report on progress</p> <p>Work led by a regional team. Partners locally to</p>	<p>Awareness raising sessions will be held across both counties; we can measure the number of people who receive</p>

<p>with the Adverse Childhood Experiences <i>or ACE</i>. The intention is to ensure that workers (the Police mainly) understand how ACE can affect individuals, and use this information to secure the best response possible when they are brought to the services' attention.</p>	<p>against in Anglesey (Q1) Gwynedd in (Q3)</p>	<p>commit to be part of the development.</p> <p>them, in addition to how this affects the number of referrals from the Police to safeguarding services (one of the expected outputs is there will be fewer referrals to Social Services, as the Police will have a better understanding of individuals' needs and how to refer). Individuals will receive a more suitable response to their circumstances from front-line services.</p> <p>Anglesey in Dec 2018, alongside Flintshire.</p> <p>To date 483 delegates have commenced the training- this has constituted 315 front Police Officers/ staff with 168 partner agency staff.</p> <p>Training is now complete in these areas and impact being seen in terms of increasing early help referrals made and reduction of safeguarding referrals being witnessed.</p> <p>Better quality safeguarding referrals are also observed as a result with Officer's using ACE language. This is all in support of ensuring vulnerable people/ families get the right help at the right time.</p> <p><b>(Q3)</b> EATP Implementation group formed in April 19 and has met 3 to 4 times to date comprising of Local Authority, (inc Education, Adult social care, Children's social care, Housing, Youth and Youth Justice services, Leisure and libraries etc), Mantell Gwynedd, Health and NWP representation. The group</p>
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have informed the Gwynedd ACE TIME training for Police Officers/ staff in both North and South Gwynedd localities by mapping gateways to Early help and support for vulnerable people. The group also advised on and coordinated the partner organisation nominations for the training.

Both Adult services IAA and Childrens intake and assessment team agreed the early help referral process which went live at the start of November alongside the start of ACE TIME delivery.

To date the programme has trained in excess of 800 Police Officers/ staff across the region. Core training sessions in Gwynedd are completed as of 10th December. Following this, ACE Coordinators will be out in Police Stations working with Officers to embed the approach and learning from the training into practice.

<ul style="list-style-type: none"> <li>Isle of Anglesey County Council's Housing Service has identified an increase in the number of service users who state that they have mental health needs. To ensure that these individuals receive the support they need, the service has been developing a tailored support and accommodation pathway, jointly with the health board.</li> </ul>	<p>The Plan will be assessed in October 2019, therefore a report on progress in (Q3).</p>	<p>Isle of Anglesey Housing Department and the Local Health Board</p>	<p>Using the Support and Accommodation Pathway for people with mental health needs, there will be less possibility that the individuals will be targeted by others who wish to take advantage of them and use them as a person, or their accommodation, to facilitate crimes e.g. to carry drugs. This is not the main purpose of the plan, but it contributes to fewer opportunities to exploit.</p>	<p>The IOACC mental health pathway is well under way. Three step down accommodation is available to homeless residents whereby mental health is a lead need. The step down has proved successful for individuals leaving the Hergest unit and intense community support is provided once they are discharged. We have had success stories so far and also lessons have been learnt along the way</p>
<p><b>Interventions established by partners (which also contribute to the focus areas)</b></p> <ul style="list-style-type: none"> <li></li> </ul>				

<p><b>4 Focus:</b> Increase the confidence to report on domestic abuse / Work with MARAC to manage the number suffering from repeated Domestic Abuse (Multi-agency Risk Assessment Conference)</p> <p><b>Measures:</b></p> <ol style="list-style-type: none"> <li>The level of domestic abuse</li> <li>The level of high risk domestic abuse (MARAC Cases)</li> <li>Number of people who suffer repeated Domestic Abuse (3 or more in 12 months)</li> </ol>	
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4. Number of offenders who are repeat offenders (new indicator) *Potential new additional indicator - number of successful domestic abuse prosecutions				
2019 actions and projects	Target Date	Responsibility	Outputs and outcomes	Completed Outputs
<ul style="list-style-type: none"> <li>Respond to the new legislation - Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, including local implementation in relation to the needs of the National Training Framework. Also, as partners, we are going to contribute to the regional needs assessment for planning and commissioning services in future.</li> </ul>	Implementation dates will vary across the region. Progress report in (Q3).	Health Board, Local Authorities and the Fire Service	Raising awareness of Domestic Violence issues across the sectors, and amongst the public, is a priority for Welsh Government. When committing to the national training framework, statutory services will train the workforce in coming years. It will be possible to report on the number of people this affects over the next five years - through the regional board's work.	Contributions towards the regional strategies continues through the regional Board.  In both Local Authorities, there has been progress in relation to the Ask and Act element of the training framework, with individuals now identified to undertake the 'train the trainer' sessions.
<ul style="list-style-type: none"> <li>As a partnership, we have a statutory responsibility to respond to domestic homicides, and to carry out reviews. The partnership is currently undertaking the third such review, and we will ensure an appropriate response to any such review in future.</li> </ul>	The reviews will continue over the period needed to complete them - an average of around 2 years. The progress per quarter has been included as an item on the Partnership's agenda.	The local partnership and the panel that is in place for the review.	We will be sharing any lessons deriving from these reviews with partners across the region. An action plan will be established for every review, and we will monitor the action that derives from it.	Learning from the completed DHR recently shared with the regional safeguarding Board. Two other DHR's not yet completed.
<ul style="list-style-type: none"> <li>The MARAC (multi-agency risk assessment conference) process exists in every county. This is where agencies</li> </ul>	Progress report in (Q2).	Members of the Regional	It is possible that the regional board will commission an external body to hold the review, but all other partners	The regional work continues, currently led by the Police. A

<p>come together to discuss domestic violence victims, where they are at high risk of harm, in order to plan to protect them. The Police, who are leading on this, have highlighted the need to revise the process, and review it where needed.</p> <ul style="list-style-type: none"> <li>Isle of Anglesey County Council's Children's Services have identified the need to collaborate on cases that reach the IFSS (<i>Integrated Family Support Services</i>). These are the families where it is possible that children will have to enter care.</li> </ul>	<p>The pilot will take 3-6 months. Progress report in (Q3).</p>	<p>Board, led by the police.</p> <p>Isle of Anglesey Children's Services, with a lead group running the pilot.</p>	<p>will commit to the process through the Regional Board, and we will ensure that local needs feed into the process. The aim is to ensure that the process is sustainable and effective in future, as the need increases.</p> <p>A group has come together to look at piloting a slightly different way of working with these families, including involving more third sector services. The pilot will address families with domestic violence problems. The pilot will assess the impact of this change first, before disseminating it further.</p>	<p>regional MARAC steering model is proposed.</p> <p>Locally we have fed our views into the process. Until changes are put in place , we remain operational as a two County MARAC steering Group.</p> <p>This work is progressing as we develop a different response path to the causes of domestic violence. Safer lives is developing a Course for team workers and employees within the agencies for us (January) and the Council may be involved in a "one front door" pilot which is a multi-agency approach to responding to domestic violence referrals which has been piloted in England – for example, in North Somerset.</p>
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<p><b>5 Focus:</b> Increase confidence to report on sexual violence / increase awareness of sexual violence among young people</p> <ul style="list-style-type: none"> <li>Child sexual exploitation (CSE)</li> <li>High risk cases</li> </ul> <p><b>Measures:</b></p> <ol style="list-style-type: none"> <li>Level of sexual offences</li> <li>Number of Child Sexual Exploitation offences</li> </ol>	
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2019 actions and projects	Target Date	Responsibility	Outputs and outcomes	Completed Outputs
<ul style="list-style-type: none"> <li>• A lot of work has been achieved in recent years to identify effective ways of dealing with CSE offences (<i>child sexual exploitation</i>) including new legislation and a regional response scheme. We have also established local groups within children's services to deal with such matters. The work continues - <ul style="list-style-type: none"> <li>○ Gwynedd trading standards services will make CSE training mandatory for everyone who holds a taxi driving licence from this year onwards.</li> <li>○ Isle of Anglesey County Council will make CSE training mandatory for all Council staff. Additionally, Gwynedd Council offer training to the workforce on CSE, and will be developing packs.</li> </ul> </li> <li>• Services have identified that more cases are emerging in relation to harmful sexual behaviour (among children). Therefore, both Councils are looking at ways of responding to this effectively in future.</li> </ul>	<p>Progress report in (Q3).</p> <p>This development will be more long-term work. Progress report in (Q4).</p>	<p>All partners to respond to the collaboration framework. Gwynedd Trading Standards Children's services in both Counties.</p> <p>Children's services in both Counties</p>	<p>It is possible to assess the number of taxi drivers in Anglesey who comply with training requirements. The Councils will assess how many people have received training, along with any gaps requiring attention. The aim is to ensure that workers are aware of how to identify CSE and how to deal with it.</p> <p>Anglesey children's services will develop suitable training for workers who could come across these issues, and identify some workers who could be developed to specialise more in the field. Gwynedd children's services will also apply for specific money to develop the service's</p>	<p>In Gwynedd - CSE training remains one of Children's Services priorities and CSE training is delivered on an annual basis. The training is now underpinned by a multi-agency operational monthly CSE panel.</p> <p>In Anglesey - all staff are to complete Basic Awareness of CSE training - E Learning Module by 31 March 2020. This work is monitored.</p> <p>Update 6/2/20 There is now a new Problematic and Harmful Sexual Behaviour team in place (Gwynedd). The role of the service is to assist our partners in Health, Education and Social Care to identify and intervene</p>

			specialist resource. Therefore, in future, there will be improved understanding and response to cases of harmful sexual behaviour, and it will be possible to identify the number of cases brought to their attention. Also, the North Wales Safeguarding Board will set guidance for the services on taking effective action.	early with children and young people who display inappropriate behaviours and prevent escalation to problematic and Harmful. The service is happy to present a briefing to the partnership to provide more information around remit and monitoring of the team.
	<b>Interventions established by partners (which also contribute to the focus areas)</b> <ul style="list-style-type: none"> <li>Taxi licensing: Disclosure and Barring Service Checks, and in the last steps of implementing mandatory safeguarding training as a requirement for the licence. Partners - Public Protection, Gwynedd and Isle of Anglesey Councils</li> <li>ONYX Team - Child sexual exploitation (CSE): Established within the Police's local teams to address CSE. Partners - Police, Social Services, Health, Housing</li> </ul>			

<b>6</b>	<b>Focus:</b> Addressing substance misuse in the area <ul style="list-style-type: none"> <li>Organised drugs supply</li> <li>Driving under the influence of drugs</li> </ul> <b>Measures:</b> <ol style="list-style-type: none"> <li>Welsh Government Key Performance Indicators</li> </ol>				
	<b>2019 actions and projects</b>	<b>Target Date</b>	<b>Responsibility</b>	<b>Outputs and outcomes</b>	<b>Completed Outputs</b>



<ul style="list-style-type: none"> <li>Have identified the need for a more suitable building for substance misuse services in Anglesey, the Area Planning Board (APB) has received capital funding from Welsh Government to buy suitable buildings in Holyhead. Over the next two years, repairs will be carried out on the building.</li> </ul>	<p>How the work will continue until 2020/21, and report on progress during (Q4)</p>	<p>Regional Planning Board</p>	<p>We always want to encourage individuals to receive support and treatment when they have needs deriving from substance misuse. Having a suitable and quality provision is a large part of delivering this vision. It will be possible to report back on the way the service and service users identify improvements in provision.</p>	<p>Development and refurbishment of Craig Hyfryd is ongoing and hope to complete soon. Our intention is to consider any opportunity to identify a suitable building for the treatment service in Bangor. WG have approved the principal of a capital development in Bangor area, subject to funding availability. We are currently trying to identify a building to purchase in Bangor so that we can submit a fully costed capital application to WG.</p>
<ul style="list-style-type: none"> <li>Identifying a suitable new building in Bangor is also a priority. The health board is looking at opportunities, and the regional board will collaborate with them to apply for new capital funding, should the opportunity arise.</li> </ul>	<p>No specific timetable - report as opportunities arise</p>	<p>Regional Planning Board</p>	<p>Our intention is to consider any opportunity to identify a suitable building for the treatment service in Bangor. Until this happens, the services work from partner buildings.</p>	<p>(Nothing in the updates)</p>
<ul style="list-style-type: none"> <li>The regional planning board has identified the need to look at a specific regional plan for alcohol. The local</li> </ul>	<p>Six months to prepare a draft strategy.</p>	<p>Regional planning board, and group to</p>	<p>We recognise that alcohol can cause harm to individuals, families and communities, and there is a need to look at evidence in</p>	<p>Draft North Wales Alcohol Strategy produced, and</p>

<p>partnership will feed into this work, and will act as needed.</p> <ul style="list-style-type: none"> <li>Following a review across the region regarding the provision of tier 2 services, namely outreach/drop-in service, we have identified the need to provide more of such services. Therefore, more resources will be available through the Regional Planning Board to provide services locally across the two Counties.</li> </ul>	<p>Progress report in (Q3).</p> <p>Progress report in (Q3).</p>	<p>develop the scheme.</p> <p>Regional Planning Board</p>	<p>terms of what works, in order to create a strategy to reduce the harm. All partners will commit to realise the strategy, with the intention of reducing the harm alcohol misuse can cause. The strategy will identify a way of assessing the impact as part of the development.</p> <p>Planning work will take place between the partners to identify which additional services are needed in both Counties, and where. Then, we will develop new services and monitor the impact over the contracts period. The intention is to ensure that individuals who favour services in the community, and those less formal, come forward to receive support.</p>	<p>discussed with partners at workshop on 26<sup>th</sup> November 2019, to identify any gaps and delivery/action plan priorities. Final Strategy to be presented to APB Executive Board in January for sign off. APB Harm Reduction Group to take ownership of finalising action plan and overseeing/monitoring delivery against this by APB strategic partners.</p> <p>The service is developing well with effective joint working between the provider and the health board's harm reduction team. A New drop in services has also been developed alongside greater outreach to communities. There is more work to be done in extending provision but additional funding from the Welsh government means that more support can be offered to individuals in terms of housing and mental health needs. This will develop further in the next financial year.</p>
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<ul style="list-style-type: none"> <li>We have identified the need to strengthen the support we offer families in Anglesey, where there are substance misuse/mental health issues. This provision is already available in Gwynedd, through funding from the area planning board. Therefore, we will develop an additional resource in Anglesey Children's Services.</li> </ul>	<p>Resource in place by April. Progress report in (Q2).</p>	<p>Area Planning Board/Isle of Anglesey Children's Services</p>	<p>This post will add to families' resilience and ability to deal with these matters, and therefore, fewer families will develop to need more intensive services.</p>	<p>The Post was recruited to in Q1 with the provision in place from 1<sup>st</sup> of April. Currently developing Performance Monitoring template with Anglesey Children's Service, but very positive developments within the team.</p>
<p><b>Interventions established by partners (which also contribute to the focus areas)</b></p> <ul style="list-style-type: none"> <li>Fire safety at home inspection: Inspection for individuals who have been identified as vulnerable because of alcohol misuse. Partners - Fire and Safety Service, CAIS and Local Health Board.</li> <li>Individuals who are subject to a Drugs Rehabilitation Order: Mandatory course on health and well-being that will emphasise exercises to reduce harm - Wales Probation Service</li> <li>Promoting local campaigns: Promote the 'Fatal Five' road safety campaign, to raise awareness of driving under the influence of alcohol/drugs Partners - Police, Fire and Rescue Service</li> <li>RATTLE Campaign: Targeting drug dealers in Gwynedd and Anglesey. Partners - Police, Councils</li> </ul>				

<p><b>7 Focus:</b> Reduce re offending (for victims and offenders)</p> <p><b>Measure:</b></p> <ol style="list-style-type: none"> <li>Number of people who are repeated victims of crime (3 or more in 12 months, new indicator)</li> <li>The number of 18+ year old repeat offenders (3 or more in 12 months, new indicator)</li> <li>Number who are repeat offenders, 12-17 years old (3 or more in 12 months, new indicator)</li> </ol>	
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	2019 actions and projects	Target Date	Responsibility	Outputs and outcomes	Completed Outputs
	<ul style="list-style-type: none"> <li>The Regional Board has considered establishing a Regional Management Board for youth justice services. If a Board will be established, there will be opportunities to share good practice. However, as we have local Management Boards also, we will review the arrangement to ensure that work is not duplicated and there are no losses to local benefit, when operating in the new way.</li> <li>Both counties' Youth Justice Services have reviewed their structures and have decided to establish a new strategy. This will lead to a plan that is more effective in the existing financial climate, and is able to give consideration to the type of new offences we see developing, such as County Lines.</li> </ul>	<p>A two year strategic plan and Implementation plan will be in place by 5<sup>th</sup> August</p>	<p>North Wales Safer Communities Board to establish it. Local management boards to commit to the arrangement.</p> <p>Local Youth Justice Service Management Board</p> <p>Local Youth Justice Service Operational Board</p>	<p>This is an opportunity to trial regional arrangements, which could benefit Youth Justice Services and possibly share developmental work across the region. Nevertheless, we will assess the impact of the new Board, and if there is no benefit, we will be prepared to return to the current arrangement.</p> <p>There will be new strategies in place, which have been developed to respond more effectively to the issues we are currently faced with.</p>	<p>Having explored this option, it has been decided that a regional YJB is not the way forward. However, sharing of best practice and collaboration across the region is still taking place, and will remain in place when the regional review of Boards has concluded in the next financial year</p> <p><u>Update 6/2/20</u> The new management and governance structure is now in place. There is a two-tier system following the establishment of the YJS Operational Management Group. This new OMG is accountable to the Strategic Management Board and provides greater operational partnership collaboration between children's and justice agencies. Again the service would be happy to provide the partnership with briefing on the YJS OMG and it's work to tackle new offending trends.</p>

<ul style="list-style-type: none"> <li>The Integrated Offender Management scheme (IOM) will change the type of offenders who will be targeted. We have identified that these are the individuals who cause the greatest harm to communities.</li> <li>The youth justice service (YJS) identified that a large number of children who enter the service suffer from attachment and trauma related issues. Therefore, in order to break the cycle of poor behaviour and offending, we must respond appropriately to the needs of these children.</li> </ul>	<p>Operational throughout the year. Assess every six months beginning with (Q2).</p> <p>Training during (Q1). Plan to implement the learning (Q3) Monitoring the outputs will continue to 2020.</p>	<p>Regional IOM strategic board</p> <p>Gwynedd and Anglesey Youth Justice Service</p>	<p>The scheme is an opportunity for offenders to receive support to help them give up crime. Those who will be targeted from now on will be those charged with domestic violence or organised crime gang related offences. This will enable the scheme to work with individuals we consider to cause the greatest harm to communities. We should see a reduction in the number of offences from these individuals; those who continue to offend are prosecuted.</p> <p>While training the workforce in the best way of responding to and working with children who have suffered trauma and/or attachment related issues, there will be better outputs for the children, and there will also be less of a chance that they will go on to offend against. Already, national evidence shows that this type of response is working.</p>	<p>IOM cohort has been reviewed, and following a piece of work looking at threat/risk and harm, the IOM cohort targets will now change. All nominations will now be Probation cases, and they will mainly be reflective of the County Lines and Organised crime offenders. Domestic abuse cases will also be considered for nomination</p> <p><b>(Q1)</b> All staff in Youth Justice Service have received the first phase of the trauma recovery model training, enhanced case management The second phase, Psychology informed practice will take place when the Psychologist post has been filled The third phase, resilience based interventions will be delivered in Sep/Oct – as part of 3<sup>rd</sup> year research programme being undertaken by Bangor University PhD Study (<i>‘Efficacy of Resilience based interventions with Children and young people who offend’</i>).</p> <p><b>(Q3)</b> All relevant staff within the YJS have now received the</p>
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					<p>requisite training in the Trauma recovery model and Enhanced Case Management. Unfortunately we have not been able to secure the services of a Clinical Child Psychologist through our commissioning of health services (recruitment issue). ECM and TRM require the professional intervention of a psychologist for the foundation assessment of the programme. We are currently working with BCHBT, YJB and WG to rectify the issue or to develop a work-round that maintains fidelity of the intervention and allows work to begin on this heavily invested programme.</p>
<p><b>Interventions established by partners (which also contribute to the focus areas)</b></p> <ul style="list-style-type: none"> <li>• Phoenix campaign: targeting young people who have been identified as those at risk of offending or re-offending and including them in positive activities. Partners - Fire and Safety Service, Education, Youth Justice Board and the Police.</li> <li>• WISDOM Project: Multi-agency response to high risk re-offenders established in one of the Council buildings. Partners - Police (Public Protection Unit) and Probation (sex offenders and violent offenders Unit)</li> <li>• Criminal Behaviour Order after conviction (CBO): Order after conviction with the aim of addressing the most serious and prolific offenders. Partners - Police, Public Protection, Probation</li> <li>• Early Intervention (EIT): Early Intervention multi-agency response. Partners - Led by the Police, multi-agency</li> </ul>					

## Community Safety Partnership – Gwynedd and Anglesey

### What is it?

The community safety Partnership is a group of organisations working together to look at how best we can tackle crime and disorder. The requirement to have such a partnership in place on a local level is enshrined in law, within the Crime and Disorder Act of 1998. A number of organisations have a role to play within the partnership, including the Local Authority, the Police, the Probation services, the Fire and Rescue service and the Health board.

We have responsibilities under the 1998 Act for a number of areas, including – reducing crime and disorder, reducing re-offending, substance misuse and antisocial behaviour. We also have a duty to commission Domestic Homicide reviews in certain specific circumstances. And, we have a duty to prepare an annual assessment of crime and disorder, to guide us as to what needs prioritising.

### What does it do?

Since it was first established over 20 years ago, the partnership has undergone a number of changes. Initially, the work was supported by a number of local grants and dedicated co-ordinators. However, today, we have no local grants, and hugely reduced dedicated resources. So we have adapted to the new landscape, which means working to a large extent with partners across North Wales, to secure opportunities and resources for implementing change locally.

Much of the work since 1998 then has been about mainstreaming community safety into the daily work of all partners. This has resulted in vast changes being witnessed, as services now plan and build into their day to day work the needs of vulnerable people and victims, as a given. Training on a number of issues relating to crime and disorder is now applied as a matter of course, and joint working between agencies is a daily occurrence.

Today, we maintain the developments of the last 20 years, which has seen a reduction in some crime types, but also the awareness of new crimes which need specialist attention. Having established working links and networks across the North Wales region, we are better placed to respond to these emerging challenges.

Locally, we still maintain our joint working groups and constantly look to improve how we work collectively to tackle our areas of responsibility. Below we will show you what structures we have in place to move our work forward, and also what specific areas will be receiving our attention over the next 12 months.

## Community safety structures -

### North Wales region -

In North Wales we have a number of Boards, which bring the required partners together to discuss various aspects of Community safety, these include –

- Serious and organised crime
- Safeguarding (vulnerable people) including radicalisation
- Modern slavery
- Domestic abuse and sexual violence
- Substance misuse (drugs and alcohol)
- Criminal Justice Board
- Offender management



This is not an exhaustive list, but indicates how much work goes on to develop strategic plans, direct and sometimes commission services which meet the needs of all the North Wales Counties. The Boards are constantly reviewed in order to ensure effectiveness, and avoid duplication of effort. A major review is taking place over the next few months, to ensure we make the most of what resources we have, by reducing the number of Boards and meetings

#### Gwynedd and Anglesey -

There are a number of local groups across Gwynedd and Anglesey which then put these strategic visions into practice. The Gwynedd Community Safety partnership will have **oversight** of these work streams locally, but will also look closely at how and where operational practice needs to be improved.

In the next 12 months we will be looking at these areas of work –

- Our training programmes – to ensure we have an informed and enabled workforce
- Our awareness raising programme – understanding the gaps and needs
- Ensuring we develop our working practices in order to meet new demands, such as County Lines (organised drug gangs)
- Understanding what the annual strategic assessment and other completed profiles/analysis are telling us we need to do
- Looking at the contacts and working practices locally, and improving communication and structures where required
- Be part of the regional and national review of governance and structures for Community safety
- Piloting new projects and monitoring the outcomes

### The strategic assessment –

The newly completed assessment for North Wales, tells us that these areas below, need to be prioritised. Because the assessment is based on both the level of risk and the ability of services to respond, not all crime types are a priority at this time. Some types of crime are well understood, and the response of the required organisations is well established and appropriate. This does not mean that we do not address any issues that arise, but it may mean we do not necessarily need to give the issues appropriate attention as a partnership.

- Domestic Abuse and Sexual Violence
- Substance Misuse and all related crimes, such as County Lines and exploitation
- Vulnerable victims
- Reducing re-offending
- Antisocial behaviour
- Serious acquisitive crime including organised crime

Work plan for next 12 months -

OUR TRAINING PROGRAMME		
What needs doing this year	<ul style="list-style-type: none"> <li>• Both Anglesey and Gwynedd Local Authorities are developing new and appropriate information as regards safeguarding issues for all LA staff</li> <li>• Both Local Authorities, the Fire service and the health Board need to start implementing the Ask and Act level of the Domestic Abuse National Training Framework, as well as continuing with e level 1 awareness training</li> <li>• Partners need to review their PREVENT training (radicalisation) to ensure relevant staff are receiving the required awareness programme</li> </ul>	
OUR AWARENESS RAISING PROGRAMME		
What needs doing this year	<ul style="list-style-type: none"> <li>• The Police will deliver additional awareness sessions for Local Members in Gwynedd, as regards the County Lines issues</li> <li>• The Partnership has developed an awareness campaign, in relation to Cocaine, which will now be rolled out across North Wales. Welsh Government, as a result of this development, are also investing in a specific awareness campaign over the next few months</li> </ul>	
ENSURING WE DEVELOP OUR WORK PRACTICES TO MEET NEW DEMANDS		

<p>What needs doing this year</p>	<ul style="list-style-type: none"> <li>• The Police will not only continue, but develop the capacity of the cybercrime unit. With the aim – of tackling the growing problem of Cyber fraud</li> <li>• The partnership will commission additional data as regards the nature and extent of cybercrime locally –and respond with additional awareness activity if required</li> <li>• Anglesey Children’s services are looking at the structures around providing interviews for children who have returned following going missing. The aim is to ensure safeguarding issues are identified and dealt with –any learning will be shared with Gwynedd</li> <li>• Both Counties are having additional investment put into , tier 2 Substance misuse provision – this means, that outreach (targeted) support for people with substance misuse issues can be increased in both Counties. The aim is to reach people who may not otherwise seek help with their problems</li> <li>• Much work has been undertaken already in identifying the local issues relating to County Lines issues. Profiles and needs assessment have been prepared, in the coming months workshops will be held, to see how these can be worked into local operational plans. The aim is to work together, to target localities where the need is greatest, and where the most impact can be made</li> </ul>	
<p>LOOKING AT THE CONTACTS AND WORKING PRACTICES, AND IMPROVING COMMUNICATION AND STRUCTURES WHERE REQUIRED</p>		

<p>What needs doing this year</p>	<ul style="list-style-type: none"> <li>• Trading standards and the Police locally, will discuss and implement more effective sharing of intelligence data. With the aim of securing effective prosecutions</li> <li>• Local Authorities and Police will review existing public space protection orders. With the aim of ensuring what is in place for the future reflects the real need and considers the resources available</li> <li>• Anglesey Housing department and the Youth justice Service will look at how structures might be improved, to work together on early identification and intervention with young people who are committing ASB in specific areas. The aim is to engage with young people at an early stage and reduce chances of escalating behaviour</li> <li>• The VARM group (Vulnerability and Risk management) will be introduced in Gwynedd, a multiagency group which seeks to find solutions to issues for individuals who are not within normal safeguarding parameters, but are still needing a service. The aim is to find a solution which brings about an improved situation for the individual and a reduced need for intervention for the services</li> <li>• On a regional basis, we are working together on a review of our MARAC structures, a multiagency group which plan for the safety of high risk victims of domestic abuse. The aim is to develop a structure which works for the future in terms of effectiveness and managing the demand</li> <li>• Substance misuse services are finding it difficult to identify appropriate and available buildings in Bangor, from which to deliver services. Partners are working together to identify any opportunity to jointly develop the available space in this area</li> <li>• Conducting a timely review of the substance misuses service for young people, ‘be di’r sgor ‘to ensure referral pathways are effective</li> <li>• A new Tier 2 outreach service for substance misuse will be implemented across North wales, we will ensure that this resource is modelled locally in such a way as to complement existing services, and appropriate pathways are in place for referrals and targeted outreach</li> </ul>	
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BE PART OF THE REGIONAL REVIEW OF GOVERNANCE AND STRUCTURES FOR COMMUNITY SAFETY		
<p>What needs doing this year</p>	<ul style="list-style-type: none"> <li>• There will be a rationalisation of the existing Strategic Boards across North Wales, and the local partnership will ensure we inform the process from a local perspective. The aim - a more efficient and effective structure of Governance</li> <li>• Welsh Government continue with the review of Community Safety issues –we will respond as required on a local level</li> <li>• The partnership will report to the required Governing structures – including for the first time the Public Services Board</li> <li>• As a Partnership, we continue to undertake our duty as regards conducting reviews on domestic homicides. We enter this new strategic year with two ongoing reviews. The aim is to learn from such incidents, and improve provision where possible</li> </ul>	
PILOTING NEW PROJECTS		

<p>What needs doing this year</p>	<ul style="list-style-type: none"> <li>• Discussions will continue with relevant partners, to establish whether or not Street pastors might be established in Caernarfon</li> <li>• A pilot project will take place in Holyhead based on contextual safeguarding. With the aim of the community playing it's part in safeguarding young people who may be at risk of harm or criminality</li> <li>• Work will take place this year to explore the possibility of a pilot initiative regarding Veterans and healthy relationships. The aim is to identify any specific issues pertinent to veterans, where tailored interventions might be required</li> <li>• Anglesey LA will pilot the use of a new 'keeping safe' app for children/parents through schools , any lessons will be shared at the end of the period</li> <li>• A three month pilot project will be run by Crimestoppers in South Gwynedd. Working alongside the Local Councillors and communities, the aim is to increase the confidence of communities to report crimes anonymously, without direct contact with the Police</li> </ul>	
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Monitoring -

The Partnership will receive quarterly updates as to how crimes and incidents are presenting in Gwynedd and Anglesey. The analytical report, will explain any anomalies, and report on any additional factors which need attention.

The work plan will also be monitored and reported on.





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<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b><u>Scrutiny Report Template</u></b>	
<b>Committee :</b>	Partnership and Regeneration Scrutiny Committee
<b>Date :</b>	22 October, 2020
<b>Subject:</b>	Schools' Progress Review Panel
<b>Purpose of Report:</b>	An update on the progress of the Schools' Progress Review Panel
<b>Scrutiny Chair:</b>	Cllr Gwilym Owen Jones
<b>Portfolio Holder(s):</b>	Cllr R Meirion Jones
<b>Head of Service:</b>	Rhys H Hughes, Director of Education, Skills and Young People
<b>Report Author :</b>	Sioned Rowe, Scrutiny Officer
<b>Tel :</b>	01248 752039
<b>E-mail :</b>	<a href="mailto:SionedRowe@ynysmon.gov.uk">SionedRowe@ynysmon.gov.uk</a>
<b>Local Members :</b>	Not applicable

### 1 - Recommendation(s)

The Partnership and Regeneration Scrutiny Committee is requested to :

**R1** To note:

- The progress made to date in terms of the delivery of the Schools Progress Review Panel's work programme which includes robust challenge of individual school performance
- The work streams in place through the new arrangements and introduced as a result of the Covid 19 pandemic.

**R2** Recommend that the Committee reaches a conclusion on the robustness of the Panel's monitoring to date.

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

Direct link to the Council Plan / transformation priorities. The Council's Plan includes an ambition to work with the people of Anglesey, their communities and with partners to ensure the provision of the best possible services that will improve the quality of life for everyone throughout the Island. One of the Plan's 3 aims is to "create conditions that will enable everyone to fulfil their full potential." The work of the Panel is crucial in supporting schools and the Council in achieving that objective.

### 3 – Guiding Principles for Scrutiny Members

**To assist Members when scrutinising the topic:-**

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

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

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

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

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

- long term
- prevention
- integration
- collaboration
- involvement

**[focus on wellbeing]**

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

At the Panel's request:

1. To what extent is the Scrutiny Committee satisfied with the work done by the Panel to date?
2. To what extent are the actions taken by the Panel to date sufficiently robust and is the pace of work appropriate?
3. What suggestions does the Committee have to further strengthen the Panel's work?
4. What other areas does the Panel need to scrutinise?

#### **5 - Background / Context**

##### **1. CONTEXT**

As reported previously, Members will be aware that scrutiny has developed during the past two years through the work of the 3 scrutiny panels. This report summarizes the progress made to date in relation to **the Schools Progress Review Panel**.

##### **The Panel's Governance Arrangements**

The Members will be aware of the robust governance arrangements in place to underpin the work of the Panel<sup>1</sup> and it is intended to continue to hold monthly meetings of the Panel in the future. The Chairman of the Panel, Cllr. Gwilym Owen Jones, has established a process of reporting on progress quarterly.

The membership of the Panel remains as reported to the Committee during the last quarter<sup>2</sup>:

##### **Schools Progress Review Panel : Membership**

<b>Councillor</b>	<b>Scrutiny Committee</b>
Gwilym Owen Jones (Chairman)	Partnership and Regeneration Scrutiny Committee
Margaret M Roberts	

<sup>1</sup> Meeting of the Partnership and Regeneration Scrutiny Committee held on 20 April and 27 June 2017

<sup>2</sup> Meeting of the Partnership and Regeneration Scrutiny Committee held on 11 September, 2019.

Kenneth P Hughes	
Vaughan Hughes	
Alun Roberts (Vice-Chair)	Corporate Scrutiny Committee
John Arwel Roberts	
Richard Griffiths	
<b>Co-opted Member of the Scrutiny Committees</b>	
Mr Keith Roberts	Corporate Scrutiny Committee

## **2. THE FOCUS OF THE WORK OF THE SCHOOLS PROGRESS REVIEW PANEL**

Meetings of the Panel were postponed from March as a result of the Covid 19 pandemic, and the Panel's work programme has been put on hold for now. It was decided to propose an interim work programme during the pandemic to initially focus on scrutinising the Learning Service's response to Covid 19 and the arrangements that have been put in place during the emergency. This progress report covers the work of the last two meetings of the Schools Progress Review Panel - and thus covers the period **September → October, 2020** :

**Monitoring Individual School Standards** – The work of monitoring individual school standards has been well established, and continues to develop. Following a discussion held in October 2019 regarding the programme for monitoring standards in individual school, there was strong evidence of acting on the decision in terms of further developing the scrutiny work.

However, this work stream has currently been put on hold as a result of the Pandemic, and the Panel intends to recommence these visits when conditions allow. As a result, the Panel will need to amend the way it works and scrutinises individual schools' performance, and there is scope for the Panel to undertake this work virtually on Teams to the future.

### **Discussion regarding the Panel's priorities as a result of the Pandemic**

At its meeting on 24 September, 2020 the Panel discussed its priorities as a result of the Pandemic, and the following were decided:

- It was noted that the Panel's work programme needed to be put on hold at the moment, until circumstances allow to recommence the visits to individual schools etc.
- It was noted that there is an opportunity for the Panel to choose to concentrate on key areas of the Learning Service's Response to Covid 19 in order to identify any lessons learnt.
- Decision made to invite a Head teacher of a school to one of the Panel's virtual meetings in order to hear about their experiences and the challenges they are facing during the pandemic.
- The Panel recognised the importance of scrutinising the Schools Standards Report (Summer, 2020), and GwE Annual Report 2019/20, as they normally do even though the context and circumstances are very different this year.

### **Council's Response to Covid-19 (Part 1): Care Centres and Remote Learning**

The Director of Education, Skills and Young People gave a verbal presentation at the Panel's meeting on 24 March, and outlined the Learning Service and individual Schools' response to Covid-19 since March. Details were provided on a number of specific themes: Care Centres, Remote Learning, Free School Meals Arrangements, 'Check In, Catch Up, Prepare for summer and September' Scheme, Centre Assessments (GCSE and A Level), September Arrangements, and Positive Covid 19 Cases in Primary Schools.

### **Care Centres**

- An overview of the arrangements that were put in place was provided and it was noted that the function of schools had to change completely at the beginning of the lockdown period, with schools changing to be Care Centres. It was emphasised that none of the schools closed as they continued to educate children and young people remotely through numerous digital platforms, and care for vulnerable children and children of key workers throughout lockdown. A specific definition of vulnerable children was received from Welsh Government, and the definition was revised in collaboration with the Interim Director of Social Services.
- Successful collaborative work between the Learning Service, Headteachers of Anglesey schools, and the Primary and Secondary Schools Headteachers Forum was highlighted. An overview of the various models at work was provided, detailing specific examples.
- It was noted that attendance in Care Centres varied according to the area, with Ysgol Llanfairpwll caring for up to 30 children but only 1 or 2 children in some Care Centres. However, care was provided to all eligible children during the period. At the request of parents to open care centres over the weekend for the last month of term, Care Centres were established in Holyhead, Llangejni, Amlwch and Llanfairpwll, even though there was very low attendance.
- A national decision was made that care centres over the summer holiday were for vulnerable children only, and the responsibility was transferred to the Children's Service, with collaboration between the Youth Service, Urdd and the Learning Service, and an effective plan was put into place.

### **Remote Learning**

- An overview was provided of the remote learning arrangements implemented in order for children to continue to be educated, with teachers virtually setting and marking work, helping children and supporting them emotionally. It was acknowledged that this type of education provision was not 'usual' but that the world had changed significantly, and that this provision was effective considering the situation.
- The Panel learnt about how schools made greater use of technology, which means that the technology agenda has progressed. Effective collaborative work between GwE, the Learning Service and schools in order to create a virtual provision was highlighted, with everyone having adapted effectively.
- It was noted that comprehensive training had been provided to schools centrally by the Council, GwE and schools themselves, taking advantage of the strengths and expertise of some teachers.
- It was noted that the Service had supported families without access to laptops, and that the Service had worked in collaboration with Cynnal and the Council's IT Team in order to identify devices not being used – in order to distribute to children.

- It was noted that a robust plan is now in place in case of another lockdown, and schools having to close. The lessons learnt can be applied during the next phase. It was noted that as a result of this experience, that the Service will be better placed in future, even though effective work has taken place.
- Effective scrutiny work was seen by Members of the Panel, and the Service was asked to ensure that any lessons learnt are incorporated in moving forward.

### **Check In, Catch Up, Prepare for summer and September Scheme**

- The Welsh Government scheme was clarified in order for children to return to school to familiarise with the changes as a result of the pandemic.
- It was noted that the intention was that children were able to do this for a period of a month, but this was changed to a 3 week period.
- Because of the 2 Sisters situation on the Island the Council responded quickly, and decided not to invite the children back for 3 weeks, but for a week at the end of the term.

### **Centre Assessments (GCSE and A Level)**

- It was noted that GCSE and A Level results were determined based on centre assessments in the end following the initial challenge, and it was felt that pupils received grades they deserved. The Panel requested to scrutinise the process that led to the final grades as it is felt important to identify the strengths and weaknesses of the system, and feedback to the relevant body as required to learn from the experience.

#### **September**

- The Panel heard of the arrangements put in place in order for children to return to school in a phased manner, as it was felt that this was the correct way to proceed under the circumstances. It was noted that it is at times evident that pupils have not had a formal education for months, for example in terms of their literacy and numeracy skills as there is a general deterioration, and that this could possibly impact on attainment in years to come. It was recognised that this needs to be considered when looking at attainment and results in the future. The Panel asked for assurance that robust arrangements are in place in the event of another similar situation of having to close schools in the near future.

### **Positive Cases of Covid in Primary Schools**

- It was noted that 4 primary schools had seen positive cases among their pupils, and have had to ask a whole year to self isolate as a result. Arrangements and structures implemented by schools with support from the Local Authority, and TTP were outlined, which proved challenging with the first school. Lessons learnt were highlighted, and assurance provided to the Panel that the Learning Service would be better placed in terms of dealing with possible new cases in schools, and to provide the necessary support in order to take urgent action.
- To summarise, the excellent collaborative work which has taken place between the Council's services, Schools and GwE was emphasised in order to ensure a remote provision for the children of Anglesey.

### **Remote and Blended Learning**

At its meeting on the 14.10.20, the Panel received a presentation from the the Director of Education, Skills and Young People, Senior Manager (Primary Sector), the headteacher of Ysgol Gymuned y Fali, and a teacher in the school who is also a Digital Champion, which provided details of how the Learning Service and Schools worked in collaboration in order the provide remote learning.

Anglesey's strategy and close collaboration between the Learning Service, GwE and Schools as a live network which facilitates and fosters collaboration, sharing and communication was outlined. The aim of the Learning Service is to reinforce these networks including a number of other areas such as Newly Qualified Teachers, School Governors, Welsh Language Coordinators and others in one central site.

One example of this work is live-streaming, and the Learning Service has led collaborative work with schools through creating Guidance for Using Teams with Learners. The guidance is a good example of schools innovating with educational practice, and the Learning Service supporting through allowing a pilot project in order to develop structures and guidance to safeguard all of Anglesey schools.

In collaboration with the regional consortium, the Learning Service promotes and facilitates professional learning which is vital in order to support teachers and learners, whilst also supporting discussions and collaboration between schools within the catchment area. The Service also monitors and challenges the standard of provision through GwE, digital champions and catchment area meetings. The Service also demonstrates example of this collaboration through inviting a headteacher of a school to share his experiences during a meeting of the Schools Progress Review Panel.

### **Experience of a Primary School of Dealing with the Pandemic**

The Headteacher of Ysgol Gymuned y Fali provided a presentation, at the request of the Panel in order to hear about the experience of a school of responding to the pandemic. Specific reference was made to the following points:

- Teams technology was used 2 days following the closure of the school building in order to maintain face to face contact with students.
- The technology was used in order to identify any wellbeing concerns, and a record of the pupils' attendance was kept in the face to face sessions, and when they were using the technology to identify any problems. If there were concerns regarding a child, arrangements were put in place for the Headteacher to contact the family.
- Positive feedback was received from parents and pupils, with pupils looking forward to the face to face sessions on Teams which were an opportunity to socialise and to voice any concerns.
- It was noted that the technology had provided an insight into children's personal lives and relationships with parents, something not seen previously.
- The challenges were acknowledged, and details provided in terms of how these challenges were addressed: children not attending because a lack of digital equipment but equipment was provided to these families, sustaining the interest of pupils, however quiz sessions etc were arranged to overcome this, and some



children not wanting to appear on screen as they felt self-conscious, but these pupils were able to join without video or audio until their confidence increased.

- It was noted that the school continues to use Teams, as children have had to self isolate, therefore the digital platform has enabled the education to continue. It was noted that blended learning will be a means of ensuring the continuation of education in the face of any further surges.
- The work of the Digital Champions was outlined which is essential to the success of blended learning, and it was noted that they have invested a considerable amount of time developing resources on Google Classroom for all classes.
- It was noted that the Digital Champion network is a means of sharing good practice, sharing resources which saves planning time, and ensures collaboration across clusters.
- The various digital platforms used to continue to educate children were outlined, and it was noted that collaboration across clusters and catchment areas is vital in order to develop a bank of resources to support the blended learning strategy.
- It was noted that the Learning Service is supporting catchment areas and schools to adopt the same model which is operational in Cybi Area in order to ensure that the model which is considered good practice is operational across the Island.

Next steps:

- Continue to develop networks and collaboration across the Island.
- Centralise the above work on one website in order to facilitate and share what is available and happening to support our effort as a learning organisation.

#### **4. MATTER TO BE ESCALATED TO THE PARENT COMMITTEE FOR CONSIDERATION**

The following matter is referred for consideration by the Partnership and Regeneration Scrutiny Committee :

- 4.1 The Partnership and Regeneration Scrutiny Committee is requested to reach a conclusion on the robustness of the Panel's monitoring to date.

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

N / A

#### **7 - Financial Implications**

N / A

<b>8 - Appendices</b>

<b>9 - Background Papers (please contact Report Author for any further information):</b>
Sioned Rowe, Scrutiny Officer, Isle of Anglesey County Council, Council Offices, Llangefni. LL77 7 TW

**Cllr. Gwilym Owen Jones**

**Chair of the Schools Progress Review Panel**

**Date: 12/10/2020**

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Partnership and Regeneration Scrutiny Committee
<b>Date:</b>	22 October 2020
<b>Subject:</b>	Green Garden Waste Collection - Charging methodology and implementation plan
<b>Purpose of Report:</b>	The purpose of the report is to make sure the Council has an approved plan and adequate resources in place to ensure the efficient introduction of a chargeable Green Garden Waste collection service from 1 April 2021.
<b>Scrutiny Chair:</b>	Cllr Gwilym Owen Jones
<b>Portfolio Holder(s):</b>	Cllr Bob Parry, Portfolio Holder (Highways, Waste and Property)
<b>Head of Service:</b>	Huw Percy – Head of Service (Highways, Waste and Property)
<b>Report Author: Tel: Email:</b>	Marc Jones – Director of Function Resources (Chair of the Waste Management Steering Group).  Huw Percy – Head of Service (Highways, Waste and Property)
<b>Local Members:</b>	Applicable to all Scrutiny Members

<b>1 - Recommendation/s</b>
<p>The Committee is requested to consider and make comments to the Executive on the recommendations listed below, as shown in the attached Executive Report which will be considered on 26 October 2020:</p> <ul style="list-style-type: none"> <li>a. the charge of £35 per annum for the first Green Garden Waste wheeled bin collection service and £30 per annum for additional wheeled bins.</li> <li>b. the additional expenditure budget as set out in paragraph 5.4, with the additional expenditure budget being funded from the income generated by implementing the charge</li> </ul>

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
<p>Objective 3 of the Council’s Plan 2017 – 2022 states that the Council will work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment.</p>

### 3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

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

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

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

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

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

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

### 4 - Key Scrutiny Questions

1. To what extent is the Executive satisfied that all possible options for determining the charging structure have been explored?
2. To what extent is the Executive satisfied that the suggested charging structure is consistent with other Local Authorities?
3. In what way does the charging model comply with the Welsh Government's waste Collections Blueprint (part of the national waste strategy – 'Towards Zero Waste'?)
4. What mitigation measures will be in place to deal with any potential challenges?
5. What are the financial and resources implications needed to deliver this new service, and how will these be funded?

### 5 – Background / Context

On 27 January 2020, officers provided the Executive with the initial 'Stage 1' findings of the procurement process for the new Waste Collection & Cleansing Contract. In the report, officers highlighted the feedback from other North Wales local authorities, potential income projections and the risks of introducing a new chargeable Green Garden Waste collection service. Based on this feedback, the Executive confirmed its final service configuration for the procurement process and bidders were asked to provide final tender solutions on this basis.

Similar to all other local authorities in North Wales, the Executive decided that the Contract would specify that a new chargeable Green Garden Waste collection service would commence from 1 April 2021, ending the current free service which has been in place for several years. This is in-keeping with the Welsh Government's waste Collections Blueprint (part of the national waste strategy – 'Towards Zero Waste'), and

their recommendation to Welsh local authorities that they should apply a charge for collecting Green Garden Waste.

Subsequently, in July 2020, the Council awarded a new Waste Collection & Cleansing Contract to Biffa Waste Services. Council officers and Biffa are now working on a mobilisation plan for the new Contract, which includes plans for the introduction of a new chargeable Green Garden Waste collection service.

The first stage in the process has been to try and collect as much information on service provision from North Wales local authorities and Biffa (Biffa has several chargeable Green Garden Waste collection services across the UK). Officers have conducted Teams meetings with all North Wales local authorities and with the Green Garden Waste Manager at Biffa. Officers now have a very good appreciation of the challenges likely to be faced when introducing such a new service, together with what would constitute best practice. In preparing the proposed way forward for the Council, officers have taken into consideration all the feedback obtained from the North Wales local authorities and Biffa.

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

An Equality Impact Assessment (EIA) has been carried out. The EIA concluded that there were no significant impacts as a result of introducing a new charging policy for Green Garden Waste collection.

#### **7 – Financial Implications**

The financial implications of introducing a new chargeable Green Garden Waste collection service is highlighted in paragraphs 2.4, 2.5 and 5.4 of the enclosed Executive Report dated 26 October 2020.

#### **8 – Appendices:**

None

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

Executive Report (and appendices) dated 26 October 2020.

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>EXECUTIVE</b>
<b>Date:</b>	<b>26 OCTOBER 2020</b>
<b>Subject:</b>	<b>GREEN GARDEN WASTE COLLECTION - CHARGING METHODOLOGY AND IMPLEMENTATION PLAN</b>
<b>Portfolio Holder(s):</b>	<b>COUNCILLOR R.G.PARRY OBE FRAgS COUNCILLOR R.W. WILLIAMS</b>
<b>Head of Service / Director:</b>	<b>HUW PERCY – HEAD OF SERVICE (HIGHWAYS, WASTE &amp; PROPERTY)</b>
<b>Report Author:</b> Tel: E-mail:	<b>MARC JONES – DIRECTOR OF FUNCTION RESOURCES (CHAIR OF THE WASTE MANAGEMENT STEERING GROUP).  HUW PERCY – HEAD OF SERVICE (HIGHWAYS, WASTE &amp; PROPERTY)</b>
<b>Local Members:</b>	<b>ALL MEMBERS</b>

<b>A –Recommendation/s and reason/s</b>
<p><b>The Executive:</b></p> <p><b>1) Authorises/approves:</b></p> <p><b>a. the charge of £35 per annum for the first Green Garden Waste wheeled bin collection service and £30 per annum for additional wheeled bins.</b></p> <p><b>b. the additional expenditure budget as set out in paragraph 5.4, with the additional expenditure budget being funded from the income generated by implementing the charge</b></p> <p>The reasons for the recommendations are to make sure the Council has an approved plan and adequate resources in place to ensure the efficient introduction of a chargeable Green Garden Waste collection service from 1 April 2021.</p>

<b>B – What other options did you consider and why did you reject them and/or opt for this option?</b>
<p>Continuing with a free and reduced (9 months only, excluding the winter months) Green Garden Waste collection service was considered by the Executive. However, a final decision was made by the Executive on 27 January 2020 to start an all year round, fortnightly chargeable Green Garden Waste collection service from 1 April 2021.</p> <p>Other options were considered as detailed in paragraph 2.4 and 2.5.</p>

<b>C – Why is this a decision for the Executive?</b>
The Executive is required to agree the methodology to roll-out the new chargeable Green Garden Waste collection service, the terms & conditions and the charges to be applied.

<b>CH – Is this decision consistent with policy approved by the full Council?</b>

<b>D – Is this decision within the budget approved by the Council?</b>
Charging for the collection of Green Garden Waste will generate significant income. The level of income will be dependent on the charges applied and the number of households that finally sign-up to the service. More detail is provided in the body of this report.

<b>E – Impact on our Future Generations(if relevant)</b>		
1	<b>How does this decision impact on our long term needs as an Island</b>	The collection of Green Garden Waste contributes to meeting the requirements of the Wales Waste Strategy, to ensure the sustainable management of waste services for future years.
2	<b>Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority. If so, how:-</b>	This decision will result in income being generated which will reduce the burden on the budget in the future years.
3	<b>Have we been working collaboratively with other organisations to come to this decision, if so, please advise whom:</b>	Officers have conducted Teams meetings with all North Wales local authorities and with the Green Garden Waste Manager at Biffa.
4	<b>Have Anglesey citizens played a part in drafting this way forward? Please explain how:-</b>	This report was discussed in the Partnership and Regeneration Scrutiny Committee.
5	<b>Outline what impact does this decision have on the Equalities agenda and the Welsh language</b>	Not applicable

<b>DD – Who did you consult?</b>		<b>What did they say?</b>
1	<b>Chief Executive / Senior Leadership Team (SLT)</b> (mandatory)	The report was considered by the SLT and their comments have been incorporated into the report.
2	<b>Finance / Section 151</b> (mandatory)	This is the Section151 Officer’s report.
3	<b>Legal / Monitoring Officer</b> (mandatory)	The Monitoring Officer took part in the discussions on the report at the meeting of the SLT.

4	<b>Human Resources (HR)</b>	
5	<b>Property</b>	
6	<b>Information Communication Technology (ICT)</b>	
7	<b>Procurement</b>	
8	<b>Scrutiny</b>	This report was discussed in the Partnership and Regeneration Scrutiny Committee on the 22 October 2020
9	<b>Local Members</b>	

<b>F - Appendices:</b>
Appendix 1 – Draft Terms & Conditions
Appendix 2 – Draft Information Pack for New Customers and Frequently Asked Questions

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

## 1.0 INTRODUCTION AND BACKGROUND

- 1.1 On 27 January 2020, officers provided the Executive with the initial 'Stage 1' findings of the procurement process for the new Waste Collection & Cleansing Contract. In the report, officers highlighted the feedback from other North Wales local authorities, potential income projections and the risks of introducing a new chargeable Green Garden Waste collection service. Based on this feedback, the Executive confirmed its final service configuration for the procurement process and bidders were asked to provide final tender solutions on this basis.
- 1.2 Similar to all other local authorities in North Wales, the Executive decided that the Contract would specify that a new chargeable Green Garden Waste collection service would commence from 1 April 2021, ending the current free service which has been in place for several years. This is in-keeping with the Welsh Government's waste Collections Blueprint (part of the national waste strategy – 'Towards Zero Waste'), and their recommendation to Welsh local authorities that they should apply a charge for collecting Green Garden Waste.
- 1.3 Subsequently, in July 2020, the Council awarded a new Waste Collection & Cleansing Contract to Biffa Waste Services. Council officers and Biffa are now working on a mobilisation plan for the new Contract, which includes plans for the introduction of a new chargeable Green Garden Waste collection service.
- 1.4 The first stage in the process has been to try and collect as much information on service provision from North Wales local authorities and Biffa (Biffa has several chargeable Green Garden Waste collection services across the UK). Officers have conducted Teams meetings with all North Wales local authorities and with the Green Garden Waste Manager at Biffa. Officers now have a very good appreciation of the challenges likely to be faced when introducing such a new service, together with what would constitute best practice. In preparing the proposed way forward for the



Council, officers have taken into consideration all the feedback obtained from the North Wales local authorities and Biffa.

## 2.0 INCOME PROJECTIONS, CHARGING STRUCTURE & PAYMENTS SYSTEMS

2.1 The level of actual net income generated for charging for the collection of Green Garden Waste is difficult to predict as it is dependent of three main variables:

- a) the charging structure to be adopted by the Council;
- b) the costs to administer the service (additional staffing, administration, Information Packs, Identification Stickers, mailing costs, IT costs etc) and;
- c) the number of households who will actually sign-up for the service.

### Number of Households

Having compared sign-up figures across North Wales local authorities, three likely scenarios can be considered based on a low, medium and high number of householder participation as shown below:

	<b>Low Sign-up (30% of total households)</b>	<b>Medium Sign-up (35% of total households)</b>	<b>High Sign-up (40% of total households)</b>
<b>Participating Households</b>	<b>10,000</b>	<b>12,000</b>	<b>14,000</b>

2.2 Officers have consulted with all other North Wales local authorities and have found a wide range of charging structures. There are several variables to consider if a comparison is to be made between different charging structures across North Wales including:

- 2.2.1 The size of the wheeled bin to be used (140 litre, 180 litre or 240 litre).
- 2.2.2 The number of collections per year (e.g. every fortnight throughout the year, reduction of one collection over the Christmas period, reduced collections in December, January and February or no collections in December, January and February).
- 2.2.3 Whether a reduced price should be charged for additional bins (some households will want additional wheeled bins for Green Garden Waste).
- 2.2.4 Whether the annual fee should be a one-off payment per financial year or based on a pro-rata basis linked to when a householder actually signs-up.
- 2.2.5 Whether a reduced fee should be applied if an online payment is made, as an incentive to use this service;

2.3 The comparison of the various charging variables across North Wales local authorities is shown below:

No.	Variable	Gwynedd	Conwy	Denbighshire	Flintshire	Wrexham
1.	<b>Size of wheeled bin</b>	240 litre	240 litre	140 litre	180 litre	240 litre
2.	<b>Number of collections per annum</b>	25	26	26	20	23
3.	<b>Annual cost for first Green Garden Waste wheeled bin</b>	£35	£35	£24 (online) £27 (phone)	£32 (online) £35 (phone)	£25
4.	<b>Annual cost for an additional wheeled bin</b>	£30 (up to an additional 3 wheeled bins)	£20 (up to an additional 3 wheeled bins, however, a £20 delivery charge per bin is applied).	£12 Capped at 2	£30 (up to an additional 2 wheeled bins)	£17 (no cap on additional wheeled bins)
5.	<b>Annual or pro-rata payment</b>	Annual	Pro rata	Pro rata	Annual	Annual

2.4 Based on the collection of 10,000 collections every fortnight (26 collections per annum), the cost per collection per annum is estimated at £50. This covers the direct costs of collection incurred by the contractor, the cost of financing the vehicles used for the provision of the green garden waste service and the cost of the waste collection contractors charge for management, other overheads and profit. In addition it includes a sum to cover the Council's overheads to arrange and manage the green garden waste collection service. This figure does not include the cost of providing a bin to each property.

2.5 The proposed fee of £35 is a contribution towards the cost of providing the service which currently falls on the Council's budget to fund. If the proposed fee was reduced by £5 and based on 10,000 collections, this would reduce the income generated by £50,000 which would have to be funded from the Council's budget. i.e. through an additional increase of £1.59 in Band D Council Tax (this is based on the 2020/21 taxbase). A £5 increase in the fee, from the proposed level would result in the rise in Band D Council Tax having to be £1.59 less than if the fee was £35 provided the same number of users signed up at the increased price.

2.6 Having considered what other North Wales local authorities offer in terms of costs and services, the proposal is to use the following charging structure as noted below

<b>No.</b>	<b>Variable</b>	<b>Proposed Charging Structure for Anglesey from 1 April 2021</b>	<b>Rationale /Notes</b>
1.	<b>Size of wheeled bin</b>	240 litre	Almost all existing Green Garden Waste wheeled bins are 240 litre in volume.
2.	<b>Number of collections per annum</b>	26	The new Contract stipulates 26 collections per annum for Green Garden Waste, as per the existing service (confirmed by the Executive on 27 January 2020).
3.	<b>Annual cost for first Green Garden Waste wheeled bin</b>	£35 per bin	No charge for Green Garden Waste collection from cemeteries, places of religious worship or village/community halls, based on existing level of service.
4.	<b>Annual cost for an additional wheeled bin (capped at 3 additional wheeled bins per household).</b>	£30 per bin	
5.	<b>Annual or pro-rata payment</b>	Annual	The process to administer a pro-rata payment system would be very complex and time consuming to manage,

No.	Variable	Proposed Charging Structure for Anglesey from 1 April 2021	Rationale /Notes
			therefore a one-off annual payment system is proposed, regardless of the time of sign-up.

2.7 With regards to making payments for the Green Garden Waste service, households will be given the option to pay online or over the phone. All other North Wales local authorities offer the option to pay for the service over the phone – the main reason for this being households who do not have access to the internet or are not confident enough to use this option to make payments. Officers are working with the IT Section to ensure a payment system for the service is available from early December 2020.

### 3.0 TERMS AND CONDITIONS

3.1 All local authorities who operate a chargeable Green Garden Waste collection service have specific terms and conditions. These set out clearly the obligations of participating households so that no ambiguity on service delivery exists down the line. These terms and conditions are very similar for most local authorities, but will need some modification to reflect the Anglesey specific scenario. The draft proposed Terms and Conditions for Anglesey are shown in **Appendix 1**.

### 4.0 COMMUNICATION, INFORMATION PACKS FOR NEW CUSTOMERS & FAQs

4.1 It is proposed that the Council makes a public statement in October / November 2020, explaining that a new charging structure will commence for the collection of Green Garden Waste from 1 April 2021. Following this, it is proposed to provide households with further information on how to sign-up and pay for the new service in the 2020 Christmas letter, which contains the annual waste collection calendar. Using the Christmas letter avoids significant additional postage costs of reaching all households on Anglesey.

4.2 Once a household has signed up and paid for the service they will need to be sent an Information Pack. This Information Pack will contain a specific Identification Sticker (marked with the financial year), the Terms and Conditions (Appendix 1) and a welcome letter. The welcome letter will explain where the Identification Sticker should be placed on the Green Garden Waste wheeled bin so that waste collection crews can clearly see it during their rounds. The draft Information Pack and Frequently Asked Questions are shown in **Appendix 2**.

### 5.0 ADMINISTRATION AND STAFFING RESOURCES

5.1 The feedback from other North Wales local authorities is that the level of administration required is very significant, especially during the roll-out of a new service such as this. The two main areas that need particular consideration are as follows:

- i) Dealing with significantly increased customer calls/emails and taking payments over the phone;

- ii) Dealing with preparing, packing and posting of Information Packs (including the Identification Stickers) to new customers.

5.2 In order to deal with the high volume of customer calls, over the phone payments and emails, it is proposed to employ **two** temporary additional Customer Services Advisors, one on an initial 16 month full time basis and the second on an initial 6 month full time basis, to provide additional administrative/Call Centre support for this project. These posts have an existing job description and have been evaluated for job evaluation purposes at Grade 3. It is hoped that these posts will commence in early December 2020. It is hoped a further assessment can be made on the actual staffing required after 6 months once more is known regarding the demands of the work. The current total annual cost (including on-costs) to employ a Customer Services Advisor at Grade 3 is **£27k**.

5.3 There will be a need to prepare, pack and post a very significant number of Information Packs to signed-up customers, possibly between around 10,000-14,000 in number (dependent on the level of sign-up). From the feedback from other North Wales local authorities, there are two ways of preparing, packing and posting Information Packs to new customers. The first is for the Council to employ its own staff to carry out this work, meaning employing additional staff throughout the winter/spring/summer period to carry out this work. The second option would be to use an experienced external mailing company, similar to how Council Tax bills are currently sent to households. Discussions have already taken place with an experienced external mailing company, who have confirmed the likely costs for carrying out this service would be around **£0.60 per household** (this would include them providing and printing the welcome letter, the Terms & Conditions and the envelope, together with inserting the agreed Identification Sticker and paying the postage). Based on this estimate per participating household, the cost for this service would be in the region of £6k-8k per annum). Having considered all the information, officers believe that the Council should use an external mailing company to prepare, print and post the Information Packs to signed-up customers. This reduces the administrative burden and avoids the need for further additional staff to what has already been proposed.

5.4 The summary of estimated costs are shown in the following table:

No.	Cost Description	Cost 2020/21	Cost 2021/22	Cost 2022/23
1	IT system/payment set-up costs	£10k	£3k	£3k
2	Prepare/print Information Stickers	£3k	£3k	£3k
3	Print Welcome Letter, T&Cs, Envelope, packing and postage.	£8k	£8k	£8k
4	Additional x2 Customer Services Advisors	£18k	£32k	*£27k
5	Additional computers, phones and licensing costs for two new Customer Services Advisors.	£2k	£0	£0
6	Additional costs to retrieve unused Green	£15k	£5k	£3k

No.	Cost Description	Cost 2020/21	Cost 2021/22	Cost 2022/23
	Garden Waste wheeled bins.			
7	Cost to purchase and deliver Green Garden Waste wheeled bins	£5k	£18k	£18k
8	<b>Total</b>	<b>£61k</b>	<b>£69k</b>	<b>£62k</b>

*\*Cost for a Customer Services Advisor has been included for budget planning purposes – however, an assessment on actual required resources will be made closer to the time.*

## 6.0 PROPOSED TIMETABLE

6.1 The proposed timetable for completion of this project is as follows:

No.	Action	Date
1.0	Executive agrees Green Garden Waste charging and methodology.	26 October 2020
2.0	Council releases press statement informing households that a new charging system for Green Garden Waste will apply from 1 April 2021.	October / November 2020
3.0	2 x Customer Services Advisors commence roles.	Early December 2020
4.0	Council issues Christmas calendar letter including details on how households can sign-up to the new chargeable service (online or by phone).	Early-mid December 2020
5.0	Online booking commences.	Early-mid December 2020
6.0	Phone bookings commences.	January 2021
7.0	Information Packs (with Identification Stickers) are sent out to participating households.	Late December 2020 - onwards
8.0	Green Garden Waste collection rounds finalised and collection days shared with participating households.	Early March 2021 - onwards
9.0	Green Garden Waste collection service commences.	1 April 2021



2021  
2022

## GREEN GARDEN WASTE COLLECTION SERVICE

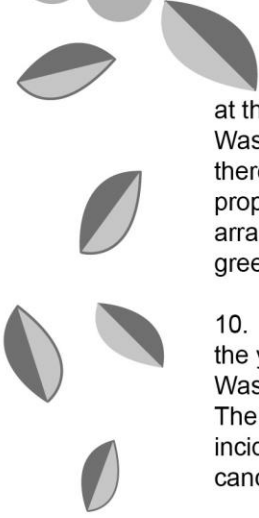
### DRAFT TERMS & CONDITIONS – GREEN GARDEN WASTE COLLECTION SERVICE

1. This agreement is made between the householder (the “Customer”) and Anglesey Council (the “Council”) of Council Headquarters, Llangefni, LL77 7TW. It sets out the terms and conditions (the “Terms & Conditions”) under which the Customer may use the Council’s Green Garden Waste fortnightly collection service (the “Service”). The Council may vary or change the Terms & Conditions at any time without the Customer’s prior consent. The Customer will be given 10 days written notice of any such changes.
2. In line with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the Customer has 14 days from receipt of these Terms & Conditions to request cancellation of the Service. Requests to cancel the Service must be in writing to the Council or emailed to [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk). Cancellations of the Service cannot be accepted over the phone.
3. The Service will only be available to Customers who have paid a subscription (the “Annual Fee”) in advance. The Council will base its decision to empty or leave a Green Garden Waste wheeled bin on whether the Customer has attached the correct Identification Sticker (provided by the Council) to the bin – the Identification Sticker must be clearly visible at all times or the Council may decide not to collect the bin.
4. The Annual Fee must be renewed annually for the Service to continue. Only householders who have paid their Annual Fee are eligible to receive the Service.
5. The Annual Fee consists of an annual charge for one Green Garden Waste wheeled bin to be provided to the Customer. The period of the Service shall run from 1 April – 31 March each year with any new future fees subject to review at the Council’s discretion. Householders can subscribe at any time during the year to the Service, however, the same Annual Fee will need to be paid regardless of the actual start date.
6. Additional Green Garden Waste wheeled bins can be supplied and will be charged at the stated rate. The Council will allow a total of 4 Green Garden Waste wheeled bins per household.
7. For the avoidance of doubt, any Green Garden Waste wheeled bin that is provided to the Customer by the Council (including any replacement) is under an exclusive and revocable licence and any such bin must be used in accordance with these Terms & Conditions. The Customer is not permitted to assign or novate this contract to anyone else, and the Council shall retain ownership of all its Intellectual Property Rights.
8. The Council will empty Green Garden Waste wheeled bins fortnightly, except where other factors such as extreme weather or unforeseen or unplanned circumstances exist. If the Council genuinely misses or cannot collect a Customer’s Green Garden Waste wheeled bin for any reason, every effort will be made to return to collect the wheeled bin(s) as soon as possible. Under no circumstances will the Council give refunds (whole or partial) for missing a Green Garden Waste wheeled bin due to circumstances out of its control.
9. Customers will be responsible for the Green Garden Waste wheeled bins, which must remain with the named property in the event of the Customer moving home during the year in which the Annual Fee has been paid for unless the Customer moves within Anglesey, in which case they will be able to transfer their subscription to the new property. Customers must contact the Council to confirm the new collection address details within (10) working days of having moved house. If a Customer moves out of Anglesey no refunds will be given. However, the new person residing at the old Customer’s property will receive the Service for the remainder of that financial year (provided a Green Garden Waste wheeled bin remains



2021  
2022


## GREEN GARDEN WASTE COLLECTION SERVICE



at the property). The new householder will therefore benefit from the provision of the Green Garden Waste subscription service (whether or not they sign up to the scheme) for the remainder of the year and there will be no refund payment to the former Customer who has moved from that property. If the new property does not have a Green Garden Waste wheeled bin then the Council will arrange for one of these to be supplied, (all requests for Service changes should be emailed to [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk))


10. There are no refunds or part refunds if a Customer decides to cancel the Service part way through the year. If there is any evidence of misuse of the Service or of the Council supplied Green Garden Waste wheeled bin by the Customer, then the Service may be cancelled and no refund will be provided. The Customer will have the right of appeal in respect of such an incident occurring, provided the appeal is raised within 14 days of receiving notice of cancellation.

11. Any Customer's Green Garden Waste wheeled bin(s) must only be used for Green Garden Waste from your own property on Anglesey. Only organic garden waste may be placed in the bin (loose), and the lid must remain closed when not in use and when presented on the scheduled collection day. Green Garden Waste includes grass cuttings, hedge clippings, twigs and branches up to 5cm diameter, bark, leaves, straw, hay, flowers, plants, fallen fruit, general weeds, garden prunings (all items must be contained in your green wheeled bin and the lid must be shut). Green Garden Waste does not include general household waste, plastic trays, plastic bags, large branches over 5cm in diameter, invasive species or poisonous plants such as Japanese knotweed, ragwort & Himalayan balsam, turf, earth, soil, stones, gravel, wood that has been treated or painted, food or kitchen waste including peelings, cat or dog faeces, animal waste, pet waste, metal objects, cat litter etc. No plastic of any kind may be put in the Green Garden Waste wheeled bin. Any non-conforming materials placed in the Green Garden Waste wheeled bin will be treated as contamination and will not be emptied.



12. Contaminated Green Garden Waste wheeled bins (i.e. bins containing incorrect materials) will not be emptied. If a Customer's Green Garden Waste wheeled bin is contaminated, it is the Customer's responsibility to remove the item(s) of contamination prior to the next scheduled collection. If the contamination continues, the Council may remove the Green Garden Waste wheeled bin(s). There will be no refunds issued for occasions on which a Customer's Green Garden Waste wheeled bin is not emptied due to contamination or non-conformance.

13. The Green Garden Waste wheeled bin must be presented at the kerbside of the property (which is normally the nearest adopted highway, typically the pavement or highway verge) by 7.00am on the Service collection day as per the collection calendar information provided by the Council. The Green Garden Waste wheeled bin lid must be completely closed and no side waste presented i.e. no extra Green Garden Waste outside or next to the bin or placed on the lid. In this scenario the extra side waste will not be collected. If the Customer is unable to take the Green Garden Waste wheeled bin to the kerbside because of disability or health problems, he/she must apply to the Council in advance for an Assisted Collection Service.



14. If the Customer's Green Garden Waste wheeled bin becomes damaged during the emptying process the Council will repair or replace it free of charge, as soon as is reasonably practical. In circumstances where a Green Garden Waste wheeled bin has been damaged through neglect or misuse by the Customer, the cost of repair or replacement shall be charged to the Customer. If the Customer's Green Garden Waste bin is damaged they should email [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk) and provide further details.



## DRAFT INFORMATION PACK &amp; FREQUENTLY ASKED QUESTIONS

[www.ynysmon.gov.uk/ailgylchu](http://www.ynysmon.gov.uk/ailgylchu)  
[www.anglesey.gov.uk/recycling](http://www.anglesey.gov.uk/recycling)



2021  
2022

## GREEN GARDEN WASTE COLLECTION SERVICE

Dear Householder,

Thank you for subscribing to the Isle of Anglesey County Council's new Green Garden Waste collection service for 2021/22.

**Identification Sticker:** You will need to stick the enclosed Identification Sticker to your Green Garden Waste wheeled bin(s) at the location shown on the picture below, around 30cm (12 inches) below the grab handles. The surface of the green wheeled bin(s) will need to be clean and dry in order to ensure the Identification Sticker does not come off.



### WHAT YOU NEED TO DO:

Add your address to your label and carefully peel-off the backing before positioning your self-adhesive label on your green bin as shown in the photograph.

Please also find enclosed a copy of the **Terms & Conditions** for the service. You can also view these by logging on to [www.XXXXXXXXXX](http://www.XXXXXXXXXX)

**Collection Calendar:** Please log on to [www.XXXXXXXXXX](http://www.XXXXXXXXXX) after 20 March 2021 to check your allocated collection day for Green Garden Waste. Alternatively, you can contact the Waste Management Section's Call Centre who can confirm your collection day at that time.

Should you have any queries regarding the Green Garden Waste collection service please refer our **Frequently Asked Questions** by logging on to [www.XXXXXXXXXX](http://www.XXXXXXXXXX), emailing us on [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk) or contacting our Call Centre on 01248 XXXXXX.

Yours faithfully,

**WASTE MANAGEMENT SECTION  
ISLE OF ANGLESEY COUNTY COUNCIL**

**A5 DRAFT IDENTIFICATION STICKER**

[www.ynysmon.gov.uk/ailgylchu](http://www.ynysmon.gov.uk/ailgylchu)  
[www.anglesey.gov.uk/recycling](http://www.anglesey.gov.uk/recycling)



Gwasanaeth  
Casglu Gwastraff  
Gardd Werdd  
Ynys Môn

Anglesey  
Green Garden Waste  
Collection Service

Cyfeiriad/Address:

.....  
.....  
.....

## FREQUENTLY ASKED QUESTIONS – GREEN GARDEN WASTE

### 1. Do other North Wales Councils charge for green garden waste collections?

Yes, all other Councils in North Wales charge for green garden waste collections.

### 2. What is the law about charging to collect green garden waste?

The Controlled Waste (England & Wales) Regulations 2012 allow Councils to make a charge for green garden waste collections. Councils are not obliged to provide free green garden waste collections for households. The law says Councils can make a reasonable charge to collect household green garden waste, in the same way that is done for bulky waste collections. However, you will be able to continue to dispose of your green garden waste free of charge at our Household Waste Recycling Centres. Charging for green garden waste collections also ensures the Council follows the Welsh Government's Blueprint recommendations for waste collection options in Wales.

### 3. Don't I already contribute to the cost of providing this service through my Council Tax?

Councils do not have to provide householders with a free collection of their green garden waste, although they do have a legal duty to dispose of household waste free of charge. The law gives Councils the discretion to make a reasonable charge for the collection of household green garden waste. Additionally, not all properties in Anglesey need a green garden waste collection service because some properties do not have a garden or home compost. For this reason, it is also felt that introducing a charge is fair as the service will only be paid for by those households that choose to use it.

### 4. What do we accept/don't accept in the green garden waste bin?

#### We accept:

- grass cuttings, hedge clippings, twigs and branches up to 5cm diameter, bark, leaves, straw, hay, flowers, plants, fallen fruit, general weeds, garden prunings (all items must be contained in your green garden waste bin and the lid must be shut).

#### We don't accept:

- general household waste, plastic trays, plastic bags, large branches over 5cm in diameter, invasive species or poisonous plants such as Japanese knotweed, ragwort & Himalayan balsam, turf, earth, soil, stones, gravel, wood that has been treated or painted, food or kitchen waste including peelings, cat or dog faeces, animal waste, pet waste, metal objects, cat litter etc. No plastic of any kind may be put in the green garden waste wheeled bin. Any non-conforming materials placed in the green garden waste bin will be treated as contamination and will not be collected.

### **5. What will I receive as part of my green garden waste collection service?**

You will receive a fortnightly green garden waste collection service throughout the year from a 240 litre wheeled bin.

### **6. How much is it and when will it start?**

The annual fee for the first green garden waste bin per household will be £35.00 . The new chargeable green garden waste collection service will start on 1 April 2021.

### **7. Can I have more than one green garden waste bin?**

Yes, you may subscribe up to a total of 4 green garden waste wheeled bins per household. Please note, no commercial Green Garden Waste whatsoever can be placed into the Council supplied wheeled bins.

### **8. How do I pay?**

Payments can be taken online through the Council's website or over the phone. Payment will be required prior to any green garden waste collection service starting.

### **9. Can I pay the fee in instalments?**

No, we can only take the fee in one payment.

### **10. Can I pay for the service partway through the year?**

Yes, you can join the service at any point during the year but the fee will remain fixed at £35.00 for the first bin, regardless of the time of sign-up. The year runs from 1 April to 31 March. For example, if you choose to wait until July before paying for the service you will receive less collections, but the price will still be £35.00.

### **11. I have a small green garden waste bin - will there be a difference in price?**

The annual fee of £35.00 is the fixed fee for emptying any green garden waste bin up to 240 litres in size. If required, you can exchange your small green bin for a larger 240 litre bin at no extra cost.

## 12. How will you know I've paid for the service?

After you've paid you will receive a welcome letter and an Identification Sticker through the post – you will be required to stick this Identification Sticker onto your green garden waste wheeled bin. This specific Identification Sticker shows that you have paid for the service and is readily identifiable to the collection crews. You must place the Identification Sticker on your green garden waste wheeled bin in the location indicated (see instructions below). This Identification Sticker must be on your green garden waste bin in the specified location in order for your bin to be collected.

## 13. Where do I stick the Identification Sticker to show I have paid?

Please attach the Identification Sticker around 30cm (10 inches) below the grab handles of your green garden waste wheeled bin (as per picture below) - this allows the collection crew to readily identify who has paid for the chargeable service. The collection crews will not collect any green garden waste bins without an Identification Sticker displayed.



## 14. What if I lose my Identification Sticker?

Please contact the Waste Management Section on [green@anglesey.gov.uk](mailto:green@anglesey.gov.uk) or 01248 xxxxx

## 15. What is my collection day for green garden waste?

Please log on to [www.XXXXXXXXXX](http://www.XXXXXXXXXX) after 20 March 2021 to check your allocated collection day for green garden waste. Alternatively, you can contact the Waste Management Section's Call Centre who can confirm your collection day at that time.

**16. Where do I leave my green garden waste bin on collection day?**

The green garden waste bin must be presented at the kerbside of the property (which is normally the nearest adopted highway, typically the pavement or highway verge) by 7.00am on the collection day as per the collection calendar information provided by the Council. Please make sure the bin grab handles face the centre of the adopted highway so the collection crews can clearly see your Identification Sticker.

**17. Can I leave extra green garden waste on the floor next to my wheeled bin?**

No, we will only collect green garden waste that is placed in the bin with the lid closed.

**18. I don't want to receive a green garden waste collection - do I need to do anything?**

No, there is no need for you to do anything. We suggest you keep the green garden waste bin at your house in case you decide to use the service in the future.

**19. I don't want to pay for the garden waste service. What should I do with my green garden waste?**

You can take your green garden waste to one of our Household Waste Recycling Centres (at Penhesgyn and Gwalchmai). Alternatively, you could compost at home. Green garden waste should not be placed in your black bin for disposal - this is for non-recyclable waste only.

**20. I'm moving to another house on Anglesey and have paid for the green garden waste service - can I have a refund?**

No refunds will be given if you change your address on Anglesey - however, you can transfer the service to your new house on Anglesey. You will need to contact us to confirm your new details. If you're moving from Anglesey you won't receive a refund but you can notify the person that will be moving in to your home that the service will continue for them for the rest of the financial year. Please do not remove your green garden waste wheeled bin from your home.

**21. Do I need to renew my payments every year?**

Yes, a payment will need to be made every year for the service to continue. You will be contacted later in the year when new subscriptions for the following financial year will open.

**22. What happens if the Council failed to collect a green garden waste bin?**

If it is a genuine missed collection (bin presented on the correct day and at the correct time) please contact us no later than 5pm the day after the scheduled collection day and we will arrange to return at an agreed time.

### **23. What if I need an assisted collection?**

If you don't have anyone able bodied in your household you can ask for an assisted collection service. Please contact us for further information.

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<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	<b>Partnership &amp; Regeneration Scrutiny Committee</b>
<b>Date:</b>	<b>22 October, 2020</b>
<b>Subject:</b>	<b>Partnership &amp; Regeneration Scrutiny Committee Forward Work Programme</b>
<b>Purpose of Report:</b>	<b>Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2020/21</b>
<b>Scrutiny Chair:</b>	<b>Cllr Gwilym Owen Jones</b>
<b>Portfolio Holder(s):</b>	<b>Not applicable</b>
<b>Head of Service:</b>	<b>Lynn Ball, Head of Function (Council Business) / Monitoring Officer</b>
<b>Report Author:</b>	<b>Anwen Davies, Scrutiny Manager</b>
<b>Tel:</b>	<b>01248 752578</b>
<b>Email:</b>	<b>AnwenDavies@ynysmon.gov.uk</b>
<b>Local Members:</b>	<b>Applicable to all Scrutiny Members</b>

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<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:**

Partnership & Regeneration Scrutiny Committee Forward Work Programme 2020/21

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

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

**ITEMS SCHEDULED FOR SCRUTINY → SEPTEMBER 2020 – APRIL, 2021**  
**[Version dated 13/10/20]**

<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)</b>	<b>November, 2020 (10/11/20)</b>
Care Connect charging for Council Housing Tenants (Galw Gofal)	Public Services Board- scrutiny of governance arrangements
Committee Forward Work Programme for 2020/21	Governance Arrangement 2 - North Wales Economic Ambition Board
	Annual Report: Regional Partnership Board (Part 9: Health and Social Services) <b>(to be confirmed)</b>
	Committee Forward Work Programme for 2020/21
<b>November, 2020 (17/11/20) [Q2]</b>	
Budget Monitoring Quarter 2	
Finance Scrutiny Panel Progress Report	
Committee Forward Work Programme for 2020/21	
	<b>Date to be confirmed (?December, 2020)</b>

<b>CORPORATE SCRUTINY COMMITTEE</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
	Schools' Standards Report (Summer, 2020) <b>(to be confirmed)</b>
	GwE Annual Report 2019/20 <b>(to be confirmed)</b>
	Schools Progress Review Panel Progress Report
<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**