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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD LLUN, 7 MEHEFIN, 2021 am 1:00 y. p.	MONDAY, 7 JUNE 2021 at 1.00 pm
CYFARFOD RHITHIOL WEDI'I FFRYDIO'N FYW	VIRTUAL LIVE STREAMED MEETING
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

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

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Richard Griffiths, Richard O. Jones

PLAID LAFUR CYMRU/ WALES LABOUR PARTY

J. Arwel Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

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

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

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

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

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

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

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A G E N D A

1 DECLARATION OF INTEREST

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

2 MINUTES OF THE PREVIOUS MEETINGS (Pages 1 - 14)

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

- 26 March, 2021 (call-in)
- 23 April, 2021
- 18 May, 2021 (election of Chair/Vice-Chair)

3 MONITORING PERFORMANCE: CORPORATE SCORECARD QUARTER 4 2020/21 (Pages 15 - 30)

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

4 FINANCE SCRUTINY PANEL PROGRESS REPORT

The Chair of the Finance Scrutiny Panel to provide an oral report.

5 IMPACT OF COVID ON HOMELESSNESS SERVICES (Pages 31 - 50)

To present the report of the Head of Housing Services.

6 FORWARD WORK PROGRAMME (Pages 51 - 56)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the virtual Call-In meeting held on 26 March, 2021

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

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

Co-opted Members: Mr Keith Roberts (The Catholic Church) Mr Dyfed Wyn Jones (Parent-Governor - Primary Sector)

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

Councillors Kenneth Hughes, R. Llewelyn Jones, Peter Rogers.

Portfolio Members

Councillor Llinos Medi Huws (Leader)
Councillor R. Meirion Jones (Portfolio Member for Education, Libraries, Youth and Culture)
R. G. Parry, OBE, FRAgS (Portfolio Member for Highways, Waste and Councillor Property)
Councillor Dafydd Rhys Thomas (Portfolio Member for Corporate Business)
Councillor Robin Williams (Portfolio Member for Finance)

IN ATTENDANCE: Chief Executive
Deputy Chief Executive
Head of Function (Resources) and Section 151 Officer
Director of Education, Skills and Young People
Head of Highways, Waste and Property Services
Head of Democratic Services
Head of Profession (HR) and Transformation
Business Planning, Programme and Performance Manager
Legal Services Manager
Scrutiny Manager (AGD)
Committee Officer (ATH)

APOLOGIES: Mrs Anest G. Frazer (The Church in Wales)

ALSO PRESENT: Mr Robat Idris Davies (on behalf of Ysgol Talwrn and community), Scrutiny Officer (SR), Mr Gareth Williams (Local Democracy Reporter)

The Chair welcomed all those present to this meeting of the Corporate Scrutiny Committee convened to consider a call-in request and he outlined the way in which the business of the meeting would be conducted.

1 DECLARATION OF INTEREST

Declarations of interest were made as follows –

Councillor Nicola Roberts declared a personal but not prejudicial interest with regard to item 2 on the agenda as a member of the governing bodies of Ysgol Y Graig and Ysgol Talwrn.

Mr Marc Jones, Director of Function (Resources)/Section 151 Officer declared a personal but not prejudicial interest in item 2 on the agenda on account of his father in law's membership of the Governing Body of Ysgol Talwrn.

2 CALL-IN OF A DECISION: OBJECTION REPORT – LLANGEFNI AREA SCHOOLS' MODERNISATION YSGOL TALWRN AND YSGOL Y GRAIG

A call-in application had been submitted by Councillors Bryan Owen, R. Llewelyn Jones, Kenneth Hughes, Peter Rogers and Aled Morris Jones with regard to a decision made by the Executive at its meeting held on 15 March, 2021 in relation to the Objection Report in respect of Schools' Modernisation in the Llangefni area with reference to Ysgol Talwrn and Ysgol Y Graig which was *to approve the original proposal, namely to increase the capacity of Ysgol Y Graig to accommodate Ysgol Talwrn, close Ysgol Talwrn and review the catchment areas of Ysgol Y Graig and Ysgol Talwrn*. The Executive's decision notice, the call-in request and the report by the Director of Education, Skills and Young People to the meeting of the Executive on 15 March, 2021 incorporating the Objection Report were presented.

Councillor Bryan Owen as Lead Call-In Member, explained the reasons for calling in the decision made by the Executive on 15 March 2021 as set out in the call-in request form which were as follows –

- The decision is being rushed in a pandemic
- The public feel that they have not had a fair hearing and *the key proposed question being*
- Concern about value for money

Councillor Bryan Owen said that he was making the call-in request on behalf of the parents and Governing Body of Ysgol Talwrn who are concerned about the future of their community should the proposed closure of the village school be confirmed. He referred to the school as being at the heart of community life and rural communities in turn as providing the foundation for the Welsh language to grow and prosper. As such every effort should be made to protect schools in rural communities. The community of Talwrn including parents and governors of Ysgol Talwrn also feel very strongly that the decision is being rushed through at a time when pandemic restrictions have made it difficult for them to respond appropriately. Councillor Owen emphasised that the considerations which led to the postponement of a decision on this matter in June 2020 - namely the need to respond to the crisis and to keep the people of Anglesey safe - still apply thereby raising questions about the justification for proceeding at this time. Councillor Bryan Owen referred to the accuracy of the data used specifically the fact that there are 5 children recorded as being registered for nursery provision when there are in fact 14 children attending the Cylch Meithrin. With regard to value for money Councillor Owen suggested that rather than incur expenditure of £6m on extending Ysgol Y Graig it would make better financial sense were the proposed new Ysgol Corn Hir to be built with sufficient capacity to accommodate the pupil overspill in Llangefni and that Ysgol Talwrn be retained. Neither have details been provided regarding the location of the proposed Ysgol Y Graig extension.

Councillors Kenneth Hughes, R. Llewelyn Jones and Peter Rogers as co-signatories of the call-in request were given the opportunity to speak and they echoed the sentiments of

Councillor Bryan Owen with regard to concerns about the long-lasting effect which closing Ysgol Talwrn could have on the on the village of Talwrn and its Welsh speaking community. They referred to the lack of clarity in respect of the nursery data and the need for the considerations to include the well-being of future generations putting children at the heart of the decision. They concurred with the view that building sufficient capacity in the new Ysgol Corn Hir would represent a better value for money option than extending Ysgol Y Graig.

Mr Robat Idris Davies spoke on behalf of the community of Talwrn to re-emphasise the community's opposition to the proposed closure of Ysgol Talwrn as conveyed by the 46 objections submitted in response to the publication of the statutory notice of the intention to close the school citing concerns about the impact of the school's closure on the spirit and identity of the village and whether it was right to be considering a matter of such significance in the midst of a pandemic. Mr Davies said that there was no good argument for closing the school which is prospering educationally in a building that is essentially sound and that a sensible option would be to make an application to the 21st Century Schools Fund to modernise the school. The prevailing feeling in the community is that the Council is not listening and has already made up its mind about the future of Ysgol Talwrn.

The Portfolio Members and Officers present responded at length to the call-in request with reference to the following –

- That as part of the statutory consultation in February/March 2020 the Council's original proposal and a number of other proposals were considered in detail; other educational models suggested by stakeholders were also assessed and 12 reasonable alternatives to the closure of Ysgol Talwrn were considered and assessed including federalisation but were found not to meet the key drivers of the current Schools' Modernisation Strategy nor the challenges facing the two schools.
- That Welsh Government had confirmed in writing that the Council would be allowed an extension until 19 March, 2021 to publish any proposal and that the Council has operated in accordance with the School Organisation Code 2018 throughout this process. The process has taken 16 months and has involved consultation with a range of stakeholders including staff, parents, governors and pupils at the two schools.
- That the impact of the proposal on future generations in relation to the five ways of working has been evaluated (Section F of the report refers) and shows the extent of collaboration in reaching the decision and the involvement of citizens in the decision making process.
- That the Council understands the frustration of stakeholders due to the pandemic situation but believes that it has been considerate and sensitive in dealing with the lockdown period and has given stakeholders sufficient opportunity and time to respond. Welsh Government has published guidelines for local authorities regarding consulting on proposals during the pandemic and these have been followed closely by the Council.
- That the number of objections received to the proposal during the lockdown period at 46 was higher than in the past. Also, more consultation responses were received in 2020 – (57 responses) than in 2018 (52 responses).
- That the Welsh Language Impact Assessment which assessed the potential impact of the proposal on the Welsh language in school and in the community concluded that it would have a positive impact on the language. The Impact Assessment will remain a live document and will be a way of alleviating stakeholder concerns throughout the project.
- That PLASC data 2020 shows that the percentage of pupils who are fluent Welsh speakers at home is higher at Ysgol Y Graig (73%) than at Ysgol Talwrn (40%) which may provide an opportunity for the language to flourish among children who move from Talwrn through greater use with a wider range of children. It would be the responsibility of the Leadership Team of the proposed expanded Ysgol Y Graig to promote the informal use of Welsh by pupils during school hours and the school would be expected to

promote the use of Welsh in the classroom and in the school yard in accordance with Authority's Welsh Language Charter.

- That figures for attendance at the Cylch Meithrin are based on figures which are provided to the Authority regularly each autumn term (the Cylch Meithrin being run independently from the Authority) meaning the data collection process is consistent. This information shows that over the past 5 years the number of children attending the Cylch Meithrin is more or less double the number of children who then attend Ysgol Talwrn's reception class the following year e.g. over the 3 year period from 2016/17 to 2019/20 a total of 34 children have attended the Cylch Meithrin of which 18 have then attended Ysgol Talwrn.
- That Anglesey's 21st Century Schools £36m funding allocation under Band B covers not only Ysgol Talwrn and Ysgol Y Graig in Llangefni but also schools in the Seiriol and Amlwch areas and spending more on one area has a knock on effect in reducing the funding available for the areas remaining. To retain Ysgol Talwrn as well as extending Ysgol Y Graig or building a larger new Ysgol Corn Hir to take surplus Llangefni pupils would increase the cost of the project by approximately £1.4m to allow for the necessary adaptations to Ysgol Talwrn to bring the school to the standards required to enable it to fully deliver the provisions of the new Curriculum.
- That the Council will spend the £36m 21st Century Schools allocation on the basis that it would be unwise to forego an investment which is 65% funded by Welsh Government; if Anglesey does not use the funding for the benefit of Anglesey then it will be re-allocated to other local authority areas.
- That value for money needs to be considered on the basis of economy, efficiency and effectiveness. In terms of economy, closing Ysgol Talwrn is more economical than keeping it open as the latter would entail an extra £1.4m to bring it up to standard; in terms of efficiency, closing the Ysgol Talwrn would eliminate the current 40% running costs thereby releasing those resources to be used more efficiently for the provision of education. In terms of effectiveness retaining Ysgol Talwrn would not meet any of the financial drivers in the Schools' Modernisation Strategy and would only meet the other drivers at an additional cost of £1.4m making it a less effective option than closing the school.
- That with regard to identifying land for the proposed extension to Ysgol Y Graig, the current school was built to accommodate over 300 pupils with an option to extend on either end to provide two additional classrooms. However, an extra seven classrooms are now required making the original option unfeasible. Using existing land around the school building would lead to the loss of the playing field which would contravene the standards prescribed by Estyn. Using the car park land would exacerbate existing parking issues and is not in any case possible because of storage tanks underneath the car park. The option that is being considered and regarding which discussions are underway is for the acquisition of land nearby on which to build the proposed extension. It would be inappropriate to comment any further until a final decision on the school is confirmed.

Councillor Bryan Owen as the Lead Call-in signatory was given the opportunity to summarise.

Councillor Dylan Rees and Nicola Roberts, Local Members spoke to confirm that they believed the reasons for making the call-in request had been answered and that their own views remained unchanged in terms of supporting the Executive's decision as the most feasible way forward to address the challenge of modernising the primary education provision in this part of Llangefni. Councillor Dylan Rees referred to an Audit Wales report dated November, 2020 which provided an assessment of the Authority's Covid 19 response and recovery and which stated that continuing to deliver key programmes and priority projects within the transformation programme will contribute to the resilience of services.

Councillor R. Meirion Jones, Portfolio Member for Education, Libraries, Youth and Culture and Councillor R.G. Parry, OBE, FRAGS Executive Member and Local Member were also given the opportunity to provide their comments.

The Committee considered the information presented both verbally and in writing and those Members who had not signed the call-in request indicated that they were satisfied with the responses provided and were not persuaded to support the call-in.

The Chair said that the Committee has three options in coming to a decision on the call-in, viz.

- To reject the call-in and confirm the Executive's decision
- To reject the Executive's decision and refer it back to the Executive with a recommendation that it be reconsidered and/or amended.
- To reject the Executive's decision and to refer the matter to the Full Council in the knowledge that as the Council has no jurisdiction in this matter it can only refer it back to the Executive.

Councillor Bryan Owen proposed, seconded by Councillor Aled Morris Jones that the decision be referred back to the Executive for re-consideration with the recommendation that Ysgol Talwrn remain open. Councillor Richard Owain Jones proposed an amendment that the call-in be rejected and that the Executive's decision be endorsed, and was seconded by Councillor Alun Roberts. In the ensuing vote the amendment was carried by 10 votes to 2.

It was resolved to reject the call-in and to endorse the Executive's decision from its meeting held on 15 March, 2021 which was to approve the original proposal, namely to increase the capacity of Ysgol Y Graig to accommodate Ysgol Talwrn, close Ysgol Talwrn and review the catchment areas of Ysgol Y Graig and Ysgol Talwrn.

The Executive's decision of the 15 March, 2021 therefore takes effect forthwith.

**Councillor Aled Morris Jones
Chair**

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CORPORATE SCRUTINY COMMITTEE

Minutes of the virtual meeting held on 23 April, 2021

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

Councillors John Griffith, Bryan Owen, Margaret M Roberts

Portfolio Members

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

IN ATTENDANCE: Chief Executive
Deputy Chief Executive
Director of Function (Resources)/Section 151 Officer
Interim Director of Social Services
Head of Housing Services
Head of Democratic Services
Head of Profession (HR) & Transformation
HR Training Officer (CD)
Scrutiny Manager (AGD)
Committee Officer (ATH)

APOLOGIES: Councillors Richard Griffiths, Richard Owain Jones, Alun Roberts, J. Arwel Roberts, Nicola Roberts, Mr Keith Roberts, (Co-opted Member)

ALSO PRESENT: Corporate Programme Manager (Business Process Transformation) (KH), Scrutiny Officer (SR), Mr Gareth Williams (Local Democracy Reporter)

1 DECLARATION OF INTEREST

Councillor Dylan Rees declared an interest with regard to item 2 on the agenda as a volunteer with Bwyd Da Môn.

Councillor Robin Williams (not a member of the Committee) also declared an interest with regard to item 2 on the agenda.

2 MINUTES OF THE PREVIOUS MEETINGS

The minutes of the meetings of the Corporate Scrutiny Committee held on 16 February and 8 March, 2021 were presented and were confirmed as correct.

3 COUNCIL'S RESPONSE TO COVID-19

The report of the Chief Executive outlining the Council's response to date to the coronavirus pandemic under the auspices of the Civil Contingencies Act 2004 was presented for the Committee's consideration. The report focused specifically on the response in protecting the well-being of staff and communities and the effectiveness of the Track, Trace and Protect (TTP) strategy on the Island following a request by the Committee at its 14 September, 2020 meeting when considering the initial response to the pandemic that these particular aspects of the response be followed up subsequently.

The Chair said that this was an opportune time to reflect on the many who had sadly lost their lives to the coronavirus, their grieving families and friends and to think also of those who continue to suffer the effects of Covid-19. A minute's silence was held in remembrance of all those who had died as a result of the pandemic.

The Leader of the Council introduced the report as following on from the report presented to the Corporate Scrutiny Committee at its meeting on 14 September, 2020 which detailed the initial response to the pandemic emergency from the perspective of the governance arrangements put in place, the key risk areas, redeployment of Council staff to help respond to the emergency, the financial impact and managing TTP at a local level.

The Chief Executive took the opportunity to thank everyone including the Council's staff, Elected Members and partners outside the organisation for the collaboration that had been critical to the success of the response to the pandemic hitherto.

The Deputy Chief Executive in setting the context emphasised that the daily uncertainty with regard to Covid 19 continues and although the situation at present is encouraging, circumstances can change very quickly. Whilst the challenges have been ebbing and flowing with each week, the Council's workforce has responded with commitment, resilience and flexibility and it is hoped that this agility and adaptability can be built on as the Council progresses with recovery. The structures both within and outside the Council have facilitated collaboration which has been a key element, making a rapid response possible and thereby helping to meet the challenges effectively. The collaborative efforts have also included the community as demonstrated by the situation in Holyhead which was managed within existing resources which was a significant challenge but which helped safeguard the health and well-being of the community. A piece by Audit Wales dated 22 April, 2021 refers to Covid-19 having demonstrated the value of local government in protecting people and communities; the Auditor General comments specifically *"our research has highlighted the vital part local government plays in protecting people and communities. The pandemic has seen local government stepping up to deliver essential services for their communities. However, a reduction in breadth of service delivery means local councils need to ensure they remain relevant to all their citizens. The pandemic has presented them with an opportunity to re-evaluate their role and find new innovative solutions to safeguard the essential services they provide."*

The Head of Profession (Human Resources) and Transformation referred to the TTP Strategy highlighting that the TTP systems are different in Wales and England; a regional model is operational across the 6 North Wales counties which is being funded by Welsh Government until 30 September, 2021. There are approximately 80 staff working for the local TTP team on Anglesey, including Business Managers, Tracers and Advisors. During the past 7 days, there have been 8 positive cases of Covid-19 on Anglesey most of which are linked to hospital; cumulatively the number of cases stands at 2,298 and the incidence rate is 11.4 (down from 17.2). A total of 540 tests have been carried out with a current positivity rate of 1.5 (down from 3.3). From the perspective of Anglesey Council as an employer, every Covid 19 related decision has been made having regard to the Council's duty of care to its staff as a responsible, considerate and good employer. A great deal of work has been undertaken co-operatively across the Council to support staff during this time enabled and facilitated by the Council's redeployment policy which was

one of a few of its kind amongst councils in Wales at the start of the pandemic. The support provided has included sharing information in a number of ways, the establishment at the commencement of the initial lockdown in March, 2020 of a Working from Home Well-being page which has kept staff updated on Coronavirus and health and well-being in general; the delivery of 21 information sessions on a range of health and well-being topics and the continuation of the of E learning programme to which Anxiety Awareness and Personal Resilience modules have been added. The report expands on these initiatives including the extent to which they have been accessed and/or utilised by staff during the pandemic thus far.

The Head of Housing Services spoke about the work undertaken to ensure the well-being of communities across the Island during this challenging period and he referred to the value both of the place shaping activity which had started before the onset of the pandemic which has contributed to the Council's understanding of its communities, and the existing partnership with Menter Môn and Medrwn Môn which has helped with establishing the Community Support Group. This provided a robust foundation for action to be taken swiftly and for support to be delivered to communities. Three work streams were identified and set up in relation to food supply, community well-being and volunteering. The demand has been high and 2,000 food packages have been prepared and distributed by food banks during the pandemic in what has been an unprecedented period. Medrwn Môn established the Neges Scheme which has provided 3,000 neges packs for vulnerable Anglesey residents. An additional food related stream is the Anglesey Good Food scheme which has focused on reducing food waste which will continue into the recovery period. One of the highlights of the response has been the way communities have rallied round to work together on a volunteer basis with 37 local area teams deploying 860 volunteers in operation during the first wave of Covid 19. Over the past year 8 Good Turn Schemes have been put on a formal footing and these have empowered communities to do more for themselves - 14,000 "good turns" have been undertaken for 1,700 individuals and these have included fetching shopping, medicines and keeping in touch which has proved especially helpful to people who have little or no family support. Volunteers have also taken individuals to receive their vaccination and have delivered Covid 19 test to households during the recent outbreak in Holyhead.

The Director of Social Services described the work done by Social Services' staff to support the pandemic efforts in addition to their statutory responsibilities including maintaining contact with vulnerable children and their families, delivering Free School Meals, distributing face masks to children and young people, providing over 600 activity packs and offering advice and guidance to parents who were struggling throughout this period. Contact Môn and Adult Services telephoned all residents on the shielding list totalling just under 4,000 people. A digital scheme through Medrwn Môn, Adults' Services and Gwynedd and Môn Age Well was launched with ICF funding to maximise the digital skills of Anglesey residents so they could attend virtual hubs and manage their food shopping or finance on-line.

The Officers were given an opportunity to summarise what they saw as the key considerations entering into the recovery period and a different normality. Reference was made to the substantive role of local government in the pandemic with local authorities expected to continue to play a pivotal role in recovery ; the importance of learning lessons from the experiences gained in responding to the emergency at organisational and community level including by remaining agile and by ensuring the resilience of both ; continuing to support the health and well-being of staff and keeping them fully informed; managing risks on an ongoing basis including the future of TTP after September, 2021; managing local outbreaks should they occur and maintaining vigilance and preparedness in case of a possible third wave of Coronavirus.

The Committee in commending the way the Authority had responded to and dealt with the pandemic working alongside communities and partners, raised the following points –

- Referring to the recent Coronavirus outbreak in Holyhead, the Committee wanted to know why Welsh Government did not put resources into vaccinating the Island as a whole in light of the fact that Holyhead was one of only two Covid 19 hotspots in Wales at the time and given that a proportion of Ynys Cybi residents had already been vaccinated.

The Deputy Chief Executive clarified that the focus of the efforts in Holyhead was to control the spread of the virus and reduce the number of cases; vaccination would not have achieved this objective. An interval of at least 28 days must elapse before a person who has tested positive can be vaccinated, and positive cases could not be identified until a mass community testing programme had been carried out. In addition, Welsh Government has put in place a clear vaccination strategy based on priority groups which it has adhered to despite pressures from various organisations and/or groups to do otherwise. Had the community spread in Holyhead persisted then further intervention might have been necessary; as it is the Incident Management Team in Holyhead will meet for the last time today and lessons will be taken nationally from the experience and practice of dealing with the outbreak in the area.

- In acknowledging the leading role taken by the Council in marshalling efforts to help and support communities in finding a way through the pandemic, and the willing response of communities, the Chair suggested that when time and opportunity allow, the lessons and good practices developed could be brought together in a handbook to illustrate community resilience on Anglesey on similar lines to that issued by the Local Government Association with reference to London.

The Chief Executive confirmed that lessons from the pandemic will be learnt and reflected upon; she advised that the work in Holyhead under the direction of the Deputy Chief Executive has been completed and will be the subject of a report which can be shared more widely subject to sign off by the Incident Management Team. Councillor Llinos Medi, Leader of the Council said that she would like to take the suggestion of a handbook on community resilience in Anglesey back for discussion to the Community Support Group in order to ensure that the handbook is not focused on the Council's perspective alone, but that it should capture the views and experiences of its partners in Medrwn Môn and Menter Môn as well.

- The Chair further sought clarification of the approach taken with regard to vaccination and whether information on take up by the Council's staff is available.

The Chief Executive advised that the Council's staff are strongly encouraged to accept the offer of vaccination and the importance of being vaccinated is emphasised in the Chief Executive's weekly messages to staff. The Head of Profession (HR) and Transformation confirmed that the Council has been working with the unions who support the efforts to encourage staff to be vaccinated and with the Health Board to deliver a question and answer session for staff. A video and FAQs section prepared by Health professionals are also available on the Council's intranet site. In response to a question about the deployment of staff who do not wish/are not able to be vaccinated in settings involving contact with the public, the Officer clarified that local authorities across Wales recognise that national guidance on the matter is required and it is understood that such guidance is in process; locally the approach is to encourage staff to be vaccinated and to continue to provide information in response to staff questions and any anxieties they may have on this point.

- Acknowledging the importance of the bottom line, Councillor John Griffith wanted to know the extent of the impact of the pandemic on the Council's financial position.

The Director of Function (Resources)/Section 151 Officer advised that from the outset Welsh Government has been providing financial support to help with the additional costs incurred in dealing with the pandemic and to make up for the loss of income. To date the Council has claimed in the region of £7m from Welsh Government most of which has been paid. The Council is projected to underspend by approximately £1m at the end of the 2020/21 financial year with a report on the 2020/21 budget outturn due to be presented to the Executive in May. The pandemic has not had a significant impact on the Council's finances because of the support provided by Welsh Government without which the Council would have had to utilise its reserves to meet the financial pressures created by Covid-19.

- In relation to the well-being of staff, Councillor Dylan Rees referred to a chaplaincy scheme which a local chaplain had offered to provide free of charge to the Council's staff; Councillor Dylan Rees said that he was surprised and disappointed that the initiative had been declined for reasons of equality and because the support arrangements in place are considered sufficient and that he disagreed with those reasons. He felt it showed a "can't do" attitude on the part of the Authority especially as he understood that North Wales Police had taken up the offer for its own staff. He asked the Council to reconsider and seek feedback on the scheme from North Wales Police or at least to run a pilot as he believed that staff could benefit from the availability of a listening ear at this time such as that offered by the chaplaincy scheme.

Both the Chef Executive and Head of Profession (HR) and Transformation expressed disappointment that Councillor Dylan Rees considered not taking up the offer as reflecting a "can't do" attitude particularly as the Authority's Officers have dealt with the pandemic in a "can do" way for 7 days a week. The Head of Profession (HR) and Transformation confirmed that a response on this matter had been sent to Councillor Rees personally since he had brought the offer to the Authority's attention, as well as directly to the applicant. She clarified that the Authority procures an independent counselling service from a professional company which has no faith perspective, thus ensuring that all staff are treated equally. In addition, aspects of the document which accompanied the offer did not meet with the Authority's requirements for the provision of such service. The Authority must have regard to its duty of care towards staff when considering the provision of service. Officers have been working under considerable pressures in dealing with the pandemic and they have also worked hard to ensure the well-being of staff during this time including by introducing a number of new initiatives as outlined in the report. The Head of Profession (HR) and Transformation advised that it was suggested to the prospective provider that the Authority saw no reason why an invitation could not be made for members of staff to contact the provider individually if they so wished but that she was not aware that such an invitation had been issued.

The Chair proposed that the Committee be provided with a report so that it could be apprised of the issues/considerations involved. Councillor Dylan Rees said that the intention was not to undermine current provision but to provide an additional service; he did not see the necessity of a report as he was only asking that the offer be reconsidered. The proposal that a report be submitted was not supported by the Committee.

- The Committee recognised that the recovery process will involve becoming accustomed to a new normality. Councillor John Griffith queried what the new normality will look like and in what ways will it differ to the pre-pandemic normality.

The Deputy Chief Executive advised that recovery will involve reviewing how the pandemic has changed the ways in which the Council operates and deciding what changes will be maintained in the long-term being mindful also that much of what the Council does is statutory and will continue. It is envisaged that the Council will move towards a hybrid model in the next phase wherein some pre-pandemic elements will be retained alongside some of the new practices/ways of working adopted during the pandemic period in order to create a future that will be different. This work has commenced by inviting feedback from middle managers who by virtue of their position have a direct link to their frontline teams as well as an understanding of strategic direction, performance management and accountability requirements. The pandemic provides an opportunity to effect a change of culture for the better, and to work in more effective ways in terms of performance, meeting the needs of the community and also achieving balance between work and personal well-being. It is anticipated that it will be September, 2021 when the Council is able to move with confidence into the next normal phase after which it is expected that there will be a cycle of changes as the post pandemic situation evolves.

In response to a question about the resumption of the democratic process at the Council's Offices, the Chief Executive advised that work is ongoing in the background to assess what is possible subject to the guidelines being observed, to accepting that the vaccination programme improves but does not resolve the situation, and to there being no third wave of the virus.

It was resolved to note the Council's response to the pandemic and specifically the response in protecting the well-being of staff and communities and the effectiveness of the Track and Trace Strategy.

Additional Action: That an Anglesey Community Resilience Handbook be created to capture the lessons and good practices of the pandemic at community level. The LGA London Community Resilience Handbook to be consulted as reference and the Community Support Group to be consulted for input.

4 FORWARD WORK PROGRAMME

The Committee's forward work programme to November, 2021 was presented for consideration.

It was resolved –

- **To agree the current version of the forward work programme for 2021/22.**
- **To note the progress thus far in implementing the forward work programme.**

**Councillor Aled Morris Jones
Chair**

CORPORATE SCRUTINY COMMITTEE

Minutes of the virtual meeting held on 18 May 2021

PRESENT: Councillors John Griffith, Richard Griffiths, Aled Morris Jones, Dylan Rees, Alun Roberts, J A Roberts, Nicola Roberts, Bryan Owen and Margaret M Roberts.

IN ATTENDANCE: Chief Executive,
Director of Function (Council Business)/Monitoring Officer,
Head of Democratic Services,
Committee Officer (MEH).

ALSO PRESENT: Councillor Glyn Haynes – Chair of the Isle of Anglesey County Council.

APOLOGIES: Councillor Richard Owain Jones

1 DECLARATION OF INTEREST

None received.

2 ELECTION OF CHAIRPERSON

Councillor Aled Morris Jones was elected Chairperson of the Corporate Scrutiny Committee.

3 ELECTION OF VICE-CHAIRPERSON

Councillor Dylan Rees was elected Vice-Chairperson of the Corporate Scrutiny Committee.

**COUNCILLOR GLYN HAYNES
AS CHAIR OF THE COUNTY COUNCIL**

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	CORPORATE SCRUTINY
Date:	7 JUNE 2021
Subject:	SCORECARD MONITORING REPORT - QUARTER 4 (2020/21)
Purpose of Report:	TO CHALLENGE PERFORMANCE
Scrutiny Chair:	COUNCILLOR ALED M JONES
Portfolio Holder(s):	COUNCILLOR DAFYDD RHYS THOMAS
Head of Service:	CARYS EDWARDS
Report Author:	GETHIN MORGAN
Tel:	01248 752111
Email:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

1 - Recommendation/s	
1.1	This is the third and final scorecard report of 2020/21. It is to be considered within the context of the additional pressures emanating from our response to the coronavirus pandemic during Q4.
1.2	It portrays the position of the Council against its operational objectives as outlined and agreed earlier in the year.
1.3	The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future.
	These can be summarised as follows –
1.3.1	Performance on the whole should be maintained and improved and those that are under target should implement the identified mitigation actions to aide improvement during 2021/22.
1.3.2	To hold a workshop with the SLT and Elected Members as soon as possible to confirm relevant indicators for inclusion in the 2021/22 Scorecard.
1.3.3	To revise the 21/22 targets to ensure that they are challenging yet achievable and where targets are effected by the coronavirus pandemic that these are noted and updated throughout the year.
	The committee is asked to accept the mitigation measures outlined above

2 – Link to Council Plan / Other Corporate Priorities

Used as part of the monitoring of the Council Plan

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

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

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

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

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

4 - Key Scrutiny Questions

1. How does the revenue underspend position at year end impact on Council budgets during 2021/22 and beyond?
2. Quarter 4 reports underperformance against some service indicators. How will mitigation plans be prioritised and monitored over the coming months?
3. The report discusses the impact of Covid-19 on performance of Council services. How will any proposed Pandemic Recovery Plans address this?

5 – Background / Context

5.1 One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.

5.2 Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period. This year has seen the most difficult period in the

life of this Council. Starting off the year in great uncertainty amongst a worldwide pandemic it is remarkable how well the performance has been on the whole. Council staff have worked tirelessly throughout the year with many staff undertaking roles that didn't exist before the pandemic. Many others undertook their duties whilst being away from colleagues and having to work in new and often challenging ways.

5.3 The efforts of staff to provide the services to our residents should be celebrated as without their efforts and flexibility, the Council would not be in the positive position it finds itself today.

5.4 During Quarter 4, Wales continued to be in a national lockdown (level 4 alert) for the majority of the period until 15th March when restrictions were eased slightly. The lockdown has had and will continue to have an impact on Council Services into 2021/22 and some of which are discussed below.

5.5 Quarter 4 was a particularly challenging period as the Island saw its highest number of positive Covid-19 cases with a total of 1058 cases over the period and an outbreak being confirmed on Holy Island. For much of the period Anglesey had the highest number of cases per 100k population in Wales.

5.6 Robust actions were taken by the Council in a timely manner, including establishing an Incident Management Team (IMT), introducing mass community testing, delivering over 1800 PCR tests door to door and re-emphasising regulations and behaviours locally.

5.7 As a result of the multi-agency response and intervention, the situation was successfully managed swiftly, avoiding further community spread to other Anglesey communities.

5.8 This scorecard monitoring report is therefore prepared with this context in mind and is used as part of the process to monitor the success of our normal business as usual activities against a set of identified Key Performance Indicators (KPIs).

5.9 The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements. These important business as usual activities have been progressed within the context of the noted broader coronavirus pandemic.

5.10 The restrictions and requirements to keep staff and residents safe have influenced the period, some resources and capacity have been redirected, whilst a number of Service areas have faced increased challenges in what is traditionally recognised as a difficult period.

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

n/a

7 – Financial Implications

The end of Q4 financial position is noted in the report.

8 – Appendices:

Appendix A - Scorecard Quarter 4

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

- 2020/21 Scorecard Monitoring Report - Quarter 3 (as presented to, and accepted by, the Executive Committee in March 2020).

SCORECARD MONITORING REPORT – QUARTER 4 (2020/21)

1. INTRODUCTION

- 1.1. In what has been an unprecedented year for the Council, managing the Covid-19 pandemic, it continued to meet its obligations in terms of duties. One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2. Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period.
- 1.3. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Council's day to day activities and aligned to our well-being objectives.
- 1.4. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements. These important business as usual activities have been progressed within the context of the broader coronavirus pandemic. The restrictions and requirements to keep staff and residents safe have influenced the period, some resources and capacity have been redirected, whilst a number of Service areas have faced increased challenges in what is traditionally recognised as a difficult period.
- 1.5. The scorecard (appendix 1) portrays the end of year position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during June 2021.

2. CONTEXT

- 2.1. The performance monitoring KPIs continue to be aligned to the Council's three strategic wellbeing objectives:
 - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
 - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
 - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 2.2. It was not possible to report on all indicators due to Covid-19 pandemic as some of our day to day activities had been affected due to the national lockdown and restrictions to the availability of some of our services. Some KPIs which were traditionally collected by the Welsh Government had also been suspended for the same reasons. These have been highlighted in the RAG status column as CV-19 for information.

- 2.3. Targets for this year's Scorecard were based on previous year's performance and on how the coronavirus pandemic had affected the performance of the indicators during the year (i.e. the closure and reduction of some of our services).
- 2.4. Dealing with the Covid-19 crisis has been a significant challenge for the Council - not only in maintaining key front-line services and conducting normal business where possible, but also in ensuring health and safety arrangements are in place to protect the authority's staff whilst providing services to our residents.
- 2.5. During Quarter 4, Wales continued to be in a national lockdown (level 4 alert) for the majority of the period until 15th March when restrictions were eased slightly. The lockdown has had and will continue to have an impact on Council Services into 2021/22 and some of which are discussed below.
- 2.6. Quarter 4 was a particularly challenging period as the Island saw its highest number of positive Covid-19 cases with a total of 1058 cases over the period and an outbreak being confirmed on Holy Island. For much of the period Anglesey had the highest number of cases per 100k population in Wales.
- 2.7. Robust actions were taken by the Council in a timely manner, including establishing an Incident Management Team (IMT), introducing mass community testing, delivering over 1800 PCR tests door to door and re-emphasising regulations and behaviours locally.
- 2.8. As a result of the multi-agency response and intervention, the situation was successfully managed swiftly, avoiding further community spread to other Anglesey communities. Further information on the Council's response to the pandemic can be found here - <http://democracy.anglesey.gov.uk/ieListDocuments.aspx?CId=153&MId=3898&Ver=4&LLL=0>

3. CORPORATE HEALTH PERFORMANCE

- 3.1. It is encouraging to note that 87% of the indicators monitored are continuing to perform well against targets (Green or Yellow RAG). Some of the highlights are noted below.
- 3.2. At the end of year the Council is GREEN against its staff absence management target with 6.68 days lost to absence per FTE in the year against a target of 9.75 days lost to absence per FTE. This is a marked improvement on any financial year since the monitoring of the Corporate Scorecard and is usually at the level that would be seen at the end of Q3. This result is perhaps only one of the few improvements that can be seen because of the Covid-19 pandemic as less contact with others has resulted in a short term sickness level of only 1.94 days lost to absence per FTE throughout the year.
- 3.3. All indicators related under the digital service shift subheading have seen performances that have surpassed previous annual results during the pandemic. There was a particular big increase in the number of web payments in Q4 mostly

due to the new Green Waste Collection charge. The number of reports and applications via the website also significantly increased due to the same reason.

- 3.4. The Coronavirus pandemic has had a significant impact on the normal delivery of services by the Council in 2020/21 and, as such, the financial performance does not reflect what would happen in a normal year. The underspend of £4.197m is welcomed and strengthens the Council's financial position moving forward, but would have not been achieved without the additional funding that has been provided by the Welsh Government. However, the demand for future services is not yet known and while the direction of the global pandemic is looking favourable it is going to be a challenge to respond to the demands following the pandemic. There is likely to be an increase in demand for a number of Council services in 2021/22 as the lockdown eases and normality returns and it will not be surprising if Services find themselves overspending budgets during 2021/22 and this will be funded from the Council's General Balances.
- 3.5. Further work is required to model the impact and a revised Medium Term Financial Plan will be submitted to the Executive in September 2021, prior to the commencement of the 2022/23 budget process.
- 3.6. The initial capital budget for 2020/21, approved by the Council in March 2020 was £37.305m and with the addition of slippage and further grant funding during the year, the final capital budget for 2020/21 increased to £58.425m. The actual expenditure at the end of the financial year was £33.129m. The Executive will be requested to transfer £11.898m of projects forward into the 2021/22 capital programme and this will bring the 2021/22 capital programme to £48.053m.
- 3.7. Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q4' and the 'Capital Budget Monitoring report for Q4' that will be discussed in The Executive meeting on the 21st June.

4. PERFORMANCE MANAGEMENT

- 4.1. A number of the KPIs monitored through the Scorecard were affected by the Covid-19 pandemic. At the end of the year, 13 indicators (28% of the indicators) for which the collection of the data have either been cancelled by Welsh Government or are currently not being collected due to reasons beyond our control.
- 4.2. The reasons for those which have been effected include the KPIs associated with:
 - Learning Service Indicators (items 1-7) - Schools were closed until September and exams were cancelled. Libraries have also been closed
 - Housing (items 18, 34) - Homelessness indicators from the Welsh Government have been suspended. A further delay impacts the new software to measure tenants' satisfaction, because of the pandemic.
 - Regulation & Economic Development (items 8, 11-12) - Leisure Centres had been closed and only reopened in a phased approach over the summer. This resulted in significantly lower visits and made it impossible to set any meaningful targets. The National Exercise Referral Scheme (NERS) was also suspended because of the coronavirus pandemic.

- Adult Services (item 19) – The Delayed Transfer of Care (DToC) indicator was suspended due to the essential work provided by the NHS during the coronavirus pandemic.

4.3. At the end of a challenging year for all, it is encouraging to note that for the remaining indicators reported at the end of the year (33 indicators), the majority (70%) of which performed above target or within 5% tolerance of their targets. These achievements should be celebrated in the drafting of the Annual Performance Report which will be scrutinised later in the year.

4.4. The Adult Services indicator (items 19-24) results during a time of very high pressure on the service due to the Covid-19 pandemic is extremely pleasing to see. Every indicator monitored during the year have hit their targets with 80% (4 of the 5) improving on or maintaining the performance seen in 2019/20.

4.5. The Housing Service indicators (items 13-18 and 31-36) that are available to analyse also demonstrate strong performance against targets during a difficult year. 78% of the indicators (7 of the 9) are above targets for the year whilst the remaining 2 have been affected by the Covid-19 pandemic and are discussed below.

4.6. Children & Family Services indicators (items 25-30) have also performed well during the year where 83% of the indicators (5 of the 6) are either above or within 5% of the targets.

4.7. We do note however that ten indicators underperformed against their annual targets and are highlighted as being Red or Amber in the Scorecard.

4.8. Performance for **Objective 1** has been good with only two underperforming indicators identified -

4.8.1. Indicator 3 – The percentage of Year 11 leavers not in Education, Training or Employment (NEET) – is RED with a performance of 4.2% against a target of 3%.

This indicator was published by Careers Wales after taking a snapshot in November 2020 of those that are NEET and were year 11 leavers in May 2020. The performance has resulted in the Council being placed in the bottom quartile for this indicator for the year. Whilst the Covid-19 pandemic has undoubtedly made an impact with the performance of this indicator, where officers were unable to make house visits to the young people, other factors were also evident.

Youth officers work closely with the young people who are NEETs once their names are received from Careers Wales. Unfortunately this year due to circumstances beyond our control, we were not made aware of many of the individuals until November when the snapshot was taken. This has been formally raised with Careers Wales.

Looking forward, the Youth Service have agreed with Careers Wales on a new procedure to follow for 2021. A Year 11 panel with members representing the Schools, TRAC, Careers Wales, Grŵp Llandrillo Menai, Welfare Officers,

Youth Justice and others has also been established to help tackle the issue. Other systems already in place will also be used to help improve this performance going forward.

- 4.8.2. Indicator 10 – The percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation – is RED with a performance of 43% against a target of 80% which is an improvement on the 13% undertaken up to the end of Q3.

This work has been affected by the Covid-19 pandemic, where only 35 of the 159 planned inspections were able to take place since April 2020. This is due to the Environmental Health Officers (EHO) focusing their attention on infection control and Covid-19 related work during the pandemic. All of the cases flagged to the EHO by the Track, Trace and Protect (TTP) team are investigated, reducing their capacity to undertake food hygiene inspections almost completely.

Whilst we have retained a consultant EHO to assist with food safety, work has been hampered by business closures and lockdowns. Any resources available have been channelled to responding to the Food Standards Agencies prioritisation guidance, i.e. A and high risk B rated premises, investigating complaints and providing guidance to new businesses. Additionally a reduction in standards / non-conformance at those premises that have been inspected means that they take much longer to resolve.

- 4.9. Performance against the indicators for **Objective 2** also demonstrated good performance where three indicators of the 16 monitored (19%) underperformed against their annual targets.

- 4.9.1. Indicator 27 – The percentage of referrals of children that are re-referrals within 12 months – is RED with a performance of 32% against a target of 10%. This is an improvement on the 35% seen at the end of Q3, however it has underperformed compared to the 12.75% recorded at the end of 2019/20.

Having reviewed the case files of the children that have had a re-assessment during the year, it was found that they were all appropriately re-referred into the service. All were re-referred due to new reasons and situations arising that could not have been foreseen or prevented

- 4.9.2. Indicator 35 – The average number of calendar days to let lettable units of accommodation (excluding DTL's) - is RED on the scorecard with 45.6 days against a target of 26 days. This is an improvement on the 62.1 days seen at the end of Q3.

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

More lettings have been completed, as is shown in the performance improvement, however the lockdown had an impact on any further improvement.

- 4.9.3. Indicator 36 - Landlord Services: Percentage of rent lost due to properties being empty - which is RED with 1.98% lost against a target of 1.50%, which is a slight improvement on the 2.09% seen at the end of Q3.

This indicator is directly linked with the indicator discussed above. The delay in letting lettable units of accommodation impacts on rent resulting in higher lost income from rent.

- 4.9.4. Objective 3 indicators present a mixed picture in terms of performance, due to the impact of the pandemic. Five indicators of the 10 (50%) monitored for the objective have underperformed against their annual targets.

- 4.9.5. Indicator 38 – Percentage of waste reused, recycled or composted – is RED with a performance of 62.96%.

This indicator remains on course to hit its long term target of 70% of waste reused, recycled or composted by 2025 as set by the Welsh Government but the Covid-19 pandemic has had an impact on the performance of this indicator due to the closure of the Household Waste Recycling Centres (HWRCs) at the beginning of the year.

An online/phone booking system was introduced when the HWRCs were allowed to reopen but the demand for bookings remained low with several hundred available slots unfilled per month. This reduction in the period of opening and the lower demand has resulted in less tonnages of recyclable materials being received in our HWRCs which in turn has had an impact on our performance.

In addition to the above, the street sweepings treatment contractor has experienced problems with processing certain recyclable elements of the street sweepings it receives from the Council during the Covid-19 pandemic. This means there has been a delay in processing/counting recyclable tonnages which would normally be added to the Council's overall total (this has had an impact on the 3rd and 4th quarters of 2020/21).

Officers have agreed an action plan with the street sweepings treatment contractor to ensure that material is processed without delay and have also set-up a contingency treatment solution. Officers are also in discussions with Natural Resources Wales to make sure all claims for recycling tonnages are completed as per guidance.

- 4.9.6. Indicator 41 – Percentage of all planning applications determined in time – is RED with 79% against a target of 90%. This is down on the 90% seen at the end of 2019/20.

This indicator is another that has been impacted by the Covid-19 pandemic where site inspections and publicity requirements had to be suspended. Restrictions on site visits throughout the year for both officers and the Planning Committee have made it difficult for the Planning Function to perform as well as in the past. Various other factors have also impacted on this outcome including a backlog of historic applications, a vacant post within the Function's structure, and limited capacity in relation to the number of new applications and land searches.

Working practices have already been adapted, and will be kept under review, in reaction to the increase in demands. Opportunities to strengthen the Planning Function's capacity, through delivering the Planning Improvement Plan, will be progressed in the very near future.

- 4.9.7. Indicator 43 – Percentage of planning appeals dismissed – is RED with a performance of 58% against a target of 65%. This is an improvement on the 55% seen at the end of Q3, however it is down on the 78% seen at the end of 2019/20.

This indicator deals with very small numbers and at the end of this quarter the performance reflects 7 of the 12 appeals being upheld. This indicator is dependent on the type and nature of the applications received and it is inevitable that some planning appeals will be successful. Some of the dismissed appeals were for replacement dwelling applications which have already been identified as a concern in terms of interpretation by officers.

A discussion with the Joint Planning Policy Section has been undertaken during the year to ensure consistency in decisions and/or officers' interpretations of applications in order to reduce successful planning appeals.

- 4.9.8. Indicator 43 - Percentage of planning enforcement cases investigated within 84 days – is AMBER with a performance of 74% against a target of 80%. This performance is consistent with the 74% achieved at the end of 2019/20.

The pandemic had continued to affect the performance of this indicator with the usual site inspections and meetings being completed differently and virtually when possible. Good progress was made during the quarter as 75% of cases (87 of the 116 cases) were investigated despite receiving 45% of the total number of enforcement complaints in the final quarter of the year (116 Cases of the 256 received throughout the year).

- 4.9.9. Indicator 44 – Percentage of A roads in poor condition - which is Amber with a result of 4.6% against a target of 3%. This is a decrease in performance on the 4% reported at the end of 2019/20.

The underperformance of this indicator is mainly due to the funding available to keep the road conditions in a good state of repair. However, the SCANNER survey which is normally undertaken in the autumn was not completed until the winter this year. This was due to the contractor being based in England and not being able to complete the work any sooner because of Covid-19 restrictions in place at the time. The lateness of this work being undertaken is

likely to have had a negative impact on the performance of this indicator with the colder weather conditions impacting.

The lack of traffic on our roads due to the Covid-19 restrictions however, has likely resulted in less wear and tear on the road network throughout the year than would have been expected in a normal year. If the usual traffic was on the road network then it is likely that this would have resulted in having a worse result than what has been reported.

The Authority had also not invested in the condition of the A5025 from Valley to Amlwch due to proposals for investments for Wylfa Newydd. This under-investment is reflected in condition survey results for the A roads.

Efforts will be made during 2021/22 to improve the condition of the A roads dependent on the funding available and the SCANNER road condition survey results.

4.10. Our year on year performance for all comparable indicators (33 in total) demonstrates that 19 (58%) have declined during the year, 9 (27%) have improved and 5 (15%) have maintained on their performance levels.

4.11. This result does indicate that the Covid-19 pandemic has had a great impact on our performance levels, however the fact that 78% of the indicators were above or within 5% of their targets does provide confidence that performance on the whole was positive for the year under extremely difficult circumstances.

4.12. It will not be possible this year to estimate how our performance compares with 2019/20 national performance due to the suspension of the PAM benchmarking at the start of the year. There has however been an agreement that Local Authorities will submit their performance indicators for both 2019/20 and 2020/21 to Data Cymru in the coming weeks. Data should then be made available to analyse later in the year so that we can have a better understanding on how much of an impact the Covid-19 pandemic has had on our services when compare to others. This analysis will be shared within the Annual Performance Report which is to be made available for scrutiny during the autumn.

4.13. Overall, this year has seen the most difficult period in the life of this Council. Starting off the year in great uncertainty amongst a worldwide pandemic it is remarkable how well the performance has been on the whole. Council staff have worked tirelessly throughout the year with many staff undertaking roles that didn't exist before the pandemic. Many others undertook their duties whilst being away from colleagues and having to work in new and often challenging ways. The efforts of staff to provide the services to our residents should be celebrated as without their efforts and flexibility, the Council would not be in the positive position it finds itself today.

5. RECOMMENDATIONS

5.1. The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future,

which this year was in addition to managing a major emergency in the Covid-19 pandemic. These can be summarised as follows –

5.1.1. Performance on the whole should be maintained and improved and those that are under target should implement the identified mitigation actions to aide improvement during 2021/22.

5.1.2. To hold a workshop with the SLT and Elected Members as soon as possible to confirm relevant indicators for inclusion in the 2021/22 Scorecard.

5.1.3. To revise the 21/22 targets to ensure that they are challenging yet achievable and where targets are effected by the coronavirus pandemic that these are noted and updated throughout the year.

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

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q4 2020/21

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Tuedd Bl / Yr on Yr Trend	Canlyniad 19/20 Result	Canlyniad 18/19 Result
Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential							
1) Percentage of pupil attendance in primary schools (tymhorol)	CV-19	-	-	94.60%	-	94.90%	94.60%
2) Percentage of pupil attendance in secondary schools (termly)	CV-19	-	-	94.40%	-	93.90%	94.40%
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)	Coch / Red	-	4.2%	3%	↓	2%	1.10%
4) Average Capped 9 score for pupils in year 11 (annual) (Q3)	CV-19	-	-	349	-	345.4	349.1
5) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q4)	CV-19	-	-	-	-	87.50%	88.30%
6) Percentage of year 11 pupils studying Welsh [first language] (annual) (Ch4)	CV-19	-	-	-	-	65.01%	65%
7) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q3)	CV-19	-	-	75%	-	75%	82%
8) Number of visits to leisure centres	CV-19	-	28k	-	-	530k	553k
9) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	→	98%	95%	→	98%	98%
10) Percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation [Local Indicator]	Coch / Red	↑	43%	90%	↓	92%	-
11) Percentage of NERS clients who completed the exercise programme	CV-19	-	-	50%	-	75%	70%
12) Percentage of NERS clients whose health had improved on completion of the exercise programme	CV-19	-	-	80%	-	84%	83%
13) Number of empty private properties brought back into use	Gwyrdd / Green	↑	94	75	↓	104	78
14) Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	↑	9	4	↑	7	9
15) Number of additional affordable housing units delivered per 10,000 households (annual) (Q4)	CV-19	-	-	53	-	124	53
16) Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Gwyrdd / Green	→	100%	100%	→	100%	100%
17) Landlord Services: Average number of days to complete repairs	Gwyrdd / Green	↑	8.1	12	↑	16.44	13.63
18) Percentage of tenants satisfied with responsive repairs (annual) (Q4) [Local Indicator]	CV-19	-	-	-	-	-	-
Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible							
19) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	CV-19	-	-	3	-	6.88	7.78
20) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↓	92.31%	90%	↑	91.30%	90.91%
21) The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	Gwyrdd / Green	→	50%	35%	→	50%	30.87%
22) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	↑	60.36%	62%	↓	63.08%	62.84%
23) The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March [Local Indicator]	Gwyrdd / Green	↑	15.36	19	↑	17.57	17.35
24) The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Gwyrdd / Green	↑	98.20%	93%	↑	98.00%	93.30%
25) Percentage of child assessments completed in time	Melyn / Yellow	↑	86.87%	90%	↓	89.62%	86.17%
26) Percentage of children in care who had to move 3 or more times	Melyn / Yellow	↓	12.34%	10.00%	↓	8.39%	9.52%
27) The percentage of referrals of children that are re-referrals within 12 months [Local Indicator]	Coch / Red	↓	32.00%	10%	↓	12.75%	16.96%
28) The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Gwyrdd / Green	↑	258	270	↓	224	241
29) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	↑	99.56%	95%	↑	98.88%	98%
30) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow	→	87.74%	90%	↑	86.30%	86.17%
31) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	-	74.74%	70%	↓	74.91%	55.10%
32) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green	-	75.47%	70%	↓	77.70%	
33) Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green	↓	169	170	↓	159.58	161.9
34) Decision Made on Homeless Cases within 56 days (annual) (Q4)	CV-19	-	-	-	-	-	-
35) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Coch / Red	↑	45.6	26	↓	21.9	-
36) Landlord Services: Percentage of rent lost due to properties being empty	Coch / Red	↑	1.98%	1.50%	↓	1.42%	1.30%
Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment							
37) Percentage of streets that are clean	Melyn / Yellow	-	92.00%	95%	↓	93.79%	95.60%
38) Percentage of waste reused, recycled or composted	Coch / Red	↑	62.96%	70%	↑	67.26%	69.86%
39) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	→	0.95	1	↑	0.96	0.2
40) Kilograms of residual waste generated per person	Gwyrdd / Green	↓	214kg	240kg	↓	206.17kg	240kg
41) Percentage of all planning applications determined in time	Coch / Red	→	79%	90%	↓	90%	80%
42) Percentage of planning appeals dismissed	Coch / Red	↑	58%	65%	↓	78%	74%
43) Percentage of planning enforcement cases investigated within 84 days	Ambr / Amber	↑	74%	80%	→	74%	-
44) Percentage of A roads in poor condition (annual) (Q4)	Ambr / Amber	-	4.60%	3.0%	↓	4%	2.90%
45) Percentage of B roads in poor condition (annual) (Q4)	Gwyrdd / Green	-	3.80%	4.0%	→	3.80%	3.80%
46) Percentage of C roads in poor condition (annual) (Q4)	Gwyrdd / Green	-	8.50%	8.7%	↓	8.20%	8.70%

Red - more than 10% below target and/or needing significant intervention Amber - between 5% & 10% below target and/or requiring some intervention
 Yellow - within 5% of target Green - on or above target Trend arrows represent quarter on quarter performance All above indicators are reported Nationally unless stated otherwise

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q4 2020/21

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 19/20 Result	Canlyniad 18/19 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	↑	43	67	67	76
02) No of Stage 2 Complaints received for Social Services		↑	6	-	-	8
03) Total number of complaints upheld / partially upheld		↓	8	-	-	27
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↓	88%	80%	94%	93%
04b) Total % of written responses to complaints within 15 days (Social Services)	Melyn / Yellow	↓	75%	80%	-	57%
05) Number of Stage 1 Complaints for Social Services		↓	24	-	-	44
06) Number of concerns (excluding Social Services)		↓	104	-	136	62
07) Number of Compliments		↑	662	-	618	513
08) % of FOI requests responded to within timescale	Melyn / Yellow	↓	79.4%	80%	82%	81%
09) Number of FOI requests received		↑	736	-	903	1052
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website	-	↑	33.5k	-	15k	8.2k
11) No of reports received by AppMôn / Website	-	↑	58k	-	10.8k	4.7k
12) No of web payments	-	↑	18.5k	-	13k	11k
13) No of telephone payments	-	↑	7k	-	6.5k	5k
14) No of 'followers' of IOACC Social Media	-	↑	42k	29.5k	33k	29.5k
15) No of visitors to the Council Website	-	↑	1.03M	-	783k	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 19/20 Result	Canlyniad 18/19 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2180	-	2181	2243
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1214	-	1230	1252
03a) Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	6.68	9.75	9.4	10.34
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	1.94	-	4.2	4.68
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	4.74	-	5.2	5.66
04a) Primary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↓	4.23	9.5	7.98	12.21
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	1.45	-	4.17	4.97
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	2.78	-	3.81	7.24
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↓	4.34	9.5	9.61	9.57
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	1.37	-	4.58	5.26
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	2.97	-	5.03	4.31
06) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)	-	↓	6%	-	9%	11%
07) % of PDR's completed within timeframe (Annual) (Q4)	-	-	-	80%	80%	86%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiad a Ragwelir / Forecasted Variance (%)
02) End of year outturn (Revenue)	Gwyrdd / Green		£142,146,320	£137,789,926	-3.06%	-	-
03) End of year outturn (Capital)		↓	£39,393,000	£20,507,000	-47.94%	-	-
04) Achievement against efficiencies	Coch / Red	⇒	£307,000	£244,000	-20.52%	-	-
05) Income v Targets (excluding grants)	Coch / Red	↑	-£12,912,395	-£10,282,383	-20.37%	-	-
06) Amount borrowed		⇒	£4,836,000	£0	-100.00%	-	-
07) Cost of borrowing	Gwyrdd / Green	↑	£4,226,060	£4,163,572	-1.48%	-	-
08) % invoices paid within 30 days	Melyn / Yellow	↑	-	83.57%	-	-	-
09) % of Council Tax collected (for last 3 years)	Melyn / Yellow	⇒	-	98.48%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	⇒	-	99.34%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	-	-	-	-	-	-	-
12) % Housing Rent collected (for the last 3 years)	Melyn / Yellow	↑	-	100.26%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	↑	-	100.45%	-	-	-

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	7 June 2021
Subject:	Impact of Covid on Homelessness Services
Purpose of Report:	Inform the Committee of homelessness issues during Covid
Scrutiny Chair:	Cllr.Aled Morris Jones
Portfolio Holder(s):	Cllr.Alun Mummery
Head of Service:	Ned Michael
Report Author:	Elliw Llyr
Tel:	01248752137
Email:	ElliwLlyr@ynysmon.gov.uk
Local Members:	n/a

1 - Recommendation/s
To accept information on the response to Covid and homelessness and scrutinize response.

2 – Link to Council Plan / Other Corporate Priorities
Ensure that the people of Anglesey can thrive and realise their long-term potential support vulnerable adults and families to keep them safe, healthy and as independent as possible.

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

[focus on wellbeing]

4 - Key Scrutiny Questions

- i. What challenges has the Council identified when supporting people who are homeless during the Pandemic?
- ii. What are the learning good practice points the Council has learnt during the last period and how is it intends to use these to shape services in the future
- iii. Has effective collaboration taken place during the pandemic when responding to homeless issues

5 – Background / Context

Homelessness Service like many other services across the Council and partners have seen an increase in the demand during Covid. Since the closure of Cyswllt Mon all activity relating to homelessness has been conducted over the phone or on digital platforms with support being provided remotely and via our support providers. Prior to this, clients were asked to attend an arranged appointment at Cyswllt Mon or wait for the first available appointment that could be offered on that day.

Welsh Government (WG) quickly responded to the pandemic and issued guidance that all persons and households should be accommodated as a response to public health policy in ensuring that people are able to protect themselves from Covid. Each Local Authority (LA) needed to quickly assess the number of emergency units of accommodation that was available and source additional units to which at the time an unknown quantity and for how long.

An action plan was formulated instantaneously to deal with this, with additional capacity for emergency accommodation sought, such as Ciando, Bangor University and local Caravan Parks accommodation which were explored with limited response in terms of offering additional capacity of units due to varying reasons. As part of this response Permitted development was given for Bunkabins at Plas Penlan, Llangefni, which provided 8 self contained porta cabin type accommodation. Additional support was provided to emergency accommodation premises (being mostly B&B establishments) at the initial stages of Covid to ensure that there was a supply of PPE to assist in the welfare of clients during the first few months when PPE was not easily available.

During 2020-21, 782 households approach Housing Services for advice and assistance, compared to 652 in 2019-20. Of this, the majority of presentations (66%) were single adult households and 27% being households with children. There have been 102 presentations in the first two months of 2021-22.

The reasons that households approach the Service is as follows, in accordance with highest number of presentations:-

Breakdown of relationship

Relatives or Friends no longer unable to accommodate

Property unsuitable

Parent no longer or unable to accommodate

The number of households placed in emergency accommodation during 2020-21 ranged between 27 to 63 individuals and families per night. This has been the highest and consistent number of households the Service has provided for. As a comparison between 3 and 26 households were placed in emergency accommodation during 2019-20 per night. Already we are seeing around 52-53 households in emergency accommodation per night during April, 2021.

The cost of housing individuals in emergency accommodation has been funded by Welsh Government during the pandemic.

Not all households requires emergency accommodation, but under the Housing Act each person is able to access advice and assistance under the Act and if there is a reason to believe that the person is homeless or threatened with homelessness there is a duty on the Council to assess and investigate.

The increase in households presenting coupled with the increase in numbers that require emergency accommodation has meant an increase in caseload for officers consisting of a team leader and 4 officers. Officers are carrying a higher number of caseload due to not being able to end the homeless duty as accommodation has not been available, or a duty has come to an end but the household is unable to move on for example, no private or social rented units are available.

The Housing Assessment Team are a small team of experienced internal staff. The statutory elements of the work being achieved by this Team, i.e. being a contact for households who are homeless, support to prevent homelessness, carrying out an assessment, drawing up a housing/support plan and providing temporary accommodation where appropriate. With the main aim of re-housing individuals permanently in suitable accommodation.

An interim post for an additional Housing Assessment Officer has been appointed, starting in May, and reconfiguring of existing duties has enabled a triage approach to assess initial calls to the Service to prioritize in accordance with risk of homelessness or risk of harm due to domestic violence or other threats.

Additional support has also been provided to households with funds of £243k being awarded to provided additional officers to deal with support needs, this was given to existing providers which include the Wallich, Digartef, Cais, Housing Support Team to complement the existing Housing Support Grant (HSG) allocation. This additional fund was awarded via Phase 2 Housing Related Support Grant funding for 2020-21.

The Team have seen an increase in people with mental health issues, substance misuse, older people, households experiencing domestic violence and young people being excluded from their family or friends. Referrals to the Housing Support Grant support this data information with mental health issues, domestic abuse and relationship breakdowns being the main reasons for accessing support. Often people present in a very vulnerable state with provisions being made for food, tenancy starter packs, basic furniture and packs to assist if there is a need to self isolate due to Covid.

During the last year, weekly information has been included with the situational report submitted to the Emergency Response Team of the Senior Leadership Team and risks included within the Corporate Covid risk register. Information with WG officials has shared on a weekly, by weekly and by now monthly basis on homelessness households. A coordinated cell approach was taken across North Wales with weekly and by now monthly meetings taking place to update on issues and share good practice and experiences with Homeless lead officers. An internal audit on Covid and homelessness is due to be completed with the report to be submitted in due course to the Governance and Audit Committee.

A partnership working approach has been utilized with regular and updated links made with North Wales Police, Probation, Registered Social Landlords, BCUHB and support providers.

The Executive Committee has approved a temporary partial change to the Common Allocations Policy for housing in response to the Covid-19 impact on emergency / temporary accommodation for homeless households in September 2020 with a review currently being undertaken.

Looking ahead to 2021 and with no indication from WG that there will be a change in the policy made during Covid, the level of demands will continue on the service. Housing Support Grant has been increased to all LAs with a report submitted to Executive Committee, 8 March 2021, which provided additional resources to deal with homelessness and the vital support that is needed to assisting people to be able to move into settled accommodation.

The demand for emergency accommodation will continue and to this effect the Service has leased 14 units from our Registered Social Landlords, these units has enable us to offer a flat or house to households providing more of a home and a sense of stability with support being provided. We are currently looking at options for leasing further units from an RSL. This model has proved successful with households being able to move on from these units into permanent social or private accommodation with ongoing support as and when they become available.

Capital allocations have also been given to the Service as part of the Phase 2 funding which will enable additional single persons accommodation to be made available. This includes accommodation with Clwyd Alyn, Grwp Cynefin and Council accommodation at Plas Alltran, Caergybi.

The Regional Homeless Strategy has been reviewed against outputs in September 2020 with LAs across North Wales continuing to work together. Each LA agrees their own local action and for 2020-21 the emphasis was on a Covid response. The next year will address issues such as rapid rehousing, housing first models and as well as work into further prevention work as the impact Covid evolves into a recovery period. See Appendix 1 for review of work plan.

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

7 – Financial Implications

The additional costs incurred due to changes in WG policy have been claimed from WG. There could be risk associated with future costs should WG determine to keep current policy without maintaining the current funding regime for emergency accommodation.

8 – Appendices:

North Wales Homelessness Strategy work programme review and update

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

Copy of guidance issued to LAs

https://gov.wales/sites/default/files/publications/2020-04/guidance-for-local-authorities-in-supporting-people-sleeping-rough-covid-19_0.pdf

HSG report to Executive 22.3.21

<http://democracy.anglesey.gov.uk/ieListDocuments.aspx?CId=134&MId=3699&Ver=4&LL=L=0>

Covid Allocations Policy – Executive 17.8.20

<http://democracy.anglesey.gov.uk/ieListDocuments.aspx?CId=134&MId=3785&Ver=4&LL=L=0>

Regional Homelessness Strategy Collaborative Work Plan

Categories	Action from the work plan: Key areas for collaboration identified:	Anglesey Updated in May 2021	Gwynedd Updated in May 2021	Conwy Updated in May 2021	Denbighshire	Flintshire	Wrexham Updated in May 2021	Other work we are aware of (BCUHB, Third Sector, Other Regional Groups etc)
People								
Youth Homelessness	Develop a regional approach for young people in terms of information on: <ul style="list-style-type: none"> Being tenancy ready Financial literacy Welfare / Benefits Promoting a Young People's Positive Pathway to Housing 	Digartref Cyf (HSG Support Provider) provide a course to service users on Maintaining a Tenancy.	New Team Leader post created which will prioritise Youth homelessness agenda. Looking to appoint Youth homeless Officer before Christmas. Update 16/5/21- Team Leader Posts in place, and Youth Homeless Officer in place, currently mapping out where we are at in terms of Youth Homelessness in Gwynedd.	Young Persons Positive Pathway Officer is based in Housing Solutions team Been trained to deliver Renting Ready training course and has delivered several courses Attendees were to be from RSLs, Social Care Pas, Housing Solutions move on officers so that the course can be run in a variety of settings and provided to a range of client groups, as modules can be adapted dependent on the audience. Consideration is being given to how the training can be provided virtually Housing Solutions have a CAB advisor in house 3 days pw and all young people are referred for financial advice 25/5/21 Bespoke CCBC training is being developed called Branching Out. This will include parts of various courses, including elements of Renting Ready	Denbighshire have a small team that is managed by Housing First and use that approach to support young people and get them into tenancies rapidly.	Part of FCC Phase Two bid included introduction of a Renting Ready Training Package via Crisis. This was not awarded via the phase two funding but FCC are looking to fund this via the HSG. FCC are keen to adopt St Basils Positive Pathway but need to understand what other LA's have and if we can agree a common approach. FCC applied for Phase 2 funding to appoint a Project Manager to try and develop a shared vision for a Young Persons HWB similar to Denbigh. Arranging visit for Snr Management to explore this and eager to develop a YP accommodation and support Hub.	Working with SS to develop a joint protocol. Leaflet and business card created and dispersed to youth workers and schools <i>Work ongoing with care leavers to develop a training programme that will provide care leavers with a 'passport' to tenancies and support their application for re housing.</i>	

				Train the Trainers – two sessions were run on-line by Crisis in May 2021 for a variety of staff, both within CCBC and externally				
	Create better links between accommodation and employment opportunities	The Housing Support Grant providers refer service users to the following training and employment schemes -AdTrac -MonCF	Grant bid submitted for a £1M project in the Centre of Caernarfon in partnership with GISDA (youth homelessness charity) which will lead to creating 4 supported accommodation units and a life skills training flat for young homeless individuals in the area. Will be located above GISDA's refurbished café which is run by homeless individuals. Update 16/5/21 – The above Scheme is currently in planning stage and discussions regarding how the Scheme will operate once developed have commenced with GISDA and LA. Another Scheme currently being developed in Bangor to provide access to employment opportunity. Individuals will be referred to the scheme from the hostel and those accommodated within our new developments on the High Street through Phase 2 funding.	This is an area for development. Links have been made with Creating Enterprise	We have an employment mentor who works with everyone presenting as homeless under the age of 25. This supports with CV's , interview techniques, clothing etc to end housing poverty	Youth Worker works closely with Communities for Work and regularly refers in for employment support. Young people have a personal mentor as part of this programme to help them gain employment or employment related skills and confidence building. Meeting held with CFW in Aug 2020 where it was agreed to trial some sessions at the Emergency Bed Provision in Deeside to gain more engagement with this programme. Communities For Work Manager to attend the FCC Homeless Forum in Sept to promote Work Support and raise awareness of services amongst FCC accommodation and support providers and 3 rd sector partners.		
	Creating the right support and prevention tools to help maintain tenancies	27 supported accommodation and 24 floating support units provided for young people aged 16-24	Have set up a new integrated Tenancy Support team who will be giving this more priority.	Close working takes place with team Around the Tenancy in order to access their support	Crisis renting ready and intensive support which includes a personal budget.	FCC currently have as part of the Integrated Young Persons Service:		Denbighshire's tailored support for LGBTQ project Currently commissioning

		<p>through the Housing Support Grant.</p> <p>The following schemes are being provided/developed to support young people to maintain their tenancies once they have left the hostel.</p> <p>-Llety Pontio - Young People Move On Project (6 step-down units sourced from the PRS for up to 12 weeks intensive support)</p> <p>- Looking at building 4 MMC units on the Ysgol Thomas Ellis site to be used as a move-on accommodation for up to 2 years, for young people leaving hostel accommodation</p>	<p>Update 16/5/21 – Internal reorganisation of Teams continues, additional staff will be appointed through HSG funding to provide further more intense support to help maintain tenancies.</p>	<p>The Young Persons Positive Pathway Officer remains available to provide support to clients after they have moved into a tenancy. A Young Persons Support Officer is due to start work shortly, funded by the Phase 2 bid</p>		<ul style="list-style-type: none"> • A dedicated Youth Worker • A Children's Services Worker (works with 16/17 year olds) • A dedicated support worker (works with 16/17 year olds) post accommodation sourced <p>FCC are keen to review supported accommodation provision for young people and this will form part of a wider commissioning exercise across HSG.</p>		<p>LGBTQ+ Training across North Wales and looking at more regional units available for LGBTQ+</p> <p>HSG Leads also looking at dispersed unit for males fleeing domestic abuse</p> <p>HSG also looking at commissioning dual diagnosis refuge for domestic abuse</p>	
Rough Sleepers	<p>Promote Streetlink App and Information on reporting homelessness and how public can assist homeless people</p> <p>Just need on Gwynedd and Wrexham council web page</p>	<p>-StreetLink poster is regularly posted on IOACC social media pages</p> <p>-StreetLink poster up in both Housing and Social Services offices</p>	<p>Update – 16/5/21 Will chase this up</p>	<p>Information about Streetlink is on the Council's web site, and it is promoted via social media on a rolling programme, especially in winter. It is also promoted when SWEP is triggered</p>	<p>This is on the DCC website</p>	<p>On FCC Website</p> <p>A letter was issued to all Town and Community Councils in Feb 2020 to promote use of Streetlink</p>	<p>Leaflets and posters are distributed on a regular basis</p>	<p>Ensure this is on each LA intranet page</p>	
	<p>Create a regional charity liaison hub to improve consistency and strategic delivery of support</p>	<p>-liaison meetings take place with Medrwn Mon (umbrella body representing third sector)at a corporate level</p>		<p>Conwy established a multi agency rough sleeper action group in 2019, which has brought together a range of agencies and services, including voluntary and community groups, to share information and coordinate activity</p> <p>A community hub was set up in December 2019, supported by this group, but is not currently operating due to Covid 19</p>					<p>The BCUHB LIT (Local Information teams) groups have been setting up hubs in each LIT region (East, Central and West) based on Mental health type service</p>
	<p>Change culture and stereotypes of politicians</p>			<p>Several presentations during Covid to Cabinet</p>		<p>Conwy Denbighshire first accredited Housing First</p>	<p>Briefing note and presentation to members</p>	<p>We have developed a rough sleeper</p>	<p>Cymorth Cymru have been</p>

Rough Sleepers	for emergency accommodation, shared accommodation and Housing First		<p>Members and members of our Well Being Board and Corporate Parent Board.</p> <p>Update 16/5/21 Housing First scheme in now underway in Gwynedd, and referrals have been made to the scheme. Council Cabinet has also agreed to the new Gwynedd Housing Action Plan, which will over the next 6 years deliver over 50 units of supported accommodation in Gwynedd.</p>		<p>project which we take every opportunity to promote and ensure our Members are aware of the work carried out.</p>	<p>at FCC Council Meeting in Feb 2020. This explained the challenges in the County and how the Council was responding to them in moving from a SWEP model to a full time emergency bed provision. This was a really good session and members were supportive and keen to understand the challenges and barriers for rough sleepers.</p> <p>Housing First awareness sessions need to be scheduled with Politicians and a Paper going to Scrutiny Committee soon (in the Future Work Programme)</p>	<p>strategy for Wrexham and this was adopted in February this year.</p>	<p>campaigning with CHC for the HSG and for more money to be made available? The Oral Statement from the Minister following the guidance release – the oral script following this is positive, homelessness / risk of is being recognised.</p> <p>I think this is more what we publish to show the impact. We need to get our stories out there more. The RHSCG do this via the service user feedback questionnaire.</p>
	<p>Pull data sets together at a regional level to create a better understanding of:</p> <ul style="list-style-type: none"> Why people refuse certain types of accommodation Why tenancies end / Why people present as homeless What PRS want in terms of support and how we can encourage landlords to let to Welfare Benefits claimants <p>SHOULD BE A SEPARATE ACTION</p>	All this information is available.		<p>Data is kept in relation to why tenancies end and why people present as homeless</p> <p>Regular Landlord Forum meetings take place</p> <p>Two Private Sector Access Officers are based within Housing Solutions and a Private Sector Liaison Officer will start work shortly, funded via the Phase 2 bid</p>		<p>This is not currently part of the data set collated for homeless returns, would need to agree what to collate to gain consistency and meaningful data</p> <p>This is already collected as part of the data set collated for homeless returns.</p> <p>PRS- A short questionnaire is now being developed via survey monkey to see if we can gain some insight via a different platform.</p>		<p>Why tenancies end and why people present as homeless can be picked up from the SP Outcomes data.</p> <p>Some of this been picked up by Laura Patterson</p>
	Develop better engagement with rough	The Wallich, through their Housing First Model,	Outreach service currently being provided by NWH.	Conwy had its first winter night shelter last winter, which enabled close	Housing First currently cover our outreach to rough sleepers.	FCC do not currently have a dedicated Outreach Worker and this is being	Outreach posts have now been recruited to.	Substance Misuse APB are commencing

	sleepers to understand need	provide good engagement.		<p>working with a regular cohort of people using the night shelter</p> <p>Accommodating people because of Covid 19 is presenting an opportunity to work with people and provide them with appropriate support</p> <p>The rough sleep action group had started to see agencies and services work more closely together. The rough sleeper count in November 2019 was well supported, with agencies providing information about people that they were aware of who were sleeping rough</p> <p>Working with outreach services such as the Kind Bay, Soup and Sox, Hope Restored and with the Council's Vulnerable Persons Team has been very positive</p> <p>Access to Health's Mental Health services is a gap in service provision</p>		<p>managed in house by Officer within the service.</p> <p>The Wallich have good engagement with service users who access the emergency bed provision and need to build on this to collect data on need</p> <p>£15k secured through Phase 2 for APB Mental Health & Well Being support which will be targeted at the Covid Cohort in order to avoid a return to rough sleeping post "Covid Response"</p>	<p>Triage centre in operation throughout pandemic see as best practice</p> <p>Peer mentor positions have been agreed and proved invaluable in working with partner agencies working in the private rented sector.</p> <p>Tenancy ready training provided in all our supported TA run by the LA and also employment and enterprise initiative courses.</p>	<p>Outreach Service for Complex Needs / Rough Sleepers / Mental Health. Posts are now out to advert.</p> <p>Work Laura Patterson is completing for the group.</p>
Complex Needs	Develop definitive and shared definition of complex needs across region						Wrexham have their definition , although broad, supported by the steering group	Agree definition – Conwy have an agreed definition – do we adopt
	Coordinate use of research across region and individual Local Authorities in terms of data on complex needs	-Outcomes and SPOA data available for this		<p>Some data is collected that we could report on</p> <p>The WG's matrix has recently been used to assess support needs of homeless households, and the Minafon project has received Phase 2 funding</p>				Group need to agree what data first? Have Outcomes and can look at first and second need to show multiple needs?

	Develop / utilise right type of housing			Conwy and Denbighshire have a joint Housing First project which has recently received funding for additional staff				Put examples of what was used during pandemic and reacting to the crisis
	Develop better collaboration across local authority departments around complex needs	Complex Case Worker post has been advertised.		Closer working links have been established with the Vulnerable Persons Team The Council has a Complex Case Panel to bring services together to coordinate a response to a household's needs	Funding approved under Phase 2			Substance Misuse APB Complex Needs Project? This is a collaborative approach. Links with this? which will help develop a complex needs process
Prison Leavers	Increase resource for Prisoner Pathway by developing a reciprocal agreement across region – creation of regional Prisoner Pathway network of officers	Prisoner Resettlement Officer located within the Housing options Team	Update- 16/5/21- Resources being increased to develop prisoner pathway service within the LA. Team will now have a Team Leader and two dedicated Housing Options Officers along with one move-on officer.	The Prison Liaison Officer post sits within the Housing Solutions team Conwy coordinates the NW Regional Prison Liaison Officers regular meetings Reciprocal arrangements have been agreed and are in operation There is discussion currently about jointly commissioning accommodation and support for this client group which is not currently available in North Wales		Reciprocal agreement developed and in place. Regional Prisoner Pathway Network is also in place and meeting are held regularly.	Additional resource being explored Prison liaison support officer has been in post albeit temporary as a result of phase 2 funding. We are hoping to mainstream this position through HSG funding.	The Supporting People RHSCG has led a piece of work to ensure each LA recruits a Prison Resettlement Officer. Prison resettlement officers have their regular meetings with each other for lessons learnt / best practice.
	Improve monitoring of Prisoner Pathway and develop a data map of impact it's having across region							Lyndsey Waters in WG is currently looking at the Pathway. Await further instructions.
Homes								
Housing First	Joined up communication approach to persuade local politicians of the merits of Housing First	Some work done on this with regards to Bunkabins provision during covid. The Wallich who provides IOACC's Housing First project regularly give	First Housing First Scheme underway in Gwynedd, referrals already made.	The Conwy and Denbighshire Housing First project has been operating since 2019	Please contact susan.p.Stevenson@denbighshire.gov.uk for this update as she was unaware of these actions.	FCC Members to receive briefings on Housing First in coming months		Conwy and Denbighshire joint pilot project. Conwy and Denbighshire to lead on this action.

		presentations to different groups and forums on the merits of the scheme.						Flintshire now joining C and D model
	Feed into ongoing Welsh Government roll out programme to better understand WG vision			As above	As above.			
	Share best practice across the region			As above	As above			
Improved access to accommodation – supply	Raise awareness of Homelessness Strategy with other departments	Links made with Learning, youth and adult and children services and the Corporate Prevention Board	Homelessness in Gwynedd is now a corporate priority.	25/5/21 – it is a CCBC corporate priority to stop people from becoming homeless	Homelessness in Denbighshire is now a corporate priority.	Can be promoted through the FCC Homeless Forum which will now be meeting every quarter to bring together key stakeholders and partners within within the housing, homelessness and support sector across Flintshire	Steering group set up to monitor and review homeless strategy in Wrexham	The strategy is to report to the RHSCG which will report or share work with the Regional Partnership Board and Public Health Boards. Piece of work I think could be done here on how we share case studies and show the impact of what this strategy is achieving. RHSCG creating a website
Improved access to accommodation – supply	Embedding homelessness at a strategic level across the region			25/2/21 - The NW LAs have a regional homelessness strategy. This is to be updated within the new Housing Support Programme Strategy				RHSCG and RHSCG links with Regional Partnership Board. Part of the new push for regional working for the HSG
	Increasing supply that is suitable and accessible <ul style="list-style-type: none"> Social new build Utilising more PRS Stock 	<ul style="list-style-type: none"> Social Housing Grant Programme (providing single person MMC units on larger development sites) Empty Homes Schemes 	PRS incentive scheme in the pipeline. Several capital Supported accommodation schemes in the pipeline - 38 units possible. Update 16/5/21-	Accommodation needs to be affordable – this is a key challenge when trying to access the PRS Conwy is the lead authority in a WG pilot scheme with Denbighshire to lease accommodation from	DCC working with Conwy on the new PRS scheme.	At of 31.07.2020 FCC have delivered 147 social and 79 affordable properties through its new build programme. A further 53 social and 20 affordable are approved/works commenced on site.	ongoing	Phase 2 Plans and MMC builds

		May 2021 – 227 new units currently on site for the Council and the Housing Associations, with 24 of these units being one bedroom flats.	A support package to fund 100 units of accommodation in PRS has been approved which will encourage landlords to offer a tenancy to local people who need housing rather than letting them for short term periods.	property owners for 5 years. The properties will be used to discharge homeless duties owed to households, particularly Section 75 duties. Support is available to households for a long as needed Phase 2 funding has been awarded to support the Empty Homes initiative to enable RSLs to purchase empty properties 25/5/21 – the pilot WG PSL scheme cannot be used to discharge s75 homeless duties but it is being used to discharge s6 and s73 duties. There are 10 properties now on the scheme with another 3 due to join imminently <i>EHI update – Jodie</i>		PRS work needs further development		
	Develop a suite of incentives across the region to encourage landlords to work with Homelessness Service	-IOACC currently provides the following Private Landlord Incentives and Prevention Fund: <ul style="list-style-type: none"> - Cashless bonds - Rent guarantee insurance - Financial inclusion - One off payments - Guaranteed rent for 3 months 		HAWS lettings agency offers a suite of management options to owners and works closely with Housing Solutions to assist their clients in to the PRS 25/5/21 – the homeless prevention fund is used in a variety of ways to prevent homelessness, but most commonly to support households to access the PRS via rent in advance/deposits WG PSL pilot scheme is enabling access to PRS properties for 5 years at LHA rent levels		Area for development in FCC	ongoing	Have these discussions at Landlord Forums All Wales leaflet on assistance for Private Landlords to be published

				HAWs is now advertising a new landlord support service				
	Working with PRS to reduce negative perception of taking on Welfare Benefit tenants	-IOACC Annual Landlord Forum is held jointly with Public Protection Department. In the most recent forum in October 2019 The Wallich gave a presentation about Housing First, whilst JCP gave a presentation about Universal Credit. Next forum to be held in June 2021 virtually.	Intense tenancy Support will be offered along with the new financial incentive(above) to encourage landlords to take on Welfare Benefit tenants.	Support to help tenants maintain their tenancies and support for landlords when problems are encountered are key areas to be addressed 25/5/21 – Landlord Forum continues to be held regularly and has moved on-line since the pandemic Not all negative – risky people al, rent arrears often ben claimants – Not averse Rents increasing. No evictions Guarantees of rent		As above		As above - CIH's Tyfu Tai forums have been looking at Private Renting and Mental Health (working with the Private Rented Sector to look at the support available for landlords)
	Regionalising comms approach with PRS landlords	See above All Wales leaflet to be produced		Landlord Newsletter 25/5/21 – the PRS Network covers the whole of Wales and has recently re-started after several years. The group is considering how consistent communication with landlords can be taken forward Starting to capture data about the sector. Rent Smart Wales has shared some of their information – there are 9,450 properties registered with RSW in Conwy, thought to be a decrease in supply				

	Further promote Tai Teg web portal	-Tai Teg Affordable Housing Register regularly promoted on IOACC social media pages.	Already on our website and social media platforms	25/5/21 - Jodie	I will check if its on DCC page.	Needs to be added to FCC website		Can this be on each LA intranet page?
Temporary accommodation	Explore innovative solutions to temporary accommodation	Bunkabins utilised as part of covid response	4 of the House 4 One Pods (wich were designed by Gwynedd ☺) being developed in Caernarfon with a further 6 in the pipeline for Dolgellau.	Haus for One units are to be used as temporary accommodation		FCC plan to review all existing TA to ensure it is fit for purpose. This includes looking at current shared/HMO provision and looking to move to more self- contained accommodation. This review was planned for this year but pressure from dealing with Covid 19 has meant this work has not yet commenced.	Triage/hub being developed as a result of Covid 19	Cartrefi Conwy's work (HAUS 4 One) anything else like this going on across NW?
Temporary accommodation			Update 16/5/21 - 4 pods in Caernarfon nearly at completion, also 5 other pods in Dolgellau currently going through planning.	A large property has been leased from a RSL to use as a shared house instead of bed and breakfast placements			Grove House has been opened, this is supported temporary accommodation owned and operated by the LA.	
	Learning from Local Authorities that don't use Bed and Breakfast accommodation to meet temporary accommodation needs – sharing best practice across the region	-Mental Health Step Down (Stepping Stones) – 4 PRS flats providing up to 12 weeks of intensive housing first and PIE support for service users who are too vulnerable for traditional B&B accommodation.		25/5/21 – Haus for One pods, Minafon and Bodhyfryd Road are all now in use as TA	Visits have taken place to other schemes in North Wales to help inform our approach to the shared house and our first winter night shelter	FCC do use B&B where needed but try to ensure that this is minimal and for brief periods only. We have tried to increase TA provision in areas we traditionally had high numbers in B&B provision, i.e families to ensure we have adequate capacity within TA to decrease B&B usage. This has had an effect on TA expenditure as when TA is vacant the service is liable for the void periods but the increase on TA expenditure has been substantially lower than previous B&B expenditure.	Llyndir Hall hotel, has been sourced until the end of September To accommodate those who are low risk, families and fleeing DV.	
	Communication campaign to address public perceptions of temporary accommodation and the people that use it				25/5/21 - due to the pandemic, the demand for TA has increased. The number of people in B and B and their length of stay has increased. One B and B is about to be leased by CCBC for 6 months		Out of county placements into hotel/B &B continue.	
					It would seem that there will be a continued need for more TA in the short term due to the impact of the removal of priority need, it having been indicated that there is 'no going back' on this from the present position			
					Behavioural issues being experienced make this hard to address			

				<p>25/5/21 – due to the number of people in B and B and behavioural issues being experienced, this is very difficult to progress at present</p> <p>The issue of homelessness has been more visible due the pandemic</p>				
	Explore a regional service level agreement with bed and breakfast providers			<p>An agreement is in place with Denbighshire about the management of households placed across the border</p> <p>All bed and breakfast providers are accredited annually and safety certificates etc are provided by them as part of this process</p> <p>25/5/21 – CCBC is about to lease a B and B for 6 months to help address the increased need for TA</p>		<p>This has been discussed previously and not sure how it would work or if possible given the different levels in demand and provision within each LA area.</p>	Local agreement in place	

Services

Prevention / Intervention	Create cross-regional data set to better inform why people present as homeless	<ul style="list-style-type: none"> - SPOA data notes the reasons why each individual referred for support is presenting as homeless. - Homeless presentations data also captures the reason for the presentations. 	Reasons for presenting homeless is recorded.	<p>We record the reason for homelessness for all applicants</p> <p>25/5/21 – Until 2020 quarterly WHO12 returns were completed. Homelessness data returns have been in a different format during 2020/21, with less detailed information provided and numbers of people reported on (WHO12 returns is in relation to numbers of households)</p> <p>Homeless statistics for 2020/21 have been shaped by ‘Everyone In’</p>		<p>This is included in data set for homeless return but is high level – could give a good starting point for further analysis</p> <p>Data sharing for the Covid Response through NW Cell has been very useful.</p>		<p>Outcomes has why support was ended? Can look at this? But what other data tell us this?</p> <p>Or would this be follow on from the outreach workers action previously mentioned or the work of the APB on complex needs for rough sleepers / MH and SM?</p>
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				and restrictions on PRS evictions				
	Raising awareness amongst statutory services within local authorities to understand that earlier intervention can prevent future homelessness	Internal corporate meetings on Prevention Strategy and also early intervention meetings with regards to vulnerable families	Youth Homeless Co-ordinator has been appointed who sits in Youth Service but works directly with homeless clients to prevent homelessness, also Mental Health Co-ordinator will be appointed within next 6 weeks who will also raise awareness within Mental health service.	<p>The lack of resources and capacity in services is an issue</p> <p>Other services know that Housing Solutions provides a safety net if other interventions have not worked e.g. looked after children have often exhausted a range of options by the time they make a homeless application</p> <p>25/5/21 – WG is placing an increased emphasis on early intervention by all public services in order to prevent homelessness. This is a requirement of the Rapid Rehousing approach</p>	Being led corporately. Awareness being raised, but still work to be done.	As above for development of Homeless Forum in Flintshire		ACE's? PIE / PATH?
	Create a regional map of the prevention tools available at both a local and regional level			<p>Code of Guidance contains a prevention toolkit as a starting point</p> <p>WHO12 returns require data about the number of homeless applications where homelessness was prevented or relieved and how this was achieved</p> <p>25/5/21 – the homeless prevention fund is used flexibly to prevent homelessness</p>				
	Share information services across the region			<p>The Code of Guidance requires local authorities to work in partnership with other services</p> <p>Housing Solutions has developed a suite of information factsheets</p>				Family Information Service Teams? How much of housing is within these information they share?

				25/5/21 – the factsheets have been updated and extended and are available on CCBC’s web site				
	Share training resource across the region			Conwy shares training with Cartrefi Conwy		Potential to look at Crisis Renting Ready training as a regional project Still need to have some training for staff on NRPF and eligibility. This has been flagged again on the back of accommodating those with NRPF	Health , local and regional represented on the local steering group	
Welfare reform	Develop a regional early intervention hub	- Internal corporate meetings on Prevention Strategy and also early intervention meetings with regards to vulnerable families UC hub also established on Ynys Mon		25/5/21 – need to clarify what the intervention hub will look like and whether place-based is still a relevant delivery model CHS has early intervention processes			Projects are being identified in order to promote and implement the prevention agenda that will include ‘rapid re housing’	
	Set up a regional best practice group			Conwy has an internal WR group 25/5/21 – CHS staff are part of this internal group				Would this not be our group sharing this information at meetings? Some communication plan needed?
	Plug data gaps to better understand the impact of sanctions on homelessness	UC Hub established in Ynys Mon		25/5/21 – needs to be considered with DWP CHS have close links with CAB staff, who are part of the team 3 days pw, and CCBC’s Welfare Rights team		Link in with DWP partnership reps		-WG commissioned Policy in Practice to conduct research on the impact of UC – IOACC provided information for this research.
	Regionalise pre- eviction protocols			25/5/21 – RSLs are committed to working towards no evictions into homelessness from social housing				
Health and social care	Better demonstrate cost-benefit of investment in	Recent WAO report on cost of homelessness is a		25/5/21 – HPO (Hospital Discharge) funded by		FCC Flagged this at the National Housing		RHSCG has Our People’s Stories

	housing and homelessness agenda in terms of savings to health service through sharing of best practice	good starting point. Also, member of a South Wales LA stated that she had developed a cost benefit tool – need to see a copy of this		Health and based at Glan Llwyd hospital. Some assessment of savings and impact on reducing bed blocking was done. The post is now vacant and Health are reviewing it CIH is currently undertaking some research in to housing advice and hospital discharge There has been some assessment of the savings that Housing First can make to a range of other public services		Network meeting as we need a formula we can buy into for cost benefit analysis The WAO Rough Sleeper Report released in July 20 des offer some interesting info about cost benefits for public purse when housing rough sleepers		document as a draft idea
	Creating a louder voice for housing on Public Service Boards							RHSCG linkage

Work plan for 2021-22

These have been included as a response to Covid and future issues that will require attention

Task	Update
Gather information from the COVID 19 'Everyone In' response, to understand the lessons learnt and make recommendations for improvement.	Overview, methodology agreed Research and interviews commenced April 2020
Map the customer journey and record the story behind the statistics, ensuring that customer feedback and satisfaction data is embedded within performance monitoring.	Overview, methodology agreed
To engage all Housing Association partners and Local Authorities Housing Departments with Homeless Teams and Support services to develop shared understanding and best practice in relation to Ending Evictions into Homelessness.	Overview, methodology agreed

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	7 th June, 2021
Subject:	Corporate Scrutiny Committee Forward Work Programme
Purpose of Report:	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2021/22
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Not applicable
Head of Service:	Lynn Ball, Head of Function (Council Business) / Monitoring Officer
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	01248 752578
Email:	AnwenDavies@ynysmon.gov.uk
Local Members:	Applicable to all Scrutiny Members

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1 - Recommendation/s
<p>The Committee is requested to:</p> <p>R1 agree the current version of the forward work programme for 2021/22</p> <p>R2 note progress thus far in implementing the forward work programme.</p>

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

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

4 - Key Scrutiny Questions

5 – Background / Context

1. Background

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

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

1.2 Basic principles of good work programming²

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

2. Local context

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

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

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

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

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

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

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

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

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

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

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

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

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

3. **Issues for consideration**

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2021/22 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document.³

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

³ Meeting of the Corporate Scrutiny Committee convened on 17th November, 2020

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

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

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

7 – Financial Implications

Not applicable.

8 – Appendices:

Corporate Scrutiny Committee Forward Work Programme 2021/22

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 → June 2021 – November, 2021
[Version dated 27/05/21]

Note for Stakeholders and the Public:

A [Protocol for Public Speaking at Scrutiny Committees](#) has been published by the Council.

Should you wish to speak on any specific item at a Scrutiny Committee then you should register your interest by submitting a written request using the form available as soon as possible and at least 3 clear working days prior to the specific Committee meeting. You can access information about the meeting and which items being discussed by reading this Forward Work Programme. Contact the Scrutiny Manager if you have any queries

[\[AnwenDavies@ynysmon.gov.uk\]](mailto:AnwenDavies@ynysmon.gov.uk)

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
June, 2021 (07/06/21)	June, 2021 (15/06/21)
Performance Monitoring: Corporate Scorecard Qtr4: 2020/21	Update from Chief Executive of BCUHB
Finance Scrutiny Panel Progress Report	Annual Report on the Welsh Standards 2020/21
Housing Service Homelessness Data	Committee Forward Work Programme for 2021/22
Committee Forward Work Programme for 2021/22	
July, 2021 (08/07/21)	June, 2021 (28/06/2021)
Social Services Statutory Director Annual Report 2020/21	North Wales Economic Ambition Board Annual Report 2020-21
	Public Services Board Annual Report 2020/21
	Committee Forward Work Programme for 2021/22
Committee Forward Work Programme for 2021/22	
September, 2021 (13/09/21)	September, 2021 (20/09/21)
Monitoring Performance: Q1: 2021/22 (to be confirmed)	Corporate Safeguarding
Finance Scrutiny Panel Progress Report	North Wales Economic Ambition Board Quarter 1 Progress Report 2021/22 (to be confirmed)
Progress Monitoring: Social Services Improvement Plan	
Social Services Improvement Panel Progress Report	
Committee Forward Work Programme for 2021/22	Committee Forward Work Programme for 2021/22
October, 2021 (14/10/21)	October, 2021 (19/10/21)
Annual Delivery Plan 2020/21	Scrutiny of Partnerships
Annual Delivery Plan 2021/22	
Committee Forward Work Programme for 2021/22	Committee Forward Work Programme for 2021/22
November, 2021 (01/11/21) -Budget 2022/23	November, 2021 (09/11/21)

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Initial Draft Budget Proposals 2022/23	Annual Report- Community Safety Partnership
Public Consultation Plan for 2022/23 Budget	Public Services Board- Governance Arrangements
Committee Forward Work Programme for 2021/22	North Wales Economic Ambition Board Quarter 2 Progress Report 2021/22 (to be confirmed)
	Committee Forward Work Programme for 2021/22
November, 2021 (16/11/21)- Q2	
Monitoring Performance: Corporate Scorecard Q2: 2021/22	
Finance Scrutiny Panel Progress Report	
Committee Forward Work Programme for 2021/22	

Items to be scheduled:

Transformation of Learning Disabilities Day Opportunities

Schools' Modernisation Programme- Seiriol / Amlwch areas

Assets / Smallholdings Management Plant

Housing Service Homelessness Data (Corporate Scrutiny Committee, 08/03/2021)

Recovery Plans (Covid-19)

Annual Report: North Wales Regional Partnership Board (Part 9: Health and Social Services) 2020/21