Public Document Pack

RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	**CORPORATE SCRUTINY COMMITTEE**
DYDD IAU, 21 TACHWEDD am 9:30 y. b.	**THURSDAY, 21 NOVEMBER 2019 at 9.30 am**
YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGEFNI	**COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGEFNI**
Swyddog Pwyllgor	**Ann Holmes** 01248 752518	**Committee Officer**

AELODAU/MEMBERS
Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

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

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Richard Griffiths, Richard O. Jones

PLAID LAFUR CYMRU/ WALES LABOUR PARTY

J. Arwel Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

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

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

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

A G E N D A

1   <u>**DECLARATION OF INTEREST**</u>

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

2   <u>**MINUTES OF THE PREVIOUS MEETING**</u> (Pages 1 - 8)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 11 September, 2019.

3   <u>**MONITORING PERFORMANCE:CORPORATE SCORECARD QUARTER 2 2019/20**</u> (Pages 9 - 18)

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

4   <u>**FORWARD WORK PROGRAMME**</u> (Pages 19 - 26)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the meeting held on 11 September, 2019

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

Councillors Lewis Davies, John Griffith, Richard Griffiths, Alun Roberts, Nicola Roberts

Portfolio Members

Councillor Llinos Medi Huws (Leader and Portfolio Member for Social Services)
Councillor Richard Dew (Portfolio Member for Planning and Public Protection) (for item 3)
Councillor Alun Mummery (Portfolio Member for Housing and Community Support)

IN ATTENDANCE: Chief Executive
Deputy Chief Executive
Director of Social Services
Director of Function (Resources)/Section 151 Officer (for item 3)
Director of Place & Community Well-being (for item 3)
Head of Children and Families' Services
Head of Housing Services
Head of Profession (HR) & Transformation (for items 3 & 4)
Chief Planning Officer (for item 3)
Programme, Business Planning and Performance Manager (for items 3 and 4)
IT Team Manager (MH)
Scrutiny Manager (AGD)
Committee Officer (ATH)

APOLOGIES: Councillors Richard Griffiths, Bryan Owen, Mr Keith Roberts, Mrs Anest Frazer, Mr Dyfed Wyn Jones (Co-opted Members), Councillors R. Meirion Jones (Portfolio Member for Education, Libraries, Culture & Youth) Councillor Robin Williams (Portfolio Member for Finance), Councillor Dafydd Rhys Thomas (Portfolio Member for Corporate Services)

ALSO PRESENT: Councillor G.O Jones (Chair of the Partnership & Regeneration Scrutiny Committee) (by invitation), Head of Democratic Services

1 DECLARATION OF INTEREST

No declaration of interest was received.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the extraordinary meeting of the Corporate Scrutiny Committee held on 8 July, 2019 were presented and were confirmed as a correct record.

Arising thereon –

1

The Committee asked whether Welsh Government had responded to the Authority's decision not to set a target for reducing the number of looked after children on the Island.

The Leader and Portfolio Member for Social Services confirmed that Welsh Government which is looking to introduce a national strategy to reduce the number of children in care whereby each authority sets a reduction target, is still trying to bring pressure to bear on the 5 authorities that have resisted such a step, including the Isle of Anglesey County Council. The Corporate Scrutiny Committee's support for this stance as confirmed in its July meeting has added weight to the Authority's position in maintaining this resistance. The Authority is of the view that setting a target is unnecessary, that the Authority has a strategy for preventing children from coming into care and that CIW's most recent inspection provided no evidence that there were children in the Authority's care who did not need to be in care.

It was proposed and resolved that the Committee reiterates its support for the Leader of the Council in not setting a target for reducing the number of children whom the Authority looks after.

3 **MONITORING PERFORMANCE: CORPORATE SCORECARD QUARTER 1 2019/20**

The report of the Head of Profession (HR) and Transformation incorporating the first Scorecard of the 2019/20 financial year portraying the Council's position against its operational objectives at the end of Quarter 1 was presented for the Committee's consideration and scrutiny.

The Leader of the Council highlighted that a lot of work had been done over the summer months to revamp the scorecard to give it a more strategic outlook; this has been achieved by better aligning the corporate monitoring KPIs to the Council's three strategic objectives (para 2.1 refers) and by removing some KPIs deemed too operational for the scorecard. Since the 2018/19 Q4 scorecard report was discussed in June, 2019, the Public Accountability Measures (PAM) have been published by Data Cymru. Anglesey's standing nationally has showed a further improvement with the Authority having the most amount of indicators in the upper quartile throughout Wales. The Leader added that at the end of Q1 the majority of PIs are performing well against their targets but with 5 having started the year as underperforming which are designated Red or Amber on the scorecard. It is too early at Q1 however to be drawing conclusions in terms of performance trends from the picture presented by the scorecard at this point in time.

In response to questions by the Committee regarding the reported decline in aspects of performance in housing, planning and children's services during Quarter 1 and whether any additional mitigation measures are being considered to improve performance, Officers provided clarification and assurance as follows –

- With regard to improving the situation into Q2 onward in achieving the target timescale for letting lettable units of accommodation (excluding Difficult to Lets - DTLs) (21 days being the target compared to actual average performance of 25.6 days therefore showing Red on the scorecard – Indicator 34) the Head of Housing Services advised that a new streamlined process has been introduced which should result in units being let in a timelier manner. The Housing Service lets about 260 units annually of which around 20% are known as DTLs. The new streamlined process involves the Housing Solutions team contacting both the Housing Support team and the Homelessness team when identified DTLs become available to establish whether any of their registered clients match the requirements and are suitable for the units in question. As progress is made with this indicator, performance against Indicator 35 – Landlord Services: percentage of rent lost to properties being empty will also improve as the more time it takes to let lettable units of accommodation then the higher the rent lost. As an update the Officer said that performance for Indicator 34 as at 9 September had improved to 21.4 days.

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- With regard to the percentage of planning enforcement cases investigated within 84 days - Indicator 43 (Red on the scorecard with a performance of 55% against a target of 80%) the Chief Planning Officer advised that an experienced Senior Manager has recently been appointed to provide the Enforcement Team with robust and focused leadership. Significant work has been undertaken over the summer months to get to grips with the historical backlog and whilst this work is ongoing the team will also be looking to deal with enforcement cases in a more timely way in future. Good progress has therefore been made with the current performance demonstrating a marked increase over every quarter in 2018/19 as new processes are embedded and work on clearing the backlog continues. It is anticipated that this improvement will continue into the year ahead. **The Committee noted that it would be helpful, should systems permit, for community councils to be kept informed of planning applications in their area or as a first step, for applications to be designated by ward.**
- With regard to the percentage of child assessments completed in time – Indicator 25 (Amber on the Scorecard with a performance of 85.32% against a target of 90%) the Portfolio Member for Social Services advised that the underperformance was due to the lack of management in one practice group which has since been rectified. A new process has been introduced where the data is collected in a different way that should lead to an improvement in Q2.
- Councillor Alun Roberts, a member of the Finance Scrutiny Panel highlighted that a digital programme is being developed that will help the Panel delve into financial matters in greater depth particularly in terms of tracking and establishing patterns of expenditure within services. **The Committee noted that it would be useful were it to receive a demonstration of the programme's capabilities once it has been implemented and is fully up and running.**

Having considered the report and the assurances provided by Officers on the issues discussed, the Committee resolved to accept the report, to note the areas which the Senior Leadership Team is managing to secure improvements into the future and to recommend the mitigation measures as outlined to the Executive.

ADDITIONAL ACTION - Information about the number of Difficult to Let (DTLs) units to be incorporated in the Quarter 2 report to the Committee.

4 ANNUAL PERFORMANCE REPORT 2018/19

The Annual Improvement Report for 2018/19 was presented for the Committee's consideration. The report which the Authority is statutorily required to publish provided a review of the following -

- the Authority's progress in delivering against its Annual Delivery Document for 2018/19 as outlined under 3 priority objectives (para 1.3 refers)
- its overall performance including performance based on national indicators (PAM indicators and local KPIs)

The Leader reported that the report overall portrays a positive picture of the Authority's performance in 2018/19 highlighting a number of achievements under the 3 key objectives whilst also recognising that there are areas of performance where further improvement can be made. It is particularly pleasing to note that based on the published Performance Accountability Measures (PAMs) the Council's national standing has improved once again this year.

The Committee welcomed the report noting in particular those areas where a marked improvement had been made e. g. the percentage of Year 11 school leavers not in employment, education or training (NEET) which was an area that had previously been

highlighted by this Committee as a matter of concern. The Committee noted that the 2017/18 performance for this indicator resulted in Anglesey having the highest percentage of NEETs in Wales whereas the indicator is now performing well and is joint 6th in Wales. The Committee was advised that as well as verifying the original data, this indicator exemplifies how the discussion around performance has evolved within the Council with the underperformance leading to increased scrutiny of the indicator both within the Service and by Elected Members thereby prompting a change in the process to improve on the result.

The Committee further noted that although 54% of indicators either improved or maintained performance in 2018/18, 40% declined in performance when compared to performance in 2017/18; the Committee asked for clarification of accountability in terms of managing and improving performance. The Chief Executive advised that the Corporate Scorecard is discussed by the Senior Leadership Team (SLT) and in one to one meetings between individual Heads of Service and a member of the SLT. Moreover, discussing performance, analysing data and planning for improvement have now become integral elements of Heads of Services' day to day work which means that services are in effect self-evaluating their performance on an ongoing basis.

It was resolved to recommend to the Executive that the final version of the 2018/19 Performance Report be published by the statutory end of October deadline and that Officers complete the document in consultation with the Portfolio Holder for publication as part of the 7 October, 2019 Full Council papers.

NO FURTHER ACTION WAS PROPOSED

5 MONITORING PROGRESS: CHILDREN'S SERVICES IMPROVEMENTS QUARTER 1 2019/20

The report of the Head of Children and Families' Services on the Service's latest progress in implementing the 3 year Service Development Plan was presented for the Committee's consideration.

The report referred to encouraging developments under all the 5 themes which underpin the Development Plan (which replaced the previous Service Improvement Plan) specifically in relation to the following –

- workforce planning (A Workforce Strategy is now in place for Children and Families Services)
- social work practice (internal audits identify both where positive progress has been made and where further work is needed to ensure consistency across all areas);
- quality assurance and the performance framework (reported on in detail to the Committee's June's meeting)
- provision of appropriate and timely social work intervention (internal audits continue to be conducted to ensure children and their families are offered intervention at the right time), and
- improving outcomes for children in care (several new policies are now operational which allow staff to support and improve outcomes for children in the care of the Local Authority).

The Leader and Portfolio Member for Social Services also highlighted the work on other initiatives which had been the subject of focus in the period since the last report to the Committee in June which were –

- The Resilient Families Team which intervenes with families who present a high level of need to provide intensive support and interventions to support family breakdowns and to prevent children from becoming looked after.

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- Voices from Care Cymru Project which aims to improve engagement with looked after children by developing a participation group for children and young people who receive care and have left care to co-produce a Children in Care and Care Leavers Strategy and Corporate Parenting Charter for Anglesey.
- The Fostering Fortnight which took place in June and is an annual event which seeks to raise the profile of Foster Carers and to encourage more members of the public to sign up and become foster carers.
- Foster Care Recruitment. The recruitment campaign as strengthened by the new fostering package in January, 2019 has been successful potentially providing up to 24 new foster care beds for Anglesey looked after children by October 2019.

The Committee welcomed and noted the developments as documented. In response to questions about whether fostering recruitment is ongoing, the Committee was informed that the Authority's approach in introducing the new fostering package to boost recruitment has generated interest externally with other authorities and agencies looking to follow suit. The challenge for the Authority is to ensure that it stays at the forefront in terms of its provision and that its fostering package remains attractive and is the best it can be.

It was resolved that the Corporate Scrutiny Committee confirms that it is satisfied with the pace of progress and improvements made to date within Children and Families Services.

NO FURTHER ACTION WAS PROPOSED

6   MONITORING PROGRESS: SOCIAL SERVICES IMPROVEMENT PANEL

A progress update report on the work of the Social Services Improvement Panel (formerly the Children's Services Improvement Panel) was presented for the Committee's consideration.

Councillor G.O. Jones, a member of the Panel highlighted that the progress report covers the period from May to July, 2019 encompassing the last meeting of the Children's Services Improvement Panel and the first two meetings of the newly constituted Social Services Improvement Panel. Some of the main areas considered by the Panel during this time have included the 5 themes which make up the Service Development Plan; continuation of the Laming Visits and the draft Corporate Prevention Strategy. The Panel has also discussed the proposed national strategy to reduce the number of children in care. Following careful consideration of the matter the Panel had recommended that the response to the Welsh Government should refer to the Authority's strategy for preventing children from coming into care and that a target for reducing the number of looked after children should not be set locally.

Councillor Jones reported that additionally, members of the former Children's Services Panel undertook a self-evaluation of the Panel's impact as regards its contribution to the journey towards improving Children's Services. The outcome of the self-evaluation exercise is summarised in the report with the self-evaluation report appended in full.

It was resolved –

- **To note the following -**

  - **The progress made to date with the work of the Social Services Improvement Panel in terms of achieving its new work programme.**
  - **The areas of work covered during Laming Visits as a means of further strengthening accountability, knowledge and understanding of Panel members.**
  - **The ongoing development programme for Panel members much of which is delivered in-house.**

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- **That the draft Corporate Prevention Strategy will be considered by the Committee in the autumn, 2019.**
- **The outcomes of the recent self-evaluation to measure the impact and added value of the former Children's Services Improvement Panel.**
- **The need to revise the terms of reference to reflect the recent decision to extend the scope of the Improvement Panel to include both adults' services and children and families' services.**
- **That the Panel has escalated to the Committee's attention the slight delay in opening the first of the Authority's Cartrefi Clyd Môn as a result having to re-advertise the post of registered manager. The Committee further notes the actions taken to resolve the issue and to prepare for the next development phase of the Cartrefi Clyd Môn Service.**

- **To agree with the Panel's recommendations with regard to the response to Welsh Government in connection with the National LAC Reduction Strategy.**
- **To adopt the Panel's recommendation that the Annual Social Services Complaints Report be scrutinised by the Social Services Improvement Panel in future.**

NO ADDITIONAL ACTION WAS PROPOSED

7 COMMON ALLOCATIONS POLICY AND LOCAL CONNECTION

The report of the Head of Housing Services on the outcome of Anglesey's Social Housing Allocation consultation undertaken in the period from 17 June, 2019 to 5 August, 2019 was presented for the Committee's consideration.

The Head of Housing Services reported that following Executive approval the Housing Service consulted on its Common Allocations Policy in order to identify whether community connection should be included within the policy. Housing Services are keen to contribute towards sustainable communities through ensuring that family and community connections are maintained and it proposed to review the Common Allocation Policy to see if the current policy fulfils that aim. The consultation was undertaken with key partners and stakeholders and it received 114 responses as shown in Appendix 1 to the report with 85% of respondents expressing their support for the inclusion of a community connection within the Common Allocations Policy on the basis that it would strengthen communities and make it easier to provide support to family and friends. There were however some expressions of concern around what constitutes a community connection. A good response was also received to other questions relating to the implementation of the Policy.

The Officer said that the review had also afforded Housing Services the opportunity to look at other issues as summarised in the report. In addition, consideration was given to how connection with a specific area would be defined with the conclusion being that the community and town councils catchment area would meet the local connection requirement that best matches the responses to the consultation.

Based on the consultation outcome, an amended Common Allocations Policy incorporating the following principal change with regard to local connection is provided under Appendix 2 which will be presented to the Executive for final approval:

An applicant will be assessed in accordance with connection to the Town or Community Council which they have stated they wish to live where the empty property is located. An applicant will be considered within their banding in date order. A local connection of 5 years with the Island will still be required to be eligible apart from being in urgent housing nee as defined by the Housing Act.

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In response to questions by the Committee, the Head of Housing Services further clarified –

- That whereas previously only transfers to smaller or larger units of accommodation were considered, like for like transfers can be considered under the amended policy;
- That the statutory definition of sheltered accommodation has changed; historically sheltered housing was housing where a warden service was provided and where the age criteria stipulated persons of 60 years of age or over. As the nature of sheltered housing has changed, an element of flexibility has been introduced with such accommodation now covering a range of criteria e.g. persons aged 55 and over, persons aged 60 and over, individuals with a registered disability etc.
- That the housing stock is most lacking in 4 bedroom accommodation with only 67 such units currently available although in recognition of the need, the Authority is developing 4 bedroom units as part of its new housing developments. The Authority has developed a strategy to encourage individuals/couples who are in housing units that are larger than their needs to downsize by also developing bungalows as part of new council housing. The Authority also recognises the need for 1 and 2 bedroom accommodation/units for single persons. The development of smaller units is potentially more problematic as these units have to have sufficient floor space to enable people live in them comfortably and for them not to be regarded as temporary accommodation.
- That in communities where there is a shortage of land for development, the Authority can utilise exempted land for developing affordable housing. The Housing Service's social housing waiting list might not fully reflect the need in smaller rural villages so where land is identified, the services of a rural housing facilitator can be procured to establish the extent of the land available in the area and whether there is a desire locally to see affordable housing being developed.

Having considered the consultation process and responses, the Committee was satisfied that the process had been sufficient and that the changes to the Common Allocations Policy were acceptable based on the responses received. It was therefore resolved to recommend the revised Common Allocations Policy for adoption by the Executive.

NO ADDITIONAL ACTION WAS PROPOSED

8 FORWARD WORK PROGRAMME

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme was presented for consideration in a format that divided the programme into the short- term covering the autumn 2019 and the long-term up to April, 2020.

It was resolved –

- **To agree the current version of the forward work programme for 2019/20 subject to further internal discussion of the format.**
- **To note progress thus far in implementing the forward work programme.**

**Councillor Aled Morris Jones
Chair**

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| **ISLE OF ANGLESEY COUNTY COUNCIL** | |
Scrutiny Report Template	
Committee:	CORPORATE SCRUTINY
Date:	21 NOVEMBER 2019
Subject:	SCORECARD MONITORING REPORT - QUARTER 2 (2019/20)
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: **Tel:** **Email:**	GETHIN MORGAN 01248 752111 GethinMorgan@anglesey.gov.uk
Local Members:	n/a

1 - Recommendation/s

1.1 This is the second scorecard of the financial year 2019/20.

1.2 It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and in consultation with the Shadow Executive via a workshop held on the 3rd July, 2019.

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

These can be summarised as follows –

1.3.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q3 and that continuous scrutiny of financial performance is undertaken with particular emphasis and support given to the services under pressure due to the increasing demand so that their management of performance does not decline or underperform into Q3.

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

2 – Link to Council Plan / Other Corporate Priorities

Used as part of the monitoring of the Council Plan

3 – Guiding Principles for Scrutiny Members
To assist Members when scrutinising the topic:-   **3.1** Impact the matter has on individuals and communities **[focus on customer/citizen]**   **3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality **[focus on value]**   **3.3** A look at any risks **[focus on risk]**   **3.4** Scrutiny taking a performance monitoring or quality assurance role **[focus on performance & quality]**   **3.5** Looking at plans and proposals from a perspective of: • Long term   • Prevention   • Integration   • Collaboration   • Involvement   **[focus on wellbeing]**

4 - Key Scrutiny Questions
1. There is a reported decline in aspects of performance in housing, planning and children's services during Quarter 2. What additional mitigation measures have been considered in order to have a positive impact on performance over the coming months?   2. At the end of Qtr2, performance across 3 service indicators are ragged Yellow with a declining trend. What measures will be introduced to mitigate against a further decline in performance?   3. The report refers to financial service pressures particularly in Adult Services. What further contribution can the Finance Scrutiny Panel make to ensure that these service pressures are addressed?   4. Does the information provide assurance to the Committee on overall performance?

5 – Background / Context
1.1. One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.   1.2. Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period. The delivery of the Council Plan is delivered through the realization of the Annual Delivery Document (ADD). The ADD is created at the beginning of each financial year and identifies the key priority

areas which the council will focus on during the forthcoming 12 months. At the end of the financial year the Annual Performance Report is written to report on progress made, against this Annual Delivery Document over the last 12 months, and is published before the end of October.

1.3. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.

1.4. The scorecard portrays the current end of Q2 position and will be considered further by the Corporate Scrutiny Committee and the Executive during November.

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

n/a

7 – Financial Implications

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

8 – Appendices:

Appendix A - Scorecard Quarter 2

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

- 2019/20 Scorecard Monitoring Report - Quarter 1 (as presented to, and accepted by, the Executive Committee in September 2019).

SCORECARD MONITORING REPORT – QUARTER 2 (2019/20)

1. **INTRODUCTION**

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

   1.2. Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period. The delivery of the Council Plan is delivered through the realization of the Annual Delivery Document (ADD).

   1.3. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.

   1.4. The scorecard (appendix 1) portrays the current end of Q2 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during November.

2. **CONTEXT**

   2.1. It was agreed as part of the previously noted workshop that some changes were required of the Scorecard this year to ensure a greater strategic approach. To that end, the performance monitoring KPIs have been aligned to the Councils' three strategic objectives:

   - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
   - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
   - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment

   2.2. It will not be possible to publish information for all KPIs on the Scorecard on a quarterly basis due to the nature of data collection methods. When this is the case, a note will indicate how often the KPI is monitored and when the data will be available for collection, e.g. (annual) (Q4), (termly) (Q3).

   2.3. Since the Q1 Scorecard report was discussed in September 2019, further Public Accountability Measures (PAMs) have been published by Data Cymru specifically on Waste Management. We are pleased to confirm that we are once again the Authority that has the highest recycling rates in Wales, putting us once again amongst the world leaders in the amount of household waste which is recycled.

3. CORPORATE HEALTH PERFORMANCE

3.1. It is encouraging to note that the majority (71%) of the indicators monitored are continuing to perform well against targets (Green or Yellow RAG) as was the case at the end of Q1. Some of the highlights are noted below.

3.2. Attendance at work is an area which is reported on monthly and is analysed to ensure improvement. At the end of Q2 the Council is GREEN against its target with 3.96 days lost to absence per FTE in the period against a target of 4.48 days lost to absence per FTE. This is an improvement on the levels seen during Q2 2018/19 where 4.74 days were lost to absence per FTE. It is also better than the as the 4.25 days lost to absence per FTE seen in Q2 2017/18 which was the best performing year for absence since we began monitoring in this way.

3.3. The digital strategy continues to see fruition during Q2 where the majority of indicators under the digital service shift subheading sees an upward trend compared to Q2 of 2018/19 where 83% of the indicators demonstrate an increase. The shift can particularly be seen with the number of registered users (item 10) where it is more than double (11k) the 5k seen at the end of Q2 2018/19. This is positive as studies undertaken by Socitm (Society for innovation, technology and modernisation) demonstrate that digital transaction costs are lower than face to face contact costs.

3.4. Currently there is no cause for concern with the customer service charter sub heading where the majority (75%) of indicators are performing well against targets. The only indicator which is RED against target is item 04b - the % of written complaints responded to by Social Services within 15 days. 20 of the 21 (95%) complaints were discussed with the complainant within timescale. Whilst 12 of the 21 (57%) complaints were written to within timescale, 5 of the late written responses received extensions to respond to the complaint after agreement with the complainant, leaving 4 that were late without agreement.

3.5. The Customer Strategy was approved during Q2 by the Corporate Governance Programme Board and an action plan is now in development. The action plan will include the monitoring of the Customer Service KPIs identified in the Scorecard as well as other KPIs that will be used to ensure that the Customer Strategy is realised.

3.6. The financial management section currently forecasts, on the basis of the financial position at the end of the second quarter, that the Council will overspend its revenue budget, for the year-ending 31 March 2020, by £1.935m (1.43%). The service budgets are expected to overspend by £1.410m and corporate finance is forecast to overspend by £0.341m. Council Tax income is expected to be £184k lower than the budget, mainly as a result in a fall in empty properties subject to the 100% additional premium and an increase in taxpayers qualifying for the severe mental impairment exemption. The historic trend over the last few years has been that Corporate Finance and Council Tax Council had significant underspends/surplus of income. This has helped to reduce overspends in service costs. Unfortunately, for 2019/20 these budgets are also under pressure and will not available to fund service overspends.

3.7. The Adults Service budgets are under significant pressure due to increasing demand and the transition of a costly placement from Children's Services. It is the normal pattern for the final outturn position to be better than the first few quarters estimate, however, if the projected overspend transpires, it would be funded from the Council's general balances which would reduce to £4.346m. This reduction weakens the Council's financial position but vindicates the decision not to use general balances to fund part of the 2019/20 budget.

3.8. Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q2' which will be discussed in The Executive meeting on the 25th November.

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

4. PERFORMANCE MANAGEMENT

4.1. At the end of Q2 it is encouraging to note that the majority (85%) of performance indicators continue to perform above target or within 5% tolerance of their targets. This compares favourably to the position we were in during Q2 in 2018/19. We do note however that five indicators are underperforming against their targets and are highlighted as being Red or Amber in the Scorecard.

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

4.2.1. Indicator 17 – Landlord Services: Average number of days to complete repairs – which is RED with a performance of 15.14 days against a target of 12 days. This is higher than the 13.39 days seen in Q2 2018/19 and the 12.33 days seen at the end of Q1.

Following a change in the Repairs and Maintenance Policy in October 2018, work orders are now prioritised for completion within 12 hours, 48 hours, 5 days, 20 days and 3 months dependant on the urgency of the work. Previous work orders could also be set for 10 days and 15 days which is no longer an option. When setting the target of 12 days for 2019/20 we did not have a 12 month period available to compare previous performance against the new classifications and as such the target set could well be too low with regards to the average number of days. For instance, if 80% of reactive maintenance works fall within the 20 days priority, then the overall target days for all jobs could be circa 16 days.

The Housing Services Board will continue to monitor this indicator with a view to improving the performance.

We are pleased that 93% of the works orders have been completed on time.

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4.3. Performance against the indicators for **Objective 2** demonstrate that only two indicators of the 17 monitored in Q2 (12%) are currently underperforming for the objective.

4.3.1. Indicator 27 – The percentage of referrals of children that are re-referrals within 12 months – which is AMBER with a performance of 14.29% against a target of 10% and down on the 10.53% seen at the end of Q1.

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

4.3.2. Indicator 36 - Landlord Services: Percentage of rent lost due to properties being empty is RED on the scorecard with 1.57% lost against a target of 1.15%

This indicator is directly linked with indicator 35 on the Scorecard, the average number of calendar days to let lettable units of accommodation which improved during Q2. The poor performance of that indicator in Q1 had an impact on this KPI and it has not been possible to claw back as much as hoped despite the improvement in letting units seen in Q2.

Some properties have deliberately been kept vacant for a longer period of time than normal as they have been considered for use as part of the Small Group Homes project with Children Services.

Some properties that required adaptations prior to re-letting were for kept back for period of time. This was because there were instances of a short delay whilst waiting for Occupational Therapist instructions. We expect this to improve upon appointment of a part time Occupational Therapist working within Housing Services.

During the year to date we have also undertaken major improvement works on some properties that were classed as acceptable fails with regards to WHQS as the former tenants had decided that they did not want improvements carried out on their properties, these are known as a 'Resident Choice' acceptable fail by the WHQS.

All of the above noted factors have had a negative effect on this performance indicator.

We will continue to implement the new streamlined process identified in Q1 to improve the performance of this indicator.

4.4. The indicators to monitor **Objective 3** have also performed well in Q2, however two indicators of the seven (28%) monitored for the objective has underperformed against target.

4.4.1. Indicator 43 – Percentage of planning appeals dismissed – which is AMBER with a performance of 33% against a target of 65%, a decrease on the 50% seen at the end of Q1.

This indicator deals with very small numbers and at the end of this quarter the performance is because of the result of 2 of the 3 appeals being upheld after the interpretation of new policies were challenged. The interpretation of the new policies will improve

4.4.2. Indicator 43 - Percentage of planning enforcement cases investigated within 84 days – which is AMBER with a performance of 69% against a target of 80%. This is a new indicator for the Scorecard this year, however performance of this indicator was 17% during Q4 2018/19 and 55% at the end of Q1.

There is good progress being made given the historic backlog and current performance demonstrates a significant increase as new processes are embedded, capacity and expertise is improved, and the backlog is cleared. It is anticipated that this improvement will continue into the year ahead.

5. RECOMMENDATIONS

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

5.1.1. Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q3 and that continuous scrutiny of financial performance is undertaken with particular emphasis and support given to the services under pressure due to the increasing demand so that their management of performance does not decline or underperform into Q3.

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

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed Ch/ Q Target	Targed Bl / Yr Target	Canlyniad 18/19 Result	Canlyniad 17/18 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) (Q3)	-	-	-	93.90%	93.90%	-	94.60%
2) Percentage of pupil attendance in secondary schools (termly) (Q3)	-	-	-	93.30%	93.30%	93.90%	93.30%
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)	-	-	-	-	-	1.10%	4.20%
4) Average Capped 9 score for pupils in year 11 (annual) (Q3)	-	-	-	-	-	349.1	335.9
5) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q4)	-	-	-	-	-	88.30%	72.60%
6) Percentage of year 11 pupils studying Welsh [first language] (annual) (Ch4)	-	-	-	-	-	65%	63.70%
7) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q3)	-	-	-	-	-	82%	-
8) Number of visits to leisure centres	Melyn / Yellow	⬇	244k	253k	553k	553k	508k
9) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	➡	98%	95%	95%	98%	98%
10) Percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation	Melyn / Yellow	⬇	89%	90%	90%	-	-
11) Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green	⬇	76%	50%	50%	70%	-
12) Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green	⬆	86%	80%	80%	83%	-
13) Number of empty private properties brought back into use	Gwyrdd / Green	⬆	74	37	75	78	75
14) Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	⬆	2	2	4	9	4
15) Number of additional affordable housing units delivered per 10,000 households (annual) (Q4)	-	-	-	-	-	-	-
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	Coch / Red	⬇	15.14	12	12	13.63	-
18) Percentage of tenants satisfied with responsive repairs (annual) (Q4)	-	-	-	-	-	-	-
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+	Melyn / Yellow	⬇	3.7	3	3	7.78	6.58
20) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	⬆	89.76%	90%	90%	90.91%	93.25%
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	⬇	41.7%	35%	35%	30.87%	59.26%
22) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	⬆	62.16%	62%	62%	62.84%	62.65%
23) The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	Gwyrdd / Green	⬇	18.64	19	19	17.35	17.44
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	⬇	96.80%	93%	93%	93.30%	96%
25) Percentage of child assessments completed in time	Gwyrdd / Green	⬆	91.43%	90%	90%	86.17%	67.57%
26) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	⬆	3.80%	5%	10%	9.52%	9%
27) The percentage of referrals of children that are re-referrals within 12 months	Ambr / Amber	⬇	14.29%	10%	10%	16.87%	-
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	⬇	230	270	270	241	326.5
29) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	➡	98.19%	95%	95%	98%	-
30) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow	⬆	85.84%	90%	90%	86.17%	63.32%
31) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	⬆	74.62%	60%	60%	-	-
32) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green	⬇	79.17%	60%	60%	55.10%	65.20%
33) Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green	⬆	160.5	170	170	161.9	177
34) Decision Made on Homeless Cases within 56 days (annual) (Q4)	-	-	-	-	-	-	-
35) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Melyn / Yellow	⬆	22	21	21	-	-
36) Landlord Services: Percentage of rent lost due to properties being empty	Coch / Red	⬆	1.57%	1.15%	-	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	Gwyrdd / Green	⬇	97.16%	95%	95%	95.60%	93.60%
38) Percentage of waste reused, recycled or composted	Gwyrdd / Green	⬇	70%	70%	70%	69.86%	72.20%
39) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	⬆	1	1	1	0.2	-
40) Kilograms of residual waste generated per person	Gwyrdd / Green	⬇	106kg	120kg	240kg	240kg	236kg
41) Percentage of all planning applications determined in time	Gwyrdd / Green	⬆	92%	90%	90%	80%	86%
42) Percentage of planning appeals dismissed	Ambr / Amber	⬇	33%	65%	65%	74%	47%
43) Percentage of planning enforcement cases investigated within 84 days	Ambr / Amber	⬆	69%	80%	80%	-	-
44) Percentage of A roads in poor condition (annual) (Q4)	-	-	-	-	-	2.90%	2.90%	2.90%
45) Percentage of B roads in poor condition (annual) (Q4)	-	-	-	-	-	3.80%	3.80%	4.20%
46) Percentage of C roads in poor condition (annual) (Q4)	-	-	-	-	-	8.70%	8.70%	8.90%

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 - quarterly against target

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q2 2019/20

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	⬆	33	19	76	71
02) No of Stage 2 Complaints received for Social Services	-	⬇	7	-	8	9
03) Total number of complaints upheld / partially upheld	-	⬇	8	-	27	28
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	⮕	100%	80%	93%	92%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	⬇	57%	80%	57%	-
05) Number of Stage 1 Complaints for Social Services	-	⬆	21	-	44	51
06) Number of concerns (excluding Social Services)	-	⬇	47	-	62	112
07) Number of Compliments	-	⬆	270	-	513	753
08) % of FOI requests responded to within timescale	Gwyrdd / Green	⬆	86%	80%	81%	78%
09) Number of FOI requests received	-	⬇	463	-	1052	919
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website	-	⬆	11k	-	8.2k	-
11) No of reports received by AppMôn / Website	-	⬆	3.8k	-	4.7k	2k
12) No of web payments	-	⬇	7.3k	-	-	-
13) No of telephone payments	-	⬇	3.8k	-	-	-
14) No of 'followers' of IOACC Social Media	-	⬆	32k	29.5k	29.5k	25k
15) No of visitors to the Council Website	-	⬇	383k	-	-	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2206	-	2243	2252
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1231	-	1252	1244
03a) Sickness absence - average working days/shifts lost	Gwyrdd / Green	⬆	3.96	4.48	10.34	9.96
03b) Short Term sickness - average working days/shifts lost per FTE	-	⬆	1.54	-	4.68	4.63
03c) Long Term sickness - average working days/shifts lost per FTE	-	⬆	2.43	-	5.66	5.32
04a) Primary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	⬆	3.39	4.36	12.21	10.39
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	⬆	1.4	-	4.97	4.85
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	⬆	2.03	-	7.24	5.55
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Ambr / Amber	⬇	3.6	3.31	9.57	9.67
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	⬇	1.33	-	5.26	5.32
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	⬆	2.27	-	4.31	4.35
06) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)	-	-	-	11%	11%	11%
07) % of PDR's completed within timeframe (Annual) (Q4)	-	-	-	80%	84%	90.50%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiant / Variance (%)	Rhagolygon o'r Gwariant / Forcasted Actual	Amrywiant a Ragwelir / Forcasted Variance (%)
01) Budget v Actuals	Coch / Red	⬇	£66,155,987	£66,509,788	0.53%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	⬇	£135,210,190	-	-	£137,145,191	1.43%
03) Forecasted end of year outturn (Capital)	-	-	£25,910,000	-	-	£16,822,000	-35.08%
04) Achievement against efficiencies	Ambr / Amber	⬇	£2,561,000	-	-	£2,165,800	-15.43%
05) Income v Targets (excluding grants)	Gwyrdd / Green	⬇	-£5,210,818	-£5,887,285	12.98%	-	-
06) Amount borrowed	-	⮕	£2,184,000	-	-	£0	0.00%
07) Cost of borrowing	Gwyrdd / Green	⮕	£4,262,730	-	-	£4,260,516	-0.05%
08) % invoices paid within 30 days	Melyn / Yellow	⬇	-	84.44%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	⬆	-	98.90%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	⬆	-	98.80%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	⬆	-	96.90%	-	-	-
12) % Housing Rent collected (for the last 3 years)	Melyn / Yellow	⮕	-	99.39%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	⬆	-	98.73%	-	-	-

ISLE OF ANGLESEY COUNTY COUNCIL **<u>Scrutiny Report Template</u>**	
Committee:	**Corporate Scrutiny Committee**
Date:	**21ˢᵗ November, 2019**
Subject:	**Corporate Scrutiny Committee Forward Work Programme**
Purpose of Report:	**Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2019/20 and beyond**
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: **Tel:** **Email:**	**Anwen Davies, Scrutiny Manager** **01248 752578** **AnwenDavies@ynysmon.gov.uk**
Local Members:	**Applicable to all Scrutiny Members**

1 - Recommendation/s
The Committee is requested to: **R1** agree the current version of the forward work programme for 2019/20   **R2** note progress thus far in implementing the forward work programme.

2 – Link to Council Plan / Other Corporate Priorities
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.

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

5 – Background / Context

1. Background

1.1 Effective work programming is the bedrock of an effective local government scrutiny function[1]. Done well, work programming can help lay the foundations for targeted and timely work on issues of local importance demonstrating where Member scrutiny can add value. Good practice advocates two key issues at the heart of the scrutiny forward work programme:

    i.   Challenge around prioritising work streams

    ii.   Need for a member-led approach and interface with officers.

1.2 **Basic principles of good work programming[2]**

- 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

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[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 **2019/20 Municipal Year**: the Corporate Scrutiny Committee work progamme for 2019/20 was confirmed by the Committee in June, 2019[3].
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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 2019/20 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 (3rd June, 2019).

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:

  • 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 2019/20: Quarter 2 and 3.

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

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[3] A meeting of the Corporate Scrutiny Committee convened on 3rd June, 2019

ITEMS SCHEDULED FOR SCRUTINY: SEPTEMBER → DECEMBER, 2019
[Version dated 14/11/19]

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP & REGENERATION SCRUTINY COMMITTEE
September, 2019 (11/09/19)	**September, 2019 (change date of meeting 23/09/19 → 11/09/19)**
Qtr1 Performance Monitoring: 2019/20	Monitoring of Social Care Contracts
Annual Performance Report (Improvement Plan) 2018/19	Safeguarding Arrangements (Social Services)
Monitoring of Improvements in Children's Services / Progress Report of the Social Services Improvement Panel	Schools' Progress Review Panel: Progress Report
Housing Allocations Policy (local connection)	
	Additional Meeting (24/10/19)
	Joint Local Development Plan – Annual Monitoring Report
	Draft national development framework – Council response to Welsh Government Consultation
	Scrutiny of Partnerships – annual report on work of the Committee
November, 2019 (change date of meeting 04/11/19 → 21/11/19)	**November, 2019 (12/11/19)**
Qtr2 Performance Monitoring: 2019/20	Community Safety Partnership Annual Report: 2018/19
	Public Services Board – governance arrangements

Items to be Agenda'd:
Schools Modernisation Programme – Amlwch / Llangefni / Seiriol
Day Opportunities Strategy (learning disabilities) (next steps)
Medrwn Môn
Use of Welsh Language in Internal Administration of the Council
Care Connect Charging Policy: Council Housing Tenants

ITEMS SCHEDULED FOR SCRUTINY → JANUARY – APRIL, 2020
[Version dated 14/11/19]

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP & REGENERATION SCRUTINY COMMITTEE
January, 2020 (change date of meeting 23/10/19 → 13/01/20)	**January, 2020 (21/01/20)**
2020/21 initial budget proposals	Schools' Standards Report (Summer, 2019)
Consultation Plan for the 2020/21 budget	GwE Annual Report: 2018/19
Finance Scrutiny Panel: Progress Report	Schools' Progress Review Panel: Progress Report
February, 2020 (change date of meeting 03/02/20 → to be confirmed)	**February, 2020 (04/02/20)**
2020/21 final draft budget proposals	Strategic Equality Plan: 2020/24
Progress report of the Finance Scrutiny Panel	North Wales Fire and Rescue Service
	North Wales Police and Crime Commissioner
March, 2020 (09/03/20)	**March, 2020 (10/03/19)**
Qtr3 Performance Monitoring: 2019/20	Public Services Board – scrutiny of progress in implementing the Wellbeing Plan
Progress Monitoring: Social Services Development Plan	Collaboration between Betsi Cadwaladr University Health Board and the Council
Social Services Improvement Panel: progress report	
April, 2020 (06/04/20)	**April, 2020 (07/04/20)**
	Additional Learning Needs Partnership – Gwynedd & Môn
	Schools' Progress Review Panel: progress report

Items to be Agenda'd:
Schools' Modernisation Programme – Amlwch / Llangefni / Seiriol
Day Opportunities Strategy (learning disabilities) (next steps)
Medrwn Môn
Use of Welsh Language in Internal Administration of the Council

Care Connect Charging Policy: Council House Tenants
Schools' Standards Report (Summer, 2019); GwE Annual Report 2018/19