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CYNGOR SIR
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ISLE OF ANGLESEY
COUNTY COUNCIL

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD LLUN, 13 MEDI, 2021 am 1:00 y. p.	MONDAY, 13 SEPTEMBER 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, Gary Pritchard, 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)

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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 MEETING (Pages 1 - 6)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 8 July, 2021.

3 MONITORING PERFORMANCE: CORPORATE SCORECARD Q1 2021/22 (Pages 7 - 18)

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

4 MONITORING PROGRESS: SOCIAL SERVICES PROGRESS REPORT (Pages 19 - 28)

To present the report of the Director of Social Services.

5 FINANCE SCRUTINY PANEL PROGRESS REPORT

To receive a verbal report.

6 FORWARD WORK PROGRAMME (Pages 29 - 34)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the virtual meeting held on 8 July, 2021

- PRESENT:** Councillor Aled Morris Jones (Chair)
Councillor Dylan Rees (Vice-Chair)
- Councillors Richard Griffiths, Richard O. Jones, Alun Roberts, Margaret M Roberts
- Portfolio Members**
- Councillors Llinos Medi Huws (Leader and Portfolio Member for Social Services), R. Meirion Jones (Portfolio Member for Education, Libraries, Culture and Youth)
- IN ATTENDANCE:** Chief Executive
Director of Social Services
Director of Education, Skills and Young People
Scrutiny Manager (AGD)
Committee Officer (ATH)
- APOLOGIES:** Councillors Bryan Owen, Nicola Roberts, Mr Keith Roberts and Mrs Anest Frazer (Co-opted Members), Councillor Dafydd Rhys Thomas (Portfolio Member for Corporate Business), Councillor Robin Williams (Portfolio Member for Finance), Mr Dylan Williams (Deputy Chief Executive), Mr J.Huw Jones (Head of Democratic Services)
- ALSO PRESENT:** Scrutiny Officer (SR)
-

The Chair welcomed everyone to the meeting and referred to the main business to be considered comprising of the Annual Report of the Statutory Director on the Effectiveness of Social Services in 2020/21 which would also be presented to the Executive and thereafter to Full Council.

1 DECLARATION OF INTEREST

Councillor Dylan Rees declared a personal but not prejudicial interest with regard to item 3 on the agenda having volunteered with the Bwyd Da Môn initiative.

2 MINUTES OF THE PREVIOUS MEETINGS

The minutes of the previous meeting of the Corporate Scrutiny Committee held on 7 June, 2021 were presented and were confirmed as correct.

3 REPORT ON THE EFFECTIVENESS OF SOCIAL SERVICES 2020/21

The Director's draft Annual Report on the effectiveness of Social Services in 2020/21 was presented for the Committee's consideration. The report is produced in accordance with statutory requirement and seeks to promote awareness and accountability for the performance and progress made over the past year in delivering Social Services within the Council as well as outlining the improvement priorities for the forthcoming year.

The Director of Social Services in presenting the report emphasised that it is a reflection of the achievements of Social Services working in partnership with other Council services, elected members, and supporting agencies to deliver the range of Social Services functions in 2020/21; it provides an overview of what has been achieved in the past twelve months in terms of making a difference in people's lives and it sets out the priorities for the coming year. The Director referred to the year gone by as having been one of the most challenging years to have been employed in Social Services because of the world wide coronavirus pandemic; thanks are especially due to all Social Services staff for their efforts and hard work during this very challenging period and also to the Authority's Foster Carers for meeting the challenges which adapting to a very different way of working created.

During the year Social Services maintained regular contact with Care Inspectorate Wales (CIW) colleagues and both Adults and Children and Families' Services were the subject of a recent assurance inspection by CIW the outcome of which was positive and will be detailed in a formal review letter to be published in the near future. CIW also conducted visits to the Service's two Small Group Homes the feedback from which was equally positive. As people's needs evolve and change so must Social Services and the Service is looking at the way in which it provides services going forwards – a process which has been accentuated by the pandemic which has brought about a rapid change in the way that things are done and prompted the introduction of a number of innovative working practices.

The Council and Social Services' Officers as professional practitioners play their part in contributing to both regional and national dialogue and discussions in order to ensure that the needs and voice of Anglesey residents are heard when decisions at those levels are made.

In highlighting some of many developments in Adults' and Children and Families' Services during the year the Director of Social Services referred to the shift to digital platforms and the use of technology to engage with a number of client groups including the development of virtual village halls and the provision of online services to support people with dementia and their carers; technology has also been used to deliver special interest and leisure activities including yoga sessions and a knitting club; the Service has been able to provide clients with the necessary technology and to support them in its usage. Partnership working has proved invaluable and Social Services has worked closely during the period with Medrwn Môn, Menter Môn and with Mencap Môn and has supported the latter with the opening of a Hub in the centre of Llangefni for adults and children with a learning disability. The number of Direct Payments clients has increased and with Covid related restrictions leading to the closure of community hubs/centres, clients have used their payments differently to make purchases that support their well-being.

With regard to Children and Families' Services, the drive to recruit foster carers has continued successfully despite the pandemic with 9 mainstream (general) fostering households being approved and 14 connected persons (family and friends) households. Two Small Group Homes were opened on Anglesey and together these provide a home for three young persons who would otherwise have had to remain in care placements out of county. The Adtrac Project which offers support into work and /or training for unemployed young adults has helped a number of young people during the year against the backdrop of Covid restrictions.

The Director of Social Services concluded by saying that the main message to be taken from the annual report is that Social Services has continued to meet all its statutory duties during the year whilst continuing to make progress with its development work in terms of changing the way services are provided so that they more closely accord with clients' expressed needs and wishes. The year has proved the value of partnership work to which

Anglesey Social Services remain committed both with its internal partners within the Council with the Education and Housing Services being key partners, and more broadly with the third sector, local schools and the Health Board.

The Leader and Portfolio Member for Social Services referred to the challenge of providing statutory social services under the impact of Covid 19 and she congratulated the Director of Social Services for the guidance he had provided during the year and the staff whose efforts and hard work ensured the continued delivery of essential social services to the most vulnerable within the community. Social Services cover a range of functions and reach into the lives of many people and their contribution during the pandemic is equally deserving of public recognition as a key service.

The Committee acknowledged the worthy contribution of Social Services to the pandemic response effort and the Service's success in maintaining statutory provision throughout. The Chair highlighted the statistics at the beginning of the report which conveys in numbers who Anglesey Social Services has helped and supported during the year including 3,084 contacts with adults and 3,843 contacts with children and their families. In further considering the report, the Committee raised the following matters -

- The reasons for the growth in the number of Direct Payment clients. The Director of Social Services advised that the flexibility of Direct Payments has proved advantageous at this time as people who would otherwise have attended community centres have used the payments in different ways to achieve the outcomes they desire. Increased confidence in the process and system have also played its part as has the availability of increased resources to support the use of Direct Payments. The increase in Direct Payments can also be attributed to word of mouth recommendations with clients passing on their positive experiences of Direct Payment to others.
- Whether the pandemic has altered Social Services' priorities going forward. The Director of Social Services advised that whilst the vision for what Social Services want to achieve in terms of improvement objectives remains the same the timescales for many projects will in all likelihood have changed because of the pandemic with some being brought forward in order to meet people's needs and others slipping back. Attention will continue to be given to the services that will be delivered as well as how they will be delivered with increased focus on the use of digital technology to improve accessibility and participation. Following a review of Adults' Services consideration will be given to modernising the services under this heading with a view to making provision of services more efficient and delivery more effectual. The Service must also be mindful of the needs of its workforce whose efforts during the pandemic have not been as prominently acknowledged as some other key services but whose support has proved critical to the Health Service's success in managing the challenges of Covid 19. The Service will continue to develop services for children and young people who are looked after by the Authority including by further increasing the number of Local Authority foster carers and by expanding Small Group Homes.
- Whether the pandemic has led to an increase or a decrease in the number of people seeking support. The Director of Social Services advised that while demand for Social Services has increased generally in recent years, the onset of the pandemic and related restrictions saw a reduction in the number of referrals received. That pattern was reversed at the end of the first lockdown period when referrals began to increase and they have since increased significantly. The Service is looking at how it will manage the increase in demand and is hopeful that confirmation of continuing ICF funding will be received as this is used to fund interventions that help prevent the escalation of needs and the involvement of statutory Social Services. In response to a further question about working in partnership within the Council during this time –

specifically Education - the Director of Social Services confirmed that collaboration between Social Services and the Learning Service in responding to Covid 19 has been both strategic and operational and has involved information sharing, increased contact with schools and co-ordinated action which has helped in terms of identifying vulnerable and at risk children and providing essential support and provision for them and their families during the pandemic period. The Director of Education, Skills and Young People confirmed that the two services had been working together as a team and he cited as an example a project in the Holyhead area focusing on engaging with children which has been recognised by Estyn.

- Whether the Adtrac Project reached its targets for helping young people gain employment or training and whether there is a risk to the continuation of support now that Adtrac funding has ended. The Director of Social Services advised that the hard data does not convey the whole picture particularly as regards the extensive support provided in some instances to help young people who may not have left their homes for some time to re-gain confidence, re-engage and get to a better place mentally. Verbal feedback from young people and their families who have been helped by Adtrac reflects more fully the difference which the support provided by the Adtrac team has made to those individuals. The Director of Social Services confirmed that benchmarking the data against that of councils nationally he was satisfied with the work of the Anglesey Adtrac team and that its figures in terms of young people reached excel those of many a larger council in Wales. In respect of funding, a joint bid has been made for resources to enable the project to continue which has passed the first two stages; however, should that not come to fruition, the Service has formed a supplementary plan that would allow elements of Adtrac support to continue to be provided internally.
- The challenges and risks faced by Social Services going forwards. The Director of Social Services advised that Social Services are beginning to see the ongoing health effects of long Covid particularly in Adults' Services and the issue of how and by whom those needs will be met is a challenge; Social Services are working with partners in the Health Board and regionally to understand the needs of individuals with this new condition. Although 2020/21 proved to be a financially stable year for Social Services uncertainty about long-term funding especially ICF grant funding on which several elements of Social Services' work are reliant is a risk and a concern; efforts are being made nationally to obtain clarity on this issue and a Welsh Government announcement is expected soon. Demand pressures are expected to grow and will be a challenge and although Social Services have plans in place to manage demand in 2021/22 consideration will have to be given to demand management in 2022/23 and beyond. In light of the efforts expended in responding to the pandemic, ensuring the workforce's well-being will be a priority as will the recruitment and retention of staff which in the past has been a challenge in the social care sector.

Having thanked the Director of Social Services for his presentation and responses and for Social Services' work throughout the pandemic, the Corporate Scrutiny Committee **resolved –**

- **To accept and to note the draft Isle of Anglesey County Council's Annual Director of Social Services' Report on the Effectiveness of Social Services in 2020/21 and to recommend the report to the Executive.**
- **To confirm that the Committee is satisfied that the report –**
 - **Captures the Council's current position with regards to delivering Social Services.**

- **Accurately reflects its improvement priorities for both Adults' and Children and Families' Services for the forthcoming year.**
- **Reflects the Council's accountability and responsibility with regard to its Social Services.**

NO FURTHER ACTION WAS RECOMMENDED.

4 FORWARD WORK PROGRAMME

The Committee's forward work programme to November, 2021 was presented for consideration. The Chair reminded Members to get in touch either with himself or the Vice-Chair should they have a topic which they would like to be considered for inclusion on the work programme.

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**

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	CORPORATE SCRUTINY
Date:	13 SEPTEMBER 2021
Subject:	SCORECARD MONITORING REPORT - QUARTER 1 (2021/22)
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 first scorecard report of 2021/22. It is to be considered within the context of the additional pressures emanating from our response to the coronavirus pandemic during Q1.
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	Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q2 and that a close eye is kept on the indicators currently affected by the coronavirus pandemic.
1.3.2	The removal of indicator 8 – the percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation – from the Scorecard for this year due to the current Covid-19 pandemic and in line with the expectations within the Food Standards Agency Recovery Plan.
1.4	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 Covid-19 continue to impact on the performance of Council services?
2. What arrangements are in place to mitigate the under-performance reported against some of the performance indicators? What arrangements are in place to monitor progress?
3. What effect will removing Indicator 8 (the percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation) have on the Scorecard this year?

5 – Background / Context

5.1 The Isle of Anglesey County Council 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 wellbeing priorities and sets out our aims for the period in conjunction with our Annual Delivery Document.

5.3 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.

5.4 This year's indicators included within the scorecard were agreed during a workshop with the Elected Members and Senior Management on the 13th July 2021. This will be the final annual scorecard agreed for this elected Council before the Local Government Elections in May 2022.

5.5 The scorecard (appendix 1) portrays the current end of Q1 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during September.

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

n/a

7 – Financial Implications

The end of Q1 financial position is noted in the report.

8 – Appendices:

Appendix A - Scorecard Quarter 1

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

- 2020/21 Scorecard Monitoring Report - Quarter 4 (as presented to, and accepted by, the Executive Committee in June 2021).

SCORECARD MONITORING REPORT – QUARTER 1 (2021/22)

1. INTRODUCTION

- 1.1 The Isle of Anglesey County Council 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 wellbeing priorities and sets out our aims for the period in conjunction with our Annual Delivery Document.
- 1.3 This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.
- 1.4 This year's indicators included within the scorecard were agreed during a workshop with the Elected Members and Senior Management on the 13th July 2021. This will be the final annual scorecard agreed for this elected Council before the Local Government Elections in May 2022.
- 1.5 The scorecard (appendix 1) portrays the current end of Q1 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during September.

2. CONTEXT

- 2.1 The performance monitoring KPIs continue to be aligned to the Councils' three wellbeing 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 The publication of the PAM national indicators was restarted this year following cancellation due to the Covid-19 pandemic last year. However, the PAM results are not yet available to help with the target setting process this year. Targets for the year have therefore been agreed based on previous

year's performance and also based on how they have been affected by the Covid-19 pandemic.

3. CORPORATE HEALTH PERFORMANCE

- 3.1 It is encouraging to note that the majority (88%) of the indicators monitored are performing well against targets (Green or Yellow RAG). Some of the highlights are noted below.
- 3.2 Attendance at work is an area which is reported on monthly and is analysed to ensure improvement. A challenging target of 8.75 days lost to absence per FTE has been agreed this year following on from the 6.68 days lost to absence per FTE in 2020/21.
- 3.3 At the end of Q1 the Council is YELLOW against its target with 2.23 days lost to absence per FTE in the period against a target of 2.1 days lost to absence per FTE. This performance is almost identical to the levels seen pre-pandemic in Q1 2019/20 where 2.24 days were lost to absence per FTE.
- 3.4 Our digital strategy has proved successful throughout this pandemic. There have been many developments to our digital channels including the use of social media accounts within our Services. The importance of social media cannot be underestimated as a communication tool for sharing information with both residents and visitors whilst attempting to positively influence behaviours during this time.
- 3.5 The accounts managed within Services have helped reach people who would not perhaps have followed the main Anglesey County Council accounts. This year, we will be including the Service led social media accounts to indicator 14 within the Customer Service section, the number of 'followers' of IOACC Social Media.
- 3.6 The additional followers will be taken from accounts including:
- Gwasanaeth Ieuencid Môn / Anglesey Youth Service,
 - Teulu Môn,
 - Archifau Ynys Môn / Anglesey Archives,
 - Môn Actif,
 - Gwasanaeth Ailgylchu a Gwastraff / Recycling and Waste Service,
 - Visit Anglesey / Croeso Môn,
 - Oriel Môn,
 - Swyddi Môn Jobs,
 - and others
- 3.7 Following feedback in the workshop from the Elected Members, we will be developing a system to measure the customer service satisfaction of the Council's telephone service. Work has begun on the system which will offer customers the option to take part in a customer satisfaction survey after their initial call is dealt with by officers. It is planned that the new system will be in place ready for reporting in the Q3 Scorecard report.

- 3.8 The indicators currently monitored within the Customer Service section do not highlight any cause for concern as the indicators are performing well against targets on the whole. Whilst this is positive, we also acknowledge that further work is needed as is noted above in 3.7 to implement additional customer satisfaction indicators for inclusion in the Q3 report. The only indicator that is underperforming against its target currently is indicator 04b – the total % of written responses to complaints within 15 days (Social Services) with a performance of 50% against a target of 80%. Despite the performance it is reassuring that 13 of the 14 complaints received in the quarter were discussed with the complaint within 5 working days and for 5 of the 7 late responses (71%) an extension was previously agreed.
- 3.9 The financial management section currently forecasts at the end of the first quarter is that the budget will be underspent by £2.540m for the year ending 31 March 2022. The service budgets are expected to underspend by £1.286m and corporate finance is forecast to also underspend by £0.675m. An underachievement of £0.039m is expected on the standard Council Tax. Surplus income of £0.668m is forecast on the Council Tax Premium. The Adults Service budgets are under 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 quarter estimate, however, if the projected overspend transpires it would be funded from the Council’s general balances, which would increase to £9.961m.
- 3.10 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.
- 3.11 The forecast underspend on the Capital Programme for 2021/22 is £12.619m, with this being potential slippage into the 2022/23 Capital Programme. The funding for this slippage will also slip into 2022/23 and will be factored in when producing the Treasury Management Strategy Statement, Capital Strategy and Capital Programme for 2022/23.
- 3.12 These results and the associated projected expenditure shows that the majority of projects are on target to be completed within budget. Covid-19 continues to have an impact on capital schemes and the speed in which they can progress due to various reasons and on a number of schemes, slippage is already expected. The Council has secured many different external grants and work is progressing well or expected to, on most of these schemes. The Council is also expecting to receive £0.852m of Capital Receipts in 2020/21 to contribute towards the funding of the Capital Programme.
- 3.13 Further information on financial management can be seen in the ‘Revenue Budget Monitoring Report for Q1’ and the ‘Capital Budget Monitoring for Q1’ reports which will be discussed in The Executive meeting on the 27th September.
- 3.14 This demonstrates reasonable assurance can be provided through the use of the scorecards analysis that the Council’s day to day activities in managing its

people, its finances and serving its customers are delivering against their expectation to a standard which is appropriate and agreed by Members. This is also reflected in the fact that the indicators from a performance management perspective are also demonstrating satisfactory performance.

4. PERFORMANCE MANAGEMENT

- 4.1 At the end of Q1 it is encouraging to note that the majority (85%) of the performance indicators are performing above target or within 5% tolerance of their targets. We do note however that four indicators are underperforming against their targets and are highlighted as being Red or Amber in the Scorecard.
- 4.2 Performance for our wellbeing **Objective 1** where we are working to ensure that the people of Anglesey can thrive and realise their long-term potential, at the end of Q1 has been good with only one indicator against this objective currently underperforming.
 - 4.2.1 Indicator 8 – 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 19% against a target of 45% which is an improvement on the 0% undertaken in Q1 2020/21.

This work has been affected as a result of the Covid-19 pandemic, where only 31 of the 163 planned inspections were able to take place during Q1. This was mainly due to the redeployment of staff in response to the pandemic and the guidance issued by the Food Standards Agency (FSA) which states that for action in terms of food safety, namely where ever possible - new businesses should be prioritised. This guidance has been followed fully. In this respect, it is encouraging to note that all new businesses due for inspection in Q1 were inspected. However, the new requirements to prioritise new business inspection is not compatible with the requirements of this indicator resulting in an inaccurate presentation of the actual performance.

The FSA Recovery Plan indicates that there is no expectation to complete these planned inspections until 2022/23. To date, no confirmation has been received on how inspections will be prioritised post-pandemic from a national perspective and therefore, as a result of this, **it is recommended that this indicator is removed from the Scorecard for the 2021/22 year and monitored in house.**

- 4.3 Performance against the indicators for wellbeing **Objective 2** where we are supporting vulnerable adults and families to keep them safe, healthy and as independent as possible demonstrate good performance once again. Only one indicator of the 15 monitored in Q1 (7%) is currently underperforming for the objective.
 - 4.3.1 Indicator 17 – The percentage of adults who completed a period of reablement and have no package of care and support 6 months later – is

AMBER with a performance of 56.58% against a target of 62%. This is a decline on the 60.76% seen in Q1 2020/21 and the 61.8% seen in Q1 2019/20.

We are currently seeing an increase in the level of clients with complex and higher support needs deciding to remain at home in response to the Covid-19 pandemic. This increases the level and demand for ongoing care & support from us. This will have an impact on the reablement rate of ongoing care moving forward as more complex cases remain in their communities.

The service has had to amend its practice in terms of hospital discharges and Social Workers and Occupational Therapists are working 7 days a week in Penrhos Stanley in order to assist the flow of discharges from Ysbyty Gwynedd. This change in practice has been done in partnership with our Health Colleagues.

A further analysis will be undertaken in Q2 to establish the reasons behind this demand to ensure that the service provision is adequately resourced into the future and the necessary levels of support are being offered in line with expectations.

- 4.4 The performance of indicators to monitor our wellbeing **Objective 3** where we work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment have on the whole been good with 71% above target. The 2 indicators which are underperforming during this quarter are:
- 4.4.1 Indicator 32 – Percentage of waste reused, recycled or composted – is RED with a performance of 64.55% against a target of 70% for the quarter. This performance is down on the 67.07% seen in Q1 2020/21 and the 72.79% seen in Q1 2019/20.

There are many reasons for this decline in performance in comparison with previous years. The Covid-19 pandemic remains one of these reasons due to a reduction in the use of our Household Waste Recycling Centres and an increase in black bin household waste as more people work from home. Other reasons include the difficulty in obtaining outlets to recycle some materials including carpets, wood and mattresses which is also a concern for other North Wales Councils.

Following on from the new chargeable Green Waste service implemented from April 2021, we have seen a decrease in the tonnages collected, and therefore composted – some of this green waste will have been placed in black bins by householders. Such a reduction can be evidenced from 2,456T in Q1 2020/21 to 1,863T at the end of Q1 2021/22.

This decrease was identified as a risk when agreeing to the new chargeable green waste collection service in January 2020 where it was stated that –

“Although there are potential major financial benefits for charging for Green Garden Waste collection, there are risks involved, most notably the likely

reduction in annual recycling levels which could increase the risk of not achieving the 70% 2024/25 statutory recycling target, resulting in Welsh Government fines.”

To mitigate the current underperformance, a new steering group has been established which includes senior officers, senior politicians and partners from the WLGA and WRAP Cymru. The aim will be to evaluate current working practices and identify how best to improve performance in respect to this indicator and work towards the targets set by the Welsh Government by 2025.

- 4.4.2 Indicator 35 – Percentage of all planning applications determined in time – which is RED with 73% against a target of 82%.

Capacity issues within the Planning team, arising as a result of long term illness, the secondment of an experienced team leader, protracted recruitment and backfilling processes, as well as other work pressures such as the impact of the ongoing pandemic, including a backlog of applications has resulted in the performance seen in Q1.

We are currently working to strengthen the Planning capacity through the Planning Improvement Plan and an improvement in the performance of this indicator will be realised once the increased capacity is in place.

The Planning Function has secured the placement of a Trainee Planning Officer and despite being unsuccessful in recruiting thus far it is anticipated that this additional capacity will be in place by March 2022. There are also plans underway to utilise Function reserves to create two additional (initially temporary) posts within the Development Management team, that are currently progressing through the recruitment process and if successful it is anticipated that this additional capacity will be in place by the end of the year.

- 4.5 We are currently developing further indicators for Objective 3 to demonstrate the carbon footprint of our Council Fleet and business miles. These new indicators will be in place for the Q2 report but are envisaged to include –

- A - Net change in Greenhouse Gas Emissions (tCO₂e) - Council fleet (Annual) (%)
- B - Council fleet approx. consumption of fossil fuels (tCO₂e)
- C - Grey fleet (employee vehicles) approx. consumption of fossil fuels (tCO₂e)

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.
- 5.2 These can be summarised as follows –

- 5.2.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q2 and that a close eye is kept on the indicators currently affected by the coronavirus pandemic.
 - 5.2.2 The removal of indicator 8 – the percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation – from the Scorecard for this year due to the current Covid-19 pandemic and in line with the expectations within the Food Standards Agency Recovery Plan.
- 5.3 The committee is asked to accept the mitigation measures outlined above.

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q1 2021/22

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Tuedd Bl i Fl / Yr on Yr Trend	Canlyniad 20/21 Result	Canlyniad 19/20 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)	-	-	-	-	94.60%	-	94.90%
2) Percentage of pupil attendance in secondary schools (termly) (Q3)	-	-	-	-	93.90%	-	93.90%
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)	-	-	-	-	3%	4.2%	2%
4) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q4)	-	-	-	-	85%	-	87.50%
5) Percentage of year 11 pupils studying Welsh [first language] (annual) (Ch4)	-	-	-	-	65%	-	65.01%
6) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q3)	-	-	-	-	75%	-	75%
7) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	-	98%	95%	95%	98%	98%
8) 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	-	19%	90%	90%	43%	92%
9) Percentage of NERS clients who completed the exercise programme (Ch3)	-	-	-	50%	50%	-	75%
10) Percentage of NERS clients whose health had improved on completion of the exercise programme (Ch3)	-	-	-	80%	80%	-	84%
11) Number of empty private properties brought back into use	Gwyrdd / Green	-	29	12	50	94	104
12) Number of new homes created as a result of bringing empty properties back into use	-	-	0	0	3	9	7
13) Landlord Services: Average number of days to complete repairs	Gwyrdd / Green	-	7.56	18	18	8.1	16.44
14) Percentage of tenants satisfied with responsive repairs (annual) (Q4) [Local Indicator] (Ch4/Q4)	-	-	-	-	-	-	-
Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible							
15) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (Q3)	-	-	-	-	3	-	6.88
16) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	-	90.00%	90%	90%	92.31%	91.30%
17) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Ambr / Amber	-	56.58%	62%	62%	60.36%	63.08%
18) 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	-	14.82	19	19	15.36	17.57
19) 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	-	98.00%	93%	93%	98.20%	98.00%
20) Percentage of child assessments completed in time	Gwyrdd / Green	-	90.45%	90%	90%	86.87%	89.62%
21) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	-	1.97%	2.50%	10%	12.34%	8.39%
22) The percentage of referrals of children that are re-referrals within 12 months [Local Indicator]	Gwyrdd / Green	-	12.50%	15%	15%	32.00%	12.75%
23) 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)	Melyn / Yellow	-	277	270	270	258	224
24) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	-	99.29%	95%	95%	99.56%	98.88%
25) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow	-	85%	90%	90%	87.74%	86.30%
26) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	-	78.20%	70%	70%	74.74%	74.91%
27) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green	-	85.71%	70%	70%	75.47%	77.70%
28) Average number of calendar days taken to deliver a Disabled Facilities Grant	Melyn / Yellow	-	178.54	170	170	169	159.58
29) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Melyn / Yellow	-	41.8	40	40	45.6	21.9
30) Landlord Services: Percentage of rent lost due to properties being empty	Gwyrdd / Green	-	1.72%	2.00%	-	1.98%	1.42%
Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment							
31) Percentage of streets that are clean	Gwyrdd / Green	-	98%	95%	95%	92.00%	93.79%
32) Percentage of waste reused, recycled or composted	Coch / Red	-	64.55%	70%	67%	62.96%	67.26%
33) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	-	0.88	1	1	0.95	0.96
34) Kilograms of residual waste generated per person	Gwyrdd / Green	-	55.98kg	60kg	240kg	214kg	206.17kg
35) Percentage of all planning applications determined in time	Coch / Red	-	73%	82%	82%	79%	90%
36) Percentage of planning appeals dismissed	Gwyrdd / Green	-	67%	65%	65%	58%	78%
37) Percentage of planning enforcement cases investigated within 84 days	Gwyrdd / Green	-	91%	80%	80%	74%	74%
38) Percentage of A roads in poor condition (annual) (Q4)	-	-	-	3%	2.90%	4.60%	4%
39) Percentage of B roads in poor condition (annual) (Q4)	-	-	-	4%	3.80%	3.80%	3.80%
40) Percentage of C roads in poor condition (annual) (Q4)	-	-	-	9%	8.70%	8.50%	8.20%

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-Q1 2021/22

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 20/21 Result	Canlyniad 19/20 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	-	10	19	43	67
02) No of Stage 2 Complaints received for Social Services	-	-	4	-	6	-
03) Total number of complaints upheld / partially upheld	-	-	2	-	8	-
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	-	88%	80%	88%	94%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	-	50%	80%	75%	-
05) Number of Stage 1 Complaints for Social Services	-	-	14	-	24	-
06) Number of concerns (excluding Social Services)	-	-	37	-	104	136
07) Number of Compliments	-	-	107	-	662	618
08) % of FOI requests responded to within timescale	Gwyrdd / Green	-	83%	80%	79.4%	82%
09) Customer Satisfaction Telephone Service - TBC (Q3)	-	-	-	-	-	-
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website	-	-	41.5k	-	33.5k	15k
11) No of reports received by AppMôn / Website	-	-	30k	-	58k	10.8k
12) No of web payments	-	-	8.5k	-	18.5k	13k
13) No of telephone payments	-	-	2k	-	7k	6.5k
14) No of 'followers' of IOACC Social Media	-	-	84k	-	-	-
15) No of visitors to the Council Website	-	-	248k	-	1.03M	783k

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 20/21 Result	Canlyniad 19/20 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2169	-	2180	2181
02) Sickness absence - average working days/shifts lost	Melyn / Yellow	-	2.23	2.1	6.68	9.4
03) Short Term sickness - average working days/shifts lost per FTE	-	-	0.87	-	1.94	4.2
04) Long Term sickness - average working days/shifts lost per FTE	-	-	1.36	-	4.74	5.2
05) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)	-	-	-	-	6%	9%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiad a Ragwelir / Forecasted Variance (%)
01) Budget v Actuals	Coch / Red	-	£31,874,000	£31,500,000	-1.17%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	-	£147,120,000	-	-	£145,509,437	-1.09%
03) Forecasted end of year outturn (Capital)	-	-	£31,692,000	-	-	£25,366,000	-19.96%
04) Income v Targets (excluding grants)	Gwyrdd / Green	-	-£3,403,325	-£3,419,737	0.48%	-	-
05) Amount borrowed	-	-	£7,188,000	-	-	£0	-100.00%
06) Cost of borrowing	Gwyrdd / Green	-	£4,550,756	-	-	£4,000,380	12.09%
07) % of Council Tax collected (for last 3 years)	Melyn / Yellow	-	-	98.1%	-	-	-
08) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	-	-	98.6%	-	-	-
09) % Housing Rent collected (for the last 3 years)	Melyn / Yellow	-	-	100.5%	-	-	-
10) % Housing Rent collected excl benefit payments (for the last 3 years)	-	-	-	99.63%	-	-	-

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Corporate Scrutiny Committee
Date:	13 th September 2021
Subject:	Social Services Progress Report
Purpose of Report:	Confirm progress and improvements made to date in Social Services.
Scrutiny Chair:	Cllr Aled Morris
Portfolio Holder(s):	Cllr Llinos Medi
Head of Service:	Fon Roberts, Director of Social Services, and Head of Children & Families Services Iola Richards, Interim Head of Adults Services
Report Author: Tel: Email:	Emma Edwards Business Manager, Adults' Services 01248 751887 Emmaedwards@ynysmon.gov.uk
Local Members:	Relevant to all Members

1 - Recommendation/s

The Corporate Scrutiny Committee is requested to:

- **Confirm that it is satisfied with the pace of progress and improvements made to date in Social Services.**
- **Recommend to the Executive that progress and pace of improvements in Social Services are adequate.**

2 – Link to Council Plan / Other Corporate Priorities

Yes linked to the YM Council Plan 2017-22 - Objective 1, 2 and 3.

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**]
CIW Reports are shared under Section 5, point 1 and 2 outlining progress to date across both Adults Services and Children and Families Services, and seeks to give members reassurance of the improvements made.

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

This report seeks to reassure Members of the Scrutiny Committee that we have developed and imbedded Quality Assurance processes, which are reported under Section 5, Point 4 of this report.

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

1. To what degree are the work programmes in place sufficiently robust to achieve the necessary improvements at an appropriate pace?
2. What are the major risks to achieving the necessary improvements and how are these being mitigated?
3. What actions are being taken by the Social Services Improvement Panel in support of the improvement journey?
4. What suggestions does the Committee have to further strengthen these work streams?

5 – Background / Context

Background - Social Services Improvement Panel

This report aims to advise members of the Executive Committee of progress since the initial meeting of the Joint Social Services Improvement Panel.

Whilst our work is prioritised around statutory requirements, we also align our efforts to assist the corporate priorities as listed in the Council Plan. The relevant objectives for our services is:

Objective 2: Support Vulnerable Adults and Families to Keep Them Safe, Healthy and As Independent As Possible

1. Children & Families Service Update:

i) Increasing the number of Local Authority Foster Carers-

At present we have 108 individuals registered foster carers with IOACC, made up of:

- 36 mainstream fostering households
- 28 connected persons fostering households

During 2020/21

- 9 mainstream (general) fostering households approved
- 12 connected persons (family and friends) households approved

This has enabled an increased number of children to stay on Ynys Mon and remain part of their extended families and local communities.

We have also been able to approve a small number of Specialist Foster placements i.e. Mother and baby Placements and again this will avoid the need for families to be placed Out Of County for specialist assessments and support

The recruitment target for 2021/22 is a total of 6 mainstream approvals and the situation at the end of Quarter 4 is positive with :-

- 4 ongoing mainstream assessments
- 1 mainstream application awaiting assessment (Stage 1)
- 1 further application expected

There is further targeted recruitment planned regionally for 2021/22 and as a consequence of the recent growth of the service additional social work capacity has been agreed taking the FTE to 4.75 Social workers and the additional post of Fostering Support Worker.

Posts are currently being advertised and recruitment ongoing.

This will give the opportunity to review the Team structure and the way the service operates across the island.

ii) Opening our first “Cartrefi Clyd”:

Working towards our family-style homes, on the island which will enable looked after children from Anglesey to receive care on the Island, attend local schools and participate in community life as opposed to potentially being placed in accommodation further away from the local community they are used to.

Our first two homes are now fully occupied and staffed, with a young person in our one bedroomed property and two children in the second home.

The third property which will provide short breaks for children and young people with learning disabilities has now been completed and registration has been submitted to CIW.

The fourth property will mirror the model of our other two small care homes for Looked After Children

iii) Young Carers ID Card

The joint project between Acton for Children, Gwynedd and Môn Social Services and young cares has resulted in developing a Young Carers ID card, as part of a Welsh Government initiative. Cards have been designed and are currently being rolled out.



Cyflwyniad
Gofalwyr Ifanc a Cer



Gwynedd and
Anglesey Young Car

i) Community Resilience Scheme Update

Welsh Government Funding to support provision of services in a transformative way.

The Transformation Grant has been formally launched in Gwynedd & Môn.. Guidelines and the Application Form they have produced for the Transformation Grant. They have

already received a number of enquiries and are therefore hopeful that some good applications will be in the pipeline. The projects are monitored by Medrwn Môn and Mantraeth Gwynedd.

Grants are available up to £5000. Application will need to meet at least one of the fund's aims and objectives:

- . Community Activities
- . Structured Play
- . Support for parents and children following the effect of Covid 19

As far as the Transformation Team are concerned, a number of roles have been filled, including Practice Lead, Psychologist etc. and the remainder will be interviewed in early September.

2) Adult Services Update:

i) Continue to work on planning for a new extra care housing provision in the South of the Island –

The new Extra Care site has been identified. Works has commenced to plan for the build and provision. The business case is currently being finalised. Once the business case has been completed and approved the housing department will be appoint a team of designers to develop the project further. A contribution from ICF has been allocated towards the total build cost for 2021-22.

ii) Develop the Shared Lives programme to support people living with dementia and their carers as well as design a Dementia Strategy which is in line with the Welsh Government Dementia Plan-

The Service has reduced due to the COVID-19 situation, and due to the reduction in ICF funding. One officer in post covering both Gwynedd and Môn. Whilst the project has extended to include older Adults as well as Dementia clients). We are hoping that we will be able to resume the service as soon as COVID regulations allow.

A review of the project is scheduled to take place in December, to consider reviewing the funding for the next financial year or not.

iii) Develop opportunities for people with mental health needs to participate in community based group activities-

The situation due to COVID-19 restrictions remains unchanged, and as restrictions are released we will be aiming to further increase opportunities and activities. Individual support sessions have resumed for some individuals.

iv) Establish 3 Community Resource Teams, located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll, that will bring Council and Betsi Cadwaladr Staff together to improve access to our care and support services at the earliest opportunity-

Work to establish three Community Resource Teams (CRT) located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll was undertaken during the year. All Health and Social Care staff have been designated to their allocated CRT in the three areas.

Substantial progress has been made in the first two quarters of the year in the development of the WCCIS Prototype on the Island. A joint project with BCUHB Community Team we have mapped out current working practices across each of the work areas, and are currently agreeing and developing a new joint working principles which will be built into WCCIS in order for each worker to gain access to up to date client information. This work will depend on the sign off of the WCCIS business case by BCUHB, which is currently going through their internal processes. We hope to be in a position to start to 'build' the system to fit the needs of the CRTs towards the end of September.

Engage and consult with users on the Adult Learning Disability Day opportunity Strategy so that we create a greater range of high quality day opportunities for individuals in their communities-

The Adult Learning Disability Day Opportunity Strategy is in place, however formal consultation on the development of a greater range of high quality day opportunities for individuals in their communities will not take place until the Spring of 2022. In the meantime, community options are being explored across the island.

3) Social Services Joint COVID Update:

The situation remains the same as in our February 2021 update:

The worldwide COVID-19 pandemic has affected the way we work since late February 2020, with Corporate and Business Continuity Management plans implemented following national guidance and due to impact of COVID-19 mid March 2020:

- State of emergency powers and budgets deployed
- Emergency Management Response Team continuing, whilst managing business as usual, and preparing for both the unlocking and recovery phases
- Daily and weekly Situation Reports prepared summarizing key decisions, issues and risks
- Daily communication internally with Members and staff and externally via the Council website and social media
- Formal COVID-19 risk register reviewed and updated regularly.

Deployment of emergency delegated powers enabling the Council to make essential decisions. This resulted in the majority of the Council Staff working from home where possible, the closure of our Council building for visitors, closure of our learning disability day centres, lockdown of our Residential Care and Nursing homes to non-essential visitors and a reduction in our services.

During the lockdown period we have:

- Continued to meet all our statutory duties

- Worked closely with Welsh Government, Care Inspectorate Wales, Association of Directors of Social Services (ADSS), BCUHB, Providers and colleagues within North Wales Resilience Team, as well as many others.
- Set up a Covid-19 PPE store to manage the Welsh Government PPE deliveries, managed within Social Services resources.
- Set up the COVID testing referral process and managed this 7 days per week by Council staff.
- Developed and deployed innovative working practices to adapt to the pandemic period to facilitate contact, assessments, reviews, ensuring that our safeguarding duties are carried out.
- Continued to complying with Court proceedings and Care Planning.
- Continued to recruit Local Authority Foster Carers.

4) Care Inspectorate Wales (CIW) Local Authority Assurance Check Findings

Following our Inspection by CIW held 14th-18th June 2021, we have received a the following findings letter from the Head of Local Authority Inspector.



CIW - Isle of Anglesey County Co



AGC- Cyngor Sir Ynys Mon - Archwili

The full report will be published on the CIW Website Shortly.

5) Social Services Improvement Panel

The Social Services Improvement Panel has continued to meet regularly despite the challenges and restrictions associated with the Pandemic. Meetings of the Panel were convened in March, April, May and July, 2021 with meetings scheduled until the end of the current financial year. It can be reported that the Scrutiny Panel continues to receive evidence of improvement and developments in both Children's and Adults' Services which provides assurance on progress made thus far. Attached is a resume of the Improvement Panel's input over the past 6 months (**Appendix 1**).

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

Not Relevant

7 – Financial Implications

Not Relevant

8 – Appendices:

Social Services Improvement Panel Progress Report.

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

As included.

Social Services Improvement Panel Progress Report

This progress report refers to 4 meetings of the Social Services Improvement Panel (held on 23/03/21, 20/04/21, 25/05/21 and 20/07/21) and as a result it covers the period **March** → **July, 2021**.

1. Review of Panel Forward Work Programme including Laming Visits

- A further review of the Panel's forward work programme to ensure focus on key improvements / developments in Social Services.
- Laming Visits – a revised programme has been implemented over the past 6 months with Visits being convened virtually. Laming Visits have focused on the following areas → Fostering Team, Community Mental Health Resource (Heddfan), Local Area Co-ordinators (Children and Adults), Community Resource Teams, Cartrefi Clyd Môn.

2. Social Services Response to Covid-19

The Panel received a comprehensive presentation on the Social Services response to Covid-19. It was noted that SWOT analyses have been conducted regularly in order to assess what has worked well and has not worked as part of the process of managing the Social Services response to the Pandemic.

3. Community Resource Teams

An update was given in March on the work of the Community Resource Teams (CRT) which will become the basis upon which Social Services will offer seamless services to users in partnership with the Health Board. It was noted that Adult Services have moved a 3 area model of working – North (Amlwch), South West (Ysbyty Penrhos Stanley) and South East (Plas Mona, Llanfairpwll). CRT meetings are now convened weekly to discuss / collaborate on complex cases.

4. Partnership Working – relationship between Housing and Social Services

The Head of Housing Services discussed the relationship with Social Services as a basis to support both Children's and Adult Services to provide services for vulnerable individuals. Cartrefi Clyd Môn, Extracare Housing and housing adaptations were cited as examples of the effective partnership working between both services.

5. Youth Service and Estyn Report

In April, the Panel received a presentation on the contribution of the Youth Service in support of local vulnerable children and young people. Reference was also made to the findings of a recent Estyn inspection. It was noted that management of the Youth Service has now transferred to Social Services but continues to work closely with the Education Service, working mainly in schools as well as local communities. Youth Service workers have played a key role in delivery of food packs for children during the height of the Pandemic which also provided an opportunity to engage with parents / carers. It was noted that the outcome of the Estyn report was positive and particular reference was made to effective work by the Youth Service in support of vulnerable individuals during the Pandemic.

6. Panel Self-Evaluation

In April, the Panel completed a self-evaluation to gauge the effectiveness of its work and it was concluded that the Panel continues to have a positive impact and is adding value to the governance of the organisation.

7. Independent Diagnostic Review – Adults Services

The Panel received a presentation in May on the findings of a recent independent diagnostic review of adults' services. Details of the areas requiring further development were noted which will be the basis of a service development programme in moving forward.

8. CIW Assurance Check of Social Services

The Director of Social Services also reported in May on a forthcoming Care Inspectorate Wales assurance check of Social Services. It was noted that the assurance visit would be during the week commencing 14th June, 2021 for a week with all inspection work being carried out virtually. The review will focus on the following areas:

- How Social Services have delivered their statutory work during the Pandemic
- Review how well Social Services continue to help adults, children and their carers during this difficult time
- Plans for sustainability of services into the future.

9. Resilient Families Team / IFSS

The Panel received a presentation on the work of the now integrated Resilient Families Team / IFSS in support vulnerable families. It was noted that the primary aim of the service is to engage with families with a view to avoiding children coming into the care of the local authority. Positive outcomes for individual families were referred to which have also resulted in tangible cost avoidance for the Service.

10. Annual Report on Social Services Complaints: 2020/21

In July, the Panel received a presentation on the 2020/21 Annual Report on Social Services Complaints. It was noted that 50 negative comments / concerns and 200 positive comments were received during 2020/21 and that the Annual Report was a more positive one than the previous year.

Further meetings of the Panel have been scheduled as follows:

- 19 October, 2021
- 30 November, 2021
- 25 January, 2022
- 15 February, 2022.

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	13 th September, 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 – January, 2022
[Version dated 01/09/21]

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
Committee Forward Work Programme for 2021/22	Public Services Board Annual Report 2020/21
	Annual Report: North Wales Regional Partnership Board (Part 9: Health and Social Services) 2020/21
	Committee Forward Work Programme for 2021/22
September, 2021 (13/09/21)	September, 2021 (20/09/21)
Monitoring Performance: Q1: 2021/22	North Wales Economic Ambition Board Quarter 1 Progress Report 2021/22
Finance Scrutiny Panel Progress Report	Schools Progress Review Panel Progress Report
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	Corporate Safeguarding

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Housing Challenge: IOACC's response to the local housing situation	
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)
Initial Draft Budget Proposals 2022/23	Public Services Board- Governance Arrangements
Public Consultation Plan for 2022/23 Budget	North Wales Economic Ambition Board Quarter 2 Progress Report 2021/22
Committee Forward Work Programme for 2021/22	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	
Local Housing Strategy: 2022/27	
Committee Forward Work Programme for 2021/22	
	January, 2022 (18/01/22)
	Annual Report- Community Safety Partnership

Items to be scheduled:

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
Homelessness Strategy and Housing Support Grant (07/03/2022)	Transformation of Learning Disabilities Day Opportunities
Schools' Modernisation Programme	Recovery Plans (Covid-19)
Housing Revenue Account Business Plan: 2022/23	Gypsy and Traveller Accommodation Needs Assessment
Final Draft Budget Proposals 2022/23	
Recovery Plans (Covid-19)	