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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD MAWRTH, 16 TACHWEDD, 2021 am 1:00 y. p.	TUESDAY, 16 NOVEMBER 2021 at 1.00 pm
CYFARFOD RHITHIOL WED'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
Gwag/Vacant (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 18 October, 2021.

3 MONITORING PERFORMANCE: CORPORATE SCORECARD QTR 2 2021/22 (Pages 7 - 18)

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

4 FINANCE SCRUTINY PANEL PROGRESS REPORT

To receive a verbal update by the Chair of the Panel.

5 TRANSITIONAL PLAN (Pages 19 - 32)

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

6 FORWARD WORK PROGRAMME 2021/22 (Pages 33 - 40)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the virtual meeting held on 18 October, 2021

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

Councillors John Griffith, Richard Griffiths, Bryan Owen, Gary Pritchard,
Alun Roberts, J. Arwel Roberts

Portfolio Members

Councillor Llinos Medi Huws (Leader and Portfolio Member for Social Services)
Councillor Richard Dew (Portfolio Member for Planning and Public Protection)
Councillor Carwyn Jones (Portfolio Member for Major Projects and Economic Development)
Councillor R. Meirion Jones (Portfolio Member for Education, Libraries, Culture and Youth)
Councillor R.G. Parry, OBE, FRAgS (Portfolio Member Highways, Waste and Property)
Councillor Dafydd Rhys Thomas (Portfolio Member for Corporate Business)

IN ATTENDANCE: Chief Executive
Deputy Chief Executive
Director of Function (Resources)/Section 151 Officer
Director Function (Council Business)/Monitoring Officer
Head of Service (Housing Services)
Head of Service (Highways, Waste and Property)
Head of Service (Regulation and Economic)
Head of Democratic Services
Head of Profession (HR) & Transformation
Programme, Business Planning and Performance Manager
Scrutiny Manager (AGD)
Committee Officer (ATH)

APOLOGIES: Councillors Richard Owain Jones, Nicola Roberts, Mr Keith Roberts, Mrs Anest Frazer, (Co-opted Members), Councillor Robin Williams (Portfolio Member for Finance)

ALSO PRESENT: Mr Gareth Williams (Local Democracy Reporter)

Prior to commencing the business of the meeting the Chair referred with regret to the death of Sir David Amess, MP who was fatally stabbed during a constituency surgery in Essex on Friday, 15 October, 2021; the Committee's thoughts were with his family and friends during this very sad time. A minute's silence was held as a mark of respect for the late Sir David Amess.

1 DECLARATION OF INTEREST

Councillor Bryan Owen declared a personal but not prejudicial interest with regard to any matter that may arise in connection with the Authority's small group homes (Cartrefi Clyd) on the grounds that the Authority had bought a property to be utilised as a small group home close to where he lived.

At the request of the Chair, the Director of Function (Council Business)/Monitoring Officer confirmed that the interest was not prejudicial unless the Committee was to enter into full discussion with regard to the specific small group home nearby Councillor Owen's own home.

Likewise Councillor Aled Morris Jones declared a personal but not prejudicial interest on the basis that the Authority is in the process of purchasing the next door property for conversion into a small group home (Cartref Clyd).

Councillors Dylan Rees declared an interest with regard to item 3 on the agenda as a volunteer with Bwyd Da Môn; Councillor Alun Roberts in also declaring an interest in respect of item 3 having volunteered during the pandemic said that he understood that that did not prevent him from taking part in the discussion.

At the request of the Chair, the Director of Function (Council Business)/Monitoring Officer confirmed that an interest of the kind was neither personal nor prejudicial unless a specific body/organisation in which a Member(s) had an interest was to be the subject of discussion.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting of the Corporate Scrutiny Committee held on 13 September, 2021 were presented and were confirmed as a correct record.

3 ANNUAL PERFORMANCE REPORT 2020/21

Councillor Dafydd Rhys Thomas, Portfolio Member for Corporate Business presented the draft Annual Performance Report for 2020/21. The Annual Performance Report is a statutory document which analyses the Council's performance over the preceding financial year against the improvement priorities outlined in the Council's well-being objectives as set out in the Council Plan, and it must be published by 31 October annually. The Council wants to ensure that the people of Anglesey can thrive and realise their long-term potential; it seeks to support vulnerable adults and families and keep them safe, healthy and as independent as possible and it endeavours to work in partnership with the Island's communities to ensure that they can cope effectively with change and developments whilst protecting the natural environment.

The Portfolio Member for Corporate Business reported that the draft Annual Performance Report looks at the output and outcomes against what the Council said it would achieve under its three specific well-being objectives in what was an extraordinary and challenging year where the Council had to change and adapt its services to deal with the evolving regulatory expectations related to mitigating the effects of the worldwide pandemic. The report highlights the Council's achievements as well as identifying areas where further improvements are needed which is equally important in terms of making progress and reaching targets. The Council's main aim during this period was to keep residents, visitors and the Council's workforce safe whilst continuing to maintain key frontline services. In doing so the Council succeeded in delivering over and above what was essential and the report gives numerous examples of new initiatives/services either as a direct response to the pandemic crisis or as a progression of planned projects. The Portfolio Member concluded his presentation by acknowledging that the last 18 months have been difficult for the people and communities of Anglesey as well as the Council's

staff and that further challenges are expected this coming winter. He thanked all those who had helped support the Council through this most challenging of periods.

The Head of Profession (HR) and Transformation acknowledged that the period which the Annual Performance Report covers was extraordinary and unprecedented in the history of the Council. Whilst the pressure on staff has been significant and still continues for some services, the level of achievement which the Annual Performance Report reflects is testament to the efforts of staff at a time when many were re-directed or re-assigned to work on pandemic related matters.

The Programme, Business Planning and Performance Manager advised that the Annual Performance Report must be adopted as a fair reflection of the year's performance by 31 October, 2021 and that this will be the last time this statutory requirement applies. It is hoped that the Annual Performance report will be seen as having accurately captured the year's performance and that it will be acknowledged that although a number of new work areas emerged as a result of the pandemic to which the Council had to respond, the report shows the impact of that response on the performance against the Council's historic and more traditional PIs.

In recognising the tremendous effort put in by the Council's staff from the top down in dealing with and managing the pandemic, the Committee raised the following points on the Annual Performance Report for 2020/21 –

- Although recognising that the Council has assisted over 2,000 businesses on the Island to secure financial support as a result of the pandemic by distributing approximately £40m in grants by the end of the 2020/21 financial year, the Committee referred to reports in the national media about business failures and it wanted to know whether data is available on the number of businesses on Anglesey that have closed as a direct result of the pandemic believing it important that the Committee has an up to date picture of the economic position on the Island.

The Portfolio Member for Major Projects and Economic Development and the Head of Service (Regulation and Economic) confirmed that although those statistics were not immediately to hand they would endeavour to obtain the information and circulate it among the Committee's members subsequently. The Chair commented that it would be appreciated if the information could be made available within the next seven days ahead of the presentation of the Annual Performance Report to the Executive.

- Following on from the above enquiry, the Committee referred to the recruitment and/or staffing difficulties which some businesses and organisations are experiencing in the wake of the pandemic which also applies to the County Council in some areas in relation to social care. The Committee wanted to know what approach the Council is taking to recruit to key posts in the current very challenging employment context.

In acknowledging that a number of local authorities and other organisations are finding recruitment a challenge at present and confirming that there are vacant positions currently within the Council, the Chief Executive advised that the Council's recruitment process comprises a range of media to publicise job vacancies and reach potential candidates including social media channels. With regard to recruitment to care positions the Council together with the other North Wales councils have collectively written to Welsh Government to seek ways of sourcing the best people for positions within care services both regionally and nationally including by relaxing regulations and modifying guidelines where appropriate.

The Head of Profession (HR) and Transformation advised that the number of vacant positions within the Council is at present no more nor less than usual and that recruitment is currently an issue across Wales in both the public and private sectors.

What is most challenging is extending the reach of job vacancies in order to attract a range of suitable candidates which is especially true for some services given that councils are competing in the same service areas for the same individuals. Anglesey Council's rates of pay are competitive with the Council being committed to paying the Living Wage. Currently the Council is engaged in a targeted recruitment drive in Social Services and a walk-in Recruitment Day has been arranged for the next week which if successful will be extended to other areas. Work is therefore being undertaken to bolster recruitment and efforts are being supplemented by the local knowledge held across the Council to proactively identify candidates for jobs available.

- With regard to the impact of the pandemic in terms of the Council's ability to deliver its strategic well-being objectives, reference was made to the current Covid 19 case rate which is well above the 92.8 cases per 100k population over a 7 day period quoted at the time of the report's writing. The Committee wanted to know what action was being taken in response to the increased Covid 19 caseload to assure the public that the situation is being contained bearing in mind the rapid response approach taken in relation to the Covid 19 outbreaks at the Two Sisters meat processing plant in Llangefni and subsequently in the town of Holyhead in 2020.

Councillor Llinos Medi, Leader of the Council assured the Committee that the framework and structures that were put in place to respond to the Coronavirus pandemic at the outset remain in place; the Emergency Management Response Team (EMRT) which met weekly at the start of the pandemic did ease to fortnightly meetings as cases decreased but has met weekly once again as the number of positive cases has risen; it continues to monitor the situation closely and to respond accordingly. Likewise the multi-agency prevent group continues to meet and share information; within the Council the Public Protection Service is monitoring adherence to current rules within the business sector; the Learning Service has been providing support to schools since they've re-opened and Adults' Services are in regular contact with the Health Board and with the private care sector. The challenge now is balancing business as usual with the ongoing management of the Covid situation.

The Chief Executive confirmed that the data is being scrutinised daily to pinpoint any developing clusters in what can be a rapidly changing situation. Information continues to be shared and messages disseminated widely in an attempt to get people to take responsibility for their behaviour in order to limit the spread of the virus. The Council continues to work with its partners to see what can be done to protect the public.

The Deputy Chief Executive advised that the position has changed in terms of how the effects of Covid 19 are measured. By now over 53,000 individuals on the Island have received either the first or both vaccinations, and in the region of 4,000 individuals have received a booster jab; consequently although the case rate is high the number of people requiring hospital treatment for Covid 19 is relatively low and remains constant. The hospitalisation rate is now therefore the key metric in monitoring the effect of the virus and this rate has not changed. It must also be remembered that the relaxation of restrictions make it easier for the virus to spread. There is a high percentage of Covid cases currently in schools although these remain open. It is hoped that the Island will turn a corner sooner rather than later and that the case rate will begin to decrease, the important point being that because of the vaccination programme, the number of hospital admissions for Covid 19 is not increasing despite the high case rate. Additionally, Welsh Government last week published its Coronavirus Wales Control Plan for the coming autumn and winter which sets out the measures for the period nationally and how these link into the ongoing regional and local response across

Wales. <https://gov.wales/sites/default/files/publications/2021-10/coronavirus-control-plan-autumn-and-winter-2021-update.pdf>. To ensure that people remain safe over the coming months, they need to take up the offer of vaccination and they also need to respect the current health advice with the emphasis now being on taking personal responsibility for one's health.

- The Committee referred to the position with regard to young people not in Education, Employment or Training (NEETs) where the performance against the indicator was Red resulting in the Council being placed in the bottom quartile for this indicator for the year. The Committee in noting that due to circumstances beyond its control, the Council was not made aware of many of the individuals until November when the snapshot was taken sought clarification of how this had happened and whether it applied to other authorities as well.

The Director of Education, Skills and Young People clarified that the lack of information was due to data reporting and timing issues; the matter has been raised with Careers Wales by the Principal Youth Officer and appropriate arrangements have now been put in place; the issue which was procedural in nature has affected other councils as well. In addition there has been discussion about what the data represents and whether in its current form it meets the requirements. In response to a further question about the number of young people affected by the delay in the Council being made aware of those not in employment, education or training, the Officer said that whilst this data was not immediately to hand he would forward the information to the Committee's members after the meeting.

The Chair requested that that be done in the next seven days.

Councillor Llinos Medi, Leader of the Council confirmed that she as Portfolio Member for Social Services and the Portfolio Member for Education, Libraries, Culture and Youth had met with the Director of Education, Skills and Young People and the Director of Social Services to discuss the matter when it emerged as part of the 2020/21 Quarter 3 Corporate Scorecard reporting process after which it was pursued. Whilst a conversation with Careers Wales to ensure the timely reporting of data in future has now taken place, it should be noted that once the Council was in receipt of the information it acted upon it and made contact with the young people concerned. An update on the outcomes for these young people in terms of their progression or otherwise to employment, further education or apprenticeships was then provided by the Director of Education, Skills and Young People in June, 2021.

It was resolved to recommend to the Executive that the final version of the 2020/21 Annual Performance Report be published by the statutory 31st October deadline and that Officers in collaboration with the Portfolio Member for Corporate Business complete the said report to be published as part of the Full Council papers for the 26 October, 2021 meeting.

ADDITIONAL ACTIONS –

The following information to be forwarded to the Committee's members within the next seven days by the Head of Service (Regulation and Economic) and the Director of Education, Skills and Young People respectively:

- **The number of business failures on Anglesey as a result of the pandemic.**
- **The number of young people affected by the delay in the Council being made aware of those not in Education, Employment or Training (NEETs).**

4 WASTE STEERING GROUP WITH WRAP CYMRU

The report of the Scrutiny Manager with regard to nominating a member of the Corporate Scrutiny Committee to serve on the Waste Steering Group with WRAP Cymru was presented for the Committee's consideration.

The Head of Service (Highways, Waste and Property) in providing background information reported that in discussing the Council's Quarter 1 2021/22 performance against national and local indicators at its 13 September, 2021 meeting, the Committee highlighted indicator 32 on the Corporate Scorecard 2021/22 – the percentage of waste reused, recycled or composted – as underperforming (64.5% against a target of 70% for the quarter). The Committee was informed at the time that a steering group has been established to mitigate the current underperformance whose membership includes senior members, officers and partners from the Welsh Local Government Association and WRAP Cymru (details provided at Appendix 1 to the report). Subsequently, the Executive at its meeting on 27 September, 2021 in considering the Corporate Scorecard resolved that a member of the Corporate Scrutiny Committee should be nominated to sit on the newly established Waste Steering group. The Committee is therefore invited to consider making a nomination to the said group.

It was resolved to nominate Councillor John Arwel Roberts to serve as a member and Scrutiny representative on the Waste Steering Group with WRAP Cymru.

5 FORWARD WORK PROGRAMME 2021/22

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme for 2021/22 was presented for consideration.

The Scrutiny Manager confirmed that following discussion with the Director of Function (Resources)/ Section 151 Officer it is recommended that the Committee's proposed budget meeting on 1 November, 2021 be deferred to after Christmas.

The Chair highlighted the very full agenda for the Committee's scheduled 16 November, 2021 meeting and asked that where appropriate, consideration be given to deferring some of the items listed to the January, 2022 meeting.

It was resolved –

- **To agree the current version of the forward work programme for 2021/22 subject to noting the deferment of the 1 November, 2021 meeting and to re-considering the scheduled business for the 16 November, 2021 meeting.**
- **To note progress thus far in implementing the forward work programme.**

ADDITIONAL ACTION: Scrutiny Manager in consultation with the Chair and relevant officers to reconsider the business of the 16 November, 2021 meeting with a view to where appropriate, deferring some of the items to the January, 2022 meeting.

**Councillor Aled Morris Jones
Chair**

ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report Template</u>	
Committee:	Corporate Scrutiny
Date:	16 November 2021
Subject:	Scorecard Monitoring Report - Quarter 2 (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 second scorecard report of 2021/22 and the penultimate of the current administration. It is to be considered within the context of the additional pressures emanating from our response to the coronavirus pandemic during Q2.
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 – <div style="margin-left: 40px;"> 1.3.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q3 and that a close eye is kept on the indicators currently affected by the coronavirus pandemic. </div>
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 Council Plan annual monitoring process as the indicators are intertwined with the authorities well-being objectives.

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]
- 3.6** The potential impacts the decision would have on:
- protected groups under the Equality Act 2010
 - those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
 - opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language
- [focus on equality and the Welsh language]

4 - Key Scrutiny Questions

- 4.1** To what extent does Covid-19 continue to impact on the performance of Council services?
- 4.2** What arrangements are in place to mitigate the under-performance reported against some of our performance indicators during Quarter 2? Are there progress monitoring arrangements in place?

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 2020-22.
- 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.

5.4 This will be the penultimate scorecard for this elected Council before the Local Government Elections in May 2022.

5.5 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 2021.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

N/A

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

N/A

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English 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):

- 2021/22 Scorecard Monitoring Report - Quarter 1 (as presented to, and accepted by, the Executive Committee in September 2021).
- Annual Delivery Document 2020-22
- Council Plan 2017-2022

SCORECARD MONITORING REPORT – QUARTER 2 (2021/22)

1. INTRODUCTION

- 1.1 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 2020-22.
- 1.2 This scorecard monitoring report on a quarterly basis is used 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.
- 1.3 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 penultimate scorecard to be considered by both the Corporate Scrutiny and Executive meetings ahead of the Local Government Elections in May 2022.
- 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 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.. However, the PAM results were not available at the start of the year to help with the target setting process. As a result, targets for the year have 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 (70%) 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 internally and is analysed to ensure improvement. A challenging target of 8.75 days lost to absence per FTE was agreed this year following on from the 6.68 days lost to absence per FTE in 2020/21. This target is 1 day lost to absence per FTE **lower** than the previous target of 9.75 days lost to absence per FTE.
- 3.3 At the end of Q2 the Council is AMBER against its target with 4.09 days lost to absence per FTE in the period against a target of 3.81 days lost to absence per FTE. This performance is slightly down on the levels seen pre-pandemic in Q2 2019/20 where 3.96 days were lost to absence per FTE. **For context, the target for the last two years for Q2 was however 4.25 days lost to absence per FTE, and without the change in target this year the performance would have been Green.**
- 3.4 Long Term absence (2.56 days lost to absence per FTE) is responsible for 63% of the total days lost at the end of Q2. Whilst in percentage terms this is lower than this time last year (71% due to long term), it is a total of 0.67 days higher and 0.13 days higher than the previous year in terms of long term absence (1.89 days lost to absence per FTE long term in 2020/21 and 2.43 days lost to absence per FTE in 2019/20).
- 3.5 The performance is likely to remain over target as traditionally attendance at work falls in quarter 3 and 4 due to seasonal impacts which may be exacerbated this year due to forecasted pressures as noted by Welsh Government in their Social care Winter Plan for 2021 –
- “We are expecting a particularly difficult winter with forecasts for ongoing COVID cases alongside predictions of a worse year for winter flu and other winter viruses because of the low immunity in our population”.*
- 3.6 Our digital strategy continues to prove successful during the pandemic. The Social Media accounts managed within Services continue to reach people who would not perhaps have followed the main Anglesey County Council accounts. Combined, there are over 92,000 followers at the end of quarter 2.
- 3.7 The indicators currently monitored within the Customer Service section do not highlight any cause for concern with the indicators continuing to perform well against targets on the whole. 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 58% against a target of 80%. The complicated nature of these complaints frequently require multi agency input and achieving the alignment of information within 15 days is a regular challenge. The performance is an improvement on the 50% achieved in Q1 and it is reassuring that 18 of the 19

complaints received in the quarter were discussed with the complaint within 5 working days.

- 3.8 The financial management section currently forecasts an underspend of £0.858m for the year ending 31 March 2022.
- 3.9 The service budgets are expected to underspend by £0.223m and corporate finance is forecast to also underspend by £0.635m. An overachievement of £0.019m is expected on the standard Council Tax. Surplus income of £0.652m 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. The Children's Service is also facing increasing pressure due to increasing demand.
- 3.10 The current forecast and the level of general balances puts the Council in a strong financial position. However, Services are likely to face rising costs during the second half of the year which may reduce the forecasted level of underspending. It should also be noted that the Trade Unions have rejected a final pay offer of 1.75% and are balloting for industrial action. Sufficient funding has been included in the budget and in earmarked reserves to meet the cost of a 1.75% pay award, but anything higher than this figure will further reduce the projected underspend.
- 3.11 Demand for services will also impact on the expenditure during the second part of the year. The third and fourth quarters can bring significant changes in demand, particularly in Adult Social Care and Highways, where demand for services is influenced by the weather. Covid still remains a risk and if greater restrictions are introduced this may increase costs or reduce income, although the majority will be covered by the Welsh Government's Hardship Fund which will remain in place until the end of the financial year.
- 3.12 The forecast underspend on the Capital Programme for 2021/22 is £17.879m, 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.
- 3.13 The results at the end of quarter 2 and the associated projected expenditure shows that the majority of projects are on target to be completed within budget. Covid 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 £1.646m of Capital Receipts in 2020/21 to contribute towards the funding of the Capital Programme.
- 3.14 Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q2' and the 'Capital Budget Monitoring for Q2' reports which will be discussed in The Executive meeting on the 29th November.

- 3.15 The overall results once again demonstrate that there is reasonable assurance that the Council's day to day activities are delivering against expectations in managing its people, its finances and serving its customers. It is also encouraging to note that the Authority's staff at a time of challenge is delivering against their expectation to an appropriate standard..

4. PERFORMANCE MANAGEMENT

- 4.1 The performance of the indicators monitored in the performance management section has been good and for the first time since the pandemic began. Two Wellbeing Objectives did not have any indicators underperforming as amber or red against targets which is positive.
- 4.2 At the end of Q2 it is encouraging to note that the majority (84%) of the performance indicators are performing above target or within 5% tolerance of their targets.
- 4.3 The indicators monitored in Q2 against our **Wellbeing Objective 1** where we are working to ensure that the people of Anglesey can thrive and realise their long-term potential, are all performing well and are above target and Green for the period.
- 4.4 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 three indicators (20%) are Yellow with the remaining 12 indicators (80%) Green against their targets and only 6 indicators show a decline in performance in comparison with Q1.
- 4.5 Whilst the decline is something to be mindful of and services are requested to monitor, it is an encouraging position heading into the winter months of Q3 & 4.
- 4.6 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, now have an additional four KPIs. These KPIs will be used to help measure the carbon footprint of our Council Fleet and business miles. They will be used for information only this year and targets will be agreed for the 2022/23 Scorecard.
- 4.7 The overall performance of the indicators within our **Wellbeing Objective 3** has been mixed with 57% of those with targets underperforming. We do note however that four indicators are underperforming against their targets and are highlighted as being Red or Amber in the Scorecard.
- 4.7.1 Indicator 32 – Percentage of waste reused, recycled or composted – is RED with a performance of 60.88% against a target of 70% for the quarter. This

performance is down on the 69% seen in Q2 2020/21 and the 72.84% seen in Q2 2019/20.

It is noted that this is a significant decline in performance at the end of Q2, however there are many reasons for this in comparison with previous years. As was noted in the quarter 1 report, the Covid-19 pandemic continues to impact on the figure of waste which is being reused, recycled or composted. Further reasons for the decline can be noted as follows –

- A reduction in the use of our Household Waste Recycling Centres (HWRCs),
- An increase in black bin household waste as people continue to work from home (note the overall black bin tonnage collected was almost 1,700 tonnes higher for the first two quarters of 2021/22 compared to pre-covid levels in 2019/20),
- An increase in black bin household waste linked to an increase in the number of visitors to the Island, with many coming from areas where their recycling rates are lower,
- Some green waste also being disposed of in the black bins, even though the number of subscriptions recorded were high the overall green waste tonnage collected was 1400 tonnes less for the first two quarters of 2021/22 compared to the same period in 2020/21.

Additional factors impacting on the performance include obtaining suitable recycling outlets to recycle the wood collected in our HWRCs. To mitigate this issue, we are collaborating with WRAP Cymru to find alternative markets for recycling of wood waste other than sending it to biomass (burning) which gives **no** recycling output.

We have however managed to find suitable outlets for recycling our carpets and mattresses which were raised as issues in the quarter 1 report.

Another area impacting on the recycling performance during quarter 2 was the process of dealing with green waste. The treatment process requires the collected the green waste to be shredded and composted, allowing it to mature and then screening it to produce a final soil improver. During this refinement filtering process some un-compostable waste is generated over the course of several months/years that can't be recycled/broken down – this is known as IVC oversize. During Q2, this backlog of IVC oversize reached a level on site that meant it needed to be disposed of from the composting site and this tonnage had to be sent to Parc Adfer which added to the increased residual waste tonnages recorded.

These are issues which are being overseen by the steering group established during Q1, which includes representatives from WRAP Cymru, the WLGA and an elected member from the Corporate Scrutiny Committee. They are in the process of analysing the available data and developing options on how best to reach the 70% target by 2025. The Council's immediate priority is to reach the current statutory recycling target of 64% for 2021/22.

Looking ahead, the longer term requirement will be to reach the statutory 70% recycling target by 2024/25.

- 4.7.2 Indicator 34 – Kilograms of residual waste generated per person – which is Amber with a performance of 131kg against a target of 120kg.

Similar to the issues identified above, this indicator has been affected by the pandemic, increased working from home and partially as a result of some green waste from those who have chosen not to pay the green waste fee being disposed of in the black bins.

The mitigation identified above for indicator 32 also applies to this indicator.

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

Performance in relation to the determination of planning applications has not declined during Q2 – with the number of applications determined within the anticipated timescales remaining at 73%.

The increase in number of planning applications seen since the start of the Covid pandemic continues, thereby adding additional pressures and demands on a relatively small workforce (which already faced a backlog of historic applications). In the period between Q1 and Q2, a new senior manager with responsibility for Development Management has been appointed, and recruitment processes are ongoing for other vacant posts within the Team.

Efforts are ongoing to strengthen Planning capacity and resilience (including identifying external support to provide additional capability). An improvement in performance is expected once all additional capacity is working effectively – however the impact of the increase in planning applications (compared to previous years) is significant.

- 4.7.4 Indicator 36 – Percentage of planning appeals dismissed – is RED with a performance of 43% against a target of 65%.

This indicator deals with very small numbers, and at the end of this quarter the underperformance is the result of 3 of 7 planning appeals being upheld. It should be noted that appeal decisions are not taken by the local planning authority.

Training for Planning Committee members is ongoing to emphasise the need for robust decision making which is contrary to the professional advice of officers. We also continue to monitor appeal decisions on similar types of applications to identify any patterns that are developing that would require a different interpretation of our local planning policies.

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 Q3 and that a close eye is kept on the indicators currently affected by the coronavirus pandemic.
- 5.3 The committee is asked to accept the mitigation measures outlined above.

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q2 2021/22

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Targed BI / Year Target	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%
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	⬆	54	25	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	⬇	11.95	18	18	8.1	16.44
14) Percentage of tenants satisfied with responsive repairs (annual) (Q4) [Local Indicator]	-	-	-	-	-	-	-
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	⬆	94.57%	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	Gwyrdd / Green	⬆	64.49%	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	⬇	15.14	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	⬇	94.80%	93%	93%	98.20%	98.00%
20) Percentage of child assessments completed in time	Gwyrdd / Green	⬆	92.93%	90%	90%	86.87%	89.62%
21) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	⬇	4.23%	5%	10%	12.34%	8.39%
22) The percentage of referrals of children that are re-referrals within 12 months [Local Indicator]	Gwyrdd / Green	⬆	3.85%	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	⬇	305	270	270	258	224
24) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	⬆	99.31%	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	⬇	87.87%	90%	90%	87.74%	86.30%
26) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	⬆	81.58%	70%	70%	74.74%	74.91%
27) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green	⬇	83.33%	70%	70%	75.47%	77.70%
28) Average number of calendar days taken to deliver a Disabled Facilities Grant	Melyn / Yellow	⬆	177	170	170	169	159.58
29) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Gwyrdd / Green	⬆	34.6	40	40	45.6	21.9
30) Landlord Services: Percentage of rent lost due to properties being empty	Gwyrdd / Green	⬆	1.68%	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	⬇	96%	95%	95%	92.00%	93.79%
32) Percentage of waste reused, recycled or composted	Coch / Red	⬇	60.88%	70%	67%	62.96%	67.26%
33) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	⬆	0.45	1	1	0.95	0.96
34) Kilograms of residual waste generated per person	Ambr / Amber	⬇	131kg	120kg	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	Coch / Red	⬇	43%	65%	65%	58%	78%
37) Percentage of planning enforcement cases investigated within 84 days	Gwyrdd / Green	⬆	93%	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%
41) Council fleet approx. consumption of fossil fuels (tCO2e)	-	-	231.8	-	-	-	-
42) The number of miles travelled by the Council fleet (miles)	-	-	742,600	-	-	1,254,419	1,969,871
43) The number of miles travelled by the Council Gray/Employee fleet (miles)	-	-	363,990	-	-	-	-
44) Net change in Greenhouse Gas Emissions (tCO2e) - Council fleet (Annual) (%)	-	-	-	-	-	-	-

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-Q2 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	↓	24	24	43	67
02) No of Stage 2 Complaints received for Social Services			4	-	6	-
03) Total number of complaints upheld / partially upheld			9	-	8	-
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↑	91%	80%	88%	94%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	↑	58%	80%	75%	-
05) Number of Stage 1 Complaints for Social Services			19	-	24	-
06) Number of concerns (excluding Social Services)			75	-	104	136
07) Number of Compliments			318	-	662	618
08) % of FOI requests responded to within timescale	Melyn / Yellow	↓	77%	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	-	↑	45k	-	33.5k	15k
11) No of reports received by AppMôn / Website	-	↑	37k	-	58k	10.8k
12) No of web payments	-	↓	14k	-	18.5k	13k
13) No of telephone payments	-	↑	4.5k	-	7k	6.5k
14) No of 'followers' of IOACC Social Media	-	↑	92k	-	42k	33k
15) No of visitors to the Council Website	-	↓	440k	-	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)	-	-	2177	-	2180	2181
02) Sickness absence - average working days/shifts lost	Ambr / Amber	↓	4.09	-	6.68	9.4
03) Short Term sickness - average working days/shifts lost per FTE	-	-	1.53	-	1.94	4.2
04) Long Term sickness - average working days/shifts lost per FTE	-	-	2.56	-	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	-	£69,544,000	£70,040,000	0.71%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	-	£147,120,000	-	-	£146,262,000	-0.58%
03) Forecasted end of year outturn (Capital)	-	-	£34,386,000	-	-	£25,427,000	-26.05%
04) Income v Targets (excluding grants)	Gwyrdd / Green	-	-£645,199	-£6,916,096	7.16%	-	-
05) Amount borrowed	Gwyrdd / Green	-	£7,188,000	-	-	£7,352,000	2.28%
06) Cost of borrowing	Gwyrdd / Green	-	£455,756	-	-	£4,118,627	-9.50%
07) % of Council Tax collected (for last 3 years)	Melyn / Yellow	-	-	98.44%	-	-	-
08) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	-	-	99.15%	-	-	-
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)	-	⇒	-	101.1%	-	-	-

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

Committee:	Corporate Scrutiny Committee
Date:	16 November 2021
Subject:	Transitional Plan
Purpose of Report:	To challenge content & deliverability
Scrutiny Chair:	Councillor Aled M Jones
Portfolio Holder(s):	Councillor Dafydd Rhys Thomas
Head of Service:	Carys Edwards / Dylan Williams
Report Author:	Gethin Morgan
Tel:	01248 752 111
Email:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

1 - Recommendation/s

It is recommended that the Committee –

R1 - Propose adoption of said plan to the Executive which will provide the operational parameters for Officers to deliver key work-streams over the forthcoming 12 month period and will bridge the time-period between both administrations.

2 – Link to Council Plan / Other Corporate Priorities

This plan outlines key priorities and aspirations during the immediate post pandemic recovery period and will bridge the time period between the current Council Plan and the revised / new Council Plan to be adopted by the new administration post May 2022.

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]
- 3.6** The potential impacts the decision would have on:
- protected groups under the Equality Act 2010
 - those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
 - opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language
- [focus on equality and the Welsh language]

4 - Key Scrutiny Questions

1. What are the key challenges and risks facing the Council as it attempts to achieve the Transitional Plan over the next 12 months? What mitigation measures will be in place to respond to these?
2. What are the financial implications of the Transitional Plan have and what provision has been made for this?

5 – Background / Context

The initial coronavirus pandemic period was challenging and difficult. It remains uncertain and challenging for everyone – the dangers remain.

Many families, friends, neighbours, communities, and colleagues have been impacted in different ways during this last 18 months. As an Island we must continue to move forward together by adapting further, learning to live with the virus, and continuing to support the vulnerable and those close to us.

The focus now is on continuing to play our role in a world which lives with Coronavirus. Anglesey will need to respond with agility and innovation to manage risk and shape future opportunities as the next normal emerges.

The County Council remains committed to providing essential key services in a safe manner, whilst further adapting what and how we do things to meet the future and evolving needs of the Island. IACC has been part of a local, regional and national response, collaborating, but contributing to the delivery and implementation of national plans, regulations, and guidance.

Compliance will continue to be important, managing the effects of covid and meeting statutory requirements will be challenging due to capacity issues.

This plan evolves from the 2020-22 Annual Delivery Plan and outlines key priorities and aspirations during the immediate post pandemic recovery period.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

Not applicable - Impact Assessments will be undertaken on associated work-streams of the Transitional Plan in order to assess the impact of changes on equality and the Welsh language.

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

Not applicable - Impact Assessments will be undertaken on associated work-streams of the Transitional Plan in order to assess the impact of changes on equality and the Welsh language.

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

Not applicable - Impact Assessments will be undertaken on associated work-streams of the Transitional Plan in order to assess the impact of changes on equality and the Welsh language.

7 – Financial Implications

The finances required for the realisation of parts of the transitional plan are evidenced in the current Council budget.

Further investment and financial implications will be met through the future budgetary setting process.

These will consist of revenue, capital, grant and HRA investments.

8 – Appendices:

Appendix 1 - Transitional Plan Report

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

Council Plan 2017-2022

Appendix 1 - Transitional Plan Report

**Cynllun Trosiannol - Ynys Môn (wedi'r
pandemig) /
Transitional Plan– Anglesey (post
pandemic)**

**Cyngor Sir Ynys Môn
Isle of Anglesey County Council**

Author:

Date:

1. Introduction

The initial coronavirus pandemic period was challenging and difficult. It remains uncertain and challenging for everyone – the dangers remain.

Many families, friends, neighbours, communities, and colleagues have been impacted in different ways during this last 18 months. As an Island we must continue to move forward together by adapting further, learning to live with the virus, and continuing to support the vulnerable and those close to us.

The focus now is on continuing to play our role in a world which lives with Coronavirus. Anglesey will need to respond with agility and innovation to manage risk and shape future opportunities as the next normal emerges.

The County Council remains committed to providing essential key services in a safe manner, whilst further adapting what and how we do things to meet the future and evolving needs of the Island. IACC has been part of a local, regional and national response, collaborating, but contributing to the delivery and implementation of national plans, regulations, and guidance. Compliance continues to be important, managing the effects of covid and meeting statutory requirements is challenging due to capacity issues.

This plan will outline key priorities and aspirations during the immediate post pandemic recovery period and will bridge the time period between the current County Council administration (and [Corporate Plan](#)) and the new administration post May 2022.

2. Responding to the Pandemic

Emergency Planning for the coronavirus pandemic falls under Civil Contingency legislation and is led nationally by the United Kingdom and Welsh Governments. At a North Wales level this is co-ordinated and led by the Local Resilience Forum (where the public sector works collaboratively), through the emergency Strategic Co-ordination Group (SCG). The Council has been responsible for local decisions and to deliver relevant national legislation and guidance.

The first positive Covid-19 case was reported on Anglesey on the 11th March 2020. Following the UK Government advice for everyone in the UK to avoid all 'non-essential' travel and contact with others, an Emergency Management Response Team (EMRT) first met on the 18th March 2020. This has continued to meet virtually through the pandemic period.

The EMRT ensured that decisions were timely, evidence based and consistently implemented in response to key issues and risks.

Since the autumn of 2020, all formal Council meetings and Committees have been held and recorded using Zoom. As every Committee meeting is now held remotely, the Council has decided to live stream every meeting via its [YouTube channel](#) so that members of the public can view the meetings in real time.

3. Dealing with the Pandemic

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

At the start of the pandemic governance arrangements were amended to operate under emergency conditions.

Office based Staff were asked to work from home wherever possible and numerous staff from all Services were redeployed to undertake essential additional work related to the Covid-19 pandemic. Inevitably, because of this, some day to day work had to be suspended or cancelled. Over the past year we prioritised;

- a) Maintaining frontline statutory services,
- b) Implementing new services in direct response to the crisis,
- c) Protecting and safeguarding the Council workforce,
- d) Protecting and supporting vulnerable individuals and children of key workers in Care Hubs,
- e) Implementing national guidance,
- f) Administering national grants e.g. business support; direct payments for free school meals
- g) Workforce adaptation to enable different ways of working
- h) Re-allocating staff duties in order to work on the Test, Trace and Protect initiative
- i) Dealing with numerous challenges relating to COVID 19 clusters and increasing cases
- j) Regular communication and information sharing
- k) Co-operating effectively at a local, regional and national level, and
- l) Supporting BCUHB in the Regional Vaccination roll out across the County

Day-to-day work (business as usual) has continued during the pandemic, the commitment, resilience and selflessness of front line service providers across several services has been adapted to keep the workforce and residents of the Island safe.

As the regulations eased, a number of staff have continued to work on the front line, others have returned to the physical working environment, whilst some office-based workers have continued working remotely. During this next phase of adapting to live with coronavirus the Council intends to see the safe, gradual return of increased numbers of office based workers within a hybrid working model in a controlled manner to mirror the economy at large. This will initially be in a pilot programme, enabling monitoring, learning and further adaptation to protect workers and meet business needs.

This will be imperative in order to realise our strategic plans for the future and ensure we continue to operate in a safe and effective manner within a new way of working keeping the health and well-being of our staff and residents at the forefront of our decision.

4. The Immediate Future (next 12 months)

Adapting further during this new period with reduced restrictions and increased uncertainty will continue to be challenging. We believe that the Council can play its part to enable our workforce, communities, businesses, other groups and organisations to realise the revised post pandemic strategic objectives of –

- a) **Re-energising the local economy and embedding positive economic change**
- b) **Enabling the visitor and hospitality sector to capitalise on the Island's increased popularity whilst protecting our assets and communities**
- c) **Maintaining and modernising critical community services such as Care and Education across the island.**

These objectives will be informed by the need to transition into carbon neutral Local Authority 2030 and respond effectively to the climate change emergency, new local government legislation and the future generations and wellbeing act.

New ways of Hybrid working for staff and elected members will be an imperative requirement and will be integral to success. With that in mind an organisational development plan will be realised within the Council to further develop working practices, update HR policies and protocols, update technological broadcasting provision of committees whilst also enabling and ensuring that staff wellbeing is placed at the forefront of the new delivery mechanisms.

This Transitional Plan builds on and evolves our Annual Delivery Document 2020-22 and sets out the agenda for the remainder of the term of this Council, May 2022 and then the following 6 months up to November 2022.

There will be a continued importance and commitment to working collaboratively and in partnership at all levels with partners such as the WLGA / 3rd sector and local communities to maximise outcomes and respond to changing needs, demands and opportunities. Integral to any success will be the sufficient funding of local government in a post pandemic era.

5. Monitoring and delivering

As can be seen the challenge is significant, with the need to adapt and change further considerable.

The objectives described above will be structured within a clear programme management framework led by the Senior Leadership Team (SLT) and Executive to effectively maximise outputs and outcomes from the available resources and expertise within the organisation.

The “agenda” therefore needs to be structured in a way that ensures clarity of prioritisation and responsibility, direction and accountability, ensuring that the initiatives are “joined up”, and which allows for effective progress monitoring and reporting.

This will be realised through regular SLT meetings (strategic) and scheduled Corporate Programme Board meetings (bi-monthly) which will each oversee a specific programme of work and report on progress through to the Executive.

Planning for the future, realising corporate wellbeing objectives and ensuring the delivery of day-to-day service responsibilities have never been more important.

6. Delivering the Objectives

a) **To re-energise the local economy and embedding positive economic change so that we can ensure that our people will flourish and reach their long term potential, we will -**

1. Construct 6 new business units on the Bryn Cefni Business Park, Llangefni and prepare an additional 6 plots for sale on the open market. Construct 7 new business units at Penrhos in Holyhead (in collaboration with the Welsh Government)
2. Deliver projects identified in the North Anglesey Economic Regeneration Action Plan, including:
 - North Anglesey Small Business and Community Grant fund
 - Amlwch Port Signage Strategy
 - Concept proposal for parkland on Cymdeithas (formerly Anglesey Charitable Trust Land at Amlwch Port)
 - Continue to pursue opportunities for new business unit provision
3. Strengthen the role of Holyhead and the Port as a key International 'Gateway' by working with partners to deliver a range of projects, including:
 - Repair of the Breakwater
 - Development of the Port including land reclamation
 - Holyhead Hydrogen Hub
 - Station improvements
4. Continue to deliver on a green, sustainable recovery and enhancing the vitality and viability of Town Centres
 - Undertake an audit of Anglesey town centres to identify potential improvements
 - Address empty and problematic buildings
 - Develop and deliver landscape and tree planting projects

5. Continue to progress the Energy Island Programme
 - Engage and influence the development of a potential new nuclear power station at Wylfa
 - Work with major project developers to ensure their proposals deliver local benefits, and mitigate negative impacts
 - Review and update the programmes purpose and objectives to be more aligned with UK Government and Welsh Government's climate and energy policy, requirements, and commitments
6. Support the delivery of the North Wales Growth Deal (Covid recovery prospectus) to support the priority areas to help our economy to recover in the short term.
7. Establish a new Port Health Authority to undertake new border control responsibilities and checks.
8. Develop and pursue UK Government Levelling Up and Community Renewal Funding support.
9. Work with local businesses to empower and enable them to exploit opportunities provided by Council contracts through a revised procurement process.
10. Continue to deliver Welsh Government grants to businesses.

In doing so, we will support businesses, work to increase employment levels, lay the foundations to begin restructuring the local economy to ensure increased resilience and possible growth in the future. We will also support the recommencement of a safe and sustainable trading environment and develop new and innovative ways, in partnership, to deliver a green recovery that prioritises sustainable economic growth, addresses climate change and respects the natural environment.

- b) **We will work with our communities and partners to ensure they can effectively cope with change whilst protecting the natural environments by enabling the visitor and hospitality sector to capitalise on the Island's increased popularity**

This will be accomplished by -

1. Preparing new Destination and AONB (Area of Outstanding Natural Beauty) Management Plans.
2. Investing to improve the quality and enjoyment of the Breakwater Country Park, Dingle and maritime infrastructure for the benefit of local residents and visitors.
3. Welcoming 40+ cruise ship visits to Anglesey / North Wales safely during Season 2022.
4. Delivering small scale visitor infrastructure improvements at popular locations to improve local residents and visitor experiences, as well as positively influence visitor behaviour
5. Establishing an Anglesey Leisure Cycling & Active Travel programme of works.
6. Changing the way we work with residents and communities by raising awareness and buy in to Place Shaping as a means of enhancing community resilience.

In doing so, we will sustain the appeal of the Island for residents and visitors alike and ensure that necessary safe and respectful behaviours are practiced.

The Council will continue to engage with the Island's tourism and hospitality sector, including the Anglesey Tourism Association, to ensure its activities respond to local needs and opportunities.

c) **Maintaining and modernising critical community services such as Care and Education across the island etc so that we support vulnerable adults and families and ensure we keep them as safe, healthy and as independent as possible. In order to do this, our plan includes the following -**

1. Ensure we reduce the requirement for emergency and temporary accommodation units by sourcing permanent homes for individuals who currently reside in temporary accommodation
2. Progress a new Extra Care facility in the South of the island
3. Progressing new primary school facilities in Llangefni
4. Building 83 new energy efficient homes with A energy performance ratings in line with our Low Carbon Strategy to meet local demand and ensure individuals within communities have opportunities to have affordable home across a wide range of tenures to meet their housing need.
5. Prepare and adopt a Climate Change Plan to protect future generations and communities
6. Review and re-commission Day Care provision for Adults with Learning Disabilities
7. Review and re-commission Supported Living provision for Adults with Learning Disabilities
8. Further develop Cartrefi Clyd on Anglesey in Rhosybol, Holyhead and Llangristiolus with a view of offering respite and Day Care service for children with a disability.

We will continue work in partnership (and aim to improve further) with public, voluntary and private sector partners and our communities to deliver meaningful support whilst also retaining good practice, maximising capacity and expertise. We shall continue to learn and co-produce efforts that have developed and strengthened naturally throughout the emergency period whilst also exploring different options and working practices to contribute towards the transition of becoming a carbon neutral organisation.

ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report Template</u>	
Committee:	Corporate Scrutiny Committee
Date:	16 th November, 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>

3.6 The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

[focus on equality and the Welsh language]

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:

- Challenge around prioritising work streams
- 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.

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

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

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 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 Meeting of the Corporate Scrutiny Committee convened on 18th October, 2021

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]

6.1 Potential impacts on protected groups under the Equality Act 2010

6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English 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 – April, 2022
[Version dated 09/11/21]

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 (18/10/21)	October, 2021 (19/10/21) - cancelled
Annual Performance Report 2020/21	
Nomination of Committee Member on the Waste Steering Group with WRAP Cymru	

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Committee Forward Work Programme for 2021/22	
November, 2021 (01/11/21) - Budget 2022/23 - cancelled	November, 2021 (09/11/21)
	Welsh Language: <ul style="list-style-type: none"> Language Strategy: 2021/26 – review Welsh in Education Strategic Plan
	Joint Local Development Plan: Review Report
	Committee Forward Work Programme for 2021/22
	Update – For Information <ul style="list-style-type: none"> Public Services Board - Governance Arrangements North Wales Economic Ambition Board Qtr 2 Progress Report 2021/22
November, 2021 (16/11/21) - Q2	
Monitoring Performance: Corporate Scorecard Q2: 2021/22	
Finance Scrutiny Panel Progress Report	
Transition Plan	
Committee Forward Work Programme for 2021/22	
January, 2022 (20/01/22)	January, 2022 (18/01/22)
Local Housing Strategy: 2022/27	Annual Report - Community Safety Partnership
Initial Draft Budget Proposals 2022/23	Scrutiny of Partnerships
Public Consultation Plan for 2022/23 Budget	Corporate Safeguarding
Committee Forward Work Programme for 2021/22	Committee Forward Work Programme for 2021/22
February, 2022 (09/02/22)	February, 2022 (08/02/22)
Final Draft Budget Proposals for 2022/23	Population Needs Assessment: Social Services and Wellbeing Act 2014
Committee Forward Work Programme for 2021/22	Committee Forward Work Programme for 2021/22
March, 2022 (07/03/22)	March, 2022 (08/03/22)
Monitoring Performance: Corporate Scorecard Q3: 2021/22	
Finance Scrutiny Panel Progress Report	
Progress Monitoring: Social Services Improvement Plan / Social Services Improvement Panel Progress Report	
Homelessness Strategy and Housing Support Grant (07/03/2022)	

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Committee Forward Work Programme for 2021/22	Committee Forward Work Programme for 2021/22

Items to be scheduled:

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
Housing Revenue Account Business Plan: 2022/23	Transformation of Learning Disabilities Day Opportunities
Recovery Plans (Covid-19)	Recovery Plans (Covid-19)
	Gypsy and Traveller Accommodation Needs Assessment
	Destination Plan

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