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CYNGOR SIR
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ISLE OF ANGLESEY
COUNTY COUNCIL

Mrs Annwen Morgan
Prif Weithredwr – Chief Executive
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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI PARTNERIAETH AC ADFYWIO	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
DYDD MAWRTH, 15 MEHEFIN, 2021 am 2.00 o'r gloch yp	TUESDAY, 15 JUNE, 2021 at 2.00 pm
CYFARFOD RHITHIOL WEDI'I FFRYDIO'N FYW (AR HYN O BRYD NID OES MODD I'R CYHOEDD FYNYCHU)	VIRTUAL LIVE STREAMED MEETING (AT PRESENT MEMBERS OF THE PUBLIC ARE UNABLE TO ATTEND)
Swyddog Pwyllgor	Mrs. Mairwen Hughes 01248 752516 Committee Officer

AELODAU / MEMBERS

Cynghorwyr / Councillors:-

Y Grwp Annibynnol/ The Annibynnol Group

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

Plaid Cymru / The Party of Wales

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

Annibynnwyr Môn/Anglesey Independents

Kenneth P Hughes, R Ll Jones

Plaid Lafur Cymru/Wales Labour Party

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

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

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

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

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

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A G E N D A

1 APOLOGIES

2 DECLARATION OF INTEREST

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

3 MINUTES (Pages 1 - 20)

To submit, for confirmation, the minutes of the following meetings:-

- Minutes of the meeting held on 11 March, 2021;
- Minutes of the meeting held on 14 April, 2021;
- Minutes of the meeting held on 18 May, 2021.

4 PRESENTATION BY THE CHIEF EXECUTIVE OF BETSI CADWALADR UNIVERSITY HEALTH BOARD

To receive a presentation by the Chief Executive of Betsi Cadwaladr University Health Board.

5 ANNUAL REPORT ON THE WELSH LANGUAGE STANDARDS 2020/21 (Pages 21 - 50)

To submit the Annual Report on the Welsh Language Standards 2020/21.

6 FORWARD WORK PROGRAMME (Pages 51 - 56)

To submit the Forward Work Programme.

PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the virtual meeting held on 11 March 2021

- PRESENT:** Councillor Gwilym O Jones (Chair)
Councillor Glyn Haynes (Vice-Chair)
- Councillors T LI Hughes MBE, K P Hughes, R LI Jones,
Alun Roberts and Dafydd Roberts.
- Leader of the Council – Councillor Llinos M Huws (items 4, 5 and
7);
Councillor Richard A Dew - Portfolio Holder for Planning and Public
Protection (item 6).
- Councillor D R Thomas
- IN ATTENDANCE:** Chief Executive,
Deputy Chief Executive (item 6),
Director of Social Services (item 7),
Head of Housing Services (item 6),
Head of Democratic Services,
Policy and Strategy Manager (CWO) (item 5),
Policy Officer (RWJ) (item 5),
Scrutiny Manager (AD),
Scrutiny Officer (SR),
Committee Officer (MEH).
- APOLOGIES:** Councillor Margaret M Roberts
- ALSO PRESENT:** Programme Manager, Gwynedd and Anglesey Public Services
Board (item 4)
-

The Chair expressed his condolences to the Director of Social Services, Mr Fôn Roberts on his recent bereavement.

The Chair wish to congratulate Mr Fôn Roberts on his recent appointment as Director of Social Services.

1 APOLOGIES

As noted above.

2 DECLARATION OF INTEREST

None received.

3 MINUTES

The minutes of the meeting held on 9 February, 2021 were confirmed as correct.

Arising thereon

The Chair said that a letter was sent on behalf of the Committee to Welsh Government expressing the Committee's disappointment and concerns that there were no plans in place as regards to GCSE's and A Level examinations for the Summer of 2022. The Chair noted that a response has been received by the Minister for Education, Ms Kirsty Williams AS which states that a letter will be received before 6 April, 2021 to address the concerns expressed by this Committee.

4 PUBLIC SERVICES BOARD - SCRUTINY OF PROGRESS AND DELIVERY OF THE WELL-BEING PLAN

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

The Leader of the Council said that the report highlights the progress and delivery of the Well-being Plan by the Public Services Board. She noted that the pandemic has slowed the progress of the Sub-Groups which support the implementation of the work of the Board, but now all the Sub-Groups are revisiting their work plans. The Public Services Board has continued to meet during the pandemic period which demonstrates the commitment of the Board to the work.

The Programme Manager, Gwynedd and Anglesey Public Services Board gave an update on the progress of the Sub-Groups. She noted that of each of the Sub-Group are led by a member of the Board. A workshop was undertaken in September 2020 to discuss the Board's role in the recovery of the pandemic. It was agreed that the role of the Board is to keep an overview of the work that is currently undertaken by the organisations. At the last meeting of the Board the Sub-Groups were challenged to report on their work undertaken as regards to their work plans and achievements; each Leader of the Sub-Groups will give an update report to the next full meeting of the Board. The Programme Manager reported on the each Sub-Group as follows:-

- **Homes Sub-Group** – the sub-group has a part-time project manager who ensures that the project operates to an expected timetable and resources. The purpose of the sub-group is to look for opportunities to develop innovative housing, which complement and not duplicate the work arising from the Anglesey housing strategy. One site at Maes Mona, Amlwch has been identified for development in the near future.
- **Climate Change Sub-Group** – the sub-group over the last few months has focused on revising their work plan since the delay due to the onset of the pandemic. A workshop was undertaken in January, 2021 to attract a wider representation of public organisations. The sub-group has identified that they need to consider how to engage with communities, to focus on long term

objectives and to identify the role of each organisation when faced with flooding issues.

- **Health and Care Integrated Sub-Group** – this sub-group is an example of good practise that has added value towards current plans with professional officers being able to share experiences and joint working. The Sub-Group continues to address specific aspects such as children, adults, mental health, learning disabilities and transformation. The need to work together, share information and ensure easy access to services was recognised as a common purpose for all work streams.
- **Welsh Language Sub-Group** – Mr Aled Jones Griffith of Coleg Llandrillo a Menai has now agreed to take the role of leading the sub-group which will be approved by the Board at the meeting in March. The Sub-Group is to consider its work plan for the coming months. The Sub-Group was to view the use of the Welsh language as members of the public make initial contact with public organisations and it intended to conduct a study to consider the language us in reception areas with the hope of increasing the use of the Welsh language.

The Programme Manager referred to the Well-being Assessments and it is intended to engage and consult with Anglesey residents from the 6 well-being areas. It is intended to work closely with the Council and other partners in order to engage effectively and try to avoid duplication. In addition the Public Services Board will publish it's Annual Report by June 2021.

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

- Questions were raised as to how the Public Services Board assures that the work undertaken does not duplicate the work already afforded by the local authorities. The Programme Manager responded that as regards to the established Sub-Groups there is a representative from the local authorities on each of the sub-groups and this gives an opportunity to highlight any duplication of work streams the sub-group intends to undertake and to make sure it adds value to the intended projects. The Chief Executive gave an example of the work streams as regards to identifying land for development of innovative housing which has materialised from the work of the sub-groups;
- Questions were raised as to the future of the Public Services Board due to the Local Government and Elections (Wales) Bill being passed by the Senedd on 18 November, 2020 and the established Corporate Joint Committees across Wales. It was considered that it will be a challenge for local authorities to manage to attend and work within different established organisations in the future. The Leader of the Council responded that the establishment of Public Services Board was to address the statutory obligations of the Well-being of Future Generations Act. It is also important to assure a strong representation on a local footprint for the Public Services Board within the regional landscape;
- Questions were raised as to the role of the Board during the recovery period following the pandemic. The Programme Manager responded that the Sub-Groups have revisited their work plans. The Board also held a workshop in September 2020 to discuss the role of the Public Services Board in the recovery work. It is expected that individual organisations will report to the Board to endure that work is undertaken to restore local communities following the pandemic. The Chair ascertained whether further questionnaires were to

be distributed as regards to the well-being assessments; reporting that communities of Anglesey had already been asked to participate in a range of questionnaires. He noted that the response to the questionnaires and engagement sessions during the last round of the well-being assessment had been disappointing. The Programme Manager responded that the approach as to gather evidence as regards to the well-being assessment this time round had not been decided until it is clear as to the requirements and expectations. This will be discussed further at the next Public Services Board meeting;

- Questions were raised as to the work undertaken by the Climate Change Sub-Group and whether discussion are undertaken as regards to Global Warming. The Programme Manager responded that the Climate Change Sub-Group focuses on organisations working together to address flooding issues. The Sub-Group is reviewing its work programme to enable improvements to organisations working within the local communities. Members raised that this Committee should receive regular updates on the work undertaken as regards to the Authority's efforts to reduce carbon footprint. The Chief Executive said that work is undertaken on issues regionally as part of the National Strategy to reduce carbon footprint. The Authority is focusing on a strategy plan to reduce climate change and reducing carbon footprint within the services of the Council and regular update reports will be available. She noted that the Public Services Boards has agreed to focus on flooding issues and the role of community engagement when communities are faced with flooding in their areas.

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

ACTION : As noted above.

5 EQUALITIES ANNUAL REPORT 2019/20

Submitted – the Equalities Annual Report 2019/20 for consideration by the Committee.

The Leader of the Council said that Welsh Government introduced specific duties to help public bodies in Wales to meet the Equality Act 2010 general duty. These specific duties include a requirement to develop and publish equality objectives and Strategic Equality Plans. She referred to the data within the report and it was encouraging as to the young people that the Authority has employed and the way the Council has also been able to sustain a wide range of age groups as employees of the Council.

The Policy and Strategy Manager gave an overview of the report and as to how the Authority meet it Equalities responsibilities and specific equality duties. She noted that the Equalities Annual Report is statutory documentation to meet the general duty of the Equalities Act. The report covers the period from 1 April 2019 to 31 March, 2020 where it relates to employment data. The remainder of the report includes an outline of developments up to December 2020 so as to provide a more up-to-date focus as well as to complement the Council's Strategic Equality Plan.

The Policy and Strategy Manager said that whilst it has been a challenging year for the Authority dealing with the pandemic there are encouraging examples and a number of activities carried out by the Council and its partners to promote equality and protect the most vulnerable communities as can be seen at Page 16 of the report. The Authority has also adapted to challenges of the pandemic with staff working from home and meetings been convened virtually. Staff have needed to adapt to the challenges of home schooling and child care responsibilities

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

- Questions were raised as to what extent the Council successfully achieved the equality objectives. The Policy and Strategy Manager responded that it is considered that the objectives of the Equalities Plan has been addressed by the Council;
- Reference was made to priority 8.2 within the Annual Report – An effective corporate process is established to ensure the ongoing assessment of impact across services. Questions were raised as to whom assesses the corporate process. The Policy and Strategy Manager responded that assessing for impact on equality is an ongoing process which should be incorporated into the development of proposals.
- Reference was made as regards to the educational gaps between girls and boys and children receiving schools meals and especially during the pandemic. Questions were raised as to what the Authority's priorities to address this gap in the future. The Leader of the Council responded that it will be a challenge to identify and evidence the gap especially whilst children have had to receive their education at home and to measure the effect it has had on pupils. She noted that when pupils return to the schools they will need to be assessed to gauge the potential and achievement of pupils and to balance their well-being;
- Reference was made that 8 priorities have been identified within the report and the purpose of the Equalities Act is to focus on equality and fairness. Questions were raised as to why only 8 priorities have been identified when it is evident that there are many other priorities that needs to be addressed and people may be treated unfairly. The Leader of the Council responded that there has been discussions as regards to these priorities when the Equalities Strategic Plan was submitted to this Committee. The document was also discussed at the full Council thereafter when it was explained the ability of the services of the Authority to achieve identified priorities. She further noted that if the Committee considers that a specific area needs to be prioritised within the Plan then the matter can be addressed.

It was RESOLVED to accept the Annual Equality Report 2019/20.

ACTON : As noted above.

6 CLIMATE CHANGE

Submitted – a report by the Deputy Chief Executive in relation to the above.

The Portfolio Holder for Planning and Public Protection said that the climate crisis is relevant corporately within every services of the Council with a target of being

carbon neutral by 2030. There will be expectations of residents, communities and businesses for the Council to take specific action to respond timely and effectively will increase. He noted that to respond effectively to the climate crisis there will be a need for leadership, policies and the change of practices together with financial and technical solutions and there will be a need to start to adapt to the ways of working by the Authority.

The Deputy Chief Executive reported that the County Council declared a climate emergency at the full Council held on 8th September 2020 and committing the Authority to become carbon neutral by 2030. There are several National and Regional Strategies that have since been drafted to respond to the challenges to reduce greenhouse gas emissions. Whilst the authority is fully committed to continue engagement and collaboration with all partners, at all levels, there is also a recognition that all delivery is local. The authority is committed to providing local leadership on the Island, and to act corporately to deliver decisive changes to enable the effective transition into being a carbon neutral organisation. Whilst some decisions and actions are within the authority's control, others will need assistance and additional resources from the Welsh Government and UK Government to co-ordinate, develop and deliver. Together with UK Climate Change Act (2008), the Well-being of Future Generations (Wales) Act 2015 and the Environmental Act (Wales) 2016 provide the legal framework for action on climate change and sustainable management of Wales' natural resources, with each underpinned by strategies and frameworks. Local Government is recognised as being fundamental to delivering decarbonisation, particularly in providing local leadership and championing ambitious sustainable solutions and behavioural change.

The Deputy Chief Executive further reported that the Local Government Decarbonisation Strategy Panel has been set up to help lead, support, encourage and give a strategic overview. The establishment of the Panel was agreed by the Partnership Council for Wales in June 2020, with representation by local authority Chief Executives, WLGA, other public sector organisations, Welsh Government and relevant advisors. It reports to the Partnership Council who provides political direction and leadership for the work. North Wales local authorities are represented by the Chief Executive of Conwy County Borough Council. Each local authority is committed to :-

- Understanding their carbon footprint, in line with guidance for public sector greenhouse emissions reporting;
- Agreeing to set of net zero commitments/pledges for COP26 (scheduled to be held in Glasgow in November 2021);
- Closely monitoring and reporting on their current and future carbon emissions;
- Ensuring there is a robust, evidence-based net zero action plan in place, as a living document by March 2021;
- Working with the new Decarbonisation Strategy Panel

It was further reported that the authority does not currently have a dedicated corporate (or political lead) for climate change. Whilst some expertise exists on decarbonisation within specific services, this is aligned with construction and building improvements. Other authorities have demonstrated their commitment to

this critical thematic area by allocating dedicated resources. It is hoped that over time Welsh Government will recognise that activity to tackle climate change and decarbonisation must be reflected and incorporated into local authorities' annual settlements. There is no alternative but to allocate core funding to create dedicated capacity/expertise to lead on progressing and co-ordinating the initial stages of development and delivery. This would be utilised to cover the employment costs of a Senior Corporate Climate Change Programme Manager for a two year period, with an operational budget that would be utilised to prepare a carbon baseline, monitoring framework, dashboard, formulate accosted action plan, and procure training. The dedicated capacity would also co-ordinate cross service activities, represent the authority in relevant regional and national groups and events, report on progress, influence service activities, identify good practice, and ensure there is a sense of purpose, leadership and momentum.

The Committee welcomed that a Senior Corporate Climate Change Programme Manager was to be appointed as it will enable the Authority to move forward the programme of climate change within the Council. Reference was made that the Authority should be promoting the work that has currently been undertaken in addressing climate change and carbon footprint as part of contracts for building social housing, street lighting having been change to solar and low carbon facilities.

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

- Reference was made to the school meals contract and the need for the contractors to be sourcing produce locally as part of school meal contract. The Deputy Chief Executive responded the school meals contract is coming to an end and the procurement process is currently been undertaken in respect of the school meals contract;
- Reference was made that heating of home uses a lot of energy. Questions were raised as to how the Council is to address future requirements of reducing costs of heating homes . The Head of Housing Services responded that 4 dwellings have been built in Holyhead which are classed as passive housing which are insulated structures. He further said that a further 6 dwellings have been built in Caergeiliog which are a modern sources of construction and to improve the heating capacity of such dwellings is important to residents due to energy costs. There will be a challenge to improve the current housing stock to comply with the requirements but a grant of £500k was afforded by Welsh Government to heat homes with solar panels and air source facilities.

It was RESOLVED to support and endorse:-

- **the development and implementation of a new corporate Climate Change Programme to enable the authority to transition into a carbon neutral organisation by 2030;**
- **the recruitment of a corporate Climate Change Programme Manager to lead on development and delivery;**
- **the establishment of a Climate Change Working Group (with political representation) an advisory, non-decision making group to make recommendations and requests.**

ACTION : As noted above.

7 NORTH WALES SAFEGUARDING BOARD ANNUAL REPORT 2019/20

Submitted – a report by the Director of Social Services in relation to the above.

The Leader of the Council and Portfolio Holder for Social Services said that the report meets the statutory requirements that the North Wales Safeguarding Board publishes its Annual Report. The reports provides an overview of the work of both the North Wales Children and the North Wales Adult Safeguarding Boards from April 2019 to March 2020 and the progress made in delivering key objectives across the region to safeguard people. The report outlines the next steps and longer term plans for the Regional Safeguarding Board. She noted that examples of good practice that has been achieved has been highlighted within the report.

The Director of Social Services reported that safeguarding requires effective partnership working and the Annual Report 2019/20 acknowledges good practice across the region, as well as areas of development. These areas for development are reflected in the North Wales Safeguarding Board business plan for 2020/21. The Boards continues to mature in the last year to one where they demonstrate effective co-operation and challenge are part of everyday business. The Boards can demonstrate how they have influenced the national agenda on the National Procedures and the All Wales Practice Guides. He noted that a Wales Safeguarding Procedures has been implemented and numerous training sessions have been held virtually for staff within children and adult services.

The Director of Social Services further said that there were concerns during the first months of the pandemic that referrals within children services had decreased and the Safeguarding Board was able to raise awareness to the Welsh Government as to the shortcoming within the system.

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

- Councillor R LI Jones as the Older People's Champion expressed that there are concerns as to the abuse of elderly people and he questioned as to how the Safeguarding Board was safeguarding the elderly. The Director of Social Services responded that efforts were made locally to raise awareness of all age groups and people were encourage to report concerns as to any person they had concerns over within their communities. He noted that training is given to all staff who are involved with the care of the elderly;
- Reference was made to children who are educated at home and the lack of educational inspection by educational bodies. Questions were raised as to how the Safeguarding Board deals with issues relating to children educated at home/home schooling. The Chair expressed that the Children's Commissioner has raised the issue recently. The Director of Social Services responded that discussions are currently been undertaken as regards to new guidelines for the education of children at home. He noted that the Social Services and Educations Departments work closely to share any concerns as to these children that receive home schooling. However, he noted that this is a complex matter and some children flourish with home schooling but it is important to note that safeguarding of children is also a matter that needs to be monitored;

- Questions were raised as to the work the Board undertaken in relation to developing and supporting compliance with Wales Safeguarding Procedures 2019. The Director of Social Services responded that courses have been available on-line and virtually. He noted that the guidelines as regards to the Safeguarding Procedures are available through a mobile App which is easy to read and available to the public.

It was RESOLVED to note the information contained within the North Wales Safeguarding Board Annual Report 2019/20.

ACTION : As noted above.

8 SCRUTINY OF PARTNERSHIPS

Submitted – a report by the Scrutiny Officer in relation to the above.

The Scrutiny Officer reported that the report gives an overview of the work undertaken by the Scrutiny Committee between June 2019 and November 2020. She noted that the task of scrutinising partnerships needs to continue to be done in a managed way, focusing on the key strategic partnerships which enable the Council to deliver on its objectives and priorities. In order to add value, arrangements for scrutiny of partnerships need to continue to be timely and proportionate. The County Council has extensive experience in working in partnership, locally, regionally and on national level. The Scrutiny Officer further referred that as a result of the current pandemic, the Council has to prioritise its resources and the efforts of its workforce in maintaining business as usual is not possible. The Coronavirus Act 2020 and the subsequent Local Authorities (Coronavirus) (Meetings) (Wales) Regulations 2020 reduce the legal obligations on local authorities in relation to meetings, whilst permitting remote attendance by members for any required meetings. Additionally, as a result of the pandemic, the requirement to scrutinise some annual reports was put aside, or the schedule was extended in order to undertake the work.

Both Scrutiny Committees met for the first time since the beginning of the pandemic during September 2020, and since then, the Partnership and Regeneration Scrutiny Committee has met regularly and resumed the scrutiny work on partnerships and has complied fully with all statutory requirements. However, some partners that were scheduled have been postponed as a result of the pandemic, and the Committee's work programme has had to be prioritised to complement local requirements and consider the pressure these partners were also facing; these partners were outlined within the report. Reference was also made to Appendix 2 attached to the report which outlined the partnerships that needs to be prioritised and invited to attend this Scrutiny Committee in due course. The Scrutiny Officer further said that it is an intention to invite those partnership who have been unable to attend the meetings of the Scrutiny Committee due to the pandemic to discuss the partnership working with the Authority on the Island to correspond with the recovery phase.

The Committee considered that an invitation needs to be afforded to following organisations to attend the Scrutiny Committee in due course:-

Natural Resources Wales
North Wales Fire and Rescue Service
Ambulance Services

It was RESOLVED to note and support:-

- **Scrutiny of key partnerships undertaken during 2019/20;**
- **The partnerships it is intended to prioritise in the Committee's work programme over the next year;**
- **Proposed next steps as detailed in paragraph 5.11 of the report;**
- **To invite the partnerships where there has been slippage in the work programme as a result of the Covid-19 pandemic to discuss their partnership work to coincide with the recovery period.**

ACTION : As noted above.

9 WORK PROGRAMME

Submitted – a report by the Scrutiny Officer.

It was RESOLVED:-

- **To agree the current version of the Forward Work Programme for 2020/21;**
- **To note the progress thus far in implementing the Forward Work Programme.**

ACTION : As noted above.

The meeting concluded at 12.10 pm

**COUNCILLOR GWILYM O JONES
CHAIR**

PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the virtual meeting held on 14 April 2021

PRESENT: Councillor Gwilym O Jones (Chair)
Councillor Glyn Haynes (Vice-Chair)

Councillors T LI Hughes MBE, K P Hughes, Vaughan Hughes, R LI Jones, Alun Roberts, Dafydd Roberts, Margaret M Roberts and Nicola Roberts.

Portfolio Holder for Education, Libraries, Culture and Youth.

IN ATTENDANCE: Chief Executive,
Deputy Chief Executive,
Director of Education, Skills and Young People,
Head of Democratic Services,
Senior Manager Additional Learning Needs and Inclusion (Gwynedd & Anglesey) (FEE),
Scrutiny Officer (SR),
Committee Officer (MEH).

APOLOGIES: None

ALSO PRESENT: None

Following the death of the HRH the Duke of Edinburgh recently the Committee observed a minute silence as a mark of respect and sympathy.

1 APOLOGIES

None received.

2 DECLARATION OF INTEREST

No declaration of interest received.

3 ADDITIONAL LEARNING NEEDS AND INCLUSION PARTNERSHIP

Submitted – an update report by the Director of Education, Skills and Young People on the progress of the Additional Learning Needs and Inclusion Partnership's work.

The Senior Manager Additional Learning Needs and Inclusion (Gwynedd & Anglesey) reported that the integrated Additional Learning Needs and Inclusion Service has been operational since September 2017. In terms of Legislative context, the new Additional Learning Needs Act and Welsh Tribunal Legislation (2018) will come into force gradually from September 2021. The final Code has been ratified in the Senedd on March 23, 2021.

The report is in 3 Parts:-

Part 1 – External Appraisal of the Service

During January/February 2021, Mrs Caroline Rees an External Inspector for Estyn was commissioned to undertake a review of the Anglesey and Gwynedd Additional Learning Needs (ALN) and Inclusion Strategy. The review took place over a four week period. As part of the review, Mrs Rees met with a number of team members and stakeholders from schools and the local authority. A comprehensive report outlining actions was provided. A summary of the report was included within the report to the Committee together with important areas for further development of the Service.

Part 2 – Support during the COVID period (March 2020)

The lockdown periods since March 2020 have created significant challenges for children and young people, and for the whole of the education workforce. The ALN & I Service has reviewed the delivery model in a very short period to respond to this over the past year. The statutory duty to provide service in accordance with the SEN Act (2002) has continued, and the transition work for the new Legislation has also continued. There has also been consistent collaboration between the ALN Service, Children's Services and Health Agencies to gain coherence with this work.

During the Autumn Term, Estyn undertook a Thematic Inspection of the Welsh Authorities' response to the pandemic in the context of Vulnerable Learners. The ALN&I Service received praise for the areas of delivery with the report submitted to the local authority.

Part 3 – Summarising

The Service's progress in the context of individual Team Improvement Plans over the past year, the External Appraisal Report, and Estyn's Thematic Inspection, with the following highlighted themselves as key strengths and priorities/areas of development:-

Strengths –

- An electronic Individual Development Plan system has been developed, and is now in use by all schools, following a successful piloting period. The system significantly facilitates the work of schools and the service;
- Nurturing Schools Project continues to be implemented and demonstrates positive outcomes within primary and secondary education;
- View 2 of the Strategic Review, which relates to Legislative Transformation, is making good progress and continues to ensure that Anglesey is ready for the new ALN legislation in September 2020;
- The Service's Training Strategy has been set and training delivered. This is now an integral part of the role of each team;
- Use of TOMs (Therapy Outcome Measures) is further extended to enable wider reporting of children's progress, as demonstrating the progress of children and young people with ALN requires holistic approaches;

- Arrangements for monitoring ALN provision and resource use are in place as part of the rationalisation of ALN Finance use. This is also part of the ongoing work of View 2;
- The number of tribunals remains very low, with tribunals involved in provision within Anglesey schools being extremely low compared to the national scale in terms of the Authority (i.e. confirming that suitable provision is being introduced);
- School capacity indicators continue to emphasise that Anglesey schools are extremely inclusive – the level of exclusions, the number of pupils in alternative provision, the numbers of elective home education and attendance, give a very inclusive picture compared to national scales.

The Senior Manager Additional Learning Needs and Inclusion (Gwynedd & Anglesey) highlighted the priorities for the next period as follows:-

- Continue to contribute to the Covid recovery plan;
- Implementing the ALN Legislation from September 2021, which will focus on:-
 - The quality of Individual Development Plans, and ensuring that the child is central to the process;
 - Consistency in school provision, and the role of the ALN Co-ordinator;
 - Strengthening and simplifying the pathways of 0-3 and 16-25 provision;
 - Delivery plans for the other groups changing in terms of Authority responsibility (e.g. learners educated at home, learners in independent institutions);
- Continue with the adaptation and development of Secondary Inclusion Provision for September 2021;
- The Services will also continue to priorities of School and Staff Training Strategy and approaches to tracking the progress and effectiveness of interventions within the online IDP.

The Portfolio Holder for Education, Libraries, Culture and Youth reported that the Additional Learning Needs and Inclusion service has been challenged and review and overall the provision of ALN and Inclusion is robust.

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

- Reference was made that whilst the report highlights strengths within the ALN service it also refers that work is required within the Inclusion perspective of the service. The Senior Manager Additional Learning Needs and Inclusion agreed that further work is required within the Inclusion perspective of the service and the need to develop provision for behaviour in year 9 and key stage 4 including an improved model for Pecyn 25;
- Questions were raised that it has been noted within the report further development of communication with schools is required whilst it can be seen that contact with schools/families of children with IDP/Statement is taking place. The Senior Manager Additional Learning Needs and Inclusion responded that the weekly contact was undertaken through the pandemic with a member of staff from the service contacting

the schools to review the provision for children especially those who are IDP Statement. Moderation Panels have continued and information, requirements of the child/young people is fed through the electronic Individual Development system which is now in use by all schools. The Director of Education, Skills and Young People said that the Senior Manager Additional Learning Needs and Inclusion is now part of the Senior Leadership Team of the Education Department together with representation on the primary and strategic forums. Representation from the ALN & I service are also part of the Catchment Area meetings with schools;

- Questions were raised as to the effect of the pandemic on the service as it has been stated within the report that the review of the ALN & I service took place at the beginning of the pandemic. The Senior Manager Additional Learning Needs and Inclusion responded that as education was afforded through different format the ALN & I service prioritised support for the children/young people as regards to welfare and wellbeing and support for families if required. She noted that the service afforded to the children/young people is now fully functional since the autumn term. Operational functions of the service is carried out virtually to convene Moderation Panels and meetings with schools. The ALN & I staff are now working within the schools rather than working virtually but there are different challenges for the children/young people due to the effect of the pandemic on education and it is important to afford support and settling pupils back to a normal routine of attending school;
- Further questions raised whether the changes forced on the ALN & I service due to the pandemic will continue. The Senior Manager Additional Learning Needs and Inclusion responded that best practice established was that a one link co-ordinator from ALN and I service deals with the any enquiries from schools and discussions are undertaken on a weekly basis as regards to any concerns. The Co-ordinator thereafter is able to escalate any problems and any additional support to the ALN & I service;
- Questions were raised as to how the work of the ALN & I Service can be further strengthened. The Senior Manager Additional Learning Needs and Inclusion responded that the ALN & I Partnership between Gwynedd and Anglesey has prioritised the Inclusion provision of the service and work will be undertaken with the Children's Service and it is anticipated that it will strengthen the service for children and young people. In accordance with the new Additional Learning Needs Act the specialist service will be strengthened with opportunities for people to training as Educational Psychologist for hearing and visual impairment teachers; it will be a pathway to recruit local and bilingual staff in these areas together with speech and sign-language specialist;
- Questions were raised as the ALN & I Service is able to monitor home schooling children. The Senior Manager Additional Learning Needs and Inclusion responded that an increase was seen in September 2020 when parents de-registered children from the local authority education service due to the pandemic. Parents who de-register their children will have to take responsibility for the education of their children. She noted that in September 2022 statutory guidelines will come into force to monitor the education of home schooling pupils. Virtual conference has been afforded for parents of home schooling pupils which was well attended and another virtual conference will be afforded before the end of this school term;
- Reference was made that it is still taking a lengthy process to identify a child additional needs and neurodevelopmental needs. Questions were raised as to the current waiting period for a child to be diagnosed with learning needs and neurodevelopmental needs to have access to educational psychologist. The Senior Manager Additional Learning Needs and Inclusion responded that the Psychologist Team work closely with the schools and they do not have a waiting list to see children. The neurodevelopmental needs is dealt with by the local health board and discussion have taken place for children to be seen earlier. She noted that better communication with the ALN & I team is now taking place with the neurodevelopmental department in terms of

accessing and identifying the needs of the child. Members requested that examples of case studies be afforded to this Committee when an update report on the ALN & I service is submitted;

- Reference was made that the ALN & I service has not seen cases of legal challenge on Anglesey during the pandemic. Members expressed that most parents do not have the experience of challenging such a service. The Senior Manager Additional Learning Needs and Inclusion responded that support can be afforded through SNAP Cymru for statutory assessment of children.

It was **RESOLVED** :-

- **To note the progress of the Additional Learning Needs and Inclusion Partnership's work;**
- **To note the response of the Additional Learning Needs and Inclusion Partnership to the recommendations noted by the External Adviser as part of the recent external evaluation.**

ACTION : As noted above.

4 SCHOOLS PROGRESS REVIEW PANEL - PROGRESS REPORT

Submitted – a progress report by the Scrutiny Officer on the Schools Progress Review Panel.

The Chair said that the report refers to the last 4 meetings of the Schools Progress Review Panel and covers the period November 2020 to March 2021. He noted that monitoring of individual school standards is well established and continues to develop. Following discussion in October 2019 regarding the programme for monitoring standards in individual schools, there was strong evidence of action on the decision in terms of further developing scrutiny. However, the work has currently been affected by the result of the pandemic and the Panel intends to revisit these visits when conditions permit. The Panel will therefore need to adapt the way it works and scrutinise the performance of individual schools, and there is scope for the Panel to undertake this work virtually in the future.

The Chair referred that the Panel has considered the following matters:-

- The Council's Response to Covid-19 (Part 3) : Support for Vulnerable Children and Holyhead Project;
- Welfare Provision;
- GwE Progress Report 2020/21 : Supporting Schools during the Covid-19 pandemic;
- The Welsh language;
- Special Schools;
- Next Steps;
- Estyn: support of local authorities and regional consortia for schools and PRUs to respond to Covid-19;
- The Journeys of two Secondary Schools on the Island;
- Update on the developments of the Gwynedd and Anglesey Additional Learning Needs and Inclusion Partnership;

- Digital support for schools and general developments regarding the Welsh language.

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

- Questions were raised as how the Panel can develop so that the voice of the child/pupils can be heard. The Director of Education, Skills and Young People responded that the Education Service is encouraging pupils to express their view as part of the school activities and education. He noted that School Council afford pupils the opportunity to raise issue of concerns and enables for ideas/vision the children may have to improve the work focus of the schools;
- Questions were raised whether the actions taken by the Panel is robust enough and whether the rate of the work undertaken is appropriate and if matters need to be escalated to the Scrutiny Committee. The Chair responded that the Education Officers attend the Panel together with representatives from GwE. He further expressed that the association with GwE is advantageous to the Panel so as to enable issues are addressed and share information. The Director of Education, Skills and Young People said that discussions within the Panel are able to discuss issues that may in the future be a problem with educational spectrum; representation of the Panel is able to challenge the Officers from the Education Service and GwE. He noted that an invitation has also been afforded to Estyn to attend any meetings of the Panel.
- Questions were raised whether the Panel has evidence that it is adding value to Education service. The Director of Education, Skills and Young People responded that significant preparatory work is undertaken for the Panel and minutes and reports are available. He noted that the Education Service has benefited from the work of the Panel with Heads of primary and secondary schools being invited before the Panel together with members of the Panel visiting the school. The support of GwE and Estyn has also been effective to the work of the Panel. The Chief Executive said that the strengths of the Schools Progress Review Panel is that it has been able to evolve around the challenges within the education service. She noted that the Panel is been recognised by Estyn and GwE and nationally as good practice. The Chief Executive raised that the Panel needs to consider if it was announced that no external examinations will be held in the next 5 years for the generation of pupils that are in schools at present; the Panel will need to discuss as to how it will challenge the schools in their performance in this respect. The Chair responded that a letter was sent to the Minister for Education, Mrs Kirsty Williams MS on behalf of the Scrutiny Committee to ascertain clarity in respect of GCSE's and A level examination for pupils in the future. The Chair read out the response by Mrs Kirsty Williams MS to the meeting.

The Portfolio Holder for Education, Libraries, Culture and Youth said that the School Progress Review Panel has delivered robust challenges to the performance of schools on the Island and it is evident that the standards of schools on the Island has made significant improvement and progressed over the last few years.

It was **RESOLVED** :-

- To note the progress to date the work of the School Progress Review Panel in delivering its work programme which includes robust challenge of individual schools' performance;
- To note the areas of work addressed through the new arrangements introduced in shadowing the Learning Service and GwE.
- That the Scrutiny Committee approve the robustness of the Panel's monitoring to date.

ACTION : As noted above.

5 FORWARD WORK PROGRAMME

Submitted – a report by the Scrutiny Officer.

Councillor T LI Hughes MBE requested that an invitation be extended to the Chief Executive of the Betsi Cadwaladr University Health Board to attend this Scrutiny Committee.

It was RESOLVED :

- to note the Work Programme from June 2021 – November 2021.
- that an invitation be extended to the Chief Executive of the Betsi Cadwaladr University Health Board to attend a future meeting of this Scrutiny Committee.

**COUNCILLOR GWILYM O JONES
CHAIR**

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PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE

Minutes of the virtual meeting held on 18 May 2021

PRESENT: Councillors T LI Hughes MBE, Glyn Haynes, K P Hughes, Vaughan Hughes, Gwilym O Jones, R LI Jones, Alun Roberts, Dafydd Roberts, Margaret M Roberts and Nicola Roberts

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

APOLOGIES: None

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

1 DECLARATION OF INTEREST

None received.

2 ELECTION OF CHAIR

Councillor Gwilym O Jones was elected Chairperson for the Partnership and Regeneration Scrutiny Committee.

3 ELECTION OF VICE-CHAIR

Councillor Glyn Haynes was elected Vice-Chairperson for the Partnership and Regeneration Scrutiny Committee.

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

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Partnership and Regeneration Scrutiny Committee
Date:	15 June 2021
Subject:	Welsh Language Standards Annual Report 2020-21
Purpose of Report:	To present the report for comment before it is submitted for delegated approval for publication.
Scrutiny Chair:	Cllr Gwilym O Jones
Portfolio Holder(s):	Cllr Ieuan Williams – Portfolio Holder for service transformation and responsibility for the Welsh language
Head of Service:	Annwen Morgan Chief Executive
Report Author: Tel: Email:	Huw Jones, Head of Democratic Services 01248 752108 JJones@ynysmon.gov.uk
Local Members:	Not applicable

1 - Recommendation/s

The Committee is invited to comment on the Annual Report on the Welsh Language Standards 2020-21 before it is submitted for delegated approval by the Portfolio Holder for publication.

2 – Link to Council Plan / Other Corporate Priorities

The Council Plan 2017-2022 notes that “*Safeguarding and developing the use of the Welsh language and its contribution to the island’s cultural identity and heritage will be given priority*”.

The Full Council approved the Council’s Welsh Language Policy on 12 May 2016. This annual report outlines how the policy was implemented during 2020-21.

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 impact of this decision on:

- the groups protected under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives
- 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 - Are there any specific risks that are a cause for concern in terms of compliance?

2 - What are the main risks in the future in terms of mainstreaming the Welsh language within the Council?

3 - Is there any additional data that would add value to the annual report?

5 – Background / Context

It is a statutory requirement that the Council produces an annual report, in relation to each financial year, which deals with the way in which the Council has complied with the Welsh Language Standards with which it was under a duty to comply (in accordance with Standards 158, 164 and 170). The report includes information about the following areas:

- Steps taken to comply with the Language Standards
- Active steps to promote and facilitate the Language Standards
- Self-regulation
- Monitoring Arrangements
- Development work to formulate policy
- Development work to promote the Welsh language
- Performance reporting – complaints and compliments, staff language skills, training
- Conclusions and recommendations

6 – Equality Impact Assessments

6.1 – The potential impact on the groups protected under the Equality Act 2010

See 6.3 below.

6.2 – The potential impact on those experiencing socio-economic disadvantage in their lives

See 6.3 below.

6.3 – The potential impact on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

The purpose of the annual report is to demonstrate how the Council has complied with the Welsh Language Standards during 2020-21. Sections 2.3 and 6.0 of the report gives an overview of the active steps taken to ensure compliance with the Standards relating to considering the effect on the Welsh language and on Welsh speakers.

7 – Financial Implications

Not relevant.

8 – Appendices:

Appendix 1 – (Draft) Annual Report on the Welsh Language Standards 2020-21

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

Isle of Anglesey County Council

(Draft) Welsh Language Standards Annual Report 2020-21

Introduction

Since receiving the Compliance Notice in 2015, the Isle of Anglesey County Council continues to be fully committed to meeting the Welsh Language Standards. As well as making it easier for people to use the Welsh language as part of their day-to-day lives, this is viewed as a local contribution towards the national efforts to increase the number of Welsh speakers to one million by 2050. The existence of the Welsh Language Standards has provided the County Council with a constructive opportunity to reinforce the requirements and improve the quality and availability of Welsh medium services.

This report will include information about the following areas:

- Steps taken to comply with the Language Standards
- Active steps to promote and facilitate the Language Standards
- Self-regulation
- Monitoring Arrangements
- Development work to formulate policy
- Development work to promote the Welsh language
- Performance reporting – complaints and compliments, staff language skills, training
- Conclusions and recommendations

Summary of the main achievements during 2020/21

Progress was made in a number of areas during the last year. This includes:

- Incorporating the requirements of the Welsh Language Commissioner's Good Practice Advice Document (2020) in relation to the Welsh language in the corporate template and guidance for Impact Assessment. (Part 2.3), (Part 6.0).
- Receiving a positive judgement following monitoring work by the Welsh Language Commissioner's office (Part 4.0).
- A significant number of Council staff (979) accepted the summary of Welsh language requirements on the Policy Portal as part of the self-regulation requirements (Part 4.0).
- Identifying, through a questionnaire for Language Standards co-ordinators, the challenges and good practices within the Council during the Covid-19 period (Part 4.0).
- The County Language Forum continued to meet virtually on a regular basis (Part 7.1.1.).
- A number of achievements during the Covid-19 period in terms of promoting and increasing the use of the Welsh language within the Council's administration and services (Part 7.1.3).
- Fully bilingual technical support software, 'Freshservice' purchased for logging service requests (Part 7.1.4).
- New fleet of gritters all given Welsh names (Part 7.1.5).
- In terms of More than Just Words, awareness was raised amongst staff of the requirements and the method of recording the 'Active Offer' of language choice was monitored (Part 7.1.6).
- During 2020-21, through the Arfor programme, 41 language grants and 16 business grants were awarded on Anglesey (Part 7.1.7).
- A written compliment was received from the Area Judge in relation to the high number of social workers possessing Welsh language skills (12-11-20) (Part 8.1).

1.0 Background and legislative context

The Isle of Anglesey County Council is required to comply with the Welsh Language Standards, introduced under the Welsh Language Measure (Wales) 2011. The Welsh Language Measure gives the Welsh Language official status in Wales and the basic principles of the Welsh Language Standards are that the Welsh language should not be treated less favourably than the English language and that the use of Welsh should be promoted and facilitated, making it easier for people to use Welsh in their everyday lives.

The standards replace the Welsh Language Plan and offer a new framework to determine how we will:

1. provide Welsh Services,
2. form policies in a way that promote the Welsh Language,
3. operate through the medium of Welsh,
4. promote Welsh,
5. keep records in relation to the Welsh Language.

This Council received a Compliance Notice on the Final Standards on 30 September, 2015. This means that the 154 standards which came into force on 30 March, 2016 and the further six on 30 September, 2016 now apply to the County Council. A full list can be seen on the Council's website.

This meant that the Welsh Language Plan expired on 30 March, 2016 when the Standards came into force. The Council had already been complying with a significant number of the Standards placed upon it through the implementation of its Language Scheme and in reality, this scheme went further than the Language Standards in many areas. It was considered that the Council's current position with regard to the language should not be weakened by restricting compliance to the Standards alone and as a result, a new Language Policy was developed. This Language Policy combines the Language Scheme and the Standards with which the council is under an obligation to comply. This Language Policy was adopted by the County Council on 12 May, 2016.

2.0 The Welsh Language Standards

2.1 The Compliance Notice

Following receipt of the Compliance Notice, a RAG status scoring exercise was undertaken against each Standard in order to identify the action required to ensure compliance.

2.2 Compliance with the Service Delivery Language Standards

The County Council has a duty to comply with 77 Service Delivery Standards and below is an overview of the active steps taken to ensure compliance.

Standard(s)	Content of Standard(s)	Active Steps
7+64+67+68	Standards relating to the 'Active Offer' of language choice	<p>An 'active offer' sign placed in each reception area.</p> <p>Iaith Gwaith badges available to all staff.</p> <p>A generic message and instructions to be placed on correspondence, documentation and official notices available to staff.</p>
1-7 8-22 37+38 40-49 50-51 69-70	Standards relating to the provision of face to face, over the phone and written services as well as publicity and advertising by the Council	<p>See 3.1 for the list of instructions and guidelines for staff.</p> <p>Training sessions were provided to staff on the compliance requirements. A rolling programme of these sessions will be held to deal with any changes within the workforce.</p>
23-28 30-36	Standards relating to conducting public meetings and public events	<p>See 3.1 for the list of instructions and guidelines for staff.</p> <p>Training sessions were provided to staff on the compliance requirements. A rolling programme of these sessions will be held to deal with any changes within the workforce.</p>
52-57 58-59	Standards relating to websites and on-line services as well as the Council's use of social media	<p>ICT Purchasing Policy and the Specifications for services provided by the Council / external providers include Welsh Language Standard requirements.</p> <p>The content of App Môn and Map Môn is bilingual.</p> <p>Bilingual content on social media (with the Welsh appearing first). Responses are provided in the user's chosen language. Content is</p>

Standard(s)	Content of Standard(s)	Active Steps
		managed by one service unit to ensure consistency and compliance.
71-75	Standards relating to awarding grants	Welsh Language Standards Document on Allocation of Grants – Corporate Guidelines on the Intranet.
76-80	Standards relating to awarding contracts	Procurement Policy and ‘Sell 2 Wales’ training includes the Welsh Language Standards requirements.
155-160	Supplementary Standards relating to Service Delivery Standards	<p>There is a document on our website that states which Standards the Council has a duty to comply with.</p> <p>There is a corporate process in place for dealing with Welsh language complaints and information regarding the process can be seen on the Council’s website.</p> <p>Annual reports in relation to the Welsh Language Standards requirements are published.</p>

2.3 Compliance with the Policy Making Standards

The County Council has a duty to comply with 16 Policy Making Standards and below is an overview of the active steps taken to ensure compliance.

Standard(s)	Content of Standard(s)	Active Steps
88-90+94	Standards relating to considering the effect on the Welsh Language and on Welsh Speakers.	A standard template for Assessing the Impact on the Welsh Language is available on the Council’s intranet. Welsh language requirements in terms of impact assessment have been incorporated in the template and corporate guidelines. The Welsh Language Commissioner’s Good Practice Advice Document (September 2020) is also available on the same page.

Standard(s)	Content of Standard(s)	Active Steps
		<p>The Executive's Template has been updated to address the need and direct link between impact assessments and the Council's decision-making process.</p> <p>The Council has strengthened its processes by producing Guidance to services on complying with the Language Standards when conducting public consultations. The guidance is available on the Council's intranet and the requirement to include the following question in consultation documents has been noted:</p> <p><i>"We have carried out an impact assessment on the positive and adverse effects on equality and the Welsh language. In your opinion, have we missed anything?"</i></p> <p>Corporate guidance and support on impact assessments is available to services.</p>

2.4 Compliance with the Operational Standards

The County Council has a duty to comply with 53 Operational Standards and below is an overview of the active steps taken to ensure compliance.

Standard(s)	Content of Standard(s)	Active Steps
98	Standard relating to developing a policy on the use of Welsh internally	Internal Administration Guidelines have been available on the intranet as guidance for staff since 1-4-19.
99-105	Standards relating to the provision of employment documents in Welsh	The language choice of the majority of staff has been established for receiving their contract of employment and any forms, documents or

Standard(s)	Content of Standard(s)	Active Steps
		correspondence relating to their employment. If the language choice is not known, the documents are sent bilingually.
105-111	Standards relating to HR policies	All HR policies are provided bilingually for staff on the Intranet.
112-119	Standards relating to the Complaints and Disciplinary process	The Council's Complaints procedure and Disciplinary process is available to staff in Welsh.
120-126	Standards relating to the Intranet and ICT resources	The Council Intranet is bilingual. Cysgliad, the Welsh spellcheck software is available for all Council staff to download.
127-133	Standards relating to Developing Welsh language skills through workforce planning and training	Staff skills are noted during the recruitment process and annual appraisal. Staff are able to note their language choice for training on the short course request form. Training, encouragement and time during the working day are provided to develop the language skills of learners and fluent Welsh speakers.
134+135	Standards relating to the wording and logo for staff e-mail signature	A guidance bulletin for staff and logos for Welsh speakers and learners are available to download.
136-140	Standards relating to recruiting and appointing	New recruitment guidelines outline the language requirements for posts and that the level for each 4 skills are included in the job description. Recruitment and job descriptions all available bilingually.
167-172	Supplementary Standards relating to the Service Delivery Standards	There is a document on our website specifying which Standards the Council has a duty to comply with.

Standard(s)	Content of Standard(s)	Active Steps
		There is a corporate process for dealing with Welsh language complaints and information relating to the process is available on the Council's website . Annual reports are published in line with the Welsh Language Standards requirements.

2.5 Compliance with the Promotion Standards

The County Council has a duty to comply with 4 Promotion Standards and below is an overview of the active steps taken to ensure compliance.

Standard(s)	Content of Standard(s)	Active Steps
145+146	Standards relating to the promotion of the Welsh language and facilitating the use of Welsh more widely	2016-2021 Welsh Language Strategy with a target of increasing the percentage of Welsh speakers to 60.1% by 2021 Supporting the National Welsh Language Rights Day – ‘I Have a Right’ on 7 December 2020 through social media.
173+174	Supplementary Standards in relation to the Promotion Standards	There is a document on our website specifying which Standards the Council has a duty to comply with.

3.0 Active Steps in order to promote and facilitate the Welsh Language Standards

3.1 Materials for staff

A series of guidelines and instructions are provided for staff on the Council's intranet to assist them to ensure compliance with the Welsh Language Standards, which are:

- The Welsh Language Policy
- A series of themed information bulletins on:
 - Face to face services
 - Services provided over the phone
 - Services provided by letter or e-mail

- Preparing documents, the website, on-line services, social media and the provision of educational courses
- Consider the Welsh language when conducting consultations, conducting research work and developing proposals.
- Corporate Guidelines on Awarding Grants
- Customer Service Charter – staff guidelines (which include the requirements of the Welsh Language Standards)
- Guidelines on conducting Bilingual Meetings
- Guidelines on Internal Administration
- Standard message for e-mail, letters, publications and official notifications
- Iaith Gwaith logos for Welsh speakers and Welsh learners to download.
- Instructions on how to download the software for the Welsh version of Microsoft Windows.
- A template for Assessing the Impact on the Welsh language
- Guidance for services on complying with the Language Standards when conducting public consultations.

3.2. Structures / activities to support this

- Regular meetings are held with the Welsh Language Standards co-ordinators from each service. This network is extremely useful in order to share good practice, recognise any concerns, challenge and support at service level;
- Attendance at Heads of Service meetings and individual service management teams as required to provide updates and guidance on the requirements of the Welsh Language Standards.

It is recognised that the process of raising awareness is ongoing and that the aim is for the requirements to be naturally mainstreamed into the work of the Council.

4.0 Self-regulation

The Welsh Language Commissioner's Regulation Framework places an expectation on the Council to self-regulate its performance against the requirements of the Welsh Language Standards. This is because it is the establishment and not the Welsh Language Commissioner who is statutorily required to comply with the relevant standards.

The Welsh Language Commissioner's office conducted a secret shopper exercise on the Council during 2019-20 and the results of the exercise were received in correspondence dated 7 August 2020. The following aspects were tested to ensure compliance with the Welsh Language Standards:

- Correspondence
- Telephone Calls
- Forms
- Press Releases
- Booklets/pamphlets/sheets/cards
- Corporate identity
- Website

- Facebook and Twitter
- Jobs
- Self-service machines
- Signs

The Welsh Language Commissioner gave the following judgement on the Council's performance:

'Your organisation's outcomes during the surveys were very praiseworthy and there are no issues arising from the outcomes that need to be addressed'.

Despite the positive judgement above, as part of the self-regulation process a questionnaire was distributed to Language Standards Co-ordinators within Council services to build a picture of the situation with regard to the Welsh language during the Covid-19 period. They were asked to outline the situation in terms of complying with the Welsh Language Standards (with particular reference to Impact Assessment and holding welfare meetings), the challenges and good practice. The findings were reported to the Senior Leadership Team and Heads of Service on 5 October 2020.

Based on the responses received to the questionnaire, it appears that there are no challenges with regard to complying with the Language Standards and providing a service to our customers in their preferred language. Of course, the service provision methods have had to change with contact mainly taking place digitally, by letter or over the phone.

Please see below a summary of the main points noted by services:

Challenges

- Translation is sometimes a challenge in formal Social Services meetings with non-Welsh speaking colleagues from other agencies. Despite this, managers report that they are confident that the service can provide a service in Welsh and that service users receive services, including welfare meetings that are held virtually, in their preferred language.
- Some projects within the targets that were due to be held jointly with the Urdd and Young Farmers did not take place. In addition, the 'Welsh as a Skill' workshops were not held in clubs or Trac groups because the clubs were closed and group work was not taking place with Trac.
- No National Exercise Referral Scheme (NERS) sessions were held during the Covid-19 period, as it was likely that a number of participants in these sessions would have been in the Covid-19 high-risk category. Support is available for these customers by e-mail, and in the customer's preferred language.

Good Practice

- Welsh language training and Staff Induction sessions are held virtually by the Human Resources Service. Induction Sessions also take place virtually in the Social Services. One service noted that some learners might be more comfortable in a room/office full of people.

- During the Covid-19 period, the Adults Services has started to include statistics for recording the 'Active Offer' and the service users preferred language in data reports that are shared regularly with team managers, in order to monitor and improve recording.
- The Adults Services has started to include statistics for recording the 'Active Offer' and service users preferred language in data reports that are shared regularly with team managers, in order to monitor and improve recording.
- The Human Resources Services ensures that letters are checked before being sent – one aspect is to check the preferred language.
- Senior officers/press office to check anything sent out to the public from the Public Protection department.
- Developing a Bank of bilingual resources for Agored Cymru Sessions during the Covid-19 period so that the most vulnerable pupils continued to see the language whilst taking part, even if they can't speak Welsh, or choose not to use it.
- Discussions are underway to start an Outreach Service on the streets for young people whilst clubs are closed, so that young people have an opportunity to speak to a worker. Steps will have to be taken to ensure that at least one members of each team can speak Welsh fluently, as is the case in the regular youth clubs.

Since the standards came into force the Council, as part of the self-regulation process, has created a scoring template for Heads of Service to review their compliance with the Standards. The Chief Executive and Welsh Language Officer have been holding one-to-one meetings with each Head of Service on an annual basis. The outcomes are discussed and any areas presenting specific challenges are identified. During this process, there is an opportunity to identify any further support required by individual services. There is a continuous purposeful effort in place to increase the compliance scores against every aspect of the Standards. The process has begun this year by distributing the template to services and asking them to complete it.

Previous reports have referred to the fact that the Council has an electronic system for accepting policies, which places an expectation on staff that have Council e-mail accounts to accept key corporate policies (the Policy Portal). A summary of the requirements in terms of the Welsh language is part of a core set of corporate policies that must be accepted every two years. The summary was presented for staff to accept for the first time in April 2018.

Last year's report noted that a decision was made to halt the process on 23 March 2020 because of the need to reprioritise the Council's work to respond to the Covid-19 emergency. The process resumed on 1 September 2020, when the summary of the Welsh language requirements was presented for the second time. On 23 March 2021, 979 members of staff had accepted the summary, out of 997 that were eligible to be included in the compliance data at the time. (Information contained in the system is live and the number of eligible staff to be included changes daily to reflect the number of staff joining, leaving, on secondment etc.).

The Language Standards and embedding the self-regulatory system has also been set as one of the annual performance targets for Heads of Services and these will be monitored by the Council's Senior Leadership Team.

5.0 Monitoring Arrangements

The following monitoring arrangements are in place:

- Welsh Language Officer meets with the Chief Executive to provide regular updates
- Welsh Language Officer regularly reports to the Heads of Service (Penaethiaid) meeting as well as the Welsh Language Promotion Group on any matters that require further attention (the Welsh Language Promotion Group includes the Portfolio Holder with responsibility for the Welsh language and the Chairs of the Council's Scrutiny Committees);
- The Welsh Language Officer visits service management teams to provide guidance as needed;
- Welsh Language Co-ordinators assist Heads of Service to monitor compliance within the services.

6.0 Development work to Formulate Policy

When launching his Assurance Report for 2019-20, 'Closing the Gap', the Welsh Language Commissioner noted that by now he expected compliance to be high at an operational level (i.e. the areas noted above). The expectation now is that organisations focus on strategic areas such as Assessing the Impact on the Welsh language. The Welsh Language Commissioner published a good practice advice document in September 2020 and the requirements have been incorporated in our processes for developing proposals/formulating policy. Corporate templates and guidelines for assessing the impact on equality and the Welsh language have been updated and are available on the Council's intranet. The Welsh Language Commissioner's advice document is also available on the same intranet page and the new Socio-Economic Duty has also been incorporated in the documentation.

7.0 Development Work to Promote the Welsh Language

7.1.1 County Strategic Language Forum

Anglesey's Strategic Language Forum exists on a County level in order to give strategic focus to the Welsh Language on the Island. The Forum was established in 2014 by the County Council in collaboration with the Menter Iaith and other key partners. In 2016, in order to meet the requirements of the Welsh Language Standards, the role of the Forum evolved to one of developing and monitoring the Welsh Language Strategy 2016-2021. Since the Education Forum came to an end, the responsibility for ensuring strategic overview of the area and monitoring progress was transferred to this forum in September, 2017. The Strategic Language Forum has continued to meet virtually regularly during the Covid-19 period. The Forum's terms of reference was reviewed in September 2020 and its role and responsibilities are as follows:

- Contribute towards the Welsh Government's target in its strategy, '*Cymraeg 2050: a million Welsh speakers*' through the local vision to see an increase in the number of people speaking and using the Welsh language (that the percentage increases to at least 60.1% by the 2021 Census, the same as it was in 2001).

- Increase the opportunities for people to use the Welsh language.
- Increase people's awareness of the value of the Welsh language as part of our heritage and as a skill in contemporary Wales.
- Work on a partnership level through joint discussions, sharing ideas and ensuring that there is no duplication of work amongst organisations working in this field.
- Collaborating on a partnership level to identify gaps in the provision and creating activities to meet the need.
- Identify opportunities to share good practice.
- Work together to address the challenges and opportunities arising from economic development in relation to the Welsh language.
- Create opportunities to promote the Welsh language in the local economy in general and on public services – in local government, health, education, leisure etc.
- Encourage owners of new industries establishing here to acknowledge and use the Welsh language.
- Emphasise the economic and cultural value of the language in the tourist economy.
- Emphasise the importance of the language to authorities responsible for recovery plans.
- Identify opportunities to promote the Forum's work to the public in a variety of ways.

The County Language Forum has scrutiny arrangements in place for evaluating the progress of the Strategy against the targets. The Chair of the Forum is independent, which is an effective way of presenting a non-biased challenge to all forum members. The Forum meets monthly to monitor the progress of the Strategy and leaders of specific areas reporting on their activities with the remainder of the Forum scrutinising. Another strength of the Forum is that it invites external speakers to talk to the panel on different subjects and this is an opportunity to further influence and raise awareness.

7.1.2 Welsh Language Strategy 2016-2021

The Welsh Language Strategy 2016-2021 was adopted by the County Council on 27 September, 2016. This strategy outlines how it is proposed to promote Welsh and to facilitate more extensive use of the language in the area and to set a target to increase or preserve the number of Welsh speakers by the end of the 5 year period. The vision has been set that by the 2021 Census, an increase will be seen in the

number of Welsh speakers, with the percentage increasing to at least 60.1% as it was in 2001. The Language Forum and the County Council will need to consider the next steps during 2021/22.

For this first strategy, the Strategic Language Forum agreed to concentrate on three key themes, namely:

- **Children and Young People and the Family**
- **The Workforce, Welsh Language Services, the Infrastructure**
- **The Community**

A yellow status was given to the progress of the work at the end of the fourth year, recognising that it was not possible for a number of key partners to complete or undertake face-to-face activities due to the Covid-19 period. This conclusion was reached based on evidence received as a result of sending a questionnaire to each partner asking for an overview of achievements, and the opportunities and challenges faced. Concern was expressed about the effect of the Covid-19 period on the number of people attending community provision such as youth clubs, the Urdd and the Youth Service and how this will influence membership in future.

Below is a summary of the achievements against the Year 5 Action Plan of the Welsh Language Strategy 2016-2021 during the period covered by this report:

- Reports including an update on recent developments with regard to the Anglesey WESP shared with Welsh Government in December 2020 and March 2021;
- “Caru Iaith” intranet created for collaborating on the WESP and Welsh language plans;
- Report and update on the Anglesey WESP shared with Welsh Government in December 2020;
- School staff continue to take advantage of Welsh language sabbatical courses;
- Language Centres developed a Distance Learning provision during the lockdown and welcomed learners back in November 2020 and March 2021, in accordance with Welsh Government’s COVID guidelines;
- Fast-track Scheme for Welsh being co-produced with GwE, the Language Charter and the Anglesey Senior Primary Schools Officer. Collective training held on 28 April and a website to support the scheme is available to every school in Anglesey;
- The Forum and Council have been part of the process of formulating the Anglesey language profile for Welsh Government (January 2021);
- The Forum and Learning Service have been part of the process of formulating a response to the consultation on re-categorising schools based on language (March 2021);
- The Language Initiative has held activities for families, 3 contributions from the partners to the County Council’s Fun Morning, 1 language awareness presentation from Menter Iaith Môn to foster parents through an arrangement with the Council, 3 sessions demonstrating the use of Welsh medium apps in nurseries, 1 training session for 11 early years staff on using Welsh apps with children;

- Up to the Covid restrictions, the Language Initiative held 7 Welsh language immersion events for parents and children, with an average of 16 attending each session;
- The Language Initiative gave a language awareness presentation to 14 members of staff from Medrwn Môn;
- The Language Initiative extended the Welsh medium St David's Day celebrations across the island;
- The Language Initiative's 'Helo Blod' Officer has developed new intensive contacts with 25 businesses and has supported them to introduce the Welsh language for the first time. In addition the service has been promoted and shared with over 70 new businesses;
- 48 Anglesey Youth Theatre sessions have been held since January 2020;
- Language Charter – the first meeting of the Language Forum for pupils in the Holyhead catchment area was held under the auspices of the Language Charter, with each school sending two representatives and a discussion was held on how to encourage more use of Welsh in the community and businesses. (21 pupils);
- A member of staff in the Youth Service won a Welsh Learner of the Year Award in the Authority's Excellence Awards;
- Over 1,000 young people visited the social media pages of the Virtual Gig by Fleur de Lys and Gwilym arranged by the Urdd, YFC and the Youth Service to celebrate St David's Day, funded with a Welsh Government Youth Support Grant;
- Sessions on the importance of the Welsh language to local employers held in 25 of the County's youth clubs;
- The Council held the first meeting with Town and Community Council language champions on 22-1-20;
- The Council held meetings of the County Council, the Executive and Planning Committee providing a simultaneous translation service via Zoom during the Covid-19 period;
- The Council has continued to hold virtual Welsh language and Welsh Language Standards training sessions as part of the Induction process, including the 'Active Offer';
- 49 social housing properties were completed during the 2020/21 financial year;
- The Council has bought back 20 affordable houses as part of its housing stock;
- 141 applicants from Anglesey registered on the Tai Teg website during 2020/21;
- Construction work on 21 new houses completed and work started on the construction of a further 34;
- The Council purchased 3 houses and is renovating them to sell as affordable housing under a shared equity scheme, 2 houses have been sold and one is currently in the process of being sold (March 2021);
- The Forum continued to meet virtually throughout the Covid-19 period.

7.1.3 Administration and promoting the Welsh language

In order to achieve one of the priority areas of the 2016-2021 Welsh Language Strategy, the County Council has adopted an intentional gradual approach for increasing the use of Welsh internally within the Council's administration. In order to work towards this aim, work is in progress to work intensively with services in turn to ensure that the necessary support is in place to increase the use of both spoken and written Welsh. There is a 6 year rolling programmes in place for this work.

Due to Covid-19, the majority of the County Council's staff are currently working from home and this has reduced informal opportunities for staff to practice their Welsh face to face with colleagues. Despite this, as staff have daily contact over the phone and through Teams and have meetings with service users and partners, they have an opportunity to practice their Welsh whilst dealing with day-to-day business and to make the maximum use of the Welsh language. Staff continue to be supported in the 3 services receiving intensive support (Housing, Public Protection and Leisure) and below is a summary of the achievements during the reporting period:

- The Public Protection Function held Coffee and Chat sessions on Microsoft Teams when it was possible to do so;
- The language skills of staff continue to be developed via virtual training;
- Staff meetings enable staff to contribute in Welsh;
- Staff can choose which language to use as part of the Annual Appraisal process.
- A buddy system is used in the Leisure Function; however, as the Leisure Centres have been closed for much of the year, opportunities to forge ahead with the plan have been scarce. It is hoped that the Centres will reopen in May 2021;
- The Housing Service is committed to offering a mentoring service and to improve the use of the Welsh language in the workplace for staff who are learning Welsh or want to improve their Welsh;
- Recording the number of annual appraisal reports written in Welsh and the number of appraisal interviews held through the medium of Welsh in the Housing Service.

The Early Intervention and Prevention Team within the Council's Children's Services are taking part, as one partner, in Bangor University's pilot of the ARFer programme. The purpose of this programme is to use a combination of behavioural change psychology and language planning to increase the use of Welsh in the bilingual workplace in order to contribute towards the aim of Cymraeg 2050: A Million Welsh Speakers. During the Covid-19 period, it has not been possible for the University's staff to observe the language practices of staff for the project and the focus of the ARFer programme has changed to developing a 'toolkit'. Arrangements are underway for the Youth Service to participate in a pilot to trial the toolkit.

See above under 4.0 for further examples of good practice within the services to promote the Welsh language.

7.1.4 Information Technology

The County Council has had to adapt over the last few months to hold its main committees and internal meetings through Teams and Zoom. Difficulties were experienced in maintaining the flow of the simultaneous translation when using Teams and there was no choice but to transfer the main committees to Zoom, which has a separate channel for translation. All Committees now are held virtually and are webcasted.

The County Council has also purchased information technology support software called Freshservice so that service users can look up common issues and log service requests. Incorporating expectations in relation to the Welsh language was

an integral part of procuring the software and it respects the users' language choice across the website, the app and the 'chatbox'.

7.1.5 Public Face

Recently, the County Council invested £280,000 to upgrade its gritters, which are essential to ensure the resilience of the Island's roads during the winter. The six gritters have helped to keep priority routes free of ice and snow and to keep drivers as safe as possible.

The vehicles have also been given their own unique names, which promote our local culture and the Welsh language and they reflect the areas in which they will operate.

- Dwynwen works in the southern area of Anglesey
- Cybi works in the western area of Anglesey
- Eilian works in the north-west area of Anglesey
- Alaw works in the north-east area of Anglesey
- Seiriol works in the eastern area of Anglesey

If one of the vehicles breaks down a sixth lorry, named Mona, can be sent out to ensure that the gritting service continues to run smoothly.

7.1.6 More than Just Words

Below is a summary of the activities to promote and raise awareness of the requirements of More than Just Words during the relevant reporting period:

- During 2020, presentations relating to implementing the Welsh Language Standards and communication and customer care (including the requirement to make an active offer of services through the medium of Welsh to all customers) has been provided in staff conferences.
- Raising awareness of the More than Just Words programme and the Welsh Language Standards continues to be an essential element of all staff induction courses.
- Every member of staff on the e-mail system has received a written reminder of the need to answer the phone bilingually.
- Methods of monitoring how the Active Offer of the service users preferred language is recorded, by obtaining statistics from the electronic recording system, is being developed in order be able to monitor performance in relation to recording this.
- Services continue to monitor and ensure that there are enough Welsh-speaking staff across every area of the Service to ensure that Welsh medium services can be provided in each part of the Service.
- Services continue to encourage staff who are learning Welsh to take part in the relevant training so that they are able to develop their language skills.
- Continue to share good practice in the North Wales More than Just Words Forum.

7.1.7 Rhaglen Arfor

The programme was operational on Anglesey between December 2019 and April 2021 with the aim of promoting business growth in Welsh speaking areas and using Welsh in business. As an innovative scheme, the plans of all four counties were a little different. Anglesey is the only council that provided a specific Arfor grant to promote the use of the Welsh language in businesses and to receive the main business grant applicants had to undergo a review of the use of the Welsh language – Menter Iaith Môn led on implementing these elements. The Anglesey Language Forum received regular progress reports. During 2020/21, 41 language grants and 16 Arfor business grants were awarded on Anglesey, and a ‘Llwyddo’n Lleol’ scheme to promote entrepreneurship and high quality local job opportunities for young people was jointly undertaken with Gwynedd Council.

8.0 Performance Reporting

The County Council has a duty to comply with 10 Record Keeping Standards and these are reported on below.

8.1 Language Concerns and Complaints

Below is a summary of the Language concerns and complaints received:

Date	Service and Standards Category	Complaint	Response
21.3.21	Service Delivery Standards	Confirmation of registering on the Councils service app was erroneous.	Apologised to the complainant and requested that the relevant technical company corrected the error.
Date	Service and Standards Category	Compliment	
21.9.20	Service Delivery Standards	Comment praising Anglesey’s services received by Adults Services, ie – [service user] received special care in Welsh through your Social Services. Well done Anglesey Council!	
12.11.20	Service Delivery Standards	Written compliment from the Area Judge about the high number of social workers possessing Welsh language skills.	

The Welsh Language Commissioner did not undertake any investigations concerning non-compliance with the Welsh Language Standards during the reporting period.

8.2 Staff Language Skills – Standards (170(2) (a))

The following statistics report on the number of employees with Welsh language skills and includes a breakdown of language skills per service.

Definitions	
0	No skills
1	Able to conduct a general conversation (greetings, names, sayings, place names)
2	Able to answer simple enquiries relating to work
3	Able to converse with someone else, with some hesitancy, regarding routine work issues
4	Able to speak the language in the majority of situations using some English words
5	Fluent – able to conduct a conversation and answer questions for an extended period of time where necessary

Welsh Language Skills in each Service 2020-21

Senior Leadership Team (Chief Executive, Assistant Chief Executives, Heads of Service, Personal Assistants)

Number of staff in the service: 6
 Number of returns: 6
 Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	0	0	0	0	6
Percentage	0%	0%	0%	0%	0%	100%

Transformation

Number of staff in the service: 74
 Number of returns: 74
 Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	7	3	3	11	50
Percentage	0%	9%	4%	4%	15%	68%

Adults

Number of staff in the service: 449
 Number of returns: 449
 Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	21	44	28	25	60	271
Percentage	5%	10%	6%	6%	13%	60%

Children

Number of staff in the service:	234
Number of returns:	234
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	5	11	14	12	47	145
Percentage	2%	5%	6%	5%	20%	62%

Housing

Number of staff in the service:	149
Number of returns:	149
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	3	5	7	6	19	109
Percentage	2%	3%	5%	4%	13%	73%

Regulation and Economic Development

Number of staff in the service:	258
Number of returns:	258
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	7	25	13	23	39	151
Percentage	3%	10%	4%	9%	15%	59%

Highways, Waste and Property

Number of staff in the service:	309
Number of returns:	307
Percentage returns:	99%

Level	L0	L1	L2	L3	L4	L5
Number	15	29	16	6	28	213
Percentage	5%	9%	5%	3%	9%	69%

Learning

Number of staff in the service:	86
Number of returns:	86
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	0	2	2	3	11	68
Percentage	0%	2%	2%	4%	13%	79%

Council Business

Number of staff in the service:	33
Number of returns:	33
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	0	1	0	1	2	29
Percentage	0%	3%	0%	3%	6%	88%

Resources

Number of staff in the service:	98
Number of returns:	98
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	1	5	4	7	7	74
Percentage	1%	5%	4%	7%	7%	76%

Language skills levels have remained consistent across the Council compared to last year. Some members of staff are improving their language skills and this has led to a number of small improvements in a number of services across the levels. This shows that the consideration given to Welsh within Workforce Planning, recruitment and training processes is working.

The number of returns remains high this year, with over 500 staff submitting electronically via Learning Pool. The data is kept up-to-date by sharing information about the language skills of their employees with services on an annual basis. The language skills assessment is also included in the annual appraisal pack in order to report on progress and it is also a mandatory section on our on-line recruitment system. The accuracy of our data allows us to plan our workforce and target Welsh language training.

Language skills in each Centre

Office

Number of staff in Centre:	485
Number of returns:	485
Percentage returns:	100%

Level	L0	L1	L2	L3	L4	L5
Number	7	21	16	17	75	349
Percentage	1%	4%	3%	4%	16%	72%

Community

Number of staff in
Centre: 808
Number of returns: 806

Percentage returns: 99%

Level	L0	L1	L2	L3	L4	L5
Number	37	67	44	34	93	531
Percentage	5%	8%	5%	4%	12%	66%

Residential

Number of staff in
Centre: 172
Number of returns: 172
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	8	15	16	12	21	100
Percentage	5%	9%	9%	7%	12%	58%

Leisure Centres

Number of staff in
Centre: 151
Number of returns: 151
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	6	16	9	19	22	79
Percentage	4%	11%	5%	13%	15%	52%

Museums, Archives and Culture

Number of staff in
Centre: 25
Number of returns: 25
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	0	0	2	6	17
Percentage	0%	0%	0%	8%	24%	68%

Libraries

Number of staff in
Centre: 40
Number of returns: 40

Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	2	2	1	5	30
Percentage	0%	5%	4%	3%	13%	75%

Waste

Number of staff in
Centre: 22
Number of returns: 22
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	1	1	0	4	16
Percentage	0%	4%	5%	0%	18%	73%

The data by centre shows consistency in terms of levels compared to last year.

Language skills according to Grade

Grade 1-5

Number of staff on the
scale: 1255
Number of returns: 1253
Percentage returns: 99%

Level	L0	L1	L2	L3	L4	L5
Number	47	96	69	69	157	815
Percentage	2%	8%	6%	6%	13%	65%

Grade 6-10

Number of staff on the
scale: 451
Number of returns: 451

Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	9	33	21	19	76	293
Percentage	2%	7%	5%	4%	17%	65%

Chief Officers

Number of staff on the scale: 15
Number of returns: 15
Percentage returns: 100%

Level	L0	L1	L2	L3	L4	L5
Number	0	0	0	1	1	13
Percentage	0%	0%	0%	6%	7%	87%

Once again this year the returns percentage is very high. There was a reduction in the number of staff in grade 1-5 roles recording level 0 and 1 language skills and an increase in staff recording level 2-5 language skills. The Welsh Language levels of Chief Officers remain constant with the majority recording L5 Welsh Language skills and two others recording L3 & L4.

Training

Information is provided below on the numbers attending the various levels of language training qualifications offered for the reporting period:

Qualification	Number
Entry Level	5
Foundation Level	6
Intermediate Level	0
Higher Level	7
Improving Welsh language skills	1
TOTAL	19

The number of staff taking advantage of Welsh training courses has fallen significantly this year. However, there are some contributory factors behind this reduction. During the Covid-19 pandemic, the face-to-face classroom Welsh language sessions came to an end. As a result, the external and internal weekly Welsh classes, the Intensive Course, have been held on-line through Skype, Zoom or MS Teams. As can be seen from the figures above, we did see some interest in the external weekly Welsh classes. However, there was less interest in the internal weekly Welsh courses and as a result they have been cancelled for the rest of 2020. However, a number of staff attending the internal Intensive Course who wanted to continue throughout the Covid-19 pandemic have done so through the weekly external Welsh classes.

As well as virtual Welsh sessions, staff could also take advantage of other resources and opportunities to develop their Welsh language skills during the year. The E-learning module "A Welsh Welcome for Learners" continues to be marketed and there is also an interest in the "Improving Work Welsh" E-learning module. The Nant Gwrtheyrn courses have also been marketed and two members of staff took up the opportunity to attend these courses. Six members of staff also attended a virtual two-

day 'Improving Welsh Language Skills' course, to help develop writing and reading skills.

An element of language awareness training is provided under the Staff Induction Scheme. During the reporting period, the session was delivered to 31 new members of staff.

Language medium of training courses (170(2) (b) and 170(2) (c))

During the Covid-19 period, the majority of staff training sessions have been held virtually, through MS Teams or Zoom. During this period, we have continued to offer staff a language choice when providing on-line training. When staff apply for a course they can indicate on the application form whether they wish to attend the course through the medium of Welsh or English and training courses are arranged accordingly. The Authority's compulsory courses, which are arranged regularly, also offer staff a language choice, and the staff member can select in which language they wish to join the session.

Our aim is to denote and record each internal training session, as Welsh, English or Bilingual. Unfortunately, the recording options within the Human Resources system are not ideal for gathering such data, and the system is also being adapted to ensure that the data is as up-to-date as possible and it is important to note this when considering the figures below.

In terms of the courses denoted as Bilingual, this could mean that the Trainer is able to present the session bilingually or that a simultaneous translation service is available. In that respect, it means that staff members can ask/answer questions in their preferred language.

The table below considers training that has been offered internally during the year, and shows the number of staff attending courses through the medium of Welsh and Bilingually during the year.

Number of staff who attended courses provided by you through the medium of Welsh during the year	105
Number of staff who attended courses provided by you Bilingually during the year	646
Percentage of the total number of staff who attended the training who chose to attend the Welsh medium session	25%

It is apparent from the table above, where courses have been available in both Welsh and English, that the number of staff taking advantage of the Welsh medium courses has been lower than in previous years. This can be due to limiting many of the courses held during the Covid-19 period to mandatory training only, with priority given to courses of a more technical nature such as Data Protection. Therefore, with less courses available this year, perhaps this has resulted in the reduction of staff taking advantage of Welsh medium courses. This can also be as a result of the digital nature of the training, and the rapid change in the learning environment.

The E-learning Platform, “Learning Pool”, was launched to the wider workforce during 2020/21 in order to enable staff development during the Covid emergency. In order to ensure that the platform is a bilingual resource that offers users a language choice, the Authority has invested additional resources to ensure that this is achieved.

Categorising Posts (170(2) (ch))

The number of new and vacant posts advertised during the year according to language requirements can be seen below:

Language requirements of posts advertised 2020-21	
Posts where language skills are essential	341
Number of posts with Level 1 Welsh language skills	24
Number of posts with Level 2 Welsh language skills	6
Number of posts with Level 3 Welsh language skills	153
Number of posts with Level 4 Welsh language skills	36
Number of posts with Level 5 Welsh language skills	126
Posts where there will be a requirement to learn Welsh language skills when appointed to the post	0
Posts where Welsh language skills are desirable	0
Posts where Welsh language skills are not necessary	0
Total posts advertised	499

As part of the previous recruitment process, managers are required to record whether the ability to communicate in Welsh is essential or desirable for the post-holder. However, new guidelines were introduced in April 2019 which indicate the minimum language requirements for different categories of jobs. These guidelines have succeeded in setting clear expectations for both managers and candidates. As a result, we no longer categorise posts as Welsh Desirable or Essential; instead, a desired language level, between Level 0 and 5, is set for each post. We can see that the two most common levels set during 2020-21 were between L3 & L5.

9.0 Conclusions and recommendations

The Covid-19 period has created new challenges, with the majority of Council staff working remotely and leisure centres, libraries and attractions closed for periods, no face-to-face committees and having to suspend a number of promotional activities. The Council has tried to respond positively to these challenges by offering a virtual provision when practical.

Looking forward, the Council will continue to take advantage of every opportunity to develop and strengthen the processes it has in place to ensure compliance with the Welsh Language Standards. During the next period, it is anticipated that specific attention will have to be given to ensuring that the Welsh language is mainstreamed in each of the Council’s recovery plans.

June 2021

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Partnership & Regeneration Scrutiny Committee
Date:	15 June, 2021
Subject:	Partnership & Regeneration 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 Gwilym Owen 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 Partnership and Regeneration Scrutiny Committee convened on 11th March, 2020

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

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

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

7 – Financial Implications

Not applicable.

8 – Appendices:

Partnership & Regeneration Scrutiny Committee Forward Work Programme 2021/22

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

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

ITEMS SCHEDULED FOR SCRUTINY → June 2021 – November, 2021
[Version dated 07/06/21]

Note for Stakeholders and the Public:

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

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

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

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

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

Items to be scheduled:

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
Schools' Modernisation Programme- Seiriol / Amlwch areas	Transformation of Learning Disabilities Day Opportunities
Housing Revenue Account Business Plan: 2022/23	Recovery Plans (Covid-19)
Assets / Smallholdings Management Plan	Annual Report: North Wales Regional Partnership Board (Part 9: Health and Social Services) 2020/21
Final Draft Budget Proposals 2022/23	
Recovery Plans (Covid-19)	