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CYNGOR SIR
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ISLE OF ANGLESEY
COUNTY COUNCIL

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD LLUN, 26 MEDI, 2022 am 2:00 y. p.	MONDAY, 26 SEPTEMBER 2022 at 2.00 pm
YSTAFELL BWYLLGOR 1 AC YN RHITHIOL DRWY ZOOM	COMMITTEE ROOM 1 AND VIRTUALLY VIA ZOOM
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

Geraint Bebb, Neville Evans, Dyfed Wyn Jones (***Vice-Chair***), Jackie Lewis, Llio A. Owen, Alwen Watkin, Arfon Wyn

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Dafydd Roberts

LLAFUR CYMRU/ WELSH LABOUR

Keith Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

Douglas M. Fowlie, Aled Morris Jones (Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats)
R. Llewelyn Jones (***Chair***)

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

Mr John Tierney (Yr Eglwys Gatholig / The Catholic Church),
Rebekah Davie-Tettmar (Yr Eglwys yng Nghymru/The Church in Wales)
Gwag/Vacant (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor- Primary Schools Sector)
Llio Johnson (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent Governor- Secondary Schools Sector and ALN)

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A G E N D A

1 DECLARATION OF INTEREST

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

2 MINUTES OF THE PREVIOUS MEETING (Pages 1 - 6)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 20 June, 2022.

3 PERFORMANCE MONITORING: CORPORATE SCORECARD Q1 2022/23 (Pages 7 - 20)

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

4 PROGRESS MONITORING: SOCIAL SERVICES PROGRESS REPORT (Pages 21 - 28)

To present the report of the Director of Social Services.

5 FINANCE SCRUTINY PANEL PROGRESS UPDATE (Pages 29 - 34)

To present the report of the Scrutiny Manager.

6 WASTE STEERING GROUP WITH WRAP CYMRU (Pages 35 - 40)

To nominate a member of the Committee to serve on the Waste Steering Group with WRAP Cymru

7 FORWARD WORK PROGRAMME (Pages 41 - 48)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the virtual meeting held on 20 June, 2022

- PRESENT:** Councillor R. Llewelyn Jones (Chair)
Councillor Dyfed Wyn Jones (Vice-Chair)
- Councillors Geraint Bebb, Neville Evans, Douglas Fowlie, Aled M. Jones, Jackie Lewis, Llio A. Owen, Dafydd Roberts, Keith Roberts, Alwen Watkin, Arfon Wyn
- Portfolio Members**
- Councillors Llinos Medi Huws (Leader), Carwyn Jones (Portfolio Member for Economic Development, Leisure and Tourism), Alun Mummery (Portfolio Member for Housing and Supporting Communities), Dafydd Rhys Thomas (Portfolio Member Highways, Waste and Property), Gary Pritchard (Portfolio Member for Children - Social Services, and Youth Services). Alun Roberts (Portfolio Member for Adults' Services – Social Services)
- IN ATTENDANCE:** Chief Executive
Deputy Chief Executive
Director of Function (Resources)/Section 151 Officer
Director of Function (Council Business)/Monitoring Officer
Director of Social Services
Head of Adults' Services
Head of Housing Services
Head of Profession (HR) and Transformation
Chief Planning Officer (DFJ)
Programme, Business Planning and Performance Manager (GM)
Business Manager (Highways, Waste and Property) (GP)
Scrutiny Manager (AGD)
Committee Officer (ATH)
- APOLOGIES:** Councillor Ieuan Williams (Portfolio Member for Education and the Welsh Language), Robin Williams (Portfolio Member for Finance, Corporate Business and Customer Experience)
- ALSO PRESENT:** Bethan E. Griffith (Business Support Manager – Democratic Services)

The Chair welcomed everyone present to the first Corporate Scrutiny Committee meeting of the new Administration and Officers and Members were introduced. The Chair thanked Councillor Aled M. Jones, his predecessor in the role for his and the Committee's work over the course of the previous five years.

1 DECLARATION OF INTEREST

No declaration of interest was received.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meetings of the Corporate Scrutiny Committee held on the following dates were presented –

- 28 February, 2022
- 7 March, 2022
- 31 May, 2022

It was resolved –

- **To receive the minutes of the meetings of the Corporate Scrutiny Committee held on 28 February and 7 March, 2022.**
- **To approve the minutes of the meeting of the Corporate Scrutiny Committee held on 31 May, 2022.**

3 MONITORING PERFORMANCE: CORPORATE SCORECARD Q4 2021/22

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 4 of the 2021/22 financial year was presented for the Committee's consideration and comment. The report portrayed the position of the Council against its operational objectives as outlined and agreed earlier in the year.

Councillor Dafydd Rhys Thomas who was Portfolio Member for Corporate Business during this reporting period presented the Corporate Scorecard for Quarter 4 which was the fourth and final scorecard report for the 2021/22 financial year and the first of the new Administration. He was pleased to be able to report that 90% of Performance Indicators are at or close to target, and that looking back at the Scorecard over the past five years and how it reflects the Council's performance he could confirm that performance has gradually improved during that time notwithstanding the challenges posed by austerity and dealing with the pandemic. Specific examples of good performance seen during the year have been provided in the report relating to Adults' Services, homelessness prevention and the number of empty properties brought back into use.

In acknowledging the positive tenor of the report overall and the solid performance by the Council which it reflected, the Committee also identified the following areas of below target performance which it challenged recognising that these areas will likely influence the approach in the coming year –

- Indicator 32 – Percentage of waste reused, recycled or composted which was Red with a performance of 62.39% against a local target of 70% and a national statutory target of 64% for the year. This performance is also slightly down on the 62.96% seen at the end of 2020/21.

The Highways, Waste and Property Services' Business Manager confirmed that the performance for this indicator has fallen short of the 2021/22 statutory target of 64% due partly to the introduction of a paid for green waste collection service which has resulted in a 2,000 ton reduction in the green waste collected and also an increase in black bin waste over the past two years. Officers anticipated concerns around meeting interim and longer term (70% by 2024/25) targets over 12 months ago and for this reason WRAP Cymru (The Waste and Resources Action Programme) was invited to assist the Council with analysing operational performance and making recommendations to help meet required targets. WRAP Cymru is visiting the Island to undertake practical assessments during Q1 and Q2 2022/23 and the results of its analysis are expected to be available during Q3 2022/23. In response to further questions about penalties and/or sanctions for the non-achievement of statutory recycling targets and the part played by increased tourism over the past two years

in declining recycling rates/rising rates of black bin waste, the Officer advised that although it is possible for Welsh Government to impose penalties for missing statutory recycling rates it does take into consideration the plans which a local authority has to improve performance and to meet recycling targets in future and in this respect the Council's collaboration with WRAP Cymru to increase recycling rates on the Island places it in a strong position. Additionally, part of WRAP Cymru's work will involve analysing the impact of tourism on recycling rates.

The Chief Executive advised that the immediate priority is to conclude the work being undertaken by WRAP Cymru which involves analysing the waste being collected and how much is being recycled which will provide the Council with baseline information. Further research may be necessary to ascertain how the private market has performed including how the commercial sector has adapted to increased tourism levels given that the population increased to an estimated 300,000 visitors during the previous two summers compared with the resident population of c.70,000. Whilst this is likely to have had an impact on recycling performance firm data is required to show to what extent if any increased tourism has had a negative impact on waste management and recycling levels. Once WRAP Cymru's work has reached a sufficiently advanced stage, its conclusions can be brought to the Corporate Scrutiny Committee for detailed examination and scrutiny.

The Committee agreed that Council's performance with regard to reusing, recycling and composting waste needs to be scrutinised closely on an ongoing basis as it also linked to combating climate change to which the Council is committed. The Committee welcomed the suggestion that the outcome of WRAP Cymru's work be brought to the Corporate Scrutiny Committee for examination.

- Indicator 36 – Percentage of planning appeals dismissed which was red with a performance of 50% against a target of 65%.

The Chief Planning Officer in confirming that there were three new decisions on appeals during the final quarter of the year where two of the appeals were dismissed bringing the overall percentage for the year from 46% to 59%, advised that this indicator deals with very small numbers and the underperformance is the result of 5 out of 10 planning appeals being upheld – 8 of those appeals were applications determined by officers and 2 were applications determined by Committee. The Chief Planning Officer advised that the 10 appeals arising is a very small number when considered in the context of the 1,000 plus applications on average which the Local Planning Authority deals with in the year. There is also an element of interpretation/ subjectivity pertaining to planning applications and analysis of appeal decisions has shown them to be varied in nature with no obvious pattern having been identified that would require a different interpretation of local planning policies. Although planning appeals are heard and determined by the Planning Inspectorate and are therefore out of the control of the Local Planning Authority, the Authority continues to strive to improve performance and to that end the Planning team has been strengthened and new appointments made and a programme of training introduced for both Officers and Elected Members. The Local Planning Authority also continues to monitor appeal decisions for any emerging trends and so that lessons can be learned in order to continue to improve the effectiveness of decision-making. The Officer further advised that despite the unavailability of comparative data during the Covid pandemic period he was aware that the regional position was similar.

The Committee accepted the reasons for why planning performance in respect of appeals had missed the target and was reassured by the Officer's explanation.

- Indicator 04b –The total percentage of written responses to complaints within 15 days (Social Services) which was red with a performance of 66% against a target of 80%.

The Director of Social Services provided assurance that although a written response to complaints had not been provided in all cases, he could confirm that 39 of the 41 complaints received were discussed with the complainant within 5 working days, and 7 of the 13 late written responses were agreed with the complainant in advance of being identified as late as noted in the complaints protocol. The complicated nature of the complaints received and the complexity of the issues raised often require multi-agency input meaning that cases can take longer than 15 days to investigate and resolve. Additionally, the responsibility for responding to complaints is now shared between service managers the objective being to expedite complaint responses.

The Committee noted and accepted the explanation.

- Indicator 23 – The average length of time for all children who were on the CPR during the year and who were re-registered during the year which was Amber with a performance of 318 days against a target of 270 days.

The Director of Social Services advised that there are clear procedures for the registration and de-registration of children on the Child Protection Register. He confirmed that at the time of the report's drafting there were 14 children (out of 48 on the register) who had been on the register for over 7 months; these cases are complex and many of these children are subject to the Public Law Outline which sets out the process to be followed when care proceedings for a child are issued. The Director of Social Services clarified that the fact that 14 children have been on the register for longer than 7 months is not necessarily a reflection of poor performance as removing children from the register is a multi-discipline task requiring a number of strict criteria to be met. De-registering children prematurely or outside of this process would entail a risk to the Council. The Performance Indicator was introduced originally when the number of children on the CPR was higher and an element of drift had been identified in some cases and it is therefore a historical indicator. The situation has since improved and the Service has moved forwards. In response to a question about resources being a factor, the Director of Social Services advised that the availability of resources is one element but of more significance in the cases under question is the complexity of these children's needs and the fact that they have been placed on the register for a number of reasons.

The Committee in accepting the explanation, acknowledged that evaluating performance for this Indicator is a complicated matter and that the number of children on the CPR and the length of time they have been on the register does not tell the whole story about the nature and severity of their needs and the risks involved in removing them from the register too soon.

In further questioning, the Committee sought assurance that the positive performance in relation to PI 26 – the percentage of households successfully prevented from becoming homeless (80.95% against a target of 70%) – can be sustained into the future should Welsh Government funding reduce or be withdrawn.

The Head of Housing Services confirmed that the number of people in emergency accommodation is much higher than it has been historically and that Welsh Government has provided significant funding to support that position. Whilst Welsh Government has committed to maintain the current level of funding for 2022/23 which has contributed to the Service's robust performance in relation to this Indicator, there is no certainty that the same support will be made available in the subsequent years. The Service is doing its best within current resources to ensure staffing levels in the longer term and it is the Service's intention to apply to utilise service reserves to maintain staffing levels for

2023/24. The developing situation in the Ukraine and growing number of refugees as a result of the conflict may also add to the demand for emergency accommodation.

Having considered the Quarter 4 2021/22 scorecard report and the clarifications and assurances provided by Officers verbally at the meeting with regard to the points raised, the Committee resolved to accept the report, to note the areas which the Senior Leadership Team is managing to secure improvements into the future and to recommend the mitigation measures as outlined to the Executive.

4 NOMINATION OF SCRUTINY MEMBERS TO SERVE ON BOARDS AND PANELS

The report of the Director of Function (Council Business)/Monitoring Officer and the Scrutiny Manager inviting the Committee to nominate representatives from among its members to serve on the Social Services Scrutiny Panel/Corporate Parenting Panel; Finance Scrutiny Panel and the Education Scrutiny Panel was presented for consideration. The report detailed the scope, function and remit of each panel and set out their reporting arrangements.

It was resolved to nominate the following members to serve on the Panels as noted below –

- **Social Services Scrutiny Panel/Corporate Parenting Panel (4 members from the Corporate Scrutiny Committee)**

Councillors Neville Evans, Jackie Lewis, Llio A. Owen and Alwen Watkin

- **Finance Scrutiny Panel (3 members from the Corporate Scrutiny Committee)**

Councillors Geraint Bebb, Dyfed Wyn Jones, Dafydd Roberts

- **Education Scrutiny Panel (4 members from the Corporate Scrutiny Committee)**

Councillors Dyfed Wyn Jones, Keith Roberts, Alwen Watkin and Arfon Wyn

5 FORWARD WORK PROGRAMME

The report of the Scrutiny Manager setting out the Corporate Scrutiny Committee's indicative Forward Work Programme for 2022/23 was presented for consideration.

The Scrutiny Manager referred to the Committee's next meeting in September, 2022 and confirmed the items to be considered at that meeting. In response to questions about the process for scheduling items on the work programme she advised that this is done in line with a corporate process with the objective being to ensure strategic alignment and cross reference between the Executive's and Scrutiny's Forward Work Programmes to enable Scrutiny to consider items that are of strategic importance to the Council prior to their being determined by the Executive. The monthly meetings of the Scrutiny Chairs/Vice-Chairs Forum also provides an opportunity to discuss those matters.

It was resolved –

- **To agree the current version of the Forward Work Programme for 2022/23.**
- **To note the progress thus far in implementing the Forward Work Programme.**

**Councillor R. Llewelyn Jones
Chair**

DRAFT

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	CORPORATE SCRUTINY
Date:	26 SEPTEMBER 2022
Subject:	SCORECARD MONITORING REPORT - QUARTER 1 (2022/23)
Purpose of Report:	TO CHALLENGE PERFORMANCE
Scrutiny Chair:	COUNCILLOR ROBERT LL JONES
Portfolio Holder(s):	COUNCILLOR ROBIN W WILLIAMS
Head of Service:	CARYS EDWARDS
Report Author:	GETHIN MORGAN
Tel:	01248 752111
Email:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

1 - Recommendation/s	
1.1	This is the first scorecard report of 2022/23. It portrays the position of the Council against its wellbeing objectives.
1.2	<p>The report highlights some of the positive stories with respect to the quarter 1 performance. Some of these highlights include:</p> <ul style="list-style-type: none"> • The number of visits to leisure centres; • The number of empty homes brought back into use; • The Adult Services indicators all being above target for the quarter; • The homelessness indicators; • Three of the four waste management indicators being above target; and • The road conditions of A, B and C roads improving once again over the year.
1.3	<p>There are however areas that the Committee is requested to scrutinise. The areas which the Leadership Team are managing to secure improvements into the future can be summarised as follows –</p> <p style="margin-left: 40px;">1.3.1 Underperformance is recognized and managed with mitigation measures completed to aide improvement during Q2, with particular focus paid on the improvements required re: the child assessments within timescale indicator.</p>
1.4	The committee is asked to accept the mitigation measure outlined above

2 – Link to Council Plan / Other Corporate Priorities

Used as part of the monitoring of the Council Plan

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

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

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

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

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

1. At the end of Q1, a significant number of indicators show good performance against targets. How challenging will it be to maintain performance levels with the increasing challenges and uncertainties?
2. How is it proposed to address the areas where current performance improvement is required?
3. To what degree does the information provide assurance to the Scrutiny Committee on overall performance of Council services?

5 – Background / Context

5.1 The Isle of Anglesey County Council have arrangements put in place, arrangements which allow us to effectively understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.

5.2 Our Transitional Plan for 2022/23 identifies the local needs and wellbeing priorities and sets out our aims for the period until the new Council Plan 2023-2028 is adopted later in the year.

5.3 This scorecard monitoring report is used to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities.

5.4 It provides the intelligence to enable the Council to take a proactive approach to performance management and as such, the report identifies any mitigating actions agreed by the Leadership Team to drive and secure improvements into the future.

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

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

n/a

7 – Financial Implications

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

8 – Appendices:

Appendix A - Scorecard Quarter 1

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

- 2021/22 Scorecard Monitoring Report - Quarter 4 (as presented to, and accepted by the Executive Committee in June 2022).

SCORECARD MONITORING REPORT – QUARTER 1 (2022/23)

1. INTRODUCTION

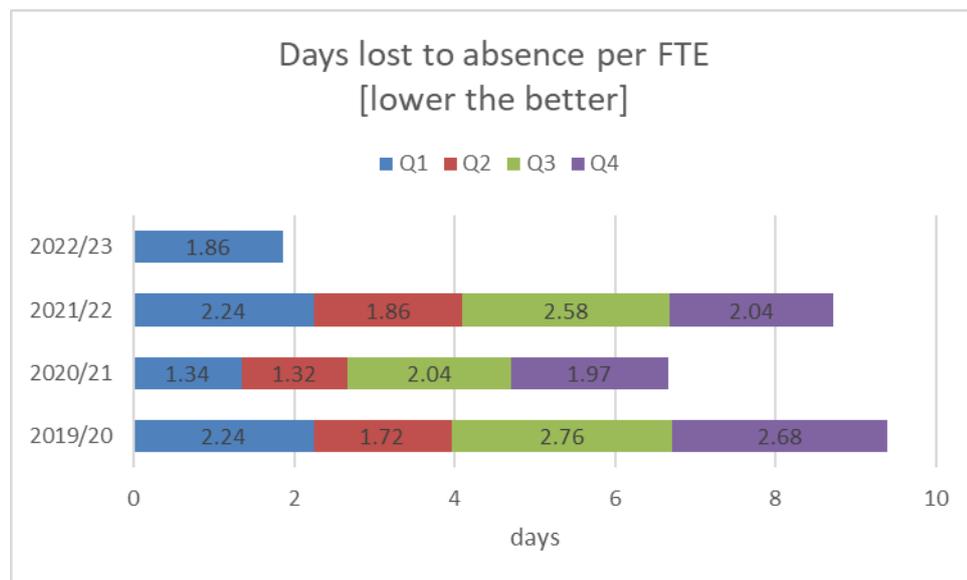
- 1.1 The Isle of Anglesey County Council have arrangements in place which allow us to effectively understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2 Our Transitional Plan for 2022/23 identifies the local needs and wellbeing priorities and sets out our aims for the period until the new Council Plan 2023-2028 is adopted later in the year.
- 1.3 This scorecard monitoring report is used to monitor the performance of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. It provides the intelligence to enable the Council to take a proactive approach to performance management and as such, the report identifies any mitigating actions agreed by the Leadership Team to drive and secure improvements into the future.
- 1.4 The scorecard (appendix 1) portrays the current end of Q1 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during September.

2. CONTEXT

- 2.1 The performance monitoring KPIs are aligned to the Councils' current three wellbeing objectives and will be developed and aligned to the new Council Plan 2023-28 when it's adopted later in the year:
 - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
 - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
 - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 2.2 It will not be possible to publish information for all KPIs on the Scorecard on a quarterly basis due to the nature of data collection methods. When this is the case, a note will indicate how often the KPI is monitored and when the data will be available for collection, e.g. (annual) (Q4), (termly) (Q3).
- 2.3 Any targets within the report are reviewed annually and are agreed upon with each service, including differing quarterly targets where required.
- 2.4 The results within the scorecard are all cumulative and as such the trends column will inform the performance trends from quarter to quarter throughout the year. As such, the trends column is intentionally empty for Q1 and will be reported from the Q2 scorecard report.

3. CORPORATE HEALTH PERFORMANCE

- 3.1 The majority (60%) of the indicators with targets monitored in this section are performing well against targets (Green or Yellow RAG). Some of the highlights are noted below.
- 3.2 At the end of Q1 the Council is GREEN against its target with 1.86 days lost to absence per FTE in the period against a target of 2.1 days lost to absence per FTE. This performance is an improvement on the 2.24 days lost to absence per FTE during the same period last year and compares well with the last three years. These results are a testament to the dedication of the staff especially during such a challenging period in time.

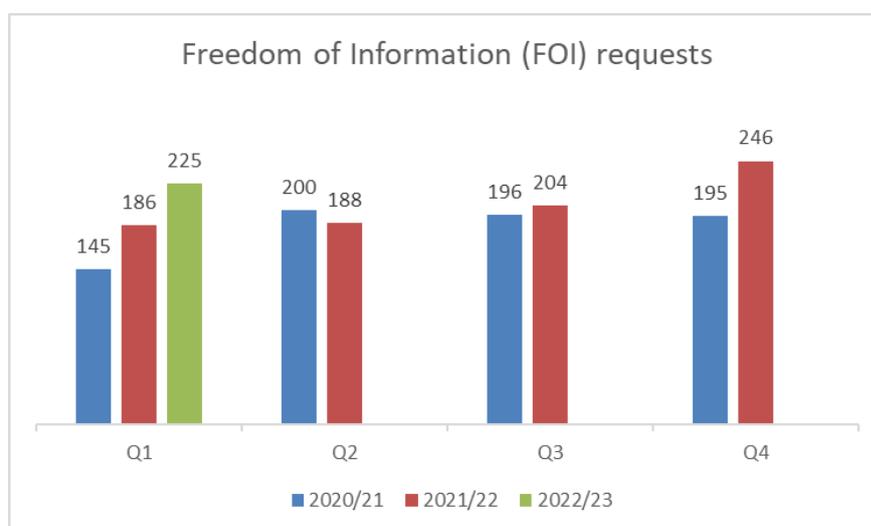


- 3.3 Our digital strategy continues to develop and the introduction of the 'Mona' chatbot to the website is an example of this. The chatbot was recently demonstrated to customers during the Anglesey Show and feedback was positive. The chatbot had 4k users and 13.5k interactions during Q1. Other developments include a new Customer Relationship Management (CRM) system which will be developed further during 2022/23 with the aim of making improvements to the customer experience and indeed their journey of interactions with us.
- 3.4 There will be a slight change to indicator 15 (number of visits to the council website) this year mainly due to changes with how the website collects cookies from users. The change to how it collects customer information in the form of cookies was changed in response to legislative changes and users are now asked to opt in to analytical cookies that helps collect information on the number of users that visit the website.
- 3.5 Unfortunately, this change will result in a significant under reporting of figures compared to previous years, for example the performance for Q1 is around 26k visits in comparison with 248k visits for the same period during 2021/22.

3.6 The indicators currently monitored within the Customer Service section do not highlight any major cause for concern as the indicators are performing well against targets on the whole. Whilst this is positive, we also acknowledge that further work is needed with regards to two indicators that are underperforming and are RED against their targets

3.6.1 Indicator 05 – the total % of written responses to complaints within 15 days (Social Services) with a performance of 60% against a target of 80%. Despite the performance it is reassuring that 4 of the 5 complaints received in the quarter were discussed with the complaint within 5 working days. An extension was agreed for one of the two late written responses, whilst the other late response was as a result of this complaint being a joint complaint with Betsi Cadwaladr University Health Board and the complainant was informed that a response to the complaint would likely be late because of this.

3.6.2 Indicator 09 – the % of FOI requests responded to within timescale – which demonstrates that 67% of the responses were within timescale against a target of 80%. This is a decline on the performance of 83% seen at the end of Q1 2021/22. For context, there were an additional 39 FOI requests and 509 additional questions during Q1 2022/23 (225 FOI requests with 2037 questions) compared to Q1 2021/22 (186 FOI requests with 1528 questions).



3.7 The financial management section currently forecasts at the end of the first quarter is that the budget will be underspent by £0.544m for the year ending 31 March 2023. However there are a number of areas of concern which may not be apparent from this headline figure which highlights risks in respect to the Council’s financial position going forward.

3.8 The main areas of concern relate to:-

3.8.1 The fact that the current pay offer made by the Joint Employers nationally is significantly higher than allowed for in the budget and are not reflected in the current projection. Although an earmarked reserve is in place which

will offset a large part of the additional cost, it may still not be sufficient to meet the overall additional cost. The increased cost also has to be allowed for in the base budget for 2023/24, in addition to the pay award for 2023/24.

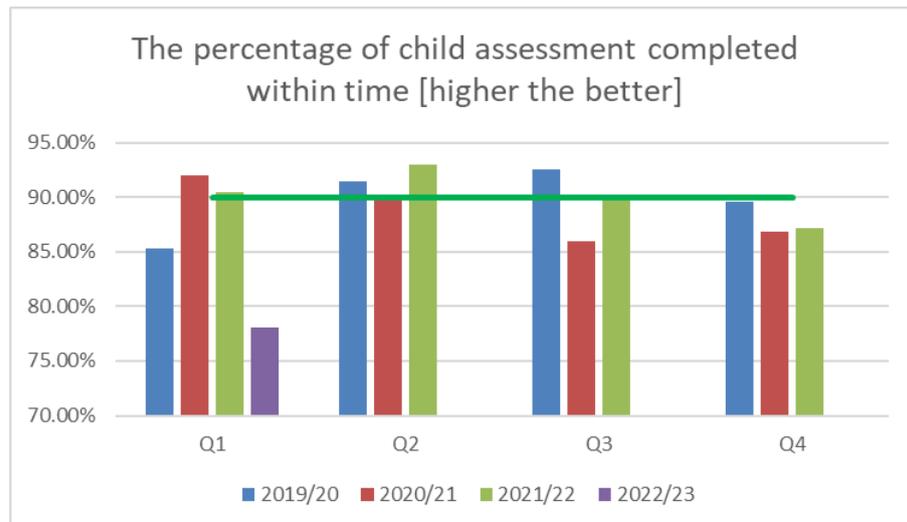
- 3.8.2 The position in respect of Social Care is of particular concern, with a forecast overspend of £1.508m for Adults and Children's Services due to increased demand. However the true position is masked by the fact that additional grants and reserves are being used to reduce the overspend. The true position is that the services will overspend by around £3.5m to £4m. This is based on the current level of demand. Any increase in the demand for services will only worsen the position.
- 3.8.3 The cost of living issues will ultimately result in an increase in the demand for Council services (Homelessness, Debt Advice, Mental Health Support, Children's Service) and may lead to a reduction in income in services such as leisure, culture, planning, parking fees as people reduce their spending on non-essential items. These potential changes in demand for services may have a negative impact on the Council's financial position.
- 3.9 The financial position in 2022/23 will also influence the Council's financial strategy for 2023/24 and beyond, as it will highlight the need to realign budgets to reflect the increases in costs seen in 2022/23 and to reflect the changing demand for services. Any significant overspending will also result in an erosion of the Council's earmarked reserves and general balances and this will reduce the ability to use reserves and balances to help to balance the revenue budget in 2023/24.
- 3.10 The forecast underspend on the Capital Programme for 2021/22 is £7.926m, with this being potential slippage into the 2023/24 Capital Programme. The funding for this slippage will also slip into 2023/24 and will be factored in when producing the Treasury Management Strategy Statement, Capital Strategy and Capital Programme for 2023/24.
- 3.11 The main contributor to the forecast underspend is within HRA, where there is a forecast to have quite a significant underspend (£6.292m). The main reasons for the underspend within the HRA are:
 - 3.11.1 A number of new build schemes have not progressed as much as hoped due to varying factors;
 - 3.11.2 The WHQS project has been delayed whilst the design for the new kitchen programme is completed; and
 - 3.11.3 Delays with gaining approval for Solar PV installations.
- 3.12 These results and the associated projected expenditure shows that the majority of projects are on target to be completed within budget with only £1.634m to be carried over from the general fund capital programme.
- 3.13 Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q1', the 'Capital Budget Monitoring for Q1' and

the 'Housing Revenue Account Budget Monitoring for Q1' reports which will be discussed in The Executive meeting on the 27th September.

- 3.14 This demonstrates reasonable assurance can be provided through the use of the scorecards analysis that the Council's day to day activities in managing its people, its finances and serving its customers are delivering against their expectation to a standard which is appropriate. It also provides the basis and the evidence of a good performance management ethos which is reflected in the fact that the indicators from that perspective are also demonstrating satisfactory performance.

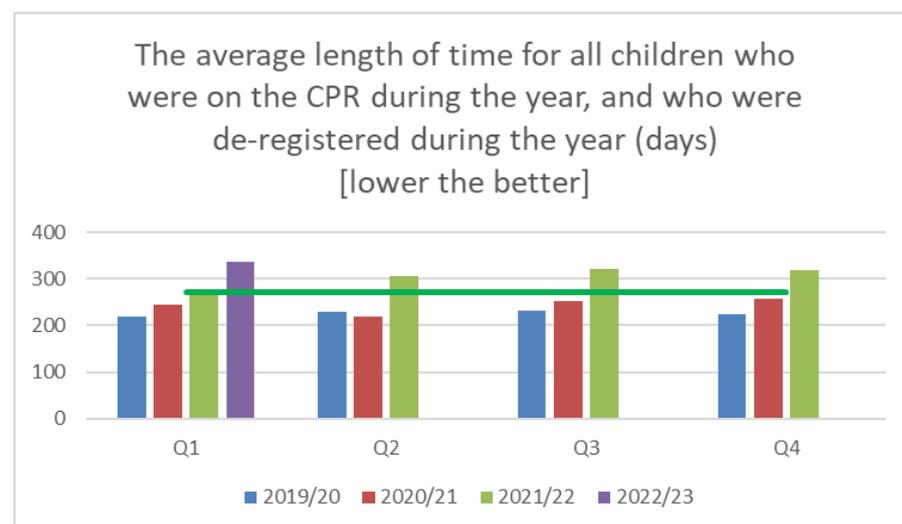
4. PERFORMANCE MANAGEMENT

- 4.1 At the end of Q1 it is encouraging to note that the majority (90%) of the performance indicators are performing above target or within 5% tolerance of their targets. Three indicators have underperformed against their targets in Q1 and these are highlighted on the scorecard as being Red or Amber.
- 4.2 Performance for our wellbeing **Objective 1** where we are working to ensure that the people of Anglesey can thrive and realise their long-term potential, at the end of Q1 has been good with no indicators against this objective currently underperforming.
- 4.3 Some examples of the good performance within this objective seen during the quarter include:
- 4.3.1 Indicator 7 – Number of visits to Leisure Centres – which has a performance of 132k compared to a target of 128.5k. This is an improvement on the performance demonstrated pre pandemic during Q1 2019-20 where 122k visits were recorded during the period.
- 4.3.2 Indicator 11 – Number of empty properties brought back into use – where 14 properties have been brought back into use against a target of 12. Once again the use of the Council Tax Premium has proved fruitful here and it's positive that there are 14 less empty properties within our communities.
- 4.4 Two of the three underperforming indicators can be seen for wellbeing **Objective 2** where we are supporting vulnerable adults and families to keep them safe, healthy and as independent as possible.
- 4.4.1 Indicator 20 – The percentage of child assessment completed within time – is RED with a performance of 78.02% against a target of 90%. This is a decline on the 90.45% seen in Q1 2021/22 and 85.32% seen pre-covid in Q1 2019/20.



Performance in relation to this key performance indicator has suffered due to gaps in staffing in Q1 due to a combination of staff absence and an increase in referrals requiring an assessment during that period. The staffing issues are now improved and performance of this indicator will improve into the next quarter as a result.

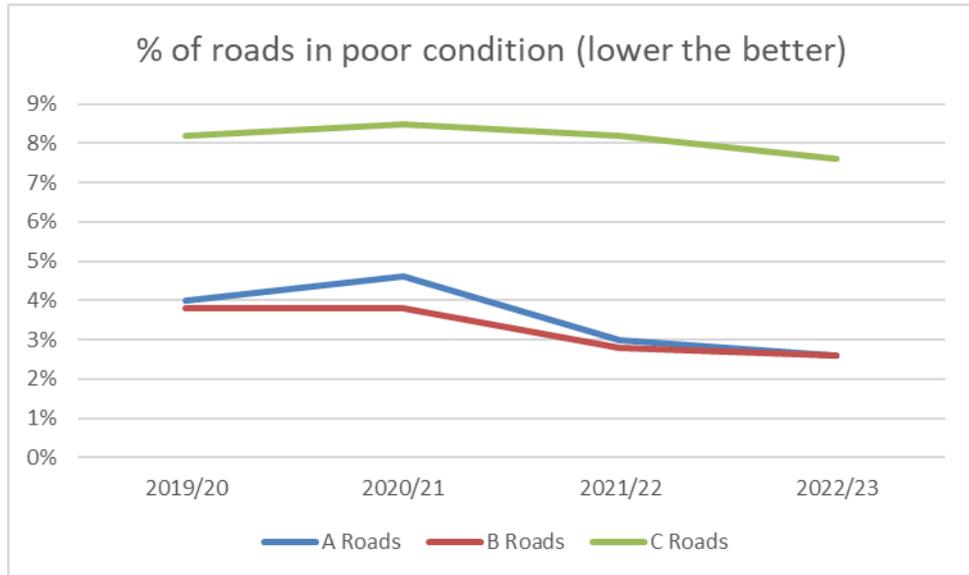
- 4.4.2 Indicator 23 - The average length of time for all children who were on the CPR during the year, and who were de-registered during the year – is RED with a performance of 337 days against a target of 270 days. The performance is a decline on the 277 days seen in Q1 2021/22 and a slight decline on the 318 reported at the end of 2021/22.



There are a small number of children who have been subject to the child protection register over the target number of days. It is anticipated that half of this cohort will be safely removed from the register in the coming weeks which will aid improvement into the year.

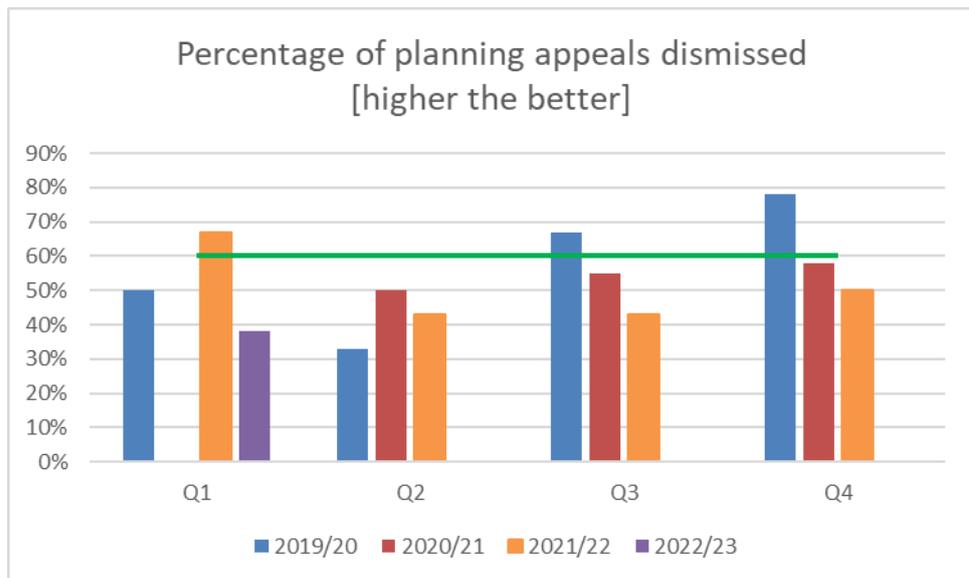
- 4.5 Whilst improvement under this objective are required and mitigation measures adopted, it is important to note examples of the good performance seen during the quarter include:

- 4.5.1 The Adult Services indicators (Indicators 16 to 19) are all Green against targets for the quarter. In a time where the Service continues to be under pressure because of an ageing population and difficulties in recruiting staff this is encouraging.
- 4.5.2 The Homelessness indicators (Indicators 26 + 27) for the Housing Service have also demonstrated good performance with both Green against targets for the quarter. The use of Welsh Government funding has been essential in allowing this to happen as well as the commitment of staff to ensure that our people are prevented from becoming homeless. However, it should be noted that the demand for assistance due to the unprecedented number of S21 Notices received from tenants of private landlords will inevitably result in a deterioration of performance as the year progresses.
- 4.6 The performance of indicators to monitor our wellbeing **Objective 3** where we work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment has also been good with 90% above target.
- 4.7 The indicators that have performed well in the year include:
 - 4.7.1 Three waste management indicators (Indicator 31, 33 and 34) are Green against targets during the year. 95% of our streets surveyed in the quarter were clean of any waste and it's encouraging to note that fly tipping incidents are cleared within a day. Residents generated slightly less residual waste than the set target for the quarter. The assistance of residents to generate less residual waste and recycle more is essential in the Island reaching a recycling target of 70% by 2025.
 - 4.7.2 The three highways indicators related to the Islands' A, B and C road condition surveys (indicators 38 – 40) are Green against targets and have improved compared to 2021/22. The largest improvement can be seen in the condition of our A roads where only 2.6% were of a poor condition in 2022/23 compared to 3% in 2020/21 and 4.6% in 2019/20. The additional funding received during 2021/22, a combination of both capital funding and a Welsh Government grant, was a contributing factor to the improvements.



4.8 The only indicator which is underperforming during this quarter is:

4.8.1 Indicator 36 – the percentage of planning appeals dismissed – with a performance of 38% against a target of 65%. This is a decline on the same period during 2021/22 where 67% were dismissed.



This indicator relates to a small number of planning appeals, the number of which can fluctuate greatly from one quarter to the next. The Council continues to ensure that planning decisions are 'robust' and well-founded, however the Council has no influence over an appeal decision.

All appeal decisions are reviewed to improve the quality and robustness of recommendations to the Planning Committee.

5. RECOMMENDATIONS

5.1 The report highlights some of the positive stories with respect to the quarter 1 performance. Some of these highlights include:

- The number of visits to leisure centres;
- The number of empty homes brought back into use;
- The Adult Services indicators all being above target for the quarter;
- The homelessness indicators;
- Three of the four waste management indicators being above target; and
- The road conditions of A, B and C roads improving once again over the year.

5.2 There are however areas that the Committee is requested to scrutinise. The areas which the Leadership Team are managing to secure improvements into the future can be summarised as follows –

5.2.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q2, with particular focus paid on the improvements required re: the child assessments within timescale indicator.

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

6. GLOSSARY

6.1 Below is a list of acronyms used within the report and Scorecard

- 6.1.1 KPI – Key Performance Indicator
- 6.1.2 Q1 – Quarter 1
- 6.1.3 Q2 – Quarter 2
- 6.1.4 Q3 – Quarter 3
- 6.1.5 Q4 – Quarter 4
- 6.1.6 RAG Status - Red - more than 10% below target and/or needing significant intervention
Amber - between 5% & 10% below target and/or requiring some intervention
Yellow - within 5% of target
Green - on or above target
- 6.1.7 Trend - Trend arrows represent quarter on quarter performance
- 6.1.8 FTE – Full Time Equivalent
- 6.1.9 FOI – Freedom of information
- 6.1.10 HRA – Housing Revenue Account
- 6.1.11 NEET – Not in Education, Employment or Training
- 6.1.12 DTL – Difficult to Let
- 6.1.13 NERS – National Exercise Referral Scheme
- 6.1.14 CPR – Child Protection Register
- 6.1.15 IOACC – Isle of Anglesey County Council

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

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Bl ar FI / Yr on Yr Trend	Canlyniad 21/22 Result	Canlyniad 20/21 Result
Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential							
1) Percentage of pupil attendance in primary schools (tymhorol) (Ch2)						-	-
2) Percentage of pupil attendance in secondary schools (termly) (Ch2)						-	-
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)						2.60%	4.2%
4) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q3)						-	-
5) Percentage of year 11 pupils studying Welsh [first language] (annual) (Ch4)						68%	-
6) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q3)						-	-
7) Number of visits to leisure centres	Gwyrdd / Green		132k	128.5k	546k	388k	189k
8) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green		98%	95%	95%	98%	98%
9) Percentage of NERS clients who completed the exercise programme (Ch3)	Gwyrdd / Green		72%	50%	50%	47.5%	-
10) Percentage of NERS clients whose health had improved on completion of the exercise programme (Ch3)	Melyn / Yellow		75%	80%	80%	84%	-
11) Number of empty private properties brought back into use	Gwyrdd / Green		14	12	50	91	94
12) Number of new homes created as a result of bringing empty properties back into use			1	1	3	1	9
13) Landlord Services: Average number of days to complete repairs			10.69	18	18	13.89	8.1
14) Percentage of tenants satisfied with responsive repairs (annual) (Q4) [Local Indicator]						-	-
Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible							
15) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (Q3)						-	-
16) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green		92.31%	90%	90%	94.78%	92.31%
17) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green		61.90%	62%	62%	64.85%	60.36%
18) The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March [Local Indicator]	Gwyrdd / Green		14.65	19	19	14.33	15.36
19) The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Gwyrdd / Green		93.30%	93%	93%	96.10%	98.20%
20) Percentage of child assessments completed in time	Coch / Red		78.02%	90%	90%	87.15%	86.87%
21) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green		1.48%	2.50%	10%	9.79%	12.34%
22) The percentage of referrals of children that are re-referrals within 12 months [Local Indicator]	Melyn / Yellow		16.28%	15%	15%	5.74%	32.00%
23) The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Coch / Red		337	270	270	318	258
24) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green		98.51%	95%	95%	99.10%	99.56%
25) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow		86.46%	90%	90%	85.99%	87.74%
26) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green		90.15%	80%	80%	80.95%	74.74%
27) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green		100.00%	85%	85%	92.00%	75.47%
28) Average number of calendar days taken to deliver a Disabled Facilities Grant	Melyn / Yellow		171	170	170	172.3	169
29) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Gwyrdd / Green		32.4	40	40	28.7	45.6
30) Landlord Services: Percentage of rent lost due to properties being empty	Melyn / Yellow		1.73%	1.70%	1.70%	1.66%	1.98%
Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment							
31) Percentage of streets that are clean	Gwyrdd / Green		95%	95%	95%	95.50%	92.00%
32) Percentage of waste reused, recycled or composted	Melyn / Yellow		65.54%	66%	64%	62.39%	62.96%
33) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green		1	1	1	0.25	0.95
34) Kilograms of residual waste generated per person	Gwyrdd / Green		53kg	55kg	220kg	223kg	214kg
35) Percentage of all planning applications determined in time	Melyn / Yellow		87%	90%	90%	79%	79%
36) Percentage of planning appeals dismissed	Coch / Red		38%	65%	65%	50%	58%
37) Percentage of planning enforcement cases investigated within 84 days	Gwyrdd / Green		92%	80%	80%	84%	74%
38) Percentage of A roads in poor condition (annual)	Gwyrdd / Green		2.6%	3%	3%	3%	4.60%
39) Percentage of B roads in poor condition (annual)	Gwyrdd / Green		2.6%	4%	4%	2.8%	3.8%
40) Percentage of C roads in poor condition (annual)	Gwyrdd / Green		7.6%	9%	9%	8.2%	8.5%
41) Council fleet approx. consumption of fossil fuels (tCO2e)			127.62			486.85	385
42) The number of miles travelled by the Council fleet (miles)			414,198			1,524,961	1,254,419
43) The number of miles travelled by the Council Gray/Employee fleet (miles)			232,932			786,247	-
44) Net change in Greenhouse Gas Emissions (tCO2e) - Council fleet (Annual) (%)						+ 26%	-

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

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q1 2022/23

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 21/22 Result	Canlyniad 20/21 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green		14	14	55	43
02) No of Stage 2 Complaints received for Social Services			1	-	9	6
03) Total number of complaints upheld / partially upheld			2	-	20	8
04) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green		85%	80%	80%	88%
05) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red		60%	80%	66%	75%
06) Number of Stage 1 Complaints for Social Services			5	-	41	24
07) Number of concerns (excluding Social Services)			34	-	189	104
08) Number of Compliments			83	-	658	662
09) % of FOI requests responded to within timescale	Coch / Red		67%	80%	79%	79.4%
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website			54k	-	51k	33.5k
11) No of reports received by AppMôn / Website			10k	-	66k	58k
12) No of web payments			6524	-	21k	18.5k
13) No of telephone payments			2308	-	11k	7k
14) No of 'followers' of IOACC Social Media			97k	-	92k	42k
15) No of visitors to the Council Website			26k	-	-	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 21/22 Result	Canlyniad 20/21 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2233	-	2202	2180
02) Sickness absence - average working days/shifts lost	Gwyrdd / Green	-	1.86	2.1	8.73	6.68
03) Short Term sickness - average working days/shifts lost per FTE	-	-	0.85	-	3.70	1.94
04) Long Term sickness - average working days/shifts lost per FTE	-	-	1.01	-	5.03	4.74
05) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)	-	-	-	-	10%	6%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiant / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiant a Ragwelir / Forecasted Variance (%)
01) Budget v Actuals	Gwyrdd / Green		£33,962,000	£33,881,000	-0.24%		
02) Forecasted end of year outturn (Revenue)	Gwyrdd / Green		£158,823,000			£158,811,000	0.15%
03) Forecasted end of year outturn (Capital)			£33,621,000			£31,987,000	-4.86%
04) Income v Targets (excluding grants)	Gwyrdd / Green		-£3,474,327	-£3,830,476	10.25%		
05) Amount borrowed			£12,052,000			£10,273,000	-14.76%
06) Cost of borrowing			£4,152,796			£4,076,077	-1.85%
07) % of Council Tax collected (for last 3 years)	Melyn / Yellow			98.13%			
08) % of Business Rates collected (for last 3 years)	Gwyrdd / Green			98.81%			
09) % Housing Rent collected (for the last 3 years)	Melyn / Yellow			100.4%			
10) % Housing Rent collected excl benefit payments (for the last 3 years)	Melyn / Yellow			100.90%			

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	Corporate Scrutiny Committee
Date:	26 th September 2022
Subject:	Social Services Progress Report
Purpose of Report:	Confirm progress and improvements made to date in Social Services.
Scrutiny Chair:	Robert Llewelyn Jones
Portfolio Holder(s):	Councillor Gary Pritchard- Children & Families Services Councillor Alun Roberts – Adult Services
Head of Service:	Fon Roberts, Director of Social Services, and Head of Children & Families Services Arwel Wyn Owen, Head of Adults Services
Report Author: Tel: Email:	Emma Edwards Business Manager, Adults' Services 01248 751887 Emmaedwards@ynysmon.gov.uk
Local Members:	Relevant to all Members

1 - Recommendation/s
<p>The Corporate Scrutiny Committee is requested to:</p> <ul style="list-style-type: none"> • Confirm that it is satisfied with the pace of progress and improvements made to date in Social Services. • Recommend to the Executive that progress and pace of improvements in Social Services are adequate.

2 – Link to Council Plan / Other Corporate Priorities
<p>Yes linked to the YM Council Plan 2017-22 - Objective 1, 2 and 3.</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] Risks are managed and reviewed on a regular basis within both Adults Services and Children and Families Services, both with our Corporate Insurance Officer as well as</p>

internal and external inspectors, and seeks to give members reassurance of the improvements made.

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

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

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

4 - Key Scrutiny Questions

1. To what extent is the Scrutiny Committee satisfied with the initial direction of the Panel's work?
2. What suggestions does the Committee have to further strengthen the panel's work?
3. What other areas does the Panel need to scrutinise?

5 – Background / Context

Children's and Families Service:

We continue to meet our Statutory duties and as we come out of the pandemic we have noticed some staffing difficulties due to staff sickness, which appears to be a national issue. We continue to work hard to meet the needs of Anglesey children and are recruiting Social Care Practitioners to assist during this difficult period.

Service Manager Education for Looked After Children, Youth Services and Children and Young Peoples Wellbeing - We are pleased to have appointed to this exciting new role which sits across both Children and Families Services and the Learning, Skills and Young Peoples Service. The role will be the new strategic lead for the Youth Service and we are currently undertaking a review of the Youth Service in order to ask the young people who use the service about their needs and how best to meet them so we continue to have a Youth Service to be proud of for today and the future.

Trauma Informed Island – the role will also be to take forward the vision we have to become a Trauma Informed island across not only schools, but Early Years, Youth Services, Fostering Services and the Social Work Teams. This work continues to progress at pace with a training session being planned for all Elected Members and Senior Leaders of the Council.

Virtual Schools Model – Sir Alasdair Macdonald, Welsh Government Raising Attainment Advocate was commissioned to undertake a scoping exploring an integrated approach to improving educational outcomes for looked after children across Wales. Within the context of the report's recommendations Ynys Môn have taken the decision to implement an integrated approach, referred to as Virtual Schools hereafter.

As mentioned new role has been appointed to develop, lead on the Virtual School model, to oversee and promote the educational / wellbeing interests of all looked after children, this will include looked after children placed within and outside of the local authority boundaries, and will also include those formerly looked-after and those on the edge of care, up to the age of 25. This model will be underpinned by a trauma informed approach and strategy with the aim of improving the educational achievements and wellbeing of children and young people.

Flying Start – Welsh Government's flagship early years Programme, Flying Start is being extended to include an additional 49 children in Anglesey during 2022 -23 as the first phase. This is also part of Welsh Government's commitment to providing childcare for 2 year old children to ensure they have the best start in life. We will be working closely with childcare providers and parents/carers in the new Flying Start area.

Maethu Cymru – Ynys Mon – In the year 2021-22 Maethu Cymru Mon's (MCM) target for recruiting Fostering households was six. This was achieved despite it being the tail end of the pandemic and other Local Authority's in the region reporting lesser achievements.

The target for 2022-23 continues to be six. As we are now nearing the end of this financial year's fourth month (August) it is reported that MCM have successfully had three Fostering households approved, with another two in the process of being assessed. With the extra-ordinary efforts put in by the team over the summer period to attend a number of recruiting events at different locations all over the island (in tandem with housing department events).

It is also a critical element of the Fostering work to focus on retention. The team have also gone to great lengths to carry out extra activities with our current Foster Carers over the year and especially the summer period. The retention rate (even at this early stage) is seen to be improving, and therefore the number of Fostering Households approved and registered to the Council is on a steady increase. The current number of Mainstream Foster Carer households stand at 41, whereas on the first of April 2021 it was 35. This means that we have been able to recruit at a rate whereby we have made a net gain of 6 fostering households in this 16 month period.

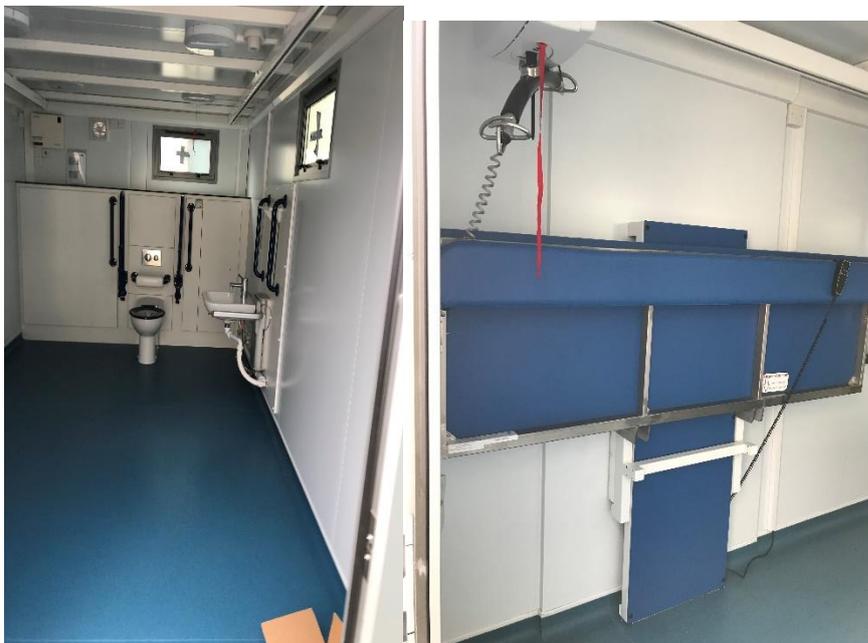
Adults Services:

Business Manager : We are pleased to announce the recruitment of a Transformation and Development Manager. He will be working on a variety of projects over the next few months, including the Learning Disability Programme and reviewing of our Client Finance processes, amongst other projects.

Direct Payments – we have recently received a Internal Audit Report on this service, and are pleased to confirm that the report is positive, and an action plan will be

developed to support further improvements outlines over the next month or so. Department are currently finalising their new policies and procedures.

Boston Centre stage: The council has worked alongside Boston Centre Stage to develop a range of community activities situated in the heart of Holyhead. To maintain the success of such activities an investment was made to purchase a fully accessible mobile adult changing room, this enables all activities to be offered to all including individuals with complex mobility needs. Picture below:



Change in Management for our Children with Learning Disabilities Team and Learning Disability Service - This will aid closer integration of the Children with Learning difficulties and our Adult Learning Disability team to facilitate seamless transition and enhance processes for the individuals and their families who access the service..

Implement Pool Funding within our Learning Disability Service – Section 33 agreement (a Legal agreement between IOACC & Betsi Cadwaladr University Health Board (BCUHB) to fund joint packages of care) with BCUHB to support Pool funding of care packages for people with Learning Disabilities. Thus avoiding duplication and supporting enhanced commissioning and review of services. Betsi Cadwaladr University Health Board (BCUHB) and Isle of Anglesey County Council have combined funding to support some of the most complex packages, and in future will be jointly commissioning services.

Dementia Centre - As part of the regional dementia action plan (DAP) and newly formed Memory assessment service, one of the main aims and objectives within the strategy is to form 6 Dementia Centres across the region. The dementia centres will offer bespoke dementia services for individuals and carers locally, including information, advice and activity workshops that will guide individuals along the dementia journey. Following in Conwy Council's footsteps Ynys Mon is the second region to form and open a dementia centre. Through partnership working with Mencap Mon and Carers Trust we welcome these services locally in Llangefni for our Ynys Mon residents.

Social Services:

Performance:



Childrens Reporting
Q1.pptx



Adults Reporting
Q1.pptx

Market Stability Report: We have been working with Regional North Wales Social Care and Well-being Service Improvement Collaboration colleagues in order to develop a new Market Stability Report (MSR), in line with the requirements of the Social Services and Well being (Wales) Act 2014. This will be the first MSR produced by the Region, and the final Report is scheduled for consideration by the elected Members.

Capacity and Staffing

Ongoing recruitment and staff retention continues to challenge, especially care home, community care staff and residential staff. Some agency workers (7) are still working across the Service to support the vacancies. We are currently trialling an advertisement campaign on our Council vehicles, promoting a career within Social Care.



TEULU MON

We have concluded the task of merging both our Adult Services Single Point of Contact (SPOA) and Teulu Mon into 'One Front door'. The team is now co-located and work is progressing in evaluating and reviewing processes and procedures.

Social Services Office Space – HQ

In line with returning to work post COVID-19, and the Councils revised Hybrid Working Policy, we have consulted with our staff in order to make best use of the office space available to Social Services. We are currently in the process of making minor office adjustments to facilitate staff returning to work, and the increased demand on desk

space. In line with the results of the staff consultation, and considering the business need, we are allocating PODs of hot desks to each team on a ratio basis, as well as providing a larger number of meeting rooms, and additional 'touch down' areas for staff.

SOCIAL SERVICES SCRUTINY PANEL

1. Context

Members will be aware that scrutiny has developed during the previous Administration through the work of 3 scrutiny panels. The new Administration has now confirmed¹ that the structure for scrutiny panels will be as follows:

- **Social Services Scrutiny Panel / Corporate Parenting**
- Finance Scrutiny Panel
- Education Scrutiny Panel.

2. Panel Governance Arrangements

The Scrutiny Committee² confirmed the Panel terms of reference in order to create the conditions to allow the Panel to broaden the scope of its work with the following key benefits:

- i. Develop a scrutiny model of Social Services focusing on a smaller group of Members working jointly on specific themes in order to enable Members to become more involved, develop a level of topic expertise and encourage good attendance and teamwork
- ii. Further strengthen Members' capacity to challenge performance by improving their general knowledge and understanding of Social Services performance data
- iii. Forum to discuss information around Service risks as a basis to inform the forward work programme of the Corporate Scrutiny Committee
- iv. Forum to develop a group of Members with the expertise and ownership to lead discussions on Social Services matters in the Corporate Scrutiny Committee.

Members will be aware of the robust governance arrangements in place to underpin the work of the Panel³ and it is intended to continue to convene monthly meetings of the Panel to the future. Also, arrangements have been put in place for Cllr Euryr Morris, Panel chair to report on progress six monthly to the Corporate Scrutiny Committee. This framework will also include similar progress reporting to the Executive.

Below are details of the membership of the Panel:

Councillor	Scrutiny Committee
Cllr Neville Evans	Corporate Scrutiny Committee
Cllr Llio Angharad Owen	
Cllr Jackie Lewis	
Cllr Alwen Watkin	
Cllr Euryr Morris (Chair)	Partnership and Regeneration Scrutiny Committee
Cllr John Ifan Jones	
Cllr Pip O'Neill (Vice-chair)	
Cllr Jeff Evans	

¹ Meeting of the Corporate Scrutiny Committee convened on 20th June, 2022

² Corporate Scrutiny Committee, 20th June, 2022

³ Meetings of the Corporate Scrutiny Committee convened on 10th April and 26th June 2017

3. Focus of work of the Social Services Scrutiny Panel

This is the Social Services Scrutiny Panel's first progress report and covers quarter 1 of the current administrative year.

The Panel met twice⁴ during this period and the following issues were considered:

Social Services Scrutiny Panel 18th July, 2022

3.1 Panel terms of reference and context of work

The Panel's terms of reference was given detailed consideration noting that ensuring robust and meaningful scrutiny of policies and the support and services available to protect vulnerable individuals remains a key element of Scrutiny Members' leadership role. Reference was also made to the expectations of Care Inspectorate Wales namely – that Members have a comprehensive knowledge and understanding of the Social Services provision to enable them to discharge their responsibilities effectively.

Clarity of role of the Social Services Scrutiny Panel was also noted:

- i. Monitor and scrutinise in a meaningful and robust way:
 - Progress and distance travelled against Service development programmes
 - Quantitative and qualitative performance of Social Services
- ii. Ensure that the voice of children, young people and adults is heard when considering the effectiveness and impact of services
- iii. Discharge the responsibilities of the former Corporate Parenting Panel
- iv. Provide assurance to the Corporate Scrutiny Committee on the following aspects:
 - Adequate, timely progress in delivering Service development programmes
 - Quantitative and qualitative performance of support and care services to children, young people and adults
 - Adequacy of our corporate parenting responsibilities.

3.2 Development Session

Presentations were given by the Director of Social Services and Head of Adults Services on the following and an opportunity for the Panel to ask scrutiny questions:

- i. Children and families' service profile and provision
- ii. Adult services service profile and provision.

3.3 Scrutiny Panel work programme for the period July → December, 2022

Discussion regarding the need to ensure a robust work programme to support the contribution of the Panel towards the Council's governance arrangements. It was noted that the next meeting of the Scrutiny Panel⁵ will concentrate on the annual report of the Statutory Director of Social Services, Social Services Complaints annual report: 2021/22, modernisation of the Youth Service.

Social Services Scrutiny Panel (Corporate Parenting) 12th September, 2022

⁴ Social Services Scrutiny Panel convened on 18th July and Social Services Scrutiny Panel (Corporate Parenting) on 12th September

⁵ Social Services Scrutiny Panel, 12/10/2022

3.4 Development Session

Presentations by the Director of Social Services, Senior Solicitor (Children's Services) and Service Manager (Education of Looked After Children, Youth and Wellbeing of Children & Young People) on the following and an opportunity for the Panel to scrutinise:

- i. Role of the Corporate Parent
- ii. Looked after children service profile and provision
- iii. Role of the Service Manager (Education of Looked After Children, Youth and Wellbeing of Children & Young People)

3.5 Corporate Parenting Panel work programme for the period September, 2022

→ **March, 2023**

It was noted that the next meeting of the Scrutiny Panel (Corporate Parenting)⁶ will concentrate on the budget for the looked after children provision, Looked After Children strategy (workshop format), report of the Independent Reviewing Officers.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

EIA are carried out on all formal projects, in line with the Social Care and Wellbeing Wales Act.

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

All our services are based on the well-being of the people of Anglesey.

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

All our Services are offered and available through the medium of Welsh.

7 – Financial Implications

Not Relevant.

8 – Appendices:

Not relevant.

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

None

⁶ Social Services Scrutiny Panel (Corporate Parenting), 12/12/2022

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CYNGOR SIR
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ISLE OF ANGLESEY
COUNTY COUNCIL

Childrens Services Quarterly Performance Report
Quarter 1 – 1/4/22 – 30/6/22

Performance & Systems Team

Percentage of child assessments completed in time (within 42 working days)

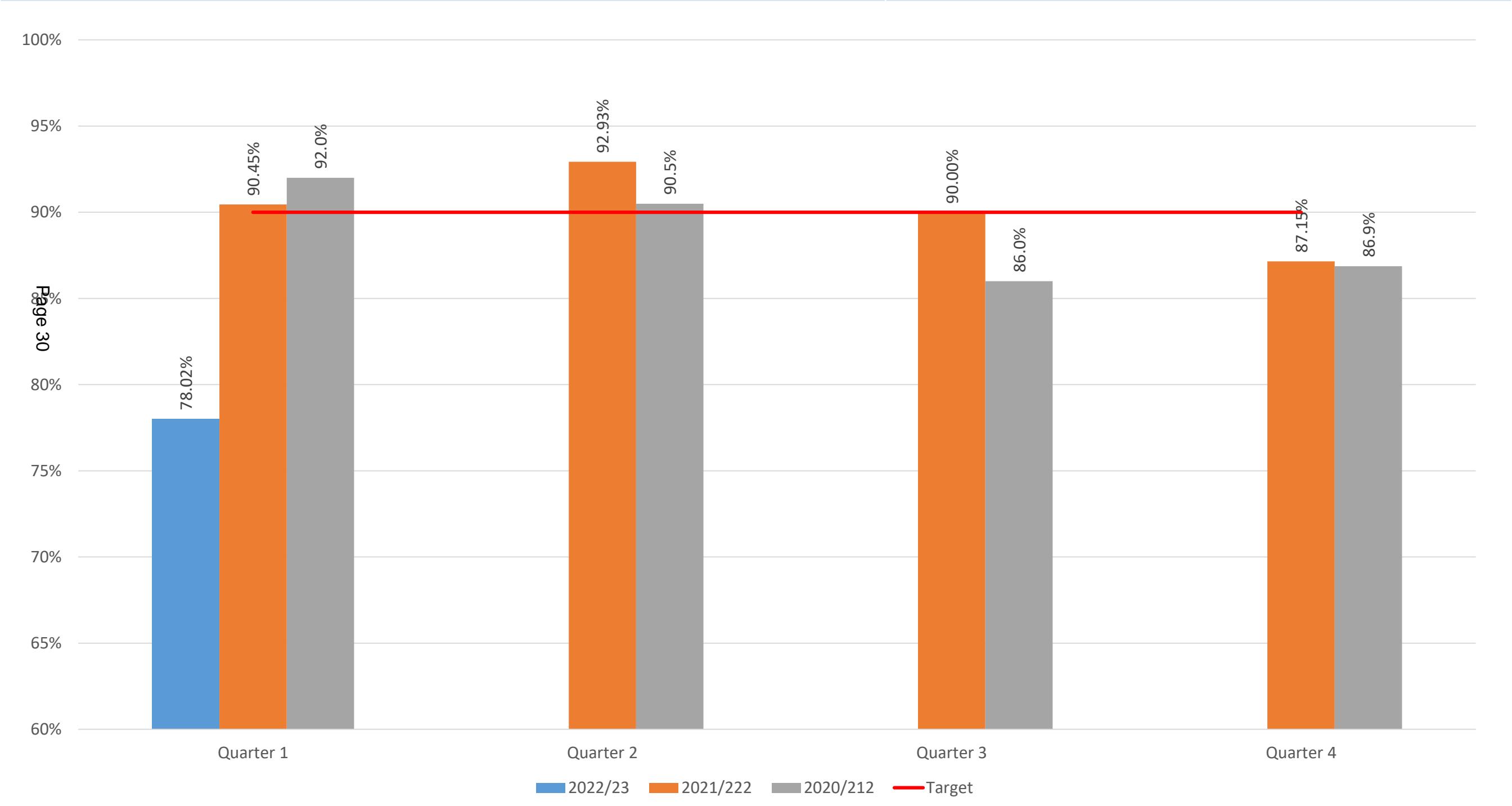
Qtr 1 score
78.02%

Target
90%

RAG Status

Measure Type : Local / Corporate Government Measure
Collection Frequency: Quarterly

Calculation
(Number of Assessments Completed within Timescale / Number of Assessments Due) X 100



Percentage of looked after children who had to move 3 or more times

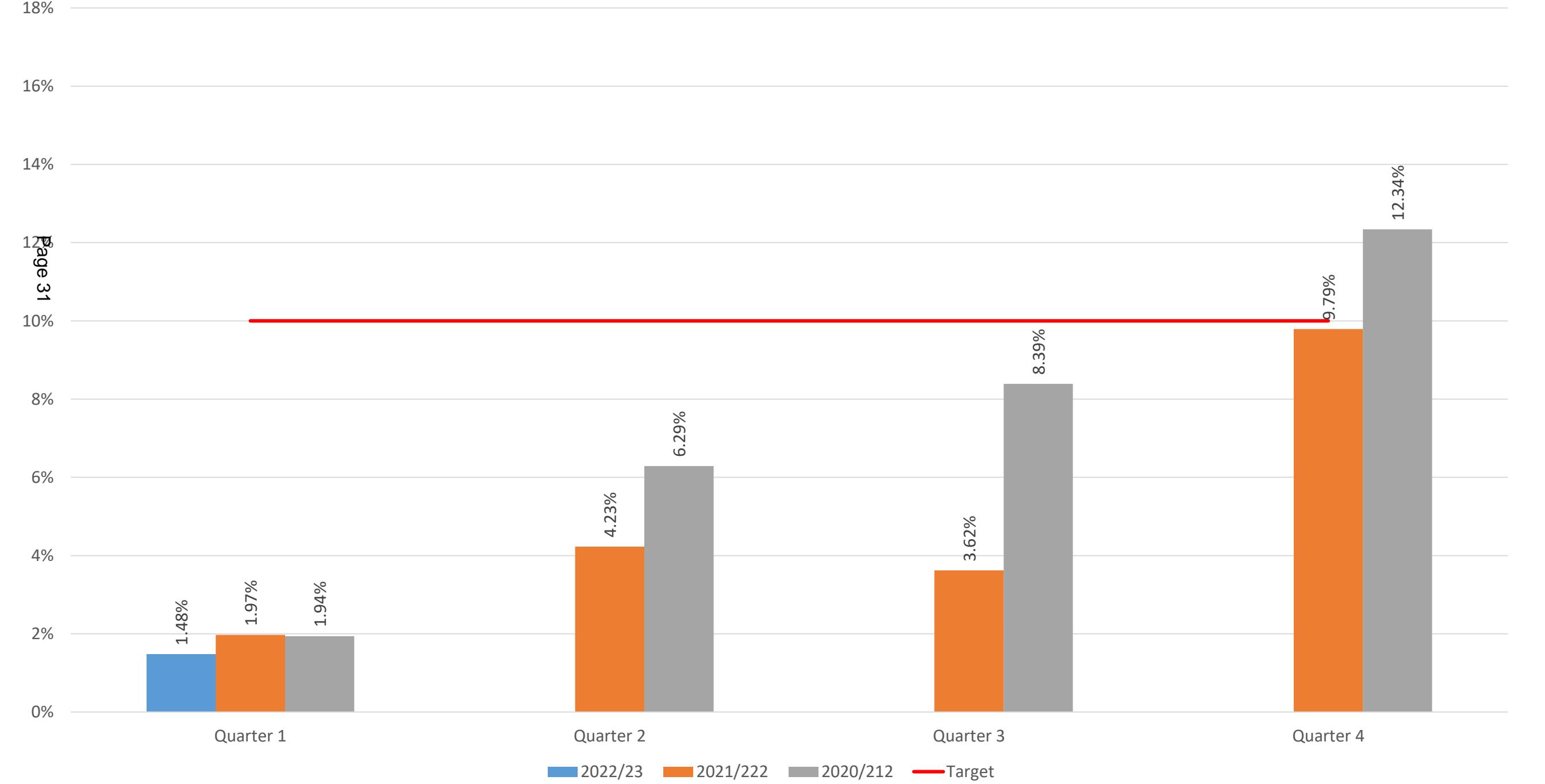
Qtr 1 score
1.48%

Target
10%

RAG Status
Green

Measure Type : Local / Corporate Government Measure
Collection Frequency: Quarterly

Calculation
(Number of LAC Children with three or more placements / Number of LAC Children at the end of the period) X 100



Percentage of referral of children that are re-referrals within 12 months

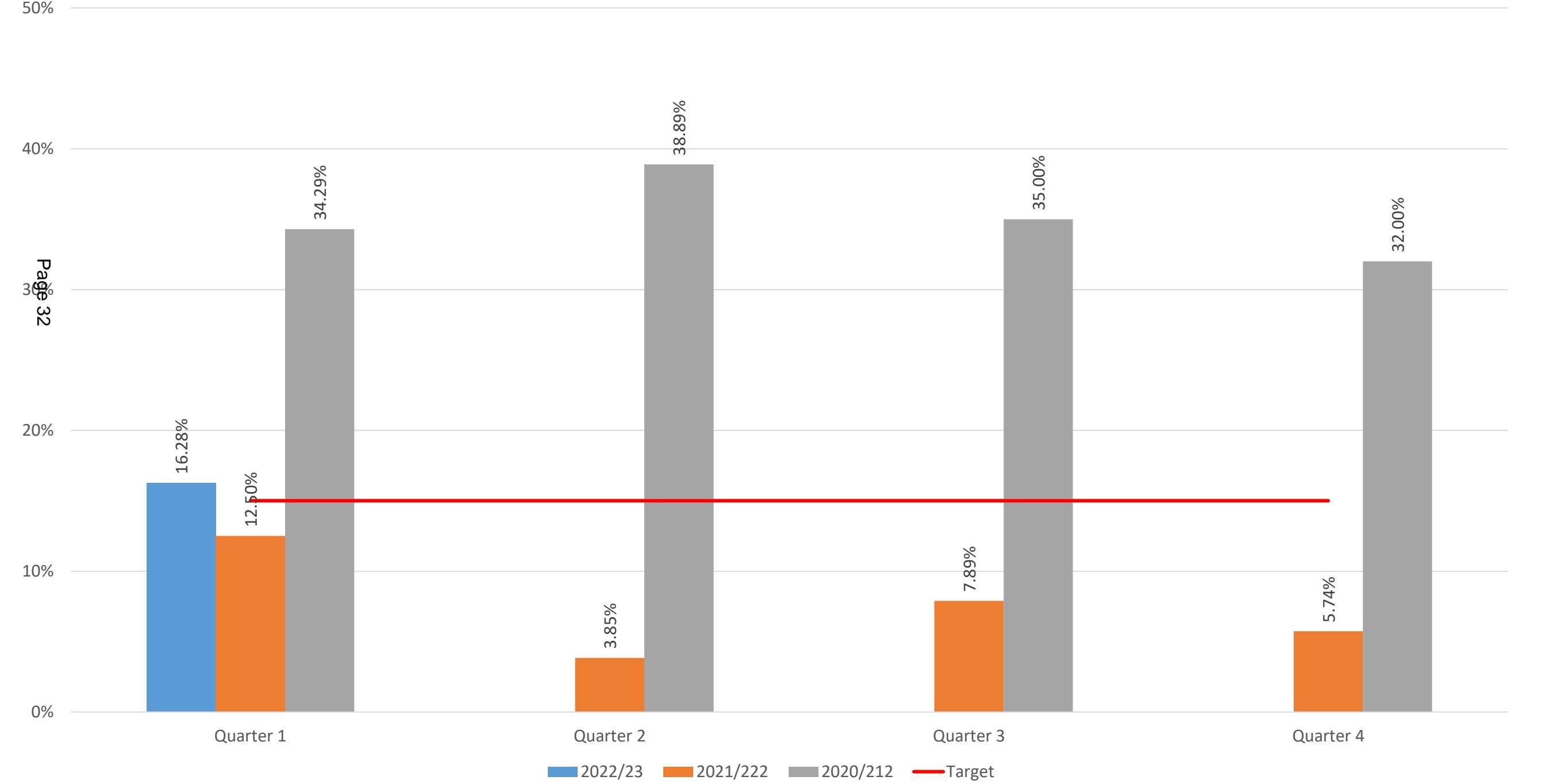
Qtr 1 score
16.28%

Target
15%

RAG Status

Measure Type : Local / Corporate Government Measure
Collection Frequency: Quarterly

Calculation
(Number of New Referrals with Part 3 that have had another in the last 12 Months / New Referrals with Part 3) X 100



The average length of time for all children who were on the Child Protection Register during the year

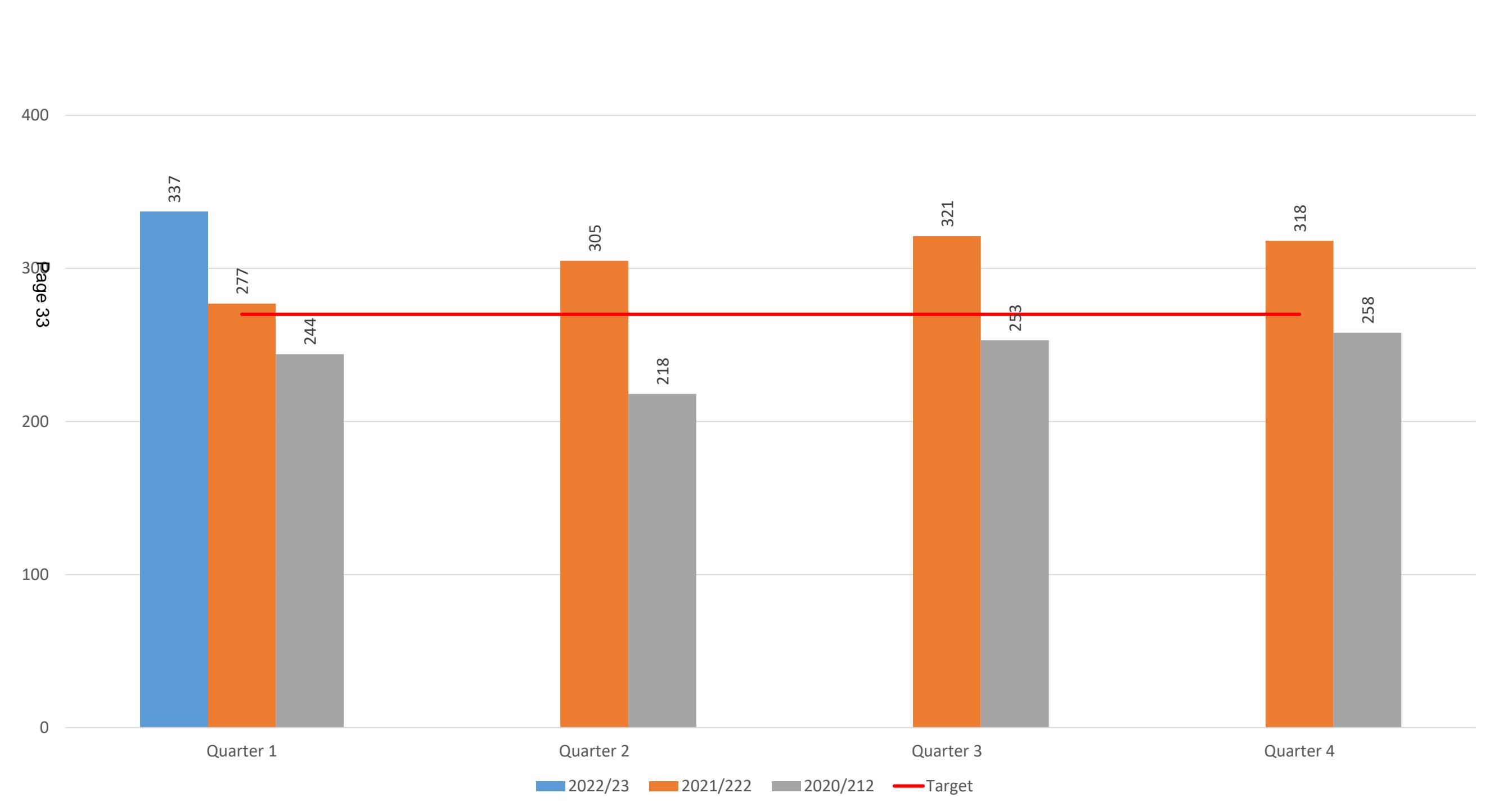
Qtr 1 score
337

Target
270

RAG Status

Measure Type : Local / Corporate Government Measure
Collection Frequency: Quarterly

Calculation



The percentage of referrals during the year on which a decision was made within 1 working day

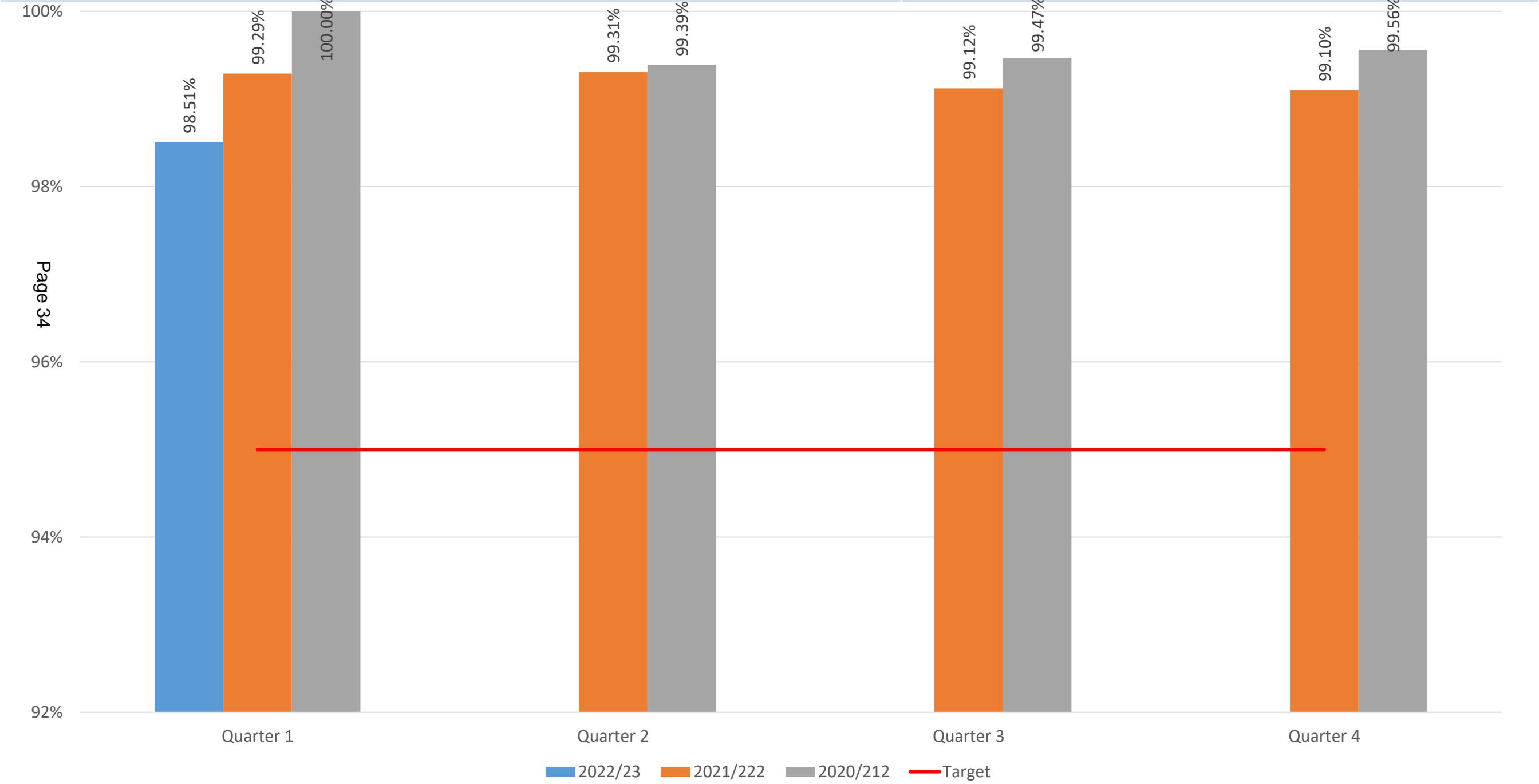
Qtr 1 score
98.51%

Target
95%

RAG Status
Green

Measure Type : Local / Corporate Government Measure
Collection Frequency: Quarterly

Calculation
(Managers Decision's completed within 1 work day / Managers Decision's completed within the month) X 100



The percentage of statutory visits to looked after children due in the year that took place in accordance to regulations

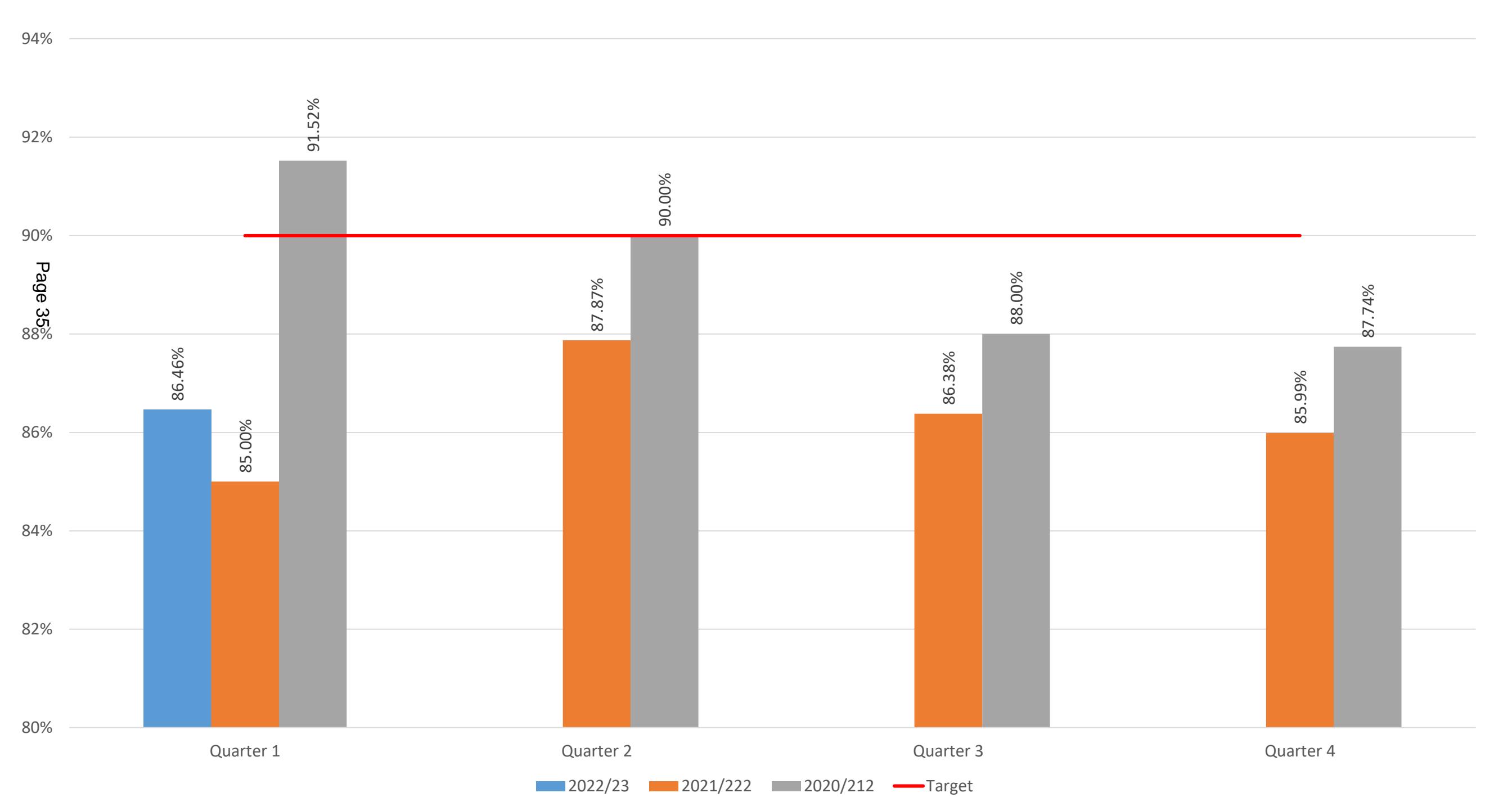
Qtr 1 score
86.46%

Target
90%

RAG Status

Measure Type : Local / Corporate Government Measure
Collection Frequency: Quarterly

Calculation
(Number of Visits Completed within Timescale / Number of Statutory Visits Due) X 100



Children Re-Registered on the Child Protection Register within 12 Months of previous registration

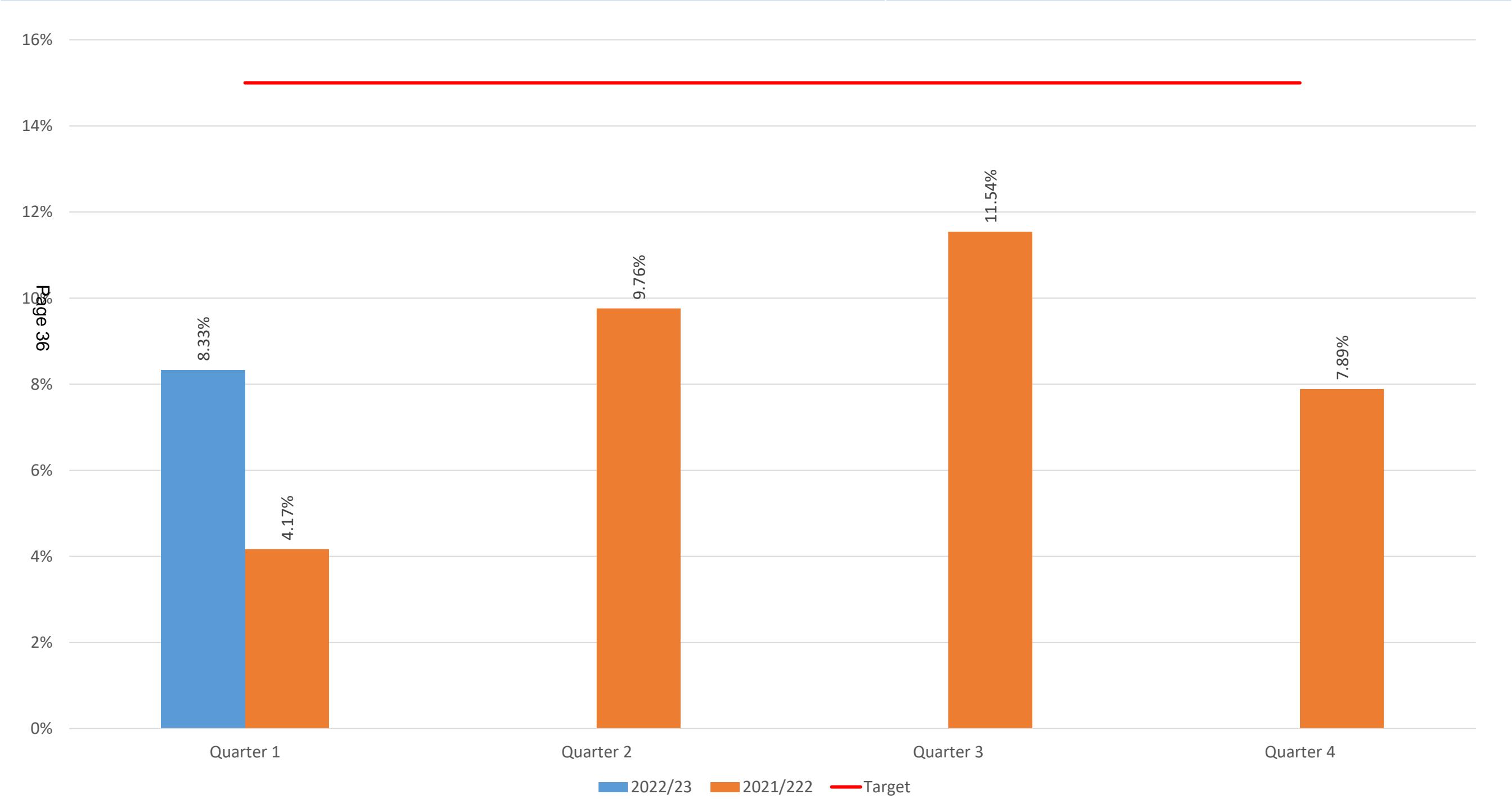
Qtr 1 score
8.33%

Target
15%

RAG Status

Measure Type : Local / Corporate Government Measure
Collection Frequency: Quarterly

Calculation
(Children that have Re-Registered within 12 Months / Number of Registered Children) X 100



Corporate Scorecard

Measure	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2021/22 Result	RAG
Percentage of child assessments completed in time	90%	78.02%				87.15%	Red
Percentage of looked after children who had to move 3 or more times	10% FTY	1.48%				9.79%	Green
Percentage of referral of children that are re-referrals within 12 months	15%	16.28%				5.74%	Yellow
The average length of time for all children who were on the Child Protection Register during the year	270	337				318	Red
The percentage of referrals during the year on which a decision was made within 1 working day	95%	98.51%				99.10%	Green
The percentage of statutory visits to looked after children due in the year that took place in accordance to regulations	90%	86.46%				85.99%	Yellow
Children Re-Registered on the Child Protection Register within 12 Months of previous registration	15%	8.33%				7.89%	Green

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CYNGOR SIR
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ISLE OF ANGLESEY
COUNTY COUNCIL

Adults Services Monthly Report
July 2022

Performance & Systems Team
David Sawicz

The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over

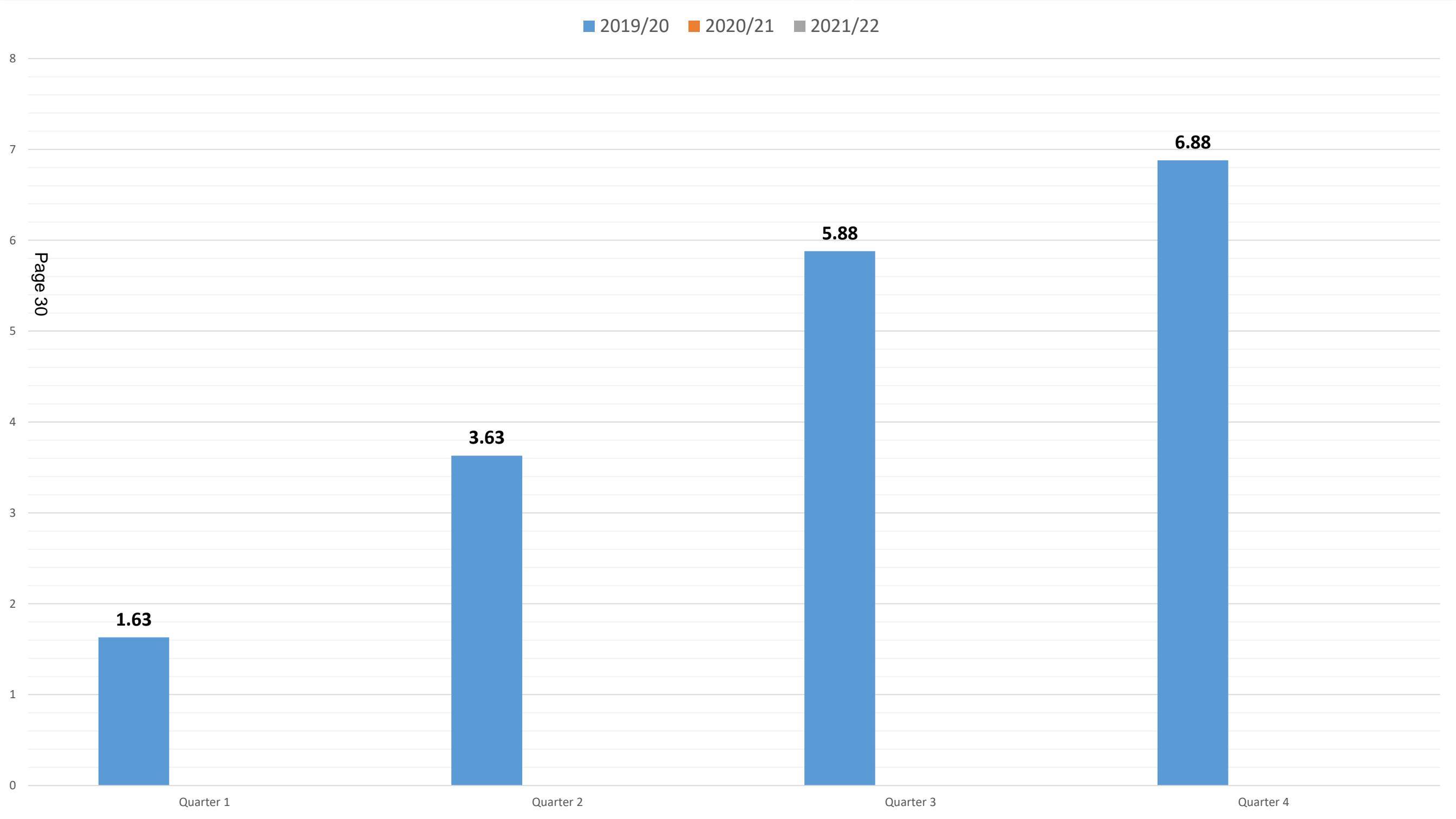
Qtr 1 score
N/A

Target
3

RAG Status

Measure Type : Local / Corporate Government Measure
Collection Frequency: Quarterly

Calculation
Prepopulated from the HOWIS database. Monthly figures will be aggregated to provide the yearly figure.



Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March

Qtr 1 score
14.65

Target
19

RAG Status
Green

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(The total number of clients aged 65+ in Residential/Nursing Care Homes/The total population of Anglesey over the age of 65+) X 1000



The Percentage of clients with a care plan at 31 March whose care plans should have been reviewed that were reviewed during the year

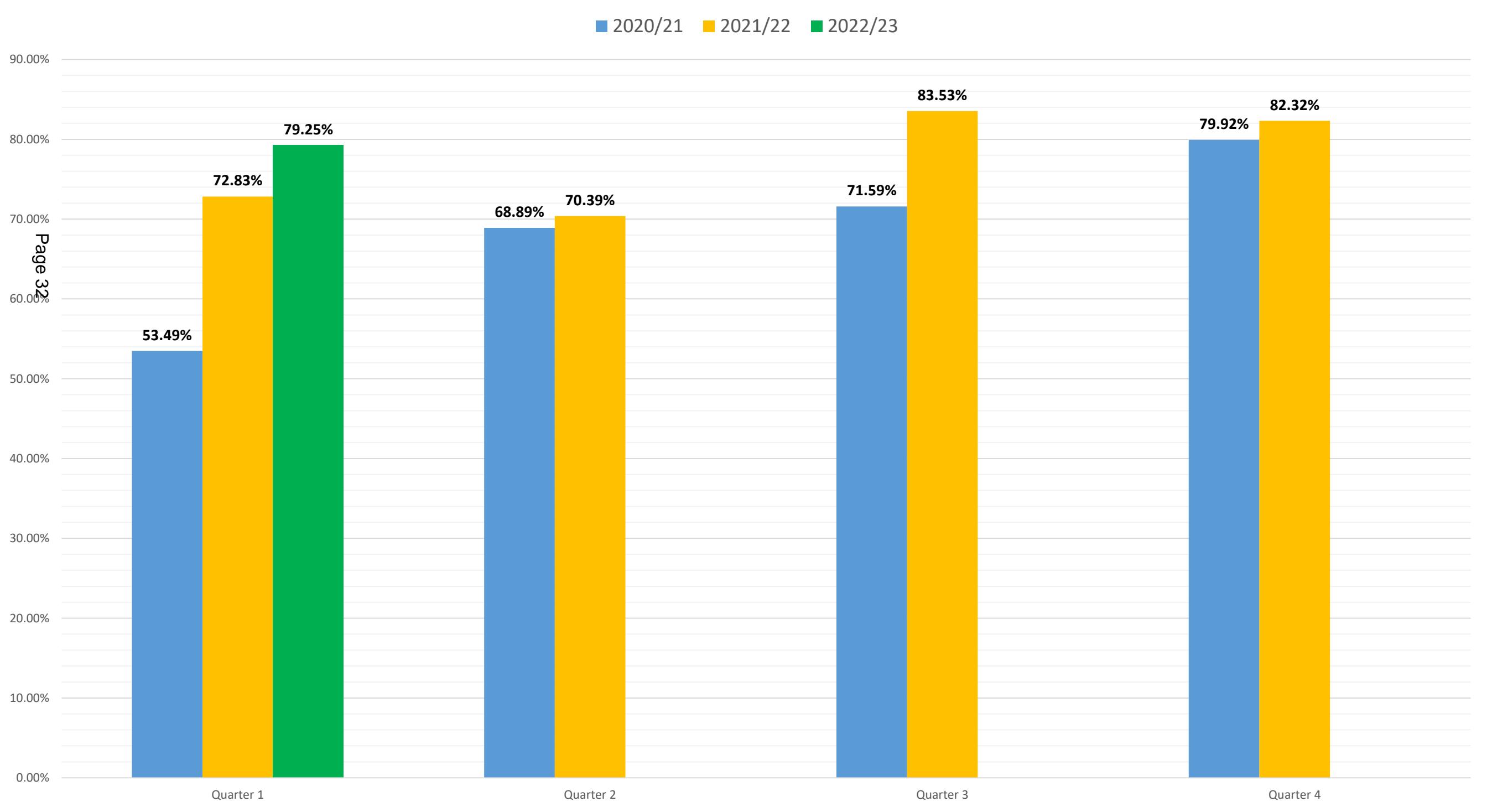
Qtr 1 score
79.25%

Target
85%

RAG Status

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(Number of clients who received a review of their Care Plan during the year/ Number of clients with an active Care Plan on the 31st of March who were due a review) X 100



The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year

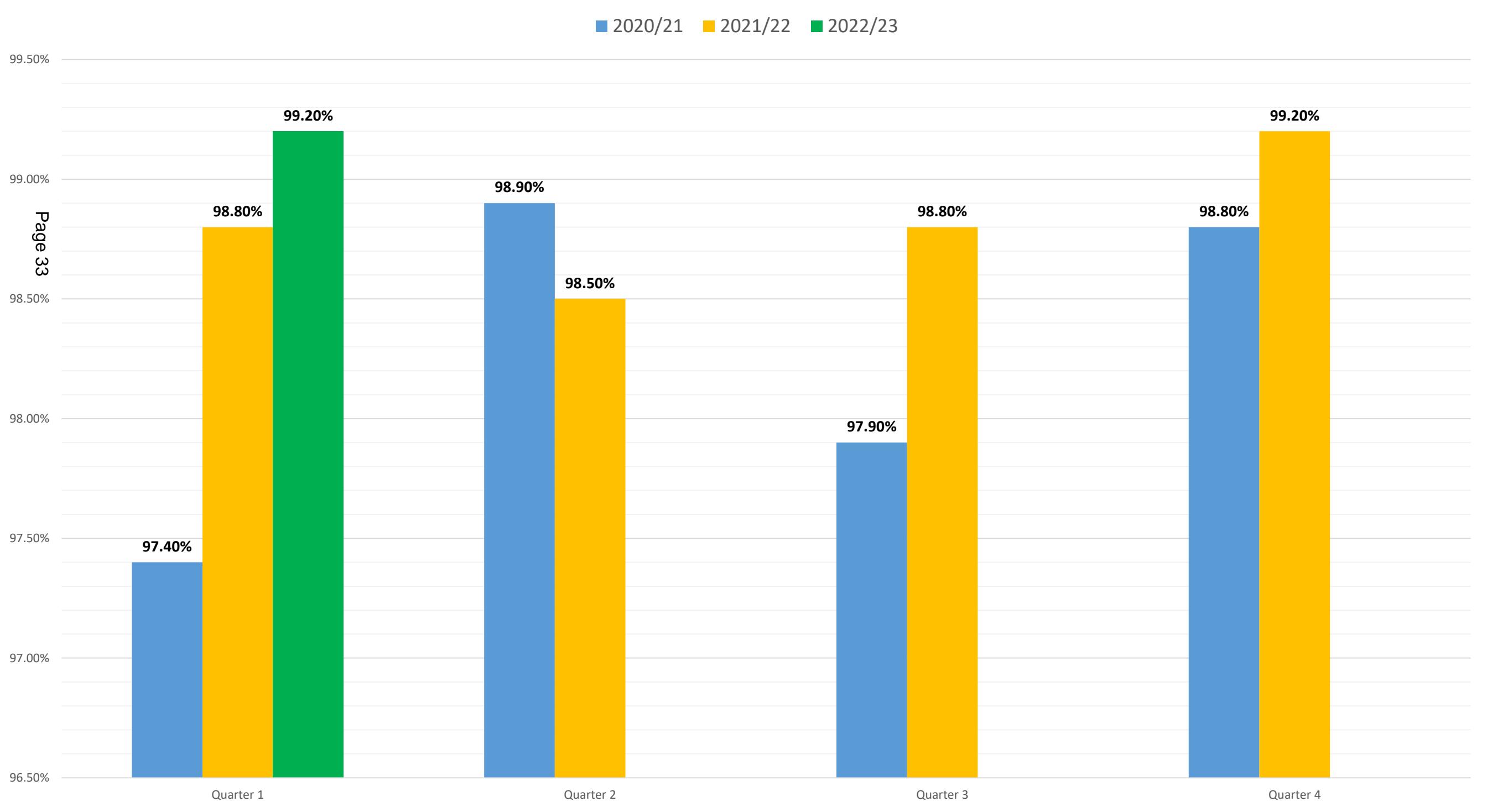
Qtr 1 score
99.20%

Target
93%

RAG Status
Green

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(Number of Carers who received an assessment or review within the year / Number of Carers who were offered an assessment/review during the year) X 100



The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year

Qtr 1 score
93.30%

Target
93%

RAG Status
Green

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(Number of Carers who accepted and received an assessment or review within the year / Number of Carers who were offered an assessment/review during the year) X 100



The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service

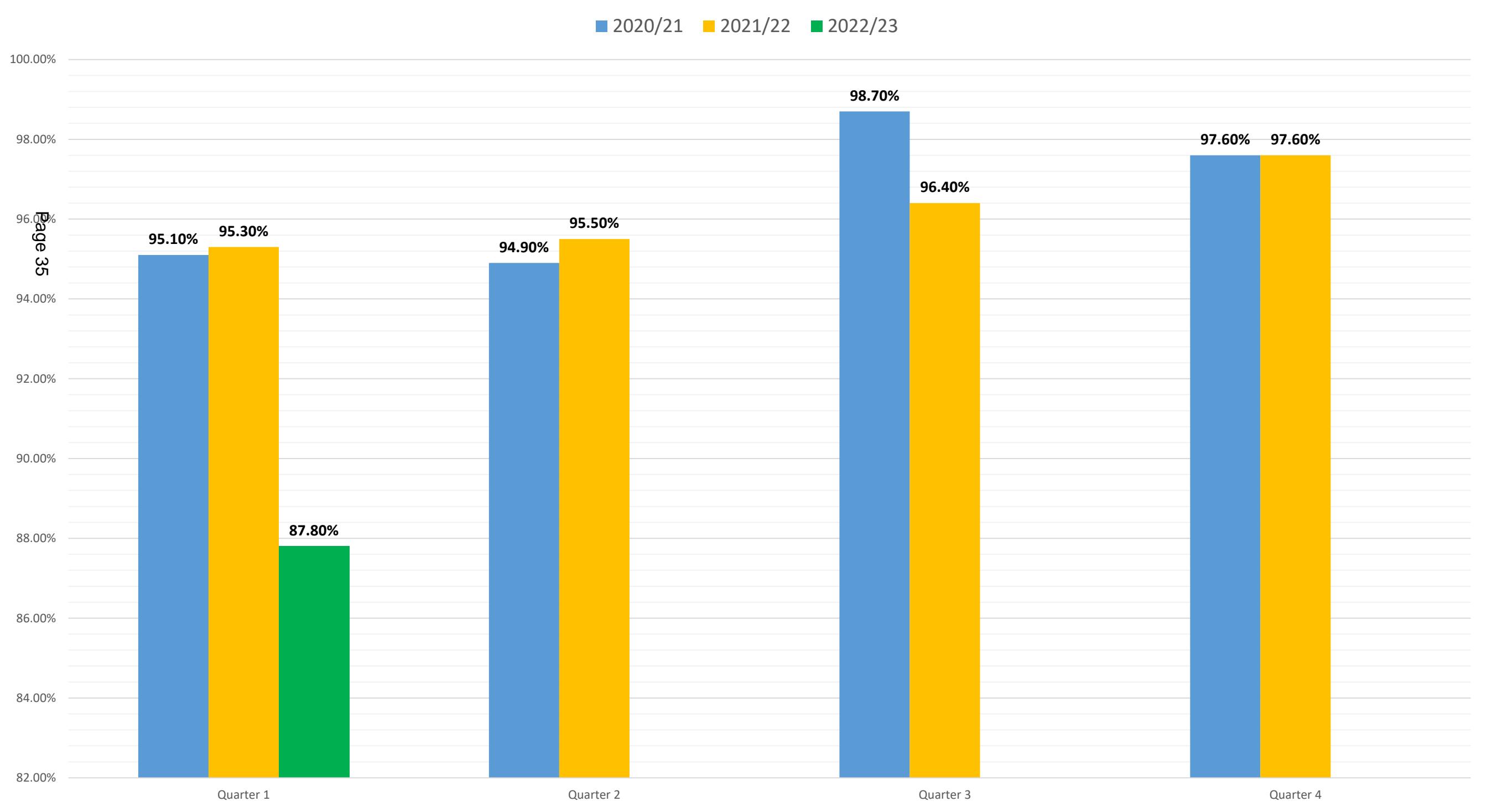
Qtr 1 score
87.80%

Target
96%

RAG Status

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(Number of Carers who received and assessment during the year and were provided with a service /Number of Carers who received an assessment during the year) X 100



The percentage of adult protection referrals completed where the risk has been managed

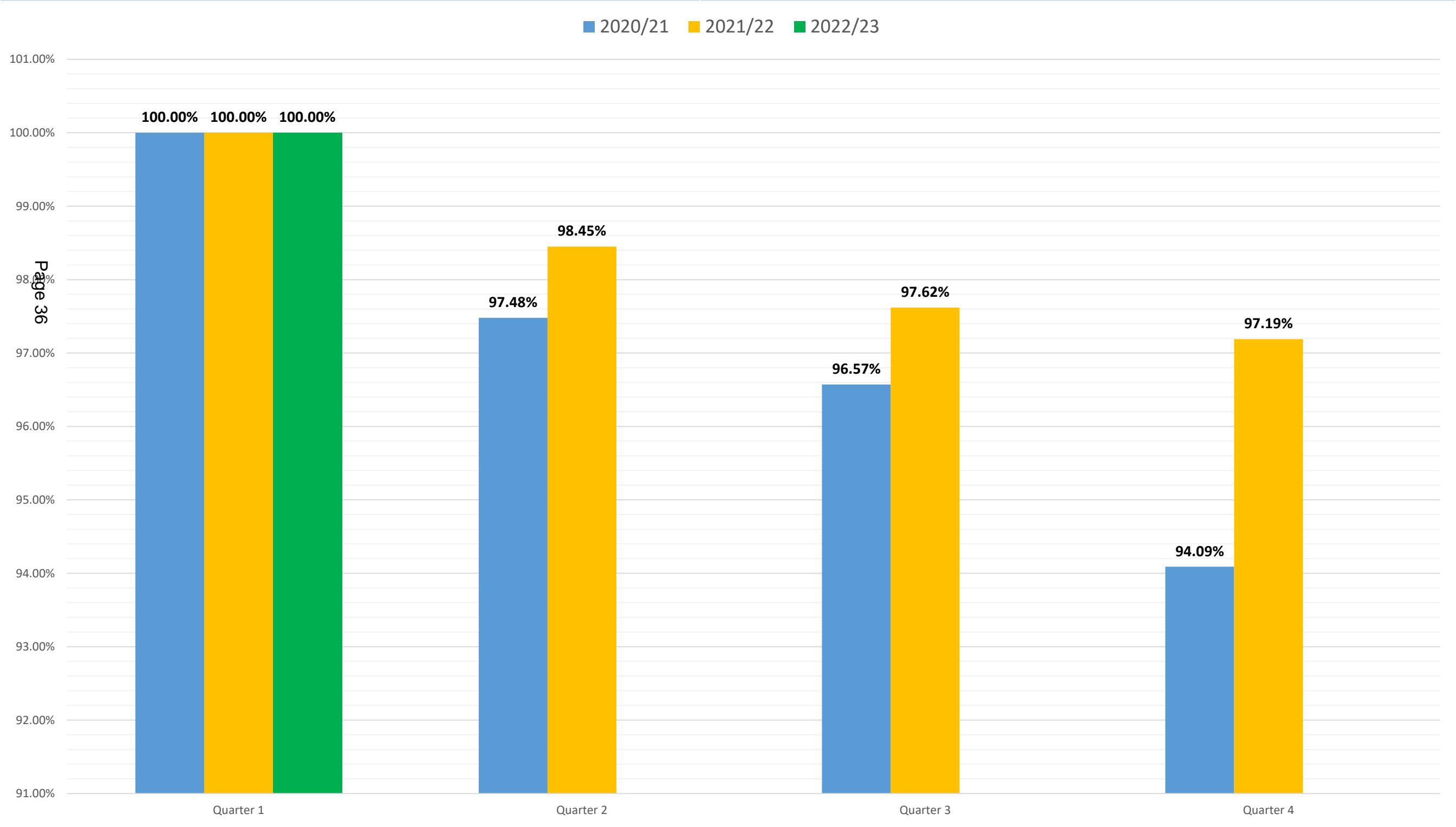
Qtr 1 score
100.0%

Target
90%

RAG Status

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(Number of safeguarding adult at risk referrals where risk is managed/Number of adult at risk referrals) X 100



Percentage of Adult Protection enquires completed within 7 Working Days

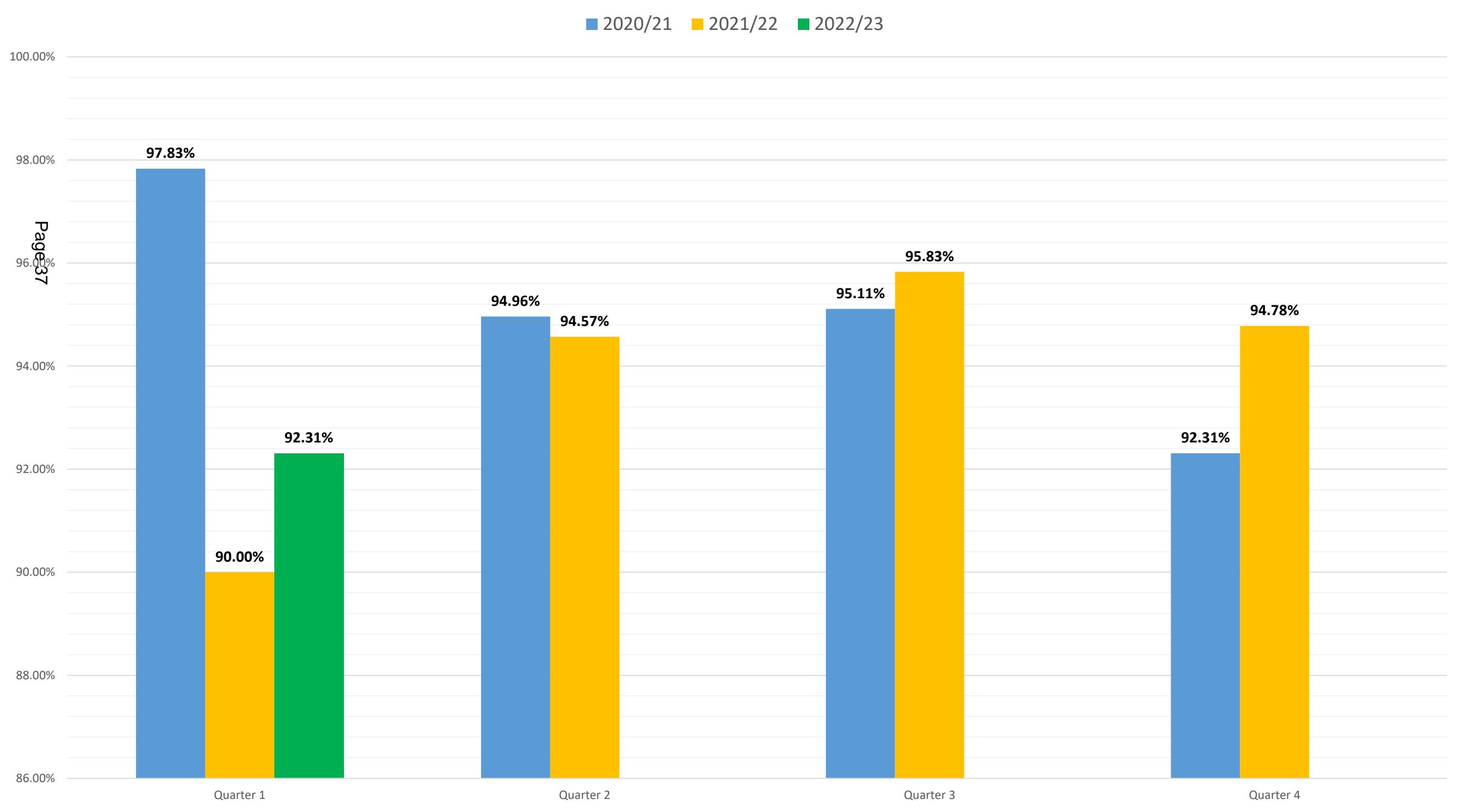
Qtr 1 score
92.31%

Target
90%

RAG Status

Measure Type : Welsh Government Measure
Collection Frequency: Quarterly

Calculation
(Number of Adult Protection Enquires completed within 7 Work Days / Number of Adult Protection Enquires completed) X 100



Adults who completed a period of Reablement: and have no package of Care and Support 6 months later

Qtr 1 score
61.90%

Target
62%

RAG Status

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(Adults who completed a period of Reablement and have no package of Care and Support 6 months later / Adults who completed a period of Reablement) X 100



Average length of time (days) older people (aged 65+) are supported in Residential Care Homes

Qtr 1 score
813.85

Target
N/A

RAG Status

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(The sum of the number of days from the admission date to a residential care home that were 65 or older / The number of people placed in residential care on or after 65th birthday) X 100



Average age of Adults entering Residential Care Homes

Qtr 1 score
81.55

Target
N/A

RAG Status

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(The sum of the ages of each adult entering a residential care home during the year / The total number of adults entering residential care homes during the year) X 100



Percentage of adults who received Advice and Assistance from the IAA service and have not contacted the service for 6 months

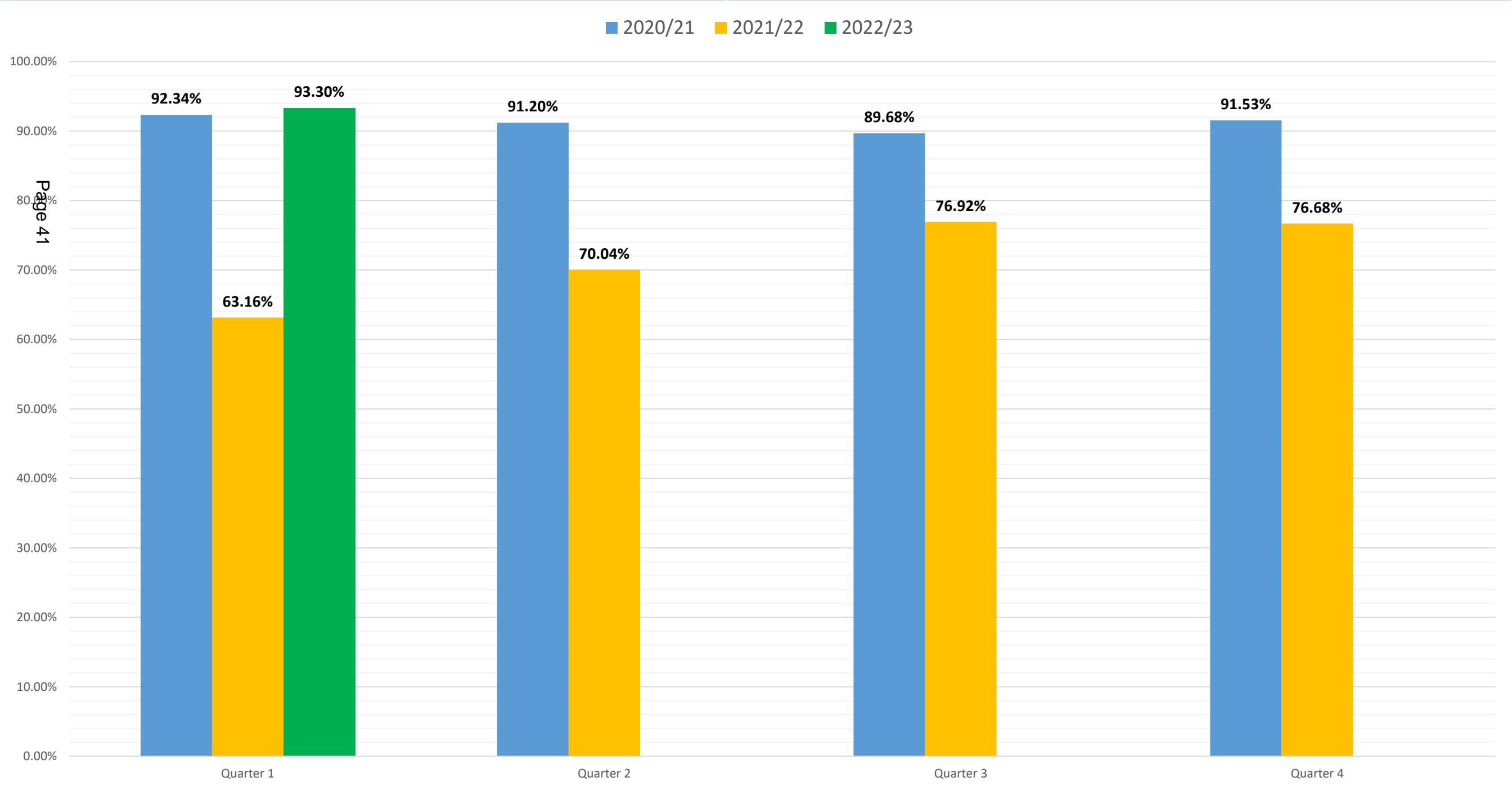
Qtr 1 score
93.30%

Target
75%

RAG Status

Measure Type : Local Government Measure
Collection Frequency: Quarterly

Calculation
(Number of adults who received AA between October of the previous financial year and September of the current financial year and did not contact the service again for 6 months / Number of adults who received AA between October of the previous financial year and September of the current financial year) X 100



Corporate Scorecard

Measure	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Cumulative	Q4 2021/22	RAG
The percentage of adult protection enquiries completed within statutory timescales	90%	92.31%				92.31%	92.59%	
the rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	3.00	N/A				N/A	N/A	
The percentage of adults who completed a period of reablement: And have no package of care and support 6 months later	62%	61.90%				61.90%	62.50%	
The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	75%	93.30%				93.30%	89.09%	
b) The rate of older people (aged 65 or over); Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	19	14.65				14.65	14.33	
b local) The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	93.0%	93.30%				93.30%	95.90%	

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	26 th September, 2022
Subject:	Finance Scrutiny Panel
Purpose of Report:	Provide an update on the progress of the Finance Scrutiny Panel
Scrutiny Chair:	Cllr. Robert Llewelyn Jones
Portfolio Holder(s):	Cllr. Robin Williams
Head of Service:	Marc Jones, Director of Function – Resources / S151 Officer
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	01248 752578
Email:	AnwenDavies@ynysmon.llyw.cymru
Local Members:	n/a

1 - Recommendation/s
The Corporate Scrutiny Committee is requested to: R1 Note the initial progress to date regarding the work of the Finance Scrutiny Panel.

2 – Link to Council Plan / Other Corporate Priorities
Direct link to the Council Plan / transformation priorities.

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

4 - Key Scrutiny Questions

At the Panel's request:

1. To what extent is the Scrutiny Committee satisfied with the initial direction of the Panel's work?
2. What suggestions does the Committee have to further strengthen the work of the Panel?
3. What other areas does the Panel need to scrutinise?

5 – Background / Context

1. CONTEXT

Members will be aware that scrutiny has developed during the previous Administration through the work of the 3 scrutiny panels. The new Administration¹ has now confirmed that the structure of the scrutiny panels for the current Council will be as follows:

- Social Services / Corporate Parenting Scrutiny Panel
- **Finance Scrutiny Panel**
- Education Scrutiny Panel.

Panel Governance Arrangements

The Scrutiny Committee² confirmed the Panel terms of reference in order to create the conditions to allow the Panel to broaden the scope of its finance scrutiny work which is much more than adding value to the decisions of the Executive alone. It is about ensuring that a proper scrutiny process forms part of the planning, implementation and follow up on key decisions that have an impact on taxpayers and local communities - with the following key benefits:

- i. Develop a model of working on finance matters focusing on a smaller group to enable Members to become more involved, develop a level of expertise, encourage good attendance and teamwork
- ii. Forum to discuss information regarding the Council's financial risks, as a basis to inform the forward work programme of the Corporate Scrutiny Committee
- iii. Free up space on the agenda of the Corporate Scrutiny Committee meetings in order to ensure scrutiny of transformational and strategic matters
- iv. Forum to develop a group of Members with the expertise and ownership to lead financial discussions in the Corporate Scrutiny Committee.

Members will be aware of the robust governance arrangements in place to underpin the work of the Panel³ and it is intended to continue to hold regular⁴ meetings of the Panel to the future. Furthermore, a process has been established for Cllr Dafydd Roberts, Panel chair to report quarterly on progress to the Corporate Scrutiny Committee.

¹ Meeting of the Corporate Scrutiny Committee held on 20th June, 2022

² Corporate Scrutiny Committee, 20th June, 2022

³ Meetings of the Corporate Scrutiny Committee held on 10th April and 26th June 2017

⁴ The Finance Scrutiny Panel will meet regularly, in accordance with the schedules and timelines of the Council's budgetary processes

Membership of the Panel:	
Councillor	Scrutiny Committee
Dafydd Roberts (Chair of the Panel)	Corporate Scrutiny Committee
Geraint Bebb	
Dyfed Wyn Jones	
Dylan Rees (Vice-Chair of the Panel)	Partnership and Regeneration Scrutiny Committee
Ken Taylor	
Paul Ellis	

In terms of local context, it is noted that $\frac{3}{4}$ of the membership of the Finance Scrutiny Panel comprises of Members newly elected in May of this year⁵. It will therefore be necessary for the Council to create the conditions for all Members to fully take part in the Panel's scrutiny work eg skills for effective finance scrutiny, effective questioning, understanding of the funding for local councils, overview / understanding of Council services etc. It is therefore the intention to make full use of the forward work programme to ensure appropriate and timely inputs to support members of the Scrutiny Finance Panel.

2. FOCUS OF WORK OF THE FINANCE SCRUTINY PANEL

This is the Finance Scrutiny Panel's first progress report and covers quarter 1 of the current administrative year.

The Panel⁶ met on 3 occasions during this period and the following issues were considered:

Finance Scrutiny Panel 4th July, 2022

2.1 Panel's terms of reference and context of its work

The terms of reference was considered in detail noting that in the current economic climate Members need assurance that the Council will make the best use of diminishing resources, particularly financial resources. Reference was also made to the fact that financial scrutiny is about ensuring that a proper scrutiny process forms part of the planning, implementation and follow up on key decisions that have an impact on taxpayers and local communities e.g. establishing the Council's annual budget, monitoring financial performance on a regular basis.

Clarity of the role of the Finance Scrutiny Panel was also noted:

- i. Challenge effectively
- ii. Hold decision makers to account
- iii. Assist the Executive to develop a robust budget for forthcoming years
- iv. Provide assurance to the Corporate Scrutiny Committee.

Aim: ensure robust governance arrangements and clarity of role.

⁵ Local Government Elections May, 2022

⁶ Finance Scrutiny Panel held on 14th July, 2022, 28th July and 8th September, 2022

2.2 Development Session

The Director of Function – Resources / S151 Officer gave presentations on the following aspects with an opportunity for scrutiny questions from the Panel:

- i. role and contribution of the Finance Team and the budget monitoring process
- ii. budget monitoring – Q4: 2021/22 monitoring report and outturn report for the previous financial year were used as examples.

2.3 Work programme of the Scrutiny Panel for the period July → December, 2022

There was discussion regarding the need for a robust forward work programme in support of the Panel's contribution to the Council's governance arrangements. It was noted that the next meeting of the Scrutiny Panel⁷ will focus on the details and context of the 2023/24 budget.

Finance Scrutiny Panel 28th July 2022

2.4 Budget setting for 2023/24

Particular attention was given to the process of setting the Council's budget for the next financial year including – the detail of the process and context, challenges and pressures (Medium Term Financial Plan). The Panel also considered the annual consultation process on the budget proposals for the following year.

Aim: provide background information to the Panel in moving forward with the 2022/23 work programme.

2.5 Work programme of the Scrutiny Panel for the period July → December, 2022

A further discussion about the Panel forward work programme. It was noted that the next meeting of the Panel will be in a scrutiny workshop format led by CIPFA Wales.

Finance Scrutiny Panel 8th September 2022

2.6 A scrutiny workshop was led by CIPFA Wales :

- i. What does finance scrutiny entail
- ii. Effective questioning for finance

A follow up session will be convened before the end of the calendar year to measure the impact of this input on the standard of the financial scrutiny questioning strategy.

2.7 Qtr1: 2022/23 Budget Monitoring

The Panel looked in detail at the latest budget monitoring information for Qtr1 of the current financial year and consideration was given to possible areas to be included on the Panel forward work programme over the next few months.

⁷ Finance Scrutiny Panel, 28th July, 2022

**2.8 Work programme of the Scrutiny Panel for the period September →
December, 2022**

Discussion about the forward work programme for the period up to December, 2022.

**3. MATTER TO BE ESCALATED TO THE PARENT COMMITTEE FOR
CONSIDERATION**

None to be escalated by the Panel.

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

n/a

7 – Financial Implications

n/a

8 – Appendices:

None

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

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

Cllr. Dafydd Roberts
Chair of the Finance Scrutiny Panel
Date: 14/09/2022

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	26 th September, 2022
Subject:	Waste Steering Group with WRAP
Purpose of Report:	Nomination of a Corporate Scrutiny Committee Member to serve on the Waste Steering Group with WRAP Cymru
Scrutiny Chair:	Cllr Robert Llewelyn Jones
Portfolio Holder(s):	Cllr Dafydd Rhys Thomas Portfolio Member for Highways, Waste and Property
Head of Service:	Huw Percy, Head of Service for Highways, Waste and Property
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	01248 752578
Email:	AnwenDavies@ynysmon.gov.uk
Local Members:	Relevant to all Scrutiny Members

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1 - Recommendation/s
R1 The Committee is requested to nominate 1 Member to serve on the Waste Steering Group with WRAP Cymru.

2 – Link to Council Plan / Other Corporate Priorities
<ul style="list-style-type: none"> • The work contributes to the aim of the Council Plan "to work in partnership with our communities to enable them to deal effectively with change and developments whilst protecting our natural environment". • In September, 2020 we declared a climate crisis and made a commitment to become a zero-carbon local authority by 2030. • Welsh Government has set high recycling targets for Local Authorities - the Towards Zero Waste Strategy calls on Authorities to achieve recycling rates of 64% by 2019/20 and 70% by 2024/25.

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

- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

3.6 The potential impacts the decision would have on:

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

[focus on equality and the Welsh language]

4 - Key Scrutiny Questions

Not applicable.

5 – Background / Context

At its last meeting¹, the Committee discussed the Council's Quarter 4: 2021/22 performance against national and local performance indicators. Performance Indicator 32 from the Scorecard was highlighted - Percentage of waste reused, recycled or composted which is currently underperforming (62.39% against a target of 70% for the Quarter). A steering group has been established to mitigate the current underperformance - a copy of the terms of reference is attached (**Appendix 1**). Membership includes senior Members, senior officers and partners from the Welsh Local Government Association and WRAP Cymru. The aims of the Steering Group are summarised below:

- Evaluate current working practices
- Identify how best to improve performance against the performance indicator that is underperforming and work towards the targets set by Welsh Government by 2025.

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

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

6.1 Potential impacts on protected groups under the Equality Act 2010

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

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

7 – Financial Implications

¹ Corporate Scrutiny Committee convened on 20th June, 2022

Not applicable.

8 – Appendices:

Appendix 1: Terms of Reference of the Waste Steering Group with WRAP Cymru

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

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

Isle of Anglesey County Council

Performance and Efficiency Programme Board

Board Terms of Reference

Project Background

The Performance and Efficiency programme has been developed by WRAP and WLGA as a way of supporting Welsh local authorities to identify and prioritise the key strategies, policies, and interventions necessary to achieve high recycling and Circular Economy ambitions in the most cost-effective manner.

The programme is intended to work in three broad phases:

- A summary report identifying current recycling and cost performance across a range of waste services. The authority's performance data can be compared with similar data from other Welsh local authorities. This report highlights potential areas for improvement, as well as any risks in current service provision (over-reliance on specific material streams, non-compliance with current or planned policy etc.).
- Joint agreement on specific, bespoke projects on areas of strategy or policy which the summary report identifies as being most impactful in realising gains in performance or efficiency, or moving the authority towards the Welsh Government's Circular Economy ambitions.
- Provision of a suite of options based on the outputs of Phase 2 projects. These outputs are intended to be costed and provide projections on likely performance improvements, as well as considering implementation timescales. Each authority can then use these to make its own decisions as to the best approach to optimising performance and efficiency.

Board Membership

Authority

- Cabinet Member for Environment – Cllr Dafydd Rhys Thomas
- Cabinet Member for Finance – Cllr Robin Williams
- Member of the Corporate Scrutiny Committee - tbc
- Director for Environment – Dylan Williams (Chief Executive)
- Head of Service for Waste – Huw Percy
- Head of Waste Management – Meirion Edwards
- Senior Finance officer - Anwen Cowling
- Service Strategy and Business Manager – Gwyndaf Parry

WLGA

- Craig Mitchell
- Jonathan Roberts
- Emma Shakeshaft

WRAP

- Emma Hallett
- Lisa Chilcott
- Owain Griffiths
- Alex Ross
- Iwan Pierce

Board Commitments

The Board will have members from the authority, WRAP CCP and WLGA. The board itself is intended to be flexible, and only involve members as and when the remit of their respective roles require it. For example, while elected members and senior managers will not be expected to attend meetings that require detailed technical input, they will be supported in understanding the drivers behind the work so that they can steer progress and assess outputs. The purpose of board meetings should be output focussed and therefore happen when most needed, rather than at pre-determined points during the year.

Each organisation acknowledges that they each intend to act in accordance with the following key principles:

- To work together in a spirit of mutual trust, support and respect, and to ensure that when difficulties or differences of opinion arise, they are addressed quickly, honestly and openly.
- The Performance and Efficiency review is a collaborative programme of work, and WRAP and WLGA will engage with the Council to tailor a programme of support to align with the legislative, political, and economic requirements of the Council.
- The authority will make all reasonable endeavours to use the support in a timely way, both in requesting the support and in acting upon information provided.
- All organisations will maintain regular communication regarding project progress and notify one another of any material change in circumstances that may affect the provision or use of the support, or the results that the support is provided to achieve.
- All parties will work together to seek ways in which the aims of the project, as defined by the Programme Board, can be achieved.

Board Administration

Owing to the nature of the project and the need for the project team and the Programme Board to be as responsive as possible, the following administration approach will be followed as far as is practical.

- Meetings will be convened as necessary to meet the project requirements; however only the relevant members of the board will be requested to attend each meeting. Senior managers and elected members will only need to attend key meetings where strategic decisions are required, or project outputs to be presented/discussed. The board will therefore have a Programme Group of CCC officers, along with WLGA and WRAP, which will undertake the bulk of the work and report back to the board at key milestones

- Project Manager/s will send an agenda 1 week before the meeting date.
- Papers must be submitted to the members no later than 2 days before.
- The Project Manager/s will prepare a briefing note and actions to be circulated and saved to a shared space.

Board Remit

The remit of the Board is to:

- take ownership and management oversight of the Performance and Efficiency project to ensure it is delivered on time and within the remit.
- provide decisions that are jointly escalated to the Board by officers/WLGA/WRAP.
- ensure the project delivers the policy requirements of the Council.
- ensuring the outputs are transparent and understood.

Board Responsibilities

These are the joint responsibilities of the Board Members.

- To make key decisions on the start and rollout of the project.
- Agreeing the communications protocol to ensure that smooth running of the project. Setting meeting frequency for control.
- Making decisions on matters escalated by the Project Manager/s.
- Allocating sufficient resource needed for all key workstreams to meet the accepted timescales as identified in the project plan.
- Determine delegated powers for the Project Manager/s.
- Approving the overall project plan and individual workstream plans.
- Decide on the acceptable level of risk associated with the project actions. Monitoring the mitigation of the risks.
- Approving completion of each stage of the project and ensuring the project is running properly within any delegated powers.
- Monitoring the progress of the project.

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	26 th September, 2022
Subject:	Corporate Scrutiny Committee Forward Work Programme
Purpose of Report:	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2022/23
Scrutiny Chair:	Cllr Robert Llewelyn Jones
Portfolio Holder(s):	Not applicable
Head of Service:	Lynn Ball, Director 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
The Committee is requested to: R1 agree the current version of the forward work programme for 2022/23 R2 note progress thus far in implementing the forward work programme.

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

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

3.6 The potential impacts the decision would have on:

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

[focus on equality and the Welsh language]

4 - Key Scrutiny Questions

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 Strategic 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 Council Plan and transformation projects
- Risks and the work of inspection and regulation
- Matters on the forward work programme of the Executive.

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

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

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

2.2 Committee chairs lead on developing the forward work programmes and are submitted to the monthly Scrutiny Chairs and Vice-chairs Forum and for approval at each ordinary meeting of the scrutiny committees. The Forum is considered an important vehicle to oversee these programmes and jointly negotiate priorities.

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

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

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 2022/23 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:

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

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

6.1 Potential impacts on protected groups under the Equality Act 2010

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

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

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

7 – Financial Implications

Not applicable.

8 – Appendices:

³ Meeting of the Corporate Scrutiny Committee convened on 20th June, 2022

Corporate Scrutiny Committee Forward Work Programme 2022/23

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 → MAY, 2022 – APRIL, 2023
[Version dated 16/09/22]

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
May, 2022 (31/05/22)	May, 2022 (31/05/22)
Election of Chair: 2022/23	Election of Chair: 2022/23
Election of Vice-chair: 2022/23	Election of Vice-chair: 2022/23
June, 2022 (20/06/22)	June, 2022 (21/06/22)
Performance Monitoring: Corporate Scorecard Qtr4: 2021/22	Annual Report on the Welsh Standards: 2021/22
Nomination of Scrutiny Members to Serve on Panels and Boards	Nomination of Scrutiny Members to Serve on Panels and Boards
	Update – for information: <ul style="list-style-type: none"> North Wales Economic Ambition Board Qtr 4: 2021/22 Progress Report
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
September, 2022 (19/09/22) – Q1	September, 2022 (19/09/22)
Performance Monitoring: Corporate Scorecard Q1: 2022/23	Market Stability Report (Social Care)
Progress Monitoring: Social Services Improvement Plan / Social Services Scrutiny Panel Progress Report	Education Scrutiny Panel Progress Report
Finance Scrutiny Panel Progress Report	Gwynedd & Ynys Môn Public Services Board Annual Report: 2021/22
Nomination of Committee Member on the Waste Steering Group with WRAP Cymru	
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
October, 2022 (19/10/22)	October, 2022 (18/10/22)
Poverty and the Council's Support to the Public during the Cost of Living Emergency	Action Plan Post Estyn Inspection of the Education Authority
Annual Performance Report: 2021/22	Regional Emergency Planning Service Annual Report: 2021/22

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
	Annual Report North Wales Regional Partnership Board (Part 9): 2021/22 (item to be confirmed)
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
November, 2022 (22/11/22) - Q2	November, 2022 (23/11/22)
Monitoring Performance: Corporate Scorecard Q2: 2022/23	Update - for information: <ul style="list-style-type: none"> North Wales Economic Ambition Board Annual Report: 2021/22 North Wales Economic Ambition Board Qtr 1 & 2: 2022/23 Progress Reports
	Update – for information: <ul style="list-style-type: none"> Public Services Board – Governance Arrangements (item to be confirmed)
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
January, 2023 (19/01/23) – 2023/24 Budget	January, 2023 (17/01/23)
2023/24 Budget Setting (Revenue Budget) – initial budget proposals	Corporate Safeguarding
2023/24 Budget Setting (Capital Budget) – initial budget proposals	Annual Report - Community Safety Partnership
Finance Scrutiny Panel Progress Report	
Council Plan: 2023-2028	
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
February, 2023 (28/02/23) – 2023/24 Budget	February, 2023 (07/02/23)
Final Draft Budget Proposals for 2023/24 – revenue & capital	
Finance Scrutiny Panel Progress Report	Education Scrutiny Panel Progress Report
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
March, 2023 (14/03/23) - Q3	March, 2023 (15/03/23)
Monitoring Performance: Corporate Scorecard Q3: 2022/23	Annual Report on Equalities: 2021/22
Housing Revenue Account Business Plan: 2023/24	Public Services Board – scrutiny of progress and delivery of the Wellbeing Plan
Progress Monitoring: Social Services Improvement Plan / Social Services Scrutiny Panel Progress Report	Update – for information: <ul style="list-style-type: none"> North Wales Economic Ambition Board Qtr 3: 2022/23 Progress Report
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
April, 2023 (19/04/23)	April, 2023 (19/04/23)
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23

Items to be scheduled:

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
AONB Management Plan 2021/25	Betsi Cadwaladr University Health Board – Clinical Services Strategy
Service Asset Management Policy 2021/31 – Smallholdings Estate	North Wales Police & Crime Commissioner
Highways Asset Management Plan	North Wales Fire & Rescue Service
Corporate Asset Management Polisi 2021/26	Welsh Ambulance Services NHS Trust
	Medrwn Môn
	Scrutiny of Partnerships
	Transformation of Learning Disabilities Day Opportunities
	Gypsy and Traveller Accommodation Needs Assessment
	Destination Plan
	North Wales Economic Ambition Board Annual Report: 2021/22
	GwE Annual Report: 2021/22
	Education Items of Strategic Significance

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