

# Public Document Pack



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

Mr Dylan J. Williams  
Prif Weithredwr – Chief Executive  
CYNGOR SIR YNYS MÔN  
ISLE OF ANGLESEY COUNTY COUNCIL  
Swyddfeydd y Cyngor - Council Offices  
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<b>RHYBUDD O GYFARFOD</b>	<b>NOTICE OF MEETING</b>
<b>PWYLLGOR SGRIWTINI CORFFORAETHOL</b>	<b>CORPORATE SCRUTINY COMMITTEE</b>
<b>DYDD MERCHER, 19 EBRILL, 2023 am 2:00 y. p.</b>	<b>WEDNESDAY, 19 APRIL 2023 at 2.00 pm</b>
<b>YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR AC YN RHITHIOL DRWY ZOOM</b>	<b>COMMITTEE ROOM 1, COUNCIL OFFICES AND VIRTUALLY VIA ZOOM</b>
<b>Swyddog Pwyllgor</b>	<b>Ann Holmes 01248 752518 Committee Officer</b>

## **AELODAU/MEMBERS**

Cynghorydd/Councillor:

## **PLAID CYMRU / THE PARTY OF WALES**

Geraint Bebb, Dyfed Wyn Jones (**Vice-Chair**), Jackie Lewis, Llio A. Owen, Alwen Watkin,  
Sonia Williams, 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),  
Gwag/Vacant (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 - 18)**

To present the minutes of the previous meetings of the Corporate Scrutiny Committee held on the following dates –

- 28 February, 2023
- 14 March, 2023

### **3 CORPORATE PARENTING STRATEGY 2023-28 (Pages 19 - 42)**

To present the report of the Director of Social Services.

### **4 SELF-ASSESSMENT IMPROVEMENT ACTIONS 2022 (Pages 43 - 62)**

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

### **5 NOMINATION TO THE SOCIAL SERVICES SCRUTINY PANEL (Pages 63 - 68)**

To present the report of the Scrutiny Manager.

## **CORPORATE SCRUTINY COMMITTEE**

### **Minutes of the hybrid meeting held on 28 February, 2023**

**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

Co-opted Member: Mr John Tierney (The Catholic Church)

#### **Portfolio Members**

Councillors Llinos Medi (Leader of the Council), Alun Roberts (Portfolio Member for Adults' Services – Social Services), Nicola Roberts (Portfolio Member for Planning, Public Protection and Climate Change), Dafydd Rhys Thomas (Portfolio Member for Highways, Waste and Property), Ieuan Williams (Portfolio Member for Education and the Welsh Language), Robin Williams (Portfolio Member for Finance, Corporate Business and Customer Experience).

#### **Members of the Partnership and Regeneration Scrutiny Committee and Other Members of the Council (by invitation)**

Councillors Glyn Haynes, Pip O'Neill, Dylan Rees, Margaret Roberts, Ken Taylor.

**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  
Director of Learning, Skills and Young People  
Head of Regulation and Economic Development  
Head of Highways, Waste and Property  
Head of Housing Services  
Head of Adults' Services  
Head of Democracy (DS)  
Head of Profession (HR) and Transformation  
Programme, Business Planning and Performance Manager (GM)  
Scrutiny Manager (AGD)  
Committee Officer (ATH)

**APOLOGIES:** Councillor Arfon Wyn, Councillor Gary Pritchard (Portfolio Member for Children (Social Services) and Youth Services  
Councillors Trefor Ll. Hughes, MBE, John I Jones, Derek Owen, Liz Wood (invitees)

**ALSO PRESENT:** Bethan H. Owen (Accountancy Services Manager)

## **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 date and times were presented and were confirmed as correct –

- 19 January, 2023 (morning meeting)
- 19 January 2023 (afternoon meeting)

## **3 BUDGET SETTING 2023/24 – FINAL DRAFT REVENUE BUDGET PROPOSALS**

The report of the Scrutiny Manager was presented for the Committee's consideration. The report outlined the context to the 2023/24 Budget setting process along with the key issues and questions for Scrutiny in evaluating the Executive's final revenue budget proposals. The report of the Director of Function (Resources)/Section 151 Officer to be presented to the 2 March, 2023 meeting of the Executive setting out the detailed revenue budget proposals for 2023/24 for final review and agreement ahead of the 9 March meeting of Full Council was attached at Appendix 1.

Councillor Robin Williams, Portfolio Member for Finance, Corporate Business and Customer Experience presented the report saying that it follows on from the initial draft revenue budget proposals presented to this Committee at its meeting on 19 January which comprised of a proposed budget for 2023/24 of £172.438m which in light of the provisional AEF of £123.555m required an increase of 5% in Council Tax and the use of £1.758m of the Council's general balances to balance the budget. The Council is facing a number of risks going forward in the form of inflation, high energy costs, pay settlements, the demand for services and a potential reduction in the amount of income generated by fee charging services such as leisure, planning and car parking as the cost of living crisis continues to affect households. The public consultation undertaken on the Council's strategic aims showed a positive response to the proposed budget approach of combining a Council Tax increase with implementing savings and using Council reserves to produce a balanced budget and this approach was also endorsed by Scrutiny. Apart from the changes detailed in section 4 of the report and the minor adjustments to the budget which these have required, the one significant change impacting on the budget since the presentation of the initial draft proposals arises from the announcement late last week of an initial pay offer to the Council's non-teaching staff for 2023/24 which amounts to an average increase of in the region of 7%; this has been put forward by the employer as a "full and final offer." Given that the 2023/24 draft budget allows for a pay increase of 3.5%, this places an additional £2m as a pressure on the budget. The Executive has considered how this additional cost can be funded and proposes that it be met through the use of reserves deeming the identification of £2m of unplanned for savings at this late stage unrealistic and a higher increase in Council Tax as unacceptable in the current economic climate. The Portfolio Member whilst he highlighted the importance of having sufficient reserves in hand to meet such additional costs emphasised that reserves should not however be used on a random basis; they should be regarded as rainy day money to be drawn upon to deal with unexpected events and/or emergencies. The prudent management of the Council's finances in recent years has allowed reserves to be built up and those resources are now available to help support both the Council and the Island's residents through the current difficult times. Taking a prudent and cautious approach will not only enable the Council to address immediate needs but will also ensure its financial security for the future. The Executive therefore recommends as its final proposals that the budget be set as outlined in the Section 151 Officer's report; the

Council Tax increase be maintained at 5% and the Council's reserves be utilised to meet any shortfall between the provisional and final settlements.

The Director of Function (Resources)/Section 151 Officer reported that he was required to set a budget that reflects what are considered to be the costs of providing the Council's services for the following year and to report the same to the Council. The late announcement of the pay offer meant that the budget had to be reviewed and additional provision made to cover the cost of the offer. He advised that the use of reserves to balance the budget reduces the level of reserves available and is not a sustainable solution to the Council's financial situation in the long-term meaning that decisions will have to be made in that respect in 2024/25. However, the current level of reserves does offer the option of their being used again in a more limited way in 2024/25 to balance the budget should that be necessary and is dependent on a number of factors including the rate of inflation, the level of pay settlements and the local government settlement for 2024/25. That assessment must be made early in the new financial year in order to allow sufficient time to plan for the budget and any service reductions that may be required as well as holding a discourse on the level of Council Tax increase. The Section 151 Officer said that while he was comfortable with the use of reserves to balance the 2023/24 budget as the level of reserves the Council holds at present allows that to be done without placing the Council in any financial risk, there remains a great deal of uncertainty as regards the 2024/25 financial year which the Council will have to plan for in the coming year.

In the subsequent discussion, the Committee considered the final draft budget proposals from the following perspectives and sought assurance of the Section 151 Officer and Portfolio Member for Finance on the matters raised –

- The prospects for inflation in the coming year with the assumption being that a falling inflation rate will reduce the likelihood and/or justification for high pay settlements thereby reducing the pressure on the Council budget.

The Committee was advised that predicting the rate of inflation is difficult especially as low inflation over recent years has not materially affected the budget whereas the current rate of 10% has had a significant impact. A number of scenarios with regard to inflation have been considered taking into account Bank of England forecasts and the likeliest outcome has been factored into the provision for inflation in the 2023/24 budget. While inflation is projected to fall towards the end of 2023 and into 2024, the situation will become much clearer when the Council comes to prepare its 2024/25 budget and this is also likely to drive pay settlements. Local Government staff on the lowest pay scales have received two years of generous pay increases which if coupled with reducing inflation would make it more difficult for workers to demand high pay rises.

- The extent to which the proposals respond adequately to service pressures and challenges.

The Committee was advised that the pressure on services is twofold and arises from inflation and the resulting rise in costs for which provision has been made in the budget and is also the main reason for the £16m increase in the budget from last year, and from demand. A best assessment of demand in Adults' and Children's Services as the services under most pressure has been made and factored into the budget. While the 2022/23 Quarter 3 revenue budget monitoring report to the 2<sup>nd</sup> March meeting of the Executive shows services collectively to be on budget Adults' Services and Children's Services are overspent and when one off items such as vacant posts, grant funding and use of reserves are stripped away, then the true financial position of services is significantly worse. This has been taken into consideration in drafting the 2023/24 budget. The main risk currently is the impact on families of the cost of living crisis which in turn could translate into increased demand on

Social Services and Housing Services as people struggle with housing costs. Should the economy start to recover then it is hoped that these pressures will then ease.

- Whether the proposals will have a detrimental effect on the citizens of Anglesey or any protected groups and the ways in which the Council supports those who may be experiencing difficulties.

The Committee was advised that when the budget is put together, funding is allocated to services including those that provide for vulnerable residents and each service makes an assessment of its likely needs for the following year. The budgets for Adults' Services and Children's Services as those that support those most in need groups have been increased by approximately £6m across both services for 2023/24 to enable them to make provision to the new increased level of demand and additional investment has also been made in the 2023/24 budget for the homelessness service. Although the budget raises Council Tax, anyone experiencing difficulties in paying their Council Tax can seek help through the Council Tax Reduction Scheme or the Council Tax Discretionary Relief Scheme. The Council does seek to protect social care services for vulnerable adults and children as far as it can when drafting the budget.

- The proposed use of funding released as a result of changes in levies and contributions to joint services after the initial budget proposals were presented as outlined in section 4.4 of the report. Clarification of the proposed increase in Economic Development capacity was sought including what it was for.

The Committee was advised that the proposed £69k investment in the Economic Development Team will fund one post and will help the Team make the most of economic development and grant funding opportunities e.g. the development of a Freeport and schemes such as the Shared Prosperity Fund and the Levelling Up Fund which require an increased input by the Council. In response to a further query about the reduction in the balance of earmarked reserves from £24.46m at the beginning of 2022/23 down to a forecasted level of £9.973m at the end of the financial year, the Section 151 Officer clarified the movement in reserves during the year and confirmed that he would provide a written schedule of the same to the member making the query.

Councillor Dafydd Roberts, Chair of the Finance Scrutiny Panel commented to the effect that the Panel was happy with the proposed use of funding released as a result of changes in levies and contributions to joint services.

- Increasing the Council Tax by 5% in order to realise the proposals of the Executive for 2023/24.

The Committee was advised that there were two options as regards determining the level of Council Tax - either propose a lower Council Tax increase as part of the budget for 2023/24 and utilise more of the Council's reserves and/or make more savings to make up the gap in the budget which could pose a risk to the Council's financial position longer term, or make less use of the Council's reserves and increase Council Tax by a higher amount. The Executive takes the view that it cannot justify raising Council Tax by more than 5% at this time especially as many people are experiencing financial hardship so it has sought a balance between implementing savings, increasing Council Tax and drawing on the Council's reserves in setting the 2023/24 budget.

- How the Council might address any further surprises given the announcement of a higher than budgeted pay offer for non-teaching local government staff

The Committee was advised that pay increases for teaching staff are usually funded by Welsh Government so if the teachers' pay award from September, 2023 is above the 3.5%

allowed for in the budget the Council would expect to receive funding towards meeting the cost. However the Council is potentially facing a number of other risks as documented in the report and should any of those materialise then it would have deal with them as best it could at the time.

Having scrutinised the Executive's final budget proposals and having considered the assurances given and clarifications provided with regard to the delivery of essential services and support for vulnerable groups, the Committee collectively was satisfied that the final draft revenue budget proposals were fair and that the combination of savings, Council Tax increase and use of reserves as proposed was reasonable in the circumstances and allowed the Council to set a balanced budget.

**It was resolved to support and recommend the following to the Executive in order to create a balanced budget –**

- **A proposed budget of £174.569m for 2023/24**
- **A proposed increase of 5% in the Council Tax**
- **The use of monies from general balances to fund any gap between the provisional and final budget settlements**

*(Councillor Aled M. Jones abstained from voting)*

#### **4 BUDGET SETTING 2023/24 – FINAL DRAFT CAPITAL BUDGET PROPOSALS**

The report of the Scrutiny Manager was presented for the Committee's consideration. The report outlined the context to the 2023/24 Capital Budget setting process including the key role of the Council's Capital Strategy the principles of which underpin the Council's capital programme. The report of the Director of Function (Resources)/Section 151 Officer to be presented to the 2 March, 2023 meeting of the Executive setting out the final draft capital budget proposals for 2023/24 for recommendation to the 9 March meeting of Full Council was attached at Appendix 1.

Councillor Robin Williams, Portfolio Member for Finance, Corporate Business and Customer Experience reported that capital investment is becoming more difficult as the resources to support capital expenditure specifically the General Capital Funding received from Welsh Government have not increased by any great amount over a number of years and the value of the funding has been significantly eroded in the past twelve months due to inflation. The Executive proposes a capital budget for 2023/24 of £37.962m comprising of 2022/23 schemes brought forward; refurbishment and/or replacement of assets; new one-off capital projects; 21<sup>st</sup> century school programme and the Housing Revenue Account which is to be funded by a combination of the General Capital Grant, Supported Borrowing and Capital Receipts and in the case of the HRA, the HRA reserve.

The Director of Function (Resources)/Resources advised that additional grants are likely to be received during the year and these will be incorporated within the capital budget. Welsh Government capital funding including the General Capital Grant and supported borrowing has remained largely unchanged over a number of years and additional grant funding has become an increasingly important element of capital resourcing. The scope to use capital receipts is also very limited as any unsold assets are already earmarked for existing plans. The Council is therefore increasingly reliant upon additional capital grants in the year to fund any investments beyond the upkeep of its existing assets.

In considering the capital budget proposals the following issues were raised by the Committee -

- Whether the 2023/24 capital proposals enable the delivery of the Council's medium term priorities whilst balancing short term pressures and whether the principles of the Council's Capital Strategy allows the Council to meet its corporate objectives.

The Committee was advised that the core capital funding received from Welsh Government is only sufficient to cover the costs of repairing and refurbishing the Council's existing assets with grant funding being relied upon to undertake any new investment. The Housing Revenue Account position is different in that the HRA has a healthy level of reserves that are used to fund the development of new housing. The HRA will undertake borrowing once its reserves have reduced to the minimum level set out in the HRA Business Plan in order to continue with that development work; the HRA generates enough revenue from rental income to meet future borrowing costs. The HRA position is therefore such that it allows a much greater level of capital investment and expenditure on the housing side than what the General Capital Grant is able to deliver for other aspects of capital activity in the Capital Strategy; however, the HRA is ring-fenced and cannot by law be used to fund any activity or investment that is not related to the Council's housing stock.

The Committee was further advised by the Chief Executive that if the financial and economic prospects remain as they are in the medium to long term then the Council will have to consider whether it can continue to maintain all of its buildings/assets to a serviceable level hence some difficult decisions may have to be taken. Grant funding is not guaranteed as grants are often awarded on a competitive basis which does not provide the ideal environment in which to plan for capital expenditure and investment in the long-term.

- The extent to which the Council has autonomy to spend capital funding on local priorities.

The Committee was advised that the General Capital Grant and supported borrowing element from Welsh Government can be spent as the Council wishes but that this funding is by now only sufficient to cover the costs of maintaining existing assets. For additional capital investment the Council is dependent on capital grants many of which come with conditions attached restricting their use to a specific service area or activity. The Council can undertake borrowing on an unsupported basis meaning it would have to fund the cost of borrowing from its own revenue resources; the Prudential Code places limits on Council borrowing to ensure that it is affordable and sustainable unless it can be demonstrated that the borrowing is for schemes that cover their costs or can deliver revenue savings.

Councillor Dafydd Roberts, Chair of the Finance Scrutiny Panel confirmed that the Panel had scrutinised the final proposed capital budget at its meeting on 15 January, 2023 and had raised as an issue the extent of slippage annually on the Council's capital programme suggesting that the Council may be overly optimistic in its projections for capital expenditure. The Panel had considered ways in which it could help with monitoring the progress of capital expenditure.

**Having considered the information presented both written and verbally at the meeting, and having regard to the feedback from the Finance Scrutiny Panel, it was resolved to recommend to the Executive a proposed capital budget of £37.962m for 2023/24.**

*(Councillor Aled M. Jones abstained from voting)*

## **5 FINANCE SCRUTINY PANEL PROGRESS REPORT**

Councillor Dafydd Roberts, Chair of the Finance Scrutiny Panel reported on the outcome of the Panel's 15 January, 2023 meeting as referred to in the narrative on items 3 and 4 above.

## **6 COUNCIL PLAN 2023-2028**

The report of the Head of Profession (HR) and Transformation incorporating the Council Plan for the period 2023 to 2028 was presented for the Committee's consideration.

Councillor Robin Williams, Portfolio Member for Finance, Corporate Business and Customer Experience presented the Council Plan as the culmination of 12 months of preparatory work including extensive consultation with the Council's staff, elected members and the residents

of Anglesey regarding the Council's strategic objectives for the next five year period. The Portfolio Member referred to the conduct of the consultation and its outcome which were addressed in the Developing the Council's Strategic Aims 2023-28 report presented to this Committee's 19 January, 2023 meeting. As a result of this work and previous considerations, the draft Council Plan is presented to the Corporate Scrutiny Committee and includes the corporate wellbeing aims along with the strategic objectives and associated work streams.

The Chief Executive advised that regardless of the current challenging circumstances the Council has a responsibility to plan for a more prosperous future for the residents of Anglesey and to maximise the opportunities that come its way. The Council Plan therefore seeks to create ambition with being realistic about what can be achieved in the next five year period based on actual data and taking into account the resources available. It identifies the Council's statutory responsibilities as well as the outcomes the Council wishes to achieve for the people and communities of Anglesey in terms of creating a better future. An annual delivery document will be produced which will formally report on progress, success and outcomes. Subject to the Executive's endorsement and the County Council's approval a finalised version of the Council Plan will be issued and its contents will be used and publicised widely. The Chief Executive thanked all those who had been involved in developing the Plan as well as those who had provided input along the process.

In discussing the Plan the Committee raised questions regarding the challenges to its successful delivery; the extent to which it addresses statutory duties; the role of partners and the Plan's alignment with the expectations of the Well-being of Future Generations Act (Wales). The Committee also enquired about the arrangements for reporting and monitoring progress and how the public response may have influenced the Plan. The Officers and Portfolio Member further advised –

- That the Plan is the result of extensive consultation and seeks to cover what the Council is required to do by statute and what it wants to do by choice; an exercise to scope all the relevant legislation was undertaken at the outset of the development work to ensure that statutory duties are addressed by the Plan. However, the Plan is being issued in a period of uncertainty and it may have to be adapted to respond to challenges and/or opportunities as the Council moves through the period. The Plan is considered to be a robust document and the direction which it sets for the Council for the next five years should not change even if the detail does.
- That collaboration and co-operation are fundamental principles of the Council's work in all areas and the Council has well-established relationships with the Welsh government, its public sector partners including Health although the pressures on the social care system are proving challenging for interactions at present; the regulators, the voluntary and community sectors, the private sector and town and community councils. Equally important is the relationship with elected representatives both locally and nationally in bringing influence to bear on government. All play a part and are key to the successful delivery of the Plan.
- That this is the second Council Plan to be delivered under the Wellbeing of Future Generations (Wales) Act. The Plan sets out three wellbeing objectives supported by the strategic objectives which in turn are aligned with the aims and objectives of the Act. The Council's services also operate in accordance with the five ways of working set out in the Act which underpin the principle of sustainable development.
- That while there are currently factors beyond the Council's control which are creating uncertainty some of the main challenges to the successful delivery of the Plan relate to the availability of resources both to deliver services and to maintain assets, being able to fulfil statutory requirements, and the level of demand on council services. Although the Council has an able and committed workforce, recruitment and retention in a labour market that has been transformed by the pandemic remain a challenge as well.

The Council has also to continue with modernising its services and ways of working including moving to digital processes and to be prepared for the challenges which that brings.

- That the successful delivery of the Plan against the stated objectives will be monitored by publishing an annual delivery document which outlines what the Council intends to achieve in the financial year which will provide the Council with an understanding of what elements of the Plan will be moving forwards in that year. The Programme Boards will be looking at specific aspects of the Delivery document and can make recommendations as appropriate. The quarterly scorecard report presented to Scrutiny and the Executive identifies any areas of underperformance for remedial action. Further, the Local Government and Elections Wales Act requires councils to undertake an annual self-assessment which brings together different aspects of the performance management framework to provide an overall corporate view of annual performance.
- That in terms of consultation and engagement, the Plan has been created on the basis of the most far-reaching consultation work ever carried out by the Council which has resulted in a better understanding of what is important to Anglesey's residents. The initial engagement sought to establish what Anglesey's residents thought of as priority areas for the Council Plan following which six draft strategic objectives were developed and a further consultation was undertaken on those objectives. While those were endorsed by the majority, some changes were made in specific areas in the course of developing the Plan in response to the feedback received.

The Committee also noted that only 9% had responded to the consultation process through the medium of Welsh which Members highlighted as an issue requiring attention. Assurance was given that this statistic will be looked into further.

**Having considered the information presented both written and verbally at the meeting it was resolved to recommend the Council Plan 2023-28 to the Executive for further consideration.**

## **7 FORWARD WORK PROGRAMME**

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme to the end of April, 2023 was presented for consideration and review.

It was queried whether the single item scheduled for consideration at the April, 2023 meeting might be brought forward to March and some of the outstanding items as yet to be scheduled be programmed for the April meeting.

The Scrutiny Manager advised that the matter would be raised with the Senior Leadership Team and discussed with the Chair.

**It was resolved –**

- **To agree the current version of the forward work programme for 2022/23.**
- **To note progress thus far in implementing the forward work programme.**

**Councillor R. Llewelyn Jones  
Chair**

# CORPORATE SCRUTINY COMMITTEE

## Minutes of the hybrid meeting held on 14 March, 2023

**PRESENT:** Councillor R. Llewelyn Jones (Chair)  
Councillor Dyfed Wyn Jones (Vice-Chair)

Councillors Geraint Bebb, Douglas Fowle, Jackie Lewis, Llio A. Owen, Dafydd Roberts, Keith Roberts, Alwen Watkin, Arfon Wyn

### Portfolio Members

Councillors Llinos Medi (Leader and Portfolio Member for Economic Development), Carwyn Jones (Portfolio Member for Corporate Business and Customer Experience), Gary Pritchard (Portfolio Member for Children, Youth and Housing Services), Alun Roberts (Portfolio Member for Adults' Services and Community Safety), Nicola Roberts (Portfolio Member for Planning, Public Protection and Climate Change), Dafydd Rhys Thomas (Portfolio Member for Highways, Waste and Property), Ieuan Williams (Portfolio Member for Education and the Welsh Language).

**IN ATTENDANCE:** Deputy Chief Executive  
Director of Function (Resources)/Section 151 Officer  
Director of Function (Council Business)/Monitoring Officer  
Director of Social Services  
Head of Regulation and Economic Development  
Head of Highways, Waste and Property  
Head of Democracy (DS)  
Head of Profession (HR) and Transformation  
Programme, Business Planning and Performance Manager (GM)  
Scrutiny Manager (AGD)  
Committee Officer (ATH)

**APOLOGIES:** Councillors Aled M. Jones, Robin Williams (Portfolio Member for Finance), Mr Dylan Williams (Chief Executive), Mr Arwel Owen (Head of Adults' Services)

**ALSO PRESENT:** None

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### 1 DECLARATION OF INTEREST

No declaration of interest was received.

### 2 PERFORMANCE MONITORING: CORPORATE SCORECARD Q3 2022/23

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 3 2022/23 was presented for the Committee's consideration. The scorecard report portrayed the Council's position against its wellbeing objectives at the end of Quarter 3, 2022/23.

Councillor Llinos Medi, Leader and Portfolio Member for Economic Development in presenting the report said that with 97% of the Council's Performance Indicators performing well overall this represents the best performing third quarter against the performance management section target since the creation of the scorecard report. She referred specifically to the performance against the three well-being objectives highlighting that only three PIs are underperforming the reasons for which are documented in the report as are the proposed improvement measures. The report also provides a number of examples of notable performance against the well-being objectives including in Adults' Services, Housing Services with regard to homelessness and the number of empty homes brought back into use; waste management, and in the Learning Service in relation to the percentage of pupils assessed in Welsh at the end of the Foundation Phase which stands at 100%. Although the Council's attendance PI is Amber against its target at this stage the data does include coronavirus related absences for the first time without which the performance would have been ragged Yellow. Also Quarter 3 which covers the months leading into winter can be a challenging period.

- The Committee welcomed the encouraging picture at Quarter 3 and wanted to know what arrangements were in place to recognise the successes. The Committee was advised that as well as monitoring underperformance, the Strategic Leadership Team also recognises areas of good performance. Y Ddolen – The Link is used for internal messaging including promoting good practice and communicating successes and as regards reporting to a wider audience, Elected Members have a role to play in publicising the Council's achievements and what it is doing well so as to provide assurance to the Island's residents that improvements are being made.
- The Committee in noting that some indicators were underperforming at the end of Quarter 3 sought further information about the progress monitoring arrangements for those indicators to bring performance back on track. The Committee was advised that the Council has well-established and proven performance management arrangements; this includes the Corporate Scorecard and associated report which consist of a combination of locally and nationally set indicators. The scorecard highlights how the Council's day to day activities are being delivered and provides the intelligence to enable a proactive approach to be taken to performance management including mitigating actions agreed by the Strategic Leadership Team to deliver improvement. Additionally, Heads of Service monitor performance within their service on an ongoing basis.
- The Committee noted that the Council's performance against the attendance at work performance indicator was Amber at the end of Quarter 3 and queried how this compares with the Council's previous performance. The Committee was advised that the performance for the quarter is a decline on that of the last three years for the same period. However, coronavirus data has been included for the first time and has influenced the outcome. Despite its inclusion it remains a better performance overall at this stage compared to 2021/22 and also the pre-coronavirus period from 2019/20. Quarters 3 and 4 are also traditionally challenging periods with regard to attendance. A factor also is the role undertaken by staff especially if they are frontline care staff who come into contact with vulnerable clients. The Committee was further informed of the measures the Council has in place to support attendance and promote staff well-being including flexible and hybrid working arrangements and prompt referral to Occupational Health as appropriate. Although the Council's attendance performance is good when benchmarked against that of other authorities as attested to by recent data, it must not be complacent in terms of attendance monitoring and is committed to further improving the performance of the indicator. In response to a further question, the Head of Profession (HR) and Transformation provided additional information about the Council's hybrid working arrangements and how they are operating in practice.
- The relationship between the new Council Plan 2023-28 and the Corporate Scorecard was discussed and the Committee asked about the arrangements to ensure that they are

aligned. The Committee was advised that the discussion on reviewing the indicators on the Corporate Scorecard to ensure they are appropriate and relevant and link into the new Council Plan's objectives is underway and that the process is open and inputs are invited.

- The Committee also noted a pattern of underperformance with regard to indicator 09 – the percentage of FOI requests responded to within timescale, and sought assurance that steps are being taken to improve the performance of this indicator. The Committee was advised that the number of FOI requests has increased and although the Council was able to meet the timescale for responding before the pandemic that has changed post Covid. FOI data is collated centrally and published quarterly on the Council's website on a service by service basis and because of the downward trend in performance, a more detailed report is now also presented quarterly to the Strategic Leadership Team. The data shows that the services experiencing the most difficulty in responding within timescale are the Learning and the Resources Services. With regard to the former it is understood that a focus on work undertaken by Estyn in Quarter 1 has impacted on FOI related work and that the underperformance may therefore be an anomaly which can be rectified to bring performance back on target. In the Resources Service prioritising the delivery of the cost of living support schemes/grants has created a backlog of FOI requests.

The Deputy Chief Executive confirmed that the Director of Education, Skills and Young People has put arrangements in place to address the issue of FOI response times in the Learning Service. The Director of Function (Resources)/Section 151 Officer clarified that the Officer within the Resources service who deals with FOI requests has been assisting with administering the cost of living support scheme and grants; that work is now coming to an end meaning the Officer can re-focus on FOI related work to clear the backlog and restore the normal pattern of operation. He confirmed that no additional capacity is required for the task.

- In noting that 35% of performance indicators are seeing a declining trend, the Committee raised the issue of monitoring trends as well as targets. The Programme, Business Planning and Performance Manager in confirming that the direction of travel over time is as important as one-year targets in terms of the Council's performance management explained the process behind two specific indicators – (26) Percentage of households successfully prevented from becoming homeless and (27) Percentage of households (with children) successfully prevented from becoming homeless, to illustrate the point.
- The decline in the number of reports received by App Môn and number of visitors to the Council's website compared to 2021/22 was noted. The Committee was advised that App Môn has now been replaced by the CRM system and that visitor numbers to the Council's website are subject to fluctuation depending on different periods of the year with increased traffic during the pandemic in 2020/21 and 2021/22 having possibly skewed the data at that time.

**Having scrutinised the data and noted the additional information provided at the meeting it was resolved –**

- **To note the Corporate Scorecard report for Quarter 3 2022/23.**
- **To note the areas of improvement along with the areas which the Strategic Leadership Team is managing to secure further improvements into the future and**
- **To note the mitigating measures outlined within the report and to recommend the same to the Executive.**

### 3 HOUSING REVENUE ACCOUNT BUSINESS PLAN 2023-2053

The report of the Head of Housing Services incorporating the Housing Revenue Account (HRA) Business Plan 2023-2053 was presented for the Committee's consideration.

Councillor Gary Pritchard, Portfolio Member for Children, Youth and Housing Services presented the Business Plan as reflecting the Council's vision that "everyone has the right to call somewhere home." The HRA finances all of the Council's operations in its role as registered social landlord and provides a financially viable plan for the Council's housing stock. An important element of the HRA is the commitment to expanding the Council's housing stock to meet differing housing needs across the Island which as the Portfolio Holder he was proud to endorse.

The Head of Housing Services advised that the Council is required to submit its application for Welsh Government's Major Repairs Allowance (MRA) along with the 30 year HRA Business Plan to Welsh Government by 31 March in order to secure the annual MRA which for 2023/24 is £2.688m. The Plan forms the primary tool for financial planning of the delivery and management of the Council's housing stock and demonstrates how the Council brings all its stock to Welsh Housing Quality Standards (WHQS); how it intends to maintain and work towards the new WHQS to be shortly agreed by Welsh Government and the investment needed to finance the Council's new council house development programme. The Council is committed to continuing with its energy efficiency and decarbonisation work with £1m earmarked to target a further 250 multiple Solar PV system installations. In addition, £8.749m has been budgeted for in 2023/24 for the development programme of new council housing and acquisition of former council housing on the Island. The Business Plan assumes a development programme of 45 units in 2023/24 and throughout the period of the Plan. The Business Plan has been stress tested to take account of risks both individually and collectively and it remains viable over the 30 year period of the plan.

The Committee considered the contents of the HRA Business Plan and the following issues were discussed –

- The ways in which the proposed strategy enables the Council to realise the strategic priorities in the Council Plan for 2023-28. The Committee was advised that the vision at the heart of the HRA Business Plan is ensuring that everyone has the right to call somewhere home which accords with one of the strategic objectives in the Council Plan. Essential to realising this vision is ensuring the development of the right homes in the right place and in the right numbers which it is believed the Strategy enables. In response to questions about the reacquisition of former council houses that are now being used as holiday homes, the Head of Housing Services confirmed that the Council seeks to reacquire at least 15 former council houses per annum and will buy back in excess of that number if opportunity and resources allow. However, whilst the Council cannot buy private properties for council housing purposes as they would not meet WHQS standards, it does have schemes in place to help local people purchase open market properties.
- The affordability of the proposed council housing expansion programme in the current economic climate. The Committee was advised that the HRA Business Plan is supported by a 30 year financial model which will be submitted to the Welsh Government and is also accompanied by a sensitivity analysis which demonstrates the robustness of the plan. These are based on key assumptions and parameters set by Welsh Government and predict the resources available and required to maintain WHQS, the capacity for the new build programme and aims to provide assurance on the long term suitability and financial viability of the HRA. Should inflation remain high or increase thereby affecting costs then the level of expansion may have to be reconsidered. While each individual housing development is assessed for viability in accordance with an agreed financial model there is Executive agreement that should there be an existing

need for a development then it can proceed on that basis rather than on the basis of cost. Having met the WHQS back in 2012 the Council has the capability to undertake housing development which will be funded in the first instance through the balance of the HRA and then through borrowing the cost of which will be met by HRA generated income. However, other factors to consider are the availability of land and contractors.

- The extent to which the HRA Business Plan seek to address the supply of accommodation for vulnerable adults and families. The Committee was advised that it is important that the needs of people on the Social Housing Register are met. There are currently 908 applicants on the Register with the majority requiring 1 and 2 bedroom general need properties and older person's properties. It is important also that the provision of affordable housing includes many different kinds of tenures and accommodation to meet the varying needs of different groups.
- Capacity issues both within the Housing Service and among private sector developers and contractors working alongside the Council to build new housing and whether risks have been identified and mitigation measures put in place. The Committee was advised that internal capacity/workforce can be developed and the procurement framework can be looked at to enable/facilitate private sector developers to collaborate with the Council on building new housing. While capacity is recognised as a risk, it is considered that the HRA Business Plan in setting as an objective the delivery of 45 units per annum achieves an appropriate balance between ambition and realism.
- The supply of social housing required to meet the demand on the housing register and the availability of assistance for first time deposits and/or contribution to rent deposit. The Committee was advised that the number of people presenting to the Housing Service as homeless is unprecedented including 85 households who are in emergency or temporary accommodation and the waiting list for social housing is significant. Although over 350 houses are on average let each year by the Housing Service and Housing Associations, the waiting list continues to grow making it difficult to quantify the supply required. However, the figures demonstrate an increasing need for affordable housing be that through standard rent, intermediate rent or help to buy. The Head of Housing Services confirmed that there are schemes to provide help with deposits subject to need and individual circumstances and in this context he clarified the difference between standard rent and intermediate rent housing.
- The need to publicise Housing Service's support and assistance schemes as well as the Service's poverty related activities. The Committee was advised that such publicity could be incorporated in the Annual Report on the delivery of the Business Plan which summarises what has been achieved in the year. Additionally the Service recognises that the support it provides to help people acquire their own homes needs to be marketed more widely and will be addressed as part of the Service's Delivery Plan and work programme for the first quarter of 2023/24.

**Having scrutinised the HRA Business Plan and noted the additional information and assurances provided at the meeting it was resolved to recommend the Housing Revenue Account Business Plan for 2023-205 to the Executive.**

#### **4 PROGRESS MONITORING: SOCIAL SERVICES PROGRESS REPORT**

The report of the Director of Social Services setting out the latest progress and developments within Adults' and Children and Families' Services was presented for the Committee's consideration.

Councillors Alun Roberts and Gary Pritchard, Portfolio Members for Adults' Services and Children's Services respectively provided a summary of the progress highpoints within the two services as outlined in the report and made particular reference to Care Inspectorate Wales' Performance Evaluation Report of Social Services on Anglesey which was published

in December, 2022 and which summarised the findings from the Inspectorate's inspection of Anglesey Adults and Children and Families' Services carried out in October, 2022. The report reflected positively on several areas and identified a number of strengths as well as areas for improvement. An internal working group has been established to address those areas. Recruitment challenges remain and are replicated nationally especially with regard to residential care home staff and domiciliary care workers. The Service continues to work closely with Coleg Menai and with colleagues within the Authority's HR function to attract people to the social care profession in Anglesey's Social Services.

The Director of Social Services provided information about the context of the progress report that has been presented to the Corporate Scrutiny Committee and the Executive in the last few years firstly on a quarterly basis and latterly every six months saying that it was to provide assurance about the progress of Children and Families Services' performance following a critical CIW report back in 2016, and lately the performance of Adults' Services as well. The assurance which those progress reports as well as the Director of Social Services' annual report have provided about the improvement journey of Children and Families' Services has now been reinforced by the recent Care Inspectorate Wales report which also comments positively about Adults' Services. Both Children and Families' Services and Adults' Services are now producing new Service Development Plans consolidating and building on the progress made and these will be presented to and scrutinised by the Social Services Scrutiny Panel.

In considering the report, the Committee discussed the following –

- The arrangements in place to monitor progress against areas that need attention. The Committee was advised of the multiple ways in which progress is tracked and assurance provided including through the close and constant relationship the Service has with regulators; through corporate and democratic processes including Scrutiny and the Executive, through the Strategic Leadership Team which provides high level oversight, and through regular meetings, audit reviews, and performance monitoring internally within the service itself. Social Services also collaborate closely with partners in Health and other areas to identify challenges.
- The priority work streams for the Social Services Scrutiny Panel over the next period. The Committee was advised that these will be driven by the Care Inspectorate Wales report with regard to the areas identified for continued focus and by the Children and Families' Services and Adults' Services Service Development Plans.
- The intention not to report progress on Social Services improvements to the Corporate Scrutiny Committee hereafter but rather to the Social Services Scrutiny Panel which will continue to report to this Committee. The Committee indicated that it was satisfied with the capability of the Social Services Scrutiny Panel to challenge and monitor progress and development and to report thereon to the Committee.

**It was resolved –**

- **To confirm that the Corporate Scrutiny Committee is satisfied with the pace of progress and improvements made to date in Social Services.**
- **To recommend to the Executive that progress and pace of improvements in Social Services are adequate, and**
- **To support the intention not to report on progress on Social Services improvements to the Corporate Scrutiny Committee but to receive reports in future from the Social Services Scrutiny Panel.**

## **5 FORWARD WORK PROGRAMME**

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme to April, 2023 was presented for consideration.

The Scrutiny Manager advised that recent changes to the Executive has resulted in a vacant place on the Committee and on the Social Services Scrutiny Panel. Consequently, the business for the Committee's April, 2023 meeting will now also include an item to nominate a member of the Committee to serve on the Panel.

**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**

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<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	19 <sup>th</sup> April 2023
<b>Subject:</b>	<b>Corporate Parenting Strategy 2023-2028</b>
<b>Purpose of Report:</b>	To consider the Corporate Parenting Strategy 2023-2028
<b>Scrutiny Chair:</b>	Robert Llewelyn Jones
<b>Portfolio Holder(s):</b>	Councillor Gary Pritchard- Children & Families Services
<b>Head of Service:</b>	Fon Roberts, Director of Social Services, and Head of Children & Families Services
<b>Report Author: Tel: Email:</b>	Saul Ainsworth & Emma Edwards Business Manager, Adults' Services 01248 751887 <a href="mailto:Emmaedwards@ynysmon.gov.uk">Emmaedwards@ynysmon.gov.uk</a>
<b>Local Members:</b>	Relevant to all Members

<b>1 - Recommendation/s</b>
<p>The Corporate Scrutiny Committee is requested to:</p> <ul style="list-style-type: none"> <li>• confirm that it is satisfied with the content of the Corporate Parenting Strategy 2023-2028, noting any comments</li>   <li>• Make recommendations to the Executive that the Strategy is accepted and approved.</li> </ul>

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
Yes linked to the YM Council Plan 2017-22 - Objective 1, 2 and 3.

<b>3 – Guiding Principles for Scrutiny Members</b>
<p><b>To assist Members when scrutinising the topic:-</b></p> <p><b>3.1</b> Impact the matter has on individuals and communities <b>[focus on customer/citizen]</b></p> <p><b>3.2</b> A look at the efficiency &amp; effectiveness of any proposed change – both financially and in terms of quality <b>[focus on value]</b></p>

**3.3 A look at any risks [focus on risk]****3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]****3.5 Looking at plans and proposals from a perspective of:**

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]****4 - Key Scrutiny Questions**

1. How does the Looked After Children and Care Leavers Strategy link to the Council Plan: 2023/2028?
2. What are the resource implications of implementing the proposed Strategy and how affordable is this in the current climate?
3. What risks face the Authority and what mitigation measures are proposed to minimise impact on our looked after children and young people?
4. What impact will this strategy have upon the people of the Isle of Anglesey?

**5 – Background / Context**

**Copy of the Corporate Parenting Strategy 2023-2028 is attached as a separate document.**

**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 Well being Wales Act.  
N/A for this report.

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

The Corporate Parenting Strategy addresses the Social Services statutory responsibility, to support the children and young people within our community.

**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.
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<b>9 - Background papers (please contact the author of the Report for any further information):</b>
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None
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CORPORATE  
PARENTING  
STRATEGY 2023-28



# Foreword

**Councillor  
Gary Pritchard**  
Portfolio Holder –  
Children (Social  
Services) & Youth  
Services

# Why do we need a Corporate Parenting Strategy?

Corporate parenting refers to the shared responsibility across the Council to ensure that children and young people in our care or leaving care are supported to thrive; they are 'our children'.

The role the Council plays in looking after children & young people is one of the most important things we do. The Local Authority has a unique responsibility to the children & young people we care for, as well as those leaving our care.

A good corporate parent should have the same aspirations for a child/young person in care, as a good parent would have for their own child. It means providing them with the stability and support they need to make progress; and helping them to set ambitious goals for themselves. It means celebrating their successes, but also recognising they will sometimes make mistakes and need help to get back on track. It also means supporting them to gain the skills and confidence to live independently, whilst letting them know they have someone to call on for help if the going gets tough.

Our strategy is produced to set out how we intend to challenge ourselves as corporate parents over the next five years. It provides the legal and local context in which we operate, our vision for children & young people in care, as well as those leaving our care and how we intend to deliver on the priorities which are set out in legislation.

# Who is the strategy for?

150 children and young people looked after

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63 Care leavers

10 Unaccompanied Asylum Seekers

Rate of Care: 95/10000



65% Children & Young People living with foster carers

75% children & young People living on Ynys Mon

The strategy is for all elected members and all officers of the Council, on behalf of all children and young people cared for by the Council as well as those leaving our care

2022-23 GCSE Results for looked after children:

5 A-C: Welsh, English, Maths 18%

5 A-G: Welsh, English & Maths 64%

1 A-G: Welsh, English & Maths 18%



# Legislative Framework

We aim to support most of our children and young people within their own families and communities; however, for a small number, this is not possible, and they require alternative care arrangements (either in the short term or long term).

Children and young people are in our care either by virtue of a court order or with the agreement of their parent(s) or guardian(s). A child or a young person may come into care as a result of temporary or long-term difficulties faced by their parents, as a result of abuse, neglect or a range of difficulties. The delivery of our children is underpinned by a number of key pieces of legislation:

- Social Services & Wellbeing (Wales) Act (2014)
- Children Act (1989)
- Leaving Care Act (2000)
- Children Act (2004)
- Children & Families Act (2014)

# Our Vision, Our Commitment

## Our Vision

The children and young people of Ynys Mon who are looked after or leaving care are, 'Our Children'. This fundamentally shapes our vision and aspiration for them. Ultimately, we want all our children to receive support to develop into adults who contribute and who demonstrate positive principles and values.

## Our commitment

We will be an effective and trustworthy corporate parent for any child or young person who is in our care, irrespective of their age, gender, sexuality, ethnicity, faith or disability. We shall also ensure our young people receive good-quality advice and support when they leave care.

The offer of support to care leavers will be transparent and shared with all young people before they leave care.

We will listen to our children & young people in order to help them make the most of their lives and in addition in how services are shaped to make the most of our resources.

## How are we going to do this?

The Corporate Parenting Panel will meet quarterly to:

- ✓ Challenge and scrutinise in order to continually improve standards to help our children & young people achieve the best they can
- ✓ Ensure we are meeting our statutory duties and responsibilities to a high standard
- ✓ Ensure effective partnership working to meet the needs of our children & young people
- ✓ Elicit the views of our children & young people to effectively shape the development of services.

# Maslow's Pyramid: Hierarchy of Need



Maslow's 'hierarchy of need' pictorially demonstrates a five-tier model of human need. Needs lower down the hierarchy must be met before people can attend to the needs identified in the higher tiers. As corporate parents, we want to provide the foundations to enable our children and young people to be able to meet their basic needs independently as they grow towards adulthood, which in turn will enable them to attend to their higher needs.

# As Corporate Parents we will:

1. Protect our children and young people from risk and vulnerability
2. Know our children and young people their needs, talents and aspirations, and promote their interests
3. Hold high aspirations for their present and their future and expect the best for and from them
4. Take an interest in their successes/challenges and celebrate their achievements
5. Listen to their views and ensure these views influence practice, service and policy changes
6. Recognise, support and respect their identity in all aspects
7. Support high academic and vocational achievement. Support their enterprise and creative contributions
8. Support their health, emotional wellbeing and resilience through access to the right services at the right time
9. Support them to be ethically informed citizens
10. Support their transition to adulthood by preparing them to become responsible citizens
11. Learn from compliments and complaints from children and young people

# Strategic Priority: Elected members' challenge

## Why is this important?

In order to support our children and young people, in addition to those leaving our care, it is important that elected members and officers across the Council have an understanding of the issues faced by our young people as they grow, develop and prepare/enter adulthood.

## What are we going to do?

We will ensure that elected members possess the key knowledge and skills to both challenge and scrutinise the service's ability to collectively and effectively meet the needs of our children and young people.

## How are we going to do this?

### We will:

- ✓ Arrange a workshop for elected members and officers to develop their understanding of this strategy in the context of the type of issues our young children face
- ✓ Ensure the Corporate Parenting Panel meets quarterly with an opportunity to challenge and scrutinise data and reports presented by officers across the partnership
- ✓ Ensure members of the panel have an opportunity to meet with some of our children & young people to gain first hand understandings of their experiences

# Strategic Priority: Accommodation

## Why is this important?

It is essential that the service has placement choice in order to best meet children & young people with placements in accordance with their identified needs. This is likely to lead to increased stability for our children & young people, which is the bedrock for the potential for improved life chances and opportunities.

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## What are we going to do?

Ensure we have enough of the right type of placements to accommodate the children & young people we care for.

## How are we going to do this?

### We will:

- ✓ Continue to work with Foster Wales nationally and regionally to increase the numbers of foster carers to meet the diverse needs of our children
- ✓ Continue to build on the successful Catref Clyd small group home programme to enable more of our young people whose needs are best met by residential care to remain living on the island within their communities
- ✓ Continue to offer prospective foster carers enhanced benefits to encourage fostering for the Council
- ✓ Continue to take advantage of new technologies in supporting our foster carers and small group homes.

# Strategic Priority: Care Leaver Accommodation

## Why is this important?

It is essential that the service has placement choice in order to best meet children & young people with placements in accordance with their identified needs. This is likely to lead to increased stability for our children & young people, which is the bedrock for the potential for improved life chances and opportunities.

## What are we going to do?

Ensure we have enough of the right type of placements and living arrangements for our young people leaving our care.

## How are we going to do this?

### We will:

- ✓ Contribute to the Support People tendering process relating to accommodation for vulnerable young people, ensuring our young people's voices are heard
- ✓ Continue expansion and development of 'When I'm Ready' to enable more of our young people to remain in their foster placements post 18, if this is their desire
- ✓ Further develop 'pathway' partnership meetings between Social Services (Adults and Children & Families) and Housing Provider Services to ensure individual young people's accommodation needs are met, with a view to reducing homelessness

# Strategic Priority: Emotional Health & Resilience

## Why is this important?

Looked after children and care leavers are over-represented in mental health services in comparison with the general population. We want to address this trend for our children.

## What are we going to do?

We will promote the emotional health and resilience of our children in order that they are better equipped emotionally as they move into adulthood

## How are we going to do this?

### We will:

- ✓ Continue on our journey to becoming a trauma informed island, ensuring that those who care for our children (foster carers/residential workers), those who teach our children and those who support our children.
- ✓ Continue our training package for the island's workforce so that the Trauma Recovery Approach is embedded enabling professionals/carers are informed and skilled
- ✓ Review the impact of the Trauma Recovery Strategy via the key performance indicators established within that strategy
- ✓ Co-locate CAMHS practitioners with Social Care staff to facilitate and enhance effective joint working for individual children

# Strategic Priority: Education, Employment & Training

## Why is this important?

Care leavers are over-represented in unemployment figures, which often contributes to over-representation across a range of poverty indices. We want to equip our young people with the skills, knowledge and abilities which will enable them to gain employment, develop their independence and contribute positively to society and their local communities

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## What are we going to do?

Increase the number of care leavers in education, employment and training.

## How are we going to do this?

### We will:

- ✓ Measure the impact of the Basic Income Pilot (BIP) upon education, employment and training, which provides care leavers reaching the age of eighteen years between July 2022 and June 2023 with a basic guaranteed income
- ✓ Evaluate the impact of the independent living skills accredited diploma, which is available to ten care leavers during 2023-24
- ✓ Evaluate the impact of the 16+ Youth Engagement & Progression Panel, which focuses upon the needs of young people leaving care whom are not in education, employment or training.

## **Anglesey Council Corporate Parenting Panel Terms of Reference**

### **Purpose of the Corporate Parenting Panel**

Looked after children & young people as well as young people leaving care are 'our children & young people'. As a Council, we are extremely ambitious for each individual child/young person we are responsible for, to reach his or her full potential.

A key priority for Anglesey Council is that it is a place where our children & young people thrive. As corporate parents, both elected members and officers of the Council, with the support of colleagues within other statutory agencies, we have a duty to ensure that during our children & young people's time in care, and subsequently as they leave care, their voice and experience is heard; that their needs are met and they are afforded the same life chances as any other child.

For this to be achieved, it will be necessary for:

- Elected members to champion the needs of our children & young people
- Partners to have high expectations for our children & young people
- The North Wales Safeguarding Partnership and Corporate Parenting Panel (CPP) to provide effective leadership and contribute significantly to the development of services, which are audited for effectiveness.

In exercising its duties, the panel will be mindful to promote the following for the children & young people the Council is responsible for:

- Physical, mental and emotional wellbeing
- Protection from abuse and neglect
- Education, training and recreation
- Family and personal relationships
- Involvement in the local community
- Securing rights and entitlements, inclusive of not living in poverty
- Living in suitable accommodation.

The legislative context is S78 Social Services and Wellbeing Act (Wales) 2014, which places a duty upon councils to safeguard and promote the welfare of each child it looks after in addition to every care leaver.

### **Responsibilities of the Corporate Parenting Panel**

1. To ensure that the Council's children & young people's champions and children & young people in care champions continue to advocate on behalf of our children & young people.
2. To receive and scrutinise reports in relation to services for our children & young people.
3. To rigorously monitor and challenge service improvement and the impact of social work practice upon improving outcomes for our children & young people.

4. To monitor and challenge the effectiveness of services in improving the educational attainment of our children & young people.
5. To monitor and challenge the effectiveness of services in improving the physical and emotional health of our children & young people.
6. Ensure that leisure and cultural opportunities are offered and taken up by our children & young people.
7. To raise members' awareness and understanding of our children & young people, their needs and experiences both within the Council and across the wider community.
8. Ensure that all elected members are able to fulfil their role as corporate parenting champions and advocates for our children & young people by offering appropriate training and development opportunities.
9. To be aspirational and ambitious in driving better outcomes for our children & young people.
10. To ensure that the voice and experience of the child is central to the work of the whole Council and to creatively consider ways in which the Corporate Parenting Panel (CPP) will hear and respond to the views of our children & young people.
11. To develop expertise in issues affecting our children & young people.
12. To provide the inter-agency strategic direction to achieve good outcomes for our children & young people.
13. To contribute to the development of the 'Looked After' Children & young people and Care Leavers Strategy; to challenge and hold to account for its delivery.
14. To deliver the Council's 'pledge' to our children & young people.
15. To report to the Council annually outlining the work undertaken during the year and identifying a work programme for the following year.

## **Membership and Governance of the Corporate Parenting Panel**

Meetings will take place on a quarterly basis preceded by an agenda setting meeting.

### **Members**

Chief Executive (Chair)

### **The Executive**

Portfolio Member for Social Services

Portfolio Member for Education

Portfolio Member for Housing and Supporting Communities

## **Scrutiny Committees**

Elected Member for Corporate Scrutiny  
Elected Member for Regeneration and Partnership  
Member from Foster Carers' Association  
Member from Betsi Cadwaladr University Health Board  
Member from Voices from Care Cymru

## **Officers**

Director of Social Services  
Director of Learning Service  
Service Manager – Intensive Intervention  
Independent Reviewing Officers  
Senior Manager School Standards and Inclusion  
LAC Education Liaison Officer  
LAC Health Officer

The Director of Social Services is responsible for ensuring that the panel has sufficient officer support to lead the Corporate Parenting Strategy.

The Service Manager for the Intensive Intervention Services will be the lead officer for the panel with support from service leads for looked after children & young people and care leavers, adoption & fostering and advocacy.

Democratic Services will provide the administrative arrangements and constitutional guidance to the panel. Agenda and reports to be circulated one week in advance of the meeting.



## **Charter: Supporting Parents in and Leaving Care**

As parents we are committed to supporting mothers and fathers who are in care, or who are eligible for leaving care services.

This charter was developed with care experienced parents and professionals who work for charities and local authorities. The charter sets out what we will do to help you plan for being a parent, how we will support you when you become a parent and what we will do to challenge stigma and disadvantage.

### **Before you become a parent**

We will discuss sex and healthy relationships with you, and make sure you have access to family planning advice and contraception.

We would like you to start a family at a time that is right for you. We can help you prepare for being a parent. This could involve opportunities to learn about caring for babies and children, mentoring and advice from parenting role models (such as foster carers) and providing support to help you work through your thoughts & feelings about the parenting you experienced.

### **When you are expecting a child or becoming a parent**

During pregnancy, the health and well-being of expectant mothers and babies is our priority. We are also committed to supporting the well-being and inclusion of fathers.

Individual needs and circumstances are different. Some parents will need little support, whilst others may need more help. We promise to listen to you, to be honest with you and to work with you to ensure:

- You have the things you need, including a place to live, money and essential items
- You know your rights and entitlements, including benefits, grants and resources in your local area
- You know what to do, inclusive of how to change a nappy or bath a baby, when you need to seek medical advice or how to register for a school place, a dentist or optician. This support will be on-going as what you will need to know will change as your child becomes older

Parenting can be rewarding but also challenging. We promise to work with you so that you know:

- Who is available to support you. We will make sure you know who you can contact if you need advice and support, even in the middle of the night or on weekends
- What services and support are available in your local authority or local area. We will discuss these options with you and help you to attend if you would like to. This will include services available to all parents as well as those specifically available for care experienced parents
- We will make sure you can have a break. This could be time for rest, or time to pursue hobbies/interests. We will make sure you can access our leisure centres and gyms

- We can help you plan for your future. We will support you to continue your education, access training or employment. This could include providing careers advice and guidance as well as practical help with childcare, transport and other things you need.

### **Challenging stigma and discrimination**

We know that you and other parents in and leaving care can experience stigma and disadvantage. This is unacceptable. We will:

- Make available resources that challenge unhelpful assumptions about parents in and leaving care
- Make clear that referrals to Children's Services based only on care status or history are unacceptable. This is discrimination. Concerns about parenting should only be raised when there is evidence of risk.

If concerns are raised about parenting, we will make sure:

- You have access to advocacy and a legal service
- Your care history and records are not used against you. If a parenting assessment is needed, we promise to support you and make sure you are assessed as you are now and not how you were in the past
- You are treated fairly and your rights are respected. Where you and your family are worried about being assessed fairly, we will discuss options with you such as recording discussions with social workers or being assessed by an independent social worker.

We will support you to respond to concerns about parenting. This will involve making sure:

- You understand what is happening and what plans are in place
- Your opinions are heard and included
- You have access to support to address concerns and demonstrate change. This could include support with housing, mental health or counselling, relationship or parenting courses and drug/alcohol services

If you are living apart from children:

Parents may be separated from children for a range of reasons. This could include situations where there are no concerns about parenting (such as when children are living with another parent), as well as when children have been removed on a temporary or permanent basis.

Whatever the circumstance, we will support you in building or maintaining a relationship with your child, unless there is a legal reason why we cannot. Depending upon the situation, this support may be practical (e.g. assisting you to see and spend time with your child), financial (e.g. travel costs), emotional (e.g. discussing your thoughts and feelings) and ensuring you have access to advocacy or legal advice (e.g. make sure your children's rights to see you are respected).

If your child has been removed, we will not abandon you and will never give up on you. We will take time to support you and help you deal with the practical, financial and emotional implications. This could include supporting you through legal proceedings, attending meetings, dealing with housing

issues, managing benefit changes, as well as coping with grief and loss. We will support you to build and maintain a relationship with your child, even if this is through letterbox contact.

### **Finally**

We are your corporate parents, doing our best to support parents in and leaving care is important to us.

We promise to make this support available to parents up to the age of twenty-five and we expect to be challenged if we fail in our responsibilities.

We also promise to keep reviewing how we are doing and will continue to work with parents, services and charities to make sure parents in and leaving care are well supported and fairly treated.

### **Signatories**

Fon Roberts  
(Director of Social Services – Isle of Anglesey County Council)

Councillor Gary Pritchard  
(Portfolio Holder – Children (Social Services) and Youth Services – Isle of Anglesey County Council)

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<b>ISLE OF ANGLESEY COUNTY COUNCIL</b> <b><u>Scrutiny Report Template</u></b>	
<b>Committee:</b>	Corporate Scrutiny
<b>Date:</b>	19th April 2023
<b>Subject:</b>	Self-Assessment Improvement Actions 2022
<b>Purpose of Report:</b>	Challenging Performance
<b>Scrutiny Chair:</b>	Cllr. Robert Ll. Jones
<b>Portfolio Holder(s):</b>	Cllr. Carwyn E. Jones
<b>Head of Service:</b>	Carys Edwards
<b>Report Author:</b>	Gethin Morgan
<b>Tel:</b>	
<b>Email:</b>	01248 752111
<b>Local Members:</b>	N/A

<b>1 - Recommendation/s</b>
<p><b>1.1.</b> This is the first report of its kind recognising accomplishments against the self-assessment improvement actions for 2022. It provides an update against the relevant improvement actions agreed by the County Council at its meeting in October 2022.</p> <p><b>1.2.</b> 2022 has been a challenging year for a number of different reasons; the Council has a new administration, a new leadership team and by now a new strategic plan for 2023-28. Despite all the changes and developments over the past 12 months, the Council continues to perform consistently, is meeting its expectations against the majority of the 2022 self-assessment improvement actions and is fulfilling its duties under the new Local Government and Elections (Wales) Act 2021.</p> <p><b>1.3.</b> The Committee is requested to scrutinize the update and note the improvement actions that the Leadership Team (27.2.23) along with the Modernization Programme Board (30.3.23) propose to roll over into the 2023 Self-Assessment for the benefit of completing them in full. Please note that the draft wording (1.4) is likely to evolve by the time the 2023 Self-Assessment is agreed and adopted.</p> <p><b>1.4.</b> These are listed as follows -</p>

- 1.4.1. Improve the indicator in terms of the percentage of Waste Reused, Recycled or Composted indicator and meet Welsh Government targets as soon as possible
- 1.4.2. Minimise future housing subsidy with-holds by agreeing a suitable timetable with external auditors and reviewing staffing capacity;
- 1.4.3. Review and revise the risk management strategy, policy and guidance which will form a clear and concise risk management framework to be followed across the Council
- 1.4.4. Develop a means by which Council performance can be communicated to a wider audience of staff
- 1.4.5. Modernising our approach from customer service to a more rounded customer experience
- 1.4.6. Implement the 'three lines of assurance' model as one method to collect information to assist with assurance mapping for the Council;
- 1.4.7. Utilise software to become more data aware and informed to make even more effective evidence-based decisions.
- 1.4.8. Increase the opportunity for residents and stakeholders to ensure their voice is heard, through the adoption of a revised, revamped and post pandemic public participation strategy

1.5. Recommend to the Executive, following scrutiny, that the above streams (1.4.1 – 1.4.8) are still valid and should be included in the Corporate Self-Assessment for 2023.

## 2 – Link to Council Plan / Other Corporate Priorities

Is used as part of the annual improvement evaluation and monitoring process under the expectations of the Local Government and Elections (Wales) Act 2021.

## 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. What role does the self-assessment play as part of our corporate governance arrangements?
2. What amendments will need to be made by the Council to the Quarterly Monitoring Performance Scorecard to ensure it is aligned with the self-assessment?
3. The self-assessment referred to a number of areas that need to be further developed. How will these streams be prioritised?

#### **5 – Background / Context**

The Local Government and Elections (Wales) Act 2021 places the following duties on Anglesey County Council –

..... **to keep its performance under review**

(1) A principal council must keep under review the extent to which—

- (a) it is exercising its functions effectively,
- (b) it is using its resources economically, efficiently and effectively, and
- (c) its governance is effective for securing the matters set out in paragraphs (a) and (b)

**and, in respect of each financial year,**

make a report setting out its conclusions as to the extent to which it met the performance requirements (a, b & c above).

To meet this duty, the 2022 draft was considered by -

Anglesey County Council as an active draft at its meeting on 30 September 2022 before inviting further comments by the Governance and Audit Committee on 20 October 2022 and following that the final version was adopted by the County Council at its meeting in October 2022.

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

N/A

#### **7 – Financial Implications**

N/A

**8 – Appendices:**

Appendix A – Self-Assessment Areas for Improvement 2022

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

Corporate Self-Assessment - 2022

Blue = Not started

Green = Completed

Yellow = On Track

Amber = Fallen behind, mitigation measures in place to catch up

Red = Failure against timeline. Need direction from Leadership Team re: way forward

Pink = Proposed continuation into SA 2023

Meysydd i wella / Area for improvement	Gwasanaeth Arweiniol / Leading Service	Dyddiad Targed / Target Date	Diweddariad Chwarterol / Quarterly Update	CAG / RAG
Continue to monitor and improve the indicators that have been affected by the coronavirus pandemic to ensure associated risks are managed appropriately	All Services	Start – Jan 22  End – March 23	<p>All indicators that were affected by the coronavirus pandemic are being monitored once again as part of the Corporate Scorecard except for two indicators. The two which continue to be affected are –</p> <ol style="list-style-type: none"> <li>1) The delayed transfers of care - which has not been made available by BCHB.</li> <li>2) Percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation – which is not on the Scorecard yet due to Environmental Health following the FSA covid recovery Plan which focusses on other aspects before this indicator. The indicator is monitored within the service.</li> </ol> <p>Whilst the majority of the remaining indicators have improved on their performances, some continue to be affected (mainly in demand for services) because of the increased cost of living and the increase in poverty.</p>	

Self-Assessment Improvement Actions 2022/23 - Templod Monitro Chwarterol / Quarterly Monitoring Template

<p>Ensure all staff are compliant with policies with the use of 4Policy and that staff who can't access 4Policy are able to review and accept the policies in a way which works for them;</p>	<p>All Services</p>	<p>Start - Jan 22  End - March 23</p>	<p>Oversight now sits with Leadership Team.</p> <p>Completion of staff reviews against core policies as follows –</p> <ul style="list-style-type: none"> <li>a. Equality &amp; Diversity Policy – 96%</li> <li>b. It Security Policy – 95%</li> <li>c. Corporate Safeguarding Policy – 94%</li> <li>d. Display Screen Equipment (DSE) Policy – 89%</li> </ul> <p>Further core policies to be implemented during the forthcoming year. Completion rates demonstrates a high assurance level.</p>	
<p>Improve staff compliance against all e-learning modules on the Learning Pool</p>	<p>All Services</p>	<p>Start - Jan 22  End – March 23</p>	<p>Overall 72% compliance with mandatory e-training of Violence against Women, GDPR, Modern Slavery, Cyber Security &amp; Prevent.</p> <p>Targeted work commenced under direction of Leadership Team to increase compliance and training of fieldworkers during 2023.</p>	
<p>Further evolution of the hybrid working, balancing team and performance requirements, customer experiences, staff health, wellbeing and personal preference</p>	<p>All Services</p>	<p>Start - Jan 22  End – March 23</p>	<p>Weekly monitoring of attendance in operation. e.g. w.c. - January 16<sup>th</sup> data as follows -</p> <p>Average number of staff attending office daily (HQ &amp; Business Centre) – 350 No. of available desks within HQ &amp; Business Centre whilst maintaining some degree of social distancing - 556</p> <p>Review of pilot to be undertaken during Q4.</p>	
<p>Continue to develop and review partnerships to ensure that they are fit for purpose and are in line with the revised and new Council Plan (2023/28), other strategies and programmes.</p>	<p>All Services</p>	<p>Start - Jan 22  End – March 23</p>	<p>Under WG's Programme for Government and the Co-operation Agreement with Plaid Cymru a review of strategic partnerships is being undertaken.</p> <p>The findings from this review will be reported to the Partnership Council for Wales in 2023, with a view to agreeing a collective public services view on the way forward.</p>	

			CSYM to keep a watching brief.	
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<i>Meysydd i wella / Area for improvement</i>	<i>Gwasanaeth Arweiniol / Leading Service</i>	<i>Dyddiad Targed / Target Date</i>	<i>Diweddariad Chwarterol / Quarterly Update</i>	<i>CAG / RAG</i>
Establish a collective and collaborative approach to record outputs and measures across the Community Resource Team workforce which houses health and social care professions.	Adult Services	Start - Jan 22  End – March 23	The integration of Health services and professions onto the WCCIS system provides extended opportunities to monitor and evaluate the collective response to service users. It is expected that opportunities will be expanded as the number of health staff increases and the volume of interaction increases.	
Review the Single Point of Access (SPOA) process to identify where and how improvements can be made	Adult Services	Start - Jan 22  End – March 23	The Adults Services SPOA is has now merged with Teulu Môn as ‘one front door’ to all those wishing to make contact with either The Children and Families Services or Adults Services. This will assist in assuring consistency in response and also dealing with families in a more ‘holistic’ way. Currently working through the WCCIS systems and processes’ in order to reduce staff time in inputting data etc – which in turn will make the ‘service user’ experience more seamless.	

Self-Assessment Improvement Actions 2022/23 - Templod Monitro Chwarterol / Quarterly Monitoring Template

<i>Meysydd i wella / Area for improvement</i>	<i>Gwasanaeth Arweiniol / Leading Service</i>	<i>Dyddiad Targed / Target Date</i>	<i>Diweddariad Chwarterol / Quarterly Update</i>	<i>CAG / RAG</i>
The Council develops and adopts a capital strategy aligned to the new Council Plan (2023/28).	Chief Executive Office	Start Feb '22 End April '23	Annual capital strategy to be presented to the Executive / Full Council during March, 2023. Further development of revised capital strategy to follow adoption of new Council Plan.	

<i>Meysydd i wella / Area for improvement</i>	<i>Gwasanaeth Arweiniol / Leading Service</i>	<i>Dyddiad Targed / Target Date</i>	<i>Diweddariad Chwarterol / Quarterly Update</i>	<i>CAG / RAG</i>
The Children & Families Service will expand its Flying Start programme across the Island, rather than certain areas, which will ultimately reduce the need for children coming into the statutory services and reduce our Looked After children population.	Children and Families Service	Start - Jan 22  End – March 23	Expansion for 22-23 completed in line with WG guidance, which currently includes Amlwch Port area and extends the reach of the Programme to an additional 52 children.  The WG have decided to extend the reach of the Flying Start childcare element alone for 23 – 25. As an authority we are working on several developments that will support families and children across Anglesey. E.g. with the Regional Pathfinders grant we're working closely with a number of agencies and partners such as the Health Board to support families, and rolling out a new parenting programme of support from a universal provision to a targeted provision in order to reduce the referrals to statutory services over time.	

Meysydd i wella / <i>Area for improvement</i>	Gwasanaeth Arweiniol / Leading Service	Dyddiad Targed / <i>Target Date</i>	Diweddariad Chwarterol / <i>Quarterly Update</i>	CAG / RAG
The Corporate Safeguarding Board should review all responses from the services to ensure that they are satisfied with a performance of Good for Corporate Safeguarding	Corporate Safeguarding Board	Start - Jan 22  End – March 23	A final report re: safeguarding from the Service reviews (Jan 2023) has been forwarded to the attention of the Corporate Safeguarding Board for further consideration.	
The Corporate Safeguarding Board should agree an action plan following the completion of self-assessments by the Services and it should be continued to be monitored by the board going forward	Corporate Safeguarding Board	Start - Jan 22  End – March 23	The Service Review improvement programme re: safeguarding being implemented by the Safeguarding Board under the chairmanship of the Director of Social Services.	

Meysydd i wella / <i>Area for improvement</i>	Gwasanaeth Arweiniol / Leading Service	Dyddiad Targed / Target Date	Diweddariad Chwarterol / <i>Quarterly Update</i>	CAG / RAG
Providing effective and professional broadcasting of formal Council hybrid meetings	Council Business	Start - Jan 22  End – March 23	Completed	
To continue with the implementation of regulatory expectations at a time of change through the Local Government and Elections Act 2021;	Council Business	Start - Jan 22  End – March 23	<p>The Director of Function (Council Business) and Monitoring Officer developed an Action Plan to address the changes required by the Local Government and Elections (Wales) Act 2021. On 9 March 2021, she provided the County Council with a briefing on the Act<sup>1</sup>.</p> <p>On 20 April 2021, the Head of Audit and Risk presented a report to the Governance and Audit Committee with details of forthcoming constitutional changes affecting it because of the new Act.</p> <p>On 8 February 2022, the Head of Audit and Risk provided an update to the Governance and Audit Committee on the progress of recruiting additional lay members to the Committee, in accordance with the provisions of the Act.</p> <p>On 19 April 2022, the Head of Audit and Risk presented a further report to the Governance and Audit Committee and later on 25 April 2022 to County Council, regarding the effect the Act would have on the committee membership composition and proceedings (sections 116-118). The report asked the Committee to recommend to Council the approval of the selection and appointment of three additional lay members and the continuance of the current lay member for a second five-year term. The report also briefly</p>	

<sup>1</sup><http://democracy.anglesey.gov.uk/documents/s16895/Local%20Government%20and%20Elections%20Wales%20Act%202021.pdf?LLL=0>

Self-Assessment Improvement Actions 2022/23 - Templod Monitro Chwarterol / Quarterly Monitoring Template

			reminded the Committee of the wider reforms to the performance and governance regime.	
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Meysydd i wella / Area for improvement	Gwasanaeth Arweiniol / Leading Service	Dyddiad Targed / Target Date	Diweddariad Chwarterol / Quarterly Update	CAG / RAG
Improve the percentage of Waste Reused, Recycled or Composted indicator and meet Welsh Government targets as soon as possible	Highways, Waste & Property	Start - Jan 22  End – March 23	<p>This indicator continues to be monitored on a quarterly basis as part of the Corporate Scorecard Report. To date, there has been an improvement on the performance seen last year, however there is a need to further improve if the Council is to hit the target of 70% by 2025.</p> <p>Performance is 63.9% against a target of 64% up to the end of Q3. As this is a cumulative indicator it is expected to decrease in performance during Q4 and will be close to the annual target of 64% but may well be under this target. The Service are working with WRAP Cymru to identify how best to improve the indicator into the future so that the national target of 70% can be reached by 2025.</p>	

Meysydd i wella / Area for improvement	Gwasanaeth Arweiniol / Leading Service	Dyddiad Targed / Target Date	Diweddariad Chwarterol / Quarterly Update	CAG / RAG
Improve performance within the Regulation and Economic Development service with particular attention on indicators	Regulation & Economic Development	Start - Jan 22  End – March 23	There are three indicators relating to Planning that are monitored in the Corporate Scorecard. The performance is currently fluctuating from quarter to quarter, particularly with regards to the Planning Appeals Dismissed indicator where there is a small dataset. The indicator has seen an improvement during	

Self-Assessment Improvement Actions 2022/23 - Templod Monitro Chwarterol / Quarterly Monitoring Template

<p>within the Planning function.</p>			<p>Q3 where 2 of the 3 appeals were dismissed bringing the cumulative total to 47% against a target of 65%.</p> <p>Performance with regards to the number of planning applications determined within time, this has improved once again and is now on target with a performance of 90%.</p> <p>The remaining indicator on planning enforcement is also performing above target.</p>	
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<p>Meysydd i wella / Area for improvement</p>	<p>Gwasanaeth Arweiniol / Leading Service</p>	<p>Dyddiad Targed / Target Date</p>	<p>Diweddariad Chwarterol / Quarterly Update</p>	<p>CAG / RAG</p>
<p>Minimise future housing subsidy with-holds by agreeing a suitable timetable with external auditors and reviewing staffing capacity;</p>	<p>Resources</p>	<p>Start - Jan 22</p> <p>End – March 23</p>	<p>Update - 2019/20 subsidy completed and expecting DWP payment received January 2023.</p> <p>Testing continues re: 2020/21 claims with aim of completing during Q1 of 23/24. This is dependent on resource being made available by Audit Wales following sign off of 21/22 SoA in January.</p> <p>Resource identified to realise 21/22 claim following sign off of the 20/21 claim. Aiming towards completion by end of Q2 of 23/24 financial year.</p> <p>This will then ensure that we're back on track with such claims with the aim of signing 22/23 off during Q3 of 23/24.</p>	
<p>The Council reviews and revises its annual budget setting process to ensure increasing pressures can</p>	<p>Resources</p>	<p>Start - Jan 22</p> <p>End –</p>	<p>Proposed budget adopted for 23/24 by Full Council (9.3.23) demonstrates achievement of this aim in a time of change and added pressures</p>	

<p>be mitigated for 2023/24 and that the Councils' resources are used as efficiently and as effectively as possible into the future when considering the added pressures and costs that are currently on-going</p>		<p>March 23</p>		
<p>Review and revise the risk management strategy, policy and guidance which will form a clear and concise risk management framework to be followed across the Council</p>	<p>Resources</p>	<p>Start - Jan 22 End – March 23</p>	<p>In February 2022, the Head of Audit and Risk reported to the Governance and Audit Committee that the Leadership Team had undertaken a thorough review of the entire corporate risk register, and the decision taken that the Leadership Team's focus should be on the risks to the achievement of the Council's strategic priorities. In conjunction with the Leadership Team, the Risk and Insurance Manager developed a new strategic risk register aligned to the corporate priorities, which replaced the corporate risk register.</p> <p>The risk assessment matrix was also reviewed and updated. All of the 'Likelihood' descriptors were amended, as were several of the 'Impact' descriptors.</p> <p>The strategic risk register will undergo a further structural review when the Council has agreed its new corporate priorities.</p> <p>In the meantime, a review of the Risk Management Strategy and Guidance documents is currently in progress and will be finalised once the new upgraded version of the risk management software (4risk) is implemented, which is planned for March 2023. Officers will provide clear guidance and support to further embed risk management across the Council. Following consultation and agreement with the Leadership Team, the new Strategy and Guidance will be presented to the Governance and Audit Committee for its consideration.</p>	

Meysydd i wella / <i>Area for improvement</i>	Gwasanaeth Arweiniol / Leading Service	Dyddiad Targed / Target Date	Diweddariad Chwarterol / <i>Quarterly Update</i>	CAG / RAG
Develop a means by which Council performance can be communicated to a wider audience of staff	Transformation	Start - Jan 22  End – March 23	Not started	Blue
Gain customer experience feedback on the Corporate Telephone System and switchboard to inform future improvements;	Transformation	Start - Jan 22  End – March 23	Current system no longer able to provide feedback directly from the customer of their experience  Paper presented to Leadership Team re: way forward– 3.1.23.  Implementation plan agreed by the Corporate Modernisation Programme Board with first phase to be actioned during Q1 of 23/24.	Yellow
Further continuation of the digital channel shift, through the launch of the bilingual ‘Mona’ Chabot to aide digital customer searches and on-line experiences	Transformation	Start - Jan 22  End – March 23	‘Mona’ chatbot launched at Sioe Môn 2022. Uptake of interactions consistent over recent months.  Data of uptake since August 2022 = Average monthly users – 1,051 Average monthly interactions – 3,574  Language split of interactions – 8% Welsh / 92% English  Most popular subjects of interaction related to – 1. Waste 2. Council Tax 3. Housing	Green

<p>Modernising our approach from customer service to a more rounded customer experience</p>	<p>Transformation</p>	<p>Start - Jan 22  End – March 23</p>	<p>Paper presented to the Leadership Team 3.1.23 outlining programme of work to be adopted to realise a more rounded customer experience. Programme of work to focus on following areas –</p> <ul style="list-style-type: none"> <li>• CRM – live as of 7.3.23</li> <li>• Telephone system – see above</li> <li>• Customer satisfaction</li> <li>• Customer service charter</li> <li>• Corporate identity</li> <li>• Customer contact centre</li> </ul> <p>Progress on development to be communicated via Corporate Modernisation Programme Board.</p>	
<p>Implement the 'three lines of assurance' model as one method to collect information to assist with assurance mapping for the Council;</p>	<p>Transformation</p>	<p>Start - Jan 22  End – March 23</p>	<p>The Council's risk management software (4risk) incorporates a module, which allows the three lines of assurance model to be utilised to record assurances against risk, at a risk and control level. The Corporate Business and Performance Analyst, Transformation, is set up on 4risk to be able to record the assurances.</p> <p>A meeting of the Performance and Governance Review Group in December 2022 considered the Council's approach to obtain the relevant assurances and work is now underway to obtain those assurances.</p> <p>Internal Audit uploads its third line assurance directly to the system at the finalisation point of relevant audits.</p>	
<p>Develop and deliver a recruitment and retention action plan</p>	<p>Transformation</p>	<p>Start - Jan 22  End – March 23</p>	<p>Temporary Part time Recruitment and Marketing Officer appointed in April 2022, until May 2023.</p> <p>Recruitment and Marketing strategy accepted by LT - 08.08.22. Internal action plan of tasks being implemented to aid recruitment and retention within the Authority.</p> <p>This has included –</p>	

			<ul style="list-style-type: none"> <li>• new look Job descriptions</li> <li>• new look adverts</li> <li>• re-enforcing the social media presence of the Authority by introducing a Linked-in platform and Instagram alongside the Facebook page.</li> <li>• A vacancy subscription service has been introduced</li> <li>• Stronger links have been made with local colleges - Bangor Uni, job centre's, and schools to promote the Authority</li> <li>• Closer links have been made with the services to establish recruitment needs and how these can be marketed.</li> </ul> <p>Future developments are redesigning the jobs section on the corporate website, retention questionnaires to inform strategies on retention, senior recruitment/ head-teacher recruitment marketing tools.</p>
<p>External Audit recommendations (national and local) are actioned and monitored using 4Action;</p>	<p>Transformation</p>	<p>Start - Jan 22 End – March 23</p>	<p>A separate 'project' within 4action, the Council's internal audit action tracking system, enables the external audit recommendations to be logged and monitored by the system. The Corporate Business &amp; Performance Analyst, Transformation, was set up on the system in November 2021 and received a brief training session to enable him to commence recording the actions.</p> <p>Uploading actions to the system not commenced to date due to other priorities.</p> <p>On two occasions (9 December 2021 and 8 December 2022), the Programme, Business Planning &amp; Performance Manager, Transformation, provided the Governance and Audit Committee with a report to assure the Committee that the relevant Council services had considered the recommendations and that the recommendations, where relevant, were being addressed.</p> <p>Further resource being sourced to realise during Q1 of 23/24.</p>

<p>Further evolve and deliver Service level workforce development plans to balance performance, modernisation, business continuity, staff health and well-being.</p>	<p>Transformation - Lead / All Services</p>	<p>Start - Jan 22  End – March 23</p>	<p>The workforce strategy has been updated, and a final version created following feedback from Leadership Team on the 03.01.23.</p> <p>Final version to be aligned with revised aims and objectives of Council Plan for 23-28.</p> <p>Service HRO’s continue to meet with Heads of Service quarterly to discuss their workforce plans, which acts as a tool to identify work force risks and future needs.</p> <p>The HR service introduced Staff wellbeing guidance document in 2022, and have a staff wellbeing calendar for 2023 with each month having a different topic. January 2023 had a ‘wellness challenge’ for staff.</p> <p>In the post pandemic era – foresee this becoming BAU.</p>	
<p>Further embed the Annual Conversation between Managers and staff</p>	<p>Transformation - Lead / All Services</p>	<p>Start - Jan 22  End – March 23</p>	<p>Further embedding and guidance to services issued – January 2023.</p> <p>Service issues related to implementation discussed at annual service reviews.</p>	

<p>Meysydd i wella / <i>Area for improvement</i></p>	<p>Gwasanaeth Arweiniol / Leading Service</p>	<p>Dyddiad Targed / <i>Target Date</i></p>	<p>Diweddariad Chwarterol / <i>Quarterly Update</i></p>	<p>CAG / RAG</p>
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<p>Utilise software to become more data aware and informed to make even more effective evidence-based decisions.</p>	<p>Central Data Development Group</p>	<p>Start - Jan 22 End – March 23</p>	<p>Corporate Data Analyst appointed June 2022.</p> <p>Agreement that Microsoft Power BI ‘premium’ licences be purchased for Authority. Changes to T&amp;C’s from Microsoft being addressed.</p> <p>Dashboard of Climate change data drafted and presented to Senior Officers and elected members during March / April 2023.</p> <p>Data report from strategic priority consultation drafted using Power BI.</p> <p>Dashboard of census data drafted.</p> <p>Decision making evidenced through use of green garden waste subscription dashboard through Power BI</p> <p>Revised data ‘action plan’ being drafted for implementation during 23/24</p>	
<p>Increase the opportunity for residents and stakeholders to ensure their voice is heard, through the adoption of a revised, revamped and post pandemic public participation strategy</p>	<p>Corporate Engagement and Consultation Board</p>	<p>Start - Jan 22 End – March 23</p>	<p>First draft completed for attention of TA - Oct 2022.</p> <p>Lack of resource to further develop during Q3.</p> <p>Staff priorities to be re-evaluated to progress during Q4 and Q1 (23/24).</p>	

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	19 <sup>th</sup> April, 2023
<b>Subject:</b>	Committee Nomination – Social Services Scrutiny Panel / Corporate Parenting Panel
<b>Purpose of Report:</b>	To nominate one Elected Member from the Corporate Scrutiny Committee to serve on the Social Services Scrutiny Panel and Corporate Parenting Panel
<b>Scrutiny Chair:</b>	Cllr Robert Llewelyn Jones
<b>Portfolio Holder(s):</b>	Cllr Alun Roberts, Portfolio Holder Adults’ Services and Community Safety Cllr Gary Pritchard, Portfolio Holder Children, Youth and Housing Services Cllr Ieuan Williams, Deputy Leader and Portfolio Holder Education and Welsh Language
<b>Head of Service:</b>	Lynn Ball, Director of Function (Council Business) / Monitoring Officer Fôn Roberts, Director of Social Services Arwel Owen, Head of Adult Services
<b>Report Author:</b> <b>Tel:</b> <b>Email:</b>	Anwen Davies, Scrutiny Manager 07971167198 AnwenDavies@ynysmon.gov.uk
<b>Local Members:</b>	Applicable to all Scrutiny Members

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<b>1 - Recommendation/s</b>
R1 The Corporate Scrutiny Committee is requested to nominate one Elected Member from the Scrutiny Committee to serve on the <b>Social Services Scrutiny Panel and Corporate Parenting Panel</b> .

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
Not applicable

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

- 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

##### 1. Background

1.1 Members will be aware that consideration was given to a number of panels which require Scrutiny Member representation at a meeting of the Corporate Scrutiny Committee convened on 20<sup>th</sup> June 2022. Nominations were agreed in respect of all 3 Scrutiny Panels. This report discusses membership of the Social Services Scrutiny Panel / Corporate Parenting Panel.

1.2 The terms of reference pertaining to the Panels are attached (**Appendix 1 and 2**) in order to assist Members in the selection process.

##### 2. Discussion

##### 2.1 Membership of the Social Services Scrutiny Panel / Corporate Parenting Panel

Panel membership is not subject to political balance principles and rules<sup>1</sup>. Core membership of the Panel includes:

- **Elected Members** – 4 Members from both Scrutiny Committees<sup>2</sup>
- **Portfolio Members for Social Services (Adults’ and Children’s Services)** – as observers with no vote
- **Officers** – Director of Social Services, Head of Adult Services, Scrutiny Manager.

##### 2.2 Current Membership of the Social Services Scrutiny Panel / Corporate Parenting Panel

In light of deliberations by both Scrutiny Committees in June, 2022<sup>3</sup>, current membership of the Panel is as follows:

- **Corporate Scrutiny Committee (4 Members)**

<sup>1</sup> The Local Government and Housing Act 1989 sets out the main principles governing political balance of local authorities

<sup>2</sup> Corporate Scrutiny Committee and Partnership & Regeneration Scrutiny Committee

<sup>3</sup> Corporate Scrutiny Committee at its meeting on 20<sup>th</sup> June, 2022 and Partnership and Regeneration Scrutiny Committee of 21<sup>st</sup> June, 2022

- i. Cllr Neville Evans
- ii. Cllr Jackie Lewis
- iii. Cllr Llio Angharad Owen
- iv. Cllr Alwen Watkin

- **Partnership and Regeneration Scrutiny Committee (4 Members)**

- i. Cllr Jeff Evans
- ii. Cllr John Ifan Jones
- iii. Cllr Euryrn Morris (Chair)
- iv. Cllr Pip O'Neill (Vice-chair).

2.3 One vacancy has arisen on the Social Services Scrutiny Panel / Corporate Parenting Panel as a result of Councillor Neville Evans' resignation - resulting from his recent appointment to the Executive. This vacancy is from the cohort of Elected Members representing the Corporate Scrutiny Committee on the Panel.

### 3. Issues for consideration

3.1 The Corporate Scrutiny is now requested to nominate one Elected Member to serve on the Social Services Scrutiny Panel / Corporate Parenting Panel.

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

### 6.1 Potential impacts on protected groups under the Equality Act 2010

Not applicable

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

Not applicable

### 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

## 7 – Financial Implications

Not applicable.

## 8 – Appendices:

Terms of Reference – Social Services Scrutiny Panel

Terms of Reference – Social Services Scrutiny Panel (Corporate Parenting)

## 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

**TERMS OF REFERENCE & *MODUS OPERANDI***

**SOCIAL SERVICES SCRUTINY PANEL - CORPORATE PARENTING**

### **1. Purpose of the Corporate Parenting Panel**

Looked after children as well as young people leaving care are 'our children'. As a Council, we are extremely ambitious for each individual child/young person we are responsible for, to reach his or her full potential.

A key priority for Anglesey Council is that it is a place where our children thrive. As corporate parents, both elected members and officers of the Council, with the support of colleagues within other statutory agencies, we have a duty to ensure that during our children's time in care, and subsequently as they leave care, their voice and experience is heard; that their needs are met and they are afforded the same life chances as any other child.

For this to be achieved, it will be necessary for:

- Elected members to champion the needs of our children
- Partners to have high expectations for our children
- The North Wales Safeguarding Partnership and Corporate Parenting Panel (CPP) to provide effective leadership and contribute significantly to the development of services, which are audited for effectiveness.

In exercising its duties, the panel will be mindful to promote the following for the children the Council is responsible for:

- Physical, mental and emotional wellbeing
- Protection from abuse and neglect
- Education, training and recreation
- Family and personal relationships
- Involvement in the local community
- Securing rights and entitlements, inclusive of not living in poverty
- Living in suitable accommodation.

The legislative context is S78 Social Services and Wellbeing Act (Wales) 2014, which places a duty upon councils to safeguard and promote the welfare of each child it looks after in addition to every care leaver.

### **2. Responsibilities of the Corporate Parenting Panel**

1. To ensure that the Council's children's champions and children in care champions continue to advocate on behalf of our children
2. To receive and scrutinise reports in relation to services for our children

3. To rigorously monitor and challenge service improvement and the impact of social work practice upon improving outcomes for our children
4. To monitor and challenge the effectiveness of services in improving the educational attainment of our children
5. To monitor and challenge the effectiveness of services in improving the physical and emotional health of our children
6. Ensure that leisure and cultural opportunities are offered and taken up by our children
7. To raise members' awareness and understanding of our children, their needs and experiences both within the Council and across the wider community
8. Ensure that all elected members are able to fulfil their role as corporate parenting champions and advocates for our children by offering appropriate training and development opportunities
9. To be aspirational and ambitious in driving better outcomes for our children
10. To ensure that the voice and experience of the child is central to the work of the whole Council and to creatively consider ways in which the Corporate Parenting Panel (CPP) will hear and respond to the views of our children
11. To develop expertise in issues affecting our children
12. To provide the inter-agency strategic direction to achieve good outcomes for our children
13. To contribute to the development of the Looked After Children and Care Leavers Strategy; to challenge and hold to account for its delivery
14. To deliver the Council's 'pledge' to our children
15. To report to the Council annually outlining the work undertaken during the year and identifying a work programme for the following year.

### **3. Membership and Governance of the Corporate Parenting Panel**

Meetings will take place on a quarterly basis preceded by an agenda setting meeting.

#### **Membership**

Chief Executive (Chair)

#### **Elected Members**

Cllr Euryrn Morris  
 Cllr Pip O'Neill  
 Cllr Neville Evans  
 Cllr Llio Angharad Owen  
 Cllr Jackie Owen  
 Cllr Alwen Watkin  
 Cllr John Ifan Jones  
 Cllr Jeff Evans

Cllr Gary Pritchard  
Cllr Ieuan Williams

#### **Representatives from External Organisations**

Member from Isle of Anglesey Foster Carers' Association  
Member from Betsi Cadwaladr University Health Board  
Member from Tros Gynnal

#### **Officers**

Director of Social Services  
Director of Education, Skills and Young People  
Head of Housing Services  
Service Manager – Intensive Intervention  
Service Manager - Education of Looked After Children, Youth and Wellbeing of Children and Young People  
Service Manager - Safeguarding  
Integrated Manager - Children with Disabilities  
Independent Reviewing Officer  
Senior Manager School Standards and Inclusion  
LAC Health Officer  
Team Manager - Child Placement Team

#### **4. Responsibilities**

The Director of Social Services is responsible for ensuring that the Panel has sufficient officer support to lead the Corporate Parenting Strategy.

The Service Manager for the Intensive Intervention Services will be the lead officer for the Panel with support from service leads for looked after children and care leavers, adoption & fostering and advocacy.

Democratic Services will provide the administrative arrangements and constitutional guidance to the Panel. Agenda and reports to be circulated one week in advance of the meeting.