

# 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  
LLANGFNI  
Ynys Môn - Anglesey  
LL77 7TW

Ffôn / tel (01248) 752500  
Ffacs / fax (01248) 750839

<b>RHYBUDD O GYFARFOD</b>	<b>NOTICE OF MEETING</b>
<b>PWYLLGOR SGRIWTINI CORFFORAETHOL</b>	<b>CORPORATE SCRUTINY COMMITTEE</b>
<b>DYDD MAWRTH 21 TACHWEDD 2023 am 2:00 y. p.</b>	<b>TUESDAY, 21 NOVEMBER 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**

Ieuan Williams

## **LLAFUR CYMRU/ WELSH LABOUR**

Keith Roberts

## **ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS**

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

## **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)  
Gillian Thompson (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor-  
Primary Schools Sector)  
Gwag/Vacant (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent  
Governor- Secondary Schools Sector and ALN)

*Please note that meetings of the Committee are streamed for live and subsequent broadcast on the Council's website. The Authority is a Data Controller under the Data Protection Act and data collected during this live stream will be retained in accordance with the Authority's published policy*

## **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 - 10)**

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 19 September, 2023.

### **3 MONITORING PERFORMANCE: CORPORATE SCORECARD Q2 2023/24 (Pages 11 - 24)**

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

### **4 EMPTY HOMES STRATEGIC PLAN 2023-2028 (Pages 25 - 70)**

To present the report of the Head of Housing Services.

### **5 SOCIAL SERVICES JOURNEY PROGRESS REPORT (Pages 71 - 106)**

To present the report of the Director of Social Services.

### **6 NOMINATION TO THE SOCIAL SERVICES SCRUTINY PANEL (Pages 107 - 114)**

To present the report of the Scrutiny Manager.

### **7 FORWARD WORK PROGRAMME (Pages 115 - 122)**

To present the report of the Scrutiny Manager.

## CORPORATE SCRUTINY COMMITTEE

### Minutes of the hybrid meeting held on 19 September, 2023

**PRESENT:** Councillor Douglas Fowlie (Chair)  
Councillor Dyfed Wyn Jones (Vice-Chair)

Councillors Geraint Bebb, Aled M. Jones, R. Llewelyn Jones, Jackie Lewis, Llio A. Owen, Keith Roberts, Sonia Williams, Arfon Wyn.

Co-opted Member: Gillian Thompson (Parent-Governor – Primary Schools Sector)

#### Portfolio Members

Councillors Llinos Medi (Leader and Portfolio Member for Economic Development), Neville Evans (Portfolio Member for Leisure, Tourism and Maritime), Carwyn Jones (Portfolio Member for Corporate Business and Customer Experience), Nicola Roberts (Portfolio Member for Planning, Public Protection and Climate Change), Alun Roberts (Portfolio Member for Adults' Services and Community Safety), Dafydd Roberts (Portfolio Member for Education and the Welsh Language), Dafydd Rhys Thomas (Portfolio Member for Highways, Waste and Property), Robin Williams (Deputy Leader and Portfolio Member for Finance).

**IN ATTENDANCE:** Chief Executive  
Deputy Chief Executive  
Director of Function (Resources)/Section 151 Officer  
Director of Function (Council Business)/Monitoring Officer (for item 3)  
Director of Social Services  
Head of Regulation and Economic Development (for item 3)  
Head of Highways, Waste and Property (for item 3)  
Head of Adults' Services  
Head of Housing Services  
Head of Democracy (DS)  
Head of Profession (HR) and Transformation  
Programme, Business Planning and Performance Manager (GM)  
Scrutiny Manager (AGD)  
Committee Officer (ATH)  
Webcasting Officer (FT)

**APOLOGIES:** Councillors Alwen Watkin, Ieuan Williams, Mr John Tierney (Co-opted Member representing the Catholic Church), Mr Marc B. Hughes (Director of Education, Skills and Young People)

**ALSO PRESENT:** None

The Chair in welcoming everyone to the meeting extended a special welcome to Gillian Thompson to her first meeting of the Corporate Scrutiny Committee as Parent-Governor representative for the primary schools sector.

## **1 DECLARATION OF INTEREST**

Councillor Sonia Williams declared a personal interest only in relation to any matters referring to finance and the third sector.

Councillor Jackie Lewis declared a personal interest only in relation to any matters referring to Menter Môn.

## **2 MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting of the Corporate Scrutiny Committee held on 20 June, 2023 were presented and were confirmed as correct: -

## **3 MONITORING PERFORMANCE: CORPORATE SCORECARD Q1 2023/24**

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 1 2023/24 was presented for the Committee's consideration. The scorecard report portrays the current end of Quarter 1 position against matters relating to customer service, people and financial management and performance management.

The report was presented by Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience as a positive and encouraging portrayal of performance in the first quarter of the 2023/24 financial year with 89% of the performance indicators performing above or within 5% tolerance of their targets. The report highlights several areas where performance has been good in relation to the NERS indicators, the number of empty homes brought back into use, Adults' Services, waste management, homelessness, disabled facilities grant installations and planning specifically indicators 35 and 37 (the percentage of planning applications determined within time and the percentage of enforcement cases investigated within 84 days respectively). The Corporate Health Performance indicators and Customer service indicators have also performed well, and at the end of the first quarter the Council is Green and on target with regard to attendance management with 2.1 days having been lost to absence per FTE in the period. The performance against Indicator 09 (the percentage of FOI requests responded to within timescale) at 84% has improved compared to the same quarter last year but because of the change in target from 80% to 90% completed within timescale, is ragged Amber for the first quarter of 2023/24. The performance for this and indicators 29 and 30 in relation to Housing Services (turnaround of lettable units and rent lost to properties being empty) and indicator 36 in relation to the Planning Service (the number of planning appeals dismissed) which are off target will continue to be overseen and monitored by the Leadership Team to secure improvements into the future. The Council like many others is facing financial challenges and budget pressures are beginning to emerge due to the ongoing and well documented cost of living crisis. The financial position will be reviewed closely during the year.

The Portfolio Member said that he hoped the information presented provides Scrutiny with the assurance of the maturity of the discussions around performance and that while good performance is highlighted and acknowledged, the focus remains on maintaining performance going forwards and ensuring that further progress and improvements are made in the areas identified.

The Committee welcomed the report and was pleased by the consistency of performance overall. In scrutinising the details of the report, Members raised and discussed the following issues –

- Recognising that 89% of the Authority's PIs exceed or are within 5% tolerance of their targets at the end of the first quarter, assurance was sought that the remaining 3 underperforming indicators will improve.
- Noting that a budget overspend is forecast for the end of the 2023/24 financial year, the Committee sought clarification of the mitigation measures in place to address pressures on service budgets and the arrangements for monitoring them.
- That the previous performance report to the Committee in June 2023 referred to arrangements to amend the current scorecard to ensure its alignment with the new Council Plan 2023-28. The Committee wanted to know what changes had been made or are planned for the scorecard and the timeframe for their implementation.
- In relation to Performance Indicator 29 (The average number of calendar days to let lettable units of accommodation excluding DTLs), the Committee sought further information about the background and context to the PI and asked for clarification of the challenges envisaged in trying to reduce the time taken to turnaround the units, and linked to this indicator, the performance against Indicator 30 – the percentage of rent lost due to properties being empty.
- The variance between income and budget – Financial Management Indicator (03) where the performance was ragged Red.
- In welcoming the improvement in the Disabled Facilities Grant indicator (Indicator 28), the Committee wanted to know what had contributed to the positive performance and whether there were any lessons to be learnt and shared with other services.

Officers and Portfolio Members responded to the points of discussion by providing assurances as follows –

- That the performance reports to the Corporate Scrutiny Committee over time have shown that where the Leadership Team has investigated the performance data and identified areas for improvement and has led on that process then progress has subsequently been made e.g. the improvement in performance from Quarter 4 2022/23 to Quarter 1 2023/24 with regard to Indicator 09 - the percentage of FOI requests responded to within timescale. There is therefore confidence in the ability of the Council's performance management approach and system and in the guidance and direction provided by the Leadership Team to deliver continuous improvement as evidenced in the reports to Committee and on that basis, it is hoped that the next quarter will see further progress being made.
- That although the Council budget is projected to be overspent at year end, the factors that could influence the outcome one way or the other in the remaining 9 months of the financial year are numerous and varied. The Director of Function (Resources)/Section 151 Officer referred to some of those factors as including a rise or fall in the demand for services, the number and complexity of cases presenting in children's social care, and the effects of the weather in terms of income generated over the summer months and impact of bad weather over the winter on roads and infrastructure. Added to those is the uncertainty around the pay settlement for non-teaching staff for 2023/24, the level of inflation and energy costs as well and the continuing cost of living crisis which could result in more people seeking help from the Council. Where there are budget pressures specifically in children and adult social care then discussions are being held with the service to identify ways of managing expenditure and costs while still responding to needs. The Council's other services have been asked to review all non-essential expenditure. Should the situation persist, then there are options for curtailing expenditure for example by not filling vacant posts but mindful of the potential effects on capacity and service provision. Whilst a budget overspend can be met from the Council's reserves, this

will reduce the ability to use those reserves to balance the budget for 2024/25. The financial position will be kept under close review and should become clearer at the end of Quarter 2. With regard to the variance between income and budget this is due to the way in which Social Services income has been recorded having been accounted for in the wrong period. The data will be adjusted before reporting to the Executive and is expected to be much closer to budget so is primarily an accounting issue rather than an issue of significantly reduced income.

- That the intention had been to develop a new scorecard so that its targets are in alignment with the objectives of the new Council Plan 2023-28. That work has taken until August to complete meaning that the new scorecard would have to be introduced midway through the financial year making reporting on performance throughout the year difficult. Whilst a new draft scorecard has therefore been prepared it has been decided with the agreement of the Leader and informal Executive that the current scorecard should remain effective until the end of March 2024 to ensure consistent reporting on a yearlong basis. The new scorecard will be trialled in quarters 3 and 4 to ensure the KPIs are appropriate and add value. Elected Member input into the new scorecard will be invited over the autumn and winter so that the scorecard is ready to be implemented on 1<sup>st</sup> April 2024. It is considered that such an arrangement would better facilitate the transition from the current scorecard linked to the previous Council Plan to the new scorecard linked to the 2023-28 Council Plan.
- That performance against Indicator 29 regarding the number of days taken to let lettable units of accommodation has declined because of the high number of properties that require significant work to bring them back to WHQS standards before they can be re-let again. Of the 45 properties which were empty for over 40 days, 30 (66%) of those were classed as in need of major works. As the number of properties that require significant work increases, the turnaround of those properties becomes more difficult because of the lack of available workers to complete the works required. It is expected that performance against the indicator will improve as the number of major works properties reduce thereby increasing capacity to complete properties. The performance of Indicator 30 (percentage of rent lost due to properties being empty) is directly connected to Indicator 29 since the more time it takes to let a property the greater the rent income lost.
- The improvement in the Disabled Facilities Grant Indicator 28 has been influenced by the type of work completed within the quarter for example if the work completed is relatively straightforward then the number of days on average taken to deliver the grant reduces. It is hoped that performance against the indicator will remain Green for the year but is dependent on the number of care plans coming through the system and the nature of the adaptations required.

**Having reviewed the Corporate Scorecard for Q1 2023/24 and having noted the responses of Portfolio Members and Officers to the issues raised it was resolved –**

- **To note the Corporate Scorecard report for Q1 2023/24 including the areas of improvement outlined along with the areas which the Leadership Team is exploring and investigating to manage and secure further improvements into the future in relation to FOI requests, the time take to re-let lettable units of accommodation, rent lost due to empty properties and planning appeals and,**
- **To recommend the scorecard report and mitigating measures outlined therein to the Executive.**

#### 4 FINANCE SCRUTINY PANEL PROGRESS REPORT

The report of the Scrutiny Manager setting out the work of the Finance Scrutiny Panel for the period from June to September, 2023 was presented for the Committee's consideration.

Councillor Geraint Bebb, Chair of the Finance Scrutiny Panel provided an overview of the issues considered by the Panel at its meetings held on 8 June, 2023 and 7 September 2023. At the former meeting the Panel scrutinised the Quarter 4 2022/23 Revenue Budget Monitoring report specifically the demand on Social Services and Housing Services and the pressures on Social Services budgets. A development session on debt management was held and the Panel's work programme for the subsequent six-month period was discussed. At the September meeting the Panel received a budget monitoring report in respect of all Council budgets for Quarter 1 2023/24 and areas of emerging risks were discussed. Detailed consideration was given to Homelessness Services in a separate item and the Panel's Work Programme for September to April 2024 was confirmed. No matters had been escalated for the Corporate Scrutiny Committee's attention.

The Director of Function (Resources)/Section 151 Officer advised that the Panel was established to scrutinise financial performance in more depth and detail than the work programme and commitments of the parent Committee allow, the purpose being to provide assurance about the Council's financial management and to enable the Panel's members to develop a greater understanding of service budgets. The Panel's discussions are focused on specific areas and topics and the Panel will form part of the 2024/25 budget development process over the coming months.

In considering the feedback from the Finance Scrutiny Panel, the Committee raised the following matters –

- Ways in which the work of the Panel could be further strengthened.

Councillor Geraint Bebb confirmed that the Panel would continue to scrutinise budget performance with the receipt of Quarter 2 data at its next meeting. It is important that the Panel ensures that it is asking the right questions and the right time to obtain the information it needs and to highlight any emerging issues and/or risks.

- In terms of the direction of the Panel's work, whether the work being delivered by the Panel should be more accessible to the public.

The Scrutiny Manager advised that the Council has an established structure of public meetings and that the three scrutiny panels are convened in private by design to allow the panels' members to delve in detail into matters that involve information of a confidential nature that is not publicly available in order to enable the panels to provide the level of assurance required by the two parent scrutiny committees. Any matters identified by the scrutiny panels as areas of concern can be escalated to the attention of the parent scrutiny committee and the parent scrutiny committee is also provided with regular progress reports on the work of the panels. It is considered therefore that the Council is transparent in the way it conveys the work of the scrutiny panels and its outcomes via the quarterly reporting arrangements.

- Whether the Panel should be scrutinising any other areas in addition to those on its work programme

Councillor Geraint Bebb confirmed that the Panel will be targeting its attention on the areas facing the greatest financial challenges with Children and Families' Services and Adults' Services being the foremost among those areas. Other areas will be scrutinised as any issues/risks are identified.

**It was resolved to note –**

- **The progress made during the last period in terms of the work of the Finance Scrutiny Panel and,**
- **The significant progress made in terms of developing a self-evaluation and questioning strategy as a basis for the work of the Finance Scrutiny Panel.**

## **5 ANNUAL PERFORMANCE/WELLBEING REPORT 2022/23**

The report of the Head of Profession (HR) and Transformation incorporating the annual Performance and Wellbeing Report for 2022/23 was presented for the Committee's consideration.

The report was presented by Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience. The report reflects the progress made against the work streams of the Transitional Plan which was the detailed work plan for 2022/23 and shows that 54% of priorities have been completed, 29% are ongoing into 2023/24, 13% are behind schedule but with mitigating measures are likely to be brought back on track and 4% have been cancelled. Also documented is the Council's response to the cost-of-living crisis and the range of support provided with Welsh Government grant funding to help local residents experiencing difficulties as a result of the crisis. Overall, the Council has demonstrated good progress and commitment in various domains over the past year as attested to by the report which refers to specific achievements in relation to re-energising the economy and embedding positive economic change; enabling the visitor and hospitality sector to capitalise on the Island's increased popularity whilst protecting its assets and communities and maintaining and modernising critical community services in care and education. The Scorecard results for the year also demonstrated good performance with 71% of the indicators showing green against targets and an additional 20% showing within 5% of their targets. Further work will be undertaken to address the few underperforming indicators as well as maintaining and improving on the good performance. Thanks must be given to the Council's staff for their hard work over the course of the year and to the Island's residents and communities for the resilience they have shown in challenging times.

In reflecting on the contents of the report and the achievements delivered during 2022/23, the Committee discussed the following –

- The arrangements to raise awareness of the Council's successes i.e. where would the public look to learn about what the Council has accomplished during 2022/23
- The measures that were put in place that had this positive impact on performance and whether any lessons could be learnt from that process for sharing across the organisation.
- Whether the cost-of-living crisis has had a bearing on the Council's ability to serve the people of Anglesey.
- Considering the information contained within the 2022/23 Annual Performance and Wellbeing Report, the performance areas that need to be prioritised based on risk during 2023/24.

Officers and Portfolio Members further advised as follows –

- That the Council's values as set out in the Council Plan 2023-28 include championing the Council and the Island and the Annual Performance Report for 2022/23 provides a basis and justification for doing so. Communicating what the Council does and what it has achieved begins with the Elected Members who through their interaction with their communities and the wider public can promote the Council and its works. Large scale projects such as building new schools are publicised at the point at which the decision is



made. Should the Annual Performance Report be approved by the Executive then the intention is to extract some of the headlines and infographics from the report to post on social media and within internal communications and further for the future, the plan is to develop this process so that key messages from Council reports can be instantaneously amplified for a wider audience without having to expend time on editing and reviewing text and narrative to produce concise and communicable information. This ambition however is constrained by the resources available and the demands of day-to-day operations on officer time. The Portfolio Member for Corporate Business and Customer Experience referred to the Council's press and communications office which despite being a small team is proactive in publicising the Council's services, events, and achievements.

- That every Council Service has its own service plan which sets out the priorities for the service and how those will be delivered as well as documenting how the service will contribute to the achievement of the corporate objectives. Heads of Service are responsible for the management and performance of their own service and work with colleagues and teams to ensure that the objectives of the service are successfully delivered and operational performance is maintained. Experiences and good practice are shared within and across teams as well as with the Leadership Team so that lessons can be learnt and improvements made where required.
- That the cost-of-living crisis has led to a rise in demand for Council Services especially Social Services. The number of referrals to Social Services has increased as has their complexity with many cases involving mental health issues with resulting pressure on staff, resources and assessment timescales. The Council has established a strategic preventative group to analyse data and demographics and to assess the impact of the cost-of-living crisis on Island residents and the good working relationship it has with third sector organisations and partner agencies is also helping the Council in understanding the situation within communities and on the ground. The advantages of being a smaller scale authority are that provision can be adjusted promptly to meet changing needs and to provide solutions quickly.
- That the Council's Annual Delivery Document for 2023/24 charts the work which the Council will be undertaking in the year to achieve the objectives of the Council Plan 2023/28 and it provides a roadmap for reaching specific targets set for the year. Additionally the Council's Annual Self-Assessment Report for 2022/23 provides an evaluation of the overall performance of the council for the year including what and how it can do better with regard to performance, the use of resources and managing risk. Based on the evidence drawn together for the assessment from a range of sources, specific areas for improvement have been identified and will be monitored throughout 2023/24. A third component of the Corporate Planning and Performance Management Framework is the corporate scorecard which in tracking specific performance indicators helps identify underperforming areas as well as any downward trends in performance and enables mitigating measures to be put in place to address underperformance in an iterative process where risks are identified, acted upon, and monitored.

Further questions were raised by Members in relation to the amber status of key action (9) where the Council has committed to work with local businesses to empower and enable them to exploit opportunities provided by Council contracts and in relation to expediting repair works to the Breakwater in Holyhead.

The Chief Executive advised that the Council is the midst of dealing with a range of competing priorities including planning for the Holyhead Freeport and preparing bids for the Shared Prosperity Fund meaning that the expertise of the small economic development team has been diverted to other work streams. However the concern is noted and the Head of Regulation and Economic Development will be asked to clarify the implementation plan and timescale with regard to key action (9). Nevertheless a number

of projects which were being planned last year have now reached the implementation stage and have been the subject of engagement and awareness raising activities. It is hoped that progress on these projects can be reported when presenting the 2023/24 Annual Performance Report. The Leader of the Council commented that procurement processes are being reviewed and updated with a view to strengthening local procurement.

With regard to the Breakwater the Chief Executive provided an update on the latest position in relation to the planned refurbishment of the Breakwater and advised in response to questions about the manufacture of materials for the works and whether that process would be undertaken locally that while the Council cannot intervene in Stena Line's procurement process, he could make enquires about the procurement approach and the construction methodology. With any project the Council emphasises with the developer the importance of utilising local employment and local supply chains and securing local benefits is part of the Council's core principles and approach to development. The Chief Executive confirmed in response to a request by Councillor R. Llewelyn Jones as a Local Member, that he would be provided with a written update on the Breakwater situation.

**Having considered the documentation and the additional information provided by the Officers and Portfolio Members, it was resolved to recommend the Annual Performance and Wellbeing Report 2022/23 to the Executive as a fair and complete reflection of the Authority's work over the period.**

**Actions: The Chief Executive to –**

- **Clarify with the Head of Regulation and Economic Development the implementation plan and timescale in relation to Key Action (9) under the Re-energising the economy and embedding positive economic change work stream, and**
- **Provide Councillor R. Llewelyn Jones, Local Member with a written update on the position in relation to refurbishing the Holyhead Breakwater.**

## **6 NOMINATION TO THE FINANCE SCRUTINY PANEL**

The report of the Scrutiny Manager requesting the Committee to nominate one of its members to serve on the Finance Scrutiny Panel was presented for consideration. The report provided information about the background and context to the Panel along with its terms of reference. The vacancy on the Panel had arisen following the appointment of Councillor Dafydd Roberts to the Executive and his subsequent resignation as member of the Panel.

**It was resolved to nominate Councillor Ieuan Williams to serve on the Finance Scrutiny Panel.**

## **7 FORWARD WORK PROGRAMME**

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme to April, 2024 was presented for consideration.

The Scrutiny Manager in referring to the next scheduled meeting of the Corporate Scrutiny Committee on 18 October 2023 advised Members that as there is only one programmed item for consideration at the meeting it is recommended that the meeting be cancelled.

Reference was made by a member of the Committee to the number of items programmed for the Committee's January 2024 meeting and the possibility of convening an additional meeting to spread the load more evenly was raised. Reference was also made to public participation and the public's views on scrutiny matters to which the Scrutiny Manager

responded by confirming that the Council has processes for public involvement in scrutiny including the Public Speaking at Scrutiny Committee Meetings Protocol.

**It was resolved –**

- **To agree the current version of the Forward Work Programme for 2023/24.**
- **To note the progress thus far in implementing the Forward Work Programme and**
- **To agree that the next meeting of the Corporate Scrutiny Committee on 18 October 2023 be cancelled in accordance with the recommendation of the Scrutiny Manager.**

**Councillor Douglas Fowlie  
Chair**

DRAFT

This page is intentionally left blank

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	CORPORATE SCRUTINY
<b>Date:</b>	21 NOVEMBER 2023
<b>Subject:</b>	SCORECARD MONITORING REPORT - QUARTER 2 (2022/23)
<b>Purpose of Report:</b>	TO CHALLENGE PERFORMANCE
<b>Scrutiny Chair:</b>	COUNCILLOR DOUGLAS FOWLIE
<b>Portfolio Holder(s):</b>	COUNCILLOR CARWYN E JONES
<b>Head of Service:</b>	CARYS EDWARDS
<b>Report Author:</b>	GETHIN MORGAN
<b>Tel:</b>	01248 752111
<b>Email:</b>	<a href="mailto:GethinMorgan@anglesey.gov.uk">GethinMorgan@anglesey.gov.uk</a>
<b>Local Members:</b>	n/a

<b>1 - Recommendation/s</b>	
<b>1.1</b>	This is the second scorecard report of 2023/24. It portrays the position of the Council against its wellbeing objectives.
<b>1.2</b>	<p>The report highlights some of the positive stories with respect to the quarter 1 performance. Some of these highlights include:</p> <ul style="list-style-type: none"> <li>• The NERS indicators;</li> <li>• The number of empty homes brought back into use;</li> <li>• The Adult Services indicators;</li> <li>• The Children and Families Service indicators;</li> <li>• The homelessness indicators;</li> <li>• The waste management indicators being above target; and</li> <li>• The highways indicators all being above target</li> <li>• The planning indicators (34 and 36)</li> </ul>
<b>1.3</b>	The Committee is requested to scrutinise the scorecard and note the areas of improvement together with the areas which the Leadership Team are exploring and investigating to manage and secure further improvements into the future.
<b>1.4</b>	<p>These are recommended as follows:</p> <ul style="list-style-type: none"> <li><b>1.4.1</b> Corporate Complaints and Freedom of Information (FOI) requests responded to within timescale due to no data being available for Q2;</li> <li><b>1.4.2</b> Average days to deliver a DFG;</li> <li><b>1.4.3</b> The average number of calendar days to let lettable units of accommodation (excluding DTLs Percentage of planning appeals dismissed;</li> </ul>

#### 1.4.4 Percentage of planning appeals dismissed

- 1.5 The committee is asked to recommend the mitigation measure outlined above

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

Used as part of the monitoring of the Council Plan

### 3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

- 3.1 Impact the matter has on individuals and communities **[focus on customer/citizen]**
- 3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality **[focus on value]**
- 3.3 A look at any risks **[focus on risk]**
- 3.4 Scrutiny taking a performance monitoring or quality assurance role **[focus on performance & quality]**
- 3.5 Looking at plans and proposals from a perspective of:
- Long term
  - Prevention
  - Integration
  - Collaboration
  - Involvement
- [focus on wellbeing]**

### 4 - Key Scrutiny Questions

- 4.1. 91% of the Authority's performance indicators either exceed their performance target or are within a 5% tolerance of their targets which is a positive report at the end of Q2. What assurance can be given that the remaining 3 indicators will improve?
- 4.2. There continues to be a reported projected overspend at the end of Q2. What measures are being introduced to manage budget pressures?
- 4.3. The scorecard reports an increase in the average days lost to absence per FTE. What actions are being pursued?

### 5 – Background / Context

- 5.1 Our new Council Plan for 2023-2028 identifies the local needs and wellbeing priorities and sets out our aims and objectives for the next five years.

5.2 This scorecard monitoring report is used to monitor the performance of our identified Key Performance Indicators (KPIs) in delivering the Council's day to day activities. It provides the intelligence to enable the Council to take a proactive approach to performance management and as such, the report identifies any mitigating actions agreed by the Leadership Team to drive and secure improvements into the future.

5.3 The scorecard (appendix 1) portrays the current end of Q2 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during November.

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

n/a

#### **7 – Financial Implications**

The end of Q2 financial position is noted in the report.

#### **8 – Appendices:**

Appendix A - Scorecard Quarter 2

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

- 2023/24 Scorecard Monitoring Report - Quarter 1 (as presented to, and accepted by, the Executive Committee in September 2023).
- Council Plan 2023-2028

## SCORECARD MONITORING REPORT – QUARTER 2 (2023/24)

### 1. INTRODUCTION

- 1.1 Our new Council Plan for 2023-2028 identifies the local needs and wellbeing priorities and sets out our aims and objectives for the next five years.
- 1.2 This scorecard monitoring report is used to monitor the performance of our identified Key Performance Indicators (KPIs) in delivering the Council's day to day activities that underpin the delivery of the Council Plan. It provides the intelligence to enable the Council to take a proactive approach to performance management and as such, the report identifies any mitigating actions agreed by the Leadership Team to drive and secure improvements into the future.
- 1.3 The scorecard (appendix 1) portrays the current end of Q2 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during November.

### 2. CONTEXT

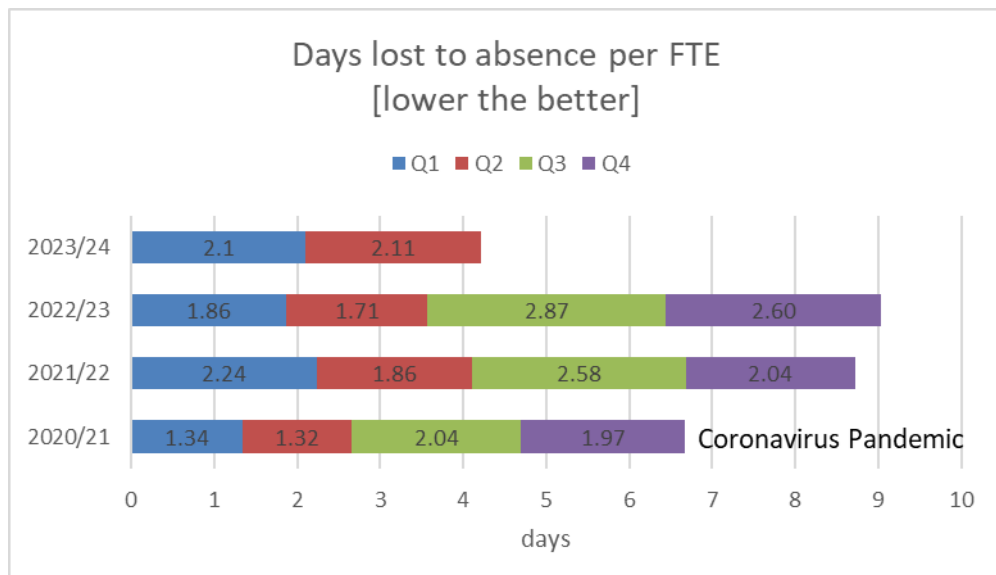
- 2.1 The performance monitoring KPIs are aligned to the Councils' current three wellbeing objectives:
  - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
  - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
  - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 2.2 It is not be possible to publish information for all KPIs on the Scorecard on a quarterly basis due to the nature of data collection methods. When this is the case, a note indicates how often the KPI is monitored and when the data will be available for collection, e.g. (annual) (Q4), (termly) (Q3).
- 2.3 The results within the scorecard are all cumulative and as such the trends column will inform the performance trends from quarter to quarter throughout the year.
- 2.4 The RAG status for each section of the scorecard, with the exception of financial management which is agreed following the professional advice of the Head of Resources / Section 151 officer, can be found below:
  - Red - more than 10% below target and/or needing significant intervention
  - Amber - between 5% & 10% below target and/or requiring some intervention
  - Yellow - within 5% of target



- Green - on or above target

### 3. CORPORATE HEALTH PERFORMANCE

- 3.1 The performance for the corporate health performance indicators for this quarter cannot be fully analysed. Although the majority (67%) of the indicators with available data against targets monitored in this section are performing well against targets (Green or Yellow RAG). There are many indicators that have no data available for the quarter. Further information on why there is missing data and some of the highlights for the section are noted below.
- 3.2 Regarding Customer Complaints Management, due to operational difficulties within the team who collates the statistics on behalf of the Council, we are unable to report on Customer Complaints or FOI for the quarter (excluding Social Services who report differently). Whilst we do not have the statistics available from the services collated on behalf of the Council, the services continue to monitor the Complaints and FOI requests in the same manner as they have done in the past and the Leadership Team is managing the issue. There are currently no causes for concern with regards to the Social Services Complaints.
- 3.3 At the end of Q2 the Council is RED against its target with 4.21 days lost to absence per FTE in the period against a target of 3.81 days. This performance is a slight decline on the same period for the last 4 years and is mainly due to long term sickness which equate to 62% of the absence rates for Q2.



- 3.4 The financial management section currently forecasts at the end of the second quarter that the budget will be overspent by £0.368m for the year

ending 31 March 2024. There was a slight improvement to the forecast reported at the end of Q1, although an overspend is still being forecast which will be funded from the Council's general balances. Heads of Service and Directors are aware of the future financial pressures that the Council is facing and that it is important to try and maintain the current year's expenditure within the budget. Although no formal instructions have been issued in respect of action required to reduce expenditure (e.g. recruitment freezes), all expenditure over the coming months will be scrutinised to limit it to essential expenditure and vacancies will be reviewed before a decision is taken to advertise a vacant post.

- 3.5 There are still a number of issues and concerns which can change the forecast over the second half of the year. As we move through the remainder of the financial year, the impacts of the issues and concerns noted below will be factored into future monitoring reports as things become clearer.
- 3.5.1 The impact of the final NJC pay award on costs, although it is expected that the final additional cost will be within the additional budget provision.
- 3.5.2 The position in respect of Social Care is of particular concern, with a forecast overspend of £2.058m for Adult Services and the Children and Families Service. However, the true position is masked by the fact that additional grants and reserves are being used to reduce the overspend. Without this additional funding the underlying overspend would be in the region of £3.5m.
- 3.5.3 The cost of living crisis will ultimately result in an increase in the demand for Council services (Homelessness, Debt Advice, Mental Health Support, Children and Families) and may lead to a reduction in income in services such as leisure, culture, planning, parking fees, as people reduce their spending on non-essential items. These potential changes in demand for services may have a negative impact on the Council's financial position.
- 3.6 The financial position in 2023/24 will also influence the Council's financial strategy for 2024/25 and beyond, as it will highlight the need to realign budgets to reflect the increases in costs seen in 2023/24 and to reflect the changing demand for services. Any significant overspending will also result in an erosion of the Council's earmarked reserves and general balances and this will reduce the ability to use reserves and balances to help to balance the revenue budget in 2024/25. Management will review the financial position closely during the remainder of the financial year and may need to implement cost saving measures in 2023/24, in order to maintain the current level of earmarked reserves and general balances.
- 3.7 The forecast underspend on the Capital Programme 2023/24 is £4.099m, with this being potential slippage into the 2024/25 Capital Programme. The funding for this slippage will also slip into 2024/25 and will be factored in when producing the Treasury Management Strategy Statement, Capital Strategy and Capital Programme for 2024/25.

- 3.8 Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q2', the 'Capital Budget Monitoring for Q2' and the 'Housing Revenue Account Budget Monitoring for Q2' reports which will be discussed in The Executive meeting on the 28<sup>th</sup> November.
- 3.9 The indicator results for this section provides reasonable assurance that the Council is managing its people, customers and finances in a manner that is expected from a well-run Council.

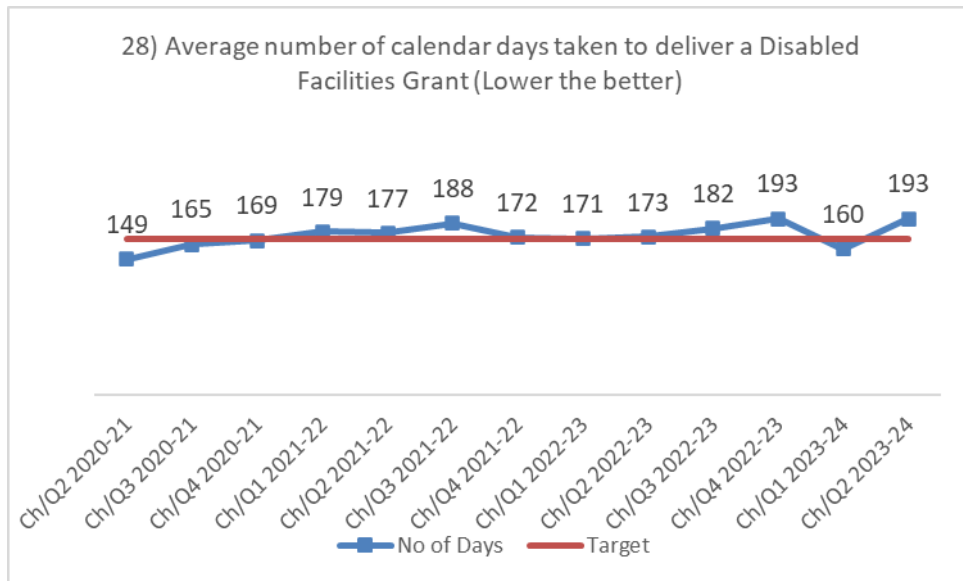
#### 4. PERFORMANCE MANAGEMENT

- 4.1 At the end of Q2 it is encouraging to note that the majority (91%) of the performance indicators are performing above target or within 5% tolerance of their targets. Three indicators have underperformed against their targets in Q2 and these are highlighted on the scorecard as being Red or Amber.
- 4.2 Performance for our wellbeing **Objective 1** where we are working to ensure that the people of Anglesey can thrive and realise their long-term potential, at the end of Q2 has been good with no indicators against this objective currently underperforming.
- 4.3 Some examples of the good performance within this objective seen during the quarter include:
- 4.3.1 The National Exercise Referral Scheme indicators (9 and 10) – where both indicators are green against targets.
- 4.3.2 The number of empty properties brought back into use (indicator 11) – where 40 properties have been brought back into use against a target of 25. Once again, the use of the Council Tax Premium has proved beneficial with 40 less empty properties within our communities.
- 4.4 Two indicators have underperformed at the end of the quarter for wellbeing **Objective 2** where we are supporting vulnerable adults and families to keep them safe, healthy and as independent as possible.
- 4.4.1 Indicator 28 - Average number of calendar days taken to deliver a Disabled Facilities Grant – which is RED with a performance of 193 against a target of 170 days.

The performance is a decline on the 160 days recorded in Q1 and also the 173 days recorded for Q2 2022/23. The reasons for the decline in performance for this indicator include:

- Difficulties in gaining access to some properties due to clients' concerns and anxieties following the coronavirus pandemic;
- Difficulties finding contractors to undertake the work. Currently there are only 6 contractors on the Island that install the adaptations;
- Adaptions that require longer periods to complete;

- Changes to the eligibility criteria resulting in an increased demand for a DFG.



4.4.2 Indicator 29 – The average number of calendar days to let lettable units of accommodation (excluding DTLs) – is red with a performance of 48 days against a target of 40 days. This is a decline on the 30 days seen for the same period in 2022/23 and the 35 days seen in 2021/22.

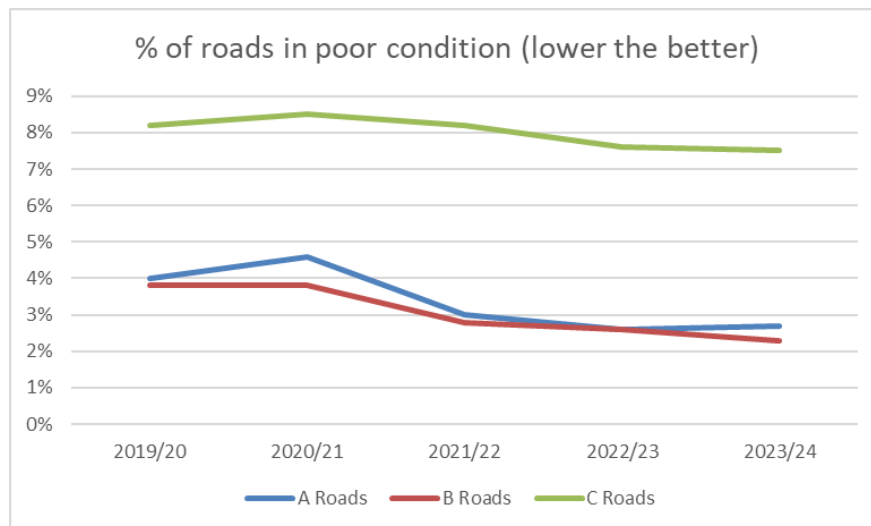
Performance in relation to this indicator has however improved by 4 days when compared to the performance at the end of Q1 (52 days on average). The reasons explained in the Q1 Scorecard Report remain true and further improvement of this indicator depends on the work required to bring properties back up to Welsh Housing Quality Standards (WHQS) standards when returned. There will be improvement for this indicator once major works properties have been reduced which in turn increases capacity to complete properties.

4.5 Some examples of the good performance seen during the quarter include for this wellbeing objective include:

4.5.1 The Adult Services indicators (Indicators 16, 18 and 19) are all Green against targets and the other (indicator 17) is yellow for the quarter. In a time where the Service continues to be under pressure because of an ageing population and difficulties in recruiting staff this is encouraging.

4.5.2 The Children and Families Service indicators (indicators 20-25) are all Green with the exception of one which is within 5% of its target and Yellow on the scorecard. The performance is particularly good when considering the significant increase in referrals coming into the service and the added pressures of a cost of living crisis.

- 4.5.3 The Homelessness indicators (Indicators 26 + 27) for the Housing Service have also demonstrated good performance with both Green against targets for the quarter and improving on the performance of Q1.
- 4.6 The performance of indicators to monitor our wellbeing **Objective 3** where we work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment has also been good at 90% (9 out of 10 indicators) above target.
- 4.7 The indicators that have performed well in the year include:
- 4.7.1 The waste management indicators (Indicator 31 - 34) are Green against targets for the first quarter. 95% of our streets surveyed in the quarter were clean of any waste and it's encouraging to note that fly tipping incidents continue to be cleared within a day. The percentage of waste reused, recycled or composted remains high at 67.77% for the quarter and bodes well to surpass the annual target of 64%.
- 4.7.2 The three highways indicators related to the Islands' A, B and C road condition surveys (indicators 38 – 40) are Green against targets. Two of the three, relating to B and C roads, have improved year on year. The A roads have very slightly declined, from 2.6% to 2.7%. This performance is positive for the islands' residents and visitors alike, especially in a time when there is additional pressures on the road network due to increased visits to the island.

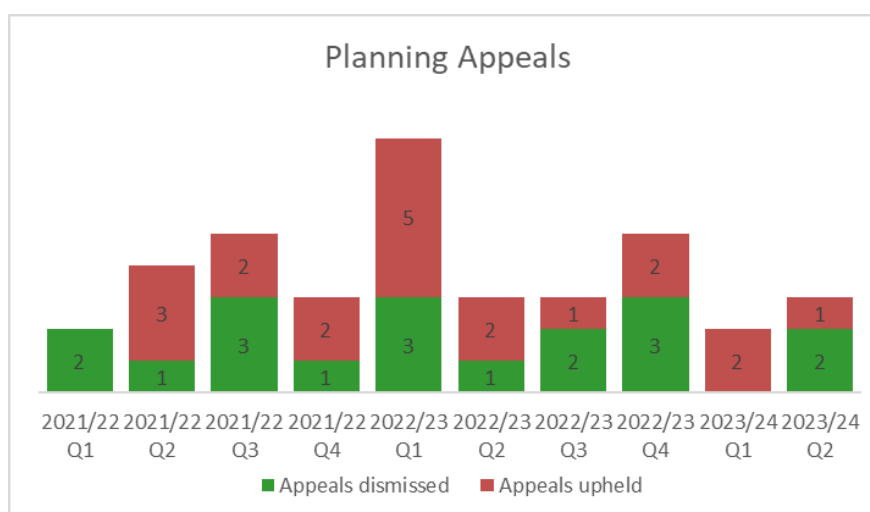


- 4.7.3 The performance of two of the three planning indicators (indicators 35 and 37) are Green against target and they are both above previous years performances. The planning applications determined within time (indicator 35) continues to perform particularly well with 95% of applications determined at the end of Q2. This compares to a performance of 91% at the end of 22/23 and 79% at the end of 2021/22 and 2020/21.

4.8 The only indicator underperforming during this quarter is:

4.8.1 Indicator 36 – the percentage of planning appeals dismissed – with a performance of 40% against a target of 65%. This is an improvement on the 0% seen at the end of Q1 and the 36% at the end of Q2 2022/23.

This indicator deals with a very small number of cases. Of the three appeals for this quarter, two were dismissed. This combined with the first quarter results in two of the five appeals being dismissed. We will continue to monitor appeal decisions on similar applications to identify if a pattern is developing that would require a different interpretation of our policies. Training on planning appeals is planned for planning committee members due to some of the appeals being upheld as a result of planning applications being refused by the committee against officers' recommendations.



## 5. CONCLUSION

5.1 It is encouraging to note that 86% of the performance indicators are performing above target or within 5% tolerance of their targets for the quarter.

5.2 The report highlights some of the positive stories with respect to the quarter 2 performance. Some of these highlights include:

- The NERS indicators;
- The number of empty homes brought back into use;
- The Adult Services indicators;
- The Children and Families Service indicators;
- The homelessness indicators;
- The waste management indicators being above target; and
- The highways indicators all being above target
- The planning indicators (34 and 36)

- 5.3 The report also highlights certain areas that are underperforming against targets. These are highlighted in 6.1 below.

## **6. RECOMMENDATIONS**

- 6.1 The Committee is requested to scrutinise the scorecard and note the areas of improvement together with the areas which the Leadership Team are exploring and investigating to manage and secure further improvements into the future.

These are recommended as follows:

- 6.1.1 Corporate Complaints and Freedom of Information (FOI) requests responded to within timescale due to no data being available for Q2;
- 6.1.2 Average days to deliver a DFG;
- 6.1.3 The average number of calendar days to let lettable units of accommodation (excluding DTLs);
- 6.1.4 Percentage of planning appeals dismissed

## **7. GLOSSARY**

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

- 7.1.1 KPI – Key Performance Indicator
- 7.1.2 Q1 – Quarter 1
- 7.1.3 Q2 – Quarter 2
- 7.1.4 Q3 – Quarter 3
- 7.1.5 Q4 – Quarter 4
- 7.1.6 RAG Status - Red - more than 10% below target and/or needing significant intervention  
Amber - between 5% & 10% below target and/or requiring some intervention  
Yellow - within 5% of target  
Green - on or above target
- 7.1.7 Trend - Trend arrows represent quarter on quarter performance
- 7.1.8 FTE – Full Time Equivalent
- 7.1.9 FOI – Freedom of information
- 7.1.10 HRA – Housing Revenue Account
- 7.1.11 NEET – Not in Education, Employment or Training
- 7.1.12 DTL – Difficult to Let
- 7.1.13 NERS – National Exercise Referral Scheme
- 7.1.14 CPR – Child Protection Register
- 7.1.15 IOACC – Isle of Anglesey County Council

## Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q2 2022/23

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed Ch / Q Target	Targed BI / Yr Target	Canlyniad 22/23 Result	Canlyniad 21/22 Result
<b>Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential</b>							
1) Percentage of pupil attendance in primary schools (tymhorol) (Q3)			92.1%			91.69%	-
2) Percentage of pupil attendance in secondary schools (terfmlly) (Q3)			87.2%			85.22%	-
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)						3.20%	2.60%
4) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q3)						100%	-
5) Percentage of year 11 pupils studying Welsh [first language] (annual) (Q3)						68%	68%
6) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q4)						-	-
7) Number of visits to leisure centres	Melyn / Yellow	↓	223k	234k	535k	539k	388k
8) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	⇒	98%	95%	95%	98%	98%
9) Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green	↑	62%	50%	50%	72%	47.5%
10) Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green	↓	83%	80%	80%	78%	84%
11) Number of empty private properties brought back into use	Gwyrdd / Green	↑	40	25	50	80	91
12) Number of new homes created as a result of bringing empty properties back into use	Melyn / Yellow	⇒	0	1	3	1	1
13) Landlord Services: Average number of days to complete repairs	Gwyrdd / Green	↓	18	18	18	16.61	13.89
14) Percentage of tenants satisfied with responsive repairs (annual)							-
<b>Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible</b>							
15) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (Q4)							-
16) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↑	96.03%	90%	90%	91.69%	94.78%
17) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Melyn / Yellow	↓	61.54%	62%	62%	64.71%	64.85%
18) The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March [Local Indicator]	Gwyrdd / Green	↑	15.3	19	19	16.74	14.33
19) The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Gwyrdd / Green	↑	96.30%	93%	93%	98.10%	96.10%
20) Percentage of child assessments completed in time	Melyn / Yellow	↑	88.52%	90%	90%	86.75%	87.15%
21) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	↓	3.47%	5.00%	10%	6.15%	9.79%
22) The percentage of referrals of children that are re-referrals within 12 months [Local Indicator]	Gwyrdd / Green	↑	14.52%	15%	15%	14.35%	5.74%
23) The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Gwyrdd / Green	↓	253	270	270	306	318
24) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	↑	99.24%	95%	95%	98.31%	99.10%
25) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Gwyrdd / Green	↑	92.53%	90%	90%	93.83%	85.99%
26) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	↑	95%	80%	80%	89.53%	80.95%
27) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green	↑	98%	85%	85%	98.45%	92.00%
28) Average number of calendar days taken to deliver a Disabled Facilities Grant	Coch / Red	↓	193	170	170	193	172.3
29) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Ambr / Amber	↑	48	40	40	35.8	28.7
30) Landlord Services: Percentage of rent lost due to properties being empty	Gwyrdd / Green	↑	1.58%	1.70%	1.70%	1.83%	1.66%
<b>Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and development</b>							
31) Percentage of streets that are clean	Gwyrdd / Green	⇒	95%	95%	95%	96%	95.50%
32) Percentage of waste reused, recycled or composted	Gwyrdd / Green	↓	67.77%	66%	64%	63.47%	62.39%
33) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	↓	0.3	1	1	1	0.25
34) Kilograms of residual waste generated per person	Gwyrdd / Green	⇒	106kg	110kg	220kg	207kg	223kg
35) Percentage of all planning applications determined in time	Gwyrdd / Green	↓	95%	90%	90%	91%	79%
36) Percentage of planning appeals dismissed	Coch / Red	↑	40%	65%	65%	47%	50%
37) Percentage of planning enforcement cases investigated within 84 days	Gwyrdd / Green	↑	90%	80%	80%	87%	84%
38) Percentage of A roads in poor condition (annual)	Gwyrdd / Green	↓	2.7%	3%	3%	2.6%	3%
39) Percentage of B roads in poor condition (annual)	Gwyrdd / Green	↑	2.3%	4%	4%	2.6%	2.80%
40) Percentage of C roads in poor condition (annual)	Gwyrdd / Green	↑	7.5%	9%	9%	7.6%	8.20%
41) Council fleet approx. consumption of fossil fuels (tCO2e)			-			515.07	486.85
42) The number of miles travelled by the Council fleet (miles)		↑	391,910			1,728,920	1,524,961
43) The number of miles travelled by the Council Gray/Employee fleet (miles)			-			790,899	786,247
44) Net change in Greenhouse Gas Emissions (tCO2e) - Council fleet (Annual) (%)			-			+6%	+26%

Red - more than 10% below target and/or needing significant intervention Amber - between 5% & 10% below target and/or requiring some intervention  
Yellow - within 5% of target Green - on or above target Trend arrows represent quarter on quarter performance



Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q2 2023/24

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 22/23 Result	Canlyniad 21/22 Result	Canlyniad 20/21 Result
<b>Siarter Gofal Cwsmer / Customer Service Charter</b>							
01) No of Complaints received (excluding Social Services)			-	33	40	55	43
02) No of Stage 2 Complaints received for Social Services		⇒	2	-	4	9	6
03) Total number of complaints upheld / partially upheld			1*	-	13	20	8
04) Total % of written responses to complaints within 20 days (Corporate)			-	80%	82%	80%	88%
05) Total % of written responses to complaints within 15 days (Social Services)	Gwyrdd / Green	⇒	100%	80%	70%	66%	75%
06) Number of Stage 1 Complaints for Social Services		⇒	6	-	27	41	24
07) Number of concerns (excluding Social Services)			-	-	321	189	104
08) Number of Compliments			113*	-	495	658	662
09) % of FOI requests responded to within timescale			-	80%	72%	79%	79.4%
<b>Newid Cyfrwng Digidol / Digital Service Shift</b>							
10) No of Registered Users on My Account / Website		↑	10k	-	59.5k	51k	33.5k
11) No of reports received by AppMôn / Website		↑	19k	-	36k	66k	58k
12) No of web payments		↑	11.5k	-	26k	21k	18.5k
13) No of telephone payments		↑	4.5k	-	9.5k	11k	7k
14) No of 'followers' of IOACC Social Media		↑	108k	-	100k	92k	42k
15) No of visitors to the Council Website		↑	200k	-	327k	-	-

\*Not including corporate information

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 22/23 Result	Canlyniad 21/22 Result	Canlyniad 20/21 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)			2376	-	2288	2202	2180
02) Sickness absence - average working days/shifts lost	Coch / Red	↓	4.21	3.81	9.15	8.73	6.68
03) Short Term sickness - average working days/shifts lost per FTE			1.58	-	4.54	3.70	1.94
04) Long Term sickness - average working days/shifts lost per FTE			2.63	-	4.61	5.03	4.74
05) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)			-	-	8%	10%	6%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiad a Ragwelir / Forecasted Variance (%)
01) Forecasted end of year outturn (Revenue)	Ambr / Amber	↑	£170,789,000			£171,157,000	0.28%
02) Forecasted end of year outturn (Capital)		↓	£40,030,000			£36,431,000	-8.99%
03) Income v Targets (excluding grants)	Gwyrdd / Green	↑	-£6,717,659	-£7,344,745	9.33%		
04) Forecasted general balances at end of year		↑				-£11,029,890	
05) Cost of borrowing - % of budgeted revenue expenditure	Gwyrdd / Green	⇒	2.34%			2.33%	-0.01%
06) No of Services forecast to overspend by over 5% of their budget		↑				1	
07) % of Council Tax collected (for last 3 years)	Melyn / Yellow	↑		98.00%			
08) % of Sundry Debtors collected (for last 3 years)	Ambr / Amber	↑		94.10%			
09) % Housing Rent collected (for the last 3 years)	Melyn / Yellow	⇒		98.5%			
10) % Housing Rent collected excl benefit payments (for the last 3 years)	Melyn / Yellow	⇒		97.1%			

This page is intentionally left blank

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	17/11/2023
<b>Subject:</b>	Empty Homes Strategic Plan 2023-28
<b>Purpose of Report:</b>	To scrutinise the Empty Homes Strategic Plan and recommend its approval
<b>Scrutiny Chair:</b>	Councillor Douglas M Fowlie
<b>Portfolio Holder(s):</b>	Councillor G Pritchard
<b>Head of Service:</b>	Ned Michael
<b>Report Author: Tel: Email:</b>	Elliw Llyr, Policy Manager, Commissioning and Empty Homes Strategic Plan 01248752137 ElliwLlyr@ynysmon.gov.uk
<b>Local Members:</b>	

<b>1 - Recommendation/s</b>
The Committee is asked to: <b>R1 recommend that the Executive approves the Empty Homes Strategic Plan 2023-28</b>

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
The Council’s Corporate Plan 2023-28 recognizes Housing as one of the strategic aims and ensuring that ‘everyone has the right to call somewhere home’.

<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 [ <b>focus on customer/citizen</b> ]
<b>3.2</b> A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [ <b>focus on value</b> ]
<b>3.3</b> A look at any risks [ <b>focus on risk</b> ]
<b>3.4</b> Scrutiny taking a performance monitoring or quality assurance role [ <b>focus on performance &amp; quality</b> ]
<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** Possible effects this decision could have on:

- The protected groups under the 2010 Equality Act
- Those that experience a socio-economic disadvantage in their lives (when making strategic decisions)
- Opportunities for people to use the Welsh language and not to treat the Welsh language less favourably than English

**[focus on equality and Welsh]**

#### **4 - Key Scrutiny Questions**

1. Why is the Council preparing an Empty Homes Strategic Plan?
2. How does the Strategic Plan contribute to achieving the priorities of the Council's Plan: 2023-2028?
3. How does the Council's work in this area compare to other areas in Wales?
4. To what extent is the Council dependent on partners and grant funding to make this Strategic Plan a reality?

#### **5 – Background / Context**

##### **1. Background**

The Empty Homes Strategic Plan was reviewed following a consultation with owners of empty homes and sessions to share information with other Services in the Council. Anglesey Housing Partnership will also be consulted on the proposed Empty Homes Strategic Plan.

Welsh Government has an Action Plan for dealing with empty Properties as part of its response to recommendations made by Senedd Cymru on the Equality, Local Government and Communities Committee, to assist Local Authorities to bring empty homes back into use. We as a Council have taken part in this and support the emphasis to bringing empty properties back into use.

##### **2. Success of the Previous Empty Homes Strategy**

The previous Empty Homes Strategy has had a number of successes including 525 empty homes have come back into use since 2017, with 32 units being created or re-introduced, meaning that the Council Tax budget is being collected. The Empty Homes Strategy has also ensured success with difficult sites like Beaumaris Social Club, the old Snooker Club in Holyhead and Plas Alltran, Holyhead.

##### **3. Overview of the Empty Homes Strategic Plan**

The Empty Homes Strategic Plan will work following its 4 main objectives, which are:

1. **Data** – Using evidence base to target resources for empty homes.
2. **Publicity** – raising awareness of empty homes matters and how owners can bring a property back into use.
3. **Providing Financial support** – administer grants / loans from WG and using the Council Tax Premium
4. **Enforcement** – to prioritise empty homes for enforcement action and taking a Council wide approach to deal with empty homes.
5. **Working together** – work together as services who deal with the most problematic Properties.

#### 4. Consultation

A consultation was held with owners of empty properties during May – June to understand why these properties are empty, what problems do they face and what interventions would help them bring the empty properties back to use. We will use the results to target our interventions. An event was arranged (3.10.23) with other services to review the content of the Empty Homes Strategic Plan with teams who are key to bringing empty properties back to use.

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

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

No negative effect was noted after completion on the EIA.

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

It will offer a chance for people to live and contribute to their local communities.

##### 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

No negative effect was noted after completion on the EIA.

--

**7 – Financial Implications**

Resources have been allocated / identified for different initiatives included in the Empty Homes Strategic Plan.

**8 – Appendices:**

Housing Empty Homes Strategic Plan 2023-28.  
Responses to the Consultation.  
Assessment of the Effect on Equalities.  
Assessment of the Effect on the Welsh language.

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

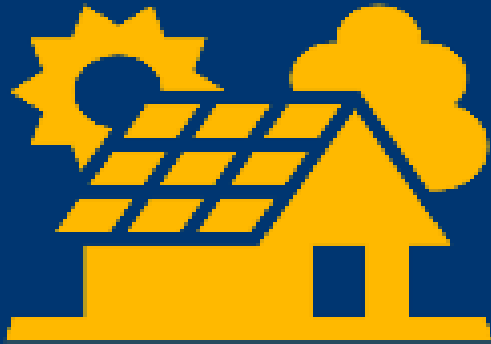
--

# Ynys Môn

THE ISLE OF

# Anglesey

## Empty Homes Strategic Plan 2023-2028



Mae'r ddogfen yma hefyd ar gael yn y Gymraeg /

This document is also available in Welsh.



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

# Why do we need an Empty Homes Strategic Plan?

Page 30



Housing

Ensuring that everyone has the right to call somewhere home.

Empty homes are a wasted resource and can assist in addressing other housing problems through the provision of additional accommodation; thereby reducing pressures on waiting lists and providing homes on both a short and long-term basis.

There is currently an increase in pressure on the housing markets as less people can purchase their own home. Rents in the private rented sector also continue to increase.

Not all empty homes need action, for example, there would be little point in targeting transactional empty properties which are empty for good reason. This would also apply to properties that are not causing a nuisance, are in good repair or would not be suitable to address the local housing need.

**The purpose of the Empty Homes Strategic Plan is to ensure that the number of empty properties are kept to a minimum and to encourage owners to bring them back into use. It provides information on how we deal with empty properties.**

This Plan forms part of the range of housing solutions which will assist in achieving the Council Plan 2023-28, focusing on a co-ordinated and joined approach across internal and external partners.



# Strategic context



## Housing

Ensuring that everyone has the right to call somewhere home.

The Empty Homes Strategic Plan responds to:

- The Housing (Wales) Act 2014 discretionary powers to local authorities to implement a premium charge on Council Tax for long term empty properties and utilisation of this towards affordable housing
- Local incentives such as Tai Teg assist with identifying and allocating affordable empty properties to purchase or intermediate rent who works in partnership with Local Authorities across North Wales
- Welsh Government (WG) response in working with Local Authorities in tackling empty properties following the recommendations of the [National Assembly for Wales, Equality, Local Government and Communities Committee report published in October 2019](#)
- Assistance available to Local Authorities in dealing with their long-term empty properties by WG with its Empty Property Enforcement Programme. The Council has actively taken part in this initiative and supports the WG emphasis on bringing empty homes back into use
- Empty Properties as a contributor to the local economy, an example of this during 2022-23 our First Time Buyer Grant has seen 68 small / medium sized businesses or contractors benefiting from the scheme by taking on work through this grant

# Who is the Strategic Plan for?

The plan provides information to key internal and external stakeholders.

It will also be of interest to a wide range of people, such as:

- people who are struggling to find an affordable and secure home to rent or buy where they work or grew up in
- people who live in the same street as an empty home and whose physical and mental health can be affected as the condition of the house deteriorates and it becomes the focus of anti-social behaviour
- people who have inherited a property and are looking for practical help and support to bring it back into use, but instead are receiving bills for council tax
- internal service areas to facilitate effective collaboration

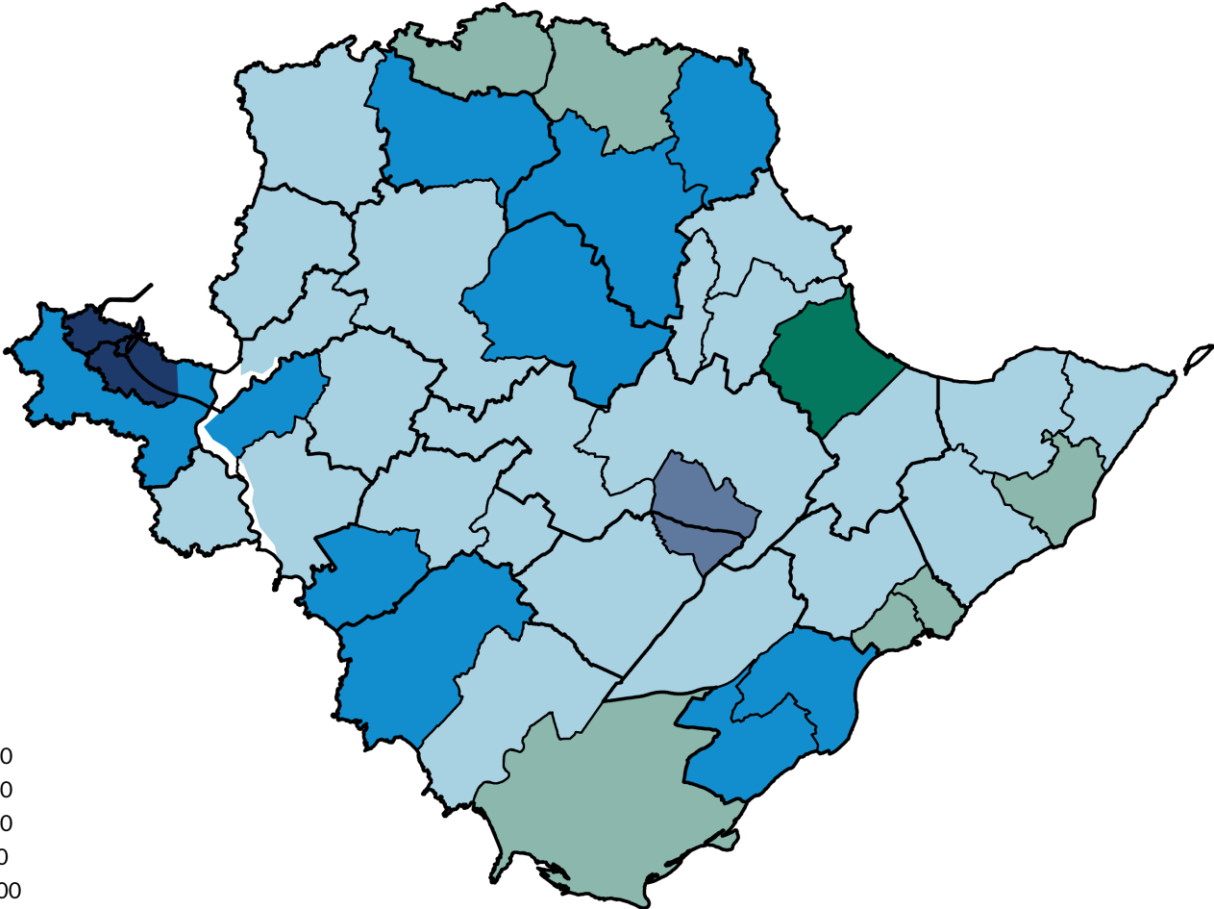


# Baseline Data

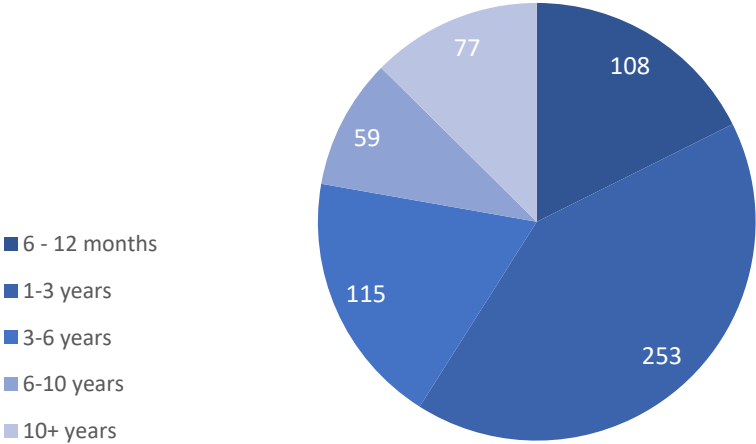


- 35,639 properties on Anglesey
- 612 empty homes\*
- 2,591 second homes
- 876 households presented as homeless in 2022-23
- 69,000 people living on Anglesey

Location of empty properties



Number of years a properties are recorded as vacant



\*based on Housing Services information which includes exemption properties from Council Tax

# Council Plan 2023-2028

The Council Plan is the key document serving as a focal point for decision-making at all levels; providing a framework to plan and drive forward priorities; shape annual spending; monitor performance and progress.

At its core is our desire to work with Anglesey residents, communities and partners to ensure the best possible services, improve the quality of life for all and create opportunities for future generations.

Its six main objectives reflect the key areas the Council should be focusing its efforts on.

The Council Plan's vision is to:

Page 54  
Create an Anglesey that is healthy and prosperous where people can thrive.'

### Our six strategic objectives




**The Welsh Language**

Increasing opportunities to learn and use the language.



**Social Care and Wellbeing**

Providing the right support at the right time.



**Education**

Ensuring an effective provision for today and for future generations.



**Housing**

Ensuring that everyone has the right to call somewhere home.



**Economy**

Promoting opportunities to develop the Island's economy.



**Climate Change**

Responding to the crisis, tackling change and working towards becoming a net zero organisation by 2030.

# Values

The Council Plan 2023-28 is underpinned by the organisation's core values, which are used to develop and guide the vision, strategic plans and services.

## Values



### Respect

We are respectful and considerate towards others regardless of our differences.



### Collaborate

We work as a team, with our communities and partners to deliver the best outcomes for the people of Anglesey.



### Honesty

We are committed to high standards of conduct and integrity.



### Champion the Council and the Island

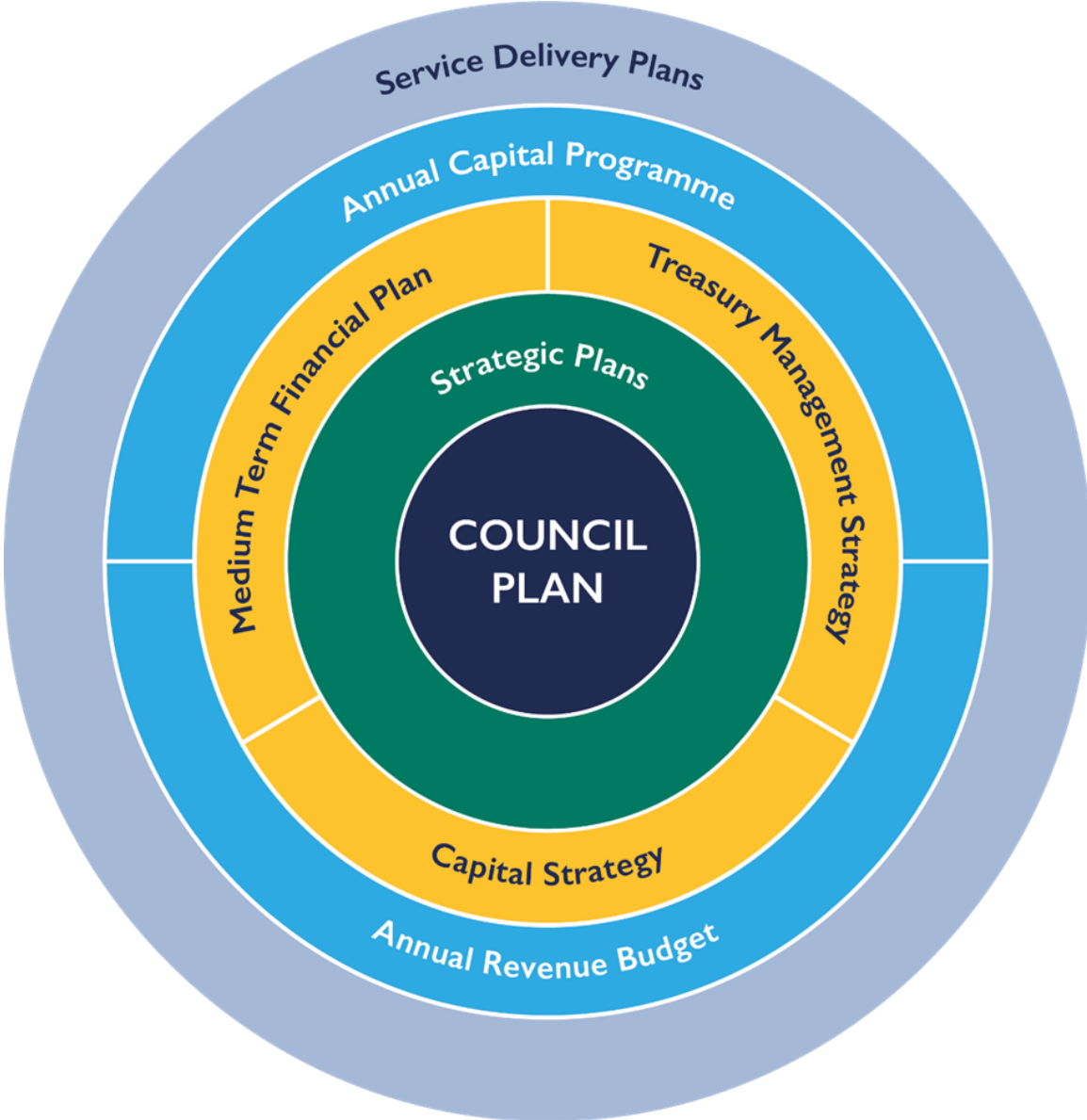
We create a sense of pride in working for the Council and present a positive image of the Council and the Island.



# Strategic circle

The strategic circle identifies the plans in place to ensure we are able to achieve our priorities and objectives.

This plan is a key strategic plan that aligns with the Council's Plan and contributes to the achievement of the strategic objectives and vision.



# Key priority areas

Delivering the strategic priority, together with key priority areas, sets a clear and ambitious mandate.

We want to ensure that we:

- **Make best use of existing housing stock and improving homes and communities** (Theme 2 of the Council's [Housing Strategy 2022-27](#))
- **Be a contributor to the local economy** (Theme 6 of the Council's [Housing Strategy 2022-27](#))



# Data – use an evidence-based approach to targeting our resources on empty homes



## Why is this important?

There are 908 applications on the Council's Social Housing Register requiring suitable social housing (as of March 2023).

Page 5  
There is an increase in the number presenting as homeless requiring temporary accommodation as a short-term solution to their housing situation.

Increasing the availability of accommodation through returning an empty property back into use is the most effective attempt of equalling the demand for suitable housing and helps to relieve the Local Authority of the housing pressures.

## What are we going to do?

The Local Government Act 2003 makes it possible to share information about empty properties which facilitates the work of prioritising which properties need to be targeted.

By continuing to refine our data and correspondence on empty homes we will be able to analyse the particulars of the long-term empty and target our response.

Develop a Scoring Matrix for empty properties. The Scoring Matrix will be used to refer properties to an internal Empty Homes Surgery meeting where any possible outcome and enforcement action will be considered.

## How are we going to do this?

Utilise the toolkit of options available to owners to encourage empty homes back into use.

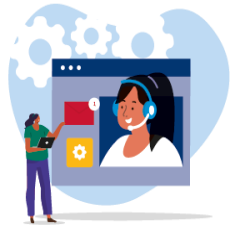
Promote funding opportunities to bring back empty homes into use.

By regularly reporting on the number of empty homes returned into use and which intervention was used.

Monitor the number of Equity Share and First Time Buyer Grants utilising the Council Tax Premium which have been approved on a quarterly basis.



# Publicity- raise awareness of empty homes and how owners can bring back homes into use



## Why is this important?

Since 2017, advice and guidance has been the most successful measure in bringing long-term empty property back into use: totalling 56% of the total empty properties.

The main reasons for properties remaining empty is that they: are currently being renovated (33%) or that they require repair or renovation works (28%).

33% of properties returned to use have been assisted by financial schemes offered by the Council.

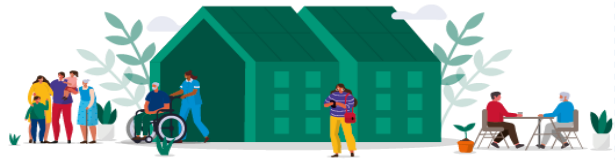
Owners may choose not to engage as they believe that as the property is privately owned, the Council do not have the right to require action to return it to use.

They may be unaware or have no concern for the effect the property is having on the local area and surrounding properties.

## What are we going to do?

Ensure the following information is readily available:

- guidance on bringing empty homes back into use
- details of assistance available and how to access funding
- offering shared equity and grants on empty homes
- a method of reporting concerns or complaints regarding empty homes



## How are we going to do this?

Use a range of methods to communicate with owners of empty homes, which includes information on our website and social media including:

- Online reporting of empty homes
- Financial support for owners of empty homes

Targeted mailing to owners of empty homes

# Delivering financial support- by administering WG loans/grants and utilizing the Council Tax Premium

## Why is this important?

WG have developed an Empty Property Enforcement Programme to assist Council's in dealing with long term empty properties.

By offering solutions the Council is maximising the Council Tax revenue collectable.

The local economy benefits, as an example, 68 small / medium sized businesses or contractors have been employed via our grant schemes.

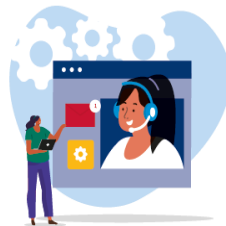
The thermal efficiency of properties are improved upon completion of renovation works, for example, an efficient boiler, insulation and heating systems leading to a reduction in energy costs for owners.

## What are we going to do?

The Council has actively taken part in this initiative and supports the WG emphasis on bringing empty homes back into use.

Deliver financial support to empty homeowners as a practical means to bring houses back into use.

Encourage the use of local small and medium sized businesses



## How are we going to do this?

Providing financial support by administering WG grants /loans and utilising the Council Tax Premium, including:

- Houses into Homes (to let or sell on)
- Home Improvement Loan
- National Empty Homes Scheme
- First Time Buyer Grant Scheme
- Town Centre Loans – which include Commercial and Residential units as well as conversions to create units, which would be subject to planning approval
- Working with owners to deliver affordable and improved energy efficiency use of current stock

In addition to the financial assistance and incentives above, we can also sign post to:

- WG Private Leasing Scheme
- Possible purchase of properties via the Transitional Capital Accommodation Plan

# Enforcement – to prioritise empty homes for enforcement action by taking a whole Council approach to tackling empty homes

## Why is this important?

Whilst we acknowledge that no owner wishes the Council to take enforcement action, powers are available to bring empty properties back into use:

- Page 41 Empty Dwelling Management Orders (EDMO)
- Compulsory Purchase Orders (CPO)
- Enforced Sale.

Records show that 4% of properties returned to use since 2017 received either threat of enforcement or notices had been served.

## What are we going to do?

The preferred course of action is to return properties to use through negotiation and encouragement, avoiding the need for more time consuming and costly enforcement measures.

EDMOs are complicated and pose risks for LAs as capital funds are needed which can be attached as a local charge to the property and will require specialist legal advice.

## How are we going to do this?

Certain properties that have been problematic over a long period, attracting volumes of complaints by the general public and elected members will be prioritised. Where possible, these will be re-developed or brought back into use by enforcement or purchase by agreement with the owner. See appendix 3 for successful examples.

Viewed as a last resort and used only where negotiations have failed or there is no other real prospect of an empty property being returned to use, the council will utilise the Enforced Sales Policy.

*Appendix 1* shows the various powers available to the Local Authority.

The council will also utilise the WG Enforcement Action Plan to access specialist advice on difficult properties.



# Working together – bringing services together to address the most problematic properties

## Why is this important?

- 108 dwellings have been vacant for between 6-12 months
- 299 have been vacant between 1-5 years
- 128 have been vacant for between 5-10 years
- 77 have been vacant for over 10 years.

There will be a continual cycle of properties which become problematic and classed as long-term empties.

## What are we going to do?

There are reasons, which require different approaches in intervention, as to why property becomes and remains empty.

By identifying the reasons why properties are empty, we can work together to bring them back into use in a targeted way.

Example of reasons why properties are empty:

- Death of the occupant
- Need for repair and refurbishment beyond the budget
- Fears about renting the property - the owner may have had a former bad experience though letting
- Properties which are for sale- properties can be in good condition but have been unable to sell for various reasons.
- Inherited properties - the owner may lack the knowledge or the inclination to do anything with inherited properties. Some keep them in case their children choose to occupy them in future.
- Speculative purchases - Properties bought as an investment by buyers who are not inclined to do anything with them.

## How are we going to do this?

Work together as Council Services via the Empty Homes Surgery and other agencies to deal with the different aspects of empty homes and the various legislation there is in place (see *appendices 1 and 2*).



# Governance: Monitoring and Evaluation

To ensure the strategic plan is realised, we will establish robust governance arrangements.

The arrangements will ensure clarity, accountability, coordination and the structure to monitor progress effectively. This will include quarterly monitoring of performance indicators and an action plan.

Progress will include information on actions, outcomes and the impact highlighting successes and issues.

An annual progress report and review of the strategic plan will be completed.

Page 43



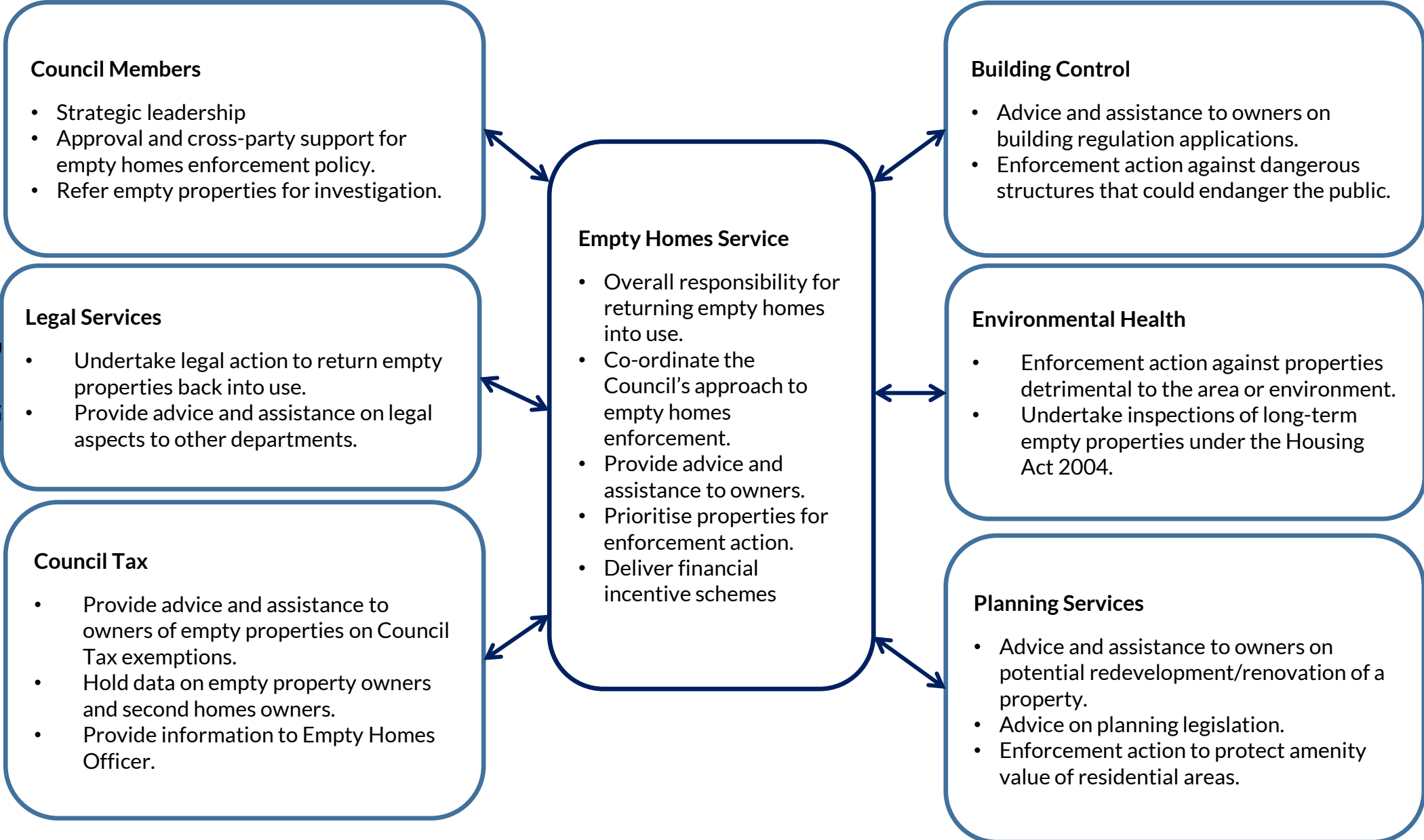
# Appendix 1: Legislation to support Councils to resolve problematic properties

Problem	Legislation	Power Granted
Dangerous or dilapidated building structures	Building Act 1984, ss77 & 78	Section 77 – requirement for owner to make property safe
Dangerous or dilapidated building structures		Section 78 – Enables Council to take emergency action to make building safe
Unsecured properties (risk that it may be entered or suffer vandalism, arson etc.)	Housing Act 2004, Part 1	Housing Health and Safety Rating System (HHSRS) enables councils to evaluate potential risks to health and safety arising from property deficiencies and take enforcement action.
	Building Act 1984, s79	Requirement for owner to repair, restore or demolish.
Unsecured properties (risk that it may be entered or suffer vandalism, arson etc.)	Building Act 1984, s78	To allow councils to fence off property.
	Local Government (Miscellaneous Provisions) Act 1982, s29	To allow councils to take steps to secure property

Problem	Legislation	Power Granted
Blocked or defective drainage or private sewers	Local Government (Miscellaneous Provisions Act 1976), s35	To require owner to address obstructed private sewers.
	Building Act 1984 s59	To require the owner to address blocked or defective drainage
	Public Health Act, 1961, s17	To require the owner to address defective drainage or private sewers.
Vermin (either present or there is a risk that they will be attracted)	Public Health Act 1961, s34	To require the owner to remove waste so that vermin is not attracted to the site, to destroy an infestation and to remove any accumulation prejudicial to health
	Prevention of Damage by Pests Act 1949, s4	
	Public Health Act 1936, s 83	
	Environmental Protection Act 1990, s.80	
	Building Act 1984, s76	
Unightly land and property affecting the amenity of an area	Public Health Act 1961, s34	To require the owner to remove waste from the property
	Town and Country Planning Act 1990 s215	To require the owner to take steps to address a property adversely affecting the amenity of an area through its condition.

# Appendix 2: List of Council Services which are involved with empty homes

Page 45



# Appendix 3: Case Studies



The following case studies highlight some of interventions with long term empty properties.

## Old Social Club, Beaumaris – Compulsory Purchase Order

- The Council has executed a Compulsory Purchase Order to acquire the Old Sport and Social Club Site at Steeple Lane, Beaumaris where the existing dangerous building was demolished and re-developed to six new one bedroom apartments. These apartments are offered on intermediate rent to people, primarily with a local connection to the area. The development will be completed in September 2023.

## Plas Alltran, Caergybi– Purchase by Agreement

- Re-development of the derelict Grade II Plas Alltran, is located near the port of Holyhead, was purchased through negotiations with the previous owner to create four, one-bedroom apartments to be offered as social housing.

Page 46

Before:



After:



Before:



Proposed Development:





## **Results of the Empty Properties Survey 2023**

As part of the preparation the Empty Homes Strategy 2023-28 a survey was sent to all owners of long term empty properties, totalling 542 properties in total. This excludes properties receiving Council Tax exemptions such as properties in probate, owners receiving care elsewhere or in residential care/hospitals, owners in detention.

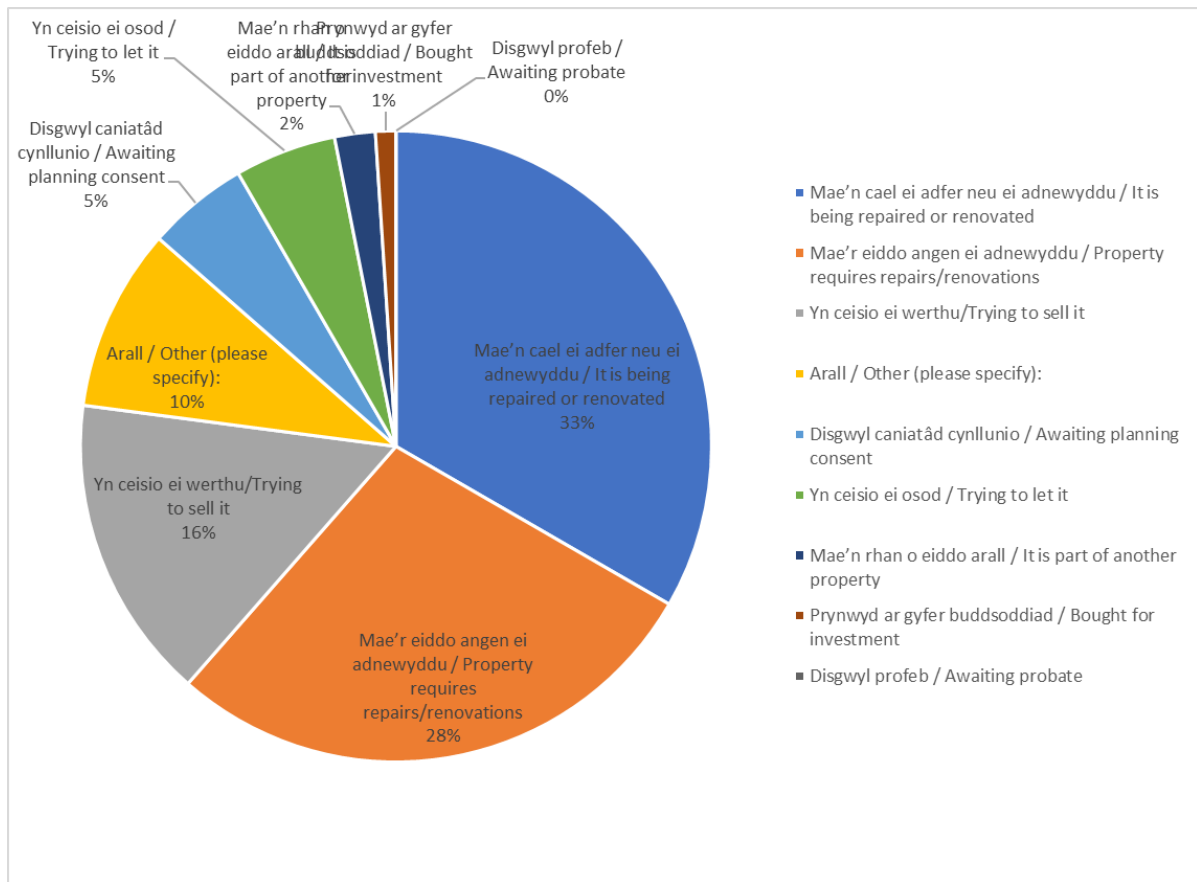
As of 17<sup>th</sup> of July 2023, 87 responses have been received, 9 of which are partially completed. This represents a response rate of 16%. The following results outline the background and reasons why their properties are empty and unfurnished and what incentives might encourage them to return their properties back into use.

Isle of Anglesey County Council asked owners of long-term empty property owners the following questions:

1. Why is the property empty?
2. What is the condition of the property?
3. How did you come to own the empty property?
4. What do you plan to do with the property?
5. Is the cost of repairs a factor in the property remaining empty?
6. Does the property cause you any issues?
7. Which of these services might encourage you to bring your property back into use?

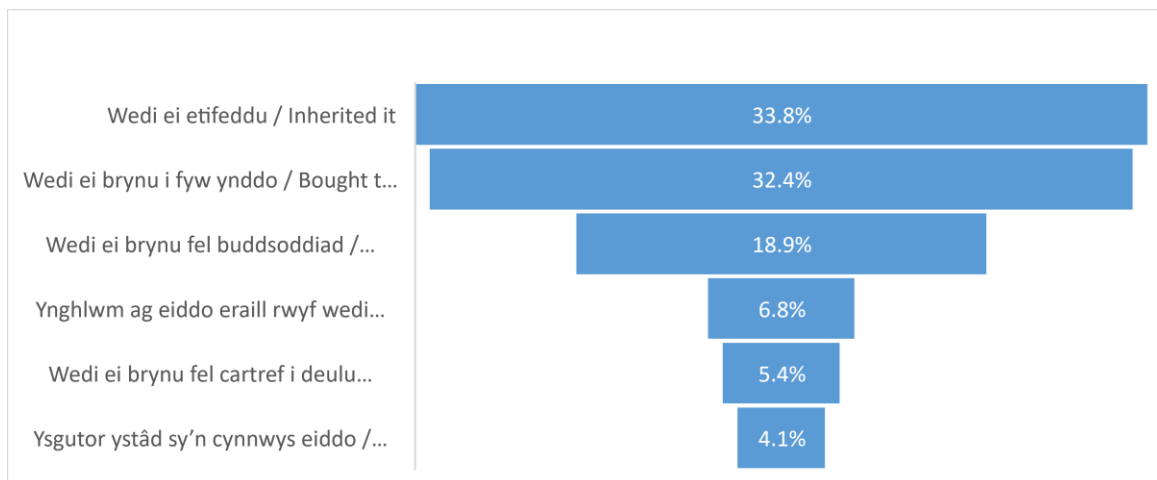
Below is the responses to these questions

## Why is the property empty?

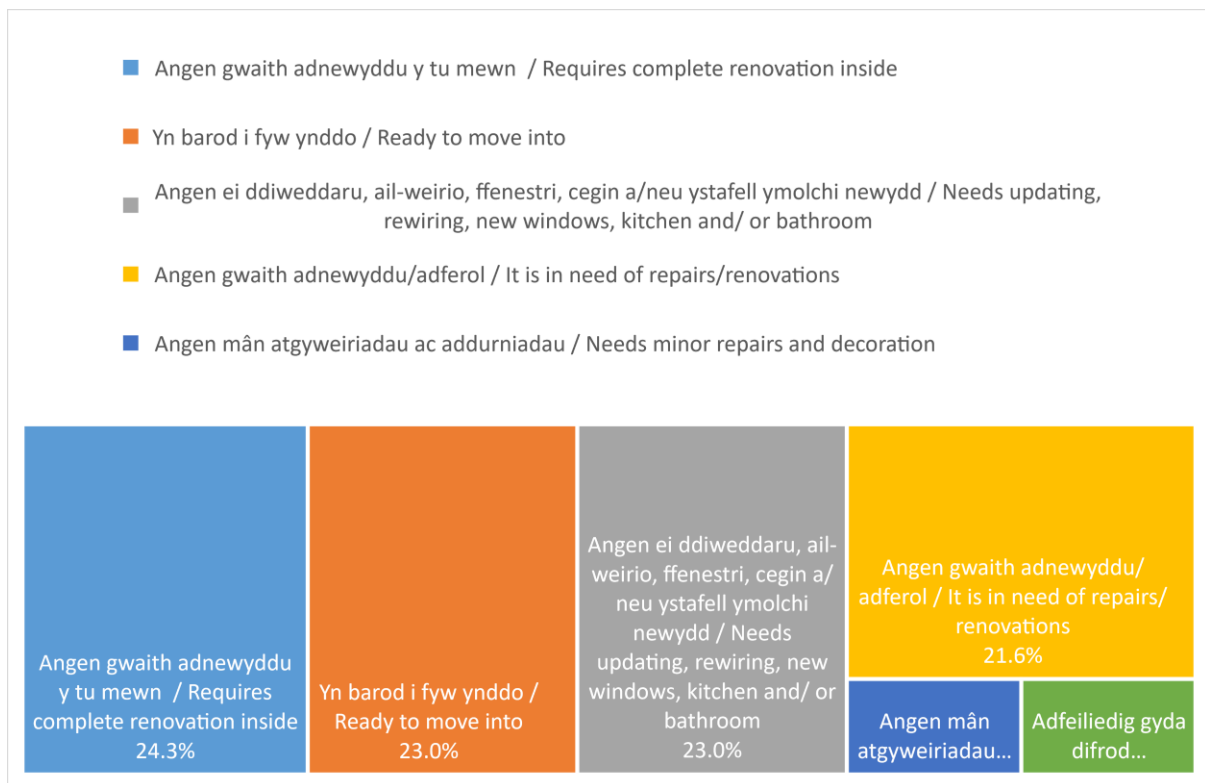


According to the response received, the main reasons for properties remaining empty is that they are currently being renovated (33%) or that they require repair or renovation works (28%). The results show 16% of respondents to the survey are attempting to sell their empty property. Some other reasons why properties remain empty outside of the options provided is for demolishing and re-building purposes, confirmed by two respondents in the 'other' section.

## Why is the property empty?



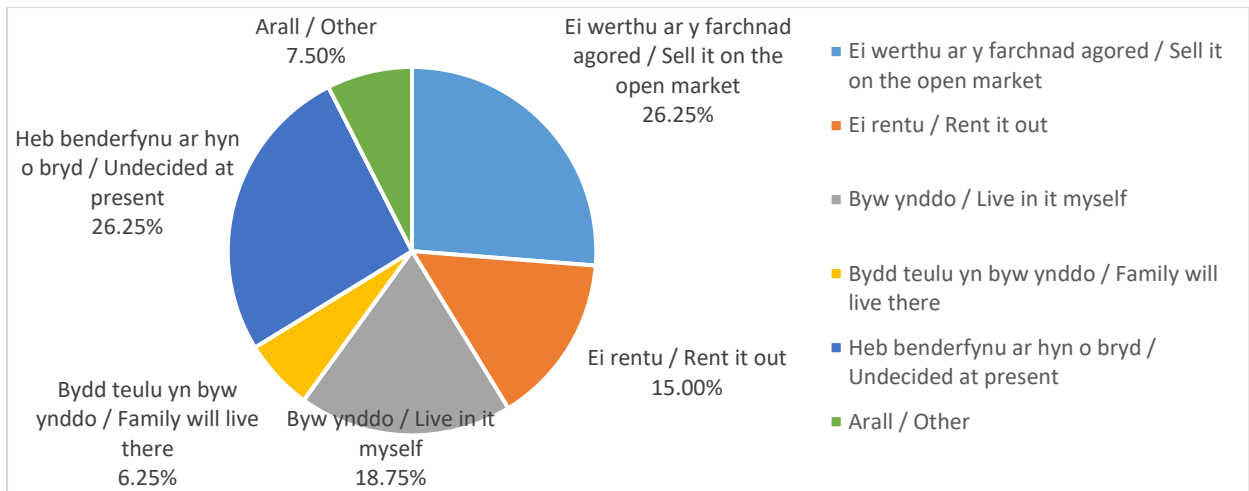
## What is the condition of the property



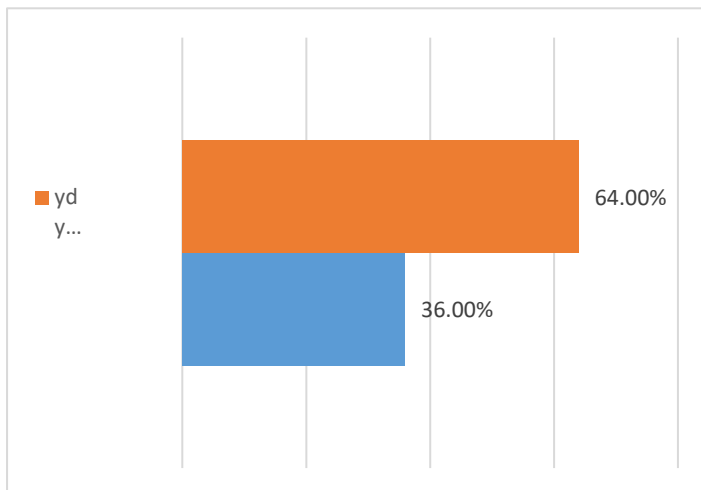
## How do they come to own their empty property?

Isle of Anglesey County Council questioned the history of the owner's empty properties and how they came to own their properties which are currently vacant. 33.8% of the respondents inherited their property and 4.1% are acting as an executor of estate. The second most common response shows respondents intended, at some point, to occupy the property themselves.

## Intentions of empty property owners?

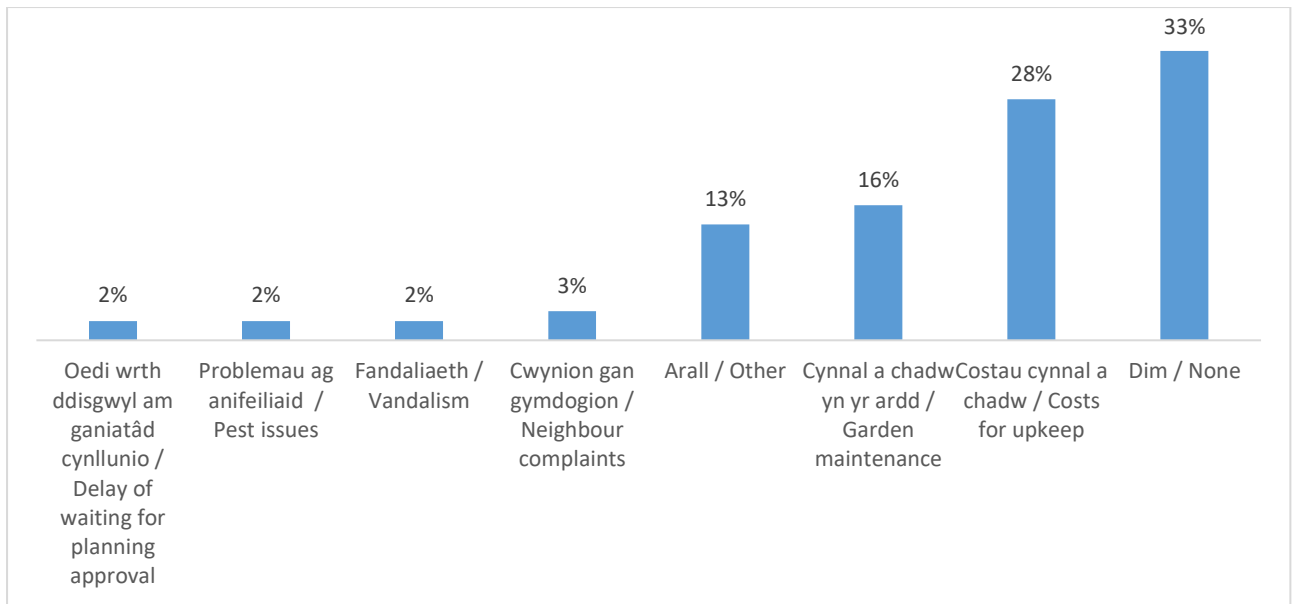


**Is the cost of repairs a factor in the property remaining empty?**



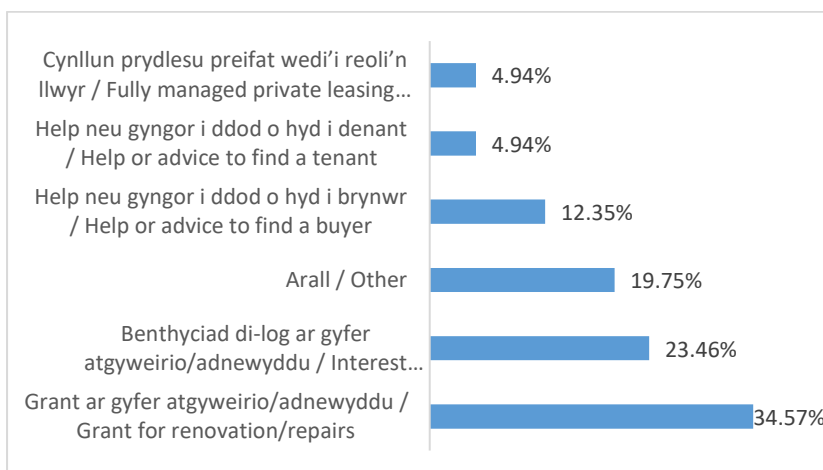
When asked if the cost of repairs is a factor in the property remaining empty, 64% respondents confirmed this was the case in their situation. 36% of owners said the cost was not a factor.

**Does the property cause any issues?**



When asked the question ‘does the property cause any issues?’, 33% of respondents confirmed that the property does not cause them any issues. 28% confirmed that the cost for upkeep was an issues for owners, this may include the Council tax premium applied. Rodents and pests and anti-social behaviour is an issue faced by 4% of the respondents. Some respondents provided ‘other’ as an answer and included comments such as “Rising cost of materials” and “difficulties in getting trades men”.

### Which of these services might encourage you to bring your property back into use?



58.02% of respondents would be encouraged by financial assistance through grant schemes and or an interest-free loan to renovate and repair their empty properties. 17.28% of respondents would require assistance in identifying a prospective buyer or a suitable tenant. 4.94% have expressed their interest in a Private Leasing scheme.



## Equality Impact Assessment Template (including the Welsh language and the Socio-Economic Duty)

Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh.

Version	Date	Summary of changes
V0.1	September 2023	

Step 1: Background	
1 - What are you assessing?	Isle of Anglesey CC Empty Homes Strategic Plan 2023-28
2 - Is this a new or existing proposal?	Replaces previous Empty Homes Strategy
3 - What are the aims and purpose of this proposal?	The Empty Homes Strategic Plan for Anglesey provides the Council's with the direction for bringing empty homes back into use on the Island and the 4 key objectives in delivering this

<b>Step 1: Background</b>		
4 - Who is responsible for the proposal you are assessing?	Housing Services- Strategy, Policy and Commissioning Unit	
5 - Who is the lead officer for this assessment?	Housing Strategy, Policy and Commissioning Manager	
6 - Who else is involved in undertaking this assessment?	Strategy, Policy and Commissioning Unit	
7 - Is the proposal related to other areas of work? For example, are there other proposals of policies that should be taken into consideration as part of this assessment?	Housing Strategy 2022-27  The Housing Strategy helps deliver the aims of the Corporate Plan.	
8 - Is the proposal relevant to how the Authority complies with the public sector general duty relating to people who are protected by the Equality Act 2010?  As a general rule, any policy that affects people is likely to be relevant across all protected groups.	The elimination of discrimination and harassment	yes
	The advancement of equality of opportunity	yes
	The fostering of good relations	yes
	The protection and promotion of human rights	yes
9 – Is the proposal a strategic decision? If so, the Socio-Economic Duty is relevant - see appendix 1.		

<b>Step 1: Background</b>	
<p>10 - Who would be affected by the proposal(s) (adversely or positively, directly or indirectly)?</p> <p><b>If this is a strategic proposal</b>, ensure that you give specific consideration to whether the proposal would affect more on people living in less favourable social and economic circumstances than others in the same society (see appendix 1)</p>	<p>Potentially all Anglesey citizens but particularly those who are vulnerable and / or who struggle to meet their housing needs in the open market. Groups that need especial consideration include older people, people with disabilities, those affected by social deprivation.</p>

<b>Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011</b>	
11 - Does this proposal ensure that the Welsh language is treated no less favourably than the English language, in accordance with the Council's Welsh Language Policy?	It encourages people to stay within their communities and on the Island
12 - Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?	It will offer people the opportunity to stay and contribute to their local communities on the Island
13 – Will this area of work proactively offer services in Welsh for users?	
14 – Is this proposal likely to protect and promote the Welsh language within communities?	We believe it will
<p>To help you to answer the questions above, the corporate <b>Impact Assessment Guidance</b> lists a series of questions which should be considered when assessing how proposals impact on the Welsh language in general. The extent to which these questions are relevant will depend on the proposal in question. However:</p>	



<b>Step 2.1: Information Gathering – Welsh Language Standards and the Welsh Language Measure (Wales) 2011</b>	
<ul style="list-style-type: none"> <li>• If you are looking at how the implementation of the Council’s key policies, strategies or guidance would affect the Welsh language; or</li> <li>• If your initial response to the above questions raises any concerns or evidence to suggest that the proposal would treat the Welsh language less favourably than the English language, or would have a detrimental impact on opportunities for people to use the Welsh language;</li> </ul> <p><b>a more comprehensive impact assessment on the Welsh language should be carried out.</b> A separate template is available on MonITor. The <b>Welsh Language Commissioner’s good practice advice document</b> is also available on MonITor to assist you further.</p>	

<b>Step 2.2: Information Gathering – Human Rights Act 1998</b>	
15 - Are there any Human Rights issues? If so, what are they? For example, could this proposal result in the failure to safeguard the right to privacy?	<p>(The 16 basic rights are listed at Appendix 2).</p> <p>The strategy would not negatively impact on Human rights.</p> <p>It should support Article 8 right to respect for private and family life through ensuring sufficient and appropriate accommodation for all households.</p>

<b>Step 2.3: Information Gathering – Well-Being of Future Generations (Wales) Act 2015</b>		
16 – Does this proposal meet any of the seven national well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015?  (Descriptions of the wellbeing goals are listed at Appendix 3)	A prosperous Wales	<b>yes</b>
	A resilient Wales	<b>yes</b>
	A healthier Wales	<b>yes</b>
	A more equal Wales	<b>yes</b>
	A Wales of cohesive communities	<b>yes</b>
	A Wales of vibrant culture and thriving Welsh language	<b>yes</b>
	A globally responsible Wales	<b>Improvements made to homes</b>

<b>Step 2.4: Information Gathering – Engagement / Consultation / Evidence / Filling gaps in information</b>	
Please see the pre-consultation and pre-engagement checklist, which is available on MonITor	
17 - What has been done to date in terms of involvement and consultation with regard to this proposal?	A questionnaire was sent all owners of empty properties which will provide a basis on how we will respond to empty properties
18 – What other information have you used to inform your assessment? Please list any reports, websites, links used etc here and include the relevant evidence in the table in Step 3 below	Information on empty homes
19 - Are there any gaps in the information collected to date? If so, how will these be addressed?	

### Step 3: Considering the potential impact and identifying mitigating action

20 – Note below any likely impact on equality for each individual group, and identify what action could be taken to reduce or improve the impact. \*For determining potential impact, please choose from the following: **Negative / Positive / No impact**

<b>Protected group</b>	<b>*Potential Impact</b>	<b>Details of the impact (including evidence to support the findings)</b>	<b>Actions to mitigate negative impact</b>
Age	<b>Positive</b>		
Disability	<b>Positive</b>		
Sex	<b>Positive</b>		

Protected group	*Potential Impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Gender Reassignment	Positive		
Pregnancy & Maternity	Positive		
Race / Ethnicity / Nationality	Positive		
Religion or Belief	Positive		
Sexual Orientation	Positive		
Marriage or Civil Partnership	Positive		
Welsh language	Positive		
Human Rights	Positive		
Any other relevant issue.			
There are clear links between equality and socio-economic issues. Discrimination against protected groups can be a direct cause of socio-economic disadvantage. If any such issues become apparent when assessing non-strategic matters, they should be given due regard and recorded under the relevant protected group, or under 'any other relevant issue' above.			

<b>Please complete this section if the proposal is a strategic matter (see appendix 1)</b>			
The Socio-Economic Duty	Potential impact	Details of the impact (including evidence to support the findings)	Actions to mitigate negative impact
Is the proposal likely to cause any inequalities of outcome resulting from socio-economic disadvantage?	Low impact		

#### Step 4 – Outcome of the assessment

There are four possible outcomes – bear these in mind when completing the next section:

- **No major change** - The assessment demonstrates the proposal is robust; there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.
- **Adjust the proposal** - The assessment identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote equality.
- **Continue the proposal** - The assessment identifies the potential for adverse impact or missed opportunities to promote equality. Clearly set out the justifications for continuing with it. The justification should be included in the assessment and must be in line with the duty to have due regard. For the most important relevant proposals, compelling reasons will be needed.
- **Stop and remove the proposal** - The proposal shows actual or potential unlawful discrimination. It must be stopped and removed or changed. (The codes of practice and guidance on each of the public sector duties on the Commission’s website provide information about what constitutes unlawful discrimination.)

<b>Step 4: Outcome of the assessment</b>	
21 - Note the impacts identified and how it is intended to mitigate any negative impact in terms of equality, the Welsh language and, if relevant, socio-economic disadvantage (ie a summary of the table/s in step 3)	<b>No major change</b>
22 - Describe any actions taken to maximise the opportunity to promote equality and the Welsh language, the goals of the Well-being of Future Generations (Wales) Act 2015 (sustainability) and, if relevant, ensure better outcomes for those facing economic disadvantage.	<b>No major change</b>
23 - Would any aspect of the proposal contravene the wellbeing goals of the Well-being of Future Generations (Wales) Act 2015?	<b>No major change</b>
24 – Is there a need to look at what could be done differently, or to reconsider the entire proposal as a result of conducting this assessment?	<b>No major change</b>

<b>Step 4: Outcome of the assessment</b>	
(Evidence of negative impact could render the proposal or decision unlawful. If you have identified negative impact, you should consider at this stage whether it is possible to proceed with the proposal).	
25 - Is there a strategy for dealing with any unavoidable but not unlawful negative impacts that cannot be mitigated?	
26 - Will the proposal be adopted / forwarded for approval? Who will be the decision-maker?	It will be approved by The Executive
27 - Are there monitoring arrangements in place? What are they?	Review within 2 years

### Step 5: Action Plan

Please detail any actions that are planned following completion of your assessment. You should include any changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or to carry out further research.

Ref	Proposed actions	Lead officer	Timescale

## Appendix 1 – A More Equal Wales – The Socio-Economic Duty (Commencement date of the Duty: 31 March 2021)

### What is the Duty?

The general aim of the duty is to ensure better outcomes for those suffering socio-economic disadvantage. When making strategic decisions such as deciding priorities and setting objectives, due regard must be given to the need to reduce the inequalities of outcome resulting from socio-economic disadvantage.

### Who is likely to experience socio-economic disadvantage?

Socio-economic disadvantage can be disproportionate in both ‘communities of interest’ and ‘communities of place’, leading to inequality of outcome, which can be further exasperated when considering ‘intersectionality’:

**Communities of interest** – groups who share an experience, eg homelessness; or people who share an identity, eg lone parents, carers. Also those who share one or more of the protected characteristics listed in the Equality Act 2010.

**Communities of place** – people who are linked together because of where they live, work, visit or spend a substantial portion of their time there.

**Intersectionality** - crucially, this is about understanding the way in which a combination of characteristics such as gender, race or class, can produce unique and often multiple experiences of disadvantage in certain situations. One form of discrimination cannot and should not be understood in isolation from other forms. A truly intersectional approach ensures that this does not happen.

### When will the Duty be relevant?

When making **strategic decisions**. The Welsh Government has provided some examples of strategic decisions (this is not an exhaustive list):

- Strategic directive and intent.
- Strategies developed at Regional Partnership Boards and Public Service Boards which impact on public bodies’ functions.
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans).
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy).
- Changes to and development of public services.
- Strategic financial planning.
- Major procurement and commissioning decisions.
- Strategic policy development

**Further details can be found in the corporate equality impact assessment guidance.**

## Appendix 2 – Human Rights

Human rights are rights and freedoms that belong to all individuals, regardless of their nationality and citizenship. There are 16 basic rights in the Human Rights Act – all taken from the European Convention on Human Rights. For the purposes of the Act, they are known as ‘the Convention Rights’. They are listed below:

(Article 1 is introductory and is not incorporated into the Human Rights Act)

- Article 2: The right to life
- Article 3: Prohibition of torture
- Article 4: Prohibition of slavery and forced labour
- Article 5: Right to liberty and security
- Article 6: Right to a fair trial
- Article 7: No punishment without law
- Article 8: Right to respect for private and family life
- Article 9: Freedom of thought, conscience and religion
- Article 10: Freedom of expression
- Article 11: Freedom of assembly and association
- Article 12: Right to marry
- Article 14: Prohibition of discrimination
- Article 1 of Protocol 1: Protection of property
- Article 2 of Protocol 1: Right to education
- Article 3 of Protocol 1: Right to free elections
- Article 1 of Protocol 13: Abolition of the death penalty

### **Appendix 3 - Well-being of Future Generations (Wales) Act 2015**

This Act is about improving the social, economic, environmental and cultural well-being of Wales. Public bodies need to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future. The Act puts in place seven well-being goals:

**A prosperous Wales:**

An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.

**A resilient Wales:**

A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).

**A healthier Wales:**

A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.

**A more equal Wales:**

A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).

**A Wales of cohesive communities:**

Attractive, viable, safe and well-connected communities.

**A Wales of vibrant culture and thriving Welsh language:**

A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.

**A globally responsible Wales:**

A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.



# Isle of Anglesey County Council - Welsh Language Impact Assessment Template

## Issues to consider with regard to the Welsh Language

The corporate equality impact assessment template includes specific questions about the impact of decisions on the Welsh language (questions 11-14). The extent to which these questions are relevant will depend on the proposal in question.

However:

- If you are looking at how the implementation of the Council’s key policies, strategies or guidance would affect the Welsh language; or
- If your initial response to the above questions raises any concerns or evidence to suggest that the proposal would treat the Welsh language less favourably than the English language, or would have a detrimental impact on opportunities for people to use the Welsh language;

**a more comprehensive impact assessment on the Welsh language should be carried out.** Please complete this template and attach to your equality impact assessment on the same proposal.

The **Welsh Language Commissioner’s good practice advice document** is also available on MonITor to assist you further.

<b>What is being assessed?</b>	<b>Empty Homes Strategic Plan 2023-28</b>
<b>Who is carrying out this assessment?</b>	<b>Housing Services – Strategic Plan, Commissioning and Policy</b>
<b>Assessment completion date</b>	<b>September 2023</b>

# Isle of Anglesey County Council - Welsh Language Impact Assessment Template

<b>1 - Compliance with the Welsh Language Policy</b>	
<p>1.1 Is the proposal influential in terms of dealing with the Welsh-speaking public?</p> <ul style="list-style-type: none"> <li>• Will activities such as corresponding by letter, communicating by telephone, public meetings and other meetings comply with the language policy?</li> <li>• Will any new IT development comply with the policy?</li> </ul>	<p>No Housing Services offer a bilingual service and works with partners who offer a bilingual services</p>
<p>1.2 Is the proposal likely to impact upon the public image of the organisation?</p> <ul style="list-style-type: none"> <li>• Will all signs comply with the language policy?</li> <li>• Will publications and forms be compliant?</li> <li>• Will any publicity material or marketing campaigns comply?</li> <li>• Will staff recruitment advertisements comply?</li> <li>•</li> </ul>	<p>Yes, any material relating to this Strategic Plan will be published bilingually</p>
<p>1.3 Is the proposal likely to have an impact upon the implementation of the language policy?</p> <ul style="list-style-type: none"> <li>• Will the proposal create new jobs?</li> <li>• Will the staffing arrangements facilitate the implementation of the language policy?</li> <li>• Will the proposal offer training through the medium of Welsh?</li> <li>• Will any arrangements with third parties comply with the</li> </ul>	<p>Yes, refurbishment of empty homes enables local contractors to obtain work which could lead to work opportunities on the Island</p>

# Isle of Anglesey County Council - Welsh Language Impact Assessment Template

<b>1 - Compliance with the Welsh Language Policy</b>	
language policy? <ul style="list-style-type: none"> <li>• Will the proposal include any targets or indicators relating to the language?</li> <li>• How will performance be monitored and measured?</li> </ul>	

<b>2 - Effect on Welsh speaking users</b>	
2.1 Will the proposal offer a language choice for users?  <ul style="list-style-type: none"> <li>• Will it be possible for users to receive any part of the service in Welsh?</li> </ul>	Yes, in accordance with the Council's Policy
2.2 If there a risk for the proposal to discriminate against Welsh speaking service users?  <ul style="list-style-type: none"> <li>• Have the needs of Welsh speakers been considered in the proposal?</li> <li>• Are Welsh speakers likely to receive the same standard of service as provided in English?</li> <li>• Are Welsh language arrangements likely to lead to a delay in the service?</li> </ul>	No new service is created as it is a Strategic Plan
2.3 Is the proposal likely to make Welsh more visible?  <ul style="list-style-type: none"> <li>• Is it likely to increase use of the language by producing Welsh</li> </ul>	No new service is created as it is a Strategic Plan

## Isle of Anglesey County Council - Welsh Language Impact Assessment Template

<b>2 - Effect on Welsh speaking users</b>	
language materials and signs?  <ul style="list-style-type: none"> <li>Is it likely to influence others to make more use of Welsh, for example businesses?</li> </ul>	No
2.4 Will the Welsh language service in relation to the proposal be accessible?  <ul style="list-style-type: none"> <li>Will the service be as accessible in Welsh as in English?</li> <li>Will the services be available at the same time?</li> </ul>	Yes, in accordance with the Council's Policy

<b>3 - Effect on Welsh speaking communities</b>	
3.1 Is the proposal likely to contribute towards safeguarding Welsh in communities?  <ul style="list-style-type: none"> <li>Is it likely to contribute towards efforts to tackle the challenges of demographic change and migration - such as providing opportunities for young people to stay in their communities?</li> <li>Is it likely to contribute towards the local economy in Welsh speaking areas?</li> <li>Will it provide Welsh medium services - such as child-minding services?</li> </ul>	<p>This Strategic Plan complements our Housing Strategy and Welsh Language Promotion Strategy which promotes the opportunity for people to stay within their communities and on the Island by offering a range of different initiatives.</p> <p>According to the Census, the percentage of Welsh speakers in the population aged 16-64 (working age) fell by 27.1%, a decrease of 8% in Welsh speakers aged 3-15; but a 16% increase in the percentage of Welsh speakers over the age of 65. This means that it is extremely important to hold on to young families, encourage Welsh speakers who have moved away to return to the area and encourage individuals to learn Welsh in order to at least maintain the language. Providing housing that is affordable enough and of the right kind to address the need in the local area and in a Local Service Centre (which is a sustainable location to live in) is an important way of doing this.</p>

# Isle of Anglesey County Council - Welsh Language Impact Assessment Template

<b>3 - Effect on Welsh speaking communities</b>	
<p>3.2 Does the proposal take steps to promote and facilitate the Welsh language?</p> <ul style="list-style-type: none"> <li>• Does the proposal contribute towards Welsh medium community activities?</li> <li>• Does it offer opportunities for young people to use Welsh outside school hours?</li> <li>• Does it offer a new service that will also be available in Welsh – for example leisure or sporting activities and provision?</li> <li>• Does it contribute or add value to other activities relating to language, such as the work of the local Welsh language initiative (Menter Iaith), the Urdd etc.</li> </ul>	<p>No new service is created as it is a Strategic Plan</p>

<b>4 - Contribution towards Welsh language standards, language policies, strategies and other relevant guidance relating to the Welsh language</b>	
<p>4.1 The language policies of partner organisations or nearby public bodies:</p> <ul style="list-style-type: none"> <li>• Is the authority working in partnership on the proposal?</li> <li>• Which other organisations are likely to be affected by the development?</li> <li>• Do those organisations have Welsh language standards or language policies?</li> <li>• Does the proposal contribute towards these schemes?</li> </ul>	<p>No new service is created as it is a Strategic Plan</p>

## Isle of Anglesey County Council - Welsh Language Impact Assessment Template

<b>4 - Contribution towards Welsh language standards, language policies, strategies and other relevant guidance relating to the Welsh language</b>	
<p>4.2 Relevant Welsh language strategies:</p> <ul style="list-style-type: none"> <li>• Will the proposal contribute towards the Anglesey Welsh Language Strategic Forum’s Welsh Language Strategic Plan 2016 – 2021 which was adopted by this Council in September 2016?</li> <li>• How does the proposal contribute towards the vision of the Assembly Government for one million Welsh speakers by 2050?</li> </ul>	<p>Yes, it will offer opportunities for people to have access to housing within their communities and the Island. See 3.1 above.</p>

<b>5 – The impacts identified and assessed</b>	
5.1 What impacts and effects have you identified (ie summary of the responses to the above questions) together with the probability and likely severity/ significance of impact? How do you plan to address these impacts in order to improve the outcomes for the Welsh language? Detail mitigation measures/ alternative options to reduce adverse impacts and increase positive outcomes:	
Positive impact	Opportunities for people to have access to housing through a range of initiatives
Adverse impact	No adverse impact identified
Opportunities to promote the Welsh language e.g. status, use of Welsh language services, use of Welsh in everyday life, Welsh at work increased?	Any service that is provided in relation to the Strategic Plan will be provided in Welsh in accordance with Welsh language

## Isle of Anglesey County Council - Welsh Language Impact Assessment Template

<b>5 – The impacts identified and assessed</b>	
	standards and the Council's Welsh language policy
Evidence / data used to support your assessment:	2011 Census data about the number of Welsh speakers by age

<b>6 - Consultation</b>	
6.1 During consultation, what questions do you wish to ask about the Welsh Language Impacts?  Guidance has been included in the pre-consultation and pre-engagement checklist, which is available on MonITor	We have completed an Impact Assessment on the positive and negative impact on Equality and the Welsh Language. In your opinion, have we missed anything?
6.2 With whom are you consulting? How are Welsh language interest groups likely to respond?	Consultation with empty homes owners
6.3 Following consultation, what changes have you made to address language issues raised?	No changes

<b>7 – Post consultation, final proposals and ongoing monitoring</b>	
7.1 Summarise your final decisions, list the likely effects on the Welsh language and how you will promote/ mitigate these. Record your compliance with the Welsh language standards.  You will need to refer to this summary in the equality impact	No negative impact identified

## Isle of Anglesey County Council - Welsh Language Impact Assessment Template

<b>7 – Post consultation, final proposals and ongoing monitoring</b>	
assessment template (Step 4 – result of the assessment)	
7.2 How will you monitor the ongoing effects during the implementation of the policy?	<b>The action plan at the end of the equality impact assessment template should be used to note any actions planned following completion of the assessment.</b>



<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	21 <sup>st</sup> November 2023
<b>Subject:</b>	Social Services Journey Progress Report
<b>Purpose of Report:</b>	Update Members on progress to date as regards our Social Services journey
<b>Scrutiny Chair:</b>	Cllr Douglas Fowlie
<b>Portfolio Holder(s):</b>	Cllr Gary Pritchard, Deputy Leader and Portfolio Holder for Children, Youth and Housing Service Cllr Alun Roberts, Portfolio Holder for Adults' Services and Community Safety
<b>Head of Service:</b>	Fôn Roberts, Director of Social Services, and Head of Children & Families Services Arwel Wyn Owen, Head of Adults' Services
<b>Report Author:</b> <b>Tel:</b> <b>Email:</b>	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>To provide an overview of recent progress in Social Services.</p> <p><b>Purpose of report is to highlight progress in:</b></p> <ul style="list-style-type: none"> <li>• <b>Children and Families Services.</b></li> <li>• <b>Adults' Services.</b></li> </ul> <p><b>Recommendations:</b></p> <ol style="list-style-type: none"> <li><b>1. The Corporate Scrutiny Committee is offered reassurance that the continued progress made by Social Services is reasonable and timely</b></li> <li><b>2. Recommend to the Executive that progress and pace of improvements in Social Services are timely and adequate.</b></li> </ol>

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
Direct link to the Council Plan: 2023-2028 - Social Care and Wellbeing is one of the 6 key objectives.

<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]**

Risks are managed and reviewed on a regular basis within both Adults Services and Children and Families Services, both with our Corporate Insurance Officer as well as internal and external inspectors, and seeks to give members reassurance of the improvements made.

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

This report seeks to reassure Members of the Scrutiny Committee that we have developed and Quality Assurance process, which has been recognised by CIW Performance Evaluation review inspection.

**3.5 Looking at plans and proposals from a perspective of:**

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

**[focus on wellbeing]**

**4 - Key Scrutiny Questions**

1. To what extent is the Scrutiny Committee satisfied with the direction of travel and pace of progress to date in Social Services?
2. The report highlights areas of good practice in Social Services recognised nationally. What arrangements are in hand to recognise these achievements within the Service?
3. What workstreams will be a priority for the Social Services Scrutiny Panel over the next period?

**5 – Background / Context****Children's and Families Service:****1. Trauma Informed Island**

Work continues in relation to our aim for Anglesey to become a Trauma Informed Island. We continue to be training staff and partners in this field and will be embarking on a community training plan during 2023-2025. We have also been successful in our SPF bid in relation to supporting this strategy.

In addition to this, Public Health Wales visited Anglesey in July to carry out a detailed case study of effective practice across education, Children and Family Services, Foster Carers and Partners. The good practice guide will be published in October and Anglesey is the only local authority in Wales to be featured leading the way.

We also represented the local authority during a national Trauma Informed event in Cardiff on 24<sup>th</sup> April 2023 and showcased the progress in Anglesey and impact to date.

## **2. Virtual Schools Model**

Sir Alasdair McDonald and Sue Roberts presented their overview of the progress made to date by the Isle of Anglesey Council in a recent joint meeting of the Social Services and Education Scrutiny Panels. Following this, Sir Alasdair facilitated a working group with Senior Managers from Education and the Children & Family Services looking at the integrated service. Further work will be completed during the next quarter. We have also appointed an Advisor Teacher for Looked After Children to the integrated service and the focus of her work will be to improve the quality of the education plans, support and provision for our Looked After Children.

## **3. Fostering Excellence Awards: 2023**

Maethu Cymru Môn are proud to have won two awards at the Fostering Excellence Awards 2023, awarded by the Fostering Network.

We have been successful in both "*The Fostering Network Award for Kinship Carers*" and "*The Fostering Network Award for a Social Work Team*" categories.

The Team award is particularly special as we were nominated by Foster Carers of the Anglesey Foster Care Association (AFCA). This confirms our view that the Maethu Môn Foster Team enjoy a strong working relationship with our Foster Carers.

Team representatives received the Awards on 17th of October 2023 at an event at the Birmingham Repertory Theatre.

## **4. Youth Service**

This year was the first year that our Youth Service offered Summer activities on Anglesey. We ran 120 overall sessions (with a range of activities) in 5 secondary schools geographical area and Bryngwran with a total of children attending over the summer months. Activities varied from Expressive Arts, Games, Sports and STEM with all children preparing their own lunch. Comments from children "It was fun and cool", "I made new friends and looking forward to starting in my new secondary school". The summer activities were funded by grant money.

## **Adults Services:**

### **5. Learning Disabilities Day Services Engagement**

People with Learning Disability and their families who use Day Services in the Holyhead area have been given the opportunity to express their opinion of the service. A questionnaire was sent to all who use the service asking what their thoughts were about how the activities had developed over the last two years since the COVID pandemic, and how they would like to see the service develop in the future'. People's views will be used to steer development proposals for the service and a formal consultation on the proposals will take place by the end of 2023.

### **6. Domiciliary Care Contract**

Along with our partners in BCUHB, we have re-tendered our external homecare earlier this year, in line with our Community Resource Team (CRTs) patches – Holyhead, Llangefni and Llanfair. As a result of the tender evaluation, a contract was awarded to two of the three patches. We will now be working with our internal and external colleagues to review our options in terms of the Holyhead area.

### **7. Visit by Eluned Morgan, Minister for Health and Social Care**

It was a privilege to welcome the Minister for Health and Social Care, Eluned Morgan to the Anglesey Dementia Centre located at the Glanhwfa Centre, Llangefni (Capel Moreia). The Minister had the opportunity to see the development and get a taste of the activities that take place within the Centre. There was also an opportunity to discuss the vision for next steps with senior County Council officials, Elected Members and key partners. See pictures below:



## 8. Age Friendly Communities

In June we received confirmation that Anglesey has officially joined the World Health Organisation's Network of Age Friendly Communities and Cities.

A second set of Local Older People's Forums were held in June in Brynsiencyn, Bodedern, Gwalchmai, Benllech, Llannerchymedd, and Bodorgan, with a total of 80 attendees. Forums give people the chance to access information, share any barriers they're facing, and listen to presentations by guest speakers. Guest Speakers for June included Môn Actif, Medrwn Môn, Carers Trust, Age Cymru HOPE, and the Library Service.

The first Island-Wide Older People's Forum of the year was held in M-SParc, Gaerwen on the 4<sup>th</sup> of July. There were 58 attendees representing over 30 different groups and organisations supporting older people on Anglesey. The Forum's theme was Communication and Engagement and featured presentations by Digital Communities Wales and Medrwn Môn.

### **9. Age Friendly Anglesey Newsletter Issue 1**

We have published the first issue of the Age Friendly Anglesey Newsletter, which is packed with useful information to help people age well on Anglesey.

## **Social Services**

### **10. Social Services Annual Complaints Report 2022-23**

Social Services are required to provide a statutory Representations and Complaints Procedure, under the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014.

There is a further obligation to produce an Annual Report on the operation of the Representations and Complaints Procedure and present it to the relevant Local Authority Scrutiny Committee so that it is able to scrutinise and monitor the arrangements for dealing effectively with complaints received from service users and their representatives.

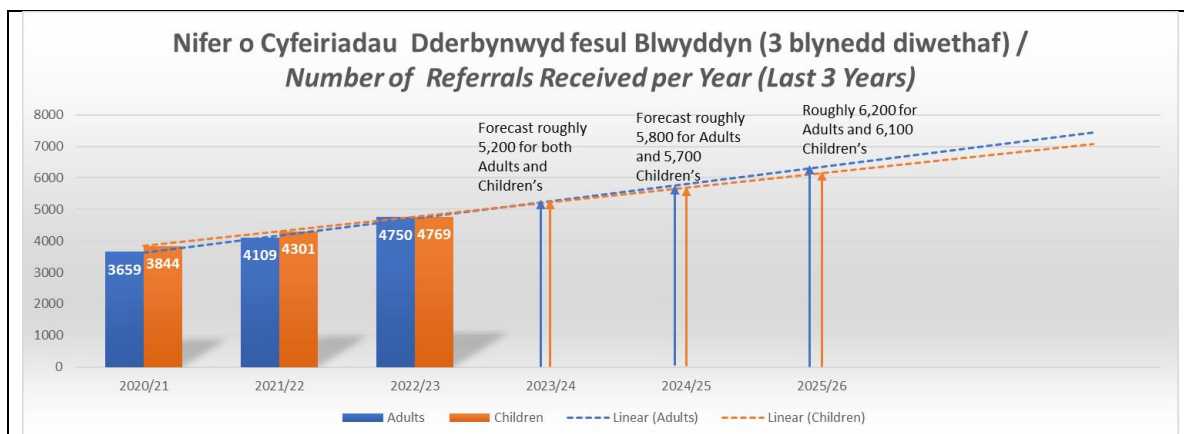
The Report was shared with the Social Services Scrutiny Panel on 12<sup>th</sup> October 2023 for challenge and discussion and as such is being shared with the Scrutiny Committee for further oversight and information.

### **11. Capacity and Staffing**

The Recruitment of care home, community care staff and residential staff continues to be a challenge. This is consistent with other Local Authorities across Wales and we locally continue to work with Coleg Menai and hold recruitment event in the community in an effort to address our recruitment needs.

### **12. Demand and Funding**

There has been a significant rise in the demand for both Children and Families Services and Adults Services and that demand is increasing.



We are working with partners to look at how we can manage the demand differently, however, as the service demand is statutory it is difficult to see how we can meet the increase demand differently.

Also, we (as all other Welsh Local Authorities) are forecasting to overspend during 2023/24. The increase on demand, complexity of cases and inflation and service costs is all having an impact and contributing to the overspend. We are fully utilising any grant monies and considering service delivery where possible to see if there are different ways which may be cost effective in terms of service delivery.

**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.

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

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

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

All our Services are offered and available through the medium of Welsh, as is this report.

**7 – Financial Implications**

Not Relevant.

**8 – Appendices:**

Social Services Complaints Annual Report 2022-23

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



## **Social Services – Children and Family Services and Adult Services**

### ***‘Listening and Learning from Complaints’***

## **SOCIAL SERVICES REPRESENTATIONS AND COMPLAINTS PROCEDURE**

## **ANNUAL REPORT - 2022/23**



## Summary of Key Points

This report shows that during 2022/23:

- The number of negative comments / concerns logged decreased compared to the previous year (from 65 to 55).
- The number of complaints logged decreased compared with the previous year (Stage 1 from 41 to 27, Stage 2 from 9 to 6).
- The number of compliments logged decreased compared to the previous year (from 229 to 192).
- Both services continue to analyse the learning points from complaints and compliments to take actions to improve services and practice for the future, such as reviewing protocols, policies and systems, staff training, and setting practice expectations.

### 1. INTRODUCTION

- 1.1 This report refers to the way the Social Services Representations and Complaints Procedure was implemented within Children and Family Services and Adult Services during the period from April 2022 until the end of March 2023.
- 1.2 The Social Services Customer Care, Complaints and Information Manager is a new post which was filled 27 February 2023. The purpose of the role is to ensure an effective complaint and information management function within the service in line with statutory requirements and relevant local authority policies and procedures. As the designated complaints officer, the officer is a member of the Safeguarding and Quality Unit of Social Services and was responsible for the coordination of the Representations and Complaints Procedure during this reporting period. The Complaints Officer is accountable to the Director of Social Services and is managed on the Director's behalf by the Service Manager for Safeguarding and Quality.
- 1.3 The Complaints Officer is responsible for:
- Co-ordinating the service arrangements in order to comply with the Representations and Complaints Procedure.
  - Recording complaints and positive and negative comments from service users and their representatives.
  - Monitoring the response to complaints within timescales specified in regulations for dealing with complaints under Stage 1 of the procedure.
  - Co-ordinating investigations by independent investigators into formal complaints under Stage 2 of the procedure.
  - Ensuring that a formal written response together with a copy of the independent investigation report (or summary of its outcome) is sent to the complainant within the timescale of 25 working days under Stage 2 of the procedure, keeping the complainant informed if any delay is anticipated.
  - Co-ordinating responses by Social Services to inquiries made by the Office of the Public Services Ombudsman for Wales in relation to complaints about Social Services matters.

- Monitoring Action Plans to ensure that lessons are learnt from complaints in order to improve the quality of services.
- Developing the internal Representations and Complaints Procedure.
- Ensuring that information is available in order to facilitate access to the Representations and Complaints Procedure for service users and their representatives.
- Providing training and support to promote understanding of the function of the Representations and Complaints Procedure amongst Social Services staff.

## 2. Positive and Negative Comments

### 2.1 Positive Comments

2.1.1 A total of 192 positive comments were recorded during the year (67 for Children and Family Services and 125 for Adult Services). This is a decrease on the total of 229 recorded in 2021/22: and the decrease was seen across both services.

2.1.2 Of the 67 positive comments received by Children and Family Services in 2022/23, 19 were from professionals external to the Service, while 48 were from service users, their representatives or family members, or foster carers. Of the 125 positive comments received by Adult Services, 16 were from professionals external to the Service, while 109 were from service users or their family members. The positive comments are categorised in the table below.

**Table 1**

<b>POSITIVE COMMENTS</b>			
<b>Children and Family Services</b>		<b>Adult Services</b>	
Môn 1	6	Residential Care	67
Môn 2	3	Community Resource Teams	30
Môn 3	3	Learning Disabilities Team	6
Môn 4	2	Teulu Môn	2
Môn 5	4	Client Finance	1
Môn 6	4	Môn Care & Reablement	16

Integrated Education & Wellbeing Support Team	2	Quality and Safeguarding Unit	1
Integrated Family Support Service / Resilient Families	11	Positive comments regarding more than one team or the Service generally	3
Specialist Children's Services	1		
Child Placement Team	2		
Community Support Services	1		
Team Around the Family	15		
Safeguarding and Quality Unit	5		
Cartrefi Clyd	1		
Positive comments regarding more than one team or the service generally	7		
<b>Total</b>	<b>67</b>	<b>Total</b>	<b>125</b>

### 2.1.3 Identified themes are:

- Highly positive views of individual members of staff.
- Appreciation of supportive and helpful services.
- Services having a significant positive impact on/for family.
- Appreciation of learning opportunities provided by Children and Family Services.
- High quality work in relation to court proceedings.
- Staff developing positive relationships with service users.
- High quality care and kindness shown in residential homes.
- High quality care and kindness shown by Môn Care and Reablement

### 2.1.4 Examples of positive comments received are as follows:

*"The family felt that the way [Independent Safeguarding and Reviewing Officer] held the conference and the way she spoke to the child made a massive difference to his*

confidence and his ability to engage in the process. He was for the first time able to share his thoughts and feelings with other people. The family felt so proud of him after this conference and feel [ISRO} made all the difference. The child later said that he felt [ISRO] had listened to him, and he felt protected in being able to share his views. **Safeguarding and Quality Unit**

The family have also complimented [Social Worker]. The family said that for the first time the child felt he could relate to a professional, because [SW] took the time to listen to him about his feelings and experiences, took him seriously and this made him feel validated. **Children and Families Social Worker**

The family reported that the child's confidence has come a long way and feel professionals like [ISRO] and [SW] have made a massive difference. They said 'we can't say enough about them we think they are amazing' - **Safeguarding and Quality Unit and Children and Families Social Worker**

"You have made a difference in getting our lives back on track. You have helped us to achieve our goals and overcome our anxiety by being so professional ... you have made us feel proud of ourselves for where we are now to where we are when you first visited... You have got an approachable attitude to families you support and understand them... You have a way of calming someone in a stressful situation. I have experienced that side of you and you made me feel confident again. Thank you very much for your support and your faith in us." - **Resilient Families**

"[Young person] wanted me to tell [Looked After Children Education Officer] that he is extremely thankful for all her hard work around his education and for getting him back into school. He was extremely complimentary of her and asked me to pass on the message." - **Integrated Education and Wellbeing Support Team**

"TAF have been amazing. The TAF Support Worker has spent time discussing + advising us on how to help family life. She has also been an amazing support to our daughters" - **TAF**

"The mother asked to feedback that she has been impressed by the service that she has received from Childrens and Family Services during this period of intervention. She has been overwhelmed by the level of support from Social Worker" – **Children and Families Social Worker**

"I just wanted to let you know how much I appreciate the way you cared for [service user]... I know she was happy at Garreglwyd. It was a lovely touch that a member of staff was present at her funeral.... You always had time to speak on the telephone and made my visits during Covid easier"- **Garreglwyd**

"I can honestly say that I have been the most luckiest person to have been allocated Mon Carers... I have had a great working relationship with [Homecare Co-ordinator] and I feel she has always done her upppermost to help me... [HC] has always been

*there to help and advice and I can see she works extremely hard and is dedicated to her job and the team. The carers are all really good at their jobs, and very friendly and helpful, but I would love for some personal recognition to be given to [ 2 cares].*

*These two ladies are a huge credit to your organisation, I'm sure they have taken on board every bit of dementia training they have received, they know exactly how to treat mum to get the best out of her when doing personal care... It's a joy to walk into the house and hear them both singing Welsh songs and hymns as they are aware the sound calms her and from what I read about people living with dementia they can still interact slightly when they hear tunes ... because [both have] been coming to the house for years they understand exactly how to coax her into a more relaxed state so they can carry on with their job easily. It is a delight for me to see mum's face light up with slight recognition when they both start chatting to her, and they seem to manage to get her to have a giggle regularly... I can honestly say that these two ladies have made my life as the unpaid "carer" so much easier over the last few years, the job for them is far more than just a paid position, they have become part of my extended family, and I'm perfectly sure when they leave mum's house and go onto their next client they will conduct themselves in exactly the way... I'd like to say these two ladies are amazing ... If there was such a thing as a "Carer of the Year" trophy these two amazing women would win hands down. Thank you to your organisation for all the help I've had, it's appreciated more than you can ever believe" – **Môn Homecare***

*"Dim ond nodyn bach i longyfarch y staff Reablement .Mae'r genod i gyd di bod yn cefn enfawr i ni fel teulu. Mae'r gofal prydlondeb ers 7 wythnos i fy rhieni wedi bod yn arbenig !!! Mae'r genod i gyd wedi neud mwy nar gofyn ar gofal yn werth chweil !!!! A wnewch plis rhoi y negas ir genod a llongyfarchiadau am wasanaeth a staff mor mor arbenig o ofalus clen a barod i helpu. Diolch o galon" – **Reablement***

*"I just wanted to thank you for ensuring that [service user] got the quality of care I wanted for her and she deserved. I know you put a lot of effort into getting her moved and settled in such a great place. I am so grateful. Not only good for [service user], it meant I could enjoy the time I spent with [service user], knowing she was in a good place. Again thanks"– **Learning Disability***

## **2.2 Negative Comments / Concerns**

2.2.1 Sometimes it is possible to resolve a concern by the end of the next working day. In which case it does not need to be logged as a complaint under Stage 1 of the Representations and Complaints Procedure. Also, the service user may state that they do not wish to make an official complaint under Stage 1 or Stage 2 of the same Procedure.

2.2.2 A total of 55 negative comments / concerns were logged during the year, 32 for Children and Family Services and 23 for Adult Services. This was a decrease on the previous year's total of 65.

- 2.2.3 Some of the complaints in relation to Children and Families Services are about safeguarding decisions made by the Service and may concern decisions which the complainant did not agree with. Whilst the Service will look into such concerns where they are eligible, caution should be taken when comparing practice groups, teams and services, due to the diverse nature of the work that they carry out.
- 2.2.4 At other times, concerns are received which relate to historical matters, or other matters which are not eligible for investigation under the Representations and Complaints Procedure, though a response of some kind may still sometimes be made if appropriate. For some concerns, it is not possible to respond under the Representations and Complaints Procedure if to do so would prejudice ongoing legal proceedings or child / adult protection enquires. Therefore, these are logged as negative comments, but the complainant is informed of the right to resubmit a complaint once the concurrent proceedings/ enquires. have concluded if they so wish.
- 2.2.5 The 55 negative comments are categorised in Table 2 below. For some practice groups/ teams, no negative comments / concerns were recorded.

**Table 2**

<b>NEGATIVE COMMENTS / CONCERNS</b>			
<b>Children and Family Services</b>		<b>Adult Services</b>	
Môn 1	1	Telecare	2
Môn 2	2	Community Resource Teams	9
Môn 3	3	Residential Care	2
Môn 4	7	Negative comments about more than one team / no team specified	1
Môn 5	6	Learning Disabilities	4
Môn 6	1	Teulu Môn	3
Community Support Services	1	Community Mental Health Team	1
Management	1	Quality and Safeguarding Unit	1

Teulu Môn	2		
Specialist Children Services	5		
Negative comments about more than one team / no team specified, including historical concerns	3		
<b>Total</b>	<b>32</b>	<b>Total</b>	<b>23</b>

### 3. Stage 1 Complaints – Local Resolution

3.1 Table 3 below summarises the number of complaints received over the last ten years by Adult Services and Children and Family Services under Stage 1 and Stage 2 of the Social Services Representations and Complaints Procedure.

**Table 3**

Year	Stage 1 Adult Services	Stage 1 Children and Family Services	Stage 1 Total	Stage 2 Adult Services	Stage 2 Children and Family Services	Stage 2 Total
2013/14	24	26	<b>50</b>	5	6	<b>11</b>
2014/15	17	20	<b>37</b>	2	5	<b>7</b>
2015/16	24	29	<b>53</b>	4	1	<b>5</b>
2016/17	8	46	<b>54</b>	2	3	<b>5</b>
2017/18	13	38	<b>51</b>	4	5	<b>9</b>
2018/19	14	30	<b>44</b>	6	2	<b>8</b>
2019/20	5	32	<b>37</b>	0	7	<b>7</b>
2020/21	6	18	<b>24</b>	0	6	<b>6</b>
2021/22	17	24	<b>41</b>	4	5	<b>9</b>
2022/23	10	17	<b>27</b>	1	5	<b>6</b>

3.2 Table 3 shows that the number of complaints recorded under Stage 1 of the procedure has decreased compared with the number of complaints received the previous year for Children and Family Services.

- 3.3 There was a decrease in the number of Stage 2 complaints for Adults Services compared with the previous year. The Stage 2 complaints logged for Children and Family Services remained the same compared to the previous year. The figures over the last 10 years for Stage 2 complaints show the figures fluctuating from year to year. There is consistency in that most complaints have been resolved under Stage 1.
- 3.4 Of the 27 Stage 1 complaints received, all but one was acknowledged either orally or in writing within 2 working days.
- 3.5 The table below illustrates the services' performance in relation to responding to Stage 1 Complaints within statutory timescales. It is expected that complainants are offered discussions to resolve their complaints within 10 working days of the complaint being acknowledged. A response letter to confirm the terms of the resolution of their complaint should be sent within 5 working days of that discussion.

**Table 4**

	Children's Services		Adult Services	
	Discussion	Written response	Discussion	Written response
<b>Percentage within timescale</b>	88%  (15 out of 17)	71%  (12 out of 17)  An extended timescale was agreed with the complainant for 3 of the 5 responses which were sent out of timescale.	50%  (5 out of 10)	60%  (6 out of 10)  An extended timescale was agreed with the complainant for 2 of the 4 responses which were sent out of timescale.

- 3.7 For Children and Families Services the data shows: -
- a decrease in the proportion of discussions offered within timescale (compared to 92% the previous year)
  - an increase in the proportion of written responses sent within timescale (compared to 67% the previous year).

For Adult Services, the data shows: -

- a decrease in the proportion of discussions offered within timescale (from 94% the previous year)
- a decrease in the proportion of written responses within timescale decreased (from 65% the previous year).



The Service recognises the need to improve these figures and the importance of meeting deadlines and committed to reach necessary targets. It can be challenging to complete a full written response within 5 working days of the discussion with the complainant, particularly if the complaint is very complex, the complainant has raised new matters during the discussion, or we need to seek information from other agencies or services. Sometimes there may be more than one service or agency involved, which can make it more difficult to adhere to the timescales. Where the full response is delayed because information is required from other agencies or services, an interim written response may be sent, or an extended timescale agreed with the complainant. It is important to note that sending a response within timescale is only one aspect of providing good quality customer care / responses to complaints. It is expected that Stage 1 responses contain clear findings in relation to each key point of complaint and consider any learning points for the Service and actions to be taken to resolve matters for the complainant and avoid reoccurrence of similar issues, where possible

- 3.7 Table 5 illustrates a breakdown of the service areas for complaints received under Stage 1 of the Social Services Representations and Complaints Procedure in Children and Families Services and Adult Services. Some teams/practice groups received no Stage 1 complaints.

**Table 5**

<b>STAGE 1 COMPLAINTS</b>			
<b>Children and Families Services</b>		<b>Adult Services</b>	
Môn 1	1	Community Resource Teams	4
Môn 2	2	Complaints relating to more than one team	1
Môn 4	4	Teulu Môn (SPOA)	2
Môn 5	3	Client Finance	1
Resilient Families	1	Community Mental Health Team	2
Quality Improvement and Safeguarding Unit	1		
Specialist Children's Services	1		
Complaints relating to more than one team	4		

<b>Total</b>	<b>17</b>	<b>Total</b>	<b>10</b>
--------------	-----------	--------------	-----------

3.8 The themes from the Stage 1 complaints in Children and Family Services were:

- Perceptions that communication was insufficient, inappropriate.
- Delays and inconsistencies with regards support
- Accuracy of information

and the learning points noted:

- The need for adequate, clear and sensitive communication
- Consistency of social worker
- Compliance with statutory timescales for visits to children
- Timeliness of carrying out necessary actions

3.9 Some themes found in the Stage 1 complaints about Adult Services were concerns in relation to:

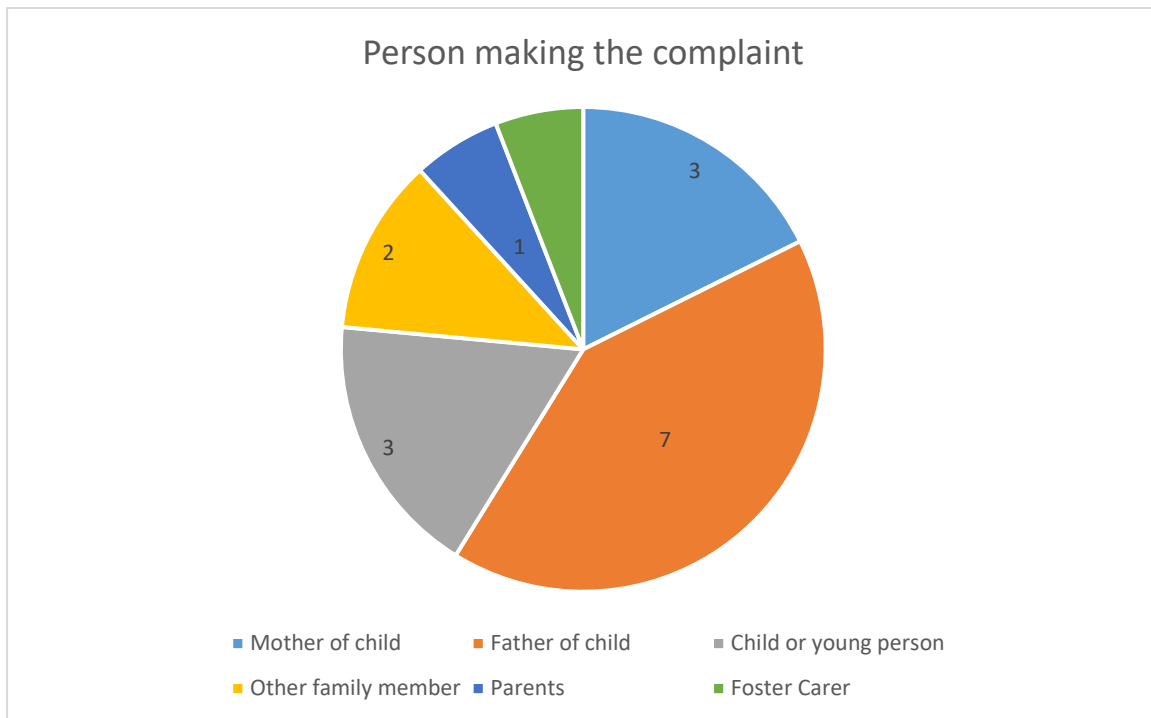
- Communication being perceived as inadequate or negative.
- Delays

and the learning points noted:

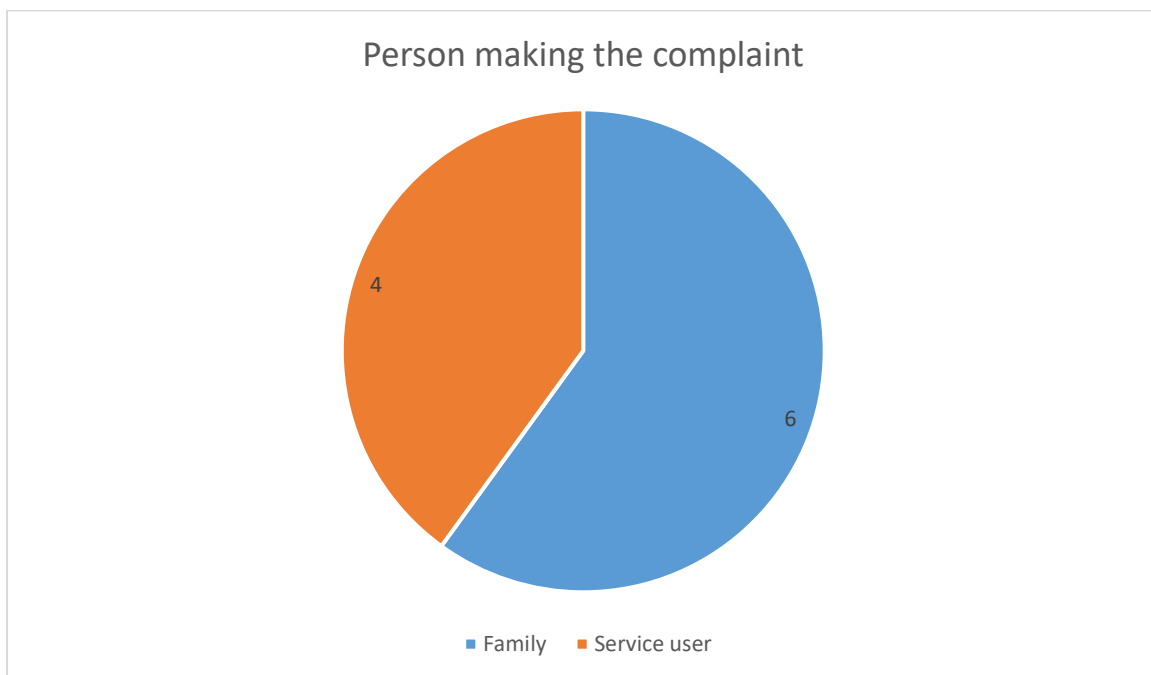
- Clear, adequate communication with members of the public

3.10 The above themes need to be seen as themes arising from a small number of complaints, and as such caution must be exercised in concluding these to be significant issues across the services. However, it is important to analyse any relevant learning points from all complaints received. Quarterly reports which note the learning points for services are shared and discussed at Social Services management meetings and inform the Quarterly Report on the Quality of Social Work Practice. Stage 1 responses also note actions to be taken to address issues identified, in order that learning is implemented, for example learning points are discussed with relevant workers during supervision, training is organised, staff are reminded of relevant requirements, or a 'lessons learnt' meeting is held.

3.11 The following chart shows that most of the Stage 1 complaints received by Children and Families Services were from parents:

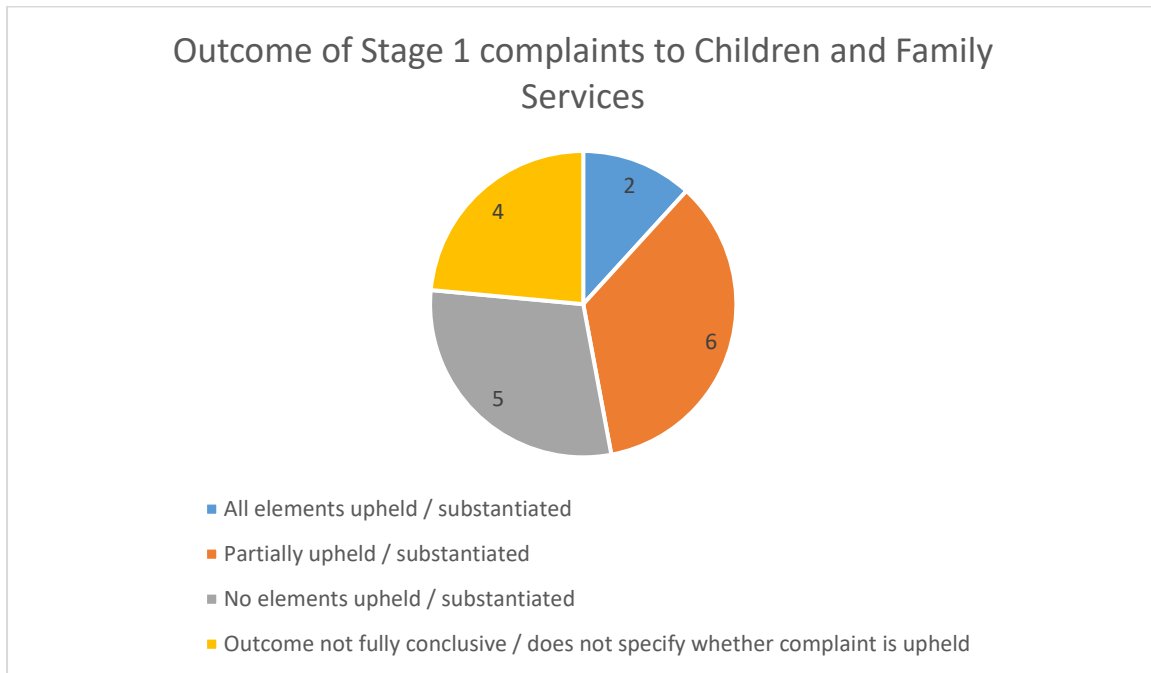


3.12 The following chart shows that most complaints received by Adult Services were from family/friends who have consent of the service user:

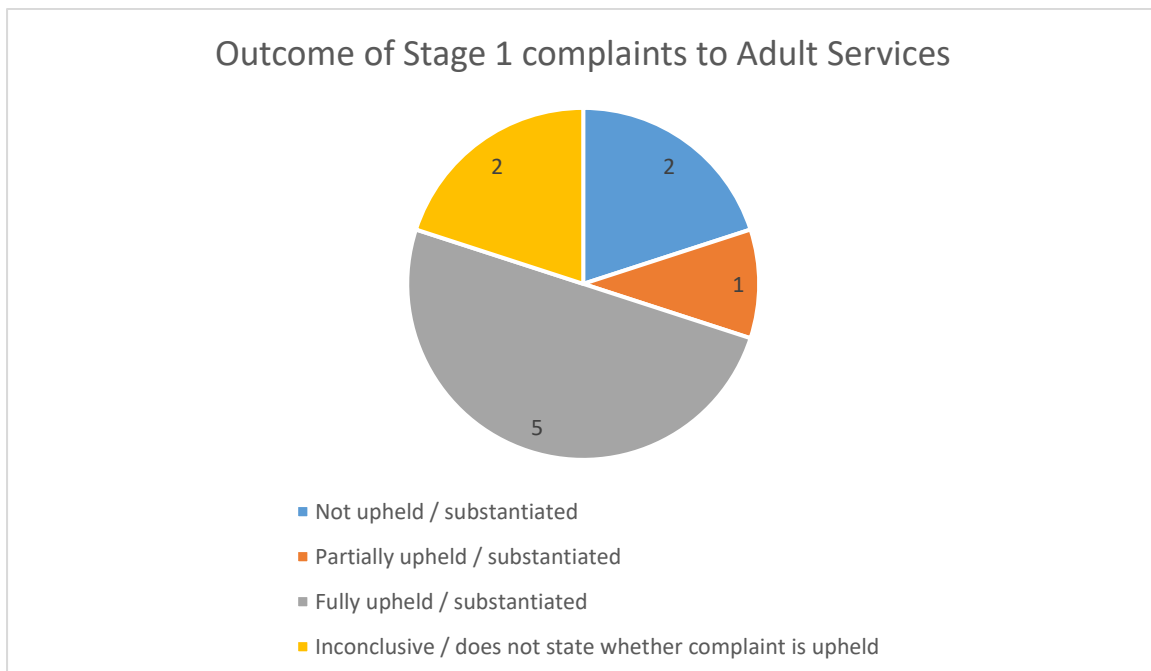


3.13 The following chart shows that over half of Stage 1 complaints to Children and Family Services were partially or fully upheld by the managers who responded to them. Managers are encouraged to approach the investigation of complaints in a reflective and analytic way in order that relevant learning and

improvement may take place and the complainant's views are fairly considered.



3.14 The following chart shows that over half of the Stage 1 complaints to Adult Services were fully or partially upheld.



## **4. Stage 2 Complaints**

### **4.1 Overview of Stage 2 Complaints**

4.1.1 Stage 2 of the Social Services Representations and Complaints Procedure involves an investigation by an Independent Investigator. Although the Service aims to resolve complaints at Stage 1, there are occasions when this cannot be achieved. Examples are in cases of more complex complaints or when the complainant has requested to proceed straight to Stage 2. Complainants have the right to bypass Stage 1 and request to proceed directly to Stage 2 should they so wish. During 2022/23, Stage 2 investigations have started to be held face to face in addition to the Independent Investigator holding online interviews.

4.1.2 During 2022/23, a total of 5 complaints were registered under Stage 2, of which 4 were for Children and Families Services, and 1 for Adult Services. None of these were completed within the timescale of 25 days and 1 for the Children and Families Services is still outstanding due to the family's circumstances. Other reasons for delays include the time taken to appoint appropriate Independent Investigators and Independent Persons and arrange for them to be provided with copies of relevant records; the time taken for the complainant's initial meeting with the Independent Investigator to take place; availability of relevant parties; and the complexity of investigations. In cases where there have been delays, complainants have been informed about the delay and the expected date for a response to be sent.

4.1.3 Action Plans are created following Stage 2 investigations if there are recommendations in the Independent Investigator's report, to ensure that lessons are learnt, and practice improved. Stage 2 investigations into complaints to Children and Families Services involve discussion with the Independent Person regarding the contents of the Action Plan, where an Independent Person has been appointed. Stage 2 Action Plans are signed off by the Head of Service and are then monitored until all actions are completed.

### **4.2 Stage 2 Complaints to Children and Families Services**

4.2.1 The 4 complaints about Children and Families Services that were registered in 2022/23 were regarding complainants' concerns about:

- The departmental response to concerns expressed by a parent about the welfare and well-being of child; further that the departmental responses to concerns expressed by child's other parent in respect of child's welfare and well-being were fundamentally different.
- Contact arrangements in place restrictive and location not adequate.
- Contact assessments completed to a sub-standard quality.
- Concern regarding foster care placement.
- Communication matters

4.2.2. The 1 complaint about Adult Services that were registered in 2022/23 were regarding complainants' concerns about:

- Wishes of the service user and the family members for care and support to be provided in their home were not adequately addressed by social services.
- Communication matters

4.2.3 For Adult Services, the 1 stage 2 complaint was partially upheld, and for Children and Family Services, 3 were partially upheld, 1 was not upheld by the independent investigator and 1 investigation is still open at the time of writing. Where there were recommendations made in the Stage 2 reports produced by Independent Investigators, Action Plans were created. Some of the actions on these were in relation to the individual complainants/cases. There were also actions agreed in order to implement learning and to improve services in Children and Family Services and Adult Services, including:

- Discussion of learning and training with relevant staff
- Review of cases in Children and Family Services
- Ensuring adequate protocols, policies and systems are in place.

4.2.4 Learning points noted from the Stage 2 complaints about Adult Services related to:

- At strategic levels, discussion should take place and solutions found which lead to the application of effective joint working protocols in highly complex cases of medical and social care need within the community.
- The views of families, service-users and carers should be routinely included in Community Resource Meetings, especially in those complex and potentially life-threatening cases where discussions concerning future care and solutions for support are being proposed. Participation should be explored creatively including by in-person attendance, meetings Teams/Zoom, and/or by appointing an advocate to represent the family's views.
- Care Coordination should be considered in very complex cases – thereby delivering a point of contact for the family but also for other practitioners and agencies involved and as a focus for seeking all options for support.
- Complex and very unusual cases should continue to be viewed as an opportunity for shared learning which influences the approaches and practice applied to similar cases in the future.

4.2.5 Learning points noted from the Stage 2 complaints about Children and Family Services related to:

- When a parent raises concerns and/or makes a referral this should be discussed directly with them, and they should be informed of the outcome of their referral.

- Recordings on file need to be completed in a timely manner to ensure accuracy and recorded in the correct sections of the file. Chronologies should cross reference these accurately.
- Child Protection Conference reports need to be easy to follow and identify clear areas of ongoing risks to underpin the relevant category of harm.
- All verbal communication with parents needs to be followed up in an email to confirm agreed actions.
- Copies of assessments, minutes and reports need to be provided to all parents.

4.2.6 Table 6 below reflects the pattern in the previous years, the level of complaints across both Services in the context of service demand is low. Using the number of referrals as the comparator the level of complaints at stage 1 amount to 0.21% (adults) and 0.36% (Children and Families) and for stage 2 complaints 0.02% and 0.11% respectively.

**Table 6**

Year	Referrals Adult Services	Referrals Children & Family Services	Adult Services Stage 1	Children & Family Services Stage 1	Adult Services Stage 1	Children & Family Services Stage 1	Stage 1 Total	Adult Services Stage 2	Children & Family Services Stage 2	Adult Services Stage 2	Children & Family Services Stage 2	Stage 2 Total
2018/ 2019	4547	4325	14	30	0.31%	0.69%	44	6	2	0.13%	0.05%	8
2019/ 2020	4608	3969	5	32	0.11%	0.81%	37	0	7	0.00%	0.18%	7
2020/ 2021	3658	3844	6	18	0.16%	0.47%	24	0	6	0.00%	0.16%	6
2021/ 2022	4108	4302	17	24	0.41%	0.56%	41	4	5	0.10%	0.12%	9
2022/ 2023	4747	4698	10	17	0.21%	0.36%	27	1	5	0.02%	0.11%	6

## 5. Independent Investigators List

5.1 The 6 counties across North Wales maintain a list of Independent Investigators to investigate complaints under Stage 2 of the Representations and Complaints Procedure.

- 5.2 Independent Persons must be appointed to supervise investigations into Stage 2 complaints about the discharge of specific functions under the Children Act 1989 and the Adoption and Children Act 2002. An Independent Person was appointed for all the Stage 2 investigations into complaints about Children's Services during 2022/3.

## **6. Public Services Ombudsman for Wales**

- 6.1 The Ombudsman notified the Local Authority with regards complaints from 4 members of the public (3 of which was from the same person) relating to Social Services in 2022/23 but did not decide to undertake a formal investigation into these. There were no ongoing investigations from complaints made in previous years.

## **7. Professional Advocacy Services**

- 7.1 Independent professional advocacy services for children are provided by Tros Gynnal Plant Cymru as part of a regional advocacy service. All children who make complaints to Social Services are asked if they would like an advocate to support them with making their complaint (if an advocate is not already supporting them), and a referral is made to the advocacy service if they consent to this.
- 7.2 Social Services has a service level agreement with the North Wales Advice and Advocacy Service to provide advocacy for adult service users, including those with mental health needs. People detained under the Mental Health Act and those receiving hospital in-patient care and treatment can also access the IMHA (Independent Mental Health Advocacy) service, and those detained under the Mental Health Act can also access free legal representation. Adults may also be signposted to 3rd sector organisations such as Citizens Advice Bureau or Age Cymru.

## **8. Complaints in relation to services provided jointly with the Health Board, and complaints concerning both Social Services and the Housing Service**

- 8.1 A joint complaints protocol, the 'North Wales Multi-Agency Protocol on the Handling of Complaints between Health and Social Services', exists for Betsi Cadwaladr University Health Board and the six North Wales Local Authorities. No joint responses were made to complaints under this protocol in 2022/23.
- 8.2 An internal protocol is in place which outlines a process for sending joint responses to complaints which concern both the Local Authority's Housing Service and Social Services, where a complaint is at Stage 1 of the Social Services Complaints Procedure. 1 complaint has been dealt with under this protocol during the year in relation to Adult Services.



## 9. Information Strategy

- 9.1 Prior to the pandemic, there was an expectation that workers give out complaints leaflets to service users on their first visit to the family. However, in 2022/23, following the pandemic, the expectation has been that all service users who are able to understand what making a complaint means are informed orally of the complaints procedure at the start of the Service's involvement with them, and informed that information about this is available on the Council's website, and that a complaints leaflet can be given to them if they wish. Adult Services service users are reminded of their right to raise concerns during Annual Reviews.
- 9.2 The Service has information leaflets for both children and adults regarding the Representations and Complaints Procedure. An 'Easy Read' leaflet for adult service users is available. The leaflets are available as downloads on the Council's website and can also be provided in hard copy. There is an online form on the Council's website which can be used for making complaints.
- 9.3 Complainants are sent a copy of the complaints leaflet when complaints from them are received, along with the written acknowledgement for their complaint.

## 10. 2022/23 Expenditure

- 10.1 In maintaining and implementing the Social Services Representations and Complaints Procedure under the statutory guidance, the main costs to the Service (other than staffing costs) are:
- Costs of work undertaken by Independent Investigators on Stage 2 investigations.
  - Costs of work undertaken by Independent Persons on Stage 2 investigations.
- 10.2 Table 7 below shows expenditure on work by Independent Investigators and Independent Persons during the period 01 April 2022 – 31 March 2023 (excluding costs for investigations where the invoice was not processed until 2023/2024 but including costs for investigations from 2021/2022 where the invoice was processed in 2022/23).

**Table 7**

Service	Spend on Independent Investigators and Independent Persons
Children and Families Services	£3,635.90 (costs of Independent Investigators and Independent Persons relating to 2 Stage 2 investigations. On

	writing this report we are still awaiting invoices for 1 investigation)
Adult Services	£2,677.25 (cost of Independent Investigator for 1 Stage 2 investigation)

## **11. Monitoring and evaluating the operation of the Social Services Representations and Complaints Procedure**

- 11.1 Quarterly monitoring reports are presented to the Adult Services and Children and Family Services Senior Management Teams, which summarise the complaints, concerns and compliments received about each service under each stage of the procedure and the learning points from complaints. We also monitor how effective Social Services is in dealing with Stage 1 complaints within the required timescales.
- 11.2 During the year, the North Wales Complaints Officers' Group and the All-Wales Complaints Officers Group met virtually and discussed good practice in relation to complaint handling.

## **12. Training**

- 12.1 In 2022/23, the Designated Complaints Officer has delivered complaints training to new staff and managers as part of their inductions. Raising awareness of the complaint's procedure is a mandatory part of Social Services staff inductions.
- 12.2 Guidance is provided by the Designated Complaints Officer to managers regarding Stage 1 response letters and meetings. The Designated Complaints Officer circulates internal protocols to new managers, as necessary.

**Sian Hughes**  
**Social Services Customer Care, Complaints, and Information Manager**

**Date: June 2023**



FREE

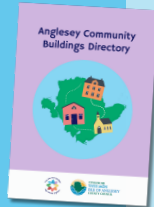
# AGE-FRIENDLY ANGLESEY NEWSLETTER

ISSUE #1 - SUMMER/AUTUMN 2023

## IN THIS ISSUE...

### NEW! Community Buildings Directory

A handy guide to public buildings on Anglesey.



### Support to prevent scams

Learn about how Trading Standards can help



### Get to know... Ellie Owen

Dementia Actif Môn Instructor

... and much more



## An 'Age-Friendly' Anglesey

News that Anglesey has been accepted as an official member of the World Health Organisation's Global Network of Age-Friendly Communities has been welcomed.

The Network includes over 1,400 communities in 51 countries. As a new member of the network, Anglesey becomes part of a worldwide movement which is working to create communities where everyone there can look forward to ageing well.

The Isle of Anglesey County Council's Age-Friendly Champion, Councillor Gwilym Jones, made the official announcement during the recent Island-Wide Older People's Forum held at M-SParc, Gaerwen.

Cllr. Gwilym Jones said, "On behalf of the County Council and our Island community, I would like to thank the Welsh Government, the Older People's Commissioner for Wales, and her team for their support on our journey to becoming members of the Network. We very much look forward to building on this important new relationship, and to develop exciting plans for local residents."

A network of more than 100 partners were involved in securing Age-Friendly Anglesey status. However, this is just the start of the journey and work will now be done to ensure that Anglesey makes the most of its new status and that everyone can age well.

# Welcome to the Newsletter

by Councillor Gwilym Jones, Anglesey's Age-Friendly Champion

A warm welcome to you to the first issue of the Age-Friendly Anglesey Newsletter, and certainly Age-Friendly as Anglesey has recently joined the World Health Organisation's Global Network of Age-Friendly Communities!

In May 2022 I had the honour of accepting an invitation by the Council Leader, Councillor Llinos Medi, to become Anglesey's Age-Friendly Champion. It's been a privilege over the past year to see the great Age-Friendly work taking place all over the island. I'd like to extend my thanks to everyone working hard across the island to support our residents to age well.



I'd like to take the chance to especially thank two officers within the County Council, Sioned Young the Age Friendly Communities Development Officer, and Seiriol Edwards the Older People's Strategies Manager, for leading so excellently on the work.

Through this newsletter I hope you'll be inspired by all the incredible opportunities to support our residents of all ages to age well on Anglesey. This issue features all kinds of useful information, from how to prevent scams, to having your say about digital exclusion, to clubs and activities all over the island.

Please also remember to share this with your friends and neighbours, as we all have a role to play in contributing towards creating an Age-Friendly Anglesey.

*Councillor Gwilym Jones*

Anglesey's Age-Friendly Champion

SCAN ME!



## Join the mailing list!

Want the latest information about Age-Friendly Anglesey and how you can be a part of the work? Scan this QR code with your phone to join the Age-Friendly Anglesey mailing list and receive this newsletter over e-mail three times a year.

Or, to make a request for paper copies for yourself or a Community Building, please contact the Age Friendly Communities Development Officer, Sioned Young on 01248 751 832 or [sionedyoung@ynysmon.llyw.cymru](mailto:sionedyoung@ynysmon.llyw.cymru)

# Anglesey Older People's Forums

After a break during the pandemic, Older People's Forums are back on Anglesey – now as smaller, local forums held out in the community. In March and June 2023, a total of 11 Local Forums were held all over the island, with more to follow later this year.

The Older People's Forums are led by Anglesey County Council and Age Cymru Gwynedd a Môn and enables people to come together to learn about the different support and opportunities available to help them age well. It's also a chance for attendees to share what's important to them, any barriers they're facing, and to socialise over a cup of tea.

In July the first Island-Wide Older People's Forum of the year was held in M-SParc, Gaerwen, where representatives from all over the island came together to look at a popular theme from the local forums. The theme for the first Island-Wide Forum was Communication and Engagement, and included interesting presentations by Digital Communities Wales, Medrwn Môn, and Betsi Cadwaladr University Health Board. There was also the chance for people to socialise and share good practice.

The Island-Wide Forum will be held twice a year, with the Local Forums to continue on a quarterly basis out in the community.



Ema Williams, Guest Speaker for the Island-Wide Forum from Digital Communities Wales (Cwmpas).



Local Older People's Forum in Gwalchmai in June.



Representatives from all over the island were present for the Island-Wide Forum in July.

For the latest information about Local Forums in your area, contact the Age Friendly Communities Development Officer, Sioned Young on 01248 751 832 or [sionedyoung@ynysmon.llyw.cymru](mailto:sionedyoung@ynysmon.llyw.cymru), or keep an eye out on Anglesey County Council's social media for the latest news.



# Digital Exclusion

The Older People's Commissioner for Wales is keen to hear about issues and challenges faced by older people who aren't online, or with limited digital skills, and is inviting older people to share their experiences and to say how digital exclusion is affecting them.

Examples could include difficulties making appointments with your GP, finding information and advice, or making payments etc.



**To share your experiences, please call: 03442 640 670.**

# Dementia Awareness

On the 18th of July some of Anglesey County Council staff attended a Dementia Awareness session, led by Dementia Champion Cheryl Williams from the Alzheimer's Society Wales. Attendees included staff from Cyswllt Môn, the Library Service, Môn Actif and Adult Services.

The awareness session will help staff to better support people living with Dementia and their carers in their day-to-day work.



If you're interested in attending a Dementia Awareness session, please contact the Dementia Actif Môn Project Officer, Eban Geal on 01248 752957 or [EbanGeal@ynysmon.llyw.cymru](mailto:EbanGeal@ynysmon.llyw.cymru)



# Support to prevent scams



Are you or someone you know facing problems with scams or nuisance calls? The Trading Standards department within Anglesey County Council are ready to help.

## Scam Awareness

In order to raise awareness about scams and how to avoid scams in the future either by phone, post or online Trading Standards have guidance available. They can signpost residents to further resources should they wish to further educate themselves or to get extra help when it comes to scams.

Alternatively, it's possible to arrange visit from Trading Standards to your Community Group to discuss scams face to face.

Please contact Trading Standards on [safonaumasnach@ynysmon.llyw.cymru](mailto:safonaumasnach@ynysmon.llyw.cymru) or call the office on 01248 752840 to request a copy of their guidance.

## Call Blockers

We are aware that residents on the island are experiencing large volumes of nuisance / cold calls. To assist the most vulnerable residents in our communities, Trading Standards have a small limited amount of TrueCall call blockers available.

trueCall



If you would like to see if you qualify for a call blocker or if someone you know may benefit from one, please contact us at [safonaumasnach@ynysmon.llyw.cymru](mailto:safonaumasnach@ynysmon.llyw.cymru) or alternatively call 01248 752840.

# Anglesey Community Buildings Directory

A new resource, the Community Buildings Directory, has recently been published by Anglesey County Council. The directory includes information on over 50 community buildings on the island including contact details, accessibility, and the type of activities on offer. The aim of the directory is to help more people to attend activities within their communities, and to support organisations and services to take more of their provision out into the community.

Scan the QR code with the camera on your phone to open the directory or search 'Community Buildings Directory' on the Council's website. To receive a paper copy please contact Sioned Young on 01248 751 832 or [sionedyoung@ynysmon.llyw.cymru](mailto:sionedyoung@ynysmon.llyw.cymru)

SCAN ME!



Anglesey Community Buildings Directory



## The Minister for Health and Social Services Visits Anglesey



On Tuesday the 25th of July, Eluned Morgan, Minister for Health and Social Services was welcomed to the new Anglesey Dementia Centre, located at Canolfan Glanhwfa Llangefni (Capel Moreia).



The Minister has the chance to see the development and have a taste of the activities held within the centre. There was also an opportunity to discuss the vision for the next steps with the Council's senior officers, Elected Members and key partners.



# Get to Know ... Ellie Owen

Within each issue of the Age-Friendly Anglesey Newsletter there'll be the chance for you to get to know someone who works or volunteers in the field better. This time it's the chance to learn more about Ellie Owen, the Dementia Actif Môn Instructor.

## Who are you and what do you do?

Hello, I'm Ellie Owen and in July I started working as a Dementia Actif Môn Instructor at Môn Actif.

Within my role I lead activities such as Boccia and light Circuit Training within Care Homes across the island and within the new Dementia Centra ac Canolfan Glanhwfa (Capel Moreia), Llangefni for people living with Dementia and their carers.



## What attracted you to the role?

Before starting in this role, I worked on the reception at Plas Arthur Leisure Centre, and often saw Eban Geal the Dementia Actif Môn Officer going back and forth to different activities in the community. Through chatting with him and reading the Anglesey Dementia Directory I came to learn about the great work going on in the island to support people living with Dementia, and I was keen to be a part of it. My grandmother also lived with Dementia and I believe she would've enjoyed the different activities available on the island.

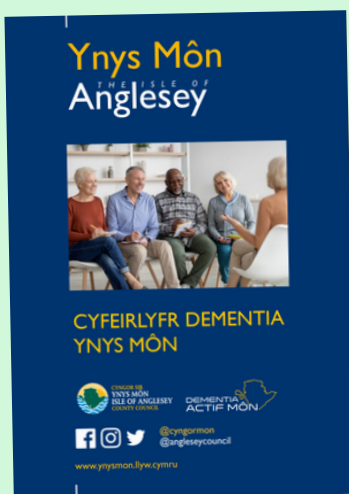
## Where's your favourite place on Anglesey?

Aberffraw. That's where I was raised, and I love walking along the beach there.

## What advice do you have for Anglesey residents to help them age well?

A little bit of movement can make a big difference!

To learn more about Dementia Actif Môn, please contact [dementiaactifmon@ynysmon.llyw.cymru](mailto:dementiaactifmon@ynysmon.llyw.cymru) or 01248 752 957.



Anglesey Dementia  
Directory

# Ageing Well

**Activities, events and support to help you age well on Anglesey...**

## **NIFTY60S**

The Nifty60s Group is based at the Holyhead & Anglesey Weightlifting & Fitness Centre (HAWFC), It supports people 60+ with resistance and functional training, with the aim of improving strength, balance, and mobility. Advanced Group meets on Mondays and Fridays from 11.30am - 12.30pm, and Beginners on Tuesdays and Thursdays from 10.30am to 11.30am. £2 per class.

To sign up or for further information call HAWFC on 01407 763300 between 9-11am & 5-8pm, or Jim Lee MBE on 07818411145.

## **THE FRIENDS OF AMLWCH MEMORIAL HALL**

The group meets at the Memorial Hall, every Thursday from 10am-3pm. Activities include - badminton, in-door bowls, craft/art, ukulele group, meet & chat with friends, make new friends. Refreshments & light lunch available. A warm welcome to all. For more information, please contact Julie on 07814 212977.

## **CLWB Y COB, VALLEY**

Clwb Y Cob, Valley is a 50+ Club who meet at the Valley Hotel on the 2nd Monday of the month 2-4pm. We're an active, friendly group. Annual membership £8. We have talks, displays, tours and walks, and go out for food together. Warm welcome to new faces. Contact: Mavis Swaine-Williams 01407 741 255.

## **CEMAES OLDER PEOPLE'S GROUP**

The group meets at the Harbour Hotel every Thursday from 11.30am - 2.30pm for lunch, bingo, and the chance to socialise, and offers a warm welcome to anyone who'd like to join.

For further information contact Harbour Hotel on 01407 710052 or Eric Torr on 01407 710 288.

## **CLWB Y GORLAN**

- Amlwch WI meet on the 1st Wednesday of the month at 1:45pm
- Eleth WI: 2nd Tuesday of the month at 7pm
- Amlwch Merched Y Wawr: 2nd Wednesday of the month at 7pm
- Age Well Amlwch at 10:30am every Tuesday and Thursday

All the above meet at Clwb Y Gorlan Amlwch. They are always looking to welcome new members. Clwb Y Gorlan is available for any new groups to hire and has free Wi-Fi. For more information phone 07787557211 or 07776220662.

## **BODORGAN OVER 50S GROUP**

The Bodorgan Over 50s Club meets on the third Tuesday of each month unless otherwise notified. We meet at 2.00pm - 4.00 pm at the Bodorgan Community Centre except when outings have been arranged - we have a varied and interesting events calendar. Anybody wishing to join us should contact Gill Smith (secretary) on 07769 347217, Annual membership fee is £10.

## **GWELFOR LUNCH CLUB**

Lunch Club at Gwelfor Community Centre, Ffordd Tudur, Holyhead every Monday (not Bank Holidays) from 11.30am until 1.15pm. 3 course lunch, soup, main meal, pudding, tea or coffee. Cost £8.00.

Open to older people living in Holyhead and surrounding areas. An opportunity for people to socialise and make new friends You will be given a very welcome from our wonderful volunteers.

Gwelfor Bingo follows on from the lunch club for those who may want to make a day of it! Bingo starts at 2pm until 3.45 approx.

Contact: 01407 763559 or gcc.2@hotmail.com

Want to promote your group or club in the next issue of the Age Friendly Anglesey Newsletter? If so, get in touch with Sioned Young on 01248 751 832 or sionedyoung@ynysmon.llyw.cymru

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	21 <sup>st</sup> November, 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 Douglas Fowlie
<b>Portfolio Holder(s):</b>	Cllr Alun Roberts, Portfolio Holder for Adults’ Services and Community Safety Cllr Gary Pritchard, Deputy Leader and Portfolio Holder for Children, Youth and Housing
<b>Head of Service:</b>	Lynn Ball, Director of Function (Council Business) / Monitoring Officer Fôn Roberts, Director of Social Services / Head of Children’s and Families Services Arwel Owen, Head of Adults’ Services
<b>Report Author:</b> <b>Tel:</b> <b>Email:</b>	Anwen Davies, Scrutiny Manager 07971167198 AnwenDavies@ynysmon.llyw.cymru
<b>Local Members:</b>	Applicable to all Scrutiny Members

<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 Scrutiny 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> <li>• Prevention</li> </ul>

- 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.

1.2 The terms of reference pertaining to the Panel is attached (**Appendix 1**) in order to assist Members in the selection process.

##### 2. Discussion

###### 2.1 Membership of the Social Services Scrutiny 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 Adults’ Services and Children and Families** – as observers with no vote
- **Officers** – Director of Social Services / Head of Children’s Services, Head of Adults’ Services, Scrutiny Manager.

###### 2.2 Current Membership of the Social Services Scrutiny 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)**
  - i. Cllr Llio Angharad Owen
  - ii. Cllr Sonia Williams
  - iii. Cllr Jackie Lewis

<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

iv. Cllr Alwen Watkin

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

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

2.3 One vacancy has arisen on the Social Services Scrutiny Panel as a result of Councillor Alwen Watkin's resignation. This vacancy is from the cohort of Elected Members representing the Corporate Scrutiny Committee on the Panel. There is therefore also a vacancy on the Corporate Parenting 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 and 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

#### **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 PANEL**

## **PART I – BACKGROUND & CONTEXT**

### **Scrutiny of Social Services**

Keeping vulnerable children, young people and adults safe is a critically important role and one that requires the Council and partners to work together effectively. There has been significant public attention in recent years due to national high profile examples where the system has failed vulnerable individuals, with tragic consequences.

In reporting poor inspection outcomes, care inspectorates<sup>1</sup> often cite poor scrutiny practices amongst other system failings. Ensuring meaningful and robust scrutiny of policies and also support and / or services available to protect vulnerable individuals is therefore a key element of the leadership role of Scrutiny Elected Members.

Ensuring meaningful and robust scrutiny of Social Services is a key element of the leadership role of Scrutiny Members and is much more than adding value to the decisions of the Executive alone. It is about ensuring that a proper scrutiny process forms part of the planning, implementation and follow up on key decisions that have an impact on vulnerable individuals in our local communities or in the care system. As such, effective Scrutiny can:

- Challenge effectively
- Hold decision makers to account; and
- Assist the Executive to make robust decisions for future generations.

### **Corporate Parenting**

The Corporate Parenting role and responsibilities of the Local Authority are defined in statute<sup>2</sup> and apply to Elected Members, officers and partner agencies. As corporate parents, all Members should seek to stay informed about children in the Council's care and care leavers and the Corporate Parenting Panel is an important forum for regular, detailed discussion of key issues.

### **Our Local Arrangements**

Scrutiny of Social Services has evolved and developed since the Social Services Improvement Panel was established<sup>3</sup>. The role of the Panel focused on monitoring and scrutinising progress and distance travelled against the Social Services improvement programme and performance against key performance indicators; provide assurance to the Corporate Scrutiny Committee on adequate and timely progress / local performance. The scrutiny work carried out by the former Social Services Improvement Panel during the last Administration has been a positive development, having an impact on Social Services performance and improvement journey:

- Development of a model focusing on a smaller group
- Members developing a level of expertise

---

<sup>1</sup> Care Inspectorate Wales; Care Quality Commission (England)

<sup>2</sup> Social Services and Wellbeing (Wales) Act 2014 & The Care Planning, Placement and Case Review (Wales) Regulations 2015

<sup>3</sup> Children's Services Improvement Panel was established in June, 2017 the scope of which was broadened to include Adult Social Services in June, 2019

- Encouraging good attendance and teamwork.

### **Corporate Parenting Responsibilities**

In light of an Internal Audit report<sup>4</sup> on the Authority's corporate parenting arrangements, it is opportune to revise the terms of reference and governance arrangements supporting the Corporate Parenting Panel in order to align with the Social Services Scrutiny Panel. This document therefore aims to incorporate the following matters:

- i. A revised terms of reference
- ii. Governance and secretariat framework in support of the Panel to include – formal forward work programme, annual report to the Executive, covering reports outlining key issues for Members to consider and any recommendations.

## **PART II – PANEL REMIT AND SCOPE**

### **REMIT**

It is a **natural next step** to further develop Member scrutiny of Social Services ensuring a broader scope to its work, with the following key benefits:

- Develop a model of working in Social Services which focuses on a smaller group to enable Members to be more involved, to develop a level of subject expertise and to encourage good attendance and teamwork
- Further strengthen the capacity of Members to challenge performance by improving the quality of information and data on schools
- Forum to discuss information around Service risks as a basis to inform the forward work programme of the Corporate Scrutiny Committee
- Forum to develop a group of Members with the expertise and ownership to lead discussions on Social Services matters in the Corporate Scrutiny Committee

### **What Care Inspectorate Wales expects to see in terms of political leadership and scrutiny**

Elected Members have a comprehensive knowledge and understanding of the Social Services provision to enable them to discharge their responsibilities effectively.

The role of the Social Services Scrutiny Panel will be to:

1. Monitor and scrutinise in a meaningful and robust way:
  - Progress and distance travelled against Service development programmes
  - Quantitative and qualitative performance of Social Services.
2. Ensure that the voices of children, young people and adults are heard when considering the effectiveness and impact of services

<sup>4</sup> Corporate Parenting Panel: Internal Audit Report dated January, 2021

3. Discharge to responsibilities of the former Corporate Parenting Panel (**Appendix 1**)
4. Provide assurance to the Corporate Scrutiny Committee on the following elements:
  - Adequate, timely progress in delivering Service development programmes
  - Quantitative and qualitative performance of support and care services to children, young people and adults
  - Adequacy of our corporate parenting responsibilities.

## SCOPE

Topic	Work programme Focus	Timeline
<b>Effective Scrutiny</b>	<b>Induction</b> of Panel members – workshop format.	July 2021 and during Panel meetings.
Skills	<b>Skills set</b> - training & development inputs to ensure clarity of role and subject knowledge to enable effective scrutiny eg CIW, service area leads, partners.	Delivery throughout the municipal year ensuring alignment with Panel scrutiny work
Self-evaluation	<b>Self-evaluation</b> – Member critique of own performance to enable review, reflection & learning. Objectives: <ol style="list-style-type: none"> <li>i. Stock take</li> <li>ii. Review, evaluate and reflect</li> <li>iii. Establish foundation for next period</li> <li>iv. Confirm Member ownership.</li> </ol>	Annual – to be determined by Panel members
<b>Corporate Parenting</b>	Training & development inputs to ensure clarity of role and responsibilities	TBC – discussion with Panel members
Skills & Knowledge		
Focus	Legal Framework Care provision on Ynys Môn Outcomes for Looked After Children Looked After and Leaving Care Strategy.	TBC – discussion with Panel members
<b>Laming Visits</b>	Elected Members and Senior Leaders to meet staff from a variety of teams in order to hear first-hand staff experiences.	TBC – discussion with Panel members
<b>Stakeholders</b>	Scrutinise: <ul style="list-style-type: none"> <li>• voice / influence of stakeholders in the provision of Social Services on the Isle of Anglesey</li> <li>• effectiveness of partnership working in supporting the delivery of Social Services</li> </ul>	Delivery throughout the municipal year ensuring alignment with Panel scrutiny work
<b>Voice of the Service User</b>	Scrutinise the effectiveness of mechanisms in place to hear the voice	Delivery throughout the municipal year



Topic	Work programme Focus	Timeline
	of children, young people and adults as an integral part of the Social Services provision on the Isle of Anglesey	ensuring alignment with Panel scrutiny work
<b>Performance</b>	Monitor internal Performance Indicators across Adults and Children and Families Services.	Delivery throughout the municipal year ensuring alignment with Panel scrutiny work
<b>Social Services Development Programmes &amp; Quality Assurance</b>	Receive updates in relation to the Social Services Development Programme and Quality Assurance work.	TBC – discussion with Panel members

### PART III – GOVERNANCE ARRANGEMENTS

#### 1. Panel Membership

Panel membership will not be subject to political balance principles and rules<sup>5</sup>.

The core membership of the Panel will include:

- i. **Elected members** - 4 Members from both scrutiny committees
- ii. **Portfolio Members for Social Services (Adults and Children's Services)** – as observers, with no vote
- iii. **Officers** – Director of Social Services, Head of Adult Services, Scrutiny Manager.

The Panel's work will require the attendance of other Elected Members (e.g. members of the Executive Committee) and / or officers from other service areas.

#### Corporate Parenting Panel

As above plus:

##### Isle of Anglesey County Council

- i. **Elected Members** - Portfolio Holders – Housing, Children and Education
- ii. **Chief Executive (chair)**
- iii. **Social Services** – Director of Social Services; Service Manager - Intensive Intervention; Independent Reviewing and Safeguarding Officers and Education of Looked After Children and Youth Services Officers
- iv. **Housing Services** – Head of Housing
- v. **Education** – Director of Education, Skills and Young People; Senior Manager - Wellbeing

##### Betsi Cadwaladr University Health Board

- vi. Assistant Director (Children's Services)
- vii. LAC Nurse
- viii. **Anglesey Foster Carers' Association** – 1 representative
- ix. **Tros Gynnal** – 1 representative

<sup>5</sup> The Local Government and Housing Act 1989 sets out the main principles governing political balance of local authorities

## 2. Frequency of Meetings and Quorum

- **Frequency of meetings** – the panel has been established as a standing panel to ensure accountability, oversight and scrutiny of social services / corporate parenting on Anglesey, as summarised in the table above. The panel will therefore meet regularly, in accordance with the timeline for the submission of progress reports on social services scrutiny to the Corporate Scrutiny Committee.
- **Quorum** – this will not apply to the panel.

## 3. Recording Meetings and Reporting Arrangements

- It is intended for the panel to run in the format of a business meeting. The Scrutiny Unit will collate and distribute any papers in preparation for each meeting and provide a list of action points following each meeting
- **Reporting arrangements** - regular reporting by panel members to the Corporate Scrutiny Committee.

[26/05/22]

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	21 <sup>st</sup> November, 2023
<b>Subject:</b>	Corporate Scrutiny Committee Forward Work Programme
<b>Purpose of Report:</b>	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2023/24
<b>Scrutiny Chair:</b>	Cllr Douglas Fowle
<b>Portfolio Holder(s):</b>	Not applicable
<b>Head of Service:</b>	Lynn Ball, Director of Function (Council Business) / Monitoring Officer
<b>Report Author:</b>	Anwen Davies, Scrutiny Manager
<b>Tel:</b>	07971167198
<b>Email:</b>	AnwenDavies@ynysmon.llyw.cymru
<b>Local Members:</b>	Applicable to all Scrutiny Members

<b>1 - Recommendation/s</b>
The Committee is requested to: R1 agree the current version of the forward work programme for 2023/24 R2 note progress thus far in implementing the forward work programme.

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

<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> <li>• Prevention</li> <li>• Integration</li> <li>• Collaboration</li> <li>• Involvement</li> </ul> [focus on wellbeing]

**3.6** The potential impacts the decision would have on:

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

[focus on equality and the Welsh language]

#### 4 - Key Scrutiny Questions

### 5 – Background / Context

#### 1. Background

1.1 Effective work programming is the bedrock of an effective local government scrutiny function<sup>1</sup>. Done well, work programming can help lay the foundations for targeted and timely work on issues of local importance demonstrating where Member scrutiny can add value. Good practice advocates two key issues at the heart of the scrutiny forward work programme:

- i. Challenge around prioritising work streams
- ii. Need for a member-led approach and interface with officers.

#### 1.2 Basic principles of good work programming<sup>2</sup>

- Work programming should not be a “start-stop” process
- Complementary work programmes for separate scrutiny committees
- Balance between different methods of work
- An effective process for reporting / escalating issues to the Executive
- Input and views of internal stakeholders
- Close working with the Executive
- Links with the Annual Scrutiny Report (evaluation and improvement tool).

#### 2. Local context

2.1 There is now a well-established practice of forward work programming which are now rolling programmes focusing on the quality of scrutiny with fewer items, to add value. They are an important tool to assist Members in prioritising their work and are discussed with the Leadership Team and Heads of Service. Both committees review the content of their work programmes on a regular basis, to ensure that they remain relevant and keep abreast with local priorities. Our local forward planning arrangements now ensure greater focus on:

- Strategic aspects
- Citizen / other stakeholder engagement and outcomes
- Priorities of the Council Plan and transformation projects
- Risks and the work of inspection and regulation
- Matters on the forward work programme of the Executive.

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

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

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

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

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

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

### 3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2023/24 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document.<sup>3</sup>

3.2 Where appropriate, items may be added to the Committee’s forward work programme during the municipal year. Requests for additional matters to be considered for inclusion on the work programme can be submitted via the Members Request Form for an item to be considered for Scrutiny. Requests are initially considered by the Scrutiny Chairs and Vice-chairs Forum, using the following criteria:

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

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

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

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

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

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

## 7 – Financial Implications

Not applicable.

## 8 – Appendices:

<sup>3</sup> Meeting of the Corporate Scrutiny Committee convened on 19<sup>th</sup> September, 2023

Corporate Scrutiny Committee Forward Work Programme 2023/24

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

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

**ITEMS SCHEDULED FOR SCRUTINY → MAY, 2023 – APRIL, 2024**  
**[Version dated 14/11/23]**

**Note for Stakeholders and the Public:**

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

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

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

<b>CORPORATE SCRUTINY COMMITTEE</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
<b>May, 2023 (23/05/23)</b>	<b>May, 2023 (23/05/23)</b>
Election of Chair: 2023/24	Election of Chair: 2023/24
Election of Vice-chair: 2023/24	Election of Vice-chair: 2023/24
<b>June, 2023 (20/06/23) – Q4</b>	
Performance Monitoring: Corporate Scorecard Qtr4: 2022/23	<b>June, 2023 (21/06/23)</b> Welsh Language: <ul style="list-style-type: none"> <li>• Annual Report on the Welsh Standards: 2022/23</li> <li>• Welsh in Education Strategic Plan: 2022/23 → Measure Progress</li> <li>• Education Scrutiny Panel Progress Report</li> </ul>
Modernising Learning Communities and Developing the Welsh Language Strategy	Gwynedd & Ynys Môn Public Services Board Annual Report: 2022/23
Area of Outstanding Natural Beauty Management Plan	Destination Management Plan
Annual Delivery Plan: 2023/24	North Wales Economic Ambition Board Qtr 4: 2022/23 Progress Report
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
<b>September, 2023 (19/09/23) – Q1</b>	
Performance Monitoring: Corporate Scorecard Q1: 2023/24	<b>September, 2023 (19/09/23) - Education</b> Consultation on the Future of Fire and Rescue Services in North Wales – Isle of Anglesey County Council comments
Finance Scrutiny Panel Progress Report	GwE Annual Report for the Isle of Anglesey: 2022/23
Annual Performance Report: 2022/23	Education Scrutiny Panel Progress Report
Nomination of Committee Member on the Finance Scrutiny Panel	Education Scrutiny Charter

<b>CORPORATE SCRUTINY COMMITTEE</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
<b>October, 2023 (18/10/23) - meeting cancelled</b>	<b>October, 2023 (17/10/23)</b>
	Regional Emergency Planning Service Annual Report: 2022-23
	Annual Report North Wales Regional Partnership Board (Part 9): 2022/23
	Public Participation Strategy: 2023/2028
	Committee Forward Work Programme for 2023/24
	<b>November, 2023 (13/11/22) – Additional Meeting</b>
	Betsi Cadwaladr University Health Board
<b>November, 2023 (21/11/23) - Q2</b>	<b>November, 2023 (22/11/22) – Crime and Disorder</b>
Monitoring Performance: Corporate Scorecard Q2: 2023/24	Resources and Recycling Strategic Plan: 2023/2028
Empty Homes Strategic Plan: 2023/28	Gwynedd & Ynys Môn Community Safety Partnership Annual Report: 2022/23
Social Scrutiny Journey Progress Report	Ynys Môn Levelling Up Programme – Measure Progress
Nomination of Committee Member on the Social Services Scrutiny Panel / Corporate Parenting Panel	
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
<b>January, 2024 (18/01/24) – 2024/25 Budget</b>	<b>January, 2024 (16/01/24)</b>
2024/25 Budget Setting (Revenue Budget) – initial budget proposals	Corporate Safeguarding
Finance Scrutiny Panel Progress Report	North Wales Economic Ambition Board Qtr 2: 2023/24 Progress Report
Tenant Participation Strategy	Modernising Day Opportunities: Learning Opportunities (Holyhead area)
Asset Management Strategy (Housing Service)	
Corporate Asset Management Plan: 2023/2028	
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
<b>February, 2024 (27/02/24) – 2024/25 Budget</b>	<b>February, 2024 (06/02/24) - Education</b>
Final Draft Budget Proposals for 2024/25 – revenue & capital	Education Scrutiny Panel Progress Report
Finance Scrutiny Panel Progress Report	Modernising Day Opportunities: Learning Disabilities
	Annual Report on Equalities: 2022/23
	Equalities Plan: 2023/2027
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24



<b>CORPORATE SCRUTINY COMMITTEE</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
<b>March, 2024 (12/03/24) - Q3</b>	<b>March, 2024 (13/03/24)</b>
Monitoring Performance: Corporate Scorecard Q3: 2023/24	North Wales Economic Ambition Board Qtr 3: 2023/24 Progress Report
Social Scrutiny Journey Progress Report	Ynys Môn Levelling Up Programme – Measure Progress
Housing Revenue Account Business Plan: 2024/2054	
Local Housing Market Assessment	
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24
<b>April, 2024 (16/04/24)</b>	<b>April, 2024 (17/04/24)</b>
	Public Services Board – governance arrangements / scrutiny of delivery of the Wellbeing Plan
Committee Forward Work Programme for 2023/24	Committee Forward Work Programme for 2023/24

**Items to be scheduled:**

<b>Corporate Scrutiny Committee</b>	<b>Partnership and Regeneration Scrutiny Committee</b>
Service Asset Management Plan 2021/31 – Smallholdings Estate	Ynys Môn Levelling Up Programme – Measure Progress (November, 2024 and January, 2025)
Census 2021	North Wales Police & Crime Commissioner
Transformation and Modernisation of Adults' Services	North Wales Fire & Rescue Service
	Welsh Ambulance Services NHS Trust
	Medrwn Môn
	Scrutiny of Partnerships
	Gypsy and Traveller Accommodation Action Plan
	Gwynedd & Ynys Môn Public Services Board – Annual Report 2023/24 (June, 2024)
	Communities for Work Plus Programme: Annual Report 2023/24 (June, 2024)
	Improving Reliability and Resilience across the Menai Straits
	Anglesey Free Port
	Anglesey Local Development Plan

	Impact of Tourism on Anglesey Local Communities (resolution of the Partnership and Regeneration Scrutiny Committee, 21/06/2023)