

Public Document Pack



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Dylan J. Williams
Prif Weithredwr – Chief Executive
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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD MERCHER, 16 HYDREF 2024 am 2:00 y. p.	WEDNESDAY, 16 OCTOBER 2024 at 2.00 pm
YSTAFELL BWYLLGOR, SWYDDFEYDD Y CYNGOR AC YN RHITHIOL DRWY ZOOM	COMMITTEE ROOM, COUNCIL OFFICES AND VIRTUALLY VIA ZOOM
Swyddog Pwyllgor	Ann Holmes 01248 752518
	Committee Officer

AELODAU/MEMBERS

Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

Geraint Bebb, Sedd Wag/Vacant Seat, 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)

John Tierney (Yr Eglwys Gatholig / The Catholic Church),
Wenda Owen (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)

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A G E N D A

1 ELECTION OF VICE-CHAIRPERSON

To elect a Vice-Chairperson for the Corporate Scrutiny Committee.

2 DECLARATION OF INTEREST

To receive any declaration of interest by any Member of Officer regarding any item of business.

3 MINUTES OF THE PREVIOUS MEETING (Pages 1 - 8)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 17 September 2024.

4 NORTH WALES REGIONAL PARTNERSHIP BOARD ANNUAL REPORT 2023/24 (Pages 9 - 60)

To present the report of the Director of Social Services.

5 CARE INSPECTORATE WALES:LOCAL AUTHORITY IMPROVEMENT CHECK LETTER - ISLE OF ANGLESEY COUNTY COUNCIL ADULT SERVICES (Pages 61 - 88)

To present the report and action plan of the Director of Social Services and the Head of Adult Services.

6 COMMITTEE NOMINATIONS - FINANCE AND EDUCATION SCRUTINY PANELS (Pages 89 - 100)

To present the report of the Scrutiny Manager.

7 FORWARD WORK PROGRAMME (Pages 101 - 108)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the meeting held on 17 September 2024

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

Councillors R LI Jones, Jackie Lewis, Llio Angharad Owen,
Keith Roberts, Alwen Pennant Watkin, Arfon Wyn and
Sonia Williams

Co-opted Members :

Mrs Wenda Owen (The Church in Wales),
Mr John Tierney (The Catholic Church)

Portfolio Members

Councillor Robin Williams – Deputy Leader and Portfolio Member
for Finance,
Councillor Neville Evans – Portfolio Member for Leisure, Tourism
and Maritime,
Councillor Carwyn Jones – Portfolio Member for Corporate
Business and Customer Experience,
Councillor Alun Roberts – Portfolio Member for Adults' Services
and Community Safety,
Councillor Dafydd R Thomas – Portfolio Member for Highways,
Waste and Property.

IN ATTENDANCE: Chief Executive,
Deputy Chief Executive,
Director of Function (Council Business)/Monitoring Officer,
Director of Function (Resources)/Section 151 Officer,
Director of Education, Skills and Young People,
Head of Profession (HR) and Transformation,
Head of Democracy,
Head of Regulation and Economic Development,
Head of Housing Services,
Head of Highways, Property and Waste,
Head of Adults' Services,
Corporate Planning Programme and Performance Manager (GP),
Chief Public Protection Officer (TO),
Scrutiny Officer (EA),
Committee Officer (MEH),
Webcasting Officer (FT).

ALSO PRESENT: None

APOLOGIES: Councillors Aled M Jones, Ieuan Williams.
Mrs Gillian Thompson – Parent Governor – Primary Schools

Sector.
Councillor Gary Pritchard – Deputy Leader and Portfolio Member for Housing, Children and Youth Services,
Councillor Dafydd Roberts – Portfolio Member for Education and the Welsh Language.

Scrutiny Manager (AD).

1 DECLARATION OF INTEREST

Councillor Jackie Lewis declared a personal interest in any item that refers to Menter Môn and the economy.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting of the Corporate Scrutiny Committee held on 13 June, 2024 were confirmed as correct.

3 MONITORING PERFORMANCE : CORPORATE SCORECARD Q1 2024/25

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 1 2024/2025 was presented for the Committee's consideration.

The report was presented by Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience and noted that the scorecard for the 2024/2025 is presented in its new format and portrays the Council's performance against the strategic objectives outlined in the Council Plan. A number of KPI's are new, many currently do not have targets and are there to set a baseline, with some data not available until end of the year. Trends will however be monitored from Q2 during 2024/2025 with the aim of setting targets in 2024/2025. He noted that 94% of the indicators with targets monitored during the quarter performed well. He referred to two indicators that requires improvement : Freedom of Information (FOI) requests responded to within timescale and the percentage of high-risk businesses that have been inspected in accordance with the food hygiene standards. Councillor Carwyn Jones further referred that 68.46% of year 11 pupils are studying Welsh as first language which is a good achievement with an Amber indicator, and it is hoped that this will increase. He referred to the Children's Services which has seen above target levels and the Leisure Services which has seen over 130,000 people using the service compared to the target level of 115,000. The percentage of pupil's attendance in primary schools, following the pandemic has increase. Other good performance was to be found with 22 new Council home developed, and former homes purchased and brought back into Council rented homes compared to the target of 11 and 16 empty private properties brought back into use through the Empty Homes interventions. The percentage of planning enforcement cases investigated within 84 days reached a 97% performance against the target of 80% and the percentage of 86% of council business units let. He further referred that the percentage of streets that are clean have exceed the target of 96.60%

following an inspection by the Highways Department. The proportion of low carbon (electric) vehicles within the Council fleet is 12% which is good performance.

The Members noted the examples of good performances during Q1 and thanked the Officers and staff. In scrutinising the report, the following points of discussion were raised by the Committee and the Portfolio Member for Corporate Business and Customer Experience and Officers responded to the questions raised.

- 94% of the Authority's performance indicators with targets monitored performed well, which is a positive report at the end of Quarter 1. Questions were asked as to what assurance can be given that the remaining 2 indicators will improve.
- Food Hygiene Inspection - it was noted that a total of 22 premises have now been inspected out of the target of 31. Capacity issues enabling the inspections to be undertaken have been a problem as priority has been given to high-risk food hygiene premises. A work programme has been implemented within the service to comply with the food hygiene standards.
- Freedom of Information (FOI) requests – a total of 247 requests received within the quarter which could equate to a high proportion of questions within the FOI requests received. As was reported at the last meeting mitigation actions are being undertaken with the development of a CRM system with the aim being to create a dashboard available to each Information Manager, so that they will be able to access daily and scorecard which will show requests, timescales, progress and late responses. As noted, there was a total of 247 FOI requests during Q1 with 205 of them responded to within timescale. The Council remains committed to increasing the response rate for FOI's however due to the need to make savings, some reduction in capacity to deal with tasks within the services ensures that the target of 90% remains challenging.
- Whilst welcoming the development of Social Housing on the Island, questions were asked as to the effect on the Welsh language communities when non-Welsh speakers move into these dwellings. The Head of Housing Services responded that the House Lettings policy gives priority to a 'local' link to Anglesey for a period of 5 years when a person(s) applies for a tenancy of a Council property. However, a 'local' link does not result in all persons applying for Social Housing being Welsh speakers.
- Reference was made that 29 primary schools have eco-schools' status whilst only 2 secondary schools have the eco-school status. Questions were asked whether there are plans to support the 3 remaining secondary schools to reach the eco-schools status. The Director of Education, Skills and Young People said that work is undertaken within the primary and secondary schools across the Island with the Climate Change Officer as regards to eco-schools' status and the priorities within the net zero initiatives.
- Do the financial challenges facing local government create a risk to the Council's good performance into the future and how does the Council intend to mitigate these risks. The Director of Function (Resources)/Section 151 Officer responded

that local government faces immense financial challenges in the forthcoming years. A report on the Medium-Term Financial Plan will be discussed at the next meeting of the Executive which set out the context of the financial situation. There will be a need for the Council to reduce its expenditure if there is no significant increase to fund the services currently provided. However, reducing expenditure does not always result in reducing services. The Council will need to consider providing services that are cost effective and on the same level which could result in some areas an improved performance. The targets levels should also be considered and gauged whether these targets are too high and need to be slightly reduced to achieve the required services afforded by the Council. He further said that the Council must ensure that it provides the statutory services.

- Reference was made that 6 schools are receiving support with a financial recovery plan. Questions were raised as to what assistance they are receiving. The Director of Education, Skills and Young People responded that regular meetings and support is afforded to these schools that are receiving support through the financial recovery plan and continued monitoring is undertaken with the Finance Department. The Director of Function (Resources)/Section 151 Officer said that work is undertaken to assist the individual schools and some financial recovery plans can be difficult to resolve within one year. The situation within schools can change from each year to another with additional children starting in the schools which can help some schools come out of financial situations. However, when financial cuts face an individual school, support is afforded to ensure that the impact does not have an effect on the performance of the school.
- The report includes a key performance indicator 'the percentage of streets that are clean'. Questions were asked as to the definition of clean in the context of this performance indicator. The Head of Highways, Property and Waste responded that the performance indicator relates to the cleanliness of residential streets. The National Standards has a category of A to D as regards to the cleanliness of streets. Keep Wales Tidy also conducts a yearly review of the cleanliness of streets.
- In previous scorecard reports a section highlighting the movement of trends within each KPI's have been included. Questions were asked whether there is an intention to include a similar section in the scorecard for the next quarter and is it possible to include a comparison with the same quarter within the previous year. The Corporate Planning Programme and Performance Manager responded that an additional section will be included in the Q2 Scorecard to monitor the trends from each quarter. He referred that the comparison with the same quarter within the previous year will be considered but additional information within the scorecard may complicate the information contained within the documentation. The process in developing the Scorecard has been discussed with the Portfolio Holders, the Executive and services to ascertain as to the additional indicators required to measure the performance of the Council. The additional indicators included in the Q1 Scorecard are based on the measure of achievement against the Council Plan. Adaptations to the scorecard may be required over the following quarters dependent on the feedback that will be received.

- The number of children who have swimming lessons via Môn Actif throughout the year within Q1 shows as 1,847 within the scorecard. Questions were asked whether this figure includes children who receive swimming lessons for one term only. The Head of Regulation and Economic Development confirmed that the number of children receiving swimming lessons within the scorecard is for one term only.
- Reference was made to the Social Care and Wellbeing indicators as regards to the number of older people (aged 65 or over) whom the authority supports in care homes. It was indicated that there is a Dementia Forum held in Holyhead for Carers and people who suffer with dementia. It was considered that the Carers do not have the recognition for the work they undertake in supporting people with dementia. Questions were raised whether there are figures indicating how many people suffer from Dementia on the Island. The Head of Adults' Services responded that the number of people with Dementia is increasing on Anglesey and other Counties. He noted that there are similar activities in other areas for people with Dementia across the Island. He said that it is recognised the importance of supporting people with Dementia and Carers within the Social Services Department, but resources are limited. However, work is undertaken with the Voluntary Sector and the Health Service to recognise individuals who have Dementia and to afford activities within local communities.

Having reviewed the Corporate Scorecard for Q1, 2024/2025 and having noted the responses of the Portfolio Member and Officers to the points of discussion raised, it was RESOLVED:-

- **To recommend the Scorecard report and mitigating measures outlined therein to the Executive.**

4 ANNUAL PERFORMANCE REPORT 2023/24

The report of the Head of Profession (HR) and Transformation incorporating the annual Performance and Wellbeing Report for 2023/2024 was presented for the Committee's consideration.

The report was presented by Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience. He said that the report presents a year of notable achievements that have contributed to several improvements and provides a firm foundation to support the Council despite the economic challenges ahead. He referred to the work undertaken by the Language Forum and noted that it was a pleasure been able to attend an event by the Forum during the Anglesey Agricultural Show held in August and the collaboration undertaken to promote the Welsh language is positive. He further referred to the Social Care and Wellbeing - projects and especially to the work undertaken by the leisure service in completing the 3D pitch in Bodedern. A third provision of the Cartrefi Clyd project has been undertaken which is a benefit for the young people to be able to live within their local communities and resulting in savings within the Council's budget. Education projects - the Curriculum for Wales is in place in all schools and systems have been developed to measure the impact of work relating to well-being, inclusion and welfare on children, young people and the workforce. Housing – work continues to

develop plans for an Extra Care Housing Development at Tyddyn Mostyn, Menai Bridge. Economy – additional business units have been completed in Llangefni and Holyhead. Climate Change – investment in buildings to improve energy efficiency, reduce energy use and reduce the Councils carbon emissions have been undertaken. He thanked the staff of the Council for their achievements and hard work over the course of the year.

In scrutinising the report, the following points of discussion were raised by the Committee and the Portfolio Member for Corporate Business and Customer Experience and Officers responded to the questions raised.

- The report presents a year of notable achievements which have contributed to a number of improvements on the Island. Questions were asked as to what arrangements are in place to promote and share these achievements across the organisation and beyond. The Portfolio Member for Corporate Business and Customer Experience responded that the Communications Unit within the Council is responsible for advertising the notable achievements attained by the Council through press releases and social media. The Corporate Planning Programme and Performance Manager said that the Annual Performance Report 2023/2024 will be considered by the full Council at its meeting at the end of this month and it is anticipated that a press release will be made to promote the achievements of the Council over the 2023/2024 period.
- Questions were asked as to what specific performance areas should be prioritised on the basis of risk during 2024/2025. The Corporate Planning Programme and Performance Manager referred to the Annual Corporate Self-Assessment 2023/2024 report that was presented to this Committee at its meeting held in July. Within the Annual Corporate Self-Assessment report, six priority areas were identified to be implemented for improvements by the Council. An update will be submitted to the Corporate Scrutiny Committee at the beginning of next year on the progress made on the actions in relation the key areas identified within the report. The Chief Executive in response to be comments as regards to the performance areas that should be prioritised based on risks during 2024/2025. He said that financial resources within the Council's budget and demand will be a risk factor due to trends of the ageing population, children services and housing services.
- The report refers to the main reason for the delay in the launching of the Digital Tenant Portal was additional IT upgrade work required by the Housing Department. Questions were asked as to what other factors contributed to this delay and what communication updates were provided to tenants informing them of the delay to the portal launch. The Head of Housing Services responded that delays in launching the Digital Tenant's' Portal resulted from prioritising the upgrade to the services systems in the first instance. An opportunity arose for the Housing Services to contribute to the Corporate CRM system which has resulted in benefits to the Housing Services systems. Communication with the Councils tenants has been undertaken within the digital Tenants Panel and the Tenants Forum to inform them on the delay to the digital tenant's portal.
- The report highlights the installation of new landing pontoons at Amlwch Port and St George's Pier has been postponed. Questions were asked as to the reasons contributed towards this decision. The Head of Regulation and

Economic Development responded that the improvements to the new landing pontoons were postponed due to increased costs that needed to be reviewed. The new pontoon at St George's Pier will be installed from the end of the financial year. In Amlwch Port consideration will need to be given to a more appropriate design due to the nature of the Port. Other sources of funding will also need to be considered as regards to future maintenance costs.

- The cost-of-living crisis has created a significant financial challenge for the Council. Questions were asked as to how this challenge has been reflected within the Annual Performance Report. The Chief Executive said that when people are in dire need the Council is the only avenue, to be able to assist them resulting in increase in demand for services which put additional financial strain on resources of the Council. He further said that the Poverty Dashboard and Corporate Scorecard will identify the trends for the increase in demand for services.
- The report highlights three areas that underperformed against set targets during 2023/2024 (FOI's, NEET and DFG's). Questions were asked as whether there are updates on these indicators to date. The Corporate Planning Programme and Performance Manager responded that it is premature at the present to gauge the performance as plans are currently being put in place to address these underperforming areas.

Having reviewed the Annual Performance Report 2023/2024 and having noted the responses of the Portfolio Member and Officers to the points of discussion raised, it was RESOLVED:-

- **To agree the content of the 2023/2024 Annual Performance Report as a fair and complete reflection of the Authority's work over the period and for further consideration by the Executive to adopt the report.**

5 FORWARD WORK PROGRAMME

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme for 2024/2025 was presented for consideration.

It was RESOLVED to agree the current version of the Forward Work Programme for 2024/2025 as presented.

**COUNCILLOR DOUGLAS FOWLIE
CHAIR**

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ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report</u>	
Committee:	Corporate Scrutiny Committee
Date:	16 th October 2024
Subject:	Regional Partnership Board – Annual Report.
Purpose of Report:	Provide the Scrutiny Committee with an annual update
Scrutiny Chair:	Councillor Douglas Fowlie
Portfolio Holder(s):	Councillor Dyfed W. Jones- Children & Families Services Councillor Alun Roberts – Adults Services
Head of Service:	Fon Roberts - Director of Social Services & Head of Children and Families Services
Report Author: Tel: Email:	Gethin Morgan, Head of Regional Collaboration Dafydd Jones – Transformation and Development Manager 01248 751887 DafyddJones4@ynysmon.llyw.cymru
Local Members:	Not Relevant

1 - Recommendation/s
<p>That the Committee confirms that it has read, understood and taken into account the work that is required to be undertaken by the Regional Partnership Board.</p> <p>That the Committee notes the work and progress in 2023/24 on the work areas that are being taken forward through the North Wales Regional Partnership Board.</p>

2 – Link to Council Plan / Other Corporate Priorities
<p>The aim of the North Wales Partnership Board is to work collaboratively across health and social care services to help support resilient communities and also ensure a seamless service for individuals that require care and support.</p> <p>This is aligned to the priorities set out in Anglesey County Councils new Council Plan 2023-28 – one of which is stated as ‘Social Care and Wellbeing – providing the right support at the right time’. It also underpins the Values stated within the new Plan -</p>

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

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

This report is the Annual Report of the North Wales Regional Partnership Board for 2023-23. It is a requirement within the Part 9 of the Social Services and Well-Being (Wales) Act 2014 that each Regional Partnership Board prepares, publishes and submits its annual report to Welsh Government (Appendix 1).

This report is to provide information to partners with regard to the North Wales Regional Partnership Board and its activities during 2022.23.

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

The purpose of Part 9 of the Act is to improve outcomes and well-being of people, as well as improving the efficiency and effectiveness of service delivery. The key aims of cooperation, partnership and integration can therefore be described as:

- To improve care and support, ensuring people have more say and control
- To improve outcomes and health and wellbeing
- Provide co-ordinated, person centred care and support
- Make more effective use of resources, skills and expertise.

When the Board develops regional reports, strategies or documents, officers and Elected members who sit on the Board bring these to relevant meetings within their own organisations to be formally agreed. Regional Partnership Boards do not have arrangements for regional scrutiny, this is undertaken at a local basis

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

The purpose of the Annual report is to set out the progress that Regional Partnership Boards have made and reflects on how board are achieving the principles of the Social Services and Well-Being (Wales) Act 2014.

3.3 A look at any risks [focus on risk]

See 5.8 below.

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

See North Wales Regional Partnership Board Annual Report (see Appendix 1).

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

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4 - Key Scrutiny Questions

1. To what extent has the Board achieved its key priorities for 2023/24?
2. The report presents a year of success by the Partnership Board. What arrangements are in place to promote and share the successes?
3. What are the Board's key priorities for 2024/25?
4. The report discusses the ongoing challenges facing the Health and Social Care sector with no indication that the situation will change significantly in the mid-term. How can the Partnership Board contribute to alleviating some of these challenges?
5. To what extent did the work of the Partnership Board have a direct impact on the residents and communities of Anglesey?

5 – Background / Context

5.1 What is the report about?

This report is the Annual Report of the North Wales Regional Partnership Board for 2023/24 (Appendix 1). It is a requirement within the Part 9 of the Social Services and Well-Being (Wales) Act 2014 that each Regional Partnership Board prepares, publishes and submits its annual report to Welsh Government.

5.2 What is the reason for making this report?

This report is to provide information to partners with regard to the North Wales Regional Partnership Board and its activities during 2023/24.

5.3 Report details

The Social Services and Well-Being (Wales) Act 2014 requires that each Regional Partnership Board produces and publishes an annual report on its work and submits this to Welsh Government.

In March 2018 the Welsh Government issued Guidance for the completion of the Regional Partnership Board Annual reports and Boards were to use this guidance for the completion of its report. The attached report contains all the information which was required to be included within that Guidance. The North Wales Regional Partnership Board report is written in a format that captures all information required.

The Regional Partnership Board is the Board which has been set up to meet the requirements of Part 9 of the Social Services and Well-Being (Wales) Act 2014. The Act requires that local authorities make arrangements to promote co-operation with their relevant partners and others, in relation to adults with needs for care and support,

carers and children. It places a duty on relevant partners to co-operate with, and provide information to, the local authorities for the purposes of their social services functions.

Part 9 of the Act provides for partnership arrangements between local authorities and Local Health Boards for the discharge of their functions. The Act also provides Welsh Government Ministers with regulation making powers in relation to formal partnership arrangements, resources for partnership arrangements (including pooled funds) and partnership boards.

The purpose of Part 9 of the Act is to improve outcomes and well-being of people, as well as improving the efficiency and effectiveness of service delivery. The key aims of co-operation, partnership and integration can therefore be described as:

- To improve care and support, ensuring people have more say and control
- To improve outcomes and health and wellbeing
- Provide co-ordinated, person centred care and support
- Make more effective use of resources, skills and expertise.

The purpose of the Annual report is to set out the progress that Regional Partnership Boards have made and reflects on how board are achieving the principles of the Social Services and Well-Being (Wales) Act 2014.

5.4 How does the decision contribute to the Corporate Priorities?

Working in partnership across health and social care services will help support resilient communities and also ensure a seamless service for individuals that require care and support.

5.5 What will it cost and how will it affect other services?

The 6 Local Authorities and BCU Health Board in North Wales pool funding to support regional working across the Region, this also funds the Regional Collaboration Team and there is a formal partnership agreement to underpin this.

Through the Regional Partnership Boards, Welsh Government is channeling grant funding streams such as the Regional Integration Fund for Health and Social Care and the Housing with Care and Integrating and Rebalancing capital funds. Where it is possible to charge regional partnership activity to these grants this is being actioned.

5.6 What are the main conclusions of the Well-being Impact Assessment?

An overall Well-being impact assessment has not been completed for the Annual Report but EIA's will have been completed for the individual elements contained within.

5.7 What consultations have been carried out with Scrutiny and others?

Members will be aware of the Social Services and Well-Being (Wales) Act 2014 and will have received information about Part 9 of the Act and the development of Regional Partnership Boards. There has been no formal consultation, other than with members of the Regional Partnership Board which includes a wide range of membership and includes citizens and carers.

5.8 What risks are there and is there anything we can do to reduce them?

Where is a risk is ensuring compliance with the Social Services and Well-Being (Wales) Act 2014 and with the Guidance on regional partnership board annual reports issued in March 2018 in producing the annual report. The main risk is that the North Wales Regional Partnership Board is able to progress the various requirements as required in the Part 9 Guidance and that the partnership develops to enable further partnership working and integration of services in the future.

5.9 Power to make the decision

Social Services and Well-Being Act 2014, Part 9.

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

No regional EIA has been carried out for the RPB.

7 – Financial Implications

See paragraph 5.5 above.

8 – Appendices:

Attachment 1- Annual Report

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

No further background papers



BWRDD PARTNERIAETH RHANBARTHOL
GOGLEDD CYMRU
NORTH WALES
REGIONAL PARTNERSHIP BOARD

North Wales Regional Partnership Board

Annual report

2023 - 2024



This report has been produced to meet the requirements set out by the Welsh Government in the Social Services and Well-Being (Wales) Act 2014

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1. Foreword by the chair of North Wales Regional Partnership Board (NWRPB)

Cllr Dilwyn Morgan,
Chair NWRPB

Cabinet Member for Adults, Health and Wellbeing,
Cyngor Gwynedd



I am delighted to present the 2023-24 Annual Report which is my first as the current Chair of the North Wales Regional Partnership Board. Together, we continue to work together to improve our service and enable people in North Wales live the best lives they can.

This report highlights just some of the work that the Regional Partnership Board has delivered to improve the lives of people living in North Wales. I would like to thank everyone involved in our work for their commitment to working together to deliver seamless services that focus on the needs of local communities.

There is so much for the Board and all its members to be proud of this year and sometimes we can lose sight of the good that has been done. This report is therefore a good reminder to us all of what we achieved together during the last 12 months.

It does continue to be challenging for the health and social care sector with no indication that there will be any significant change as we go into the 2024/25. It is even more imperative that we continue to work together to address these issues and to build on the excellent work that has already been achieved.

In addition to our Annual Report, further information can be found by visiting our website <https://www.northwalescollaborative.wales/regional-partnership-board/>

One of my key priorities as Chair is striving to raise awareness of the work of the Board by hearing and sharing stories in health and social care directly to the people of North Wales. I know only too well that stories are moving and powerful, but I believe it is important to go beyond being emotionally moved, to moving into action through learning and development. This I believe is best achieved through collective talking and thinking together and by ensuring that our work is known by the people of North Wales who, with far greater input into service co-design will eventually enable us to achieve the outcomes that matter to them.






Finally, on behalf of my RPB colleagues, I would like to thank everyone who has supported the RPB's work over the last year. Together we can deliver outcomes that far outweigh what we can do alone.

Best wishes,
Cllr Dilwyn Morgan.

2. Highlights and achievements within the year

The North Wales Regional Partnership Board (NWRPB) published their Regional Area Plan in April 2023. This set out how partners worked together during the year to deliver health and social care services and respond to the findings of the North Wales Population Needs Assessment and Market Stability Report. The board also published an update to the Market Stability Report.

The plan focused on how the Regional Partnership Board delivers priorities for integrated working between health and social care on a regional basis, for the population groups:

-  Children and young people with complex needs
-  Older people including people with dementia
-  People with learning disabilities and neurodevelopmental conditions
-  Unpaid carers
-  People with emotional and mental health wellbeing needs

Progress against the plan was shared throughout the year in RPB meetings and a revised plan is tabled under point 8 of this report.

Regional Integration Fund

The Health and Social Care Regional Integration Fund (the RIF) is a five-year fund (April 2022 to March 2027) to support integration and partnership working for the priority population groups identified above.

The NWRPB has led on the development and implementation of the RIF.

The 2023/24 RIF programme comprises 35 schemes across the 6 national Models of Care.

The total investment into schemes and services (excluding infrastructure and programme management costs) for the year is £57,169,751

This is made up of £29,705,054 Welsh Government funding and £27,464,697 of partner core funding.









£5,413,163 is invested in schemes which directly support unpaid carers. £5,671,244 is invested in social value schemes.

All schemes report against a set of All Wales performance indicators (Appendix 2)

North Wales Together: Seamless services for people with learning disabilities

North Wales Together is a project funded through the RIF, to support people and organisations to make sure that people with learning disabilities are able to live a great life. The team are working with many different people and organisations to find out what is working well, and how we can support changes where they are needed.

Progress during 2023/24 includes:

-  development of a Regional Supported Employment strategy and, in central area, piloting a model that supports people with learning disabilities to access paid employment. This model will be rolled out across the region in 24/25;
-  1 to 1, hub support and accessible training designed to raise awareness of technology for those with a learning disabilities and the workforce who support them;
-  working with colleagues in Health and Social care on an integrated Positive Behaviour Support implementation plan;
-  funding a project management post within the BCUHB Mental Health and Learning Disability division to take forward the redesign of existing residential nursing services to enable care closer to home for people with complex needs. Accommodation developed East and West of the region with placements coming on stream 24/25;
-  commissioning of activities for Adults, Children with learning disabilities and their families;
-  development of a Direct Payment toolkit and promotion of Direct Payments
-  commissioning of a third sector based Information Advice and Assistance service for young people and their families experienceing transition to adult services.
-  Commissioning and joint funding a peer led health checks and screening project.

Children's RPB

Being one of the priority population groupings, a Childrens sub-group was formed in January 2022 with the intention to review and revise the associated governance structure adopted to develop and implement workstreams to meet the needs of Children and Young People with complex needs across the region.


A revised governance structure was agreed during the year and the newly named Childrens Regional Partnership Board (CRPB) was implemented in January 2024. The structure includes a Childrens Regional Transformation Board, to give transparency on what programmes are delivering, avoid any duplication and working to the principles in the NYTH/NEST framework.


The governance review was a reflective phase for partners, allowing them to review their priorities as part of the right door implementation. As such, each sub-regional area, whilst having a common themes also now has a slightly different focus for their next stage in delivery. In all three areas there is a particular focus on providing support for those who are neuro-diverse (ND) and are either on the waiting list for a diagnosis or have a diagnosis.

The East area has agreed to focus on those children and young people who are transitioning between primary school and secondary.

Central have a focus on 0-7 years.

In the West, Gwynedd and Anglesey are working on different cohorts, prioritising ND too.

-  Anglesey's focus is early intervention and prevention and is rolling out Teulu Mon to deliver a Multi-Disciplinary Team (MDT) approach based around the 5 secondary schools and primary schools in each catchment areas.

-  Gwynedd is focusing on complex cases and have established an MDT with a preventative ethos to support the children and young people with an aim to prevent them entering into care, where possible.

The different focus will enable the work to identify the challenges and opportunities faced by these cohorts and share good practice across the region.








In addition to the review, during the year coproduction and storytelling workshops were held and through a series of creative and participatory exercises a vibrant and rich period of discussion emanated where:

- It was established that guiding values and principles should underpin and inform all aspects of the work going forward.
- The boards mission was co-defined.
- dialogue learning methods were introduced to provide an engaging and practical way of putting stories into action.
- the priority areas for a 2-year work programme were reviewed and confirmed.


Regional Innovation Coordination Hub

The hubs' role is to coordinate health and social care research, innovation, and improvement activity in North Wales to support the work of the Regional Partnership Board and its partners.

Highlights for 2023-24 include the following -

-  Gathering evidence and bringing people together to find solutions to complex problems, including: a RITA User Network to talk about using reminiscence technology for people living with dementia; ways to use co-production and storytelling techniques to improve services and partnership working; and improving support for children and young people with neurodevelopmental conditions.
-  Improving access to evidence by providing insight into statistics and research for dozens of topics ranging from neurodiversity and dementia to AI and virtual wards.
-  Getting work underway for the Digital, Data and Technology Board under the themes of –
 -  getting the basics right
 -  innovation
 -  digital inclusion
 -  integrated health and care records.





This included mapping digital projects across the region.

-  Providing research support including case study hints and tips sessions and a consent and ethics framework for the Regional Integration Fund; designing a dashboard to measure regional progress against the Autism Code of Practice; and analysing hundreds of thoughtful responses to a Dementia Listening Campaign across six North Wales towns.

For more information, follow the hub on Twitter/X @_NW_RICH, sign up to our newsletter and visit the RIC hub webpages.

Strategic Capital Plan & Development Fund

The NWRPB developed during the year a 10-year Strategic Capital Plan (SCP) which brings together –

-  Health
-  social care
-  housing
-  third sector
-  education
-  regeneration partners

to develop integrated service delivery facilities and integrated accommodation-based solutions for the future.

As part of the development of the SCP, the regional team developed a prioritisation tool accessible to partners to assist with the process, allowing partners to submit schemes each quarter to seek endorsement from the RPB.







Each project goes through a 5-stage process which includes scheme prioritisation, if endorsed will then progress through to business case and application development and project delivery if awarded funding.

The regions SCP was completed in July 2023, with 35 prioritised schemes receiving RPB endorsement with projects being developed across health and social care.

These prioritised schemes have a total value estimated at £440m with £303m anticipated to be required from WG funding.

In addition, a further £3m of funding was awarded during the year to support schemes at varying stages, from continuation of business case development to acquisition, refurbishments and construction of new facilities.

The projects awarded funding included –

-  The development of Integrated hub in Conwy west (progression to the next business case stage),
-  care closer to home development across the region
-  extra care refurbishment in Denbighshire
-  dementia centres across the region
-  supported living for people with learning disabilities in Conwy and Flintshire and
-  children's care homes across the region.

These schemes will assist people to live independently for longer, free up hospital beds and provide improved service provision across the North Wales region.

Radical thinking with the Regional Partnership Board

“To be truly radical is to make hope possible rather than despair convincing”
Raymond Williams

The exploration of radical ideas which could help address future challenges facing health and social care was undertaken during the year. After binging TED talks, inspirational books, and articles it became clear that the best place to start was by bringing people together.

The workshop began with defining radical thinking – it’s about disruption, innovation, risk-taking, passion and impact. We talked about how being ‘radical’ should not be an end in itself as it can harm as well as benefit people. To mitigate, we came up with a set of guiding principles for how and where we could be purposefully radical for good. This includes **gathering stories** from those with lived experience to inform service design and delivery, **convening conversations** to connect all partners with a shared stake in collective challenges, exploring new ways to do more with available **finances and resources**, giving people **permission to act**, and **sharing responsibility** between members of the board.

Dementia Friendly Communities

The Regional North Wales Dementia Friendly Communities (DFC) recognition and accreditation scheme commenced on 1st January 2024 following the Alzheimer’s Society scheme ending on the 31 December 2023.

The 6 County Voluntary Councils, 6 Local Authorities and the Health Board are working together with support from the RPB Business Support Team and Regional Dementia Project Manager to deliver the North Wales Dementia Friendly Communities Scheme.

The Denbighshire Voluntary Services Council (DVSC) are the lead County Voluntary Council partner due to their wealth of knowledge and experience. The DVSC are providing advice and support to partners and will be part of the accreditation assessment panel. Nevertheless, all 6 County Voluntary Councils (CVC) will provide advice and guidance for newly established DFCs including running consultation events, meetings, and support with how to set up a constitution and establishing DFC networks.

In addition, the Local Authority partners will also provide information and support to existing and newly established DFCs. As well as provide support for countywide DFC networks and will be part of the accreditation assessment panel.

The Health Board have agreed to be part of the accreditation assessment panel. The RPB Support team are providing project management and administrative support for the application and assessment documentation process and are also part of the accreditation assessment panels and regional DFC networks and forums.

The DFC initiative is on track to commence phase 2 in June 2024, which will further develop the North Wales scheme by identifying any gaps and barriers to preventing the new scheme from expanding. A consultation group will be set up, along with events will be held with people living with dementia to review the regional scheme’s progress and co-produce an enhanced scheme.

3. Role, purpose and membership of the North Wales Regional Partnership Board

Vision statement

Together improving the health and well-being of people and communities.

Guiding principles

The NWRPB agreed its guiding principles in November 2016 and these remain fit for purpose:

- Whole system change and reinvestment of resources to a preventative model that promotes good health and well-being and draws effectively on evidence of what works best
- Care is delivered in joined up ways centred around the needs, preferences and social assets of people (service users, carers and communities)
- People are enabled to use their confidence and skills to live independently, supported by a range of high quality community based options
- Embedded co-production in decision making so that citizens and their communities shape services
- We recognise the broad range of factors that influence health and well-being and the importance of the links to these areas (including education, housing, welfare, reduced homelessness, economic growth, regeneration, leisure and the environment).

Role of the NWRPB

Our Regional Partnership Board (RPB) includes representatives from Conwy County Borough Council, Cyngor Gwynedd, Denbighshire County Council, Flintshire County Council, Isle of Anglesey Council, Wrexham County Borough Council, Betsi Cadwaladr University Health Board, Welsh Ambulance Service Trust, housing, Third & Independent sectors, carer and service user representatives.

We work with our population, recognising its diversity, and colleagues from across our region to improve the health and wellbeing of everyone living in North Wales.

We share resources, skills and services to ensure people can access the right service, in the right place, at the right time so, you can do the things that matter most to you, at all times of life.

The NWRPB's Terms of Reference is reviewed annually however, the role of the Board remains the same and is to:

- Ensure that there is an agreed shared vision and a clear direction of travel for service development and integration of health, care and well-being
- Ensure that there are shared plans and strategies in place (supported by appropriate business cases) for delivering on the vision
- Ensure that the strategic plans are evaluated and reviewed against agreed and understood outcomes and performance indicators

- Lead a strategic approach to communicating and publicising the direction of travel and the progress made
- Ensure that the principles of the Board are upheld
- Maintain an effective overview of the resources allocated
- Report to the Regional Leadership Board on progress, key issues and exceptions, escalating any barriers to progress within the NWRPB for resolution
- Ensure that an annual report on progress is prepared and delivered as required by the Welsh Government.






The membership of the NWRPB (as at end of March 2024) is attached in Appendix 1.

The NWRPB's business and the business of the regional sub-groups is managed by the Head of Regional Collaboration and members of the North Wales Regional Collaboration Team.

4. Legal requirements and strategic direction

The requirements for the Regional Partnership Boards is set out in the Part 9 Statutory Guidance (Partnership Arrangements); this annual report also includes the specific elements required by Welsh Government to be included in its Annual report.

In line with the requirements of the Act, during 2023-24 the NWRPB continued to develop its approaches to integrated services for the following priority areas:

-  Older people with complex needs and long-term conditions, including dementia
-  People with learning disabilities
-  Carers, including young carers
-  Integrated Family Support Services
-  Children with complex needs due to disability or illness.

North Wales Area Plan

The Area Plan sets out the priority areas for integration of services between health and social care and this sets out the direction of travel for the Board. The Area Plan sets out how the region will address the priority areas identified in the Population Needs Assessment, this remains the golden thread to specific areas of work within the region. We add value when we bring partners together to address issues or deliver change which no one organisation can address alone.

Older People with complex needs and long-term conditions, including dementia

The Social Services and Well-being (Wales) Act 2014 includes a legal duty for Regional Partnership Boards to prioritise the integration of services in relation to older people with complex needs and long-term conditions, including dementia. Support for people living with dementia is a priority in the NWRPB Regional Plan.

The North Wales Dementia Strategy provides such direction. It sets out how we will deliver the Dementia Action Plan (DAP) through development of integrated dementia services. The strategy was developed jointly by the six North Wales Local Authorities and Betsi Cadwaladr University Health Board (BCUHB) and supported by Public Health Wales, Bangor University and dementia service users and carers as well as other partners.

There are 31 actions within the North Wales strategy.

Dementia Action Plan (DAP)

In 2018 Welsh Government introduced the All-Wales Dementia Action Plan (DAP) and North Wales receives just over £2.1m DAP funding to support integrated partnership working for people living with dementia. The DAP funding is recurrent, and ring fenced.

All Wales Dementia Care Pathway Standards (AWDCPS)

In 2020, Welsh Government introduced the All-Wales Dementia Care Pathway of Standards (AWDCPS) to support delivery of the Dementia Action Plan (DAP). The standards were developed in consultation with people living with dementia, third sector and voluntary organisations and health care professionals, to identify what people living with dementia believe will make a positive difference to dementia care.

There are 20 standards and Improvement Cymru lead on this work nationally.

Memory Support Pathway (MSP) Improvement

In 2021, Welsh Government recognised there were significant waiting times for memory clinics across Wales due to capacity and process issues and so Memory Assessment Service (MAS) funding was made available to improve the Memory Support Pathway. North Wales receives £678k funding. The pathway includes provision of pre-assessment support and advice, improved clinical assessment and diagnosis times and provision of post diagnosis advice and support. The vision of the pathway is equity and ease of access for all residents of North Wales. The funding is recurrent, and ring fenced.

Dementia Friendly Communities

In 2023 Alzheimer's Society announced that they were ending the UK wide Dementia Friendly Communities scheme in December 2023. The NWRPB worked to develop a regional recognition and accreditation scheme to ensure Dementia Friendly Communities (DFC) could continue in North Wales. The NWRPB scheme commenced in January 2024.

The regional dementia work is managed through effective partnership decision making and delivery via the regional operational and strategic groups. The work is led by the Regional Dementia Project Manager funded from DAP and the Regional MAS Improvement Manager funded from MAS.

North Wales Learning Disability Strategy

The foundation of the programme is the North Wales Learning Disability Strategy. The strategy is being implemented by the team through 6 workstreams: Integrated structures, Workforce development, Commissioning and procurement, Community and culture change, Assistive technology and Employment



<p>TREAT ME WELL</p>  <p>Everyone is an individual and should be treated with dignity and respect.</p> <p>"respecting me includes respecting my space, my things, my decisions and my relationships"</p> <p>"listen to me and take the time to get to know me!"</p> <p>"Be kind"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Communicate in an open, accurate and straightforward way • Don't use jargon • Protect and respect people's confidential and personal information • Use humour appropriately • Check how people want to be addressed • Be on time and do what you say you will do 	<p>LET ME BE IN CHARGE OF MY OWN LIFE</p>  <p>Voice, choice, control and independence is at the heart of everything we do</p> <p>We embrace coproduction</p> <p>"I want to have choice about where I live and who I live with"</p> <p>"support me to do what I want to do and listen to me"</p> <p>"I want to feel important and be able to make my own decisions"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Empower, encourage and enable people who need care and support to do things for themselves and to make their own decisions. • Support individuals to maximise their decision making and have control over their own lives 	<p>HELP ME BE THE BEST I CAN BE</p>  <p>We deliver person centred care, putting the person at the heart of everything we do and helping them achieve their potential</p> <p>"learn from me and recognize what I am good at"</p> <p>"help me learn new things"</p> <p>"give me just enough support"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Be prepared to take positive risks, clearly explaining the consequences to others • Look at tackling new and emerging problems creatively. • Don't see mistakes as a bad thing, see them as an opportunity to learn and grow • Be warm, kind, empathetic, reliable and compassionate in your actions 	<p>ALWAYS BE HONEST</p>  <p>We are always honest and transparent and not afraid to say when something goes wrong</p> <p>We are self-aware and regularly reflect on the work we do, how we do it and the impact we have on those being supported.</p> <p>"I want people to just be honest with me and tell the truth"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • We learn from others and share knowledge and best practice • Seek, reflect on and learn from feedback from colleagues, individuals and families • Have the courage to speak up and challenge others when you have concerns about the quality or safety of care being provided
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NORTH WALES TOGETHER ACCOMMODATION WORKSTREAM

Positive Behaviour Support is about working in partnership with people, treating them with dignity and respect and enabling them have a better life. We give the right support at the right time so people can thrive to their potential.

Positive Behaviour Support: Not only has C's confidence grown, her quality of life has improved and there has been a significant decrease in behaviours of concerns. Within this growth she is now participating in lots of activities

Seeing the people you work with become so much happier, having positive relationships, becoming part of society and having fulfilled lives is an incredible feeling and experience.

Commissioning

The North Wales Regional Commissioning Board supports and underpins the development and practice of strategic commissioning across Social Services and Health in both Adults and Children's services in North Wales identifying best practice and providing a consistent strategic approach across the region.

Regional Care Fees

Regional Care Fees is an ongoing piece of work for the Regional Commissioning Board, and although there was a recommended regional fee signed off for 2023/24, local amendments were inevitable, but it was vital that the group were able to report back to the Regional Commissioning Board as to the business reasons why some LA's were deviating to be able to gain an accurate picture of how much it costs for the provision of care in a care home in North Wales.

North Wales local authorities and BCUHB are all under significant financial pressures. Moving forward, discussions have been ongoing about future fee setting and to understand the appetite for a regional fee methodology. This has been positive, and discussions are in their early stages of the methodology used and the support for providers in gaining a full and comprehensive 'let's agree to agree' exercise.

North Wales Domiciliary Care Agreement

The current NWDCA was established in 2019 and runs to 31st March 2025.

For the renewal of the NWDCA (effective from 1st April 2025) the scope of services being tendered is now being extended to include standard and complex / enhanced domiciliary care for children and young people, which the current agreement does not have in scope.

These services will be tendered for through an 'Open' tendering Invitation to Tender (ITT) in the summer of 2024.

Market Stability Report

Our first Market Stability Report was published in 2022, which included information about the availability of care and support across the region.

The MSR Code of Practice requires local authorities to work with RPB partners to keep the report under regular review at least annually and to publish any significant changes as a revised report or an addendum.

The Regional Partnership Board agreed to the light-touch review in July 2023, and since this time steering group members have reviewed their relevant sections and highlighted any major changes since the first report was published.

This was published in December 2023

<https://www.northwalescollaborative.wales/commissioning/msr2022/>

Workforce

The Regional Workforce Board leads on behalf of the Regional Partnership Board on any strategic matters related to workforce planning, transformation and sustainability.

As an integrated Board, the Regional Workforce Board will take forward joint planning and development of the social care and community health workforce, maintaining strategic oversight on the delivery of the regional workforce strategy.

The regional workforce strategy has recently been reviewed and refreshed. The three main priorities were agreed from a stakeholder workshop held in June 2023 where new partners were invited to attend, and provided an opportunity to discuss what partners thought the priorities should be for the region moving forward. The work on the strategy has been undertaken within the context of the national strategy developed jointly between Social Care Wales (SCW) and Health Education in Wales (HEIW).

The [North Wales Workforce Board Annual Report 2023/24](#), This report includes the achievements which the board has had in 2023/24 and also detail the strategy for 2023-25.

North Wales Social Value Steering Group






The North Wales Social Value Forum (NWSVF) has grown since it was formed in 2016, with new members joining the group. Membership consists of partners from BCUHB, local authorities and third/voluntary sector. This group will continue their support to the delivery of the requirements of the Social Services and Wellbeing Act (Wales) 2014.

The NWSVF will also continue to work with the North Wales Social Value Network to promote the development of not for private profit organisations (including social enterprises, co-operative organisations, co-operative arrangements, user led service and third sector) to provide care and support and support for carers, and preventative services.

The group will continue to promote collaboration, partnership and networking opportunities across sectors with an aim of maximising social value and co-production across all providers delivering health, social care and /or wellbeing services in North Wales.

With the development of the Social Partnership and Public Procurement (Wales) Act 2023 the group identified an opportunity to explore the implementation and delivery of this act in North Wales. Therefore, in 2024 (working in partnership with the North Wales Insight and Research Partnership) the group is developing a Social Value conference. The purpose of this event is to bring together providers, Procurement and Commissioning Officers and Managers from across North Wales to ensure a shared understanding about how best to maximise the well-being of citizens and communities through commissioning activities. The focus is on delivering “what matters” to the people of North Wales and how we can address the social, environmental, economic and cultural needs through procurement and commissioning activities.

Over the next 3 years, the group will focus on:

-  A learning and development programme
-  Annual Social Value Conference
-  Working with the North Wales Social Value Network.
-  Measuring the impact of social value and how it is being delivered in North Wales.
-  Working with the Voluntary Services Councils (the Forum will focus on Third Sector projects particularly utilising RIF funding to maximum benefit.)

North Wales Carers Groups

The North Wales Carers & Young Carers Operational Group (NW(Y)COG) has continued to deliver on the North Wales Regional Carers Strategy. It has been agreed by the group that the action plan which supports the Welsh Government's Strategy for Unpaid Carers and the national priorities will be reviewed and refreshed for the year ahead by the operational group.

Our GP & Hospital Facilitation Service, funded through Welsh Government's Annual Carers Grant, have continued to support unpaid carers in primary and secondary care. There has been a particular focus on the Hospital Carers Facilitators with support provided during hospital discharge. This focus will continue for the next year, with the Welsh Government's Annual Carers Grant stipulating that the focus should be on the supporting unpaid carers when the person they care for is admitted to or discharged from hospital. This change is intended to aid timely discharge of patients from hospital by supporting and involving their unpaid carers in the process.

Working in partnership with Carers Trust short breaks for unpaid carers continue to be delivered utilising the Amser funding across the region. There has been a provision of traditional services along with more flexible and creative breaks tailored to the carer in order to provide a meaningful break, relief from their caring responsibilities and improve or maintain their wellbeing, helping the carer sustain their caring role. Available funding is used to try and ensure that those who most need a break are able to do so.

North Wales Young Carers

The identified number of young carers in North Wales has grown in the last few years due to an increase in referrals through successful awareness raising and positive relationships with partner agencies. As of November 2021, when the data was collected for the Population Needs Assessment, 1,752 young carers were being supported across North Wales.

The young carers app AIDI piloted by Ynys Môn and Gwynedd which includes a digital identity card as well as a communication feature "Ping My School" if they are experiencing any problems and need support with their schoolwork due to their caring role at home goes from strength to strength. AIDI is accessible to all young carers across the two counties, and it featured in a newsletter that goes out to 4,000 local businesses to raise awareness and provide an opportunity to access discounts for carers. WCD and NEWCIS are working on a North East Wales young leaders project focussing on the ID cards and getting the young people to lead on it so that they go out to local businesses and 'fly the flag'. A magazine went out in the last quarter of 2024 to all households so that every young carer will receive information.

Work is ongoing across the region to raise awareness in education settings. The latest census data shows 4,411 young carers in North Wales and this work aims to find 'hidden' young carers in addition to supporting known young carers. Where possible partners are working together to attend assemblies and link with schools across their areas to discuss what young carers are and raise awareness (these discussions are supported with a film and booklet), and a new workshop resource for key stage 2&3 has been trialled with the intention of also empowering teachers to be able to deliver these resources. Young carers were also able to experience a taste of University Life on a residential trip organised by Bangor University and the Reaching Wider team as well as attend open days which has opened up aspirations.

RPB Engagement

NWRPB continues to engage with people through different platforms e.g. social media; online; via Teams/Zoom etc. and face to face engagement work was undertaken in earnest during 2023/24. Local events were attended to promote the work of the RPB at Sioe Môn, Denbigh & Flint Show as well as engagement work on the all-Wales Dementia Listening Campaign at the 2023 Royal Welsh Show. Various Dementia Listening Campaign Events were held throughout the region.

Excellent working relationships have been forged allowing for engaging with seldom heard groups, minority ethnic groups and protected characteristic groups. Continual engagement with our people, partners, stakeholders is pivotal to the work of the RPB.

North Wales Social Value Steering Group

The North Wales Social Value Forum (NWSVF) has grown since it was formed in 2016, with new members joining the group. These new members consist of partners from BCUHB, local authorities and third/voluntary sector, however, now is a good time to re-look at the membership and the terms of reference for this group. This work will be undertaken in May at a face-to-face meeting. This group will continue their support to the delivery of the requirements of the Social Services and Wellbeing Act (Wales) 2014.

The NWSVF will continue to work with the North Wales Social Value Network to promote the development of not for private profit organisations (including social enterprises, co-operative organisations, co-operative arrangements, user led service and third sector) to provide care and support and support for carers, and preventative services.

The group will continue to promote collaboration, partnership, and networking opportunities across sectors with an aim of maximising social value and co-production across all providers delivering health, social care and /or wellbeing services in North Wales.

Mwy na Geiriau (More Than Just Words) North Wales Forum




Picture the scene, an old lady who has lived in a close-knit Welsh language community all her life suffers increasingly with dementia and is suddenly admitted to a hospital or a care home where the predominant language is English.

If she is unable to understand fully what is happening to her as her carers cannot speak her language – she is likely to become more frustrated which could impact on her clinical outcomes. When it comes to discussing our health and care needs, we aim to give the option of delivering these provisions increasingly through the medium of Welsh. That is why following the first five

years of Mwy na Geiriau of delivering the WG vision on providing health and care services through the medium of Welsh the need to offer more and faster is apparent.

The challenge of achieving a million Welsh speakers by 2050 calls for far-reaching changes.

But boundaries must be pushed and we're taking ambitious action to inspire and enable more people to learn and use Welsh. The Forum is currently building on existing foundations and moving onto the next stages in our language journey, identifying three strategic aims to achieve this vision:

-  Increasing the number of Welsh speakers.
-  Increasing the use of Welsh.
-  Creating favourable conditions – infrastructure and context.





The actions set out in the 'Active Offer' plan will assist the Health Board, Local Authorities, Third Sector and Private providers to deliver on these aims including embedding a cultural change, that supports an increase in the use of Welsh in health and social care services over the next five years. Together, all partners will create an infrastructure and approach to enable this as we strive to create a culture where Cymraeg belongs to us all; where there's a pride in working in a bilingual health and social care system that's centred on the individual, providing a pro-active Welsh language offer.

A task and finish group was established in the Autumn with membership from Local Authorities, Grwp Llandrillo Menai, BCUHB and the regional Team to discuss different ideas on how to utilise funding of £10K to promote MNG across the region.

Research, Innovation and Coordination Hub

The hub aims to coordinate health and social care research, innovation, and improvement activity to support the work of the North Wales Regional Partnership Board.

Highlights for 2023-24

-  Gathering evidence and bringing people together to find solutions to complex problems, including: a [RITA User Network](#) to talk about using reminiscence technology for people living with dementia; ways to use co-production and storytelling techniques to improve services and partnership working; and improving support for children and young people with neurodevelopmental conditions.
-  Improving access to evidence by providing insight into statistics and research for dozens of topics ranging from neurodiversity and dementia to Artificial Intelligence (AI) and virtual wards.
-  Getting work underway for the Digital, Data and Technology Board under the themes of getting the basics right, innovation, digital inclusion and integrated health and care records. This included identifying digital projects across the region and helped facilitate a successful SBRI bid for £200,000 to test a new, modernised home care delivery model in Torfaen, Gwynedd, and Denbighshire, underpinned by a purpose-built IT system.
-  Providing research support including case study hints and tips sessions and a consent and ethics framework for the Regional Integration Fund; designing a dashboard to measure regional progress against the Autism Code of Practice; and analysing hundreds of thoughtful responses to a Dementia Listening Campaign across six North Wales towns.

Working closely with the other regional hubs and national organisations, we shared, promoted, and developed new ideas, including as part of the North Wales Innovation Network. By the end of the year, we had increased our Twitter/X followers to 450 and now have over 200 subscribers to the RIC hub mailing list.

Please follow us on [Twitter/X @_NW_RICH](#), [sign up to our newsletter](#) and visit the [RIC hub webpages](#) for more information.

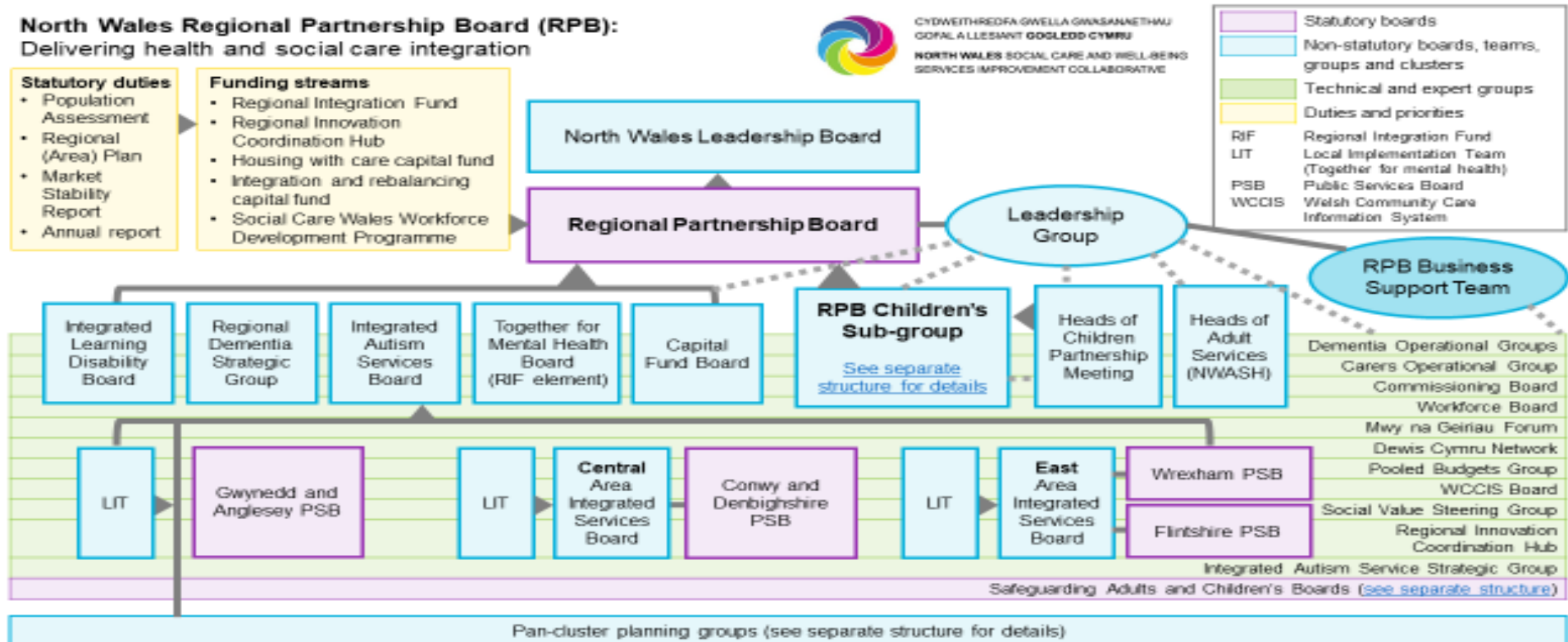
5. Governance and partnership arrangements

The NWRPB formally reports to the North Wales Leadership Board. The NWRPB's business and the business of the regional sub-groups is managed by the Head of Regional Collaboration and members of the Regional Collaboration Team.

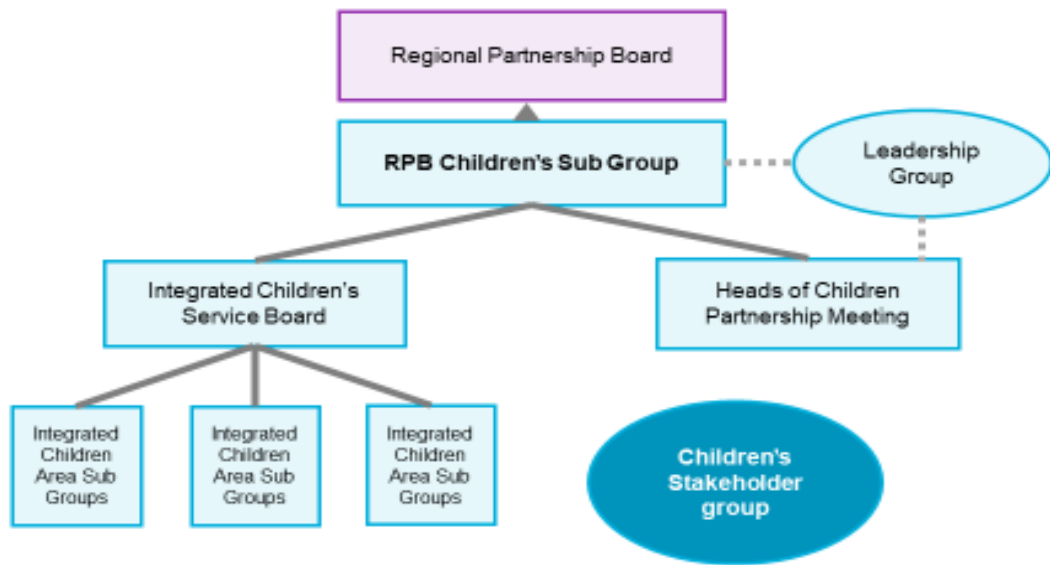
In February 2024, a survey was shared with NWRPB members to gather feedback on governance and partnership arrangements. In response, it was suggested that the governance structure and priorities needed reviewing. Most participants said that the board works strategically and know and understand the board's priorities together with the direction of travel. This is an on-going piece of work that will be progressed throughout 2024/25.

Below is the Governance Structure for the NWRPB:

Page 33



North Wales Regional Partnership Board (RPB):
Children's governance structure



6. Integrated partnerships and contributing to improved outcomes

Partnership outcomes for the 6 models of care

In all 146,073 people accessed one of the services within the programme at least once during the year. 26,571 people accessed one of the services who had not previously had access and 4,055 people attended at least one of 405 training sessions provided.

29,026 people received Information Advice and Assistance (IAA) in the year, with 10,921 receiving early help & support, both of which aim to reduce impact on local services. 4,299 people received Intensive Support and 5,263 Specialist Intervention from services supported by RIF funding.

Forward Thinking Forward Planning - instilled her with positivity and confidence regarding her future.

DEMENTIA COMMUNITY SUPPORT SERVICES

The Dementia Support Worker (DSW) has been really helpful at the most stressful times for myself. She has helped signpost me to groups for my mum and other useful resources to help support us.

DSW - It is vital to have a DSW who has understanding and training in dementia. The DSW recognised my mum's needs and supported her with this.

Notable improvement in overall well-being and communication skills. The Positive Behaviour Support programme has positively influenced daily routines, leading to increased satisfaction and a sense of accomplishment.

Community Based Care – Prevention and Co-ordination Model of Care

This Model of Care has £9,309,043 investment which is 17% of the programme total.

There are 13 regional (tier 2) programmes supported by RIF funding within the CBC PC model of care. There are 60 local (tier 3) projects within the 13 regional programmes.

Community Based Care – Complex Care closer to home Model of Care

This model of care has £23,975,899 investment which is 42% of the programme total.

There are 6 regional (tier 2) programmes supported by RIF funding within the CBC CC model of care. There are 20 local (tier 3) projects within the 6 regional programmes.

COMPLEX AND INTENSE SUPPORT SERVICES

A positive response to the personalised Positive Behaviour Support strategies. Increased engagement in meaningful activities and reduced incidents of concerning behaviour indicate a favourable reaction to the project.

Increased participation in social activities and a reduction in self-harming behaviours demonstrate the positive impact of the project. Improved quality of life is evident through observable changes in behaviour and emotional well-being.

Home from Hospital Model of Care

The Home from Hospital Model of Care has £4,635,868 investment which is 8% of the programme total. There are 3 regional (tier 2) programmes supported by RIF funding within the HfH model of care. There are 10 local (tier 3) projects within the 3 regional programmes.

D2RA THERAPIES

Timely discharge - appropriate short term admission and length of stay under two days.

Fine service, pleased with what was done, provision of the temporary equipment for around the toilet has really helped, made a difference- and remained in place- as only one drop rail has been able to be fitted due to the structure of the property. The follow up services starting afterwards

It really helped having access to physiotherapy and occupational therapy early on in the emergency department.

Supporting Families & Children to stay together safely Model of Care

This Model of Care has £15,740,956 investment which is 28% of the programme total.

There are 6 regional (tier 2) programmes supported by RIF funding within the SF&C model of care.

There are 39 local (tier 3) projects within the 6 regional programmes.

REPATRIATION & PREVENTION

This type of session is just what we needed. I feel like we can all share our experiences of 'E' and draw strength from one another. We feel very supported .

It was good that someone outside of our family could help us focus on what was important. I was impressed by how you were able to tune in to all of our needs during the session.

I like it when you come to see me, I can tell you the truth and know that it's okay...I look forward to your visits.

Accommodation based Solutions Model of Care

The Accommodation Based Solution Model of Care has £1,100,977 investment which is 2% of the programme total.

There are 3 regional (tier 2) programmes supported by RIF funding within the ABS model of care.

There are 5 local (tier 3) projects within the 3 regional programmes.

We started by taking ST for visits to his home to assess if he had the life skills needed to take care of himself. We worked on skills he needed refreshing on - cooking /cleaning / washing etc.

PROGRESSION & ENABLEMENT TEAM

After our input ST was able to leave the care home and return home.
We called in every day for 3 weeks making sure that ST was managing.
He now lives totally independent with and saving the cost of care home fees.

ST is so happy to be in his own home and not dependent on other people to supply meals. He can now watch his own TV in his own chair. He is also looking forward to becoming stronger in the hope of going out places.

Just wanted to say thank you for all the work you have done since joining us in Hergest regularly. What you do, makes a huge difference to our discharge planning and the wellbeing of our patients in the community.

COMMUNITY WELLBING OFFICERS

The most significant impact it has for me, is my self-esteem has improved and my confidence.

I found it really interesting learning about things I didn't realise was happening to people (with LD) years ago, the way people were treated and learning about what different people are doing now to make sure these things don't happen again.

Promoting Good Emotional Health and Well-Being Model of Care

This Model of Care has £2,539,416 investment which is 4% of the programme total.

There are 4 regional (tier 2) programmes supported by RIF funding within the EH&WB model of care.

There are 11 local (tier 3) projects within the 4 regional programmes.

7. Statutory provisions

The partners of the NWRPB have entered into an 'Integration Agreement which is a legal agreement which enshrines their commitment to working together on key identified projects that lend themselves to integrated services and pooled budget arrangements.

The following statutory provisions are permitted to be used to underpin the NWRPB's work:

Part 9 of the Social Services & Well-being (Wales) Act 2014 – in particular sections 166 and 167 and associated regulations (the Partnership Arrangements (Wales) Regulations 2015).

Other legal powers relied upon in support of regional partnerships entered into include:

The National Health Service (Wales) Act 2006 – in particular sections 1, 2, 10, 33 and 38, 82.

S9 Local Government (Wales) Measure 2009 powers in respect of collaboration with other local authorities.

Local Government Act 1972 - in particular s2 which gives local authorities powers to do anything which it considers is likely to achieve any one or more of the following benefits: the promotion or improvement of the economic, social or environmental well-being of the area and section 113 which enables one local authority to place its staff at the disposal of another or health authority or Health Board.

S111 Local Government Act 1982 provides for a local authority to have the power to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of their functions.

8. Board priorities moving forward:

North Wales Regional Plan 2023 to 2028

Annual Delivery Plan April 2024/25

Each workstream considers the cross-cutting themes: Welsh language - 'Active Offer', equality and human rights, socio-economic disadvantage, housing, homelessness, loneliness and isolation, social value, co-production and citizen voice, prevention, safeguarding, violence against women, domestic abuse and sexual violence and Covid-19.

Workstream	Action	Status	Update or date report scheduled for RPB
Regional Integration Fund	Delivery of the RIF Programme of Schemes for each Model of Care. RIF webpages	On-going	Q4 performance draft report submitted 30 th April 2024 (updated 03/05/24)
Regional Integration Fund	To establish an outcomes framework which enables consistent reporting of performance measures across all projects and Models of Care so that difference made and distance travelled can be monitored.	On-going	All Wales Outcome Framework developed by RPB leads now agreed by WG. Regional performance outcomes reporting framework developed which will support the All-Wales framework. Full year performance data included in 2023/24 Q4 performance report (updated 06/05/24)
Regional Integration Fund	To develop an evaluation framework to enable regular robust evaluation of schemes to inform future programme planning	On-going	Evaluation framework and plan under development with 2 approaches being piloted. 'Ripple Effect Mapping' being piloted for MoC evaluation with first workshop in June 2024. 'Most Significant Change' panels being piloted for C&YP schemes (updated 06/05/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Children and young people	Implementation of The Right Door approach (in response to the No Wrong Door Strategy)	On-going	Draft Implementation plan developed and will now be shared within the governance structure. (updated 03/05/24)
Children and young people	Development of priorities for children and young people, considering the different needs of different age groups. RPB Children's sub-group webpages	On-going	Revised governance structure implemented in January 2024, two year work plan agreed, quarterly development workshops commenced. (updated 03/05/24)
Children and young people	NYTH/NEST framework : whole system approach for mental health	On-going	Approach for completing self-assessments across the region, is for each of the Regional Transformation Programmes individually, aggregated up to a regional one and submitted to WG by 14 th October 2024. Partners across the region to begin rolling out the Nyth/Nest training commencing May 2024. (updated 03/05/24)
Dementia	Dementia accommodation needs into the Strategic Capital Plan	On-going	This has been incorporated into the Strategic Capital Plan which has been agreed by RPB and submitted to Welsh Government. A number of schemes including dementia centres and extra support housing are in the 10 year plan (updated 06/05/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Learning disabilities	Implementation of North Wales Together Programme, underpinned by co-production focussing on communities and cultural change, accommodation, assistive technology, employment and children and young people.	On-going	Progress report scheduled (updated 7/05/24)
Autism	Implementation of the statutory code of practice on the delivery of the Autism Services Delivery Plan 2021-22	On-going	End of year Autism workstream report for 2023/24 details achievements and progress with Autism CoP and Neurodivergence Improvement Plan. Due to go to June 2024 RPB (updated 06/05/24)
Mental Health	Review and implementation of T4MH strategy for North Wales	On-going	Preparing strategy to go on RPB website (updated 7/5/24)
'Further, Faster' – Our mission to build an Integrated Community Care Service for Wales	To support the development of a Community Care Service for Wales	On-going	Regional plan for 2023/24 funding approved by Welsh Government. Funding fully spent. Regional plan for 2024/25 has been drafted through a process of 4 integrated workshops held Feb – April. Plan meets WG expectations, has been signed off by the Leadership, currently awaiting BCU Exec sign off (updated 06/05/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Strategic Capital	To develop a 10 year Strategic Capital Plan in line with Welsh Government guidance	On-going	Strategic Capital Plan (SCP) has been developed and approved by Welsh Government. End of year Capital report for 2023/24 details achievements and progress with 31 schemes prioritised for funding cycle 1. Report due to go to June 2024 RPB. Work commenced on phase 2 of the SCP (updated 06/05/24)
Commissioning	Market Stability Report annual reviews	On-going	Light-touch review completed for 2023, signed off and published on RPB website with a copy sent to WG. Working group to plan and scope 2024 review. (updated 24/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Commissioning	Implementation of a Pre Placement Agreement for Service Providers to include the co-ordination of the Workshops and setting up a process for collating the completed PPA.	On-going	Implementation delayed. Initial negotiations with Care Forum Wales took place around the outstanding issues and amendments suggested. Legal discussions are continuing between commissioners and legal reps for HB and LA's and will be negotiating with CFW legal as soon as agreement by all 7 partners is reached in relation to process for IPA with suggested wording changes to accompanying clauses. Will remain as high risk because there is no live contract. (updated 24/04/24)
Commissioning	To review the True Cost of Care arrangements for the region	On-going	Steering Group and Working Group has been established to look at the true cost of care, with work to look at the evidence gathering. However, this was halted in December. Options appraisal document and workshop planned for Leadership Group and NASH in April, with presentations from Laing Buisson and CareCubed as well as learning from Conwy and Gwynedd. Further discussion and decision will be had about the way forward regionally and whether a regional approach to a fees methodology is adopted. (updated 24/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Mwy Na Geiriau	<p>Drive progress under the overarching theme of culture and leadership and the three themes</p> <ol style="list-style-type: none"> 1. Welsh language planning and policies including data 2. Supporting and developing the Welsh language skills of the current and future workforce 3. Sharing best practice and an enabling approach <p>Mwy na geriau: 5 year plan 2022 to 2027</p>	On-going	<p>With financial assistance from the RPB in 2023, resources produced in conjunction with BCUHB for non-Welsh speaking social care and health care staff. Currently distributing the materials across the region.</p> <p>Moving forward in 2024/25 – three meetings a year to be held to continue momentum along with data capturing from SCW of increase/decrease in Welsh speaking staff within Social Care environments.</p>
Safeguarding	To respond effectively to the learning identified from Regional Adult / Child Practice reviews, Regional Multi-agency professional's forum and the National and UK reviews.	On-going	This comes under the remit of the Regional Safeguarding Board. Plans being developed to bring the 2 Safeguarding Boards together as one all age Board in 2024. Going forward from May 2024 we have one joint board. In relation to learning from reviews, the NWSB have an action plan for the findings from thematic APR/CPR which is updated on a quarterly basis (updated 28/4/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Safeguarding	Effective engagement and communication: To improve engagement and consultation with children and adults at risk, vulnerable groups, professionals and partnerships	On-going	This comes under the remit of the Regional Safeguarding Board. At the Joint Board meetings, we will include a focus on personal safeguarding stories to evidence effective change (updated 28/4/24)
Safeguarding	To support the implementation of new and existing legalisation including End Physical Punishment and Liberty of Protection Safeguards alongside responding to national action plans on Child Sexual Abuse and preventing abuse of Older People.	On-going	Work has taken across the region on the implementation of new legislation. An updated action plan on CSA will be launched in 24/25 and we are responding to the action plan on the prevention of abuse of Older people (updated 28/4/24)
Safeguarding	To continue to ensure a robust, resilient and consistent approach to safeguarding practice.	On-going	Board partner agency annual reports will be presented to the NWSB in June 24. A referral audit will be undertaken in July – Sept 24 in response to CIW inspection report and also a thematic audit of self-neglect cases in the region (updated 28/4/24)
Regional Partnership	To develop a partner agreement to cover the regional partnership work to include financial strategy.	On-going	
Regional Partnership	Links with PSBs	On-going	Comparing plans and initial discussions begun with PSBs (updated 25/04/2024)

Workstream	Action	Status	Update or date report scheduled for RPB
Digital, Data Transformation	Develop a North Wales approach to using digital, data and technology to enable seamless, integrated services	On-going	Report scheduled for RPB May 2024 <small>(updated 25/04/2024)</small>
Unpaid carers	Update North Wales Carers Strategy, deliver North Wales Carers and Young Carers Operational Group Action Plan. Carers strategy and action plan updates	On-going	Action plan updates have been brought together and with events happening throughout Carers Week in June this will be an opportunity to ensure the voice of the carers is contained in the plans and strategy. This is due to be presented to RPB no later than September 2024 for sign off. <small>(updated 24/04/24)</small>
Social Value Forum	Scope and develop the way forward to develop section 16 forums as per the new statutory requirements.	On-going	Current North Wales Social Value Forum is continuing. However, some discussions are being had locally to set up or include s16 organisations to current meetings, e.g. DCC Integrated Services Forum. Further local and regional discussions to be had to ensure we support the new s16 forum requirements and how we can best support to promote local initiatives and to ensure the changes in the statutory requirement under Part 2 of the Act. <small>(updated 24/04/24)</small>
Equality, human rights and socioeconomic disadvantage	Continue to embed within work processes including equality impact assessments completed on new and amended strategies and projects.	On-going	

Workstream	Action	Status	Update or date report scheduled for RPB
Housing and homelessness	Write additional housing and homelessness section for the PNA.	On-going	Planned for 31 March 2024 but delayed due to other work taking priority. Work is underway. (updated 24/04/2024)
Loneliness and isolation	Link with PSB priorities.	On-going	
Violence against women, domestic abuse and sexual violence	Support the work of the North Wales Vulnerability and Exploitation Board and North Wales North Wales Safeguarding Board	On-going	Regional Childrens Safeguarding lead is now a member of the CRPB and continue discussions to explore further links. (updated 03/05/24)
Covid-19	Continue to support the Covid-19 Recovery Process.	On-going	(updated 7/05/24)
Regional Innovation Coordination Hub	Coordinate research, innovation and improvement activity Population needs assessment updates. RIC hub webpages	On-going	Annual report scheduled for May 2024 (updated 25/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Engagement	To review the Regional Partnership Board's current engagement, voice and coproduction arrangements. Engagement and communication strategy	NEW	RPB Engagement & Communication Strategy to be updated in 2024 to reflect changes since its publication during Covid in 2021 The RPB Engagement & Voice Charter was adopted by the Board giving all partners around the table a voice and equality.
Accelerated Cluster Development (ACD)	Support the development and implementation of the ACD to include governance. Develop relationship between PCPG (Primary Care Planning Group).	NEW	RIC hub presented Population Needs Assessment findings to Conwy and Denbighshire Clusters to inform joint planning. Further discussion is required on the ACD proposals with a report submitted to a future RPB. (updated 21/12/23)
Commissioning	Successful renewal of the North Wales Domiciliary Care Agreement tender. To commence April 2025.	NEW	Work progressing on this work, with meet the buyer sessions completed and it is likely that the tender will be live in early summer 2024. (updated 24/04/24)
Workforce	Implementation of the revised North Wales Workforce Strategy.	NEW	Action plan for strategic priority 1 is being developed, and work is underway. Other priorities are ongoing and will be captured by various sub-groups of the Workforce Board (updated 24/04/24)
Social Prescribing	To implement the National Framework for Social Prescribing.	NEW	Social prescribing champions have been identified and have met with WG. WG collecting baseline information which will determine the scope of work. (updated 24/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Dementia	Implementation of the North Wales Dementia Strategy	Complete	End of year Dementia workstream report for 2023/24 details achievements and progress with all Dementia workstreams. Due to go to June 2024 RPB (updated 06/05/24)
Commissioning	Complete the Escalating Concerns Policy and implement	Complete	COMPLETED. (updated 24/04/24)
Regional Partnership	Implement the revised Part 2 and Part 9 Guidance.	Complete	A presentation was delivered to the RPB from Welsh Government on the 10 th July 2023. Response submitted on the consultation exercise which closed on 14 th August. (updated 29/11/23)
Commissioning	Completion of the Older People Audit Wales Action Plan to include drafting, agreeing and implementing a Regional Commissioning Strategy	Complete	COMPLETED Regional Commissioning Board agreed in March that there was duplication in producing Commissioning Strategy when the MSR would have the same information. It was agreed that regional team should seek permission from Audit Wales as to their agreement in amending this recommendation and whether the MSR would suffice. (updated 24/04/24)
Workforce	Taster to Care programme: provides an insight into the care sector for people interested in a new career	Complete	COMPLETED (updated 24/04/24)
Workforce	Scope out the programme of work for the workforce workstream. To include: recruitment and retention, WeCare Campaign.	Complete	COMPLETED. (updated 24/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
'Further, Faster' – Our mission to build an Integrated Community Care Service for Wales	To review the RIF Programme to identify any opportunities to further increase community capacity as part of the Further Faster work	Complete	COMPLETE Regional plan for 2024/25 includes expansion of / building on existing RIF schemes to increase community capacity. All schemes within 2024/25 increase community capacity. (updated 06/05/24)

KEY –

Yellow - continuation of workstream into 2024/25

Blue – new workstream for 2024/25

Green – completed workstream for 23/24

Appendix 1 – Membership of the NWRPB

As at 31 March 2024

Alwyn Jones

Prif Swyddog Gofal Cymdeithasol, Cyngor Bwrdeisdref Sirol Wrescam
Chief Officer Social Care, Wrexham County Borough Council

Ann Woods

Prif Swyddog, Cyngor Gwirfoddol Lleol Sir y Fflint
Chief Officer, Flintshire Local Voluntary Council

Carol Shillabeer

Cyfarwyddwr Gweithredol, BIPBC
BCUHB, Executive Director

Caroline Tudor James

Prif Swyddog Gweithredol, The Rainbow Foundation
Chief Executive Officer, The Rainbow Foundation

Cyng/Cllr Alun Roberts,

Cyngor Sir Ynys Mon
Isle of Anglesey County Council

Cyng / Cllr Christine Jones

Cyngor Sir y Fflint
Flintshire County Council

Cyng/Cllr John Pritchard

Cyngor Bwrdeisdref Sirol Wrescam
Wrexham County Borough Council

Cyng/Cllr Liz Roberts

Cyngor Bwrdeisdref Sirol Conwy
Conwy County Borough Council

Cyng/Cllr Dilwyn Morgan

Cyngor Gwynedd

Cyng/Cllr Elen Heaton

Cyngor Sir Ddinbych
Denbighshire County Council

Dr Lowri Brown

Pennaeth Gwasanaethau Addysg, Cyngor Bwrdeisdref Sirol Conwy
Head of Education Services, Conwy County Borough Council

Darren Murray

Pennaeth Gweithrediadau Cymunedol, Ambiwllans Sant Ioan
St John's Head of Community Operations

Dylan Owen

Cyfarwyddwr Statudol Gwasanaethau Cymdeithasol, Cyngor Gwynedd
Statutory Director of Social Services, Cyngor Gwynedd

Estelle Hitchon

Cyfarwyddwr Partneriaethau ac Ymgysylltu, WAST
WAST (Welsh Ambulance Services NHS Trust), Director of Partnerships and Engagement

Ffion Johnstone

Cyfarwyddwr Cymunedau Iechyd Integredig (y Gorllewin) BIPBC
BCUHB Integrated Health Community Director (West)

Fôn Roberts

Cyfarwyddwr Gwasanaethau Cymdeithasol, Cyngor Sir Ynys Môn
Director of Social Services, Isle of Anglesey County Council

Gethin Morgan

Pennaeth Cydweithio Rhanbarthol
Head of Regional Collaboration

Helen Douglas

Uwcharolygydd Diogelwch Cymunedol, Heddlu Gogledd Cymru
Superintendent Community Safety, North Wales Police

Jenny Williams

Cyfarwyddwr Gwasanaethau Cymdeithasol, Cyngor Bwrdeisdref Sirol Conwy
Director of Social Services, Conwy County Borough Council

Karen Higgins

Cyfarwyddwr Gofal Sylfaenol, Gofal Iliniarol a Gwasanaethau Plant, BIPBC
BCUHB, Director of Primary Care, Palliative Care & Children's Services

Libby Ryan-Davies

Cyfarwyddwr Cymunedol Iechyd Integredig (Canolog) BIPBC
BCUHB Integrated Health Community Director (Central)

Liz Grieve

Pennaeth Tai a Gwasanaeth Cymunedol, Cyngor Sir Ddinbych
Head of Housing & Communities Service, Denbighshire County Council

Liz Thomas

Pennaeth Cyllid ac Archwilio, Cyngor Sir Ddinbych
Head of Finance and Audit, Denbighshire County Council

Mary Wimbury

Prif Swyddog Gweithredol ac Uwch Gyngorydd Polisi, Fforwm Gofal Cymru
Chief Executive Officer and Senior Policy Advisor, Care Forum Wales

Michelle Green

Cyfarwyddwr Cymunedol Iechyd Integredig (Dwyrain) BIPBC
BCUHB Integrated Health Community Director (East)

Neil Ayling

Cyfarwyddwr Gwasanaethau Cymdeithasol, Cyngor Sir y Fflint
Director of Social Services, Flintshire County Council

Nicola Stubbins

Cyfarwyddwr Corfforaethol: Gwasanaethau Cymdeithasol ac Addysg, Cyngor Sir Ddinbych
Corporate Director: Social Services & Education, Denbighshire County Council

Paul Kay

Pennaeth Diogelwch Tan, Gwasanaeth Tan Gogledd Cymru
Head of Fire Safety, North Wales Fire Service

Rhun ap Gareth,

Prif Weithredwr, Cyngor Bwrdeisdref Sirol Conwy
Chief Executive, Conwy County Borough Council

Roger Seddon

Cynrychiolydd Defnyddwyr Gwasanaeth
Service User Representative

Sue Last

Cynrychiolydd Gofalwyr
Carer Representative

Teresa Owen

Cyfarwyddwr Gweithredol Iechyd Cyhoeddus BIPBC
BCUPB Executive Director of Public Health

Appendix 2: All Wales RIF Framework Performance Measures

How Much?	Definition
1. Number of referrals received	The number of individuals referred to the project.
2. Number of new people accessing the service	The number of individuals who access the project for the first time.
3. Number of people accessing the service (total per quarter)	The total number of individuals who access the project during a quarter.
4. Number of contacts (count multiple contacts per individual)	The number of times individuals have contact with the project.
5. Number of people receiving IAA (universal)	The number of individuals receiving Information, Advice, and Assistance (IAA) services.
6. Number of people receiving Early Help and Support (Targeted)	The number of individuals receiving early help and support services that target specific needs and issues. This could include groups and events.
7. Number of people receiving Intensive Support (Targeted)	The number of individuals receiving intensive support services that are tailored to meet their specific and more complex needs.
8. Number of people receiving Specialist Intervention (Specialist)	The number of individuals receiving specialist interventions that require advanced knowledge and expertise to deliver.
9. Number of people accessing training	The number of individuals accessing training sessions offered by the project.
10. Number of training sessions delivered	The number of training sessions delivered by the project.
How Well?	Definition
11. Number of referrals accepted	The number of referrals accepted by the project.
12. Number of people satisfied with the information provided	The number of individuals who report being satisfied with the information they received from the project.
13. Number of people completing targeted training	The number of individuals who complete the targeted training provided by the project.
14. Number of people reporting a good experience with the support they received	The number of individuals who report having a positive experience with the support they received from the project.
Difference Made	Definition
15. Number of people achieving personal outcomes	The number of individuals who have achieved personal outcomes as a result of the project.
15a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they had achieved personal outcomes as a result of the project.

16. Number of people feeling less isolated	The number of individuals who report feeling less isolated after receiving support from the project.
16a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they were feeling less isolated as a result of the project.
17. Number of people maintaining or improving their emotional health and well-being	The number of individuals who report maintaining or improving their emotional health and well-being after receiving support from the project.
17a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they had maintained or improved their emotional health and well-being as a result of the project.
18. Number of people receiving aids and adaptations	The number of individuals who receive aids and adaptations that help them.
19. Number of people starting an Assistive Technology Package	The number of individuals who start an assistive technology package provided by the project.
20. Number of people who feel they have influenced the decisions that affect them	The number of individuals who report feeling that they have influenced the decisions that affect them.
20a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they felt that they had been able to influence the decisions that affect them as a result of the project.
21. Number of people with increased knowledge of services/support available to them	The number of individuals who report having increased knowledge of the services and support available to them.
21a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they felt that they had increased knowledge of the services and support available to them as a result of the project.
Dementia Specific Measures	Definition
22. Number of carers supported by the service (total per Qt)	The total number of carers who access the service during a quarter
23. Number of PLwD receiving what matters discussions	The number of individuals who received what matters discussions
24. Number of PLwD attending activities /groups / centres	The number of individuals who attend activities /groups / dementia centres
25. Number and % of PLwD who achieved what matters to them	The number and % of individuals who report they achieved what matters to them

26. Number and % of carers who feel supported to continue in their caring role

The number and % of carers who report they feel supported to continue in their caring role

**ISLE OF ANGLESEY COUNTY COUNCIL
Scrutiny Report Template**

Committee:	Corporate Scrutiny Committee
Date:	16/10/24
Subject:	Care Inspectorate Wales (CIW) - Improvement Check Visit to IOACC – Adult Services
Purpose of Report:	To share with the Corporate Scrutiny Committee the Care Inspectorate Wales letter which summarised the findings of the recent Improvement check visit to Adults Services, June 2024.
Scrutiny Chair:	Douglas Fowle
Portfolio Holder(s):	Councillor Dyfed Wyn Jones - Children & Families Services Councillor Alun Roberts – Adult Services
Head of Service:	Fôn Roberts, Director of Social Services & Head of Children and Families Services, and Arwel Owen, Head of Adults Services.
Report Author: Tel: Email:	Emma Edwards, Business Manager 01248 751887 emmaedwards@ynysmon.gov.uk
Local Members:	

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1 - Recommendation/s

The Committee is requested to consider:

R1: the Care Inspectorate Wales Improvement checklist letter in relation to Anglesey County Council’s Adult Services, published on the 22nd August 2024.

R2: It is recommended that members:

- a) offer comment on the content of the report;
- b) ensure that the attached development plan, drafted by the Service reflects on key areas for improvement (summary below) and how best to assist in supporting our future work.

2 – Link to Council Plan / Other Corporate Priorities

All work undertaken by our Social Services can be directly linked to one of the six strategic objectives stated within the Isle of Anglesey Council Plan 2023-2028.

Our independent regulator CIW purpose is to:

- 1) carry out functions on behalf of Welsh Ministers to provide assurance on the quality and safety of services
- 2) decide who can provide services
- 3) inspect and drive improvement of regulated services and local authority social services

- 4) undertake national reviews of social care services
- 5) take action to ensure services meet legislative and regulatory requirements
- 6) respond to concerns raised about social care and childcare services

Following our previous Care Inspectorate Wales Performance Evaluation Inspection (PEI) of our Social Services departments, which was published on the 14th December 2022, we updated members of the Scrutiny Committee with a work Plan. Today we include an updated work plan which outlines progress.

The Report will also assist in shaping the next council plan as well as the departmental self-assessment and business plans.

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities :

The report gives reassurances to both members and citizens that IOACC Social Services are performing well- the report identified areas of strength, good practice and service development and did not highlight any areas of significant risk or safeguarding matters.

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

The Council is well aware of the financial challenges, and we social services are working closely with Finance colleagues to meet these challenges, whilst also meeting the needs of our citizens.

3.3 A look at any risks [focus on risk]

Our social services departments both continue to review their risk register on a regular basis.

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

The report will be shared with both Social Services Scrutiny Committee and the corporate scrutiny committee, as will the adult services development plan in due course. We will continue to offer evidence of our performance and improvement journey.

3.5 Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]

3.6 The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)

- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language
[focus on equality and the Welsh language]

4 - Key Scrutiny Questions

1. The Report is very positive on the whole. What plans are in place to monitor progress against the areas that need addressing?
2. What are the main strengths and how can we communicate these to celebrate our successes?

5 – Background / Context

1. Background:

The Social Services Departments, both Children and Families and Adults Services were inspected by Care Inspectorate Wales (CIW) 10th- 14th October 2022, as part of their routine Performance Evaluation Review Inspection (PEI).

The report that followed by CIW identified areas of strength, good practice and service development and did not highlight any areas of significant risk or safeguarding matters.

The latest Improvement Check visit was carried out by CIW between the 24th and 26th June 2024, focused on the progress made in the areas identified for improvements during our PEI in October 2022.

The Improvement Letter reports:

2. Summary - Adult Services

1. There is a strong leadership team in adult services in IoACC, who have instigated and implemented positive changes. The leadership team are aware of areas requiring further strengthening. They have worked hard setting a clear direction for change, compiling relevant strategic and operational documents, supported by competent and dedicated practitioners, to implement the required changes in practice.
2. Practitioners describe the leadership team as visible, accessible and supportive. Culture within the service is equally described as healthy and positive, with an open door policy consistently promoted. Leaders are equally complimentary of the practitioners practice and commitment.
3. There is increased stability in the staff teams, as well as within those of its domiciliary support and care home providers. This has resulted in an improved and timelier service for people. This is at a time when there is an increase in referrals and an increase in the complexity of people's needs.

4. The service has continued to benefit from both corporate and political support. It is imperative this continues, to ensure the progress made is sustained, and the areas which continue to require further improvement are adequately supported and resourced. This to ensure the local authority consistently meets its statutory responsibilities.

3. Key findings and evidence

Key findings and examples of evidence are presented below in line with the four principles of the Social Care & Wellbeing Act Wales 2014. *Please note that CIW did not review any areas under the forth principle, Partnerships, as there were no areas for improvement under this heading in the 2022 PEI.*

People -

Strengths

1. Waiting lists for social work assessments have significantly reduced. There are now clear arrangements in place for monitoring such lists, with people who are waiting for assessment routinely contacted by the local authority to check on their safety and well-being.
2. Waiting lists for occupational therapy services remain high. However, arrangements at the front door have recently been strengthened. An Occupational Therapist now provides closer scrutiny and oversight of referrals. Consideration is given as to whether the referral is to the right service, or whether another form of information, advice or assistance might be more appropriate. This will help to insure people receive the right support in a timelier manner, once the practice is fully embedded.
3. Communication with people in general has improved. There are examples of information being appropriately shared with people, including progress updates about services, equipment, and changes in key worker.
4. In terms of contacting the service, the majority of respondents (68%) to a people survey we published stated it is 'very easy' or 'easy', with few (18%) stating it is 'neither easy nor difficult', and a further few (14%) stating it is 'not easy' or 'very difficult'. Both children's and adult's front door services are now co-located, providing more resilience in the ability of the service to respond to people, which has contributed to an improvement in the standard and timeliness of communication with people. Overall comments about contact with the local authority are positive. The recently compiled and published practice standards for the service, which staff contributed to, clarifies the expectation in terms of timescales for responding to people. This has potential to further drive improvements in relation to timeliness and standard of communication.

5. Our survey results also evidenced most people are content with the manner of communication. For example, 96.5 % of respondents stated they were treated with dignity “at all times” or “most of the time”, and 89% said they felt listened to “at all times” or “most of the time.”
6. In line with the Service Delivery Plan, the service has expanded on resources to promote the option of direct payments which is positive practice. Evidence was seen of direct payments being discussed with people as an option for them to utilise to meet their eligible needs. The number of people in receipt of direct payments has increased. A carer spoken with referenced how they will benefit from the direct payments. They have been able to identify and choose an individual familiar to them to support at a suitable time and place to meet both the cared for person’s and the carer’s needs.

Areas for Improvement

1. Evidence of people’s voice and choice in assessments and care and support plans continues to be inconsistent. There are good examples where people’s wishes, feelings and outcomes are strongly referenced. In others, the voice and choice of individuals is unclear and limited. Similarly, evidence of the voices of family members and informal advocates is also inconsistent. Subject to an person’s agreement, family and unpaid carers’ views should also inform assessments and care and support plans. **In line with Code of Practice, Part 3 (assessing the needs of individuals), assessments must include the five key elements and reflect strengths-based conversations held with people to identify what matters to them. They must also include the personal outcomes they wish to achieve and what contribution they and their family, friends and local community can make to achieving those outcomes.**
2. There are examples of advocacy being appropriately offered to people. People clearly benefit from independent professional advocacy, including in the context of safeguarding matters. However, this practice is not consistent and there are examples of missed opportunities to discuss whether people would benefit from an advocate, whether formal or informal. Greater detail is also required as to the refusal of such offers. **The local authority must ensure people are consistently empowered to express their needs and to participate fully as equal partners, with the option of advocacy clearly explained.**
3. The local authority is committed to supporting unpaid carers and is actively monitoring how well it performs in terms of offering assessments to carers. There has been a positive increase in the numbers of carers assessments offered. Social care records further corroborate that carers are offered assessments and are provided with support to meet their eligible needs. However, this practice is not consistent, and the quality of carers assessments is variable. The local authority is working on a draft template for assessing carers needs, and the amended template will support assessments to meet statutory requirements. **The local authority must assess more consistently in line with statutory guidance whether a carer has needs for support (or is likely to do so in the future) and if they do,**

what those needs are or are likely to be (Code of Practice (Part 3) of the 2014 Act).

4. Reviews of people's care and support plans are not consistently undertaken within required statutory timescale. **Whilst acknowledging there is some positive oversight and assurance about some people's circumstances through weekly discussions with providers and in weekly multi-disciplinary Community Resource Team (CRT) meetings, the local authority must ensure the date of review does not exceed 12 months to ensure care and support plans remain appropriate and relevant to the individual. Care should also be taken to ensure reviews are undertaken in the most appropriate format for the individual.**

5. Practitioners confirmed they have time to reflect on their practice both formally and informally. However, from the sample of written supervision records viewed, there are limited and inconsistent references to discussions around reflective practice, staff well-being, development needs and progress made with people. Positively, IoACC has drafted an updated supervision policy. It is noted that the draft version strengthens focus on reflective practice informed by a conceptual framework for effective supervision. The local authority's Service Delivery Plan references further strategies to improve reflective practice and includes arrangements for monitoring and reviewing supervision files and further training with a focus on mentoring. **The local authority must ensure there is consistent evidence of oversight of practice, staff well-being, training and developmental needs as well as reflective discussions.**

Prevention

Strengths

1. The local authority has made significant capital investments improving the range and availability of care and support services. These include investing in new learning disability supported living properties which are better suited to people's current and future needs; and the Dementia Centre at the renovated Canolfan Glanhwfa, Llangefni. **A number of third sector services are co located at the centre providing information, advice and different activities for people living with dementia and their carers in one location which is positive practice.**

2. Waiting lists for domiciliary support services have reduced significantly, and there is now more robust oversight on the situations of people waiting for a service. As a result, a greater number of people receive timelier care and support in their own homes.

3. One of the Community Resource Teams, is piloting a frailty project, supported by Regional Integration Fund. The project has a specific focus on providing responsive and tailored support to prevent hospital admissions. **Statistical evidence demonstrates that the numbers of people in the area needing unplanned emergency care has reduced, with people being supported to remain in their homes with multi-disciplinary support. This is positive practice.**

Areas for Improvement

1. There are challenges in providing suitable short break care, and specialist placements for people with nursing needs and dementia. We heard of a few people having to access such services outside of the local authority area, due to lack of local availability. **The local authority must continue to work on its strategic and operational developments in partnership with others, to ensure people receive the right care and support in a timely manner and as close to home as possible.**
2. There are examples of people benefitting from assistive technology to promote their independence and safety. However, there are other examples whereby there is no evidence this has been considered. **During the assessment and care and support planning the local authority must ensure practitioners consistently consider whether people would benefit from preventative services including assistive technology.**

Well-being

Strengths

1. Practice in adult safeguarding has improved. A safeguarding good practice group has been established which has driven improvements in adult safeguarding practices. Improvements in safeguarding operational practices are supported by strategic and operational plans which include, but not limited to: service delivery plan, safeguarding adult improvement plan, and practice guidance for adult services – undertaking adult safeguarding enquiries.
2. Adults at risk reports are appropriately screened, and enquiries undertaken in a timely manner in line with s. 126 of the 2014 Act. Relevant partners are appropriately consulted and included at different stages of the safeguarding process to include during screening, undertaking of enquiries and strategy meetings. Records are clear and comprehensive, evidencing stronger compliance with the Wales Safeguarding Procedures (WSP).
3. There is consideration as to the best placed professional to lead the enquiry, promoting familiarity and continuity for people. There is a focus on promoting the adult at risk's safety, their voice is central and there is clear rationale when their voice and choice is overridden. Formal independent advocacy is commissioned, ensuring a rights-based approach.

4. The standard and content of mental capacity assessments has improved ensuring compliance with the requirements of the Mental Capacity Act 2005 and Code of Practice. In the best examples appropriate and individualised communication methods are used, as well as identification of who could best support the individual, reflecting a person-centred approach. Relevant documentation and key people are also consulted to assist in informed and robust decision-making. Care should however be taken in relation to the language used in recording the reason for the assessment, ensuring, where possible it is understood by all relevant parties. In one example, there was no evidence a mental capacity assessment had been undertaken when it would have been appropriate to do so. **The local authority must ensure the need for a Mental Capacity Assessment is consistently considered and completed when it is unclear whether an individual has mental capacity to make a specific decision.**
5. Internal audits are undertaken on the standard and content of such assessments, noting areas of good practice and areas to strengthen, further driving improvements.

4) Progress since the publication of the Report

In line with the requirements of the letter, we have prepared a development plan in order to monitor our ongoing progress and improvement against the areas noted by CIW. Copy is attached for your approval and comment.

Our internal knowledge of the service by completing audits, learning from complaints and listening to individual feedback meant that none of CIW's findings were new to us on Ynys Môn, which gives us confidence in our practice and service delivery.

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

6.1 Potential impacts on protected groups under the Equality Act 2010

No EIA completed.

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

This Report is available in both Welsh & English.

CIW offered its Inspection in the language of choice, and the active offer was taken up by many staff members.

Our social Services departments are committed to ensuring we offer our services in the language of choice - this was noted by CIW.

7 – Financial Implications

N/A

8 – Appendices:

1. Isle of Anglesey County Council Adults' Services Action Plan
2. Adults' Services Improvement Check Letter: Care Inspectorate Wales

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



CIW INSPECTION ACTION PLAN – JUNE 2024

ACTION PLAN - ADULT SERVICES						
	PEOPLE	4.01-4.11	IMPLEMENTATION/TASKS	RESPONSIBILITY	TIMEFRAME	PROGRESS
1	Assessments and care and support planning ensures the voices of people and what matters to them is consistently represented.		Ensure service user's voice is clearly recorded within assessments.	Team Leader / Social Worker	Ongoing	
2	People are informed of the core decisions being made about them.		Record a clear offer of advocacy and a record of reasoning for refusal.	Team Leader	Ongoing	
3	Arrangements for monitoring waiting times are strengthened, and records made accordingly.		Confirm arrangements with clear expectations and response/waiting times. Adopt and implement the Adult Service Practice Standards.	Senior Managers	September 2024 Completed	
4	Reviews of care and support plans are undertaken in a timely manner.		Ensure there are arrangements to remind staff of a case review date and measure compliance with a review requirement every 12 months. That reviews are recorded in an appropriate format for users.	Data Manager Senior Managers	January 2024	



5	Carers are consistently offered assessments in line with statutory duties.	<p>Ensure that an offer of a carer's assessment is recorded.</p> <p>Ensuring a carer's assessment is regularly re-offered e.g. during a review or when there is a change.</p> <p>Ensure a template for staff to ensure consistency in the quality of carers' assessments.</p>	<p>Senior Managers</p> <p>Team Leaders</p>	Ongoing	
6	Direct payments continue to be prioritised to ensure their accessibility for people.	<p>Ensure that the offer of Direct Payment (and response) is recorded.</p> <p>Arrange for the video that promotes and explains the scheme is distributed.</p>	<p>Business Manager</p> <p>Payments Officer</p>	<p>Completed</p> <p>Completed</p>	
7	Staff are given sufficient time to reflect on practice and benefit from direction by more experienced staff members.	<p>Adopt a New Supervisory Policy.</p> <p>i. Ensure staff supervision is recorded on a standardized form.</p> <p>ii. Increase emphasis on reflective practice.</p>	<p>Senior Managers</p> <p>Team Leaders</p>	14/01/25	
8	People have timely communication and access to staff.	<p>Ensure clear contact information is available so that individuals are aware of how they can contact staff.</p>	<p>Senior Managers</p>	October 2025	



	PREVENTION 4.12-4.14	IMPLEMENTATION/TASKS	RESPONSIBILITY	TIMEFRAME	PROGRESS
9	People receive the right care and support in a timely manner.	<p>Continue to foster 3rd Sector collaboration to improve access to dementia services.</p> <p>Ensure a review of waiting lists for non-residential services.</p> <p>Continue to develop the Frailty Project.</p> <p>Look at options to provide short-term respite closer to the person's home.</p>	Older Peoples Strategy Manager	March 2025	
	LLESIAANT 4.17-4.21 WELL-BEING	IMPLEMENTATION/TASKS	RESPONSIBILITY	TIMEFRAME	PROGRESS
10	The quality and completeness of adult safeguarding practice, including record keeping, complies with the Wales Safeguarding Procedures (WSP). This includes clear recording of decisions following initial screening, as well as the rationale and decision as to whether Section 126 enquiries of the 2014 Act are required.	<p>Continuing with a good practice group.</p> <p>Ensuring robust referrals screening arrangements.</p> <p>Ensure there is consideration of the most appropriate person to lead.</p> <p>That there is a schedule of occasional audits to measure the quality of compliance work and to share best practice.</p>	Safeguarding Manager	<p>Completed</p> <p>In progress</p>	



11	Practice is consistently meeting its statutory duties in accordance with the Mental Capacity Act (2005).	That there is a clear order to consider the need for MCA. That a review of MCA takes place to maintain a standard and encourage good practice.	Safeguarding Manager	Quarterly Audit In origrass	
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AUDIT FOCUSED ON 11 AREAS HIGHLIGHTED IN THE PREVIOUS AUDIT. PARTNERSHIP ELEMENTS WHICH HAD BEEN NOTED AS GOOD. NOT CONSIDERED.

STRENGTHS IDENTIFIED

PERCEPTIONS

- Strong Leadership Team.
- Evidence of positive change.
- Awareness of areas of improvement.
- Clear direction with regard to change.
- Service Documents and strategic direction.
- Qualified and committed practitioners.
- A healthy and positive culture – Open Door Policy.
- Stability within staff and provider unit.
- Corporate and political support needed to be continued.



FINDINGS AND AREAS FOR ACTION

PEOPLE – 4.01-4.12

- Reduced waiting lists and a need to continue monitoring & reviewing.
- High Occupational Therapy waiting lists.
- Reinforcement of the Front Door/Teulu Môn
- Need to ensure the right support in a timely manner.
- Ensure clear communication arrangements - that information is provided and up to date.
- Ease of connection with service/staff.
- Arrangement to share and adopt Practice Standards.
- Monitor information about waiting times.
- Promoting Direct Payments.
- Strengthen people's voice and choice within assessments.
- Consistency in the voices of family, carers and informal advocates.
- Provide detail of the personal outcomes achieved.
- Ensure that advocacy is properly offered and explained.
- Empower individuals to express their needs and to participate.
- Support unpaid carers by offering a separate assessment.
- Ensure assessment quality is consistent and follows a specific template.
- Ensure reviews are conducted consistently within 12 months.
- Ensure there is a consistent format for supervision.
- Ensure time to reflect on practice.
- Adopt the supervision policy.
- Staff well-being training and development overseen.



PREVENTION – 4-12-4-14

- Continue with joint third-party activities and projects.
- Continue and extend arrangements to support people with dementia.
- Ensure arrangements to review waiting lists and supervise the situation of people waiting for help.
- Support and extend the vulnerability plan.
- Look at challenges of finding respite care and specialist placements.
- Make use of technology to promote independence and safety.

WELL-BEING 4.17-4.21

- Continue with Safeguarding Good Practice group.
- Practice guidance for undertaking individual safeguarding enquiries.
- Ensure appropriate screening arrangements.
- Ensure appropriate and relevant consultation with partners.
- Discuss who is the best professional to lead.
- Maintain the standard of Mental Capacity Assessments.
- Ensure that the need for mental assessment is constantly reviewed.
- Conduct quality internal audits and include assessments identifying good practice and areas to be strengthened.



SPECIFIC TASKS/ACTIONS

- i. Enhance arrangements to review **waiting list** and mechanism to update individuals of their status and progress. (4.1)
- ii. That OT referrals are checked at the front door by having **OT staff on duty** in Teulu Môn and monitor OT waiting list on a regular basis to ensure that needs are relevant and to check on any alternatives. (4.2)
- iii. That we have arrangements to inform individuals of service processes (DP Fideo/Client Finance Handbook etc). (4.6)
- iv. Confirm clear contact points/details for service users and that service users are able to contact and leave messages for staff. (4.4)
- v. That **Service Practice Standards** are formally adopted and launched at the Staff Conference. (4.4)
- vi. Ensure the offer of a **DP** is logged and recorded on file. (4.6)
- vii. That the **voice and choice** of the service user/family/ are heard distinctly within assessments. (4.7)
- viii. Assessments undertaken, should confirm personal outcomes. (4.7)
- ix. Confirm that advocacy is being appropriately offered and reasons why it is not needed/declined. (4.8)
- x. Ensure that **Carers Assessments** are offered consistently by introducing a new template to meet statutory requirements. (4.9)
- xi. Arrangements are in place to ensure that **reviews** of care and support plans are consistently undertaken, and within statutory timescale (12months) and that reviews are in the most appropriate format for individual. (4.10)
- xii. Adopt a new **Supervision Policy** and common documentation to ensure supervision is recorded consistently. (4.11)
- xiii. The policy will provide an enhanced focus on reflective practice and encourage dedicated time to reflect by confirming new and include proforma documentation to encourage consistency.
- xiv. Review **short-term break** provision and explore how such services could be provided as close to home as possible. (4.15)
- xv. Consider will be given to whether people can benefit from preventative services including **assistive technology**. (4.16)
- xvi. Persist with the **Safeguarding Good Practice Group** and ensure it meets on a regular basis. (4.17)
- xvii. Ensure strategic and operational plans support operational practice in safeguarding.
- xviii. Ensure adequate **screening of adult at risk reports** and consideration of the best placed professional and voice of adult at risk. (4.19)
- xix. Ensure that the need for MCA is consistency considered and recorded. (4.20)
- xx. Undertake regular **service audits** to share good practice and ensure compliance with service expectations. (4.21)

Fon Roberts,
Cyngor Sir Ynys Môn
FonRoberts@ynysmon.llyw.cymru

Ein cyf / Our ref:

Dyddiad / Date:

Dear Director,

Improvement Check visit to Isle of Anglesey County Council – adult services

This letter summarises the findings of the Improvement Check visit to adult services (the service), Isle of Anglesey County Council (IoACC) between 24 and 26 of June 2024. This followed the Performance Evaluation Inspection [PEI] in October 2022.

1. Introduction

1.1 We carry out inspection activity in accordance with the Social Services and Well-being (Wales) Act 2014 (SSWBA / the 2014 Act); key lines of enquiry; and the quality standards in the *Code of Practice in relation to the performance and improvement of social services in Wales*. This helps us determine the effectiveness of local authorities in supporting, measuring and sustaining improvements for people and in services.

1.2 The Improvement Check focussed on the progress made in the areas identified for improvements during our PEI in October 2022.

Principle	Areas of improvement identified from PEI in October 2022.	Progress identified from improvement check June 2024.
People	Assessments and care and support planning ensures the voices of	Some improvements made: further action is required.

	<p>people and what matters to them is consistently represented</p> <p>People are informed of the core decisions being made about them</p> <p>Arrangements for monitoring waiting times are strengthened, and records made accordingly</p> <p>Reviews of care and support plans are undertaken in a timely manner</p> <p>Carers are consistently offered assessments in line with statutory duties</p> <p>Direct payments continue to be prioritised to ensure their accessibility for people</p> <p>Staff are given sufficient time to reflect on practice and benefit from direction by more experienced staff members</p> <p>People have timely communication and access to staff</p>	<p>Some improvements made: further action is required.</p> <p>Improvements made and must be sustained.</p> <p>Some improvements made: further action is required.</p> <p>Some improvements made: further action is required.</p> <p>Improvements made and must be sustained.</p> <p>Some improvements made: further action is required.</p> <p>Improvements made and must be sustained.</p>
Prevention	<p>People receive the right care and support in a timely manner.</p>	<p>Some improvements made: further action is required.</p>
Well-being	<p>The quality and completeness of adult safeguarding practice, including record keeping, complies with the Wales Safeguarding</p>	<p>Improvements made and must be sustained.</p>

	<p>Procedures (WSP). This includes clear recording of decisions following initial screening, as well as the rationale and decision as to whether Section 126 enquiries of the 2014 Act are required.</p> <p>Practice is consistently meeting its statutory duties in accordance with the Mental Capacity Act (2005).</p>	<p>Improvements made and must be sustained.</p>
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2. Glossary of Terminology

A glossary of terminology is contained in Appendix 1.

3. Summary - Adult Services

3.1 There is a strong leadership team in adult services in IoACC, who have instigated and implemented positive changes. The leadership team are aware of areas requiring further strengthening. They have worked hard setting a clear direction for change, compiling relevant strategic and operational documents, supported by competent and dedicated practitioners, to implement the required changes in practice.

3.2 Practitioners describe the leadership team as visible, accessible and supportive. Culture within the service is equally described as healthy and positive, with an open-door policy consistently promoted. Leaders are equally complimentary of the practitioners practice and commitment.

3.3 There is increased stability in the staff teams, as well as within those of its domiciliary support and care home providers. This has resulted in an improved and timelier service for people. This is at a time when there is an increase in referrals and an increase in the complexity of people's needs.

3.4 The service has continued to benefit from both corporate and political support. It is imperative this continues, to ensure the progress made is sustained, and the areas which continue to require further improvement are adequately supported and resourced. This to ensure the local authority consistently meets its statutory responsibilities.

4.0 Key findings and evidence

Key findings and examples of evidence are presented below in line with the four principles of the 2014 Act.

People

Strengths

4.1 Waiting lists for social work assessments have significantly reduced. There are now clear arrangements in place for monitoring such lists, with people who are waiting for assessment routinely contacted by the local authority to check on their safety and well-being.

4.2 Waiting lists for occupational therapy services remain high. However, arrangements at the front door have recently been strengthened. An Occupational Therapist now provides closer scrutiny and oversight of referrals. Consideration is given as to whether the referral is to the right service, or whether another form of information, advice or assistance might be more appropriate. This will help to ensure people receive the right support in a timelier manner, once the practice is fully embedded.

4.3 Communication with people in general has improved. There are examples of information being appropriately shared with people, including progress updates about services, equipment, and changes in key worker.

4.4 In terms of contacting the service, the majority of respondents (68%) to a people survey we published stated it is 'very easy' or 'easy', with few (18%) stating it is 'neither easy nor difficult', and a further few (14%) stating it is 'not easy' or 'very difficult'. Both children's and adult's front door services are now co-located, providing more resilience in the ability of the service to respond to people, which has contributed to an improvement in the standard and timeliness of communication with people. Overall comments about contact with the local authority are positive. The recently compiled and published practice standards for the service, which staff contributed to, clarifies the expectation in terms of timescales for responding to people. This has potential to further drive improvements in relation to timeliness and standard of communication.

4.5 Our survey results also evidenced most people are content with the manner of communication. For example, 96.5 % of respondents stated they were treated with dignity "at all times" or "most of the time", and 89% said they felt listened to "at all times" or "most of the time."

4.6 In line with the Service Delivery Plan, the service has expanded on resources to promote the option of direct payments which is positive practice. Evidence was seen of direct payments being discussed with people as an option for them to utilise to meet their eligible needs. The number of people in receipt of direct payments has increased. A carer spoken with referenced how they will benefit from the direct payments. They have been able to identify and choose an individual

familiar to them to support at a suitable time and place to meet both the cared for person's and the carer's needs.

Areas for Improvement

4.7 Evidence of people's voice and choice in assessments and care and support plans continues to be inconsistent. There are good examples where people's wishes, feelings and outcomes are strongly referenced. In others, the voice and choice of individuals is unclear and limited. Similarly, evidence of the voices of family members and informal advocates is also inconsistent. Subject to an person's agreement, family and unpaid carers' views should also inform assessments and care and support plans. **In line with Code of Practice, Part 3 (assessing the needs of individuals), assessments must include the five key elements and reflect strengths-based conversations held with people to identify what matters to them. They must also include the personal outcomes they wish to achieve and what contribution they and their family, friends and local community can make to achieving those outcomes.**

4.8 There are examples of advocacy being appropriately offered to people. People clearly benefit from independent professional advocacy, including in the context of safeguarding matters. However, this practice is not consistent and there are examples of missed opportunities to discuss whether people would benefit from an advocate, whether formal or informal. Greater detail is also required as to the refusal of such offers. **The local authority must ensure people are consistently empowered to express their needs and to participate fully as equal partners, with the option of advocacy clearly explained.**

4.9 The local authority is committed to supporting unpaid carers and is actively monitoring how well it performs in terms of offering assessments to carers. There has been a positive increase in the numbers of carers assessments offered. Social care records further corroborate that carers are offered assessments and are provided with support to meet their eligible needs. However, this practice is not consistent, and the quality of carers assessments is variable. The local authority is working on a draft template for assessing carers needs, and the amended template will support assessments to meet statutory requirements. **The local authority must assess more consistently in line with statutory guidance whether a carer has needs for support (or is likely to do so in the future) and if they do, what those needs are or are likely to be (Code of Practice (Part 3) of the 2014 Act).**

4.10 Reviews of people's care and support plans are not consistently undertaken within required statutory timescale. **Whilst acknowledging there is some positive**

oversight and assurance about some people's circumstances through weekly discussions with providers and in weekly multi-disciplinary Community Resource Team (CRT) meetings, the local authority must ensure the date of review does not exceed 12 months to ensure care and support plans remain appropriate and relevant to the individual. Care should also be taken to ensure reviews are undertaken in the most appropriate format for the individual.

4.11 Practitioners confirmed they have time to reflect on their practice both formally and informally. However, from the sample of written supervision records viewed, there are limited and inconsistent references to discussions around reflective practice, staff well-being, development needs and progress made with people. Positively, IoACC has drafted an updated supervision policy. It is noted that the draft version strengthens focus on reflective practice informed by a conceptual framework for effective supervision. The local authority's Service Delivery Plan references further strategies to improve reflective practice and includes arrangements for monitoring and reviewing supervision files and further training with a focus on mentoring. **The local authority must ensure there is consistent evidence of oversight of practice, staff well-being, training and developmental needs as well as reflective discussions.**

Prevention

Strengths

4.12 The local authority has made significant capital investments improving the range and availability of care and support services. These include investing in new learning disability supported living properties which are better suited to people's current and future needs; and the Dementia Centre at the renovated Canolfan Glanhwfa, Llangefni. **A number of third sector services are co located at the centre providing information, advice and different activities for people living with dementia and their carers in one location which is positive practice.**

4.13 Waiting lists for domiciliary support services have reduced significantly, and there is now more robust oversight on the situations of people waiting for a service. As a result, a greater number of people receive timelier care and support in their own homes.

4.14 One of the Community Resource Teams, is piloting a frailty project, supported by Regional Integration Fund. The project has a specific focus on providing responsive and tailored support to prevent hospital admissions. **Statistical evidence demonstrates that the numbers of people in the area needing**

unplanned emergency care has reduced, with people being supported to remain in their homes with multi-disciplinary support. This is positive practice.

Areas for Improvement

4.15 There are challenges in providing suitable short break care, and specialist placements for people with nursing needs and dementia. We heard of a few people having to access such services outside of the local authority area, due to lack of local availability. **The local authority must continue to work on its strategic and operational developments in partnership with others, to ensure people receive the right care and support in a timely manner and as close to home as possible.**

4.16 There are examples of people benefitting from assistive technology to promote their independence and safety. However, there are other examples whereby there is no evidence this has been considered. **During the assessment and care and support planning the local authority must ensure practitioners consistently consider whether people would benefit from preventative services including assistive technology.**

Well-being

Strengths

4.17 Practice in adult safeguarding has improved. A safeguarding good practice group has been established which has driven improvements in adult safeguarding practices. Improvements in safeguarding operational practices are supported by strategic and operational plans which include, but not limited to: service delivery plan, safeguarding adult improvement plan, and practice guidance for adult services – undertaking adult safeguarding enquiries.

4.18 Adults at risk reports are appropriately screened, and enquiries undertaken in a timely manner in line with s. 126 of the 2014 Act. Relevant partners are appropriately consulted and included at different stages of the safeguarding process to include during screening, undertaking of enquiries and strategy meetings. Records are clear and comprehensive, evidencing stronger compliance with the Wales Safeguarding Procedures (WSP).

4.19 There is consideration as to the best placed professional to lead the enquiry, promoting familiarity and continuity for people. There is a focus on promoting the adult at risk's safety, their voice is central and there is clear rationale when their

voice and choice is overridden. Formal independent advocacy is commissioned, ensuring a rights-based approach.

4.20 The standard and content of mental capacity assessments has improved ensuring compliance with the requirements of the Mental Capacity Act 2005 and Code of Practice. In the best examples appropriate and individualised communication methods are used, as well as identification of who could best support the individual, reflecting a person-centred approach. Relevant documentation and key people are also consulted to assist in informed and robust decision-making. Care should however be taken in relation to the language used in recording the reason for the assessment, ensuring, where possible it is understood by all relevant parties. In one example, there was no evidence a mental capacity assessment had been undertaken when it would have been appropriate to do so. **The local authority must ensure the need for a Mental Capacity Assessment is consistently considered and completed when it is unclear whether an individual has mental capacity to make a specific decision.**

4.21 Internal audits are undertaken on the standard and content of such assessments, noting areas of good practice and areas to strengthen, further driving improvements.

5. Next Steps

5.1 We expect IoACC to take appropriate action to address the areas identified for improvement. We will monitor progress through our ongoing performance review activity with the local authority. We welcome the local authority sharing the positive practice identified with other local authorities, to promote learning and help drive continuous improvement in statutory services throughout Wales.

5.2 The local authority is expected to present this letter to elected members and subject it to public scrutiny through a formal and open committee meeting at the earliest opportunity. An invitation should also be extended to CIW to attend the meeting.

6. Methodology

Fieldwork

- Most inspection evidence was gathered by reviewing the experiences of people through review and tracking of their social care record. We reviewed 35 social care records and tracked 4.

- Tracking a person’s social care record may include having conversations with the person in receipt of social care services, their family or carers, key worker, the key worker’s manager, and other professionals involved.
- We engaged, through interviews and/or focus groups, with 3 people receiving services and/or their carer.
- We engaged, through interviews and/or focus groups with 10 local authority employees.
- We interviewed 2 formal independent advocates.
- We reviewed a sample of staff supervision files.
- We reviewed supporting documentation sent to CIW for the purpose of the inspection.
- We administered surveys to local authority social services staff, people and carers. 54 surveys were completed by social services staff and 56 surveys by people or their carers.

Our Privacy Notice can be found at <https://careinspectorate.wales/how-we-use-your-information>.

7. Welsh Language

7.1 CIW’s commitment to provide an active offer of conducting parts of the inspection in Welsh was met. The active offer was required during this inspection.

8. Acknowledgements

8.1 CIW would like to thank staff, partners and people who gave their time and contributed to this inspection.

Yours Sincerely,

Lou Bushell-Bauers
Head of Local Authority Inspection
Care Inspectorate Wales

Appendix 1

Glossary of Terminology

Term	What we mean in our reports and letters
Must	Improvement is deemed necessary for the local authority to meet a duty outlined in legislation, regulation or code of practice. The local authority is not currently meeting its statutory duty/duties and must take action.
Should	Improvement will enhance service provision and/or outcomes for people and/or their carer. It does not constitute a failure to meet a legal duty at this time; but without suitable action, there is a risk the local authority may fail to meet its legal duty/duties in future.
Positive practice	Identified areas of strength within the local authority. This relates to practice considered innovative and/or which consistently results in positive outcomes for people receiving statutory services.
Improvement	This relates to areas the local authority has strengthened which were identified in our previous activity as requiring improvement to meet a duty outlined in legislation, regulation or code of practice.
Prevention and Early Intervention	A principle of the 2014 Act which aims to ensure that there is access to support to prevent situations from getting worse, and to enhance the maintenance of individual and collective well-being. This principle centres on increasing preventative services within communities to minimise the escalation of critical need.
Voice and Control	A principle of the 2014 Act which aims to put the individual and their needs at the centre of their care and support, and giving them a voice in, and control over, the outcomes that can help them achieve well-being and the things that matter most to them.
Well-being	A principle of the 2014 Act which aims for people to have well-being in every part of their lives. Well-being is more than being healthy. It is about being safe and happy, having choice and getting the right support, being part of a strong community, having friends and relationships that are good for you, and having hobbies, work or learning. It is about

	supporting people to achieve their own well-being and measuring the success of care and support.
Co-Production	A principle of the 2014 Act which aims for people to be more involved in the design and provision of their care and support. It means organisations and professionals working with them and their family, friends and carers so their care and support is the best it can be.
Multi-Agency working	A principle of the 2014 Act which aims to strengthen joint working between care and support organisations to make sure the right types of support and services are available in local communities to meet people's needs. The summation of the Act states that there is a requirement for co-operation and partnership by public authorities.
What matters	'What Matters' conversations are a way for professionals to understand people's situation, their current well-being, and what can be done to support them. It is an equal conversation and is important to help ensure the voice of the individual or carer is heard and 'what matters' to them

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ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	16 th October, 2024
Subject:	Committee Nominations – Finance Scrutiny Panel and Education Scrutiny Panel
Purpose of Report:	To nominate an Elected Member(s) from the Corporate Scrutiny Committee to serve on the Finance Scrutiny Panel and Education Scrutiny Panel
Scrutiny Chair:	Cllr Douglas Fowle
Portfolio Holder(s):	Cllr Robin Williams, Deputy Leader and Portfolio Holder for Finance and Housing Cllr Dafydd Roberts, Portfolio Holder for Education and the Welsh Language
Head of Service:	Lynn Ball, Director of Function (Council Business) / Monitoring Officer Marc Jones, Director of Function (Resources) / Section 151 Officer Marc Berw Hughes, Director of Education, Skills and Young People
Report Author: Tel: Email:	Anwen Davies, Scrutiny Manager 07971167198 AnwenDavies@ynysmon.llyw.cymru
Local Members:	Applicable to all Scrutiny Members

25

1 - Recommendation/s
<p>R1 The Corporate Scrutiny Committee is requested to nominate:</p> <ul style="list-style-type: none"> • 1 Elected Member to serve on the Finance Scrutiny Panel • 1 Elected Member to serve on the Education Scrutiny Panel.

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

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

- Prevention
- Integration
- Collaboration
- Involvement

[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 20th June 2022. Nominations were agreed in respect of all 3 Scrutiny Panels. This report discusses membership of the Finance and Education Scrutiny Panels.

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

2. Discussion

2.1 Membership of the Finance and Education Scrutiny Panels

Panel membership is not subject to political balance principles and rules¹. Core membership of the Panels includes:

Finance Scrutiny Panel

- **Elected Members** – 3 Members from both Scrutiny Committees²
- **Portfolio Member for Finance and Housing** – as observer with no vote
- **Officers** – Director of Function (Resources) / Section 151 Officer, Accountancy Services Manager, Scrutiny Manager.

Education Scrutiny Panel

- **Elected Members** – 4 Members from both Scrutiny Committees
- **Portfolio Member for Education and the Welsh Language** – as observer with no vote
- **Officers** – Director of Education, Skills and Young People, Scrutiny Manager.

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

² Corporate Scrutiny Committee and Partnership & Regeneration Scrutiny Committee

2.2 Current Membership of the Finance and Education Scrutiny Panels

In light of deliberations by both Scrutiny Committees in June, 2022³, current membership of the Panel is as follows:

Finance Scrutiny Panel

- **Corporate Scrutiny Committee (3 Members)**
 - i. Cllr Geraint ap Bebb (chair)
 - ii. Cllr Dyfed Wyn Jones
 - iii. Cllr Ieuan Williams

- **Partnership and Regeneration Scrutiny Committee (3 Members)**
 - i. Cllr Dylan Rees (vice-chair)
 - ii. Cllr Ken Taylor
 - iii. Cllr Derek Owen.

Education Scrutiny Panel

- **Corporate Scrutiny Committee (4 Members)**
 - i. Cllr Dyfed Wyn Jones
 - ii. Cllr Arfon Wyn
 - iii. Cllr Alwen Watkin
 - iv. Cllr Keith Roberts

- **Partnership and Regeneration Scrutiny Committee (4 Members)**
 - i. Cllr Gwilym Jones (chair)
 - ii. Cllr Margaret Roberts (vice-chair)
 - iii. Cllr Non Dafydd
 - iv. Cllr Derek Owen.

2.3 One vacancy has arisen on the Finance Scrutiny Panel and also the Education Scrutiny Panel as a result of Councillor Dyfed Wyn Jones' resignation - resulting from his recent appointment to the Executive. These vacancies are from the cohort of Elected Members representing the Corporate Scrutiny Committee on the Panels.

3. Issues for consideration

3.1 The Corporate Scrutiny is now requested to nominate one Elected Member to serve on the Finance Scrutiny Panel and also one Elected Member to serve on the Education Scrutiny 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

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

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 – Finance Scrutiny Panel and Education Scrutiny Panel
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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
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TERMS OF REFERENCE & *MODUS OPERANDI*

FINANCE SCRUTINY PANEL

PART I – BACKGROUND & CONTEXT

Financial Scrutiny

In the current economic climate, Members need assurance that the Council will make the best use of diminishing resources, particularly financial resources:

"... Effective scrutiny is even more important as public services respond to the challenges of the global financial situation while continuing to try to improve services. Effective scrutiny can improve the evidence base for decisions on the allocation of resources as well as ensuring that decisions are transparent and are made in accordance with the needs of the local community..."¹

"How can we add value?" is the key question to be asked in terms of financial scrutiny and "how can we demonstrate that value is added at each stage of the financial process?" In this context, consideration should be given to the following issues:

- The process of setting the budget itself
- Determining priorities among competing demands
- Effective use of funds
- How financial monitoring and management takes place.

Financial scrutiny is much more than adding value to the decisions of the Executive alone. It is about ensuring that a proper scrutiny process forms part of the planning, implementation and follow up on key decisions that have an impact on taxpayers and local communities. As such, effective Scrutiny can:

- Challenge effectively
- Hold decision makers to account; and
- Assist the Executive to develop a robust budget for forthcoming years.

Our Local Arrangements

The scrutiny of the process of establishing the Council's annual budget has developed and matured over recent years laying the foundations for a better, more strategic process based on outcomes and good practice. In fact, the process has allowed for a more systematic path with regard to financial scrutiny, which is an essential component of sound financial management and governance.

The scrutiny work carried out by the Finance Scrutiny Panel² during the last Administration has also been a positive development in our financial scrutiny arrangements, through:

- Development of a model focusing on a smaller group
- Members developing a level of expertise
- Encouraging good attendance and teamwork.

¹ Good scrutiny? Good question! Improvement study Auditor General Wales: Scrutiny in Local Government, May 2014. Also, Raising the stakes – financial scrutiny in challenging times. A guide for Welsh local authorities (Centre for Public Scrutiny, June, 2014)

² The Finance Scrutiny Panel was established in Summer, 2017 as a sub panel of the Corporate Scrutiny Committee

PART II – PANEL REMIT AND SCOPE

REMIT

The Finance Scrutiny Panel will operate with the following key objectives:

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

SCOPE

Topic	Work programme	Timeline
Induction	Induction of Panel members	4 July, 2022
Quarterly monitoring of the Revenue and Capital Expenditure	Scrutiny of expenditure against budget profile	Quarterly
The forthcoming year's budget	Sharing information on financial risks to the Council in order to inform the forward work programme of the Corporate Scrutiny Committee	July → September
	Draft budget - the mechanics and process of the financial settlement	
	Overview of the position regarding any efficiencies	October → November
	Scrutinise risks associated with the budget proposals	
Scrutinise how achievable the proposals are		
Scrutinise the Council Tax level for the following year		
Medium Term Financial Plan	Scrutinise the principles and assumptions	September
Service Areas	Scrutinise pressures within individual service areas	To be scheduled within the annual budget cycle
Debt Management	Scrutiny of debt management performance (to include income collection rates)	To be confirmed

Topic	Work programme	Timeline
Fees and Charges	Scrutiny of fees and charges for the coming financial year	To be confirmed
Second Home Premium	Scrutinise the principles, assumptions and recommendations	November / December (tbc)
HRA Business Plan	Scrutinise the principles and assumptions	January / February
Council balances and reserves	Questioning and scrutiny	June / July

PART III – GOVERNANCE ARRANGEMENTS

1. Panel Membership

Panel membership will not be subject to political balance principles and rules³.

The core membership of the Panel will include:

- i. **Elected members** - 3 members from both scrutiny committees
- ii. **Portfolio Member for Resources** – as an observer, with no vote
- iii. **Officers** – Director of Function (Resources) and S151 Officer, Accountancy Services Manager, 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.

2. Frequency of Meetings and Quorum

- **Frequency of meetings** – the panel has been established as a standing panel to consider the breadth of local authority financial issues which are summarised in the table above. The panel will therefore meet regularly, in accordance with the schedules and timelines of the Council's budgetary processes.
- **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.

[20/06/22]

³ The Local Government and Housing Act 1989 sets out the main principles governing political balance of local authorities

TERMS OF REFERENCE & *MODUS OPERANDI*

EDUCATION SCRUTINY PANEL

PART I – BACKGROUND & CONTEXT

Scrutiny of Education

Education accountability and Member scrutiny of the wider education system is a critically important role and one that requires the Local Authority and its partners to work together effectively. Following changes to how schools operate and with more reform on the horizon¹, there is a potential risk for much less clarity and understanding of who is accountable for what and who has the overview of local education systems.

It is therefore opportune to reconsider the question of what the role of Elected Members is in this system. There needs to be clear and structured local oversight and leadership in order to ensure checks and balances outside of individual schools' own governance systems on how the overall education system is operating at a County level. To this end, the Education Scrutiny Panel has an important contribution to make. Ensuring meaningful and robust scrutiny of education is a key element of the leadership role of Scrutiny Members. Good scrutiny is about adding value, strengthening decisions and outcomes.

Scrutiny of education is therefore about holding local providers to account, and at a strategic level:

- Looking at / scrutinising how all the components work together eg how GwE discharge their duties, how local partners coordinate activities
- That all efforts are having a positive impact on pupils and communities.

Education scrutiny is much more than adding value to the decisions of the Executive alone. It is about ensuring that a proper scrutiny process forms part of the planning, implementation and follow up on key decisions that have an impact on taxpayers and local communities. As such, effective Scrutiny can:

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

Our Local Arrangements

Scrutiny of schools has evolved and developed since the Schools' Progress Review Panel was established in 2012². The role of the Panel until recently focused on improving performance of all schools by providing robust challenge on individual schools' performance; encouraging the sharing of good practice between schools, taking on board lessons learnt and individual schools' experience; enhancing local Members knowledge of key performance drivers and challenges facing schools on the Isle of Anglesey; evidencing that school performance was being monitored by Elected Members.

¹ Additional Learning Needs and Education Tribunal (Wales) Act 2018 – creates a legislative framework to improve the planning and delivery of additional learning provision;

Curriculum and Assessment (Wales) Act 2021 – establishes the Curriculum for Wales in law.

² The Schools' Progress Review Panel was established in November, 2012 by the former Education and Leisure Scrutiny Committee. It arose from recommendations made by Estyn at the time on the quality of education services for children and young people on Anglesey.

The scrutiny work carried out by the former Schools' Progress Review Panel during the past decade has been a positive development, having an impact on schools' performance by:

- Development of a model focusing on a smaller group
- Members developing a level of expertise
- Encouraging good attendance and teamwork.

PART II – PANEL REMIT AND SCOPE

REMIT

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

- Develop a model of working in Education 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 Partnership and Regeneration Scrutiny Committee
- Forum to develop a group of Members with the expertise and ownership to lead discussions on Education matters in the Partnership and Regeneration Scrutiny Committee

What Estyn expects to see in terms of political leadership and scrutiny

Elected Members have a comprehensive knowledge and understanding of the education provision to enable them to discharge their responsibilities effectively:

1. **Standards – challenge performance in order to raise standards around education attainment**
2. **Quality – an understanding of the breadth and quality of education provision**
3. **Leadership – understanding of the effectiveness of education leadership at all levels in the County.**

SCOPE

Topic	Work programme Focus	Timeline
Effective Scrutiny	Induction of Panel members – workshop format.	14 July, 2022
Skills	Skills set - training & development inputs to ensure clarity of role and subject knowledge to enable effective scrutiny eg Estyn, GwE, service area leads.	Delivery throughout the municipal year ensuring alignment with Panel scrutiny work

Topic	Work programme Focus	Timeline
Self-evaluation	<p>Self-evaluation – Member critique of own performance to enable review, reflection & learning. Objectives:</p> <ol style="list-style-type: none"> i. Stock take ii. Review, evaluate and reflect iii. Establish foundation for next period iv. Confirm Member ownership. 	Annual – to be determined by Panel members
Standards	<p>Scrutinise performance of:</p> <ul style="list-style-type: none"> • Learning Service • Individual schools <p>in order to raise standards in the County.</p> <p>[data source: Welsh Government revised guidance on performance data]</p>	TBC – discussion with Panel members
	<p>Scrutinise performance on wellbeing aspects with a particular focus on:</p> <ul style="list-style-type: none"> • Attendance • Exclusions • Trauma informed schools <p>[data source: local authority data on attendance & exclusions]</p>	TBC – discussion with Panel members
Stakeholders	<p>Scrutinise:</p> <ul style="list-style-type: none"> • voice / influence of stakeholders in the provision of education on the Isle of Anglesey • effectiveness of partnership working in supporting the delivery of education services 	TBC – discussion with Panel members
Voice of the Learner	Scrutinise the effectiveness of mechanisms in place to hear the voice of the learner as an integral part of the education provision on the Isle of Anglesey	TBC – discussion with Panel members
Service effectiveness	<p>Monitor and scrutinise the effectiveness of education provision (strengths & weaknesses) to include:</p> <ul style="list-style-type: none"> • vulnerable children & young people – Additional Learning Needs, Looked After Children (LAC), Free School Meals cohort • talented & able learners • Curriculum adaption (to meet learner needs) • Any other key priorities identified by the Service 	TBC – discussion with Panel members

Topic	Work programme Focus	Timeline
	Additional Learning Needs and Education Tribunal (Wales) Act 2018	TBC – discussion with Panel members
	Curriculum and Assessment (Wales) Act 2021 - Curriculum for Wales	TBC – discussion with Panel members
Leadership	Scrutinise effectiveness of <ul style="list-style-type: none"> education leadership at all levels succession planning staff development and retention 	TBC – discussion with Panel members
	Professional Learning	TBC – discussion with Panel members
Welsh Language (10 year focus)	<ul style="list-style-type: none"> Scrutinise / monitor delivery of the Welsh in Education Strategic Plan for the Isle of Anglesey Monitor local performance against national performance indicators on an annual basis 	TBC – discussion with Panel members

PART III – GOVERNANCE ARRANGEMENTS

1. Panel Membership

Panel membership will not be subject to political balance principles and rules³.

The core membership of the Panel will include:

- i. **Elected members** - 4 Elected Members from both scrutiny committees
- ii. **Portfolio Member for Education** – as an observer, with no vote
- iii. **Officers** – Director of Education, Skills and Young People, 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.

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 the education system 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 education scrutiny to the Partnership and Regeneration Scrutiny Committee.
- **Quorum** – this will not apply to the panel.

³ The Local Government and Housing Act 1989 sets out the main principles governing political balance of local authorities

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 Partnership and Regeneration Scrutiny Committee.

[23/05/22]

ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template	
Committee:	Corporate Scrutiny Committee
Date:	16 th October, 2024
Subject:	Corporate Scrutiny Committee Forward Work Programme
Purpose of Report:	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2024/25
Scrutiny Chair:	Cllr Douglas Fowle
Portfolio Holder(s):	Not applicable
Head of Service:	Lynn Ball, Director of Function (Council Business) / Monitoring Officer
Report Author:	Anwen Davies, Scrutiny Manager
Tel:	07971167198
Email:	AnwenDavies@ynysmon.llyw.cymru
Local Members:	Applicable to all Scrutiny Members

1 - Recommendation/s
The Committee is requested to: R1 agree the current version of the forward work programme for 2024/25 R2 note progress thus far in implementing the forward work programme.

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

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

3.6 The potential impacts the decision would have on:

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

[focus on equality and the Welsh language]

4 - Key Scrutiny Questions

5 – Background / Context

1. Background

1.1 Effective work programming is the bedrock of an effective local government scrutiny function¹. Done well, work programming can help lay the foundations for targeted and timely work on issues of local importance demonstrating where Member scrutiny can add value. Good practice advocates two key issues at the heart of the scrutiny forward work programme:

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

1.2 Basic principles of good work programming²

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

2. Local context

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

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

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

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

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

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

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

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

3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2024/25 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document.³

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

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

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

6.1 Potential impacts on protected groups under the Equality Act 2010

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

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

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

7 – Financial Implications

Not applicable.

8 – Appendices:

³ Meeting of the Corporate Scrutiny Committee convened on 17th September, 2024

Corporate Scrutiny Committee Forward Work Programme 2024/25

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, 2024 – APRIL, 2025
[Version dated 07/10/24]

Note for Stakeholders and the Public:

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

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

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

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
May, 2024 (21/05/24)	May, 2024 (21/05/24)
Election of Chair: 2024/25	Election of Chair: 2024/25
Election of Vice-chair: 2024/25	Election of Vice-chair: 2024/25
June, 2024 (13/06/24) – Q4	
Performance Monitoring: Corporate Scorecard Qtr4: 2023/24	June, 2024 (19/06/24) – Education / Welsh Language
Annual Delivery Plan: 2024/25	Welsh Language: <ul style="list-style-type: none"> • Annual Report on the Welsh Standards: 2023/24 • Welsh in Education Strategic Plan: 2023/24 → Measure Progress
Draft Corporate Self-Assessment 2024	Nomination of Committee Member on the Finance Scrutiny Panel
Scrutiny Review of Performance Indicator 29: Letting of Council Housing – final report	
Item for Information: Ambition North Wales Qtr 4: 2023/24 Progress Report	
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
No meeting scheduled	
	July, 2024 (10/07/24) – Emergency Services
	North Wales Fire & Rescue Service
	Welsh Ambulance Services Trust
	Gwynedd & Ynys Môn Public Services Board Annual Report: 2023/24
	Committee Forward Work Programme for 2024/25
September, 2024 (17/09/24) – Q1	
Performance Monitoring: Corporate Scorecard Q1: 2024/25	September, 2024 (12/09/24) – Tackling Poverty
	Ynys Môn Citizens Advice

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Annual Performance Report: 2023/24	Communities for Work Plus Programme
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
October, 2024 (16/10/24)	October, 2024 (15/10/24) – Education & Sustainable Community Development
Annual Report North Wales Regional Partnership Board (Part 9): 2023/24	GwE Annual Report for the Isle of Anglesey: 2023/24
Care Inspectorate for Wales: Adults' Services Improvement Check Letter and Action Plan	Education Scrutiny Panel Progress Report
Nomination of Committee Members on the Finance and Education Scrutiny Panels	Menter Môn
Item for Information: Ambition North Wales: <ul style="list-style-type: none"> • Annual Report: 2023/24 • Qtr 1: 2024/25 Progress Report 	
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
	November, 2024 (13/11/24) - Health
	Audit Wales: Urgent and Emergency Care: Flow out of Hospital – North Wales Region
	Betsi Cadwaladr University Health Board
	Committee Forward Work Programme for 2024/25
November, 2024 (19/11/24) - Q2	November, 2024 (20/11/24) – Crime and Disorder
Monitoring Performance: Corporate Scorecard Q2: 2024/25	Gwynedd & Ynys Môn Community Safety Partnership Annual Report: 2023/24
Môn Actif Strategic Plan	Ynys Môn Levelling Up Programme – Measure Progress
Local Housing Market Assessment 2024	Modernising Adults' Services Strategic Plan
Procurement Strategic Plan and New Contract Procedure Rules	
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
January, 2025 (15/01/25) – 2025/26 Budget (morning)	January, 2025 (14/01/25)
2025/26 Budget Setting (Revenue Budget) – initial budget proposals	Corporate Safeguarding
Finance Scrutiny Panel Progress Report	Ynys Môn Levelling Up Programme – Measure Progress

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
	Medrwn Môn
	Committee Forward Work Programme for 2024/25
January, 2025 (15/01/25) (afternoon)	
Corporate Self-Assessment – 6 month update on progress	
Regional Emergency Planning Service Annual Report: 2023/24	
Item for Information: Ambition North Wales Qtr 2: 2024/25 Progress Report	
Committee Forward Work Programme for 2024/25	
February, 2025 (19/02/25) – 2025/26 Budget	
Final Draft Budget Proposals for 2025/26 – revenue & capital	February, 2025 (12/02/25) - Education
Finance Scrutiny Panel Progress Report	Education Scrutiny Panel Progress Report
	Gwynedd and Ynys Môn Additional Learning Needs & Inclusion Partnership
	Annual Report on Equalities: 2023/24
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
March, 2025 (11/03/25) - Q3	
Monitoring Performance: Corporate Scorecard Q3: 2024/25	March, 2025 (12/03/25)
Housing Revenue Account Business Plan: 2025/2055	Towards Net Zero Strategic Plan
Flood Risk Management Strategic Plan (to be confirmed)	Y Gronfa Ffyniant Gyffredin
Item for Information - Ambition North Wales Qtr 3: 2024/25 Progress Report	
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25
April, 2025 (10/04/25)	
	April, 2025 (09/04/25)
	Public Services Board – governance arrangements / scrutiny of delivery of the Wellbeing Plan
	Ynys Môn Free Port
Committee Forward Work Programme for 2024/25	Committee Forward Work Programme for 2024/25

Items to be scheduled:

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
Census 2021	North Wales Police & Crime Commissioner / North Wales Police
Modernisation of Learning Communities and Strengthen the Welsh Language Programme	North Wales Fire & Rescue Service
Tree Strategic Plan	Welsh Ambulance Services NHS Trust
Service Asset Management Plan 2024/34 – Smallholdings Estate	Scrutiny of Partnerships
Ambition North Wales Qtr4: 2024/25: Progress Report	Gypsy and Traveller Accommodation Action Plan
North Wales Corporate Joint Committee	Gwynedd & Ynys Môn Public Services Board – Annual Report 2024/25 (June, 2025)
	Communities for Work Plus Programme: Annual Report 2024/25 (June-July, 2025)
	Improving Reliability and Resilience across the Menai Straits
	Impact of Tourism on Anglesey Local Communities (resolution of the Partnership and Regeneration Scrutiny Committee, 21/06/2023)
	Ynys Môn Local Development Plan (full agreement)
	Scrutiny of Partnerships – annual review (March 2026)
	Natural Resources Wales
	Local Area Energy Plan (to be confirmed)