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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Dylan J. Williams
Prif Weithredwr – Chief Executive
CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfeydd y Cyngor - Council Offices
LLANGEFNI
Ynys Môn - Anglesey
LL77 7TW

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

RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR SGRIWTINI CORFFORAETHOL	CORPORATE SCRUTINY COMMITTEE
DYDD IAU 10 EBRILL 2025 am 10:00 y. b.	THURSDAY, 10 APRIL 2025 at 10.00 am
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, John Ifan Jones, Jackie Lewis, Llio A. Owen, Alwen Watkin, Sonia Williams
(*Is-Gadeirydd/Vice-Chair*), Arfon Wyn

Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP

Ieuan Williams

LLAFUR CYMRU/ WELSH LABOUR

Keith Roberts

ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS

Douglas M. Fowlie (*Cadeirydd/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 DECLARATION OF INTEREST

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

2 MINUTES OF THE PREVIOUS MEETING (Pages 1 - 10)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 11 March 2025.

3 CARE INSPECTORATE WALES: ISLE OF ANGLESEY ADULT SERVICES IMPROVEMENT CHECK LETTER AND ACTION PLAN - PROGRESS REPORT (Pages 11 - 40)

To present the report of the Head of Adult Services.

4 NORTH WALES REGIONAL TRANSPORT PLAN (Pages 41 - 62)

To present the report of the Head of Highways, Waste and Property Services.

5 FORWARD WORK PROGRAMME (Pages 63 - 70)

To present the report of the Scrutiny Manager.

CORPORATE SCRUTINY COMMITTEE

Minutes of the meeting held in the Committee Room and virtually on Zoom on 11 March, 2025

PRESENT: Councillor Douglas Fowlie (Chair)
Councillor Sonia Williams (Vice-Chair)

Councillors Geraint Bebb, Aled M. Jones, John Ifan Jones, R. Llewelyn Jones, Llio Owen, Keith Roberts, Ieuan Williams, Arfon Wyn.

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

Portfolio Members

Councillors Gary Pritchard (Leader), Neville Evans (Portfolio Member for Leisure, Tourism and Maritime), Carwyn Jones (Portfolio Member for Corporate Business and Customer Experience), Nicola Roberts (Portfolio Member for Planning, Public Protection and Climate Change), Alun Roberts (Portfolio Member for Adults' Services and Community Safety), Dafydd Roberts (Portfolio Member for Education and the Welsh Language), Robin Williams (Portfolio Member for Finance and Housing)

IN ATTENDANCE: Chief Executive (for items 1 to 3)
Deputy Chief Executive
Director of Function (Resources)/Section 151 Officer (for items 1 to 4)
Director of Function (Council Business)/Monitoring Officer (for item 3)
Director of Social Services
Director of Education, Skills and Young People
Head of Highways, Waste and Property (HP)
Head of Housing Services (NM)
Head of Democracy (DS)
Head of Profession (HR) and Transformation (CE) (for item 3)
Corporate Planning Programme and Performance Manager (GP) (for item 3)
Scrutiny Manager (AGD)
Committee Officer (ATH)
Webcasting Officer (FT)

APOLOGIES: Councillors Jackie Lewis, Alwen Watkin, Dafydd Rhys Thomas (Portfolio Member for Highways, Waste and Property), Mr Christian Branch (Head of Regulation and Economic Development)

ALSO PRESENT: N/A

1 DECLARATION OF INTEREST

No declaration of interest was received.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting of the Corporate Scrutiny Committee held on 19 February 2025 were presented and were confirmed as correct and progress against the actions agreed at the meeting was outlined and was noted.

3 MONITORING PERFORMANCE: CORPORATE SCORECARD Q3 2024/25

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 3 2024/25 was presented for the Committee's consideration. The scorecard report portrays the current end of Quarter 3 position against the strategic objectives outlined in the Council Plan.

Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience presented the report which showed that 87% of the indicators with targets monitored during the quarter had performed well against those targets and had a Green or Yellow RAG status which is a positive result reflective of a strong performance overall across the Council. Councillor Carwyn Jones referred to the areas where the Council's performance had improved and/or is excelling which were in relation to Social Services, schools with no school in the Estyn follow up/statutory categories, responsive maintenance repairs, letting of council business units, condition of A, B and C roads and Welsh language skills requirements in recruitment. He also highlighted areas identified in the report as needing improvement to bring them to target which were being monitored by the Leadership Team. Those areas related to the number of children undertaking swimming lessons throughout the year (Môn Actif), the delivery of major disabled facilities grants and re-letting of lettable units in Housing, number of mooring contracts, waste recycling percentages and responses to FOIs within timescale. The report set out the context to those issues and outlined the mitigating actions both planned and implemented.

The following were matters of discussion by the committee in reviewing the Q3 corporate scorecard report –

- Whether the Leadership Team is able to provide assurances that its input and intervention as regards underperforming areas are successful and whether consideration has been given to applying different methodologies to improve performance such as Vanguard, Total Quality management and continuous improvement.

The Chief Executive confirmed that he was satisfied that the approaches taken to areas of underperformance are appropriate and thorough and involve the Leadership Team regularly reviewing the draft quarterly scorecard reports with a focus on areas where the outcomes do not meet the set targets and/or where the trend is downward, holding discussions with heads of service and managers to identify any underlying issues and/or mitigating circumstances and agree on remedial actions. Some PIs require resource allocation or further changes to be made which link into actions in the Council Plan and occur in tandem with performance management and monitoring. The Chief Executive said that he did not think the Council is in a position financially to be introducing new systems across the board and that there is a risk in the short term that transitioning to a new system could cause disruption thereby affecting service delivery and performance especially in service areas where the pressures are already high. Notwithstanding, alternative methodologies could be trialled in a more limited way to see whether they make a difference. He further clarified that PIs and targets will be reviewed at the end of

Quarter 4 to ensure they are relevant and appropriate in preparation for drafting the 2025/26 scorecard.

- The performance of Housing Indicator 03 – the average number of calendar days to let lettable units of accommodation excluding DTLs which is Red at 47 days against a target of 35 days. Questions were asked about the extent to which the Housing Service is confident that the changes introduced will have an impact on reducing the number of days to re-let lettable units and there was some debate about the achievability of the 35 day turnaround target.

Councillor Robin Williams, Portfolio Member for Finance and Housing said that the performance against the target has to be considered in the wider context of work pressures, the existing condition of properties with those requiring more extensive repairs taking longer to re-let, the availability of resources, skilled labour and materials which are all factors that can affect the timeframe. There may be grounds therefore for considering whether the target is realistic in those circumstances. The Chief Executive said that he understood that there are arrangements to look at PI indicator 03 to ensure it is effective and/or whether some adjustment is needed.

- The underperformance of Education Indicator 07 Môn Actif – the average number of children undertaking swimming lessons throughout the year which is Amber at 1,773 against a target of 1,900. Questions were asked about the steps being taken by the service to address the missed target.

Councillor Neville Evans, Portfolio Member for Leisure, Tourism and Maritime provided assurance that the service regularly reviews data on usage and collects feedback from service users across the three leisure centres and he confirmed that Môn Actif markets and publicises its activities widely. Cost of living pressures as well as the availability of alternative activities may be factors in the decline in demand for swimming lessons. Additionally, the target is based on historical information and may need to be reviewed to ensure it reflects true performance. Councillor Neville Evans said that he was pleased to be able to say that Môn Actif had received national recognition for its Swim Safe Programme and that a new video promoting swimming and the Council's pools would be issued in April.

- The prospects for achieving the 70% target for the percentage of domestic waste reused recycled or composted (Climate Change PI 02) were discussed with current performance recorded as Red at 66.05%. Questions were asked about kerbside collection arrangements and whether those need to be reviewed to make it easier for residents to recycle as well as encouraging clean recycling so that the items collected are free from contamination and can be more easily sold on to generate revenue for the Council. A query was also raised on the 48% of waste reused, recycled or composted from Council buildings with the performance having remained static over the past three quarters.

Councillor Gary Pritchard, Leader, highlighted that Anglesey's recycling rates are high when compared to UK rates and that Welsh Government has set a challenging recycling target for councils in Wales which the Executive is keen to achieve and has been discussing how best to do so in recent months including by trialling changes to recycling bins and cardboard collection in two areas of the Island. There are some barriers to overcome including the number of holiday lets not recycling which may be due to unfamiliarity with local recycling practices. The Executive is also aware of two specific areas on the island where it is difficult to determine the source of waste because both general waste bins and recycling boxes are collected and emptied from one central point making it difficult to educate those residents not recycling. The Head of Highways, Waste and Property advised that Welsh Government has issued a collections blueprint for how it wishes to see household waste being collected across Wales and that Anglesey's arrangements are in line with the blueprint. He further advised that improving recycling rates and ensuring that recycling is done properly is a matter of continually reminding

residents of the importance and benefits of recycling, educating residents on how to do it correctly and ensuring resident buy-in. The Council also encourages residents to provide feedback and is happy to hear their ideas for improvement. Councillor Gary Pritchard confirmed that the Executive has discussed ways in which children and young people in schools can be taught about the value of recycling so that they can then share the message at home with their family, as well as integrating recycling education into the new curriculum. The committee was further advised that more work needs to be done with regard to improving recycling rates across the Council's buildings including schools, leisure centres and headquarters and that the legislation requiring workplace recycling only came into effect in April 2024.

The Head of Highways, Waste and Property also responded to a specific matter raised by a member in relation to issues encountered when attempting to recycle a plastic oil tank and confirmed that he would look into the matter. Councillor R. Llewelyn Jones wanted to express his thanks to waste collection and recycling staff for their work throughout the year in all weathers.

- The impact on income generation of the below target performance with regard to the number of annual moorings sold. Questions were asked about whether this is a long-term concern and whether it indicates a permanent decline in demand.

Councillor Neville Evans clarified that he understood that there has been a downturn in demand for mooring contracts generally across North Wales in the last three years. Improvements at other moorings may be a factor in the number sold on Anglesey as well as differences in the system operated by the Council. A detailed review of the maritime service is being conducted which includes fee levels, income collection processes and infrastructure. Additionally the PI target is based on historical information and also needs to be reviewed.

- The missed target for responding to Freedom of Information requests (FOIs) within timescale was discussed and questions were asked about the volume of requests, whether this had increased and if so why and whether there were any detectable patterns to requests.

The Director of Function (Council Business)/Monitoring Officer clarified that the 90% target has been set by the Information Commissioner's Office and is challenging. The Council's performance against this target over the past nine years has varied from 67% to 80% as reflected in the SIRO's annual report for 2023/24 to the Governance and Audit Committee. The Monitoring Officer referred to the limited resources available to handle FOI requests highlighting that there is only one corporate information officer post to co-ordinate and advise on responding to FOIs and that this post has been vacant for some time despite attempts at recruitment. The bulk of the searching and review of records work involved in responding to FOIs is undertaken by service staff in addition to their day to day workload which can be challenging especially where the request for information is complex and includes a series of questions. The number of FOI requests received annually is in the region of 1,000 with the number of questions totalling in the region of 6,500. The Council will from April, 2025 be using a CRM system to help it manage FOIs and while this will make it easier to track the status of requests providing information in real time it will not increase the resources to be able to respond to them. In response to further questions about anonymous requests, requests made under a false name and requests that are deemed vexatious/repetitive and a suggestion that the new CRM system be used to extract this specific information for the benefit of the service, the Monitoring Officer confirmed that such requests are already identified and she explained how they are dealt with confirming that requests that are deemed vexatious can be rejected and appealed to the ICO and that there is no duty on the Council to respond to anonymous requests. In cases where it is thought the sender has used a false name, a request to prove identity has been made.

- The availability of support to improve the percentage of all jobs advertised by the Council as requiring Welsh level 4 and above (34%) was discussed and the absence of a target was noted.

The committee was advised that each post is assessed individually and objectively and managers are provided with guidance on how to assess Welsh language skills for each post and have access to specialist advice within the Council. Council guidelines are in keeping with the Council's new Welsh Language Policy and external guidance can also be sought through the Welsh Language Commissioner. Welsh language skills within the Council are good with high rates of levels 4 and 5. The committee was further advised of the resources available for staff to improve their Welsh Language skills including tutor support and liaison with the National Centre for Learning Welsh. Additionally 66% of staff have received training with improving their Welsh language skills. It was confirmed that as this KPI is new to the scorecard, there was no previous data available for setting a target.

The Leader suggested that members might wish to consider whether an explanation of what each of the Welsh Language skills levels entails would help them in assessing the Council's position and progress.

- The position with regard to Council operated electric vehicle chargers was discussed and questions were asked about why the infrastructure has not progressed over the last three quarters.

Councillor Nicola Roberts, Portfolio Member for Planning, Public Protection and Climate Change referred to some of the challenges faced by the Council in taking the infrastructure forward including a limited budget and dependency on grant funding. The Council is also keen to avoid duplicating private EV charging points in areas where those have been installed. There are also thirty-six charging points outside Council buildings and residential care homes and while there are plans to extend the provision the Island does compare relatively well in terms of the number of charging points available. The Head of Highways, Waste and Property confirmed that the Council tries to balance the provision with demand mindful of the private sector provision and mindful also of the ongoing costs of maintaining the charging stations after installation. While the focus in 2024/25 has been on Council buildings the installation of further charging points is planned for 2025/26 mainly in coastal areas and to come to a leasing agreement with the external provider on sharing the risk in the event of reduced usage. The Officer further confirmed that the Council monitors where private EV charging points have been installed to avoid overlapping and clarified that although profit is not the Council's main priority it does seek to ensure that its pricing is sufficient to meet costs and to produce enough surplus to cover the costs of charging stations in more rural locations where usage and therefore revenue may be less.

- A member asked for clarification of Social Care and Wellbeing Indicator (06) – the average length of time for all children who remain on the Child Protection Register as at the end of the quarter. The Director of Social Services clarified how the Council manages and administers the register and its objectives in trying to ensure that children do not remain on the register for longer than necessary. He referred to the support provided to children on the register and to their families to improve their circumstances and to work towards removing children from the register once all risks have been addressed.

Having reviewed the Corporate Scorecard for Q3 2024/25 and following a full discussion it was resolved -

- **To note the Corporate Scorecard report for Q3 2024/25 including the areas which the Leadership Team is exploring and investigating to manage and secure further improvements into the future. These were in relation to areas under Education (Môn Actif), Housing (delivery of Major Disabled Facilities Grant and**

Housing Voids), Economy (Moorings), Climate Change (Waste recycling) and Whole Council Health (FOI requests), and

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

4 HOUSING REVENUE ACCOUNT (HRA) BUSINESS PLAN 2025-2055

The report of the Head of Housing Services incorporating the Housing Revenue Account (HRA) Business Plan for 2025 to 2055 was presented for the Committee's consideration. The HRA Business Plan sets out how resources will be spent to maintain, improve, and develop the Council's housing stock.

The report was presented by Councillor Robin Williams, Deputy Leader and Portfolio Member for Finance and Housing who explained that councils in Wales with a Housing Revenue Account (HRA) are required to prepare a HRA Business Plan for submission to Welsh Government in order to qualify for a Major Repairs Allowance. The Plan sets out the Council's strategies for maintaining and improving its housing stock as well as demonstrating its commitment to the Welsh Housing Quality Standards 2 2023. The Portfolio Member said that formulating a viable Plan this year had been more challenging due to the fact that rental income has not kept pace with costs and is now insufficient to meet all the Council's housing expenditure arising from the requirements of WHQS 2 2023 and other expenses.

The Head of Housing Services in confirming that the Plan to be submitted for Executive approval at the end of the month will incorporate all the relevant financial details, referred to highlights within the Plan in terms of housing development and investment in existing housing saying that over the 30 year period the Council is aiming to develop 1,400 additional units with £252m of expenditure on the current housing stock. Over five years, £38m will be spent on responsive repairs, 225 additional units will be developed including the planned extra care provision in Menai Bridge and £49m will be spent on upgrading the stock to comply with WHQS 2 2023. This level of expenditure will entail borrowing of £70m.

The main points of the ensuing discussion were as follows –

- Suggestions were made about linking the Council's social housing policy to the Welsh language and specifically integrating the language within the definition of "local" in order to preserve and promote the language and Welsh speaking communities on the island.

The Head of Housing Service advised that among the qualifying criteria for social housing specified in the current housing allocations policy is a connection with Anglesey which includes but is not limited to having been resident or employed in the area for five years. Applicants with a community connection would have priority over those with no connection in line with the policy thereby helping to preserve communities. The Portfolio Member for Finance and Housing said that he would be willing to look at any evidence of communities having been affected from a language perspective by the application of the current allocation policy.

- The ways in which the HRA Business Plan enables the Council to realise the priorities of the Council Plan 2023-2028

The Portfolio Member for Finance and Housing explained that the HRA Business Plan in setting ambitious targets for housing development, bringing empty homes back into use and buying back former council houses seeks to fulfil the vision of the Council Plan for Housing that ensures that everyone has the right to call somewhere home.

- The risks involved in implementing the Council's proposed expansion programme to increase its housing stock and the affordability of the programme.

The Portfolio Member for Finance and Housing cited increasing costs as one of the main risks which applies to the acquisition of land, construction materials and labour. Another

challenge is the Welsh Government's cap on rent increases with the maximum rent uplift for 2025/26 across the housing stock set at 2.7% leading to a growing disparity between the Council's rental income and its housing costs and expenditure needs. The Head of Housing Services in referring to the risk of not being able to develop the right type of houses in the right places provided assurance that the risk is mitigated by the housing needs assessment undertaken lately which identifies the housing needs in different areas of the island.

- Whether the Council has considered leasing privately owned properties from/on behalf of property owners particularly in cases where a person may have acquired a property through a relative and is not in a position to renovate meaning the property is empty and may be subject to Council Tax premium. A suggestion was also made in relation to turning around void properties that in cases where extensive works are required the Council should be aiming to ensure that the work is completed in one co-ordinated effort ("one hit") within the 35 day timescale rather than task by task by separate tradespeople.

The Head of Housing Services advised that the Council is one of the authorities taking part in Leasing Scheme Wales which enables property owners to apply to lease their property to their local authority for a guaranteed rent for the length of the lease with grants available to bring properties up to standard. He confirmed that seventeen such properties are part of the scheme in Anglesey and that information about the scheme is available on the Council's website. With regard to void properties, the Head of Housing confirmed that two contractors have been added to the contractor framework who will be able to undertake kitchen and bathroom refurbishment on void properties where required in addition to carrying out those works as part of the planned upgrading and WHQS programme.

It was suggested by committee that the Leasing Scheme Wales needs to be publicised more widely to reach potential participants who may not be aware that it exists. It was further suggested that the scheme be also included as a topic at a Members' Briefing Session to bring it to all members' attention.

- The achievability of the priority of working towards the Welsh Housing Quality Standards 2 2023.

The Portfolio Member for Finance and Housing confirmed that the Council is committed to achieving the WHQS 2 2023 and that given the challenges involved, the endeavour has to be prioritised. The Portfolio Member restated that one of the main barriers is the rent cap which limits the income the Council is able to generate from rents which in turn reduces the revenue available to fund the upgrades needed to meet the WHQS. While no one wants to increase rents, rent levels should reflect the work done to improve the properties. In response to further questions, the Portfolio Member clarified that it could make more financial sense to buy new build properties on developments by housing associations rather than renovating older council properties which require major works to bring them to standard.

There was some debate in the committee about the achievability of WHQS 2 2023 and although accepting that they are aimed at improving the quality of social housing, members sought clarification of whether those councils in Wales with their own housing stock had raised concerns about the challenges of meeting the standards with Welsh Government. The Head of Housing Services confirmed that the message that it will be difficult to deliver the WHQS 2 2023 especially in relation to decarbonisation without additional support had been conveyed to Welsh Government via the Heads of Housing Services. In order to reinforce the message the committee asked the Portfolio Member to use political channels/networks to press Welsh Government for a dialogue on WHQS 2 2023 to consider ways of making compliance more realistic.

Having reviewed and scrutinised the documentation and noted the assurances provided in response to the issues raised, the Corporate Scrutiny Committee resolved to recommend the Housing Revenue Account Business Plan 2025-2055 for the Executive's approval.

Additional actions –

- **To ask the Housing Service to consider ways of publicising the Leasing Scheme Wales more widely in order to promote and raise awareness of the scheme with landlords/property owners.**
- **The Leasing Scheme Wales to be included as a topic at a Members' Briefing Session in order to bring the scheme to all members' attention.**
- **To ask the Portfolio Member for Finance and Housing to use political channels/networks to press Welsh Government for a dialogue on WHQS 2 2023 to consider ways of making compliance more realistic.**

6 FLOOD MANAGEMENT STRATEGIC PLAN

The report of the Head of Highways, Waste and Property incorporating the Flood Risk Strategic Plan was presented for the Committee's consideration and scrutiny.

The report was presented by Councillor Nicola Roberts, Portfolio Member for Planning, Public Protection and Climate Change on behalf of Councillor Dafydd Rhys Thomas, Portfolio Member for Highways, Waste and Property who had tendered an apology for absence. She reported that under the Flood and Water Management Act 2010 the Council as the Lead Local Flood Authority, has a duty to develop, maintain, apply and monitor a strategy for local flood risk management. The Flood Risk Management Strategic Plan sets out the Council's ambitions for managing flood risk in Anglesey for a six year period, consistent with the objectives, measures and related policies and legislation set out in the National Strategy.

In the subsequent discussion, the committee raised the following matters –

- Whether the Council has considered ways in which it can improve public engagement with the consultation process.

The Portfolio Member for Planning, Public Protection and Climate Change explained that the public consultation took place over six weeks and made use of multiple channels to ensure that it was accessible including drop in events, e-mail, social media, online questionnaire and radio interview. The Head of Highways, Waste and Property confirmed that the consultation process was conducted in accordance with Council guidelines which are regularly reviewed for effectiveness. It may be the case that people who are not directly impacted by the subject matter are less inclined to participate.

- The ways in which the Strategic Plan aligns with the Council Plan and its relation to Planning Technical Advice Note 15 (Development, Flooding and Coastal Erosion)

The Head of Highways Waste and Property referred to the legislation which requires the Council as the Lead Local Flood Authority to develop, maintain, apply and monitor a strategy for local flood risk management which then aligns with the Council Plan in terms of the Council's objectives for climate change. The Head of Highways Waste and Property highlighted the reference in the strategy to the SAB (Sustainable Drainage Approval Board) which is separate from the planning process and ensure that proposed development sites are suitable from the perspective of managing flooding both on site and within the wider community.

- Reference was made to the situation in Dwyran and in Menai Bridge and to the progress and status of plans and works in those areas, the responsibilities of the agencies involved and whether there should be enhanced efforts to expedite matters.

The Head of Highways, Waste and Property updated members on the position in the two specific areas and confirmed that the Council and Natural Resources Wales (NRW) have different responsibilities with regard to managing flood risk and that they work collaboratively to protect communities against flooding. He confirmed that both the Council and NRW can apply for Welsh Government funding for flood alleviation works and he referred to the factors involved and explained that there can be greater challenge in succeeding with business cases for schemes in rural rather than urban areas due to the higher density of the population in the latter.

A proposal was made and it was agreed, that in order to make the Strategic Plan complete it should also include the planned maintenance schedule as well as a copy of the capital plan for 2025/26 which shows the planned expenditure on flood relief schemes in the next financial year.

Having reviewed the scope and content of the Flood Management Strategic Plan the Corporate Scrutiny Committee resolved to recommend the Plan to the Executive for approval and adoption with an additional recommendation that it also include as appendices the planned maintenance schedule along with the capital plan for 2025/26 showing planned expenditure on flood relief schemes in the next financial year.

7 FORWARD WORK PROGRAMME

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme to April, 2025 was presented for consideration.

It was resolved –

- **To agree the current version of the Forward Work Programme for 2024/25.**
- **To note the progress thus far in implementing the Forward Work Programme.**

**Councillor Douglas Fowlie
Chair**

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Isle of Anglesey County Council Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	10/04/2025
Subject:	Care Inspectorate Wales: Adult Services Improvement Check Letter and Action Plan – Progress Report
Scrutiny Chair:	Councillor Douglas Fowlie

1. Who will be the portfolio holder / lead officer presenting the report?

Name	Role
Councillor Alun Roberts	Portfolio Holder for Adult Services
Arwel Owen	Head of Adult Services

2. Why the Scrutiny Committee is being asked to consider the matter.

At the request of the Corporate Scrutiny Committee following the Care Inspectorate Wales visit. The Scrutiny Committee at its meeting on 16th October 2024 requested officers to provide a formal report to the Committee in 6 months on progress made in implementing the post inspection work programme.

3. Role of the Scrutiny Committee and recommendations

- ☐ For information
- ☐ To be noted
- ☒ For assurance
- ☐ For recommendation to the Executive

Recommendation(s):

R1: The committee is requested to review and scrutinise the progress made in implementing the post inspection work programme.

4. How does the recommendation(s) contribute to the objectives of the Council's Plan?

The purpose of the independent regulator Care Inspectorate Wales (CIW) is to:

- 1) conduct 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.

All work undertaken by Ynys Môn Social Services can be directly linked to one of the six strategic objectives in the **Council Plan 2023-2028**.

“Social care and wellbeing: providing the right service at the right time”.

This is supported further by the Key Priority Areas within the **Adult Services Strategic Modernisation Plan**:

1. Work together to be an Age Friendly Island - through preventative activities.
2. Transforming Day Services - continue with positive steps to maintain day activities in community locations.
3. Supported Housing (learning disabilities) - programme to maximise and modernise 'Supported Housing' provision to ensure effectiveness.
4. Respite Service (learning disabilities) - identify and develop a suitable new provision.
5. Extra Care Housing - develop extra care housing to increase opportunities for people to live independently in their communities for longer.
6. Council Residential Homes - direct staff and financial resources to affordable and more cost-effective provisions that meet needs.
7. Develop a financially sustainable service.

5. Key scrutiny themes

Key themes the Scrutiny Committee should concentrate on:

1. There are many increasing demands upon Adult Services, responding to all these demands is a constant challenge given limited resources.
2. Increasing pressure and demand e.g. during winter months impact on the ability to provide services.
3. What focus does the department provide on preventive services.
4. What challenges will arise from demographic change.

5. Can the improvements in process and case recording be maintained during and after changing the social services computerised case recording system.

6. Key points / summary

Background:

The Social Services Department (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 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, and focused on progress made in the areas identified for improvement during our PEI in October 2022.

The Improvement Letter reports:

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.
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.
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.
4. The service has continued to benefit from both corporate and political support.

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 fourth 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.
3. Communication with people in general has improved.
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.
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.

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.
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.

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.
4. Reviews of people's care and support plans are not consistently undertaken within required statutory timescale.
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.

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.
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.

Areas for Improvement

1. There are challenges in providing suitable short break care, and specialist placements for people with nursing needs and dementia.

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.

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.
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.
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.
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.

PROGRESS SINCE THE PUBLICATION OF THE REPORT

In line with the requirements, we have prepared a Development Plan in order to monitor progress and improvement against the areas noted by CIW. This development plan and its accompanying report were presented to the Corporate Scrutiny Committee for approval and comment on the **16/10/2024**.

Having reviewed the report and action plan of the Director of Social Services and the Head of Adult Services and having noted the responses of Officers to the points of discussion raised it was RESOLVED-

- That the Committee have considered the Care Inspectorate Wales Improvement checklist letter in relation to Anglesey County Council's Adult Services, published on the 22nd of August 2024.
- That the Committee have offered comment on the report and confirmed that the Development Plan, drafted by the Service reflects the key areas for improvement and how best to assist in supporting the future work of the Service.

Additional actions-

- **Officers to provide a formal report to the Committee in 6 months on progress made in implementing the post inspection work programme.**

Appendix 1 to this report contains an updated service development plan detailing the progress made in the last 6 months against all the improvement areas highlighted by the CIW.

The table below summarises the progress made on the 11 action points since the last report to scrutiny in October 2024.

Colour Rating	16/10/2024	March 2025
Green – work completed	4	8
Yellow – ongoing work	6	3*
Amber – needs further work	1	0
Red – work not started	0	0

*These areas require regular monitoring and review of day-to-day work to maintain compliance.

7. Impact assessments

7.1. Potential impacts on groups protected under the Equality Act 2010

No equality impact assessment completed.

7.2. Potential impacts on those experiencing socio-economic disadvantage (strategic decisions)

No equality impact assessment completed.

7.3. Potential effects on opportunities to use Welsh and not treat the language less favourably than English.

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 confirmed by CIW.

7.4. Net zero organisation by 2030

N/a

8. Financial implications

The Adults Department has and is facing substantial financial challenges. Demand for services has increased and is projected to continue to increase due to demographic changes that will see an increase in the number of older people living on the Island. This, coupled with a continuously challenging economic backdrop means that the department's budget is expected to be under substantial strain for the foreseeable future. This pressure over the last 9 years is evident in the Council's budget. Spend on Adult Services in 2025/26 will account for 22% of Councils overall budget, compared with 16.5% in 2016. If the departments share of total spend had remained at 16.5% this would mean a shortfall of £9 million.

9. Appendices

Appendix 1 - Service Development Plan

Appendix 2 - 'Care Inspectorate Wales Improvement checklist published on the 22nd of August 2024.

10. Report author and background papers.

Author – Arwel Wyn Owen, Head of Adult Services



APPENDIX 1 - CIW INSPECTION ACTION PLAN – Revised and Updated March 2025

ACTION PLAN - ADULT SERVICES							
	PEOPLE 4.01-4.11	IMPLEMENTATION/TASKS	RESPONSIBILITY	TIMEFRAME	16/10/24	March 2025	Progress, Actions and Comments
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	Ongoing	Ongoing	Social Workers are reminded in regular supervision of the need to record the 'voice of people' in their assessment. This work will be ongoing to maintain recording standards. Team Leaders monitor through the quality assurance process. Assessment forms have been adapted to help amplify the voice of the individual.
2	People are informed of the core decisions being made about them.	Record of an offer of advocacy support and a record of reasoning for refusal.	Team Leader	Ongoing	Ongoing	Ongoing	Recording has improved. The average has increased from below 30% to over 65% in the year to February 2025. Work is ongoing to improve recording further and ensure consistency.

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	Completed	New practice standards approved and presented to all staff at the Staff Conference and through supervision. Citizens awaiting assessment are contacted at regular intervals to establish any change in circumstances or need.
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	Ongoing	Ongoing	New arrangements introduced to monitor and highlight review dates. Social Worker capacity restricts ability to review. New / urgent cases are prioritised over long-term cases which are stable. The performance of the service over the last 4 years has been consistent, around 80% of care plans are being reviewed annually.
5	Carers are consistently offered assessments in line with statutory duties.	Ensure that an offer of a carer's assessment is recorded. Ensuring a carer's assessment is regularly re-offered e.g. during a review or when there is a change.	Senior Managers Team Leaders	Ongoing	Ongoing	Completed	Revised carer assessment form has been introduced. This has improved ability to record and confirm an offer of carers assessment. Compliance has been above the target of 93% for the last 6 months, with 4 of these months recording 100%.



		Ensure a template for staff to ensure consistency in the quality of carers' assessments.					
6	Direct payments continue to be prioritised to ensure their accessibility for people.	Ensure that the offer of Direct Payment (and response) is recorded.	Business Manager	Completed	Completed	Completed	At the time of the original audit there were 232 people in receipt of Direct Payments. In March 2025, 261 people are in receipt of Direct Payments.
		Arrange for the video that promotes and explains the scheme is distributed.	Payments Officer	Completed	Completed	Completed	A video and information leaflet have been completed and are available to be distributed to prospective users as needed.
7	Staff are given sufficient time to reflect on practice and benefit from direction by more experienced staff members.	Adopt a New Supervisory Policy. i. Ensure staff supervision is recorded on a standardized form. ii. Increase emphasis on reflective practice.	Senior Managers Team Leaders	14/01/2025		Completed	New Supervision Policy adopted along with revised forms and proformas. These were shared at staff conference and implemented in January 2025. Staff are supervised at regular intervals and compliance is monitored.
8	People have timely communication	Ensure clear contact information is available so that individuals are aware	Senior Managers	October 2025		Completed	New phone system introduced by Council. Following this all staff contact details updated and staff have been



	and access to staff.	of how they can contact staff.					informed of expectations regarding providing people with contact details following visits.
	PREVENTION 4.12-4.14	IMPLEMENTATION/TASKS	RESPONSIBILITY	TIMEFRAME	PROGRESS		
9	People receive the right care and support in a timely manner.	Continue to foster positive working relationships with the 3rd sector to create an Age-Friendly Island and to improve access to preventative services in the community.	Older Peoples Strategy Manager	March 2025	Ongoing	Ongoing	A Dementia Centre is being developed at Canolfan Glanhwfa. Nifty60s scheme is being expanded across Anglesey, as well as working with a network of community hubs to deliver health and wellbeing activities. The programme of activities encourage independence and ageing well and this has been recognised as good practice.
		Ensure a review of waiting lists for non-residential services.				Completed	On-going reviewing of waiting lists to ensure that the needs of the individual have not changed.
		Continue to develop the Frailty Project.				Ongoing	Holyhead Frailty project is now well established. The Amlwch / Benllech CRT is cited as the next development to be implemented.
		Look at options to provide short-term				Ongoing	Driven by individual needs, people are being offered respite locally in collaboration with Carers Outreach



		respite closer to the person's home.					and via direct payments. This will continue to be an area of focus based on funding opportunities.
	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.	Continuing with a good practice group.	Safeguarding Manager	Completed		Completed	Team Leaders and Safeguarding colleagues have met to review and confirm good practice arrangements. Between 02/2024 - 02/2025 the Adults Department has received 631 safeguarding reports, of which 236 have involved safeguarding enquiries.
		Ensuring robust referrals screening arrangements.				Completed	Training has been delivered to improve screening practices in Teulu Mon.
		Ensure there is consideration of the most appropriate person to lead.		In progress		Completed	Learning Circles held with Team Leaders and Safeguarding to reinforce the potential to delegate enquiries internally, to partners and other organisations.
		That there is a schedule of occasional audits to measure the quality of compliance work and to share best practice.				Ongoing	One audit completed with further schedule of audits to be arranged. Temporary absence of staff has limited roll out of full audit schedule.



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

<u>SPECIFIC TASKS/ACTIONS</u>		<u>Action to date</u>
1.	Enhance arrangements to review waiting list and mechanism to update individuals of their status and progress. (4.1)	All individuals who are awaiting assessment have been contacted to update and review whether there has been any change of needs.
2.	That Occupational Therapy 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)	Occupational Therapy rota at Teulu Môn and use of Occupational Therapy trainees to reduce the waiting list of minor adaptations and signposting. A further Disability Officer has joined the Community Resource Teams to undertake low level assessments allowing OT to focus on complex cases.
3.	Confirm clear contact points/details for service users and that service users are able to contact and leave messages for staff. (4.4)	A new telephone system with individual mobiles has been introduced and all staff have been informed of the expectations when communicating to citizens.

4.	That we have arrangements to inform individuals of service processes (DP Fideo/Client Finance Handbook etc). (4.6)	A user-friendly video explaining Direct Payments has been produced. The Client Finance Handbook has also been updated. Revised Direct Payment policy is too be launched April 2025
5.	That Service Practice Standards are formally adopted and launched at the Staff Conference. (4.4)	New Practice Standards introduced and shared with staff via the staff conference. Practice expectation is affirmed during supervision sessions and there is better clarity in terms of roles and expectations.
6.	Ensure the offer of a Direct Payment is logged and recorded on file. (4.6)	The assessment form has been revised making the offer of Direct Payment a mandatory field.
7.	That the voice and choice of the service user/family/ are heard distinctly within assessments. (4.7)	This is achieved through supervision and via the Team Leaders during the panel quality assurance process.
8.	Confirm that advocacy is being appropriately offered and reasons why it is not needed/declined. (4.8)	The assessment form has been revised making the active offer of advocacy support a mandatory field.
9.	Ensure that Carers Assessments are offered consistently by introducing a new template to meet statutory requirements. (4.9)	The offer of a Carer's Assessment has also been included as a mandatory field on the new form. A sperate Carers Assessment document has also been created to assist and facilitate the process.
10.	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)	Reviews are being undertaken; however, prioritization has been given to new and emerging cases due to pressures on Social Workers to facilitate hospital discharges and supporting individuals in the community to prevent hospital admission.
11.	Adopt a new Supervision Policy and common documentation to ensure supervision is recorded consistently. (4.11)	New Supervision Policy has been introduced and shared with staff as the new supervision model. This has been implemented since January 2025. The policy provides an enhanced focus on reflective practice and ensures

		dedicated time to reflect on individual cases. New proforma recording documentation encourages consistency.
12.	Review short-term break provision and explore how such services could be provided as close to home as possible. (4.15)	Whilst some individuals receive overnight respite, opportunities remain challenging due to limited bed availability and homes willingness to take short term residents. Direct Payments are also utilised to provide respite opportunities. We shall continue to pursue opportunities within our financial allocation.
13.	Consideration will be given as to whether people can benefit from preventative services including assistive technology . (4.16)	The Department are exploring ways in which we can use AI in future to support developments. By end of February over 85% of Telecare recipients had transferred from analogue to digital.
14.	Persist with the Safeguarding Good Practice Group and ensure it meets on a regular basis. (4.17)	Team Leaders and Safeguarding colleagues have met to review and confirm good practice arrangements.
15.	Ensure strategic and operational plans support operational practice in safeguarding.	Team Leaders and safeguarding colleagues regularly meet to ensure practice standards and consistency in practice.
16.	Ensure adequate screening of adult at risk reports and consideration of the best placed professional and voice of adult at risk. (4.19)	Training has been undertaken to reaffirm the screening process in Teulu Môn to increase staff confidence.
17.	Ensure that the need for MCA is consistency considered and recorded. (4.20)	Mental capacity is a mandatory field within the new assessment forms. A review of Mental Capacity assessment has also been conducted with a positive outcome.
18.	Undertake regular service audits to share good practice and ensure compliance with service expectations. (4.21)	Service audits have been undertaken to reinforce good practice and areas of improvement. Further audits will be undertaken when staff return from maternity leave.



Fon Roberts,
Cyngor Sir Ynys Môn

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	People receive the right care and support in a timely manner.	Some improvements made: further action is required.
Well-being	The quality and completeness of adult safeguarding practice, including record keeping, complies with the Wales Safeguarding	Improvements made and must be sustained.

	<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 <u>Scrutiny Report Template</u>	
Committee:	Corporate Scrutiny Committee
Date:	10/04/2025
Subject:	North Wales Regional Transport Plan
Purpose of Report:	IACC Response to North Wales Regional Transport Plan
Scrutiny Chair:	Cllr. Douglas Fowlie
Portfolio Holder(s):	Cllr. Dafydd Rhys Thomas
Head of Service:	Huw Percy Head of Highways, Waste and Property Services
Report Author: Tel: Email:	Dylan Llewelyn Jones (01248 751805) DylanLlewelynJones@ynysmon.llyw.cymru
Local Members:	Applicable to all elected members

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1 - Recommendation/s
The Committee is requested to endorse the Isle of Anglesey County Council's proposed consultation response to the North Wales Regional Transport Plan as set out in Appendix A.

2 – Link to Council Plan / Other Corporate Priorities
Council Plan 2023-2028 Climate Change <ul style="list-style-type: none"> To develop and deliver sustainable transport plans such as decarbonising transport, active travel, and cycle routes Economy <ul style="list-style-type: none"> Collaborate with key stakeholders and partners to strengthen the role of Holyhead and the port as a key international gateway Increasing and encouraging the development of low carbon projects such as the Holyhead Hydrogen Hub. Continue to deliver a green, sustainable recovery and improve the vitality and viability of town-centres through improved connectivity between various transport modes. Social Care <ul style="list-style-type: none"> Ensure community hubs are accessible to enable independence and improve people's health and wellbeing

Wellbeing Objectives

- The people of Anglesey are safe, healthy and as independent as possible
- The people of Anglesey and its communities enjoy, protect and enhance their built and natural environment for future generations.

3 – Guiding Principles for Scrutiny Members**To assist Members when scrutinising the topic:-**

- 3.1** Impact the matter has on individuals and communities – the RTP has an impact on all individuals and communities as everyone is dependent on the transport system for travel purposes whether undertaking local journeys within Anglesey or wider across the North Wales region (and further afield). Therefore, ensuring the RTP is fit for purpose for the Isle of Anglesey is critical and that the future interventions has the potential for positive change to reduce the inequalities that exist in rural Wales.
- 3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality – Processes are currently in place by Welsh Government to modernise the grants system within the transport sector (as there are currently seven different programmes) to provide better strategic direction across the various transport modes and to increase the quality of improvements by having an overarching understanding on the schemes rather than treating each grant separately.
- 3.3** The risks associated with the North Wales Regional Transport Plan is currently seen as very low as this is a strategic and visionary document and not focussed on the delivery of individual schemes.
- 3.4** Scrutiny taking a performance monitoring or quality assurance role
- 3.5** Looking at plans and proposals from a perspective of:
- Long term - The IACC is supportive of the principle of preparing a new RTP for North Wales which sets out vision for the next 5 years (2025-2030) in respect of how transport can contribute to the wider social, environmental, economic and cultural well-being of people in the region
 - Prevention – The RTP aligns with the transport hierarchy set out in WG's Llwybr Newydd which prioritises sustainable transport measures in order reduce the impact of transport (of people and goods) on the environment.
 - Integration – The RTP seeks to consider all the various modes of transport, however, the County Council considers that further work can be undertaken to ensure there is synergy between all modes of transport especially to connect rural areas to urban interchanges as this will provide further accessibility for all to be able to use public transport.
 - Collaboration – Public Consultation events held locally to receive feedback from all members of the community.
 - Involvement – Highways / Transport Officers at each Local Authority have input in developing the RTP by working with their portfolio Members through the Strategic Transport Sub-Committee. The challenging timescale to adopt the RTP has meant that the public consultation period provides an opportunity to reflect on the draft version and to offer refinement for the final version.
- 3.6** Please see section 6 in relation to the potential impact 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

4 - Key Scrutiny Questions

1. How will the public consultation process influence the final version of the Regional Transport Plan?
2. What are the key challenges and opportunities within the Regional Transport Plan facing rural areas such as Isle of Anglesey?

5 – Background / Context

The North Wales Regional Transport Plan (RTP) aligns with Welsh Government's Llwybr Newydd: The Wales Transport Strategy 2021 (WTS). This document provides the strategic direction, vision and priorities for transportation in Wales. The North Wales RTP is specific to North Wales and provides the direction of travel for the next five years in terms of priorities and interventions within the various parts of the transport system.

Whilst the North Wales RTP is a high-level strategic document which sets out the vision for the region, it is the Regional Transport Delivery Plan that is of critical importance in terms of actual impactful projects that will strive to deliver improved transport linkages and connectivity across the region and within the Isle of Anglesey. Ultimately, the effectiveness of the RTP hinges upon the extent that the Delivery Plan is executed over the next 5 years.

The North Wales RTP will be led and governed by the Corporate Joint Committee (CJC). Corporate Joint Committees (CJC) are regional corporate local government entities comprised of Local Authorities within their regional geographies. The Local Government and Elections (Wales) Act 2021 created the framework for establishing the CJs in Wales and they were established on 1st April 2021.

The North Wales CJC has a statutory duty to produce a:

- Strategic Development Plan
- Regional Transport Plan

In addition, they have the power to do anything that will enhance or promote regional economic wellbeing. The CJC has established its Strategic Transport and Planning Subcommittees to undertake its statutory functions. The Strategic Transport Sub-Committee has met, and work has been undertaken to prepare the draft Regional Transport Plan in line with Welsh Government guidelines.

6 – Equality Impact Assessment [including impacts on the Welsh Language]
6.1 Potential impacts on protected groups under the Equality Act 2010
<p>The IACC held ‘drop-in’ sessions at both Holyhead and Llangefni Libraries on 11th and 13th February to provide opportunities for all members of the public (including those with protected characteristics) to voice their opinion and share their thoughts on the proposed RTP in order to ensure that any impacts on protected groups under the Equality Act 2010 are captured. Further considerations to protected groups under the Equality Act 2010 will be given on a scheme by scheme basis (as part of the Regional Transport Delivery Plan) to ensure that due consideration is given to their needs.</p> <p>The above consultation measure was undertaken proactively by the County Council in order to fully integrate all groups as part of the consultation process. This is an additional mode of consultation to the online methods undertaken by Ambition North Wales (on behalf of the CJC).</p>
6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)
<p>The lack of public transport in rural areas are more impactful as there is a high degree of dependency on the use of the private car – currently there are no other realistic alternative. This is a critical issue for those experiencing socio-economic disadvantages.</p> <p>In rural areas the importance of interconnectivity between different transport modes cannot be underestimated. It is accepted that services are less frequent in rural areas in comparison to urban areas due to population numbers, nevertheless, it is imperative that there is an integrated investment plan in place enabling people to travel to their chosen destination by utilising various transport modes. All sustainable transport timetables must align to promote increased use especially in rural areas. This would prevent people becoming socially excluded through lack of transportation options. North Anglesey is especially peripheral, and it should be a priority to improve connections with the Island’s urban and economic hubs and the mainland, as transport infrastructure is a key enabler for economic growth.</p> <p>Whilst recognising that the RTP acknowledges rural challenges and does provide an opportunity for improvements, it currently only focusses on each of the transport modes in isolation, whereas there needs to be interconnectivity between the transport modes to enable a more effective transport system in rural areas. The needs, challenges and opportunities of an integrated transport system to enable people in rural communities to travel to urban areas in a more seamless approach and this needs further consideration going forward.</p>
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
<p>The Integrated Wellbeing Appraisal appears to address all essential components such as how the overall programme will impact and benefit the environment, communities, equalities, economy, culture and the Welsh Language to ensure that the Transport Plan aligns with broader well-being goals that contributes to sustainable development in North Wales. There will be opportunities for people to use the Welsh Language (and treated no less favourably than the English language) with bilingual services provided on any timetabling and signage.</p>
7 – Financial Implications

There are no financial implications for the County Council at this stage. Welsh Government are currently modernizing their processes for grants system in the transportation sector. Schemes that will be developed / implemented as part of the North Wales Regional Transport Plan will be externally funded through the Corporate Joint Committee and any match-funding contribution from the County Council will be determined on a scheme by scheme basis. The delivery of schemes at Local Authority level will need to be undertaken by the officers from within the Local Authority and therefore will be dependent on available capacity.

8 – Appendices:**Appendix A – IACC Response to the North Wales Regional Transport Plan****9 - Background papers (please contact the author of the Report for any further information):**

Llwybr Newydd (Wales Transport Strategy)



April 2025

Dear Sir / Madam

Response to the North Wales Regional Transport Plan

The Isle of Anglesey County Council (IACC) welcomes this opportunity to formally comment and respond to the consultation held by the Corporate Joint Committee on the draft North Wales Regional Transport Plan (RTP).

The IACC is supportive of the principle of preparing a new RTP for North Wales which sets out vision for the next 5 years (2025-2030) in respect of how transport can contribute to the wider social, environmental, economic, and cultural well-being of people in the region. The RTP aligns with Welsh Government's Llwybr Newydd (Wales Transport Strategy).

Whilst the RTP is a high-level strategic document which sets out the vision for the region, it is the Regional Transport Delivery Plan that is of critical importance in terms of actual impactful projects that will strive to deliver improved transport linkages and connectivity across the region and within the Isle of Anglesey. Ultimately, the effectiveness of the RTP hinges upon the extent that the Delivery Plan is executed over the next 5 years in respect of enabling the movement of people to access key services such as young people to education, people to employment sites, and fragile people being able to access locations for their daily needs. Recognising that every initiative outlined in the Delivery Plan is critical to its respective Local Authority (and understanding the need for a regional approach to prioritising schemes) a mechanism is still required to ensure that funding is shared equitably in order to deliver tangible benefits to all communities across North Wales.

The IACC held 'drop-in' sessions at both Holyhead and Llangefni Libraries on 11th and 13th February to provide opportunities for all members of the public (including those

with protected characteristics) to voice their opinion and share their thoughts on the proposed RTP.

Encouraging Modal Shift in Rural Areas

The IACC remain concerned that the Welsh Government's Llwybr Newydd (and the RTP by adhering to the National Strategy) does not fully take into account the challenges facing rural areas in the transport sector and how to overcome these barriers. The lack of public transport in rural areas are more impactful as there is a high degree of dependency on the use of the private car – currently there are no other realistic alternative.

In rural areas the importance of interconnectivity between different transport modes cannot be underestimated. It is accepted that services are less frequent in rural areas in comparison to urban areas due to population numbers, nevertheless, it is imperative that there is an integrated investment plan in place enabling people to travel to their chosen destination by utilising various transport modes. All sustainable transport timetables must align to promote increased use, especially in rural areas. This would prevent people becoming socially excluded through lack of transportation options. North Anglesey is especially peripheral, and it should be a priority to improve connections with the Island's urban and economic hubs and the mainland, as transport infrastructure is a key enabler for economic growth.

Whilst recognising that the RTP acknowledges rural challenges and does provide opportunity for improvements, it currently only focusses on each of the transport modes in isolation, whereas there needs to be interconnectivity between the transport modes to enable a more effective transport system in rural areas. The needs, challenges and opportunities of an integrated transport system to enable people in rural communities to travel to urban areas in a more seamless approach and this needs further consideration going forward.

Strategic Road Network (SRN) Ambitions – Menai Crossing

It is acknowledged that the SRN in North Wales includes trunk 'A' roads which are managed and maintained by the North and Mid Wales Trunk Road Agency on behalf of Welsh Government. As with rail, this means the CJC and Local Authorities in North Wales have no direct influence, however, aspirations for transformational infrastructural change at the Menai Crossing is vital to the resilience of the A55 (Euro-22 route) corridor which is the transport artery of the North Wales region for international connectivity with Ireland.

Therefore, we support the case for SRN Aspiration 4 for the case for a third Menai Crossing to progress to improve resilience, journey time reliability and enhance capacity. The IACC responded to the North Wales Transport Commission to words of such effect and provided a strong evidence base to justify the need for a 3rd crossing (Appendix 1) and emphasises the wide-ranging and significant effects that bridge closures have upon the economy, health, education, leisure and well-being of residents. This case would be further strengthened should nationally important infrastructure projects (Wylfa Newydd) be developed as well as the Anglesey Freeport project. Additionally, should the Wylfa Newydd development be confirmed, the IACC would recommend re-visiting the Regional Transport Delivery Plan as this project

would be truly impactful and would provide a once in a lifetime generational change. Hence, the priority projects would need re-visiting.

The report fails to identify the requirement for suitable, temporary, short term HGV parking facilities either side of the Menai Straits or to serve the port of Holyhead in scenarios of bridge closure. This example has occurred more frequently in recent times. The A55 and surrounding highway network grinds to a halt in Bangor, Menai Bridge and Llanfairpwll on each occasion that an incident occurs on Britannia Bridge. These incidents severely affect the region especially the Emergency Services, Ysbyty Gwynedd, Schools, Colleges, businesses, and commuters. Similar challenges are faced in Holyhead with HGVs resorting to parking in Industrial Estates and car parks, affecting the town and its residents. The IACC would welcome further consideration in the RTP or actions arising from the North Wales Transport Commission to address these issues.

In the shorter term, the IACC recognises that the studies are being undertaken by Transport for Wales following the North Wales Transport Commission to improve the resilience of the Menai Crossing. The IACC will continue to work with partner organisations to progress interventions including public transport and active travel infrastructure improvements, potential wind deflectors to reduce the risk of closure to Britannia Bridge in high-winds and any opportunities for junction improvements.

Holyhead Port & Freeport

The port of Holyhead has a crucial role in supporting the economic and social fabric in Wales. The port of Holyhead is recognised as the 2nd busiest UK port carrying short sea ferry passengers and international transportation to Ireland as well as the majority of all Roll-on Roll-off freight units in Welsh ports. The strategic importance of Holyhead port to serve Wales, the wider UK and internationally to connect Ireland with mainland Europe is paramount. The scale of the importance of Holyhead Port to the Welsh economy is significant. The severity of the closure of Holyhead Port recently after the damage caused by Storm Darragh resulting in the collapse of a fender berth highlighted the impact caused to the wider transportation sector in terms of international freight movement and the movement of people to/from Ireland to the UK. Evidence of the detrimental impact of the port closure can be found in Appendix 2.

Future improvements to support the growth of the port, railway station and nearby Freeport sites (Policy PF1-PF3) is welcomed. The Freeport status will further enhance Holyhead's role as an international gateway and will play an important role in strengthening the North Wales economy and creating employment for local people. Contrary to this, there may be further implications due to increased freight movement and it will become of even greater priority to work with partners in both the public and private sector to identify vehicle access and egress improvements (& HGV Facilities on the approach to Holyhead) as well as improving sustainable access to both the port and rail station. Therefore, the IACC believes that an all-encompassing masterplan is required for the wider port and rail station (as well as highway linkages) as this is seen as a key piece of strategic infrastructure to catalyse transport and economic development recovery in the region.

Rail Connections

It is acknowledged that the rail network infrastructure in North Wales is non-devolved and the CJC and Local Authorities in North Wales have no direct influence over rail services and that rail-related schemes are excluded from the Delivery Plan. Nevertheless, it is crucial that the RTP sets out regional aspirations for rail across the region to support wider aspirations for improved connectivity and movement of people within North Wales and beyond to the remainder of the UK.

On this basis, it is disappointing that infrastructure improvements proposals are not prioritised west of Llandudno Junction (RA4). This fails to meet the aspirations set out in the RTP and does not take into account the importance of Holyhead Rail Station which could cater for international passengers to connect onward travel from/to Ireland to the rest of the UK or even to Europe through London and to the Ynys Mon Freeport. There are two large stations on the line that cater for Anglesey residents that are beyond Llandudno Junction and, although difficulties in upgrading the line are appreciated, it feels that the benefits to be gained by such transformational improvements, which would serve the region's only major port terminal, are not being rolled out. The IACC believes that continued strong connections with London and Northwest England is a priority in the long-term to connect people onwards from Dublin and for business travel for those who choose to reside on the Island and would be very valuable for 'hybrid-working'.

In this regard, Policy PF1 would appear to be slightly at odds with this where the policy promotes prioritizing sustainable transport connections to Holyhead, but the aspiration to improve infrastructure does not appear to extend beyond Llandudno Junction. Similarly, the cost of rail travel (recently increased by TfW) and the lack of stopping services at most stations on Anglesey does not encourage regular use over private cars.

The IACC notes a lack of synergy in the RTP with Llwybr Newydd in respect of re-utilising disused railway lines. The IACC is eager to see the Lein Amlwch asset being used again. We welcomed reference in Llwybr Newydd to the possibility of former railway lines and other redundant transport infrastructure to be re-used. Re-utilising redundant rail assets for future use could create a positive visitor economy and a community asset if reopened, and we would welcome further consideration for such infrastructure in the RTP.

The mention of Anglesey Airport on page 10 and 19 is incorrect since the airport closed in 2022. This emphasises the need for alternative rapid transportation linkages for nationwide connectivity. Further investment to create a robust and fast rail network to connect North West Wales with the North of England and South Wales is imperative. This would play a significant part in the economic development of North West Wales, providing improved business connectivity, tourism opportunities and reduced journey times (as outlined above in the Rail Connectivity section).

Bus Services

There are no bus services in parts of rural Anglesey, and more recently, cuts to existing limited services (which were already lacking) have amounted to a worsening public transport offer on the Island which has alienated many residents for whom public

transport was their only available mode of transport. This has not been conducive to achieving greater rates of use and is forcing the majority to rely on private cars. Additionally, the cost of public transport can be prohibitive to many thereby acting as an obstacle. The IACC believes that greater focus is required on increasing the frequency and quality of bus services rather than improving bus infrastructure where opportunities are limited in a rural area (bus infrastructure alone will not increase patronage levels). Although we welcome the principle of bus franchising and the aspiration for improved bus services and infrastructure, without additional funding to deliver, we risk raising expectations unnecessarily and expatiating an already sensitive situation becoming worse. Certainty is also required to ensure that any changes to bus services address the needs of rural areas and takes account of the importance that public transport buses have on Home to School Education Travel.

In addition, the IACC feel that greater emphasis is required within the RTP (and subsequently in the Delivery Plan) on the vision for public transport in rural environs such as the Flexi-Service, Demand Response Services, and Community Transport Schemes. This would better serve rural residents, offering greater mobility and reducing the dependency on the private car. Such an innovative approach could bridge the gap between connecting remote areas to interchange locations that would enable onward travel.

Active Travel (Walking, wheeling and cycling)

The IACC supports the inclusion of Active Travel within the RTP. However, more needs to be done to encourage modal shift and attract people to walk, wheel or cycle, and the correct conditions must exist to make the option more attractive to more people. Despite the acknowledged decarbonisation and wellbeing benefits to be gained from these methods, a continued lack of enabling infrastructure will stifle progress especially in rural areas as distances from outer settlements to designated active travel settlements is too long and there is a lack of integration with other sustainable public transport modes. In rural areas it is considered that greater flexibility is required in terms of the Active Travel Design Guidance in rural Wales in order to ensure that rural local authorities are able to successfully develop active travel routes to benefit all potential users, including tourists and visitors and recognition that the needs and type of provision that is appropriate for rural areas differs from that in larger urban settlements. Making use of redundant transport corridors to facilitate the modal shift provides one pragmatic solution to approaching this issue. Finally, we would be eager to see if there's a possibility to expand on the definition of active travel to a wider remit to include leisure and health and well-being purposes, because those types of travel journeys are just as important.

Electric Vehicle (EV) Charging Infrastructure and Alternative Ultra Low Emission Vehicles / Fuels

The inclusion for the provision of Electric Vehicle (EV) charging points is most welcomed, however, further information needs to be communicated to improve understanding on the relationship between the role of the private and public sector in the roll-out of EV Charging and a specific policy is required at the national level on the approach to EV charging.

Furthermore, greater emphasis is required on the need for improved partnership working with the District Network Operator and to positively influence further investment in the network as there is currently a risk that the electrical capacity and infrastructure (especially in more rural areas) will not be adequate to cater for the demand in increased EV ownership which is likely over the coming years. Therefore, there needs to be a focus and aspiration to increase investment in the enabling infrastructure to be able to install EV charging points. Without investment in the primary infrastructure there is a risk that rural areas will be left behind and this will result in another barrier in rural areas. This outcome could become a detrimental factor to attracting visitors as part of the visitor economy and creating further disparity (the visitor economy is integral to the economy of Isle of Anglesey).

The IACC welcomes the inclusion on the Holyhead Hydrogen Hub (PF4) but believes greater emphasis is required to ensure that all the associated developments that sits with the Holyhead Hydrogen Hub are included as part of the Delivery Plan and any linkages with the Border Control Facilities at Parc Cybi. The Hub, which is an innovative development, is seen as a key piece of infrastructure to support the Transport and Energy sector.

Monitoring and Evaluation & Integrated Wellbeing Appraisal (IWBA)

Whilst the IACC agrees the Monitoring and Evaluation Plans are required, purposeful and appropriate, further clarity is required on where this responsibility sits – whether being conducted on a scheme-by-scheme basis, or in a more holistic approach to measure performance across the region. The IWBA appears to address all essential components such as how the overall programme will impact and benefit the environment, communities, equalities, economy, culture and the Welsh Language to ensure that the Transport Plan aligns with broader well-being goals that contributes to sustainable development in North Wales.

Continued Partnership-Working

Further clarity is required on where the capacity and resources to deliver the Delivery Plan will come from. A balance needs to be struck in respect of the vision and the aspirations of the Welsh Government for transport in North Wales against the finances that will be available to deliver the aspirations – there is a risk that we raise people's expectations without certainty that the funding will be available to deliver on the key priorities. This is in addition to the fact that resources and capacity are reduced internally whilst expertise is stretched.

The IACC is committed to working collaboratively locally, across North Wales and with the CJC (as well as Welsh Government and Transport for Wales) to ensure that the RTP and Delivery Plan is fit for purpose and captures the needs of all Local Authorities, including those of rural areas whereby more investment and alternative ideas are required to ensure that the entire population has the opportunity to travel sustainably to their destinations and that the people of Isle of Anglesey and the rest of North Wales are not economically and socially excluded. There needs to be a clear alignment from the local level to the regional level that will provide the direction of travel for investment in transport-related infrastructure and development.

In this regard, the IACC would welcome further discussions to refine the RTP to ensure the above constructive comments are addressed appropriately and crucially how funding will be allocated across the region.

Yours sincerely

,

Dylan J Williams
Chief Executive

DRAFT



**CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL**

Prif Gwnstabl Cynorthwyol / Assistant Chief Constable
Chris Allsop

Cadeirydd Fforwm Gwydnwch Gogledd Cymru /
Chair of the North Wales Resilience Forum

Anfonwyd drwy ebost / Sent via email:-
Chris.allsop@northwales.police.uk

20 Rhagfyr / December, 2023

Annwyl Chris

Fe wnaethom gyfarfod yn ddiweddar gyda'r NWC-REPS er mwyn edrych ar faterion sy'n unigryw i Ynys Môn ar ôl iddynt fynychu cyfarfod o'r Pwyllgor Sgriwtini Partneriaeth ac Adfywio lle codwyd nifer o wahanol bynciau. Tra bo'r mwyafrif o'r rhain wedi eu cyfarch, mae un risg sy'n parhau heb ei liniaru sef yr ymateb i argyfwng petai'r ddwy bont ar gau.

O ystyried y penderfyniad sydd wedi'i wneud gan Lywodraeth Cymru i beidio â buddsoddi mewn trydydd pont a'r posibilrwydd o gau Pont Borth dros dro yn gynnar yn 2024, ystyrir y byddai'n amserol adolygu'r waelodlin bresennol o drefniadau ymateb yr holl asiantaethau perthnasol petai Bont Britannia hefyd yn gorfod cau yn annisgwyl h.y. petai'r ddwy bont ar gau ac argyfwng (neu argyfyngau) yn codi ar yr Ynys.

Rydwi wedi fy hysbysu bod gweithred sydd heb ei chyflawni gan Is-grŵp Logisteg yr LRF i ffurfio Grŵp Gorchwyl a Gorffen i ddadansoddi'r risg ac edrych ar fesurau lliniaru posibl.

Mae Helen Kilgannon wedi cyfarfod yn ddiweddar ag Ian Jones o NMWTRA, sy'n arwain ar y darn hwn o waith er mwyn sicrhau bod Cyngor Sir Ynys Môn, Cyngor Gwynedd a NWC-REPD yn cael eu cynrychioli ar y Grŵp Gorchwyl a Gorffen ac yn cael mewnbwn i'r broses. Mae sgysiau cychwynnol wedi awgrymu ymgysylltu â Llywodraeth Cymru er mwyn arwain ar y prosiect ond hyd yma mae hyn wedi profi'n heriol ac nid oes unrhyw gynnydd wedi'i wneud.

DYLAN J. WILLIAMS BA (Hons), MSc, MA, M.R.T.P.I.
Prif Weithredwr
Chief Executive

CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfa'r Sir
LLANGFNI
Ynys Môn - Anglesey
LL77 7TW

Gofynnwch am - Please ask for:
☎ (01248) 752102

E-Bost-E-mail: DylanWilliams@ynysmon.llyw.cymru

Ein Cyf - Our Ref. DW / VLJ / LlythNWRFPontydd
Eich Cyf - Your Ref.

Dear Chris

We recently met with NWC-REPS to look at issues that are unique to the Isle of Anglesey following their attendance at a Partnership and Regeneration Scrutiny Committee where several subjects were raised. Whilst most of these have now been addressed there is one risk that currently remains unmitigated which is the response to an emergency/ies during the closure of both bridges.

Given the decision taken by Welsh Government to not invest in a third crossing and the potential temporary closure of the Menai Bridge in early 2024, it seems that it would be timely to review the current baseline of response arrangements of all relevant agencies if the Britannia Bridge were also to close unexpectedly, i.e. if both bridges were closed and an emergency (or emergencies) were to take place on the Island.

I have been made aware that there is an outstanding action for the Infrastructure and Logistical Sub-Group of the LRF to form a Task and Finish Group to analyse this risk and look at possible mitigation.

Helen Kilgannon has met recently with Ian Jones from NMWTRA, who is leading on this piece of work to ensure the Isle of Anglesey County Council, Gwynedd Council, and NWC-REPS are represented on the Task and Finish Group to input into the process. Early conversations have suggested engagement with WG to lead on the project but to date this has proved challenging, and no progress has been made.

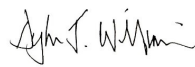
Credaf fod gwaith i edrych ar y risg hwn wedi'i ymgymryd ag ef gan bartneriaid ehangach fel rhan o'r gwaith cynllunio ar gyfer Wylfa Newydd, fodd bynnag roedd hyn beth amser yn ôl ac fe allai newidiadau staffio fod wedi arwain at fwlch o ran gwybodaeth cysylltiedig â'r risg.

Byddwn yn gwerthfawrogi eich cymorth er mwyn sicrhau bod Grŵp Gorchwyl a Gorffen yn cael ei sefydlu yn fuan yn 2024 er mwyn sicrhau bod gwaelodlin, trefniadau perthnasol ac unrhyw drefniadau wrth gefn priodol yn cael eu hadnabod cyn i waith ddechrau ar Bont Borth a hefyd er mwyn rhoi ystyriaeth i drefniadau pentyrru lorïau ar yr Ynys a'r tir mawr.

I believe that work to look at this risk was undertaken by the wider partners as part of the planning for Wylfa Newydd however this was some time ago and staff changes may well have led to gap in intelligence and information regarding the risk.

I would appreciate your support in ensuring this Task and Finish Group is established early in 2024 to ensure the baseline, necessary arrangements, and any suitable contingencies are identified prior to the Menai Bridge works commencing and also consideration for the provision for lorry stacking both on and off the Island.

Yn gywir / Yours sincerely,



DYLAN J. WILLIAMS
Prif Weithredwr / Chief Executive

Copy at / Copy to:-

Susan Jones - Rheolwr Gweithredol (Tim Arweinyddiaeth) / Executive Manager (Leadership Team)
Helen Kilgannon – Rheolwr Rhanbarthol – Regional Manager
Jon Zalot – Swyddog Cynllunio Argyfwng – Emergency Planning Officer
Anette Bailey – Uwch Swyddog Cynllunio Argyfwng – Senior Emergency Planning Officer



**CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL**

Andrew Slade
Cyfarwyddwr Cyffredinol Yr Economi, Ynni a
Thrafnidiaeth / Director General Economy, Energy
and Transport

Anfonwyd drwy ebost / Sent via email:-
andrew.slade@gov.wales

10 Chwefror / February, 2025

Annwyl Mr Slade

Yn ystod cyfarfod o Bwyllgor Sgriwtini
Corfforaethol y Cyngor ar 15/01/25,
cyflwynwyd yr adroddiad cynnydd blynyddol ar
Wasanaeth Cynllunio at Argyfwng Rhanbarthol
Cynghorau Gogledd Cymru (NWC-REPS) i'r
Aelodau.

Nododd Aelodau'r Pwyllgor Sgriwtini'r cynnydd
da a wnaed ers cyfarfod y Pwyllgor ym mis
Rhagfyr 2023, lle codwyd pryderon ynghylch
gwydnwch y pontydd. Er iddynt nodi'r cynnydd,
mynegodd y Pwyllgor bryderon parhaus
ynghylch gwydnwch y ddwy bont, ac effaith
Cerbydau Nwyddau Trwm (HGVs) ar
gymunedau lleol. Mae Aelodau wedi gofyn i mi
ysgrifennu atoch mewn perthynas â pharatoi
cynllun stacio Cerbydau Nwyddau Trwm
cyfredol ar gyfer Ynys Môn. Cyfeiriaf at fy
llythyr dyddiedig 20 Rhagfyr 2023 at y Prif
Gwnstabl Cynorthwyol (copi wedi'i atodi).

Llwyddwyd i weithredu'r Fframwaith ar gyfer y
pontydd yn llwyddiannus ar ôl gorfod cau Pont
Britannia ar dri achlysur gwahanol:

- 07/12/24 – Gwyntoedd Cryfion Storm Darragh
- 12/12/24 – Damwain yn cynnwys Cerbyd Nwyddau Trwm ar y bont
- 24/01/25 – Gwyntoedd Cryfion Storm Eowyn.

DYLAN J. WILLIAMS BA (Hons), MSc, MA, M.R.T.P.I.
Prif Weithredwr
Chief Executive

CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfa'r Sir
LLANGEFNI
Ynys Môn - Anglesey
LL77 7TW

Gofynnwch am - Please ask for:
☎ (01248) 752102

E-Bost-E-mail: DylanWilliams@ynysmon.llyw.cymru

Ein Cyf - Our Ref. VLJ / DW/ AndrewSlade
Eich Cyf - Your Ref.

Dear Mr Slade

At the meeting of the Council's Corporate
Scrutiny Committee on 15/01/25, Members
were presented with the Annual progress
report on the North Wales Council's
Emergency Planning Service's (NWC-REPS).

Members of the Scrutiny Committee noted the
positive progress made since the meeting of
the Committee in December 2023 where
concerns were raised regarding the resilience
of the bridges. Despite noting the progress,
the Committee expressed continuing concerns
regarding the resilience of the bridges and the
effects that HGVs are having upon local
communities. Members have asked me to
write to you expedite the production of a
current up to date HGV stacking plan for
Anglesey. I refer to my letter dated 20th
December 2023 to the Assistant Chief
Constable (copy attached).

The Framework for the Bridges has been
successfully implemented following the closure
of the Britannia Bridge on three separate
occasions:

- 07/12/24 - Storm Darragh High Winds
- 12/12/24 – HGV Bridge collision
- 24/01/25 – Storm Eowyn High Winds.

Achoswyd niwed economaidd sylweddol yn sgil cau Porthladd Caergybi ar ôl i angorfa ffender ddisgyn yn ystod Storm Darragh, gyda Cherbydau Nwyddau Trwm yn parcio mewn cilfannau, ystadau diwydiannol ac ar strydoedd preswyl, oedd yn amlygu'r diffyg cyfleusterau ar gyfer cerbydau o'r fath yng Nghaergybi - yr ail gyfleuster gyrru i mewn ac allan mwyaf yn y DU. Ar hyn o bryd, mae trefniadau ar gyfer cau pont, neu borthladd, yn cynnwys cyfeirio Cerbydau Nwyddau Trwm i blot 9 ym Mharc Cybi, sy'n cynnig capasiti ar gyfer llai na 50 o gerbydau cyffelyb, ac rwyf o'r farn nad yw hynny'n ddigonol ar gyfer nifer y Cerbydau Nwyddau Trwm sy'n cyrraedd y porthladd ac/neu'r bont.

Mynegodd Aelodau bryderon hefyd yn ymwneud ag absenoldeb cynllun rheoli cyfredol er mwyn diogelu gwydnwch Pont Menai pe byddai angen cau Pont Britannia oherwydd effeithiau difrifol colli yr unig gysylltiad ffordd.

Byddwn yn gwerthfawrogi eich cefnogaeth i sicrhau bod mesurau ar gyfer stacio Cerbydau Nwyddau Trwm a gwarchod gwydnwch Pont Menai yn cael eu cwblhau, eu mabwysiadu, a bod mesurau sydd wedi'u profi yn cael ystyriaeth llawn.

Edrychaf ymlaen at eich ymateb.

The closure of Holyhead Port, due to the collapse of a fender berth during Storm Darragh, resulted in significant economic damage with HGVs parking in lay-by, industrial estates and residential streets, which highlighted the lack of HGV facilities at Holyhead – the second largest roll-on/roll-off facility in the UK. Current arrangements for a bridge or port closure involve directing HGVs to plot 9 at Parc Cybi, which offers a capacity for less than 50 HGVs which I would suggest would be inadequate for the numbers of HGV arriving at the port and/or at the bridge.

Members also expressed concerns relating to the absence of an up to date management plan to protect the resilience of the Menai Bridge during any closure of the Britannia Bridge due to the serious implications of losing the only highway link.

I would appreciate your support in ensuring that both HGV stacking and Menai Bridge resilience plans are finalised, adopted, and tested measures are given full consideration.

I look forward to your response.

Yn gywir / Yours sincerely



Dylan J. Williams
Prif Weithredwr / Chief Executive

Copi at / Copy to:-

Cadeirydd y Fforwm Gwydnwch Gogledd Cymru / Chair of the Local Resilience Forum –
Chris Allsop - Prif Gwnstabl Cynorthwyol / Assistant Chief Constable

CHRIS.ALLSOP@northwales.police.uk

Neal Cockerton, Prif Weithredwr Cyngor Sir y Fflint / Flintshire County Council -

Neal.cockerton@flintshire.gov.uk

Helen Kilgannon - helen.kilgannon@nwc-reps.org.uk Jon Zalot jon.zalot@nwc-reps.org.uk – CGC – GCAR NWC-REPS



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

The Senedd's Economy, Trade and Rural Affairs Committee

Holyhead Port Storm Damage and Closure

Isle of Anglesey County Council Written Evidence

February 2025

Status: Official

1.0 Introduction to the Evidence

- 1.1 The Isle of Anglesey County Council (the Council) welcomes the opportunity to respond to the inquiry being conducted by the Senedd's Economy, Trade and Rural Affairs Committee on the Holyhead Port Storm Damage and Closure.
- 1.2 This written evidence should be considered in conjunction with the oral evidence that the Council's Head of Service for Regulation and Economic Development will present to the Committee on the 6th of March 2025.
- 1.3 The Council notes the inquiry's Terms of Reference. Our evidence will focus on the impact of the Port's closure, as well as the extent and effectiveness of the steps being taken to mitigate the impact.

2.0 Socio-Economic Importance of Holyhead Port

- 2.1 The importance of the Port of Holyhead to the local and Welsh economy cannot be underestimated. It is the second largest roll-on roll-off port in the UK (after Dover). It is the main port for freight and sea passenger transport to Ireland, and as part of European Route E22, it provides a key connection in the "land bridge" from Ireland to the rest of Europe. It remains the fastest route across the Irish Sea despite an increase in the number of direct ferries from Rosslare to mainland Europe. Nearly 60% of goods carried on HGVs travelling between the Republic of Ireland and Europe pass through the Port of Holyhead. The Port also accounts for three quarters of passenger traffic between Wales and the Republic of Ireland¹.
- 2.2 Annual port traffic (freight and passenger cars combined) was circa 953,000 vehicles (all types) in 2019. Traffic numbers then declined, mainly due to the impact of the UK's exit from the European Union as well as the Covid-19 pandemic. A 38% recovery, however, took place between 2021 and 2022.
- 2.3 An economic impact study of the Port was undertaken by Royal Haskoning on behalf of the Welsh Government in 2021². It noted that:
 - a. The Port supported approximately 670 jobs locally (circa 580 Full Time Equivalents (FTE)).
 - b. The jobs available at the Port were equivalent to 21% of the total jobs available in the Holyhead and surrounding areas, and 3% of the Island's labour market.
 - c. The Port of Holyhead contributed an estimated £78.5 million per year to the local economy (6.9% of the Island's GVA in 2019).
 - d. The transport and storage sector ranked fourth largest for employment in Holyhead, accounting for 11.3% of jobs. This is a significantly higher proportion than for Anglesey (4.3%) and Wales (3.3%).
 - e. The annual in-direct economic impact of the Port and its supply chain was estimated to be between £25.9 million and £28.4 million. The induced job numbers were estimated to be between 990 and 1370 (or 860 and 1190 FTEs).

¹ IACC Report 'Improving reliability and resilience across the Menai Strait. Detailed evidence base'. June 2023

² Report for Welsh Government 'Port of Holyhead Strategic Economic Impact Study' July 2021

3.0 Storm Darragh

- 3.1 Storm Darragh was an extratropical cyclone which formed on the 5th of December 2024 and dissipated on 9 December 2024. The storm brought wind speeds more than 90mph, posing a risk to life.
- 3.2 The Storm affected the Island on Saturday, 7th December 2024 and Sunday, 8th December 2024.
- 3.3 The Storm had a significant impact on Anglesey, closing roads, causing damage to structures and properties and the loss of power supply. The Storm also forced the closure of Britannia Bridge (one of only two links from Anglesey across the Menai Strait) and the closure of Holyhead Port.
- 3.4 During this period the Council collaborated with partners, responded to issues and impacts, and ensured effective communication and information sharing with local residents. The following infographic summarises the Council's information sharing activity between the 4th and 9th of December.



- 3.5 The Port experienced a total closure to ferry traffic from the 7th of December 2024 to the 15th of January 2025 (a period of 40 days).
- 3.6 Given that the closure was initially expected to be for a short period of time, HGVs and trailers were seen to be parking throughout Holyhead, However, once it became clear that the closure would be for longer than anticipated, HGVs were rerouted by their operators to other routes along the west coast of the United Kingdom.
- 3.7 The December closure period (7th to 31st), saw 22,300 fewer HGV movements on the A55 and A5 (a reduction of 12.6% in eastbound HGVs and 13.7% westbound). The January closure (1st to 15th) saw 16,100 fewer HGVs (7.6% eastbound and 9.9% westbound).
- 3.8 The Port partially reopened on the 16th of January with one operational berth.

4.0 Council Response to the Closure of Holyhead Port

4.1 The Council was part of a multi-agency emergency response, collaborating through formal Strategic and Tactical Coordination Group structures. This enabled effective and timely communication, information sharing, and decision making. The Council was not the decision-making body in relation to the Port of Holyhead, but was part of the response arrangements to manage the impacts (i.e. HGVs not being able to travel across the Irish Sea). The Council engaged and collaborated with the Port Authority, Welsh Government and other partners throughout the closure period to manage the impacts and ensure information was shared with residents

4.2 In order to understand the impacts the closure had incurred upon Anglesey and Welsh businesses, the Council launched an online survey on the 8th of January. The Survey remained open until the 31st of January.

4.3 A total of 62 responses were received from a range of sectors:

Sector	Number of responses
Hospitality	24
Retail	16
Beauty	6
Services supporting logistics	5
Other	5
Logistics	3

Two responses were received from the West Midlands and one response was received from a business that was closed for the season. These responses are excluded from the figures.

4.4 A statistical analysis of the responses illustrates that:

- 92% of respondents were from Holyhead/ Holy Island.
- 54% of respondents stated that jobs were at risk due to the closure of the Port.
- Of the jobs at risk, 74% of these included permanent roles, with only 20% being zero-hour contracts.
- 95% felt that a reduced number of sailings from the 16th of January would impact their businesses.

4.5 The qualitative responses demonstrated that:

- Businesses that support logistics providers (i.e. mechanics and hotels) were amongst the worst impacted financially, with losses in the several tens of thousands of pounds.
- Many businesses in Holyhead are reliant on the footfall ferry traffic creates (passengers and crew).
- The drop in footfall has negatively impacted a wide range of businesses.
- Various businesses reporting trade down 90%.
- Concerns remain that a reduced number of sailings would impact future revenue.
- Fears exist that there will be less confidence in the viability and resilience of the Port.

- 4.6 The following are direct quotes as provided by respondents:
- a. A truck service garage based on the Island estimates “the financial impact could be between £50,000 to £100,000”.
 - b. A trucking agency staff provider stated “December is the busiest time of year for our business transporting freight throughout the whole of the UK. As the Port is closed all the vacancies around Anglesey have been relocated to other areas of the UK, resulting in job losses. Companies will not pay the 4 hours round trip and 200 miles from Holyhead to Birkenhead so have relocated all their wagons to other ports.”
 - c. A large hotelier said “occupancy (had) gone from usually 70/80% this time of year to 15-20% causing many hours lost for housekeepers, kitchen and front of house staff”.
 - d. Another small retailer stated “we rely on the footfall which the port generates. Since its closure we have seen a significant fall in trade of roughly 60 to 70%. Not only from the passengers (but) the local who works at the port (too)”
 - e. A small retailer specialising in gift hampers has seen a 95% reduction in revenue.
 - f. A local café said “With lower footfall of people coming through the doors at the cafe, means we’re serving less people, we still have to staff the cafe regardless every day, and ultimately less footfall means less income generated. This poses a huge threat on job stability, given an already difficult period in hospitality anyway because of extraordinary high bills, staff wages; supplier costs etc, especially during the month of January. We rely on passing trade through the port to get us through quieter months. It has been considerably quieter during the closure. It definitely has posed risk of job losses.”
- 4.7 Footfall data, provided by the SMART Cymru Programme, demonstrated a drastic decline in the number of people visiting Holyhead town centre. Footfall for December 2024 and January 2025 decreased by 36% and 33% respectively compared to the same period in 2023 and 2024.
- 4.8 Between the 6th of December 2024 and the 15th of January 2025, total high street footfall was 52,215 - a 37% decline from the 83,445 visitors recorded in the same period the previous year.
- 4.9 This decline aligns with the evidence provided in the responses to the Council’s business survey.
- 5.0 Summary of the Council’s Key Comments in Relation to the Inquiry**
- 5.1 The Port of Holyhead is of significant economic and social value to Anglesey. It is intrinsically linked to local social, economic and community well-being, as well as identity and cultural heritage. Holyhead is a port town.
- 5.2 As the second largest roll-on roll-off port in the UK, it remains the principal port and fastest route for freight and passenger transfer to and from Ireland, handling approximately 1,500,000 passengers a year and approximately 4,000,000 tonnes of freight
- 5.3 The Port is a key employer on Anglesey, supporting hundreds of quality jobs. Many businesses benefit directly and in-directly from its operation.
- 5.4 Ensuring the prompt and safe reopening of the damaged berth must be a short-term priority - as is the need to provide support to local businesses that have been impacted by the closure of the Port.
- 5.5 The Council believes that the Welsh Government should provide additional financial support and practical measures to help mitigate negative impacts on local businesses (including transport, logistics, retail and hospitality).
- 5.6 Ensuring the long-term resilience and stability of the Port is critical to socio-economic growth and trade. The Port is critical to the vitality of the Anglesey, North Wales, Welsh, United Kingdom and Irish economies.

- 5.7 The effective operation of the Port is also directly reliant upon the resilience and reliability of the Menai Strait crossings. A symbiotic relationship exists between the infrastructure, where an issue at one location impacts the other, as well as surrounding communities and businesses. If resilience is not improved then the risk of failure will continue to increase over time.
- 5.8 Perceived and actual issues in terms of resilience and connectivity have a detrimental impact on the Island's ability to attract economic investment. This also impacts on image and profile.
- 5.9 The Port will be critical to the success of the Anglesey Freeport and the significant positive benefits which could be generated.
- 5.10 The Council welcomes the Cabinet Secretary for Transport and North Wales's announcement on the 7th of January 2025 regarding the establishment of a Task Force to deliver long-term stability for the Port. We are eager to better understand the purpose and scope of the Task Force, and how it will deliver tangible interventions to ensure the future of the Port.
- 5.11 The closure of the Port as a result of Storm Darragh has also demonstrated the lack of current and meaningful economic data. A new economic impact assessment to provide reliable and robust information to ensure informed, timely and appropriate decision making.

ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report Template</u>	
Committee:	Corporate Scrutiny Committee
Date:	10 th April, 2025
Subject:	Corporate Scrutiny Committee Forward Work Programme
Purpose of Report:	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2025/26
Scrutiny Chair:	Cllr Douglas Massie Fowlie
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.gov.uk
Local Members:	Applicable to all Scrutiny Members

25

1 - Recommendation/s
<p>The Committee is requested to:</p> <p>R1 agree the current version of the forward work programme for 2025/26.</p>

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

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

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:

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

1.2 Basic principles of good work programming²

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

2. Local context

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

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

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

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

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

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

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

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

3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2025/26 work programme is attached as **APPENDIX 1** to this report for reference.

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:

Corporate Scrutiny Committee Forward Work Programme 2025/26

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, 2025 – APRIL, 2026
[Version dated 06/03/25]

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, 2025 (20/05/2025)	May, 2025 (20/05/2025)
Election of Chair: 2025/26	Election of Chair: 2025/26
Election of Vice-chair: 2025/26	Election of Vice-chair: 2025/26
June, 2025 (17/06/2025) – Q4	June, 2025 (12/06/2025) – Education / Welsh Language
Performance Monitoring: Corporate Scorecard Qtr4: 2024/25	Welsh Language: <ul style="list-style-type: none"> • Annual Report on the Welsh Standards: 2024/25 • Welsh in Education Strategic Plan: 2024/25→ Measure Progress
Annual Delivery Plan: 2025/26	
Draft Corporate Self-Assessment 2025	UK Government Funded Programme [Ynys Môn Levelling Up Programme – Measure Progress]
Item for Information: Ambition North Wales Qtr 4: 2024/25 Progress Report	
Committee Forward Work Programme for 2025/26	Committee Forward Work Programme for 2025/26
No meeting scheduled	July, 2025 (15/07/2025) – Emergency Services
	North Wales Fire & Rescue Service
	North Wales Police and Crime Commissioner / North Wales Police
	Gwynedd & Ynys Môn Public Services Board Annual Report: 2024/25
	Committee Forward Work Programme for 2025/26
September, 2025 (17/09/2025) – Q1	September, 2025 (16/09/2025) – Post-16 Education Options
Performance Monitoring: Corporate Scorecard Q1: 2025/26	Grwp Llandrillo Menai
Annual Performance Report: 2024/25	Bangor University

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Committee Forward Work Programme for 2025/26	Committee Forward Work Programme for 2025/26
October, 2025 (15/10/2025)	October, 2025 (14/10/2025) – Education
Annual Report North Wales Regional Partnership Board (Part 9): 2024/25	Standards in Schools Annual Report 2024 /25
Regional Emergency Planning Service Annual Report: 2024/25	Education Scrutiny Panel Progress Report
Recommendations of the Scrutiny Task and Finish Group: Letting of Council Accommodation – update on progress.	
Item for Information: Ambition North Wales: <ul style="list-style-type: none"> Annual Report: 2024/25 Qtr 1: 2025/26 Progress Report 	
Committee Forward Work Programme for 2025/26	Committee Forward Work Programme for 2025/26
	November, 2025 (13/11/2025) - Crime and Disorder
	Gwynedd & Ynys Môn Community Safety Partnership Annual Report: 2024/25
	Menter Môn
	Committee Forward Work Programme for 2025/26
November, 2025 (18/11/2025) - Q2	November, 2025 (26/11/2025) – Health
Monitoring Performance: Corporate Scorecard Q2: 2025/26	Audit Wales: Urgent and Emergency Care: Flow out of Hospital-North Wales Region- measure progress
	Welsh Ambulance Services Trust
	Betsi Cadwaladr University Health Board
Committee Forward Work Programme for 2025/26	
January, 2026 (21/01/2026) – 2026/27 Budget (morning)	January, 2026 (20/01/2026)
2026/27 Budget Setting (Revenue Budget) – initial budget proposals	Corporate Safeguarding
Finance Scrutiny Panel Progress Report	Natural Resources Wales
	UK Government Funded Programme [Ynys Môn Levelling Up Programme – Measure Progress
	Committee Forward Work Programme for 2025/26

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
January, 2026 (21/01/2026) (afternoon)	
Item for Information: Ambition North Wales Qtr 2: 2025/26 Progress Report	
Committee Forward Work Programme for 2025/26	
February, 2026 (18/02/2026) – 2026/27 Budget	February, 2026 (12/02/2026) - Education
Final Draft Budget Proposals for 2026/27 – revenue & capital	Partneriaeth Anghenion Dysgu Ychwanegol a Chynhwysiad Gwynedd ac Ynys Môn
Finance Scrutiny Panel Progress Report	Education Scrutiny Panel Progress Report
	Shared Prosperity Fund (to be confirmed)
Committee Forward Work Programme for 2025/26	Committee Forward Work Programme for 2025/26
March, 2026 (18/03/2026) - Q3	March, 2026 (17/03/2026)
Monitoring Performance: Corporate Scorecard Q3: 2025/26	Annual Report on Equalities: 2024/25
Housing Revenue Account Business Plan: 2026/2056	Public Services Board – governance arrangements / scrutiny of delivery of the Wellbeing Plan
	Ynys Môn Free Port – measure progress
Item for Information - Ambition North Wales Qtr 3: 2025/26 Progress Report	
Committee Forward Work Programme for 2025/26	Committee Forward Work Programme for 2025/26
April, 2026 (22/04/2026)	April, 2026 (21/04/2026)
	Ynys Môn Citizens Advice
	Medrwn Môn
	Communities for Work Plus Programme: Annual Report 2024/25
Committee Forward Work Programme for 2025/26	Committee Forward Work Programme for 2025/26

Items to be scheduled:

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee
Census 2021	Gypsy and Traveller Accommodation Action Plan
Modernisation of Learning Communities and Strengthen the Welsh Language Programme	Improving Reliability and Resilience across the Menai Straits

Tree Strategic Plan	Impact of Tourism on Anglesey Local Communities (resolution of the Partnership and Regeneration Scrutiny Committee, 21/06/2023)
Service Asset Management Plan 2024/34 – Smallholdings Estate	Ynys Môn Local Development Plan
Ambition North Wales Qtr4: 2025/26: Progress Report	Local Tourism Levy for Wales
North Wales Corporate Joint Committee	Towards Net Zero Strategic Plan
Health and Safety Strategic Plan	Schools Improvement Service Arrangements
Play Strategic Plan	Anglesey Homelessness
Schools' Digital Strategic Plan	
Canolfan Addysg y Bont (Lessons Learnt)	