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 MERCHER, 17 MEDI 2025 am 2:00 y. p.	**WEDNESDAY, 17 SEPTEMBER 2025 at 2.00 pm**
YSTAFELL BWYLLGOR, SWYDDFEYDD Y CYNGOR AC YN RHITHIOL DRWY ZOOM	**COMMITTEE ROOM, COUNCIL OFFICES AND VIRTUALLY VIA ZOOM**
Swyddog Pwyllgor	**Ann Holmes** 01248 752518	**Committee Officer**

AELODAU/MEMBERS
Cynghorydd/Councillor:

PLAID CYMRU / THE PARTY OF WALES

Geraint Bebb, 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

Jeff Evans *(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)
Kathryn Seeney (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor- Primary Schools Sector)
Christina Williams (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent Governor- Secondary Schools Sector and ALN)

A G E N D A

1   **DECLARATION OF INTEREST**

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

2   **MINUTES OF THE PREVIOUS MEETING** (Pages 1 - 8)

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 17 June 2025.

3   **PERFORMANCE MONITORING:CORPORATE SCORECARD Q1 2025/26** (Pages 9 - 26)

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

4   **RECOMMENDATIONS OF THE SCRUTINY TASK AND FINISH GROUP: HOUSING SERVICES VOIDS AND ALLOCATIONS - UPDATE ON PROGRESS** (Pages 27 - 40)

To present the report of the Head of Housing Services.

5   **MEMBERSHIP OF SCRUTINY PANELS** (Pages 41 - 80)

To present the report of the Scrutiny Manager.

6   **FORWARD WORK PROGRAMME** (Pages 81 - 88)

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 17 June, 2025

PRESENT: Councillor Jeff Evans (Chair)
Councillor Sonia Williams (Vice-Chair)

Councillors Geraint Bebb, Aled M. Jones, R. Llewelyn Jones, Jackie Lewis, 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), Dyfed Wyn Jones (Portfolio Member for Children, Young People and Families), 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
Director of Function (Resources)/Section 151 Officer
Director of Education, Skills and Young People
Director of Social Services
Head of Highways, Waste and Property (HP)
Head of Housing Services (NM)
Head of Adult Services (AWO)
Head of Regulation and Economic Development (CB)
Head of Democracy (DS)
Head of Profession (HR) and Transformation (CE) (for items 3 & 4)
Corporate Planning Programme and Performance Manager (GP) (for items 3 & 4)
Chief Property and Asset Officer (MH)
Scrutiny Manager (AGD)
Committee Officer (ATH)
Webcasting Officer (FT)

APOLOGIES: Councillors Llio A. Owen, Alwen Watkin, Mr Rhys H. Hughes (Deputy Chief Executive)

ALSO PRESENT: N/A

---

1 DECLARATION OF INTEREST

No declaration of interest was received.

1

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meetings of the Corporate Scrutiny Committee held on the dates noted below were presented and were confirmed as correct:-

- 10 April 2025

- 20 May 2025

- 21 May 2025 (extraordinary)

3 MONITORING PERFORMANCE: CORPORATE SCORECARD Q4 2024/25

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 4 2024/25 was presented for the Committee's consideration. The scorecard report portrays the 2024/25 end of year position against the strategic objectives outlined in the Council Plan.

Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience presented the final corporate scorecard report for 2024/25 highlighting that 82.5% of the indicators with targets monitored during the quarter met or exceeded expectations, achieving Green or Yellow RAG status and reflecting a strong performance across the Council. Councillor Carwyn Jones referred to the main underperforming areas which were consistent with those from Quarter 3 including the number of children undertaking swimming lessons throughout the year (Môn Actif), the delivery of disabled facilities grants, re-letting of lettable housing units, uptake of annual mooring contracts, domestic waste recycling rates and the timeliness of FOI responses although the latter had improved in the fourth quarter. These areas are actively monitored by the Leadership Team with mitigating actions in place or planned. Councillor Carwyn Jones also highlighted a number of positive outcomes as noted in section 2.3 of the report. Those were in relation to support for businesses developing the Welsh Language via the ARFOR programme, an increase of 50,000 in visits to Môn Actif Leisure Centres where visitors undertook exercise, a reduction in the number of Year 11 pupils leaving school not in employment, education or training (NEET), high tenant satisfaction with responsive repairs, a strong performance in timely planning application decisions and the condition of roads across categories A,B and C.

In discussing the Q4 scorecard report, the committee raised the following matters –

- The committee noted that the number of children participating in swimming lessons has declined each quarter throughout 2024/25. Members requested information on the actions being taken to encourage greater uptake of the programme and to meet the target. A related question was raised concerning the shortage of Welsh speaking instructors in Holyhead Leisure Centre, as well as how many staff members who have received Welsh language training use it in their daily work.

  Councillor Neville Evans, Portfolio Member for Leisure, Tourism and Maritime confirmed that the service regularly reviews data on usage and is actively seeking to understand the reasons behind the decline in demand. He emphasised that the indicator does not capture all swimming activity as it refers specifically to private swimming lessons and does not include those delivered through primary schools. A range of factors may be influencing the trend, including cost of living pressures and the availability of alternative activities at the leisure centres. The service is currently focusing on enhancing instructor training to improve the quality of lessons and promoting the availability of places on the programme. However, he acknowledged that the target may ultimately need to be reviewed to ensure it remains realistic and accurately reflects performance.

  With regard to the Welsh Language, the Head of Regulation and Economic Development noted said that he did not have immediate figures regarding use of Welsh among leisure centre staff. However, based on informal feedback, he acknowledged that a lack of

2

confidence is a key factor preventing some from using the language despite having the necessary skills and training. In response to a follow-up question on how staff can be supported to build their confidence in using Welsh conversationally, Councillor Neville Evans said that the matter could be raised with Môn Actif and leisure centre managers for further consideration.

- Reference was made to the fact that 40% of queries during the period were handled and resolved by Cyswllt Mon. Clarification was sought regarding the remaining 60%.

  The Chief Executive explained that all Council queries initially go through Cyswllt Mon. However, those not resolved at this stage, comprising the remaining 60% were referred to the relevant service department due to the need for specialist input. The Council is working towards gradually increasing the proportion of queries handled directly by Cyswllt Mon each quarter.

- The recurring underperformance of Housing Indicator (03) was noted, with an average 54 days against a target of 35 days for re-letting units of accommodation excluding DTLs. Reference was made to higher performing councils - Harlow (21 days), Rotherham (32.7 days) and North Ayrshire (26.9 days) – as benchmarks. It was suggested that the Portfolio Member for Housing and Head of Housing Services engage with these councils to understand the strategies or interventions that contributed to their stronger performance and explore potential lessons for adoption. A similar approach was recommended for Housing indicators (04) and (05) – the average number of calendar days taken to deliver small and medium, and major Disabled Facilities Grants, respectively. It was proposed that Conwy Council as a local council and better performer in this area be contacted to determine what practices it is using that could inform improvements at the Council.

  Councillor Robin Williams, Portfolio Member for Finance and Housing highlighted that two major changes have affected performance against Housing indicator (03) namely the introduction of the Welsh Housing Quality Standards 2023 which require additional work before re-letting properties and the Renting Homes (Wales) Act 2016, which extends the time tenants have to return keys. Despite properties becoming void at the end of the tenancy, the Council's access is often delayed. As an example, the Portfolio Member noted that of the 253 properties re-let in the year, 35 followed the death of a tenant (14 requiring major works) and averaged 87.8 days and 15 followed moves into residential care averaging 74.6 days. Excluding these brings the average re-let time down to 44.9 days, closer to the 35 day target. Regarding DFGs, the Portfolio Member explained that allocations were paused in November 2024 due to a projected budget overspend, contributing to delays. He also pointed out that the three benchmark English councils referred to are not subject to the WHQS or the Renting Homes (Wales) Act, making direct comparisons difficult.

- The committee requested an explanation for why 1.9% of Year 11 school leavers are not in education, training or employment (NEET)

  The committee was advised that the position represents a marked improvement from the 4% identified as NEET in 2023. Given the school cohort of approximately 700 to 800 pupils, the percentage is relatively small. The Council has identified these children and is actively supporting them to access education, employment or training and is also working closely with the Children and Families Services. However, complex personal and social circumstances mean that not all children are able to take up education, employment and training opportunities.

- The committee noted that hedges were overgrown and untidy in certain areas of the island prompting questions about the Council's approach to their maintenance and trimming.

3

The Leader, Councillor Gary Pritchard confirmed that the hedge trimming programme is now underway. He advised that members should report any specific hedge related concerns within their wards to the Highways Service. If the hedge is located on public land, the Council will take appropriate action. If it is on private property, the Council will issue a letter to the landowner requesting that they address any overgrowth that may cause an obstruction or safety issue. The Head of Highways, Waste and Property added that the hedge and grass cutting schedule is pre-planned and continues throughout the summer months. He encouraged members to contact the service regarding any such matters.

- Concerns were raised regarding the increase in the number of children and young people permanently excluded from school, which rose to 21 in Quarter 4. Assurance was sought that appropriate follow-up provision is being made for these children alongside specialist support for schools to help address the issue and tackle the root causes.

The Director of Education, Skills and Young People explained that this increase reflects a national trend and is not unique to Anglesey. The Council has a duty to ensure that a child who is suspended or excluded from school continues to receive a suitable education. While pupils can be re-registered at school, parents sometime choose home schooling instead. Nevertheless, all children retain the right to receive education on the island after suspension.

For children re-entering the school system, a tailored bridging plan is developed by the school and the Inclusion Service. These plans vary and may offer immediate or phased re-entry, depending on the child's individual circumstances and the length of time they have been out of school. The service continues to work closely with the Children and Families Service to ensure a swift return to education for affected pupils. The Inclusion Service also offers advice and guidance to schools. Plans are underway to adopt a more preventative and integrated approach working proactively with schools and Social Services within current resources.

The Leader emphasised that exclusion should always be a last resort. The Council is committed to becoming a trauma informed authority, one that prioritises wellbeing and seeks to keep children engaged in education rather than excluded from it.

- Questions were raised on the likelihood of achieving the 70% target for domestic waste being reused recycled or composted (Climate Change PI 02) and whether the goal remains realistic.

The Leader, Councillor Gary Pritchard acknowledged that by Quarter 3, it was clear that the target would not be met in the current year. Nonetheless, Anglesey's recycling performance is respectable within the national context and strong compared to wider UK rates. The Council remains committed to achieving the 70% target and has been trialling changes to recycling bin formats and cardboard collection in two local communities. Education is seen as a key factor in improving recycling behaviours especially among visitors staying in holiday lets who may be unfamiliar with local recycling practices. The Leader further confirmed that the Council is keen to promote the value of recycling at all levels including within households, businesses and the wider workplace.

- The committee queried the availability of historical data relating to carbon emissions from council buildings and requested clarification of the increase in emissions from the council fleet.

Councillor Nicola Roberts, Portfolio Member for Planning, Public Protection and Climate Change confirmed that while some historical data is available, it is limited and does not extend as far back as the Council would prefer. Although she did not have the data immediately to hand, the Climate Change Manager would be able to circulate the relevant information. The Head of Highways, Waste and Property explained that mileage undertaken by staff using the council fleet has increased since the pandemic period.

4

However, the Council is working to extract data to demonstrate that a growing proportion of these journeys is now made using electric powered vehicles. While overall emissions have risen, the percentage of green mileage has also seen an upward trend.

In response to a further question regarding the Council's carbon emissions, the Chief Executive advised that a draft end-of- period analysis has been prepared reviewing progress against the objectives set out in the "Towards Net Zero Plan 2022-2025." This analysis will form the foundation for the development of the next phase of the plan covering the period 2026 to 2030. He suggested that the review report be presented to Scrutiny in the autumn for consideration.

- A decline in performance during Quarter 4 in relation to the percentage of adult protection enquiries completed within statutory timescale was noted. Clarification was requested regarding the reasons for this underperformance.

  The Head of Adult Services explained that a significant rise in enquiries during the second half of the year had impacted performance. However, although the target was missed, many of the delayed enquiries were completed a few days beyond the deadline. The Head of Service stressed that due to the complexity of some cases, it is important to ensure a thorough and accurate response which can take time. He felt it was reasonable for the service to take the necessary time to handle each enquiry properly rather than rush in order to meet the timescale.

Following a comprehensive discussion, the committee welcomed the report as a reflection of strong and steady performance throughout year. However, Councillor Ieuan Williams raised the issue of continuous improvement. He suggested that the Council consider implementing a formal system and fostering a culture of continuous improvement to help address the recurring areas of underperformance. He noted that, in the past the Council had invested in schools as centres of learning based on the OECD's principles of continuous improvement in education.

In response, the Chief Executive stated that while the Council may not have a formalised system as proposed, it does effectively measure performance and promotes a culture of ongoing improvement. Given current financial pressures he considered the existing methods to be robust and fit for purpose. Nevertheless he agreed to explore the matter further with officers to determine whether improvements could be made either by introducing a new system and the implications, or piloting different approaches in specific areas to see if they make a difference. He concluded by emphasising that it was his view that people and organisational culture rather than systems are the real drivers of performance.

Having reviewed the Corporate Scorecard for Q4 2024/25 and following a full discussion it was resolved -

- **To note the Corporate Scorecard report for Q4 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 small, medium and major Disabled Facilities Grant and Housing Voids), Economy (Moorings), Climate Change (Domestic Waste recycling) and Whole Council Health (FOI requests).**

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

- **To ask the Portfolio Member for Finance and Housing and the Head of Housing Services to engage with Harlow, Rotherham and North Ayrshire councils to explore potential lessons for adoption in their approaches to re-letting housing voids.**

5

Additional action: the draft end-of-period analysis of progress against the objectives set out in the "Towards Net Zero Plan 2022-2025" to be presented to Scrutiny in the autumn for consideration.

4 ANNUAL DELIVERY DOCUMENT 2025/26

The report of the Head of Profession (HR) and Transformation incorporating the draft Annual Delivery Document for 2025/26 was presented for the committee's consideration.

Councillor Carwyn Jones, Portfolio Member for Corporate Business and Customer Experience presented the document outlining the Council's planned work for 2025/26 detailing the actions that will drive progress toward achieving the strategic objectives in the Council Plan 2023-2028. These high level actions are designed to ensure the Council fulfils its commitments under each of the Council Plan's strategic objectives by 2028. The actions are intended to be measurable with clearly defined targets and milestones wherever possible to enable effective monitoring throughout the year. Progress will be reviewed quarterly by the Improvement and Modernisation Programme Board and outcomes from this process will feed into the Annual Performance and Wellbeing Report.

During the discussion on the Delivery Document, the committee raised several questions regarding the Council's progress on various proposed actions and aspirations. In response the Chief Executive clarified that the purpose of presenting the document to today's meeting was to determine whether the committee is satisfied with the Council's intentions as outlined in the draft document, prior to its submission to the Executive for approval – not to assess progress to date. He advised that the focus is on whether the stated outcomes are sufficiently clear and robust or whether the committee believes additional elements should be included. Once approved and published, the document will serve as a basis for more detailed examination and scrutiny.

Nevertheless the committee was provided with updates on several initiatives including the replacement of the WCCIS system with the Connecting Care database, the new Extra Care Development at Tyddyn Mostyn, Menai Bridge, flood control measures, and preparations to support the Eisteddfod Ynys Môn 2026 – particularly in relation to non-Welsh-speaking competitors.

Councillor Ieuan Williams while welcoming the document's ambition, expressed concern that it lacked clarity on how the proposed actions would be delivered. He questioned whether a comprehensive performance monitoring framework was in place to ensure accountability, suggesting that the quarterly programme board meetings may not be sufficient to oversee the breadth of actions outlined. He sought assurance that each action was SMART - specific, measurable, actionable, realistic and timebound – and that they had been subject to a sanity check. He also highlighted several areas where he felt the document needed to be more explicit regarding implementation and monitoring.

The Chief Executive clarified that the purpose of the Delivery Document is to break down the five-year Council Plan into accessible, annual segments. The document outlines the Council's yearly priorities for the public, staff and stakeholders in support of the longer term objectives of the Council Plan. He expressed confidence in the robustness of the Council's performance management structures and capabilities, a view supported by regulators and demonstrated through the quarterly scorecard monitoring arrangements. This system is designed to drive progress towards achieving the Council Plan's goals, with operational details managed at officer level ensuring accountability and upward reporting. He hoped that the information shared in the political arena and the involvement of portfolio members provides reassurance of the Council's effectiveness. Despite the Council's range of responsibilities and ongoing financial pressures and expectations, he believed the systems in place are largely fit for purpose while acknowledging there is always room for refinement.

6

The Leader, Councillor Gary Pritchard explained that the document sits near the top of the Council's strategic hierarchy, with more detailed performance plans developed for individual service areas and presented for scrutiny. Including all of these in the delivery document he noted, would make it overly complex and difficult to navigate. Drawing on his experience as former Portfolio Member for Housing he highlighted the service's engagement with tenants - an area Councillor Ieuan Williams had suggested needed to be more specific. He emphasised the value placed on tenant feedback, both positive and negative and believed that the combination of ongoing interaction and targeted events allows the Housing Service to gather a broad range of perspectives. As a result meaningful changes are implemented in response to this feedback.

In concluding remarks, Councillor Carwyn Jones thanked members for the feedback, reiterating that the delivery document represents the Council's road map for the year ahead. He emphasised that individual services will be responsible for monitoring the progress of their respective commitments - many of which will be reported to the Executive and Scrutiny providing further opportunities for comment, while overall delivery will be overseen by the Programme Board.

Having reviewed the document and having received Officer and Portfolio Member assurance on the points raised in discussion, the Corporate Scrutiny Committee resolved to recommend the Annual Delivery Document 2025/26 for approval by the Executive.

5 CANOLFAN ADDYSG Y BONT ROOF REPAIR:LESSONS LEARNT

The report of the Head of Highways, Waste and Property which set out the lessons learnt following the roof failure at Canolfan Addysg y Bont was presented for the committee's consideration.

The report was presented by the Leader, Councillor Gary Pritchard as a record of the lessons learnt following the deficiencies identified in the processes around the construction of the roof at Canolfan Addysg y Bost including building design, contract setting and management. The lessons outlined in the action plan at Appendix A have either been implemented, are in progress or will be implemented on all future construction projects.

The committee welcomed the report, commending its openness and the commitment to learning and improvement. A suggestion was made to prepare a one page, easy to read summary for the public and to provide members with further information regarding measures to strengthen document retention processes. Members also queried whether the Council would consider commissioning green roofs on future new school buildings.

Councillor Gary Pritchard explained that the Welsh Government grant for Canolfan Addysg y Bont had in part been awarded due to the innovative nature of the design. The report sets out clear expectations for the future design, construction and management of complex new systems within projects including roofing. The Head of Highways Waste and Property advised that since Canolfan Addysg y Bont was built in 2013, the Property Service has delivered five other new schools none of which feature either cold roofs or green roof finishes.

The Chief Executive emphasised the value of self-evaluation particularly in identifying lessons and driving improvements. He also extended his thanks to everyone who had responded promptly when the roof issues emerged, including the school, the secondary school and leisure centre, the Learning, Property and Finance Services as well as the Health and Safety section and Council members who had all worked together to resolve the matter and minimise disruption. He regarded the response as exemplary both in terms of the technical aspects of the building and in terms of the support extended to the school's staff and pupils.

The Chair concluded by thanking the Council for its handling of the issue and its commitment to learning from the experience.

It was resolved to note the lessons learnt and the steps take to implement them as included in the Action plan in Appendix A to the report.

7 FORWARD WORK PROGRAMME

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme to April, 2026 was presented for consideration.

It was resolved –

* **To agree the current version of the Forward Work Programme for 2025/26.**
* **To note progress thus far in implementing the Forward Work Programme.**

Councillor Jeff Evans
Chair

8

Isle of Anglesey County Council
Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	17/09/2025
Subject:	Scorecard Report Q1 2025/26
Scrutiny Chair:	Cllr Jeff Evans

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

Portfolio Holder	**Role**
Cllr. Carwyn E Jones	Portfolio holder for Corporate Business and Customer Experience
Service Officer (Supporting)	**Role**
Carys Edwards	Head of Profession HR and Transformation
Gwyndaf Parry	Corporate Planning, Performance and Programme Manager

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

It is the Committees's responsibility, in line with its Terms of Reference to:

The focus of the Committee's work will be to secure assurance regarding the performance / delivery of all services, ensuring the Council achieves its corporate and service objectives (as outlined in its Corporate Business Plan, Annual Budget, Budget and Policy Framework, Performance Management Framework, Corporate Policies or their successor plans and policies) and to support and make recommendations for continuous improvement.

3.   Role of the Scrutiny Committee and recommendations

☒For assurance
☒For recommendation to the Executive
☐For information

Recommendation(s):

1   The Committee is requested to review the scorecard and note the areas which the Leadership Team are exploring and investigating to manage and secure further improvements into the future.

2   These are recommended as follows:

1.

	2.1	Housing – 03) The average number of calendar days to re-let units of accommodation (excluding DTLs)
	2.2	Housing – 04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant – Adaptations (£1-10k)
	2.3	Housing – 05) Average number of calendar days taken to deliver Disabled Facilities Grants – Adaptions worth over £10k
	2.4	Climate Change - 02) Percentage of domestic waste reused, recycled, or composted
	2.5	Whole Council Health - 12) % of FOI requests responded to within timescale
3		**The committee is asked to recommend the mitigation measures identified above and outlined in the report to the Executive**

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

Used as part of the performance management framework to monitor the Council Plan and its strategic and wellbeing objectives.

5. Key scrutiny themes

Key themes the Scrutiny Committee should concentrate on:

1. The majority (90%) of the indicators with targets monitored during the quarter performed well against targets (Green or Yellow RAG)
2. Six areas are highlighted as examples of good performance seen during Quarter 1
3. Five indicators are currently Red or Amber against targets – 3 Housing indicators, climate change and Freedom of Information Requests

6. Key points / summary

6.1 This is the new scorecard for the 2025/26 financial year. It portrays the Council's performance against the strategic objectives outlined in the Council Plan.

6.2 The majority (90%) of the indicators with targets monitored during the quarter performed well against targets (Green or Yellow RAG).

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

- 256 clients are now in charge of their care via Direct Payments, an increase of 21% compared to Q1 24/25 (212 clients)

- Môn Actif activities saw close to 147,000 participations during the quarter
- Attendance figures at both Primary (93.2%) and Secondary (88.2%) schools improved compared to the previous year (92% and 87% respectively)
- The number of homelessness applications for assistance (section 62 assessments) have decreased from 185 in 24/25 to 117 in 25/26
- The planning indicators with targets (Economy indicators 5 and 6) are both Green and outperforming targets for the quarter
- The total carbon emissions (156.5 tCO2e inc WTT) from council fleet is 3.5% less than in the previous year

6.4 Five indicators are currently Red or Amber against targets. They are:

- Housing – 03) The average number of calendar days to re-let units of accommodation (excluding DTLs)
- Housing – 04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant – Adaptations (£1-10k)
- Housing – 05) Average number of calendar days taken to deliver Disabled Facilities Grants – Adaptions worth over £10k
- Climate Change - 02) Percentage of domestic waste reused, recycled, or composted
- Whole Council Health - 12) % of FOI requests responded to within timescale

7. Impact assessments

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

N/A

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

N/A

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

N/A

7.4. Potential impact on the Council's Net Zero Carbon target

Report is one tool used to monitor the Climate Change Strategic Objective

8. Financial implications

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

9.   Appendices

Scorecard Report Q1 2025/26

10.   Report author and background papers

Gwyndaf Parry, Corporate Planning, Performance and Programme Manager Alwyn Williams, Corporate Business & Performance Analyst Council Plan 2023-2028 Scorecard Report Q4 2024/25 (as presented to the committee in June 2025)

Corporate Scorecard 2025/26

Quarter 1 report

Prepared by – Transformation Service

Publication date: September 2025

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

1. Introduction

1.1   The Council Plan 2023-28 identifies six strategic objectives and sets out the key actions and commitments for the next five years.

Welsh Language	Social Care and Wellbeing	Education	Housing	Economy	Climate Change

🔗 <u>Council Plan 2023 to 2028</u>

1.2   This scorecard monitoring report for 2025/26 is used to monitor the performance of our Key Performance Indicators (KPIs) in delivering the council's day to day activities that underpin the delivery of the Council Plan.

1.3   Some KPIs are new (indicated by an [N] in the titles), some currently do not have targets and are there to set a baseline, and many do not have data available until later in the year. Trends will be monitored from Q2 during 2025/26 with the aim of setting targets in 2026/27 where appropriate.

1.4   It provides the evidence to enable the Council to monitor its performance and to be data informed when identifying any mitigating actions agreed by the Leadership Team to drive and secure performance improvements into the future.

1.5   The results within the scorecard are all cumulative and as such a trend column will be made available from Q2 to inform the performance trends from quarter to quarter.

1.6   The RAG status for each section of the scorecard, with the exception of financial management which is done from a professional opinion perspective, can be found below:

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

2

2. Overview

2.1 The majority (90%) of the indicators with targets monitored during the quarter performed well against targets (Green or Yellow RAG).

2.2 Five indicators are currently Red or Amber against targets. They are:

2.2.1 Housing – 03) The average number of calendar days to re-let units of accommodation (excluding DTLs) – RED - 89 days, Target - 51 days

This is a new indicator for the year. Previously, the scorecard reported a similar measure which included both re-lets and new properties. Following discussions with other housing providers across North Wales, it became clear that new properties were not included in their calculations. To ensure consistency with regional partners and align with the guidance, this indicator now only measures the re-letting of existing properties.

In response to the revised calculation method, the service carried out a thorough review of its processes, leading to several improvements. Prior to these changes, re-let times averaged around 101 days. Since the new processes were introduced in April, performance has improved significantly, with re-let times now averaging around 54 days. This has contributed to an overall Q1 average of 89 days.

The service will continue to embed and refine these processes. Based on the early positive results, further improvement in this indicator is anticipated over the course of the year.

2.2.2 Housing – 04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant – Adaptations (£1-10k) – is RED - 205 days, Target - 190 days
and
Housing – 05) Average number of calendar days taken to deliver Disabled Facilities Grants – Adaptions worth over £10k – RED – 285 days, Target - 221 days

Due to danger of overspending, new approvals were put on hold in November 2024. This had a knock-on effect, when the service started approving again near the end of Q4 24/25. Successful contractors had unfortunately moved onto other projects,

3

which resulted in a delay in starting DFG contracts. Despite having a small increase in the number of contractors available locally, many are not winning DFG tenders.

For context, 9 properties with medium DFGs and 2 properties with large DFGs were completed during Q1. The council remain committed to reducing the average number of calendar days to deliver DFGs.

2.2.3   Climate Change – 02) Percentage of domestic waste reused, recycled or composted – is RED - 65.95%, Target - 70%

The Q1 performance for this indicator was 65.95% against a target of 70%, representing a decline from 67.52% in Q1 2024/25 and 69.72% in Q1 2023/24.

Residual waste collected during the period reduced by 281 tonnes compared to the previous year, which is a positive outcome. However, the drier weather also resulted in 276 tonnes less green waste being collected, which has negatively affected the overall recycling and composting rate. A similar seasonal impact is anticipated in Q2.

To address performance, the council continues to focus on reducing general waste and increasing recycling through community engagement and resident education. This is a long-term strategy requiring sustained behaviour change, so improvements will be gradual rather than immediate.

The council has established a programme board to discuss what further mitigations can be put in place. Any significant changes identified by the board will be discussed by the Executive and Scrutiny Committees before any changes are made.

2.2.4   Whole Council Health - 12) % of FOI requests responded to within timescale – RED – 74%, Target – 90%

There were 214 requests received in Q1 and 55 of the requests were late. The Council remain committed to increasing the response rate for FOIs, however work to move FOI requests to an online system has been delayed due to a lack of capacity to test and develop the system. The system is now scheduled to be in place during Q3 and it is believed that the new online system should make improvements to performance in the long term. Some reduction in capacity within services to deal with FOI tasks also ensures that the target of 90% remains a difficult one.

2.3   Some examples of the good performance seen during the quarter include:

2.3.1   256 clients are now in charge of their care via Direct Payments, an increase of 21% compared to Q1 24/25 (212 clients)
2.3.2   Môn Actif activities saw close to 147,000 participations during the quarter
2.3.3   Attendance figures at both Primary (93.2%) and Secondary (88.2%) schools improved compared to the previous year (92% and 87% respectively)
2.3.4   The number of homelessness applications for assistance (section 62 assessments) have decreased from 185 in 24/25 to 117 in 25/26
2.3.5   The planning indicators with targets (Economy indicators 5 and 6) are both Green and outperforming targets for the quarter
2.3.6   The total carbon emissions (156.5 tCO2e inc WTT) from council fleet is 3.5% less than in the previous year

3. Welsh Language

	Q1	Q1 Target	Q1 RAG	Q1 2024/25	Q1 Comments
01) The percentage of jobs advertised by the Council as Welsh level 3 and above [N]	85%	82%	G	82%	137 vacancies at level 3 and above
02) The number of officers receiving Welsh language training	50	43	G	43	
03) The number of complaints suggesting a failure to comply with the Welsh Language Standards	0	2	G	2	No complaints during Q1
04) The number of complaints that were subject to a statutory investigation by the Welsh Language Commissioner	1			0	One investigation based on a complaint made in 24/25
05) The percentage of visits to Welsh language interface of our main website	9%	9%	G	8%	Slightly more visits compared to Q1 24/25
06) The percentage of Welsh language responses to official consultations	-	8%	-	15%	No official consultations completed in Q1
07) The percentage of followers following the Welsh side of the Council's main social media accounts	23%	23%	G	23%	
08) The percentage of year 11 pupils studying Welsh [first language]				68%	Data available in Q3
09) Welsh Language Unit - % of children that meet their targeted expectations (immersion) [N]					Data available in Q3
10) The number of businesses receiving Welsh Language support [N]					Data available in Q3

4. Social Care and Wellbeing

	Q1	Q1 Target	Q1 RAG	Q1 2024/25	Q1 Comments
01) Number of adults in receipt of Direct Payments	256	224	G	212	Increase of 21% in a year
02) The percentage of adult protection enquiries completed within statutory timescales	96.34%	90%	G	89%	
03) The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service in the following 6 months	88.07%	85%	G	95%	
04) Number of older people (aged 65 or over) whom the authority supports in care homes	295	335	G	289	
05) The percentage of carers of adults who received an assessment or review in their own right during the year following a request	98.20%	93%	G	94%	
06) The average length of time for all children who remain on the Child Protection Register as at end of quarter	163	270	G	142	
07) Children Re-Registered on the Child Protection Register within 12 Months of previous removal from the register	3.57%	15%	G	0	
08) The percentage of referrals of children that are re-referrals within 12 months	7.69%	15%	G	7.5%	
09) The percentage of statutory visits to children on the Child Protection Register due in the year that took place in accordance to regulations	90.61%	90%	G	94%	
10) The percentage of Initial Pathway Plans due in the year that took place within timescales	100%	85%	G	100%	
11) Number of visits to Leisure Centres	129096	130232	Y	130704	
12) Number of people participated in Mon Actif activities [N]	146746	140232	G		
13) Percentage of parents who feel they can identify a positive change following completion of the Positive Parenting Programme (PPP) [N]					Data available in Q4

5. Education

	Q1	Q1 Target	Q1 RAG	Q1 2024/25	Q1 Comments
01) Percentage of pupil attendance in primary schools (termly)	93.2%	95%	Y	92%	Data for academic year 24/25
02) Percentage of pupil attendance in secondary schools (termly)	88.2%	90%	Y	87%	Data for academic year 24/25
03) Percentage of Year 11 leavers not in Education, Training or Employment [NEET]					Data available in Q4
04) Number of schools in Estyn Follow up / Statutory Category	1			1	
05) Number of children and young people excluded permanently from school	23			14	Data for academic year 24/25
06) Number / proportion of schools with a financial recovery plan	6	6	G	6	
07) The percentage of adults who think that overall, the library service they use is 'very good' or 'good' [N]					Data available in Q4
08) The average overall rating out of ten awarded by users aged 16 or under for the library service they use [N]					Data available in Q4
09) Average percentage of children's Individual Development Plans (IDP) targets that are achieved by the target date [N]					Data available in Q3
10) Number of children that have progressed up, or completed, the Nofio Mon Programme as part of Mon Actif activities [N]	924	720	G		

6. Housing

	Q1	Q1 Target	Q1 RAG	Q1 2024/25	Q1 Comments
01) Landlord Services: Average number of days to complete Responsive Maintenance repairs	15	18	G		
02) Percentage of tenants satisfied with Responsive Maintenance repairs	84%	85%	Y	88%	
03) The average number of calendar days to re-let units of accommodation (excluding DTLs) [N]	89	51	R		New processes introduced in April. Prior to new processes, there was an average of 101 days to complete re-lets. Following April, this has reduced to an average of 54 days, taking the overall average of properties re-let in Q1 to 89 days.
04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant – Adaptations (£1k-10k)	205	190	A	185	9 Medium DFG contracts completed during Q1
05) Average number of calendar days taken to deliver Large Disabled Facilities Grant – Adaptations (>£10k)	285	221	R	-	2 Large DFG contracts completed during Q1
06) Number of new Council homes developed, and former Council Homes purchased and brought back into Council rented homes.	4	4	G	22	
07) The total amount of rent arrears owed by current tenants as a percentage of the total rent collectable for the permanent accommodation	3.19%	3.10%	Y	3%	
08) Number of empty private properties brought back into use through our Empty Homes interventions	15	15	G	16	
09) Percentage of households successfully prevented from becoming homeless	80%	85%	Y	83%	
10) Number of homelessness applications for assistance (section 62 assessments)	117			185	Number of applications have decreased from 185 in 24/25 to 117 in 25/26
11) Number of Households currently placed in Emergency and Temporary Accommodation	79			85	

7. Economy

	Q1	Q1 Target	Q1 RAG	Q1 2024/25	Q1 Comments
01) % of economic and development / regeneration grant funding received and implemented	70%			38%	
02) Expenditure (capital and revenue) on large infrastructure, economic development and regeneration projects (£) [N]	£1.653m				
03) Percentage of council business units and commercial space let [N]	95%	90%	G		
04) Total number of customers with annual mooring contract	100	105	Y	179	
05) Percentage of all planning applications determined in time	94%	90%	G	97%	154 planning applications determined in time
06) Percentage of planning enforcement cases investigated within 84 days	87%	80%	G	97%	
07) Percentage of high-risk businesses subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation	85%	90%	Y	71%	
08) Percentage of food establishments that meet food hygiene standards	99%	95%	G	98%	
09) Number of people supported to become prepared for work, through SPF interventions [N]	162				

8. Climate Change

	Q1	Q1 Target	Q1 RAG	Q1 2024/25	Q1 Comments
01) Total carbon emissions from council buildings (tC02e)					Data available in Q4
02) Percentage of domestic waste reused, recycled, or composted	65.95%	70%	R	67.52%	Dryer weather resulted in 276T less green waste being composted compared to Q1 24/25. On a positive, residual waste was also down 281T compared to 24/25.
03) Percentage of waste reused, recycled, or composted from Council buildings	46%			48.3%	Rate has decreased compared to Q1 2024/25
04) Percentage of streets that are clean	100%	96%	G	96.6%	
05) Average number of working days taken to clear fly-tipping incidents	0.01	1	G	0.04	
06) Percentage of A roads in poor condition (annual)					Data available in Q3
07) Percentage of B roads in poor condition (annual)					Data available in Q3
08) Percentage of C roads in poor condition (annual)					Data available in Q3
09) Total carbon emissions from council fleet (tC02e inc WTT)	156.5	162	G	162	
11) Number of low carbon heating systems installed in Council buildings [N]					Data available in Q2
12) Use of public EV charging points operated by the Council (kwh) [N]	76,786				76,876kWh would power an Electric car for approximately 255,000 miles

11

9. Whole Council Health

	RAG	Budget	Actual	Variance (%)	Forcasted Actual	Forcasted Variance (%)
01) Forecasted end of year outturn (Revenue)	G	£192,981,000			£192,376,000	-0.31%
02) Forecasted end of year outturn (Capital)		£56,186,135			£54,789,561	-2.49%
03) Income v Targets (excluding grants)	G	-£4,282,870	-£5,213,419	21.73%		
04) Forecasted general balances at end of year					-£17,258,000	
05) Cost of borrowing - % of budgeted revenue expenditure	G	1.9%			1.9%	
06) No of Services forecast to overspend by over 5% of their budget					5	
07) % of Council Tax collected (for last 3 years)	Y		91.0%			
08) % of Sundry Debtors collected (for last 3 years)	Y		96.8%			

	Q1	Q1 Target	Q1 RAG	Q1 Comments
09) Total number of stage 2 complaints upheld / partially upheld	1	3	G	One complaint upheld/partially upheld of the 3 complaints
10) Total % of written responses to stage 2 complaints within 20 days (Corporate)	100%	80%	G	
11) Total % of written responses to complaints within 15 days (Social Services)	80%	80%	G	One stage 1 complaint was late in but an extension was agreed with the complainant
12) % of FOI requests responded to within timescale	74%	90%	R	55 of the 214 FOI requests were late
13) Proportion of queries dealt with and closed by Cyswllt Môn (not forwarded to Services)	32%			
14) Number of staff authority wide staff, including teachers and school based staff (FTE)	2376			
15) Sickness absence - average working days/shifts lost	1.93	2.12	G	
16) Short Term sickness - average working days/shifts lost per FTE	0.92			
17) Long Term sickness - average working days/shifts lost per FTE	1.01			
18) Local Authority employees leaving (%) (Turnover)				
19) % of posts advertised and filled during first round of advertising	78%	70%	G	49 posts filled during first round of advertising

10. Conclusion and Recommendations

10.1   The performance of 90% of the performance indicators performing above target or within 5% tolerance of their targets for the quarter is positive.

10.2   It demonstrates that services are operating in line with the values and general principles of the Council.

10.3   **Recommendation – that the Leadership Team manage, investigate and secure improvements into the future for the following KPIs:**

10.3.1 Housing – 03) The average number of calendar days to re-let units of accommodation (excluding DTLs);

10.3.2 Housing – 04) Average number of calendar days taken to deliver Medium Disabled Facilities Grant – Adaptations (£1-10k)

10.3.3 Housing – 05) Average number of calendar days taken to deliver Disabled Facilities Grants – Adaptions worth over £10k

10.3.4 Climate Change – 02) Percentage of domestic waste reused, recycled or composted

10.3.5 Whole Council Health - 12) % of FOI requests responded to within timescale

This page is intentionally left blank

Isle of Anglesey County Council
Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	17th of September 2025
Subject:	Recommendation from Corporate Scrutiny task and finish – Housing Services voids & allocations
Scrutiny Chair:	Councillor Jeff Evans

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

Portfolio Holder	Role
Councillor Robin Williams	Portfolio holder for Housing
Service Officer (Supporting)	**Role**
Ned Michael	Head of Housing Services

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

Update requested by the Corporate Scrutiny Committee during the February 2025 meeting.

3.   Role of the Scrutiny Committee and recommendations

☒For assurance
☐For recommendation to the Executive
☒For information

Recommendation(s): Note the update since the last report to the Corporate Scrutiny Committee on the 19th of February 2025 on the conclusions of the Voids Task and Finish Work Group.

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

Housing – Ensuring everyone has a place to call home

- We remain committed to working with the Welsh Government and partners, such as registered housing associations, to respond to local housing challenges.
- We will work together to identify the island's housing needs so that we can provide for the recognised need and the required tenures.
- Continue to invest in our housing stock by remodelling property that is no longer suitable and work towards achieving the Welsh Housing Quality Standards II.

1.

Mae'r ddogfen hon ar gael yn Gymraeg
This document is available in Welsh

- Reduce the requirement for emergency accommodation units by increasing the number of permanent homes developed.

Continue to bring empty homes back into use across the island

5. Key scrutiny themes

Key themes the Scrutiny Committee should concentrate on:

1. **Impact the matter has on individuals and communities (focus on customer / citizen)**

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

3. **A look at any risks [focus on risk]**

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

5. **Looking at plans and proposals from a perspective of:**
   - Long term
   - Prevention
   - Integration
   - Collaboration
   - Involvement

 [focus on wellbeing]

6. Key points / summary

General Update of the Housing Services Void Action Plan

Since reporting to the Corporate Scrutiny Committee in February we have made some way in improving performance in our void management procedures and have seen improvements albeit these improvements are not yet reflected in our overall performance indicator.

It should be pointed out that since the Task and Finish Group undertook their review of the Void Management process during March 2024 there have been some external factors whereby the implications of compliance would not have been known at the time of the review that have increased the period it takes to prepare a property for re-letting following the end of a tenancy, namely WHQS2023 has been introduced since December 2023 and the Renting Homes Wales Act 2016 since December 2022.

It is also appropriate to note that at the time the Task and Finish Group undertook their review that the number of properties that were void and having re-let works carried out on them stood at 46 properties.

Since the review, and as a result of compliance with both WHQS2023 and RHWA2016 together with large new social housing developments been completed by our partner RSL's operating on the Island we have seen a significant increase in the number of properties void at any given time which at the end of September 2024 there were over 100 properties void.

A significant amount of work has been put into getting these homes ready to be re-let and at the 18th of August the figure stood at 57 void properties.

This has been achieved as a result of appointing to the post of Voids Supervisor and recruiting in house Painters as well as being able to utilize external contractors as a result of our new contractor framework which is in place.

On an annual basis, Housing Services relet approximately 270 properties. Tenant turnover is a significant and costly challenge within the housing sector.

Despite a void property being a challenge, it also provides an opportunity to inspect, refresh and improve the efficiency of each home longer term. It is also an opportunity to ensure that our homes meet statutory standards, including what works are required for WHQS2023 compliance.

The revised target timescales for 2025/26 for the turnover of a void property is 51 calendar days:-

37 Working Day Void/51 Calendar days	
Day 1-3	Change locks, Safety checks, desktop survey by inspector
Day 4-5	Inspector site survey, create report, input works on system
Day 6-7	Property clearance
Day 8-9	Asbestos removal
Day 10-30	Plastering work, joinery, electrical, plumbing, decoration, 1 major element (not classing as major void)
Day 31-37	Builders Clean, full carpeting and safety flooring in bathroom and kitchen, Final clean (inc. external footpaths, windows and doors), Technical handover

This classification is for any works associated with minor repairs, decoration, statutory safety checks and servicing.

The refurbishment of a property classified as a Major Void has significant resource and budgetary implications for the void process. This classification is for any works associated with major repairs, major plastering works, capital investment works such as component renewals (kitchen / bathroom /

heating etc.), safety checks and servicing. Major Voids are not included within the targeted timescale included within the Performance Indicator.

Our performance from 1st of April to the 18th of August was:-

1	Average turnover including new properties	53 properties = 71.3 days
2	Average turnover excluding DTLs (including new properties)	46 properties = 64.1 days
3	Average turnover excluding new properties	45 properties = 84 days
4	Average turnover excluding new properties and DTLs	38 properties = 77.6 days
5	Average turnover of properties void since April (excluding new properties)	20 properties = 53.9 days
6	Average turnover of properties void since April (excluding new properties and DTLs)	19 properties = 54.5 days
7	Average turnover of properties void prior to April (excluding new properties)	25 properties = 108.1 days
8	Average turnover of properties void prior to April (excluding new properties and DTLs)	19 properties = 100.6 days

The implications of RHWA2016 when Tenants have deceased has resulted in a total of 156 days void added to void period.

This is an average of 14 days on the 11 'tenant deceased voids'. The average turnover without the additional void would reduce our performance noted in figure 1 above by 2.9days days to a result of 68.4 days.

In addition to the above, the following actions have been achieved;

- reviewed the bi-weekly operational voids meeting and developed a new format whereby operational staff meet every week to hold in-depth property-based discussions alongside a management monitoring group
- developed a specific data-led voids monitoring document, which enables the department to view in real time on void turnaround timescales, alongside income lost per property.
- recruited an additional painter and decorator *(this role was advertised x 4 times before we appointed)*
- met with Housing Quality Network to understand of their void toolkits – a key example used during this meeting was that Inspectors of some local authorities will inspect a property during the notice period and draw up a list of all actions required. This would reduce some of the time associated with awaiting '*keys in'* before the tenant departs.

Actions going forward
- End of tenancy inspections will occur between Housing Management and Housing Maintenance to address issues and requirements prior to tenant departure.

- Develop a tenant departure survey to understand the rationale behind notices given. Some notices will be outside of our control, including tenants passing away and tenants moving into residential homes.
- In depth property analysis as per our newly developed void monitoring spreadsheet to identify problems earlier and resolve through an increase in discussions and plans to troubleshoot issues (*for example, the new spreadsheet can inform us of when a property is becoming problematic through either resource issues such as sickness or delays in capital orders, for example a new front door*)
- Learn from other areas and the Housing Quality Network (HQN) on good practice and examples whereby void turnaround days have decreased due to various interventions, that aren't currently within our practice.

7. Impact assessments

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

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

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

7.4. Potential impact on the Council's Net Zero Carbon target

Positive / Neutral / Negative and how

8. Financial implications

Financial implications is one of the key risks with the authority's void work requirements. The longer and the more properties that are on our void list, the larger the income loss will be and longer families could be placed in emergency and temporary accommodation.

9. Appendices

Appendix 1 – Update on Action Plan

10. Report author and background papers

Ned Michael – Head of Housing Services

Action No.	Action	Lead Officer	Completion Date	Update August 2025	Comments
1	Develop a void management policy that encompasses Renting Homes Wales Act, WHQS2023 and the Councils' Minimal lettable standard	Llinos Williams	April 2025	Final draft has been completed by Community Housing Service Manager. Awaiting approval by new Maintenance Manager.	Policy is approved by no later than 30.09.2025
2	Review the Sensitive Let Policy to ensure it achieves the required outcomes and has the least impact on void turnaround days as possible	Llinos Williams Dewi Parry	March 2025	Completed and operational	
3	Develop the live / real time void monitoring database for continuous monitoring	Darren Gerrard	January 2025	Completed and operational	
4	Develop the operational void monitoring group	Darren Gerrard	January 2025	Completed and operational	
5	Workshop with all staff involved in voids turnaround once policy is in place	Ned Michael Llinos Williams Dafydd Rowlands	April 2025	Once Voids policy has been approved by Maintenance Manager, an internal workshop will be held with key officers	A series of sessions for internal Housing staff will take place. Deadlines for internal

					sessions will be 30/09/2025. This alongside adding the policy onto our website and requesting the tenants panel to develop an easy read document to ensure we provide an inclusive service for all abilities
6	Review Maintenance workforce capacity, ensuring performance is continually high. Consideration given to business cases on invest to save recruitment vs sub-contracting.	Dafydd Rowlands	January 2025	The maintenance workforce is nearly at full capacity after a prolonged period of difficulties attracting suitably qualified and experienced operatives. Currently, during August 2025 we still have one vacancy for a painter and decorator after several failed recruitment attempts. Our apprenticeship programme is bearing fruition with a number of	

| | | | | staff now employed full time following completion of trade qualifications. Since March of this year, we have appointed a Voids Supervisor to monitor and drive operational improvements, especially the number of days required to complete the void process. During the first half of 2025 we have completed the process of establishing a new approved sub-contractor framework. Contractors have been appointed, and the framework is fully operational. This new framework has increased options for sub-contracting certain work streams at times of high demand e.g. painting and decorating. We will continue to monitor whether a workforce which is at near capacity, together | |

				with the new sub-contractor framework, is sufficient to improve and maintain performance.	
7	Develop operational procedures as part of the wider voids policy	Solutions and Maintenance Operational Team	June 2025 (post approval of voids policy)	Dependent on Voids Policy approval	Following approval by 30/09/2025, procedures will be developed.
8	Ongoing housing application to go live via CRM	Llinos Williams Lesley Roberts	June 2025	Testing is complete, DPIA has been undertaken and the new online Housing Application will go live during Q3	
9	Elected Member workshop on voids policy, procedures and how best they can support with reducing demands on officers (for example, persistent contact from housing applicants)	Llinos Williams Dewi Parry	Summer 2025	Will be organised when the Voids Policy has been approved	Following approval on 30/09/2025, arrangements will be made based on elected member availability.
10	Cost out WHQS2023 and decarbonisation in respect of voids for the next 10 Years	Dafydd Rowlands	March 2025	During the First half of this year work on the Whole Stock Assessment and subsequent development of Target Energy Pathways	

				(TEP's) was delayed whilst we awaited the publication of a new version of SAP, namely SAP 10. SAP 10 was officially released during July 2025. We have set a target for establishing TEP's and associated costs of delivery by 31/03/2026. This target is 12 months in advance of the statutory WHQS 2023 target.	
11	Regular Management meetings regarding properties that are becoming a concern (i.e. they are heading to be out of target) – agree on a property specific plan of action)	Dewi Meredith Darren Gerrard Dewi Parry		Fortnightly meetings commenced	
12	Commence end of tenancy inspections – inform outgoing tenants of their end of tenancy requirements and our re-charging policy	Community Housing Technical Services	April 2025	This action is an area we are gearing up to achieve, however due to staffing capacity over the last few months, it has been a challenge. By September 2025, the pre-inspection team will	When the team is up to full capacity, arrangements will be made to commence tenancy inspections.

				be up to full staffing capacity and the end of tenancy inspections will commence.	
13	Develop an end of tenancy survey in order to understand why tenants are looking to move on from their homes	Llinos Williams Dewi Parry Karen Roberts	April 2025	This has been developed and is awaiting sign off by our Tenants Monitoring Group	Chased for update by the group on 02/09/2025 & awaiting confirmation.
14	Examine current processes and timelines in the Housing Maintenance Unit to reduce the current level of unproductive time lost.	Darren Gerrard Dewi Meredith		Work in progress since new Maintenance Manager is in post	On 05/09/2025 DG & DM will be meeting with Adra staff to view how they use their tracking system to support with workforce efficiencies.
15	Review performance indicator for 2025-26 based on a costed forecast on completing a minimum of x 4 void properties per week. Task and Finish group recommends x 35 days.	Tîm Rheoli Tai	February 2025	Target days has been reviewed to 51 days with justification	

22/11/2024

Isle of Anglesey County Council
Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	17th September, 2025
Subject:	1. Scrutiny Members on Panels – Nominations based on Political Balance 2. Welsh Language and Equality Steering Group – Nomination
Scrutiny Chair:	Cllr Jeff Evans

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

Portfolio Holder	Role
Not applicable	
Service Officer (Supporting)	**Role**
Anwen Davies	Scrutiny Manager

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

- Nomination of Scrutiny Members to serve on Scrutiny Panels / working groups has been a matter for the Scrutiny Committees to agree
- Group Leaders recently agreed to amend the membership of Scrutiny Panels to be subject to political balance principles and rules[1].

3. Role of the Scrutiny Committee and recommendations

☐ For assurance
☐ For recommendation to the Executive
☐ For information
☒ For agreement

Recommendation(s):
The Committee is requested to: **R1** agree a revised process for membership of the 3 Scrutiny Panels based on the current political balance of the Council **R2** agree the terms of reference for each of the 3 Scrutiny Panels (as detailed in the appendices to this report) **R3** both Scrutiny Committees to nominate 1 Member to serve on the Welsh Language and Equality Steering Group.

---

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

Mae'r ddogfen hon ar gael yn Gymraeg
This document is available in Welsh

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

Ensure effective governance arrangements underpinning a robust decision-making process.
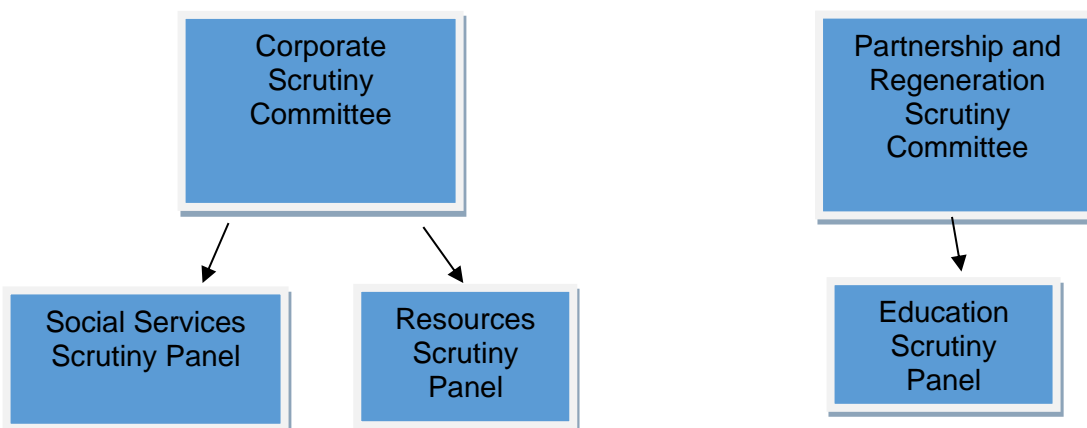
5. Key scrutiny themes

Not applicable

6. Key points / summary

1. SCRUTINY PANELS – NOMINATIONS BASED ON POLITICAL BALANCE

1.1 Scrutiny Committees form part of the way in which local government in Wales operates. Their prime role is to hold decision-makers to account, drive improvement, act as the voice of the community and play a role in policy development and review.

1.2 Our local structure comprises of 2 scrutiny committees and three panels:

Corporate Scrutiny Committee
→ Social Services Scrutiny Panel
→ Resources Scrutiny Panel

Partnership and Regeneration Scrutiny Committee
→ Education Scrutiny Panel

1.3 The scrutiny panels have been established to undertake work streams on behalf of the parent scrutiny committees and are work groups without decision-making powers.

1.4 Group Leaders recently[2] agreed that the membership of these scrutiny panels should be amended to reflect the political balance of the Council. Below are details of the current membership of each scrutiny panel and the membership based on the political balance formula for the Council:

Key:
Political Groups
PC - Plaid Cymru – The Party of Wales
GA - Y Grŵp Annibynnol (The Independent Group)
AM - Annibynwyr Môn (Anglesey Independents)
LIC - Llafur Cymru / Welsh Labour

---

[2] Meeting of Group Leaders convened on 1st May, 2025

RESOURCES SCRUTINY PANEL

Current Membership		Membership based on Political Balance Rules
Member	**Political Group**	
Cllr Geraint ap Bebb	PC	**3** – PC
Cllr Dylan Rees	PC	
Cllr Ken Taylor	PC	**1 -** GA
Cllr Ieuan Williams	GA	
Cllr Keith Roberts	LIC	**1** - LIC
Vacant seat	AM	
		1 – AM

SOCIAL SERVICES SCRUTINY PANEL

Current Membership		Membership based on Political Balance Rules
Member	**Political Group**	
Cllr Euryn Morris	PC	**4** – PC
Cllr Llio Angharad Owen	PC	**1 -** GA
Cllr Jackie Lewis	PC	
Cllr Sonia Williams	PC	**1** - LIC
Cllr John Ifan Jones	PC	
Cllr Ieuan Williams	GA	**2** – AM
Cllr Pip O'Neill	LIC	
Cllr Jeff Evans	AM	

EDUCATION SCRUTINY PANEL

Current Membership		Membership based on Political Balance Rules
Member	**Political Group**	
Cllr Margaret Roberts	PC	**4** – PC
Cllr Non Dafydd	PC	
Cllr Arfon Wyn	PC	**1 -** GA
Cllr Alwen Watkin	PC	
Cllr Gwilym Jones	GA	**1** - LIC
Cllr Ieuan Williams	GA	
Cllr Keith Roberts	LIC	**2** – AM
Cllr Derek Owen	AM	

2. SCRUTINY PANELS – TERMS OF REFERENCE

2.1 As Members will recall, an improvement plan has been adopted by the Council incorporating recommendations to build on and further strengthen our Scrutiny function within a culture of incremental, continuous improvement. A more streamlined and flexible structure is one of our 5 key improvement themes with the aim of ensuring a well-designed structure where "form follows function" can support Scrutiny to have better

outcomes. We have therefore reviewed the terms of reference of our 3 scrutiny panels and have reduced the number of formal panel meetings to create Member capacity to complete more fieldwork in Education and Social Services.

2.2 Attached, for endorsement, are the amended terms of reference for each of the scrutiny panels as follows:

     i.   Resources Scrutiny Panel – **Appendix 1**
    ii.   Social Services Scrutiny Panel **– Appendix 2**
   iii.   Education Scrutiny Panel – **Appendix 3.**

3. **WELSH LANGUAGE AND EQUALITY STEERING GROUP – NOMINATION**
   3.1 This is a new group which first met in May 2025 and replaces the Welsh Language Promotion Group when its terms of reference was revised to include the field of equality.

   3.2 Both Scrutiny Committees are requested to nominate one Member to serve on the Welsh Language and Equality Steering Group. The terms of reference of the Steering Group is attached (**Appendix 4**) in order to assist Members in the selection process.

7. Impact assessments

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

Not applicable for this overarching issue.

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

Not applicable for this overarching issue.

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

Not applicable for this overarching issue.

7.4. Potential impact on the Council's Net Zero Carbon target

Not applicable.

8. Financial implications

Not applicable.

9. Appendices

Appendix 1: scope and remit of the Resources Scrutiny Panel

Appendix 2: scope and remit of the Social Services Scrutiny Panel
Appendix 3: scope and remit of the Education Scrutiny Panel
Appendix 4: terms of reference of the Welsh Language and Equality Steering Group.

10. Report author and background papers

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

TERMS OF REFERENCE & *MODUS OPERANDI*

RESOURCES SCRUTINY PANEL

PART I – BACKGROUND & CONTEXT

Financial Scrutiny

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

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

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

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

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

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

Adding Value[2]

Financial scrutiny can take many forms but there are four fundamental areas where effective non-executive oversight can add value:

1. **Reviewing how resources are allocated** - monitoring how they are used and examining their impact. This is about following through from budget development and planning to the delivery of a budget and oversight over that budget in-year. It links to the way that scrutiny selects and prioritises its work
2. **Reviewing the integration between financial and service planning -** what is the level of integration between corporate and service planning and financial management / performance. There is a need for scrutiny to 'mainstream' an understanding of financial issues and undertake scrutiny that is strategic rather than line-by-line
3. **Testing out and making explicit whether the Council is directing its resources effectively -** testing out and making explicit whether the Council is directing its resources

---

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

[2] Financial Scrutiny Practice Guide (Chartered Institute of Public Finance & Accountancy and Centre for Governance and Scrutiny June 2020)

effectively to meet its priorities and demonstrating whether it is achieving value for money, equity and social value

4. **Providing, through scrutiny challenge to the Executive's management of the Council's finances and a different perspective on challenges -** Scrutiny having a clearly defined role and bringing something unique to the table in how it goes about its work.

Scrutiny of Resources

Local Authority resources refer to the funding, personnel and infrastructure used to deliver services. These include:

- **Funding sources** – primarily from Council Tax, business rates and central government grants. Additional income comes from local fees and charges
- **Key services** – social care, education, housing, highways maintenance, waste management, planning, licencing, leisure centres and other services
- **Resources facilities** – the local authority has a portfolio of assets and facilities

This broader definition provides scope for this Scrutiny Panel to examine resource matters beyond Local Authority finances.

Our Local Arrangements

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

The scrutiny work carried out by the former Finance Scrutiny Panel[3] during the last Administration has also been a positive development in our financial scrutiny arrangements, through:

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

PART II – PANEL REMIT AND SCOPE

REMIT

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

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

---

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

SCOPE

Topic	Work programme	Timeline
Induction	Induction of Panel members	4 July, 2022
Quarterly monitoring of the Revenue and Capital Expenditure	Scrutiny of expenditure against budget profile	Quarterly
The forthcoming year's budget	Sharing information on financial risks to the Council in order to inform the forward work programme of the Corporate Scrutiny Committee	July → September
	Draft budget - the mechanics and process of the financial settlement	
	Overview of the position regarding any efficiencies	October → November
	Scrutinise risks associated with the budget proposals	
	Scrutinise how achievable the proposals are	
	Scrutinise the Council Tax level for the following year	
Medium Term Financial Plan	Scrutinise the principles and assumptions	September
Service Areas	Scrutinise pressures within individual service areas	To be scheduled within the annual budget cycle
Debt Management	Scrutiny of debt management performance (to include income collection rates)	To be confirmed
Fees and Charges	Scrutiny of fees and charges for the coming financial year	To be confirmed
Second Home Premium	Scrutinise the principles, assumptions and recommendations	November / December (tbc)
HRA Business Plan	Scrutinise the principles and assumptions	January / February
Council balances and reserves	Questioning and scrutiny	June / July
Value for Money / Social Value through Procurement		tbc

PART III – GOVERNANCE ARRANGEMENTS

1. Governance / Panel Membership
- The scrutiny panels have been established to undertake work streams on behalf of the parent scrutiny committees and as such are working groups without decision-making powers
- Panel membership will be subject to political balance principles and rules[4].

The core membership of the Panel will include:

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

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

2. Frequency of Meetings and Quorum

- **Frequency of meetings** – the panel has been established as a standing panel to consider the breadth of local authority financial issues which are summarised in the table above. The panel will therefore meet regularly, in accordance with the schedules and timelines of the Council's budgetary processes as follows:
    i. July – Qtr 4 budget monitoring / annual outturn
    ii. September – Qtr 1 budget monitoring
    iii. November – Qtr 2 budget monitoring
    iv. December – Initial Draft Settlement for new financial year
    v. January – Initial Budget Proposals for new financial year
    vi. February – Capital Proposals / Final Draft Revenue Proposal for new financial year / Qtr 3 budget monitoring.

- **Quorum** – this will not apply to the panel.

3. Recording Meetings and Reporting Arrangements

- The panel will run in the format of a business meeting. The Scrutiny Unit will collate and distribute any papers in preparation for each meeting and provide a list of action points following each meeting

- **Reporting arrangements** - regular reporting by panel members to the Corporate Scrutiny Committee. As part of the Scrutiny Annual Report, the Panel will publish an annual statement summarising the added value its scrutiny work has achieved.

[11/07/2025, 23/07/2025,19/08/2025 & 09/09/2025]

---

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

TERMS OF REFERENCE & *MODUS OPERANDI*
SOCIAL SERVICES SCRUTINY PANEL

PART I – BACKGROUND & CONTEXT

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

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

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

Our Local Arrangements
Scrutiny of Social Services has evolved and developed since the former Social Services Improvement Panel was established[2]. The role of the Panel focused on monitoring and scrutinising progress and distance travelled against the Social Services improvement programme and performance against key performance indicators; provide assurance to the Corporate Scrutiny Committee on adequate and timely progress / local performance. The scrutiny work carried out by the former Social Services Improvement Panel during the last Administration was a positive development, having an impact on Social Services performance and improvement journey:

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

---

[1] Care Inspectorate Wales; Care Quality Commission (England)

[2] Children's Services Improvement Panel was established in June, 2017 the scope of which was broadened to include Adult Social Services in June, 2019

PART II – PANEL REMIT AND SCOPE

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

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

---

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

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

The role of the Social Services Scrutiny Panel is to:
1. Monitor and scrutinise in a meaningful and robust way:
   - Progress and distance travelled against Service development programmes
   - Quantitative and qualitative performance of Social Services.

2. Ensure that the voices of children, young people and adults are heard when considering the effectiveness and impact of services

3. Provide assurance to the Corporate Scrutiny Committee on the following elements:
   - Adequate, timely progress in delivering Service development programmes
   - Quantitative and qualitative performance of support and care services to children, young people and adults

SCOPE

Topic	Work programme Focus	Timeline
Effective Scrutiny	**Induction** of Panel members – workshop format.	July 2022 and during Panel meetings.
Skills	**Skills set -** training & development inputs to ensure clarity of role and subject knowledge to enable effective	Delivery throughout the municipal year ensuring alignment

Topic	Work programme Focus	Timeline
Self-evaluation	scrutiny eg CIW, service area leads, partners.	with Panel scrutiny work

	Self-evaluation – Member critique of own performance to enable review, reflection & learning. Objectives:
	  i. Stock take
	  ii. Review, evaluate and reflect
	  iii. Establish foundation for next period
	  iv. Confirm Member ownership.
		Annual – to be determined by Panel members
		
		November 2026 – overview of the work of the Panel 2022 - 2026

Fieldwork	Elected Members and Senior Leaders to meet staff from a variety of teams in order to hear first-hand staff experiences.	TBC – discussion with Panel members
Theme 1: Age Friendly Strategic Plan	Age Friendly Strategic Plan – detailed look at the strategic, whole Council direction	Fieldwork feedback – Haulfryn Llangristiolus
Theme 2: Youth Justice	Ensure effective delivery of the 2025/26 Youth Justice Plan for Ynys Môn and Gwynedd.	July 2025 - June 2026
Theme 3: Care Provision for Older People	The Anglesey vision, aims and objectives for care provision for older people Update on Extra Care Housing	Fieldwork feedback – i'w gadarnhau
Thema 4: Llesiant Meddwl Môn	• Update on team restructure and embedding practice • Identification of themes and early intervention	Fieldwork feedback – Llesiant Meddwl Môn Team Community Support Team
Theme 5: Supported Living (Learning Disabilities)	Supported Living (Learning Disabilities) – detailed look at the care model Provision for individuals with learning disabilities – to what extent does provision meet need	Fieldwork feedback – Learning Disabilities Team (Children and Adults)
Theme 6: Trauma Informed Anglesey	Trauma Informed Anglesey – journey thus far and developments on the horizon	Fieldwork feedback – tbc
Voice of the Service User	Scrutinise the effectiveness of mechanisms in place to hear the voice of children, young people and adults as an integral part of the Social Services provision on the Isle of Anglesey Use of case studies, videos and pen pictures (mirror current good practice adopted by the Corporate parenting panel).	Delivery throughout the municipal year ensuring alignment with Panel scrutiny work – consider when reporting on progress under each of the themes (provide examples)

PART III – GOVERNANCE ARRANGEMENTS

1. Governance / Panel Membership

- The scrutiny panels have been established to undertake work streams on behalf of the parent scrutiny committees and as such are working groups without decision-making powers

- Panel membership will be subject to political balance principles and rules[3].

The core membership of the Panel will include:

   i. **Elected members** - 4 Members from both scrutiny committees and based on the political balance formula of the Council
   ii. **Portfolio Members for Social Services (Adults and Children & Families Services)** – as observers, with no vote
   iii. **Officers** – Director of Social Services, Head of Adult Services, Scrutiny Manager.

From time to time, the panel's work will require the attendance of other Elected Members (e.g. members of the Executive Committee) and / or officers from other service areas.

2. Frequency of Meetings and Quorum

- **Frequency of meetings** – the panel has been established as a standing panel to ensure accountability, oversight and scrutiny of social services on Anglesey, as summarised in the table above. The panel will therefore meet in accordance with the timeline for the submission of progress reports on social services scrutiny to the Corporate Scrutiny Committee as follows:
   i. 2 hybrid meetings of the Panel each civic year – May and November
   ii. small group thematic fieldwork in local social services provision between each meeting of the Panel in order to scrutinise and monitor impact on service users. Fieldwork to focus on key priority themes aligned to the Council Plan 2023/2028

- **Quorum** – this will not apply to the panel.

3. Recording Meetings and Reporting Arrangements

- The panel will run in the format of a business meeting. The Scrutiny Unit will collate and distribute any papers in preparation for each meeting and provide a list of action points following each meeting

- **Reporting arrangements** - regular reporting by panel members to the Corporate Scrutiny Committee.

[14/07/2025, 21/08/2025, 26/08/2025 & 09/09/2025]

---

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

TERMS OF REFERENCE & *MODUS OPERANDI*

EDUCATION SCRUTINY PANEL

PART I – BACKGROUND & CONTEXT

Scrutiny of Education
Education accountability and Member scrutiny of the wider education system is a critically important role and one that requires the Local Authority and its partners to work together effectively. Following changes to how schools operate and with more reform on the horizon[1], there is a potential risk for much less clarity and understanding of who is accountable for what and who has the overview of local education systems. Recent Welsh Government guidance provides a new point of reference. The School Improvement Guidance: Framework for Evaluation, Improvement and Accountability[2] outlines the Government's expectations of all stakeholders in contributing to sustainable school improvement.

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

Scrutiny of education is about holding the Executive Member and education service providers to account, and at a strategic level:

- Looking at / scrutinising how all the components work together eg how local partners coordinate activities
- That all efforts are having a positive impact on learner outcomes.

Education scrutiny is much more than adding value to the decisions of the Executive alone. It is about ensuring that a proper scrutiny process forms part of the planning, implementation and follow-up on key decisions that have an impact on taxpayers and local communities. As such, effective scrutiny can:
- Challenge effectively
- Hold decision-makers to account; and
- Assist the Executive to make robust decision for future generations.

Our Local Arrangements
Scrutiny of schools has evolved and developed since the Schools' Progress Review Panel was established in 2012[3]. The role of the Panel until 2022 focused on improving performance of all

---

[1] Additional Learning Needs and Education Tribunal (Wales) Act 2018 – creates a legislative framework to improve the planning and delivery of additional learning provision;
Curriculum and Assessment (Wales) Act 2021 – establishes the Curriculum for Wales in law.

[2] School Improvement Guidance: Framework for Evaluation, Improvement and Accountability. Welsh Government January 2021

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

schools by providing robust challenge on individual schools' performance; encouraging the sharing of good practice between schools, taking on board lessons learnt and individual schools' experience; enhancing local Members' knowledge of key performance drivers and challenges facing schools on the Isle of Anglesey; evidencing that school performance was being monitored by Elected Members. The scrutiny work carried out by the former Schools' Progress Review Panel during the past decade has been a positive development, having an impact on schools' performance by:

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

Our local Education Scrutiny Charter (at **Appendix 1)** provides an overarching summary bringing together the Council's commitment and values underpinning Elected Member scrutiny of matters which are of strategic importance to the Local Authority.

PART II – PANEL REMIT AND SCOPE

REMIT

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

- Further develop a model of working in Education which focuses on a smaller group to enable Members to be more involved, to develop a level of subject expertise and to encourage good attendance and teamwork
- Further strengthen the capacity of Members to challenge the quality and impact of the services provided to schools
- Forum to discuss information around Service risks as a basis to inform the forward work programme of the Partnership and Regeneration Scrutiny Committee
- Forum to develop a group of Members with the expertise and ownership to lead discussions on Education matters in the Partnership and Regeneration Scrutiny Committee

---

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

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

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

SCOPE

Topic	Work programme Focus	Timeline
Effective Scrutiny	**Induction** of Panel members – workshop format. Aim: Member familiarisation of revised scope and terms of reference	24 June, 2025
Skills	**Skills set -** training & development inputs to ensure clarity of role and subject knowledge to enable effective scrutiny eg Estyn, service area leads.	Delivery throughout the municipal year ensuring alignment with Panel scrutiny work
Self-evaluation	**Self-evaluation** – Member critique of own performance to enable review, reflection & learning. Objectives: i. Stock take ii. Review, evaluate and reflect iii. Establish foundation for next period iv. Confirm Member ownership.	Annual – to be determined by Panel members
Theme 1: Transition	**Effective Transition** – readiness to learn • Improve Member understanding of the importance of effective transition on learners • Identify how schools are supported to ensure effective transition	Theme introduction at Panel Meeting → 24 June 2025 Fieldwork in 3 schools → September 2025 Self-evaluation / reflections at Panel meeting → 24 September 2025
Theme 2: Attendance	**Good Attendance in Schools** – • Raise awareness of "improving school attendance" strategy • How effectively schools are supported in helping to raise attendance	Theme introduction at Panel meeting → 24 September 2025 Fieldwork in 3 schools → details tbc Self-evaluation / reflections at Panel meeting → 17 December 2025
Theme 3: Curriculum for Wales	**Curriculum and Assessment (Wales) Act 2021 -** Curriculum for Wales → career and work-related experiences • Improve member understanding of Career and	Theme introduction at Panel meeting → 17 December 2025 Fieldwork in 3 schools → details tbc

Topic	Work programme Focus	Timeline
	Work-Related Experience (CWRE)within the Curriculum for Wales • Review how effectively are schools supported in developing CWRE within the curriculum and what opportunities are there for learners?	Self-evaluation / reflections at Panel meeting → 19 March 2026
Theme 4: Schools' Self-improvement	**Self-improvement journey for schools** – • Improve member understanding of self-improving schools, and where schools on Anglesey are up to on their own self-improvement journey • Consider how effectively schools are being supported by the Learning Service in becoming self-improving.	Theme introduction at Panel meeting → 19 March 2026 Fieldwork in 3 schools → details tbc Self-evaluation / reflections at Panel meeting → June 2026
Theme 5: Welsh Language	**Welsh in Education (10-year focus)** • Scrutinise / monitor delivery of the Welsh in Education Strategic Plan for the Isle of Anglesey • Monitor local performance against national performance indicators on an annual basis	Theme introduction at Panel meeting → June 2026 Fieldwork in 3 schools → details tbc Self-evaluation / reflections at Panel meeting → September 2026
Theme 6: Inclusion	Improve Members' understanding of "school inclusion" Consider how effectively schools are supported within the Inclusion service area	Theme introduction at Panel meeting → September 2026 Fieldwork in 3 schools → details tbc Self-evaluation / reflections at Panel meeting → December 2026
Theme 7: Impact of Poverty	**Reduce the impact of poverty on attainment** – • Raise Members' awareness of the expectation on schools to	Theme introduction at Panel meeting → December 2026 Fieldwork in 3 schools → details tbc

Topic	Work programme Focus	Timeline
	consider how they reduce the impact of poverty on learners • Consider how effectively schools reduce this impact, and the support they receive to help achieve this.	Self-evaluation / reflections at Panel meeting → March 2027
Theme 8: NEET	**Young People Not in Education, Employment or Training (NEET)** • Improve member understanding of NEETs • Consider how effectively the Local Authority and schools support	Theme introduction at Panel meeting → March 2027 Fieldwork in 3 schools → details tbc Self-evaluation / reflections at Panel meeting → Post local authority elections 2027
Voice of the Learner	Each focus area ensures that Members consider learner experience through learner voice. This is an integral part of the education provision on the Isle of Anglesey and forms a golden thread running through the work of the Panel.	TBC – discussion with Panel members

PART III – GOVERNANCE ARRANGEMENTS

1. Governance / Panel Membership
- The scrutiny panels have been established to undertake work streams on behalf of the parent scrutiny committees and as such are working groups without decision-making powers

- Panel membership will be subject to political balance principles and rules[4].

The core membership of the Panel will include:

i.   **Elected members** - 4 Elected Members from both scrutiny committees and based on the political balance formula of the Council
ii.   **Portfolio Member for Education** – as an observer, with no vote
iii. **Officers** – Director of Education, Skills and Young People, Scrutiny Manager.

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

---

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

2. Frequency of Meetings and Quorum

- **Frequency of meetings** – the panel has been established as a standing panel to ensure accountability, oversight and scrutiny of the education system on Anglesey, as summarised in the table above. The panel will meet in accordance with the timeline for the submission of progress reports on education scrutiny to the Partnership and Regeneration Scrutiny Committee as follows:
    i. 4 hybrid meetings of the Panel each civic year – June, September, December and March
    ii. Small group thematic fieldwork in schools between each meeting of the Panel in order to scrutinise and monitor impact on learners. Fieldwork to focus on key priority themes aligned to the Council Plan 2023/2028

- **Quorum** – this will not apply to the panel.

3. Recording Meetings and Reporting Arrangements

- The panel will be run in the format of a business meeting. The Scrutiny Unit will collate and distribute any papers in preparation for each meeting and provide a list of action points following each meeting

- **Reporting arrangements** - regular reporting by panel members to the Partnership and Regeneration Scrutiny Committee.

[10/07/2025, 21/08/2025 & 26/08/2025)

AN INTRODUCTION TO OVERVIEW AND SCRUTINY

"Effective public scrutiny committees can be a powerful vehicle for change. It can improve the delivery of services; it can connect the public to decision-makers and politicians; it can improve efficiency….."

[Centre for Governance and Scrutiny 2008]

WHAT IS SCRUTINY?

Focus on matters of real concern to citizens of the Isle of Anglesey.	Challenge decision makers to drive forward better performance.	Provide checks and balances for Executive decision making.

4 KEY PRINCIPLES

1. Provide a "critical friend" challenge to the Executive.
2. Reflect the voice and concerns of citizens.
3. Be led and owned by Members of the Council.
4. Make an impact on service delivery.

WHAT SCRUTINY IS <u>NOT</u>……

Getting involved in minor matters or matters involving individuals.	Dealing with complaints or regulatory matters e.g. planning or licence applications.	Dealing with matters that are still subject to court proceedings.
Political.	A debating Chamber.	Considering matters subject to review by another organisation within or external to the Local Authority.
Opportunity to ask questions of officers on non-agenda items.	Negative.	A place to have a nice look at things.

WORK OF SCRUTINY COMMITTEES

Scrutiny Committees can:

1. Review and scrutinise decisions of the Executive, individual Portfolio Holders or Offices of the Council.
2. Prepare reports or make recommendations.
3. Review any matters referred to it under "Call In" rules and prepare reports and recommendations as required.
4. Review and scrutinise the performance of services.
5. Respond to external organisations whose actions affect the residents of the Island.
6. Require Executive Members and senior officers to attend meetings and to be challenged about matters within their areas of responsibility.
7. Invite expert advisors, other Members of the Council, stakeholders or members of the public to take part in Scrutiny reviews.
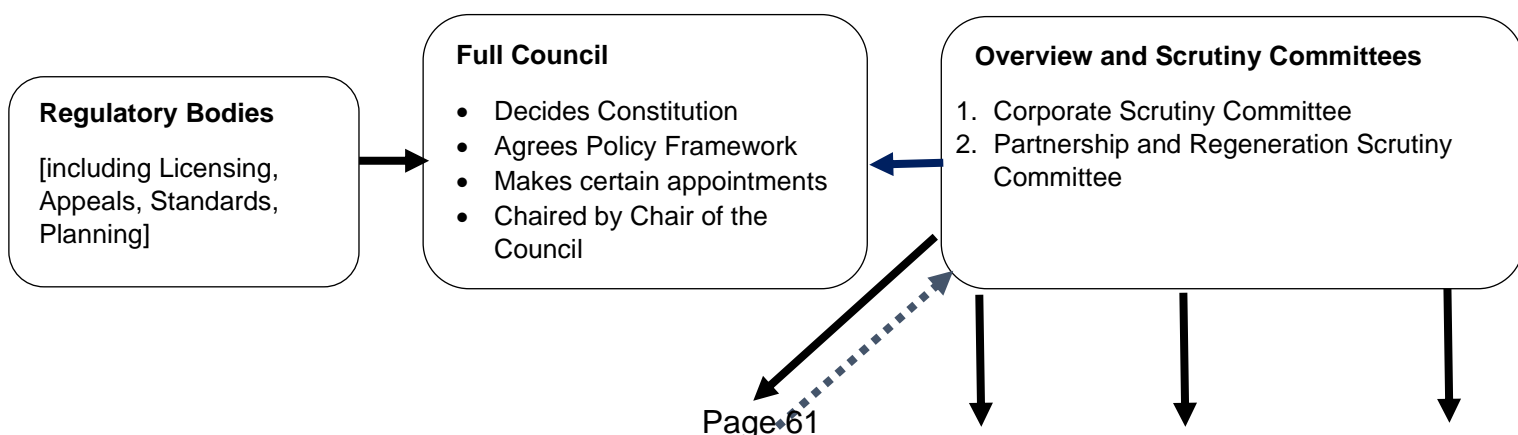8. Refer matters to the Scrutiny Panels (made up of smaller groups of Members).

COUNCIL STRUCTURE

The Council has 35 Councillors in total. 9 Councillors form the Executive, the main decision making body. The Council also has a number of Committees to deal with matters like Licensing, Planning and internal issues such as Governance and Staffing Matters.

The rules governing the way in which Overview and Scrutiny Committees operate including the legislative context can be found in Part 4 of the Council's Constitution.

There are 2 Overview and Scrutiny Committees involving the majority of our Elected Members.

SCRUTINY WITHIN THE COUNCIL'S DECISION MAKING PROCESS

Regulatory Bodies

[including Licensing, Appeals, Standards, Planning]

Full Council

- Decides Constitution
- Agrees Policy Framework
- Makes certain appointments
- Chaired by Chair of the Council

Overview and Scrutiny Committees

1. Corporate Scrutiny Committee
2. Partnership and Regeneration Scrutiny Committee

Executive
Leader and Portfolio Holders (9)

- Proposes policy and budget
- Implements policy framework
- Takes delegated executive decisions as a group or individuals

Social Services Scrutiny Panel

Resources Scrutiny Panel

Education Scrutiny Panel

1

SIARTER CRAFFU ADDYSG
EDUCATION SCRUTINY CHARTER

Index of Content:

SIARTER CRAFFU
SCRUTINY CHARTER

This Charter is an overarching summary bringing together the Council's commitment and values underpinning Elected Member scrutiny of matters which are of strategic importance to the Local Authority.

1. NATIONAL POLICY CONTEXT

1.1 Scrutiny

Scrutiny committees form part of the way in which local government in Wales operates. As well as establishing a decision making executive, the Local Government Act 2000 requires one or more scrutiny committees. Their primary role is to hold decision-makers to account, drive improvement, act as the voice of the community and play a role in policy development and review.

The Centre for Governance and Scrutiny (CfGS)[1] advocates four key principles in support of effective Member scrutiny:
   i.   provide "critical friend" challenge to executive policy makers and other decision-makers
   ii.   enable the voice and concerns of the public and its communities to be heard
   iii. be carried out by "independent minded governors" who lead and own the Scrutiny process
   iv.   is evidence based and drives improvement in public services.

1.2 Welsh Language

There is a significant national policy basis relating to the Welsh language that decision makers and those responsible for holding them to account should be aware of. First and foremost is the Welsh Government language strategy namely Cymraeg 2050: A Million Welsh Speakers. The education system is key to creating and nurturing Welsh speakers of the future in order to realise the vision of a million Welsh speakers by 2050. There is a duty on all local authorities[2] to prepare a Welsh in Education Strategic Plan (WESP) setting a strategic direction for planning, delivering and developing Welsh medium teaching in the local area.
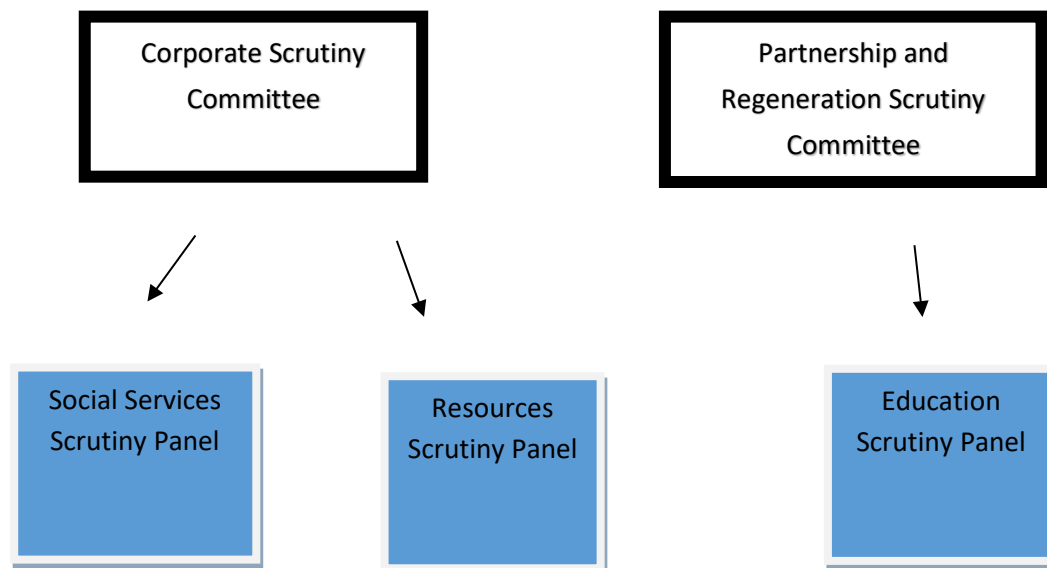
---

[1] Good Scrutiny Guide: Centre for Governance and Scrutiny (2004)
[2] The School Standards and Organisation (Wales) Act 2013

2. BACKGROUND & LOCAL CONTEXT

2.1 Scrutiny

Our local Scrutiny structure is made up of two Scrutiny Committees and three Panels:

Corporate Scrutiny Committee	Partnership and Regeneration Scrutiny Committee

Social Services Scrutiny Panel	Resources Scrutiny Panel	Education Scrutiny Panel

The role / purpose of Scrutiny in our governance arrangements is provided in **Appendix 1.**

2.2 Welsh Language

Alongside our WESP[3], we have a number of policy commitments to develop the Welsh language through the education system and more widely. The Welsh language and education are priority areas in the Council Plan: 2023-2028. The aim of our strategy to promote the Welsh language and our Modernising Learning Communities and Developing the Welsh Language Strategy is to develop use of the language locally throughout the education system – early years, statutory education, post-16 education, higher / further education and lifelong learning.

---

[3] Welsh in Education Strategic Plan 2022-2032

4

OUR VISION FOR EFFECTIVE SCRUTINY

Our vision for delivering effective scrutiny:

Vision
Scrutiny on the Isle of Anglesey aims to secure better outcomes for citizens and communities and add to the effectiveness of the Local Authority by helping make public services more transparent, inclusive, accountable and cost effective.

**Our Guiding Principles for Scrutiny on Anglesey**
- Scrutiny is characterised by an atmosphere of mutual trust, co-operation and shared responsibility for achieving the best outcomes for local communities on the Isle of Anglesey

- Scrutiny Members are non-political in carrying out their support and challenge roles

- Scrutiny activity directly broadens the evidence base for decisions and transformational change by providing a view on how proposals are likely to be received by local communities

- Scrutiny Members help ensure that a strategic, long term approach is taken when major service strategies are being considered by providing constructive challenge in testing assumptions, looking at risk and challenging how resources are prioritised.

Our Values
Scrutiny on the Isle of Anglesey …..

- is forward and outward thinking and proactive (rather than inwards and reactive)

- has a clearly defined and valued role in the Council's governance and improvement arrangements

- is non-political and incorporates a wide range of evidence and perspectives including those from strategic partners, regulators and the public

- is led by Elected Members who have the training and development opportunities they need to undertake their role effectively

5

- receives effective support from the Council's Leadership Team who ensures that information provided to Scrutiny is of high quality and provided in a timely and consistent manner

- takes into account concerns expressed at ward level in a non-parochial way when managing the forward work programme

- is well planned, chaired effectively and makes best use of the resources available to it

- is recognised by the Executive and Leadership Team as an important Council mechanism for community engagement and facilitates greater citizen involvement in governance

- builds trust and positive relationships with a wide range of internal and external stakeholders

Challenge to support

Support to challenge
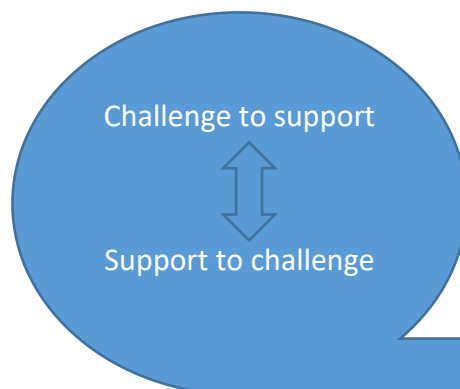
3. DELIVERING EFFECTIVE EDUCATION SCRUTINY

Scrutiny of education

Education accountability and Member scrutiny of the wider education system is a critically important role and one that requires the Local Authority and its partners to work together effectively. Following changes to how schools operate and with continuous reform on, clarity and understanding about accountability in the school system is essential.

Education is one of our 6 key strategic objectives[4] - ensuring an effective provision for today and for future generations. Isle of Anglesey County Council have therefore reconsidered the question of what the role of Elected Members is in this system. There needs to be clear and structured local oversight and leadership in order to ensure checks and balances outside of individual schools' own governance systems on how the overall education system is

---

[4] Council Plan 2023-28

operating at a County level. To this end, the Education Scrutiny Panel has an important contribution to make. Ensuring meaningful and robust scrutiny of education is a key component of the leadership role of Scrutiny Members. Good scrutiny is about adding value and enhancing improvement, accountability and transparency.

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

- Looking at / scrutinising how all the components work together eg how local partners co-ordinate activities
- That all efforts are having a positive impact on learner outcomes.

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

What we expect to see
We expect to see political leadership and effective scrutiny by Members who have a comprehensive knowledge and understanding of the education provision to enable them to discharge their responsibilities effectively:

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

Creating the conditions:
The following actions and behaviours seek to ensure effective scrutiny of education matters by our Members:

Mae'r ddogfen hon ar gael yn ddwyieithog
This document is available bilingually

8

CYNGOR SIR
YNYS MÔN
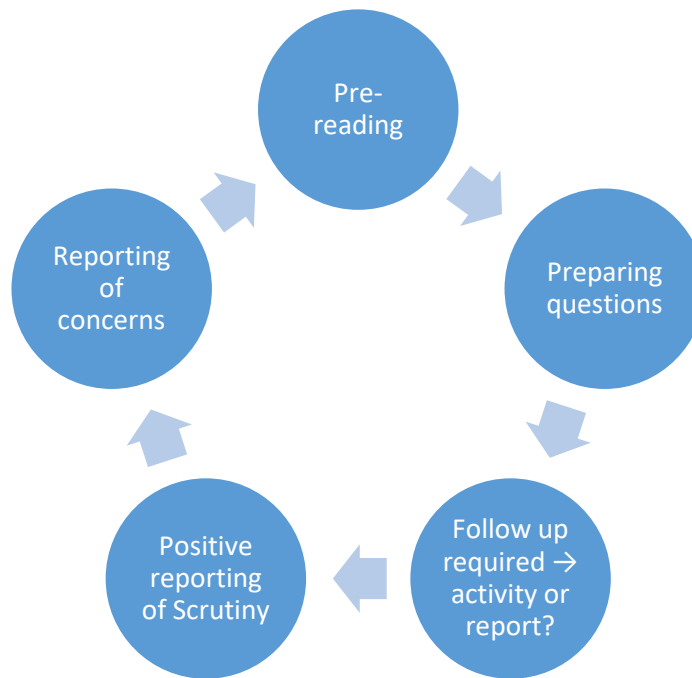ISLE OF ANGLESEY
COUNTY COUNCIL

Conditions For Effective Education Scrutiny – Elected Member Commitment

→ **sticking to the broader vision for the Education Service**

→ **being knowledgeable about the topic and researching before Scrutiny**

→ **asking open, probing and supplementary questions**

→ **looking in detail at topics**

→ **detailed consideration at Committee**

→ **be respectful when scrutinising**

→ **build respectful, productive relationships between Elected Members and officers**

→ **close to schools, ears on the ground to collate informal evidence**

→ **ensure ample opportunity for open conversations at Panel level**

→ **have robust Committee and Panel forward work programmes to set direction**

→ **respect the choice of language of fellow Members with the duty to comply with the Welsh language standards**

→ **support the Council's commitment through its Welsh language policy and other plans to develop use of the language**

Elected Members' Pledge
Our Elected Members are committed to:

   i.   maintaining effective scrutiny by:

- Pre-reading
- Preparing questions
- Follow up required → activity or report?
- Positive reporting of Scrutiny
- Reporting of concerns

   ii.   developing background knowledge, understanding and appreciation of the education provision for children and young people on the Isle of Anglesey by:

     ✓ further developing our model of working which focuses on a smaller "group" - allowing Members to participate more, develop a level of subject "expertise", encourage good attendance and team work. Also as a forum to develop a group of Members with the ownership and expertise to lead discussions on Education matters in the Partnership and Regeneration Scrutiny Committee -

9

Mae'r ddogfen hon ar gael yn ddwyieithog
This document is available bilingually

CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Education Scrutiny Panel

Forward work programme

Member development sessions

Member Fieldwork opportunities
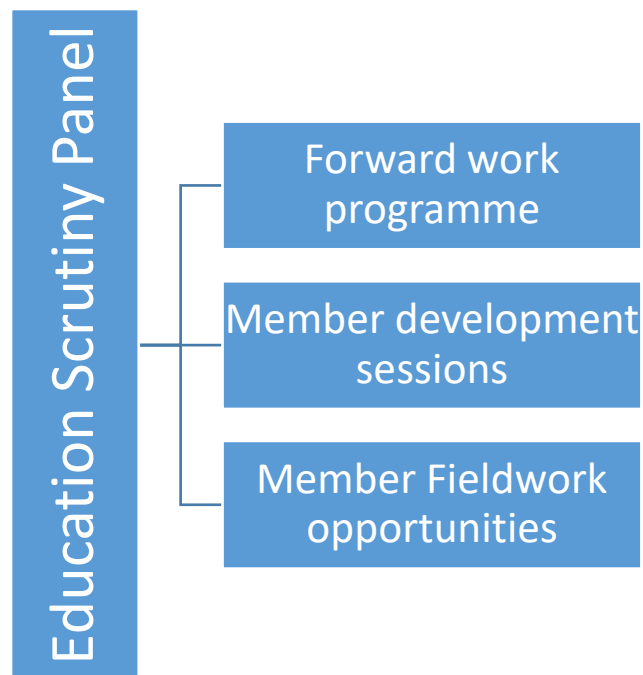
✓ building trusting relationships and enable team building amongst Panel members in order to encourage an appetite to further develop Scrutiny work

✓ providing periodic opportunities in the calendar for Member self-evaluation to enable reflection and learning

✓ fully participating and engaging in fieldwork sessions to individual schools as a means of keeping in touch with every day challenges facing Head Teachers and staff in our schools. This to include reporting back to Panel members on key issues and risks.

10

iii. developing an effective questioning strategy as a foundation for all Scrutiny activity:

Good question?

- Purposeful
- Fact based
- Positive
- Non-political

Open questions | Relevant

Clear & concise | Question or comment?
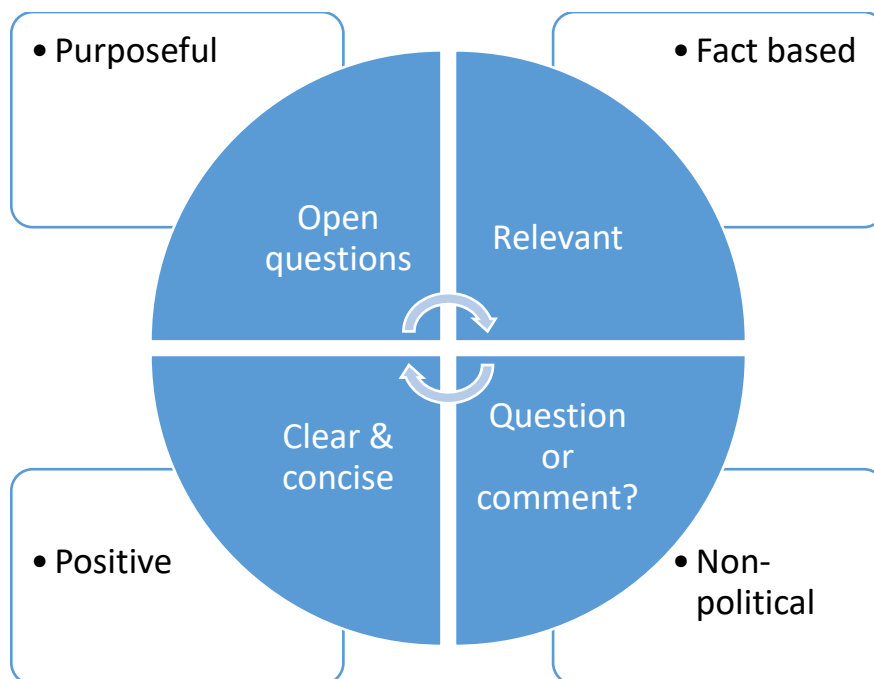
Further guidance on effective questioning is provided in **Appendix 2.**

11

iv.	effective chairing of Panel and Committee meetings:

Clarity - recommendations	Summarise	Remain on topic
Differentiate between questions and comments		Inclusive & respectful
Participation by all Members		

EXPLANATORY NOTE:

The Education Scrutiny Charter was drawn up by officers of the Isle of Anglesey County Council in 2022/23 and included input from Elected Members namely:

i.	Education Scrutiny Panel
ii.	Parent Scrutiny Committees namely the Corporate Scrutiny Committee and Partnership and Regeneration Scrutiny Committee
iii.	Scrutiny Chairs / Vice-Chairs Forum
iv.	Political Group Leaders
v.	Leadership Team.

12

Good Question?
A Guide for Education Scrutiny Members

Your short factual introduction: this gets everyone focused on the key issue. Use the title of anyone you address for clarity

Your open question(s): these questions start with → Who, What, When, Where, How, Why and can't be answered with a yes or no answer. No problem to use two short linked questions

Your probing question(s): these questions usually start with phrases like "Given that you have stated that ……." Or "Can you be more specific about…." "Can you explain then why…." "What else is required?" "So that I may understand……" "Describe how this will look in 3 years…." "What difference will this make?"

Your closed summarising question(s): these questions can be asked by you or (if you miss it) by the Chairman at the end of your contribution. They aim to achieve absolute clarity of an answer and are aimed at achieving a clear "yes" or "no" answer for the respondent. Feel free to use 2 short linked closed questions. These questions begin with "So you are stating that….."; "You feel therefore that ……."; "So you are clear that ……" ; "Your target is therefore ……"

Welsh Language and Equality Steering Group: Terms of reference

Publication date: May 2025 (v.1)

Welsh Language and Equality Steering Group: Terms of reference

Revision history

Version	Date	Summary of the changes
1	05/2025	Original terms of reference

Next revision date

Document to be reviewed: May 2026
Review conducted by: Welsh Language and Equality Steering Group

Further information

If you require this document in an alternative format and/or language, or have any questions about its contents, please contact us using the details below.

Policy and Welsh Language Team
Isle of Anglesey County Council
Council Offices
Llangefni
LL77 7TW

Phone: 01248 752 520
Email: Policy@ynysmon.gov.wales

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

Background

1. The Welsh language and equality steering group gives strategic direction on monitoring and promoting the Welsh language and equality in all aspects of the Isle of Anglesey County Council's work. Its work is based on the strategic priorities, values, and overall objectives of the council plan, as well as the legislative principles of the Welsh Language (Wales) Measure 2011 and the Equality Act 2010.

2. In accordance with the Welsh Language (Wales) Measure 2011:
   - the Welsh language should not be treated less favourably than English in Wales; and
   - persons in Wales should be able to live their lives through the medium of Welsh if they wish to do so.

3. Under the Equality Act 2010 all forms of discrimination are prohibited in relation to the following nine protected characteristics, also known as protected groups:
   - Age
   - Disability
   - Gender reassignment
   - Marriage and civil partnership
   - Pregnancy and maternity
   - Race
   - Religion or belief
   - Sex
   - Sexual orientation

4. In Wales, under the Equality Act 2010, public authorities have a specific duty to ensure better outcomes for people facing socio-economic disadvantage.

Responsibilities

5. To promote the Welsh language and equality in all aspects of the council's work and to monitor progress against organisational and legislative objectives.

6. The Welsh language:

   - Contribute to reviews of the Welsh language policy and monitor compliance with the policy and the requirements of Welsh language standards.

   - Contribute to, and receive progress reports on, Welsh language promotion strategy action plans.

   - Contribute to annual reports annual Welsh language reports.

   - Receive progress reports on Welsh language training and workforce language skills.

- Receive progress reports on the work of Fforwm Iaith Ynys Môn (Anglesey's Welsh language forum).

- Contribute to consultation responses that relate to the Welsh language.

7. Equality:

- Contribute to reviews of the equality and diversity policy.

- Contribute to, and receive progress reports on, strategic equality plan action plans.

- Contribute to annual equality reports.

8. Refer any risks in terms of compliance with statutory requirements to the Partnership and Regeneration Scrutiny for further consideration.

9. Lead on the implementation of a sustained cycle of improvements with the support of specific officers and services.

10. Contribute to reviews of the council plan and other key strategies and, where appropriate, offer guidance on priorities relating to the Welsh language and equality.

11. Recommend any Welsh language and equality related expenditure at a council-wide level such as commissioning random checks, investing in IT software (including internal systems), campaigns, etc.

Membership

12. Membership of the group will be as follows:

- Education and Welsh language portfolio member
- Equality portfolio member
- Representatives from both scrutiny committees (chairs to nominate one member of either committee)
- Chief Executive (chair)
- Head of Profession Human Resources and Transformation
- Head of Democratic Services (vice-chair)
- Policy and Welsh Language Manager
- Policy Officer
- Translation Service Manager
- Digital Product and Delivery Manager
- Community Cohesion and Resettlement Manager
- Community Cohesion Co-ordinator

13. Other officers are invited to present information on specific topics on an occasional basis.

Governance and accountability

14. The group will meet at least three times a year.

15. Any recommendations requiring approval prior to implementation will be referred to the Corporate Management Team. Progress on the group's activities will be reported annually to the Corporate Management Team.

16. The group's activities will be reported annually to the Partnership and Regeneration Scrutiny Committee.

22/11/2024

Isle of Anglesey County Council
Scrutiny Report

Committee:	Corporate Scrutiny Committee
Date:	17th September, 2025
Subject:	Corporate Scrutiny Committee Forward Work Programme
Scrutiny Chair:	Cllr Jeff Evans

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

Portfolio Holder	Role
Not applicable	
Service Officer (Supporting)	**Role**
Anwen Davies	Scrutiny Manager

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

Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2025/26

3.   Role of the Scrutiny Committee and recommendations

☒For assurance
☐For recommendation to the Executive
☐For information

Recommendation(s): The Committee is requested to: **R1** agree the current version of the forward work programme for 2025/26 **R2** note progress thus far in implementing the forward work programme

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

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.

5.   Key scrutiny themes

Not applicable

1.

Mae'r ddogfen hon ar gael yn Gymraeg
This document is available in Welsh

6.   Key points / summary

1. **Background**
   1.1 Effective work programming is the bedrock of an effective local government scrutiny function[1]. Done well, work programming can help lay the foundations for targeted and timely work on issues of local importance demonstrating where Member scrutiny can add value. Good practice advocates two key issues at the heart of the scrutiny forward work programme:
      i.   Challenge around prioritising work streams
      ii.   Need for a member-led approach and interface with officers.

   1.2 **Basic principles of good work programming[2]**
   - Work programming should not be a "start-stop" process
   - Complementary work programmes for separate scrutiny committees
   - Balance between different methods of work
   - An effective process for reporting / escalating issues to the Executive
   - Input and views of internal stakeholders
   - Close working with the Executive
   - Links with the Annual Scrutiny Report (evaluation and improvement tool).

2. **Local context**
   2.1 There is now a well-established practice of forward work programming which are now rolling programmes focusing on the quality of scrutiny with fewer items, to add value. They are an important tool to assist Members in prioritising their work and are discussed with the Leadership Team and Heads of Service. Both committees review the content of their work programmes on a regular basis, to ensure that they remain relevant and keep abreast with local priorities. Our local forward planning arrangements now ensure greater focus on:
   - Strategic aspects
   - Citizen / other stakeholder engagement and outcomes
   - Priorities of the Council Plan and transformation projects
   - Risks and the work of inspection and regulation

      Matters on the forward work programme of the Executive. **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.

---

[1] A Cunning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)
[2] A Cunning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

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 and includes changes made to the work programme since the Committee last considered the document.[3]

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

- the Council's strategic objectives and priorities (as outlined in the Council Plan)

- the ability of the Committee to have influence and/or add value on the subject (A Scrutiny Test of Significance Form will be completed).

7. Impact assessments

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

Not applicable

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

Not applicable

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

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.

[3] Meeting of the Corporate Scrutiny Committee convened on 17th June, 2025

7.4. Potential impact on the Council's Net Zero Carbon target

Not applicable

8. Financial implications

Not applicable

9. Appendices

Corporate Scrutiny Committee Forward Work Programme 2025/26

10. Report author and background papers

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

ITEMS SCHEDULED FOR SCRUTINY → MAY, 2025 – APRIL, 2026
[Version dated 05/09/25]

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]

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
May, 2025 (21/05/2025)-Additional Meeting	
Results of Engagement on Post-16 Education Provision	
Ysgol Uwchradd Caergybi School building	
June, 2025 (17/06/2025) – Q4	**June, 2025 (12/06/2025) – Education / Welsh Language**
Performance Monitoring: Corporate Scorecard Qtr4: 2024/25	Welsh Language: - Annual Report on the Welsh Standards: 2024/25 - Welsh in Education Strategic Plan 2022-2032: Measure Progress→2024/25
Annual Delivery Plan: 2025/26	UK Government Funded Programme [Ynys Môn Levelling Up Programme – Measure Progress]
Canolfan Addysg y Bont Roof Repair: Lessons Learned	
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 Police
	North Wales Police and Crime Commissioner
	Committee Forward Work Programme for 2025/26

1

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
September, 2025 (17/09/2025) – Q1	**September, 2025 (16/09/2025) – Joint Working with Grŵp Llandrillo Menai & Bangor University**
Performance Monitoring: Corporate Scorecard Q1: 2025/26	Grŵp Llandrillo Menai
Recommendations of the Scrutiny Task and Finish Group: Letting of Council Accommodation – update on progress	Bangor University
Membership of Scrutiny Panels	Membership of Scrutiny Panels
Committee Forward Work Programme for 2025/26	Committee Forward Work Programme for 2025/26
October, 2025 (15/10/2025)	**October, 2025 (14/10/2025) – Crime and Disorder**
Annual Report North Wales Regional Partnership Board (Part 9): 2024/25	Menter Môn
Regional Emergency Planning Service Annual Report: 2024/25	Gwynedd & Ynys Môn Community Safety Partnership Annual Report: 2024/25
Results of Consultation on Proposal to Relocate Ysgol Uwchradd Caergybi to a New School Building for 11-18 Year Old Learners	
Modernising Learning Communities: Business Case (exempt item)	
Item for Information: Ambition North Wales: - 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) - Education
	School improvement guidance: framework for evaluation, improvement and accountability
	Education Scrutiny Panel Progress Report
	Education Digital Strategic Plan
	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
Self-Assessment, Performance and Wellbeing Report 2024/25	Welsh Ambulance Services Trust
2026/27 Budget Setting (Revenue Budget) – initial budget proposals	Betsi Cadwaladr University Health Board

2

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Resources Scrutiny Panel Progress Report	
Committee Forward Work Programme for 2025/26	
January, 2026 (21/01/2026) – 2026/27 (morning)	**January, 2026 (20/01/2026)**
	Corporate Safeguarding
	UK Government Funded Programme [Ynys Môn Levelling Up Programme] – Measure Progress
	Gwynedd and Ynys Môn Public Services Board: - Annual Report 2024/25 - Governance arrangements / scrutiny of delivery of the Wellbeing Plan
	Committee Forward Work Programme for 2025/26
January, 2026 (21/01/2026) (afternoon)	
Modernisation of Learning Communities – Objections Report and Final Decision on Ysgol Uwchradd Caergybi	
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	Gwynedd and Ynys Môn Additional Learning Needs & Inclusion Partnership
Resources 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	Natural Resources Wales
Housing Revenue Account Business Plan: 2026/2056	Annual Report on Equalities: 2024/25
	Ynys Môn Free Port – measure progress
Item for Information - Ambition North Wales Qtr 3: 2025/26 Progress Report	

3

CORPORATE SCRUTINY COMMITTEE	PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE
Committee Forward Work Programme for 2025/26	Committee Forward Work Programme for 2025/26
April, 2026 (22/04/2026)	**April, 2026 (21/04/2026)-Tackling Poverty**
	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
	Impact of Tourism on Anglesey Local Communities (resolution of the Partnership and Regeneration Scrutiny Committee, 21/06/2023)
Ambition North Wales Qtr4: 2025/26: Progress Report	Ynys Môn Local Development Plan
North Wales Corporate Joint Committee	Local Tourism Levy for Wales
Health and Safety Strategic Plan	Anglesey Homelessness
Towards Net Zero Strategic Plan	North Wales Fire & Rescue Service
	UK Government Funded Programme [Ynys Môn Levelling Up Programme] – Measure Progress (June /July 2026)

4