

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Governance and Audit Committee
Date:	9 December 2021
Subject:	National reviews and their related recommendations
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<p>Nature and Reason for Reporting: The purpose of this report is to assure the Committee that the national recommendations attached to the national reports have been given due consideration by the County Council Services and that the relevant ones are being implemented in a meaningful way.</p> <p>It is envisaged, if the Committee agrees, that the annual update will be presented to the Committee once a year in its quarter 3 meeting of the financial year in question.</p>	

Introduction

1. In order to demonstrate good governance, and in response to the letter from the Audit Director of Audit Wales sent to the Chair of this Committee and received by the Committee at its meeting on the 21st September this year, the attached report shows the Council's position against the various related areas of work.
2. The report recognizes 15 national reports and associated recommendations which will be updated annually for the attention of this Committee. Those recommendations affect a wide range of County Council services and could be listed as follows –
 - a. Highways, Waste & Property
 - b. Human Resources & Transformation
 - c. Resources
 - d. Learning
 - e. Housing
 - f. Social Services
 - g. Regulation & Economic Development
 - h. Council Business

Recommendation

3. That the Governance and Audit Committee:

- a. Accept the update as a record of the County Council's annual update against the related recommendations
- b. Accept the proposal that updates of this type will be scheduled annually for the attention of this Committee during Q3 into the future



National reviews and their related recommendations

Quarter 3 2021



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Name of Report	Service	Recommendations/ Opportunities	Response from Anglesey Council
At your Discretion - Local Government Discretionary Services	SLT / All Services	<p>Councils need to take the opportunity to refresh, reevaluate and reset what they do and to learn from the pandemic to build a better future.</p> <p>There are opportunities for councils to involve citizens in shaping and running services themselves.</p> <p>The challenge for local councils will be to apply the lessons learnt from the pandemic and use it to refine, adapt and deliver further improvements in order to create positive change and remain relevant to all of their citizens.</p>	To be considered further as part of the process for drafting the new Council Plan 2022-2027
Procuring and Supplying PPE for the COVID-19 Pandemic	Highways, Property & Waste	<p>Preparedness for future pandemics</p> <p>R1 As part of a wider lessons learnt approach, the Welsh Government should work with other UK countries where possible to update plans for a pandemic stockpile to ensure that it is sufficiently flexible to meet the demands of a pandemic from different types of viruses.</p> <p>R2 In updating its own plans for responding to a future pandemic, the Welsh Government should collaborate with other public bodies to articulate a set of pan-public sector governance arrangements for planning, procuring and supplying PPE so that these do not need to be developed from scratch.</p> <p>R3 Shared Services should work with NHS and social care bodies to maintain an up-to date stock management information system that provides timely data on local and national stocks of PPE that can be quickly drawn upon in a future pandemic to support projections of demand and availability as well as providing a robust source of information for briefing stakeholders.</p>	<p>At the beginning of the pandemic IoACC did not have an adequate supply of covid PPE and no storage and distribution facility. The Council was able to devise relevant guidance to deal with the national shortages at the early stage, developed a PPE team, established a store and managed stock to ensure regular and adequate delivery of PPE to staff and Care settings. The operation was well organised with regular contact and supply from WG with excellent working across the Authority.</p> <p>The Community Loan Store and Mon Community Transport were invaluable and should be factored in to any future Corporate emergency planning policy. The pandemic forced Local Authorities to streamline and simplify the decision making process and shorter lines of communication which allowed operational management to function properly.</p> <p>The Council also established joint working on air monitoring and the development of information with a local medical doctor in advance of government guidance. Similarly, the Council is currently looking at air purifiers and seems to be slightly ahead of published government guidance.</p> <p>For the remainder of the covid pandemic we would appreciate further research and clear policy/guidance on masks/clear masks.</p>
Test, Trace, Protect in Wales: An Overview of Progress to Date	Transf'mation / TTP	<p>As well as commenting on the delivery of TTP, the report sets out some key challenges and opportunities that will present themselves as part of the ongoing battle to control COVID-19.</p> <p>Key Messages: The TTP programme has seen different parts of the Welsh public and third sector work together well, in strong and effective partnerships, to rapidly build a programme of activities that is making an important contribution to the management of COVID-19 in Wales.</p> <ul style="list-style-type: none"> The configuration of the TTP system in Wales has a number of strengths, blending national oversight and technical expertise with local and regional ownership of the programme, and the ability to use local intelligence and knowledge to shape responses. Arrangements for testing and contact tracing have evolved as the pandemic has progressed. But maintaining the required performance in these areas has proved challenging in the face of increasing demand. TTP is a crucial part of the Welsh Government's approach but has not been the only way it is trying to prevent the virus spreading. Despite increased testing and tracing activity, the virus has continued to spread. In Wales, as in other parts of the UK and internationally, testing and tracing has needed to be supplemented with increasingly stringent local and national lockdown restrictions in an attempt to reduce transmission rates. <p>Key challenges and opportunities:</p>	<ul style="list-style-type: none"> Having better information to improve efficiency and evaluate the impact of TTP <ul style="list-style-type: none"> The use of Power BI enabled regularly updated regional data on the impact of Covid to enable teams to evaluate their local authority areas and set up comparisons against other regions across Wales or the region. Internal team established to monitor PHW and BCU data alongside the local TTP data to identify trends and resource allocation Ensuring testing activities are fit for purpose and meet increasing demand <ul style="list-style-type: none"> Close and positive working relationship between IOACC and BCU established to ensure testing facilities were available on Anglesey Pop up testing sites were positioned in the 4 main towns to include Amlwch, Holyhead, Llanfairpwll and Llangefni on a rotating basis Resources were allocated to areas where there were outbreaks or an increase in numbers Additional testing sites were established when required to increase capacity on the island Additional testing facilities were implemented within areas of large outbreaks, this included test drop offs, LFD collection points, LFD sites and PRC sites. LFD collection points within leisure centres

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		<ul style="list-style-type: none"> • Having better information to improve efficiency and evaluate the impact of TTP • Ensuring testing activities are fit for purpose and meet increasing demand • Creating a skilled, resilient workforce to deliver TTP • Influencing the public to follow public health protection guidance and requirements • Applying the learning from the TTP programme to other programmes and future ways of working 	<ul style="list-style-type: none"> - LFD distribution within schools for staff and appropriately aged children • Creating a skilled, resilient workforce to deliver TTP <ul style="list-style-type: none"> - Regional job description to ensure suitability and experienced advisors and tracers - Recruitment drives regionally and locally throughout the course of the year to ensure a consistent number of skilled staff are in post - Comprehensive training programme in place for new recruits to include shadowing, teams meetings and role play. - Continuous development through training sessions for all staff to ensure consistency • Influencing the public to follow public health protection guidance and requirements <ul style="list-style-type: none"> - In-house communications team established to include public protection, education, data analysis team and TTP to push relevant information to the public through social media, the corporate website and internal email to staff. - Anglesey were the first local authority in the region to use map technology to pinpoint positive case locations across the island to raise awareness of increasing numbers, this was accompanied by local intel and advice - Council Leader conducted telephone, TV, radio and newspaper interviews to raise awareness of local and national information - Weekly Mon FM radio update on the current position across Anglesey aired - Regular meetings with our external providers to share intel and trends who then supported in getting messages out to the public • Applying the learning from the TTP programme to other programmes and future ways of working <ul style="list-style-type: none"> - The council continuously develops and learns from programmes, projects and policy changes. - Lessons learnt logs are created following major incidents which have been used to support other local authorities when dealing with similar incidents - Regular meetings set up with regional teams to include representation from local authorities, BCU, PHW to share issues/risks or concerns and to discuss ways forward and propose/agree to changes <p>Weekly meeting with the Deputy Chief Executive as Chair with representation from BCU, PHW, education, NWP, TTP, Social Services, Testing, ambulance service to plan, prepare and learn.</p>
Providing Free School Meals During Lockdown	Resources / Learning	<p>Uptake of school meals increased and councils felt they were better placed for any future school closures</p> <ul style="list-style-type: none"> •In June 2020, most councils reported an increase in the number of eligible free school meals pupils during the Covid-19 pandemic. •The uptake of alternative free school meals ranged from 85% to 100%, an increase from a national figure of 77% pre-Covid. •17 councils responded to our request for information and they told us in June that they were confident that should school closures happen again they are now better placed to maintain free school meal provision. •Arrangements for providing free school meals provision continue to be tested with the firebreak 	<p>The number of pupils now in receipt of free school meals has risen from around 1,300 pupils pre pandemic to over 1,800 pupils now. The Council has developed a process that allows it to pay all eligible pupils when required to do so and pupils that are self isolating or to all pupils in schools that are forced to close. The process has been developed using the functionality of the Benefits system which has improved the payment process.</p>

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		'lockdown' that took place in October/November 2020 and on-going incidences of pupils being required to self-isolate.	
* Financial Sustainability of Local Government as a Result of the COVID-19 Pandemic *	Resources	<p>Why we have produced this report</p> <p>1 We had already identified financial sustainability as a key risk to councils' arrangements before the pandemic occurred. This was, in part, due to the significant pressures on UK and, therefore, Welsh public finances following the financial crisis of 2008-09. We produced a report on the Financial sustainability of each local council during 2019-20, and these reports showed that councils were in very different positions in terms of their level of reserves and track record of spending within their agreed budgets.</p> <p>2 Against this backdrop the pandemic has already had an even more profound and immediate effect on public sector finances as a whole and, as a consequence, on councils' financial position. The impact on public sector spending over such a short period of time is unprecedented in modern peace time.</p> <p>3 This report is the beginning of our work looking at the financial sustainability of local councils during 2020-21, building on the work we completed in 2019-20. The report sets a high-level baseline position, including the reserves position, of local councils before the pandemic. It also sets out the initial financial implications of the pandemic for local councils and the scale of the anticipated challenge going forward, as well as some reflections on the preparedness of local government in Wales for such an unprecedented event. Finally, we set out how Audit Wales intends to provide support and constructive challenge to councils and the local government sector, as a whole, over the remainder of 2020-21, in their efforts to maintain Financial sustainability against such significant funding pressures.</p>	<p>Financial sustainability of the Council was always a key risk, which was monitored and reported on to the Executive and the Full Council. The additional funding, which the Council has received as a result of the pandemic has strengthened the Council's financial position in the short term but the Council is aware that the future financial support provided by Welsh Government may be reduced which will increase the funding pressures.</p> <p>We will continue to monitor the Council's financial position closely and work with Audit Wales to ensure that the Council's financial management processes are robust and that future financial pressures are identified at the earliest possible stage and that action plans are put in place to protect the financial sustainability of the Council.</p>
The National Fraud Initiative in Wales 2018-20	Resources	<ul style="list-style-type: none"> All participants in the NFI exercise should ensure that they maximise the benefits of their participation. They should consider whether it is possible to work more efficiently on the NFI matches by reviewing the guidance section within the NFI secure web application. Audit committees, or equivalent, and officers leading the NFI should review the NFI self-appraisal checklist. This will ensure they are fully informed of their organisation's planning and progress in the 2020-22 NFI exercise. Where auditors have identified specific areas where improvements could be made, the public bodies should act on these as soon as possible. All participants should be aware of emerging fraud risks e.g. due to COVID-19, and take appropriate preventative and detective action 	<p>Although the NFI process has improved over the years, the process still generates a significant number of spurious matches, which do not lead to the identification of any fraud. It is difficult for a small authority, which has no dedicated Fraud Team, to review these matches in order to maximise the benefits of participation. i.e. the return does not always justify the amount of staffing resources required to undertake the checks.</p> <p>The NFI process provides historic matches i.e. there is a gap between the submission of the data and the receipt of matches during which time the Council may have undertaken other processes and identify and correct errors / frauds reported in the data match. e.g we use Datatank to regularly review Single Person Discounts which amounted to over half the frauds identified in the 2018-20 report.</p> <p>The NFI checklist has been completed and the outcome of the NFI exercise will be reported to the Governance & Audit Committee as part of the Annual Report on Fraud but the last exercise did not identify any frauds.</p> <p>The Council will continue to use NFI as part of its overall strategy to identify fraud and has identified part of one post to deal with NFI matches. However based on past experience NFI is of limited value to Anglesey.</p> <p>The Head of Audit, Risk and Insurance is working with colleagues in the North and Mid Wales Audit Partnership Counter Fraud Group to identify best practice in respect of NFI</p>

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Commercialisation in Local Government	SLT / All Services	R1 Undertaking commercialisation requires councils to have enough capacity, the right skills and robust but agile systems to be in place. We recommend that councils use our self-evaluation tools to develop a strategy for the extent to which they want to pursue commercialisation.	Embracing a commercial approach to the provision of Council facilities has been impacted significantly by the Covid 19 pandemic due to the forced closure of facilities. We will review our commercialisation plans when developing our post-pandemic recovery plans.
Rough Sleeping in Wales – Everyone’s Problem; No One’s Responsibility	Housing	Intelligent use of data R1 Public bodies and third sector partners should ensure they use data to plan the right future services, and to put in place effective data sharing protocols to ensure they respond effectively and safely to people sleeping rough. We recommend that councils and their partners: <ul style="list-style-type: none"> • invest in data analytical skills to better understand the current situation and predict future demand to prevent future homelessness; • review and update data sharing protocols to ensure they support services to deliver their data sharing responsibilities effectively; and • introduce a single data capture and risk assessment process for to help support safe decisions making in dealing with people sleeping rough. Integrated services to tackle complex needs R2 Because public bodies are responding to people in crisis, they often deal with acute issues in isolation and rarely address the fundamental cause of the crisis. To do this requires public bodies to design and create service delivery models that are responsive. We recommend that public bodies use our complex needs self-reflection tool to improve how they can jointly address complex needs in the future (the tool is set out at Appendix	Working across North Wales we have identified key contacts are for within <ul style="list-style-type: none"> • Health, including access to primary health care, mental health and drug and alcohol services • Police • Criminal Justice • RSLs And that we start the conversation in relation to this report. There will be an update on this during our next October meeting of NW LAs representatives.
* Financial management and governance - Community and town councils 2018-19 *	Council Business / Resources	<ul style="list-style-type: none"> - Community councils are managing more money but there is scope for some to review their budgets and the services they provide - 66% councils met the statutory deadline for publishing audited accounts - The number of qualified audits has fallen but remains too high at 218 councils - Significant problems led to public interest reports being issued at 12 councils - The 2019-20 audit is the final audit under the current arrangements and council views are being sought on the proposed changes 	The Council do not have any responsibility for Community Councils Finances or implementing any of the recommendations made in the report.
Progress in implementing the Violence Against Women, Domestic Abuse and Sexual Violence Act (November 2019)	Community Safety – Housing / Social Services	R1 'Part 1 of the report highlights that despite public bodies having an increasing understanding of, and demand for, VAWDASV services, significant gaps remain and engagement with survivors and victims in reviewing and developing services is inconsistent. To address this, we recommend that needs assessment and mapping of service provision by public bodies are revisited and involvement widened and enhanced to include all relevant stakeholders to build a more accurate picture of current service provision and identify gaps. R2 Part 1 of the report describes how victims and survivors of VAWDASV often find it difficult to navigate a fragmented system of service delivery. To support victims and survivors to access and use services we recommend that public bodies: <ul style="list-style-type: none"> • produce comprehensive and relevant information in a variety of media on the full range of services available to protect and support victims and survivors; and • create a joint pathway to access services and support for both victims and professionals and advertise access arrangements widely. R3 Part 2 of the report notes that whilst it is important that organisations comply with relevant data protection legislation, they also need to share data with partners to better meet the needs of victims and survivors. We recommend that authorities: <ul style="list-style-type: none"> • ensure staff who are likely to come into contact with victims and survivors have appropriate VAWDASV training; • provide refresher training to service managers to ensure they know when and what data they can and 	<ol style="list-style-type: none"> 1. A revised regional needs assessment currently being written. Rhiannon Edwards leading on this document. 2. A range of public information videos focussing on VAWDASV matters have been uploaded onto our Council’s Social Media websites and Corporate Website – These include ‘Live Fear Free’ ‘Ask For Ani (Action Needed Immediately), How to contact designated VAWDASV providers such as Gorwel. In July 2020, IoACC in conjunction with the Safe Lives Charity established the One Front Door Gateway for low to medium level cases of VAWDASV, where children were part of the household. Referrals are submitted via Children Services (mostly as a result of CID16s) and are discussed within a multi agency group, comprising of middle / senior managers from Children Services, Housing, Education, Health, North Wales Police PVPU. Designated VAWDASV Provider. Victims/ survivors and perpetrators are subsequently contacted and referrals are made to the most appropriate agency / provider to deliver the required intervention / support.

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		<p>cannot share; and</p> <ul style="list-style-type: none"> review and update data sharing protocols to ensure they support services to deliver their data sharing responsibilities. <p>R4 Part 2 of the report highlights that while some good progress has been made with regional working, there are not always appropriate levers in place to support service transformation in line with VAWDASV legislation. To ensure the benefits of regionalisation are realised, we recommend that delivery agencies (local authorities, health bodies, the police, fire and rescue authorities and the third sector) review their approach to regional working to better integrate services and maximise the positive impact they can make on victims and survivors.</p> <p>R5 Part 3 of the report highlights that the complex and short-term funding mechanisms, lack of data and insufficient consultation with stakeholders, are not supporting sustainable commissioning of VAWDASV services. To address this, we recommend that local authorities review their commissioning arrangements to:</p> <ul style="list-style-type: none"> remove duplication and overlap between different approaches within the authority and with partners; rationalise administration arrangements to improve efficiency and value for money; streamline and standardise commissioning arrangements to reduce the burden of administration on all parties; and set appropriate performance measures, targets and benchmarks to judge the impact and outcome of commissioned services. 	<ol style="list-style-type: none"> IoACCC housing service have completed the mandatory on line VAWDASV training and our Building and Maintenance Unit have received bespoke practical training on what to look out for and how to report suspected incidents of VAWDSAV, within properties. In terms of risk management, information is shared on a need to know basis and in accordance with GDPR requirements. North Wales have a Regional Multi Agency Commissioning Board for VAWDASV purposes, which reports to the North Wales Vulnerability and Exploitation Board. The Commissioning Group includes representatives from local authorities, health bodies, the police, fire and rescue authorities and the third sector. Currently being considered at Regional and local levels.
Review of Public Services Boards	PSB	<p>R1 In Part 1 of the report we set out that understanding the impact of choices and decisions requires public bodies to fully involve citizens and stakeholders and undertake comprehensive Impact Assessments. However, we found that current practice is insufficient to provide assurance that the needs of people with protected characteristics are fully considered when reviewing choices and the voice of citizens is not sufficiently influencing decisions. We recommend that PSBs:</p> <ul style="list-style-type: none"> conduct formal assessments to identify the potential impact on people with protected characteristics and the Welsh language and review agreed actions to ensure any adverse impacts are addressed; improve transparency and accountability by making PSB meetings, agendas, papers and minutes accessible and available to the public; strengthen involvement by working to the guidance in the National Principles for Public Engagement in Wales; and feedback the outcome of involvement activity identifying where changes are made as a result of the input of citizens and stakeholders. <p>R2 In Part 2 of the report we review arrangements for PSB scrutiny and conclude that there are shortcomings and weaknesses in current performance and practice. To improve scrutiny, we recommend that:</p> <ul style="list-style-type: none"> PSBs and public bodies use the findings of the Auditor General for Wales' Discussion Paper: Six themes to help make scrutiny 'Fit for the Future' to review their current performance and identify where they need to strengthen oversight arrangements and activity; and PSBs ensure scrutiny committees have adequate engagement with a wider range of relevant stakeholders who can help hold PSBs to account. <p>R3 In Part 3 of the report we summarise the difficulty of developing, implementing and resourcing PSBs and the challenges of managing multiple partnerships that can often have overlap and duplication. To help build capacity, consistency and resourcing of activity we recommend that:</p> <ul style="list-style-type: none"> PSBs take the opportunity to discharge other plan and strategy obligations through the Local Wellbeing Plan; the Welsh Government enables PSBs to develop flexible models of working including: <ul style="list-style-type: none"> merging, reducing and integrating their work with other forums such as Regional Partnership Boards; 	<p>R1</p> <ul style="list-style-type: none"> Impact assessments will be developed when projects are presented by the PSB that recommend a change of policy / service. Impact assessments will be developed to measure and understand the impact of decisions made by the PSB. The Gwynedd and Anglesey Public Services Board has an active website under the name: https://www.llesiantgwyneddamon.org/en/ <p>Details about Board meetings and minutes are included on the website.</p> <ul style="list-style-type: none"> Work is being planned to update the PSB's wellbeing Assessments, in line with the National Principles for public Engagement. Each year the PSB prepares a progress report on its work. The report has been drawn up to identify how the PSB's work impacts our residents. <p>R2</p> <ul style="list-style-type: none"> The PSB works with the Gwynedd and Anglesey Scrutiny Committees on the scrutiny timetable (to align with meetings of the PSB) and areas to be scrutinised. <p>R3</p> <ul style="list-style-type: none"> The PSB has been very proactive in terms of the action in question. There is a West Wales Health and Care sub-group, which is accountable to the Gwynedd and Anglesey Public Services Board, and it works with the Regional Partnership Board to ensure that the services planned for our residents meet local needs. The 'Healthier Wales' documentation informs the governance and plans of the Gwynedd and Anglesey Health and Social Care Sub-Group.

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		<p>and – giving PSBs flexibility to receive, manage and spend grant monies subject to PSBs ensuring they have adequate safeguards and appropriate systems in place for management of funding; effective budget and grant programme controls; and public reporting, scrutiny and oversight systems to manage expenditure.</p> <p>R4 To help build capacity, consistency and resourcing of activity we recommend that the Welsh Government and Welsh Local Government Association in their review of strategic Partnerships take account of, and explore, the findings of this review.</p>	

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The 'front door' to adult social care	Oedolion	<p>Improving access to the front door</p> <p>R1 Part 1 of the report sets out how authorities promote Access to the 'front door' and provide information, advice and assistance to help people to improve their wellbeing and prevent their needs from deteriorating. To improve awareness of the front door we recommend that:</p> <ul style="list-style-type: none"> • local authorities: <ul style="list-style-type: none"> -- review their current approaches, consider their audience, and ensure that good-quality information is made available in a timely maner to avoid needs deteriorating and people presenting for assistance in 'crisis'; -- work in partnership with public and third-sector partners to help ensure people accessing via partner referrals, or other avenues, are given the best information to help them; -- ensure that advocacy services are commissioned and proactively offered to those who need them at first point of contact; and -- to take local ownership and lead on the co-ordination and editing of local information published on Dewis Cymru locally. • The Welsh Government: <ul style="list-style-type: none"> -- improve carers' awareness and understanding of their rights to be assessed for their own care and support needs, aimed at generating demand for local authorities' preventative services; and -- undertake a full evaluation of the role of Dewis Cymru in the wider implementation of the Act and use the data gained to build on its potential as a national information sharing portal. <p>Investing in prevention and understanding impact</p> <p>R2 Part 2 of the report highlights weaknesses in authorities' assurance of the availability and quality of third-sector, preventative, community based services that they signpost people to. We recommend that:</p> <ul style="list-style-type: none"> • local authorities: <ul style="list-style-type: none"> -- map the availability of preventative services in their area to better understand current levels of provision and identify gaps and duplication; -- involve third-sector partners in co-producing preventative Solutions to meet people's needs and ensure people have equitable access to these services; -- work with third-sector partners to tailor and commission new Services where gaps are identified; and -- work with partners to improve data to evaluate the impact of preventative services on individuals and the population more generally. • Welsh Government: <ul style="list-style-type: none"> -- improve the cost evaluation in relation to the impact of the Act in a national context, and support local authorities to ensure that the desired impact of prevention on overall social-care expenditure becomes a demonstratable reality. 	<p>R1</p> <p>Our integrated health and social care single point of access(SPOA) provides the front door access to Adult social care with experienced staff aware of the plethora of local community based and third sector initiatives supporting our preventative and early intervention agenda.</p> <p>A range of information leaflets, is available at several local points of access such as Community hubs, GP surgeries, Acute and community hospitals and Council website seeking to ensure widespread cascading of preventative and self- help initiatives, support to carers, accommodation and access to care and support.</p> <p>Additionally we have developed in partnership with Medrwn Mon the local CVA a point of access for all community based resources. This organisation is able to share information, provide advice and offer assistance to individuals who are in need of general information. This service has developed into a valuable resource signposting and supporting access to preventative services avoiding escalating into formal statutory health and social care provision.</p> <p>A long standing contractual agreement with North Wales Advocacy service provides access to formal Advocay services and our local agreements with Age Cymru Gwynedd and Mon, Care and Repair, CAB, secures access and assistance to a range of initiatives and preventative services which is inclusive of advocacy support. Alignment with the national information hub DEWIS has been driven by the Third sector CVA and evaluation of the effectiveness to service users and informal Carers is a key priority.</p> <p>An action plan is being developed to enhance our' front door' experience for customers which is aligned to the implementation of our integrated Community Resource Teams.</p> <p>R2</p> <p>We have a well -developed preventative and early intervention strategy which has secured a range of community and third sector resources driven by identified local population needs, and delivered by partnership agreements with the Third sector providers and local community initiatives.</p> <p>The Council's 'Place Shaping' strategy aims to engage the local population in prescribing and delivering identified local community needs supported by an action plan for the delivery of identified service gaps in provision.</p> <p>Local Asset Coordinators are well established within the community and are linked to Community resource hubs, GP surgeries and are visible and fully engaged within their local communities. They provide initial links to local community resources, advocate and support access to benefits, housing and wellbeing initiatives and support community development programmes.</p> <p>Evaluation of the impact and effectiveness of this provision is both qualitative and quantitative and provides valuable data to inform onward development and long term impact on health and social care in reducing or delaying statutory care and support.</p>

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The effectiveness of local planning authorities in Wales	Regulation & Economic Development	<p>R1 Part 1 of the report sets out the complexities of the planning system showing how challenging it is for local planning authorities to effectively engage with and involve stakeholders in choices and decisions. To improve involvement with stakeholders and ownership of decisions we recommend that:</p> <ul style="list-style-type: none"> • local planning authorities: <ul style="list-style-type: none"> – test current engagement and involvement practices and consider the full range of other options available to ensure involvement activities are fit for purpose; – use ‘Place Plans’ as a vehicle to engage and involve communities and citizens in planning choices and decision making; and – improve transparency and accountability by holding planning meetings at appropriate times, rotating meetings to take place in areas which are subject to proposed development, webcasting meetings and providing opportunities for stakeholders to address committee meetings. • Welsh Government: <ul style="list-style-type: none"> – review the Development Management Procedure Order 2012 and update the engagement and involvement standards for local planning authorities. <p>R2 Part 2 of the report highlights that local planning authorities have been subject to significant reductions in funding and struggle to deliver their statutory responsibilities. To improve resilience, we recommend that local planning authorities:</p> <ul style="list-style-type: none"> • review their building control fee regimes to ensure the levels set, better reflect the actual cost of providing these services and make the service self-funding; and • improve capacity by working regionally to: <ul style="list-style-type: none"> – integrate services to address specialism gaps; – develop joint supplementary planning guidance; and – develop future local development plans regionally and in partnership with other local planning authorities. <p>R3 Part 2 of the report highlights that the cost of development Control services is not reflected in the charges set for these services and progress in developing regional responses to strengthen resilience has been slow. We recommend that the Welsh Government:</p> <ul style="list-style-type: none"> • reviews development control fees to ensure the levels set, better reflect the actual cost of providing these services; and • consider how to use the powers in the Planning (Wales) Act to support and improve local planning authority capacity and resilience. <p>R4 Part 3 of the report summarises the effectiveness and impact of local planning authorities decision making and how well they are performing against national measures. We recommend that local planning authorities improve the effectiveness of planning committees by:</p> <ul style="list-style-type: none"> • reviewing their scheme of delegation to ensure planning committees are focussed on the most important strategic issues relevant to their authority; • revising reporting templates to ensure they are clear and unambiguous to help guide decision making and reduce the level of officer recommendations overturned; and • enforcing the local planning authorities’ standards of conduct for meetings. <p>R5 Part 4 of the report identifies the central role of planning to delivering the ambitions of the Wellbeing of Future Generations Act. We recommend that local planning authorities:</p> <ul style="list-style-type: none"> • set a clear ambitious vision that shows how planning contributes to improving wellbeing; • provide planning committee members with regular and appropriate wellbeing training and support to help deliver their wider responsibilities; • set appropriate measures for their administration of the planning system and the impact of their planning decisions on wellbeing; and • annually publish these performance measures to judge planning authorities impact on wellbeing. 	<p>Considerable alignment between recommendation and scope/ priorities of IACC Planning Improvement Plan.</p> <p>Significant impact of Covid 19 pandemic on Planning Function performance, capacity and resilience.</p> <p>Planning Function has experienced significant savings/ efficiencies over the last 10 years – the impact of which are now being clearly seen</p> <p>Ongoing challenges in relation to maintaining capacity and recruiting new/ experienced officers.</p> <p>Function already collaborating regionally in relation to planning policy expertise – impacts of further regional collaboration (i.e. preparation of Strategic Development Plans) anticipated to create additional challenges in relation to capacity, capability and resourcing.</p>

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Waste Management in Wales: Preventing waste	Priffyrd, Gwastraff ac Eiddo	<p>R1 Increasing the focus on waste prevention to reflect the overall aims of Towards Zero Waste Available data on the amount of waste produced suggests mixed progress to deliver the Welsh Government’s waste prevention targets. We recommend that the Welsh Government:</p> <p>a) revisits the relative priority it gives to recycling and waste prevention as part of its review of Towards Zero Waste;</p> <p>b) sets out clearly the expectations on different organisations and sectors for waste prevention; and</p> <p>c) revisits its overall waste prevention targets and the approach it has taken to monitor them in light of progress to date, examples from other countries and in the context of current projections about waste arising through to 2050.</p> <p>R2 Improving data on commercial, industrial, construction and demolition waste The Welsh Government is a partner in initial work to assess the feasibility of developing a new digital solution to track all waste. If this preferred option does not succeed, we recommend that the Welsh Government works with Natural Resources Wales to explore the costs and benefits of other options to improve non-municipal waste data in Wales, including additional powers to require waste data from businesses.</p> <p>R3 Enhancing producer responsibility and using more legal, Financial and fiscal levers The Welsh Government has opportunities to influence waste prevention through legislation and financial incentives. It can also influence changes at UK level where fiscal matters are not devolved. We recommend that the Welsh Government consider whether provisions to extend producer responsibility and the use of financial powers such as grant conditions, fiscal measures and customer charges and incentives, are needed to promote and to prioritise waste prevention.</p>	<p>The Council fully supports the aims and targets of the Wales waste strategy on waste prevention. The Welsh Government has set very high targets and Anglesey Council will do everything possible to achieve the desired outcomes.</p> <p>Although the Council’s main focus is on managing municipal waste, it fully supports working in partnership with all sectors to improve data collection from the commercial, industrial and construction sectors.</p> <p>Regarding enhancing producer responsibility to influence waste prevention, once again the Council fully supports all initiatives to promote this approach to managing waste in Wales.</p>
Discussion Paper: Six themes to help make scrutiny ‘Fit for the Future’	Busnes y Cyngor	<p>Clarifying roles and responsibilities is still necessary in some councils and is a pre-requisite to successful scrutiny</p> <p>Councils should consider whether elected members and officers have a sound understanding of roles and responsibilities. And what this means for the way in which scrutiny functions and support are structured; and scrutiny activity is planned and conducted.</p> <p>Many councils continue to recognise a need to improve public engagement in scrutiny but in many councils this will require a step change in scrutiny practice</p> <p>In light of current and future challenges councils have an opportunity to re-evaluate what they are trying to achieve in terms of public engagement and consider whether a fundamental re-think of the way in which they plan and undertake scrutiny activity will help to achieve this. As part of this they could consider:</p> <ul style="list-style-type: none"> • clearly defining their ambitions in terms of seeking to engage the public in overview and scrutiny; • how improved technology can help them to engage more easily and cost effectively; • if the way in which scrutiny functions ‘operate’ is conducive to proactive public engagement and involvement of other stakeholders; and • if they have the appropriate support in place in terms of officers with the right knowledge, skills and experience as well as training, development and ICT support for members to enable scrutiny functions to properly and proactively engage with the public. <p>Councils should reflect on the rigour with which they prioritise and then plan scrutiny activity to improve its impact</p> <p>Councils should consider whether the way in which scrutiny activity is planned and undertaken:</p> <ul style="list-style-type: none"> • is sufficiently well prioritised, taking into account how much time and resource may be needed to ‘properly’ scrutinise topics, based on an appropriate methodology and hence, the implications for the number of items that committees can properly consider; • properly considers the options and methods that could be used to approach scrutiny of every topic, rather than just a few topics; • aligns with the roles and intended outcomes of the scrutiny function, and that choice of topics and methodologies are designed to deliver against these, rather than necessarily ‘defaulting’ to considering the majority of items at full committee in the form of officer reports; and 	<p>Clarifying roles and responsibilities</p> <p>The Authority developed a vision and strategy for Scrutiny agreed between the Executive, Chairs / Vice-chairs of Scrutiny and SLT. This defines a clear role and function for Scrutiny and what it should deliver and also sets the context in the short and medium term. Monthly chairs and vice chairs scrutiny Forum held to plan/prioritise /co-ordinate and manage work programmes of the 2 standing Scrutiny Committees ensuring alignment with Executive forward work programme. In addition, 3 specific Scrutiny Panels are part of scrutiny arrangements providing an opportunity to develop in depth knowledge in Financial management/Schools improvement and Social Services matters. The Council also arranges monthly briefing sessions on key strategic and operational matters as part of corporate governance arrangements</p> <p>Annual reports are prepared and presented to Full Council on the work of both Scrutiny Committees and the 3 Scrutiny Panels. This includes self-evaluation by Scrutiny Members. (expected outcome: “whole Council” approach to Scrutiny)</p> <p>Public Engagement in Scrutiny</p> <p>The Isle of Anglesey County Council encourages active participation of the public wherever possible and an opportunity exists for members of the public to speak on agenda items at Scrutiny Committee meetings. To this end, a public speaking protocol is in place for Scrutiny Committees and is intended as a means of ensuring that the voice of local people and communities on Anglesey are heard as part of the decision making process.</p> <p>(expected outcomes: improve public engagement in our scrutiny work, a strong foundation to improve outcomes for citizens, better decisions and quality of democratic engagement, enable the voice of local people and communities to be heard as part of decision and policy making processes)</p> <p>Planning and Scrutiny Impact</p>

Name of Report	Service	Recommendations/ Opportunities	Response from Anglesey Council
		<p>• actively considers how emerging technologies could be used to improve the evidence base for scrutiny, to inform both topic selection as part of work programming, and the findings and recommendations of scrutiny work.</p> <p>Responding to current and future challenges may need a different approach to supporting scrutiny committee members</p> <p>Councils should consider:</p> <ul style="list-style-type: none"> • what their scrutiny functions are trying to achieve, and whether current arrangements for officer support; and training and development will help them to achieve this; • if there is a need to upskill officers who work in support of scrutiny; • working more effectively with other parts of the council and/or with other organisations to improve the range of skills and knowledge available to support scrutiny; and • re-designing approaches to training and development programmes for scrutiny members. <p>Evaluating the effectiveness of scrutiny</p> <p>Given some of our observations above which suggest that roles are still not always clear, and there remains a 'traditional' approach to scrutiny topics in many councils, regular reviews of the effectiveness of arrangements that are subsequently acted on may be a key way of addressing some of these longstanding issues.</p> <p>Welsh government and councils should consider the implications of the above themes for councils' and partnership governance arrangements</p> <p>Councils and the Welsh Government should reflect on:</p> <ul style="list-style-type: none"> • the extent to which they can place reliance on local authority scrutiny functions in their current form; and • what this might mean for the expectations placed on scrutiny functions both within Councils' own governance and management arrangements and any associated guidance. 	<p>Scrutiny Committees are supported by 2 dedicated Scrutiny Unit Staff. Best practice is shared through national and regional networks.</p> <p>Monthly chairs and vice chairs scrutiny Forum are held to plan/prioritise /co-ordinate and manage work programmes of the 2 standing Scrutiny Committees ensuring alignment with Executive forward work programme</p> <p>Our local arrangements underpinning scrutiny forward work programmes have been developed to provide a greater focus on:</p> <ul style="list-style-type: none"> • Strategic aspects • Citizen / other stakeholder engagement and outcomes • Priorities of the 2017/22 Council Plan and corporate transformation programmes • Risks • Work of audit, inspection and regulation • Items on the Executive forward work programme. <p>Objective: rolling work programmes focusing on the quality of scrutiny; fewer items to add value</p> <p>(Expected outcomes: create the conditions for effective scrutiny, the impact of scrutiny is acted upon to improve effectiveness, governance arrangements that support robust and effective decision-making).</p> <p>Evaluating the effectiveness of Scrutiny</p> <p>The Council undertakes periodic evaluation of the effectiveness of its Scrutiny arrangements - annually as an integral part of the process of preparing its Scrutiny Annual Report. This is underpinned by Member self-evaluation which is also completed separately by the 3 scrutiny outcome panels</p> <p>(expected outcome: self-evaluation by Members to measure added value and impact)</p> <p>The Council's Scrutiny and Overview Annual Report 2020/21 provides a comprehensive resume of our scrutiny arrangements within the governance arrangements of the Council http://democracy.anglesey.gov.uk/documents/s16241/Overview%20and%20Scrutiny%20Annual%20Report%20201920.pdf?LLL=0</p>