

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Governance and Audit Committee
Date:	8 December 2022
Subject:	National reviews and their related recommendations
Head of Service:	Carys Edwards Head of Profession HR and Transformation 01248 752502 CarysEdwards@ynysmon.gov.uk
Report Author:	Gethin Morgan Programme, Business Planning & Performance Manager 01248 752511 GethinMorgan@ynysmon.gov.uk
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.	

Introduction

1. In order to demonstrate good governance, this report details the council's response to recognised national reports and associated recommendations published by regulators.
2. Updates are provided against the work the council has undertaken over the past 12 months in addition to what was presented to this committee on the 9th December 2021.
3. Following a review of the reports and associated recommendations, some reports have been identified as no longer requiring monitoring. The reasons for these changes have been provided and as such they are proposed for removal from future monitoring reports.

Recommendation

4. That the Governance and Audit Committee:
 - a. Considers the report and accepts the responses and updates as an accurate reflection of the County Council's annual update against the related recommendations



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ISLE OF ANGLESEY
COUNTY COUNCIL

National reviews and their related recommendations

December 2022

Status - Official

Prepared by:

Gethin Morgan, Corporate Programme, Business
Planning and Performance Manager

The following Audits have been updated for 2022:

Name of Report	Recommendations/ Opportunities	Response from Anglesey Council 2021	2022 Update
At your Discretion - Local Government Discretionary 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>	<p>To be considered further as part of the process for drafting the new Council Plan 2022-2027</p>	<p>Opportunity afforded to citizens to involve themselves in the shaping of Council's strategic direction undertaken during 2022.</p> <p>Place shaping agenda continues with 5 Alliances established to realise local priorities.</p>
Providing Free School Meals During Lockdown	<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 'lockdown' that took place in October/November 2020 and on-going incidences of pupils being required to self-isolate. 	<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>	<p>The funding and process remains in place to include a further 4 weeks of funding for school holidays (October half-term; Christmas and February half-term). The roll out of the free school meals for all primary school children in Wales commenced in September 2022, there is no longer a need to actually make a claim for this benefit. As a result, it is likely that the number of actual claims for those eligible for the holiday benefit might decrease as this element is not automatic and some who are eligible might not make the claim</p>
* Financial Sustainability of Local Government as a Result of the COVID-19 Pandemic *	<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,</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>	<p>The Financial sustainability of the Council continues to be monitored and reported on to the Executive and the Full Council.</p>

	<p>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>The National Fraud Initiative in Wales 2018-20</p>	<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. <p>All participants should be aware of emerging fraud risks e.g., due to COVID-19, and take appropriate preventative and detective action</p>	<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>	<p>Implemented. The Senior Auditor uses the risk-based functionality of the NFI secure web application when considering which matches to review. The NFI Checklist was completed for the 2020-22 exercise and will be revisited during the 2022-24 exercise. Any improvement areas identified will be reported to the Governance and Audit Committee when it considers the updated Counter fraud, Bribery and Corruption Strategy for 2022-25.</p> <p>Implemented. The Council's Counter Fraud, Bribery and Corruption Strategy 2021-24 identified emerging fraud risks and identified where improvements could be made.</p> <p>Implemented. Annual Report Counter Fraud, Bribery and Corruption 2021-22 was submitted to Governance and Audit Committee in September 2022. No frauds were discovered from the NFI 2020-22 biennial exercise.</p> <p>Implemented. A Senior Auditor has been given responsibility to upload data requested for the NFI biennial exercise, which is currently in progress for the 2022-23 exercise. Resource will be put into reviewing high-risk matches when the matches are released early next year.</p> <p>Implemented. The North & Mid Wales Audit Partnership Counter Fraud Subgroup meets on a regular basis and discusses NFI issues and outcomes as a standing item.</p>

<p>Commercialisation in Local Government</p>	<p>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.</p> <ul style="list-style-type: none"> • 	<p>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.</p> <p>We will review our commercialisation plans when developing our post-pandemic recovery plans.</p>	<p>The Council undertakes some commercial activity however this is limited due to the nature of the Island. In addition, the current economic situation does not provide the opportunity to invest further.</p>
<p>Rough Sleeping in Wales – Everyone’s Problem; No One’s Responsibility</p>	<ul style="list-style-type: none"> • Intelligent use of data <p>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:</p> <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 <p>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</p>	<p>Working across North Wales we have identified key contacts are for within</p> <ul style="list-style-type: none"> • Health, including access to primary health care, mental health and drug and alcohol services • Police • Criminal Justice • RSLs <p>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.</p>	<p>We work with a range of public bodies and utilise publicly available information of our HSG Needs Assessment. We have a data sharing agreement with HMPSS and Probation to share relevant information on case-by-case basis. We promote Streetlink to help identify rough sleepers and work with partners to offer a outreach services. We offer a complex case service for persons who are homeless to ensure that we work together to address homelessness.</p>
<p>Progress in implementing the Violence Against Women, Domestic Abuse and Sexual Violence Act (November 2019)</p>	<p>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</p>	<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), 	<ol style="list-style-type: none"> 1.Process was unfortunately delayed on a North Wales Regional Level. Draft revised regional needs assessment currently out for consultation. 2.Public Information videos remain available on our council websites. New videos provided by organisations such as Welsh Govt and Welsh Womens Aid who are at the forefront of Domestic Abuse Programmes are also shared. A range of leaflets are also available and can be obtained from Gorwel's one-stop shop project in Llangefni. Information such as Ask For ANI which <p>The One Front Door Project has been an undoubted success. A recent review of the project undertaken by Safe Lives, complemented the IoACC and its key</p>

	<p>gaps.</p> <p>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:</p> <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. <p>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:</p> <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 cannot share; and • 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>	<p>How to contact designated VAWDASV providers such as Gorwel.</p> <p>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.</p> <ol style="list-style-type: none"> 3. IoACCC housing service have completed the mandatory online 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. 4. 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. 5. Currently being considered at Regional and local levels. 	<p>stakeholder partners such as North Wales Police, Gorwel (designated 3rd Sector Provider for Domestic Abuse) and BCUHB on the partnership approach taken since it's set up in July 2020.</p> <ol style="list-style-type: none"> 3.The percentage number of housing staff who have completed the mandatory online training is now in the mid-nineties in terms and is one of the highest within the Council. All staff are regularly reminded of their need to undertake the mandatory VAWDASV trainig and we adhere to our mantra that Safeguarding is everyone's responsibility. In terms of risk management information is shared in a robust and secure manner on 'need to know ' basis. A database is held within the Housing Service in relation to safeguarding training as well as other mandatory modules where staff are reminded of their need and duty to undertake refresher training accordingly 4.The North Wales Vulnerability and Exploitation Board continues to be the Governance Board for domestic abuse matters and is responsible for key strategic decision making. On a more operational level, the VAWDASV Commissioning Board consisting of muti agency representation is responsible for the overview and driving of specific matters such as needs assessments, training requirements and grant applications for additional capital and revenue bids from both the devolved Welsh and the Central Governments. 5. Current situation unclear and unable to report positive progress in this area. Safeguarding: R1 The draft North Wales VAWDASV Needs Assessment will be presented to the V and E Board on the 18th of October for comments and recommendations. As for survivor involvement, the regional VAWDASV team have a twice-yearly forum for survivors called the SAS group (Survivors Advising Services) and another for survivors of sexual violence. This is an important contribution to getting the survivors <p>R2 Some coordination from the regional VAWDASV team.</p> <p>The Community Safety page on the Council's website, which is available to the public, offers high quality advice about the service provided by Gorwel to people experiencing domestic violence; including advice on useful Apps, how to keep safe (including children), contact details for local support services. For those in immediate danger, contact details for police services are provided.</p> <p>The page also contains details of the Live Without Fear Helpline. There is also a link with Gorwel support services for older people who are victims of domestic violence.</p> <p>Internally, the Local Authority's intranet site is being developed to include a specific safeguarding section. This will provide a one stop resource for all employees. This will include information about VAWDASV. Once this is completed the intention is to develop the outward facing public information sites.</p>
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- 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.

The Children and Families Service also leads the development of the 'One Front Door' service. This is a multi-agency approach to identifying and rating RAG referrals received and a forum to evaluate and develop services around domestic abuse depending on risk and needs. We have secured funding to assist us with the development. This will help with early intervention as well as referral to appropriate services.

R3

The Local Authority provides safeguarding and data protection training in line with the identified workforce needs. The Local Authority has continued to implement the requirements of the National Training Framework: Group 1 and 6. Compliance as at the end of September 2022 across the organisation with the Group 1 training was 81%.

The Authority is rolling out Ask and Act Group 2 training, albeit initially virtually. We have trainers accredited to deliver Group 2 training and Group 3 champions. By the end of August 2022 389 individuals had completed the Group 2 training: with delivery also provided to schools with 105 attending.

WSP embedding and the sharing of information follows the principles During 2020, the North Wales VAWDASV Strategic Board was amalgamated with the Modern slavery board and is now the North Wales Vulnerability and Exploitation board, covering VAWDASV Modern slavery and other areas of exploitation including County Lines and criminal exploitation.

The Board aims to work together in partnership to ensure the most efficient and effective response to preventing serious harm caused by violence against women, domestic abuse and sexual violence in the North Wales region and to implement and support the requirements of the Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Act (Wales) 2015.

Membership of the Board as it stands in October 2022:

- North Wales Police
- Betsi Cadwaladr University Health Board
- Local Authorities – Wrexham, Flintshire, Conwy, Denbighshire, Gwynedd & Isle of Anglesey
- National Probation Service/CRC
- North Wales Fire and Rescue Service
- Area Planning Board
- North Wales Youth Justice service
- HMP Berwyn
- Office of the Police and Crime Commissioner
- 3 representatives from specialist services to represent all 3rd sector groups

The current Chair of the Vulnerability and Exploitation Board is Stephen Hughes (OPCC) and the Vice Chair position is vacant, due to staffing changes. This will be addressed at the next V and E Board meeting on 3rd February. These positions are currently held for two years.

			<p>The Joint Commissioning Group sits under the V and E Board and leads on all commissioning decisions, including developing the Needs Assessment, looking at gaps in provision and ensuring a lack of duplication in provision. The JC Group also acts as a quality assurance body, monitoring commissioned projects and ensuring targets are met.</p> <p>The Joint Commissioning Group meet quarterly to look at performance of all commissioned services, as well as any funding decisions that have been made by the Decision-Making subgroup. This is an opportunity to question services, look at outcomes and suggest how to address any challenges. The commissioning of all services aims to comply with the VAWDASV Statutory Commissioning Guidance, and it is a standing agenda item on all Joint Commissioning Group meetings.</p> <p>The monitoring of commissioned services is shared between the commissioning team at the OPCC and the Regional VAWDASV team and all information is shared with the JC Group for further scrutiny. A thorough regional VAWDASV Needs Assessment is conducted every 3 years and the 2022 version is currently with the V and E board for ratification.</p>
<p>Review of Public Services Boards</p>	<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>	<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.llesiantgwyneddaron.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>R1. • A working group was established regionally to work with Co-production Wales on a 5-year engagement improvement plan. This will work collaboratively with the Regional Social Care partnership to consider and explore all options on the spectrum of consultation through to Co-production:</p> <ul style="list-style-type: none"> - building relationships and trust with communities, - the most appropriate methods and times to engage according to the circumstance, - language and media to engage and listen - register of key community groups / building of stakeholder network - ensuring diversity and inclusivity - regional forward work planning and sharing of anonymised engagement feedback, - best ways to feedback to participants on progress - engagement training and possible online engagement platform (to be confirmed) <ul style="list-style-type: none"> • A second regional working group was established, and a workshop held with over 50 people in attendance. The workshop was organised by the North Wales Community Cohesion teams and supported by Co-Production Network for Wales and aimed at aimed at the organisations and professionals who work with seldom heard and minority groups. The focus of the workshop was about how to create equal and inclusive dialogue with diverse communities in North Wales. Key themes were analysed and shared regionally. We are using these findings to build an ongoing conversation with these communities and to feed into the new Wellbeing plan. • The PSB's website is regularly updated with details of meetings, membership, minutes and plans. <p>https://www.llesiantgwyneddaron.org/en/Amdanom/Amdanom-Ni/</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; 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>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>	<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. 	<ul style="list-style-type: none"> • The PSB's annual report for 21/22 will be published in December 2022 following scrutiny by both Councils and PSB members. This report sets out the impact of the PSB on the wellbeing of our residents. • The Welsh language is a golden thread throughout the work of the Gwynedd and Anglesey PSB. Being able to live their lives through the medium of Welsh and access community services and activities in Welsh is important to our communities and we are committed to working together to increase the use of the Welsh language within public bodies in Gwynedd and Anglesey. We are also committed to promoting Welsh as the language of choice for communication among public organisations across both counties. <p>R2 All elected members are offered specific training on the Wellbeing of Future Generations (Wales) Act 2015 which includes the duties of the PSB and the roles and responsibilities of Scrutiny committees. During 21/22, the Scrutiny timelines in relation to PSB work was reviewed and amended to align with key PSB deliverables earlier in the process. This will ensure that scrutiny challenge and recommendations is more timely and has more impact.</p> <p>R3 • The North West Wales Health and Care Sub Group (otherwise known as the Area Integrated Service Board/AISB) serves the area well to coordinate health and social care services to meet local needs. Under the governance of the Gwynedd and Anglesey PSB it follows the Welsh Government's "Healthier Wales" mandate.</p> <ul style="list-style-type: none"> • There are several examples where the Board has prioritized work where financial resources are needed in order to realize them. We have managed to come to an arrangement to co-finance a limited number of issues, but it is not an ideal situation with the increasing pressure on budgets and it also means a delay before the work can be progressed. • During 2022, the Gwynedd and Anglesey PSB has engaged proactively to access opportunities funded by the Regional PSB fund to further enhance knowledge, research and public engagement in relation to Wellbeing priorities. Some examples include giving local citizens opportunities to take part in citizens juries/panels and taking the work of PSB's into secondary schools and sixth forms so that decisions and priorities can be actively challenged.
<p>The ‘front door’ to adult social care</p>	<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 	<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,</p>	<p>SPOA and the IAA for children and families Teulu Mon has been amalgamated into one single point of access. The service is called Teulu Mon. Following a period of consultation, we have successfully transferred staff to the new entity and we currently have eight engagement officers two coordinators and a manager. Moving forward we need to a. improve and streamline processes in particular to adult services, b. increase the presence of third sector and other services from within the council in Teulu Mon, (Currently we have Action for children and PARABL attending weekly) c. we need to evaluate the level of</p>

	<p>information is made available in a timely maner to avoid needs deteriorating and people presenting for assistance in 'crisis';</p> <ul style="list-style-type: none"> -- 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. <ul style="list-style-type: none"> • 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 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"> • 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>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 Advocacy 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 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</p>	<p>demand and staffing in the short term, do we have enough capacity to cope with demand caused by the cost-of-living crisis.</p>
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		<p>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. 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>	
<p>The effectiveness of local planning authorities in Wales</p>	<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 	<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>	<p>The 2021 response is still current</p>

levels set, better reflect the actual cost of providing these services and make the service self-funding; and

- improve capacity by working regionally to:
 - 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.

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:

- 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.

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:

- 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.

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:

- 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><u>Waste Management in Wales: Preventing waste</u></p>	<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>	<p>This is still current. Council response is still relevant. Needs to be retained</p>
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The Following are new for 2022 and the council response is included:

Name of Report	Recommendations/ Opportunities	Response from Anglesey Council 2022
Public Sector Readiness for Net Zero Carbon by 2030	<p>Considerable activity is taking place to reduce carbon emissions. However, public bodies need to increase their pace of activity amid clear uncertainty about whether they will achieve the collective ambition to have net zero carbon emissions by 2030. There are real barriers that public bodies need to address, and decarbonisation needs to be put at the heart of their day-to-day activities.</p> <p>In our report, the Auditor General makes the following five calls for action from public bodies:</p> <ul style="list-style-type: none"> • Strengthen your leadership and demonstrate your collective responsibility through effective collaboration. • Clarify your strategic direction and increase your pace of implementation. • Get to grips with the finances you need. • Know your skills gaps and increase your capacity; and • Improve data quality and monitoring to support your decision making. 	<p>By reviewing the Auditor Generals' Report, Council officers have considered the recommendations made and identified opportunities to improve its approach to reaching net zero. These opportunities have been prioritised and collated within a recent report presented to both Leadership Team and the informal Executive Committee. The Councils report will also be presented to the Governance and Risk committee.</p>
The new Curriculum for Wales	<p>To better understand and to support scrutiny of the cost of curriculum reform</p> <p>R1 - It has not been easy for the Welsh Government or us to identify expenditure on curriculum reform to date. In part this is because of difficulties in calculating expenditure specific to curriculum reform as opposed to other elements of the education reform programme, or the Renew and Reform programme, some of which may benefit curriculum reform. However, understanding the cost of curriculum reform is vital to support scrutiny and inform any consideration of value for money. We recommend that the Welsh Government monitors and reports annually on the costs of its curriculum reform programme including costs to partners and schools. In developing and reporting on its best estimate, the Welsh Government will need to consider the impact of any additional data collection on schools in particular. To evaluate the effectiveness of the professional learning programme and support to schools</p> <p>R2 - The Welsh Government has funded professional learning aligned to the new curriculum alongside its wider investment in teachers' professional learning. It has also funded the regional education consortia and partnerships to provide bespoke support for schools. It recently announced a national entitlement to professional learning for all teachers and teaching assistants. We recommend that the Welsh Government ensures that the effectiveness and value for money of its investment in professional learning for teachers and other school staff is evaluated.</p> <p>To design and implement new qualifications that support the Welsh Government's ambitions for the new curriculum</p> <p>R3 - The Welsh Government and Qualifications Wales know that qualifications need to change to align with the new curriculum. Qualifications Wales is working with schools, further and higher education and others to co-design the new GCSEs and, subsequently, other qualifications. The detail of the qualifications and forms of assessment is not yet decided. We recommend that the Welsh Government works with Qualifications Wales to:</p> <ol style="list-style-type: none"> monitor teachers' and learners' participation in developing the new qualifications. plan an effective national professional learning programme that will support teachers to deliver the new qualifications; and assess the resources needed for professional learning for the new qualifications and any changes to the assessment process, including any greater role for teacher assessment and/or digital technology. <p>To evaluate the effectiveness of schools' engagement with parents, carers and learners</p>	<p>Measuring the impact of professional learning is an area of work where the Local Authority and regional consortia are focusing on. We as an authority are mindful of trying to minimise the workload to schools and would therefore agree that there is a need to consider the impact of any additional data collection on schools. We would also welcome any further information on how curriculum reform costs can be identified as we feel that it's currently difficult to separate curriculum reform costs from the school running costs.</p> <p>Measuring the impact of professional learning is an area of work where the Local Authority and regional consortia are focusing on. We would also welcome any further information on how curriculum reform costs can be identified and evaluated as we feel that it's currently difficult to separate curriculum reform costs from the school running costs.</p> <p>The Learning Service has quarterly meetings with the regional consortia where engagement in professional learning is recorded. The business plan will need to be reviewed to allow the Local Authority to capture the required information and any quarterly meetings will monitor the progress. The development of the new qualification is in its infancy.</p> <p>Engagement is considered in the new Estyn framework for school inspections and the Local Authority will revise the business plan to ensure that we capture this information and will need to be included as a topic for councillors to discuss when they have discussion with the pupils.</p> <p>New School Improvement framework and non-statutory guidance has been issued by Welsh Government. Task and finish group will be formed regionally to support schools and LA's as guidance becomes statutory for 2024-25.</p> <p>New School Improvement framework and non-statutory guidance has been issued by WG. Task and finish group to be formed regionally to support schools and LA's as guidance become statutory for 2024-25.</p>

Name of Report	Recommendations/ Opportunities	Response from Anglesey Council 2022
	<p>R4 - A positive impact of the pandemic has been to strengthen engagement between schools and families in many cases. Schools will be required to engage with parents and carers about the curricula. Parents, carers and learners should be able to participate in schools' evaluation and improvement. This is underway in some schools. We recommend that the Welsh Government supports schools to engage effectively with parents, carers and learners and evaluates how well schools are doing this to support improvement.</p> <p>To establish the information needed for a rounded understanding of schools' activities and outcomes R5 - Work to support a national approach to self-evaluation is due to be completed by the end of the 2021/22 academic year. There is less clarity about the process for democratic accountability and transparency, including what information will be available to governors, local or diocesan authorities, parents, carers and the public. We recommend that the Welsh Government:</p> <ul style="list-style-type: none"> a) establishes what information those charged with holding schools to account, require as part of a new approach to accountability; and b) sets out details on how it will ensure transparency for parents, learners and the public. <p>To ensure the new curriculum remains fit for purpose</p> <p>R6 - The Curriculum and Assessment (Wales) Act 2021 introduces a requirement for Ministers to keep the new curriculum under review. It does not set out the mechanism for cyclical review. We recommend that, once the milestone of first teaching of the new curriculum is achieved, the Welsh Government sets out how it intends to keep the curriculum under review to ensure that it can become embedded and yet remain fit for purpose.</p>	
Direct Payments for Adult Social Care	<p>In Part 1 we set out the how local authorities promote and raise awareness of Direct Payments (paragraphs 1.2 to 1.7). To ensure people know about Direct Payments, how to access these services and are encouraged to take them up, we recommend that local authorities:</p> <p>R1 - Review public information in discussion with service users and carers to ensure it is clear, concise and fully explains what they need to know about Direct Payments.</p> <p>R2 - Undertake additional promotional work to encourage take up of Direct Payments.</p> <p>R3 - Ensure advocacy services are considered at the first point of contact to provide independent advice on Direct Payments to service users and carers.</p> <p>In Part 1 we set out the importance of the 'What Matters' conversation and the importance of social workers in helping people make informed choices on Direct Payments (paragraphs 1.8 to 1.13). To ensure Direct Payments are consistently offered we recommend that local authorities:</p> <p>R4 - Ensure information about Direct Payments is available at the front door to social care and are included in the initial discussion on the available care options for service users and carers.</p> <p>R5 - Provide training to social workers on Direct Payments to ensure they fully understand their potential and feel confident promoting it to service users and carers.</p> <p>In Part 2 we highlight the central role of Personal Assistants in helping service users and carers to get the best positive outcomes from their use of Direct Payments (paragraphs 2.2 to 2.7). To ensure there is sufficient Personal Assistant capacity, we recommend that local authorities through the All-Wales local authority Direct Payments Forum and with Social Care Wales:</p> <p>R6 - Work together to develop a joint Recruitment and Retention Plan for Personal Assistants.</p> <p>In Part 2 we highlight that while local authorities recognise the value of Direct Payments in supporting independence and improving wellbeing, the differences in approach, standards and the amount paid out means that people with similar needs receive different levels of service (paragraphs 2.9 to 2.18 and 2.23 to 2.27). To ensure services are provided equitably and fairly we recommend that local authorities and the Welsh Government:</p>	<p>R1. Review underway of policy, guidance material, and website.</p> <p>R2. Awareness raising with social workers through training sessions and staff conference. Seek feedback from those on Direct Payments and those refused/stopped.</p> <p>R3. Advocacy options available to all Direct Payment Service users and Carers, promoting a Service Users led approach. Service Users and carers have the opportunity to choose a suitable provider which reflects their needs</p> <p>R4. Once a care need is determined, a conversation about options takes place. Teulu Mon and SPOA merger to ensure consistent advice provided on care options. Work programme developed.</p> <p>R5. Direct Payments team to coordinate training to social care services.</p> <p>As above – work programme developed.</p> <p>R6. NWAAA maintains Personal Assistants database and new Direct Payments Review and Development Officer role created in May 2022 to assist filling Personal Assistant vacancies.</p> <p>R7. Policy currently under review.</p> <p>R8. N/A</p> <p>R9. Officers attend regional and all wales group and feed into developments and play a part in discussions.</p> <p>R10. Await steer from Welsh Government regarding performance information to publish so consistent with other Local Authorities.</p> <p>Local Performance scorecard created. Will adapt once WG advice received, if required.</p> <p>Local statistical performance measures will be considered in the meantime, e.g., care plan reviews completed annually.</p>

Name of Report	Recommendations/ Opportunities	Response from Anglesey Council 2022
	<p>R7 - Clarify policy expectations in plain accessible language and set out:</p> <ul style="list-style-type: none"> • what Direct Payments can pay for. • how application and assessment processes, timescales and review processes work. • how monitoring individual payments and the paperwork required to verify payments will work. • how unused monies are to be treated and whether they can be banked; and • how to administer and manage pooled budgets. <p>Public information should be reviewed regularly (at least every two years) to ensure they are working effectively and remain relevant.</p> <p>In Part 2 we highlight difficulties in the interface between NHS continuing healthcare and Direct Payments and note that current practices do not support service users and carers to exercise voice, choice and control (paragraphs 2.28 to 2.31). We recommend that the Welsh Government:</p> <p>R8 - Ensure that people who receive both NHS continuing healthcare and Direct Payments have greater voice, choice and control in decision making.</p> <p>In Part 3 we note that having the right performance indicators and regularly reporting performance against these are important for local authorities to manage operational performance, identify areas of improvement and evaluate the positive impact of services (paragraphs 3.8 to 3.10). To effectively manage performance and be able to judge the impact and value for money of Direct Payments, we recommend that local authorities and the Welsh Government:</p> <p>R9 - Work together to establish a system to fully evaluate Direct Payments that captures all elements of the process – information, promotion, assessing, managing and evaluating impact on wellbeing and independence.</p> <p>R10 - Annually publish performance information for all elements of Direct Payments to enable a whole system view of delivery and impact to support improvement.</p>	
Isle of Anglesey County Council – Springing Forward	<p>Vision, strategies, delivery plans and the sustainable development principle</p> <p>R1 - The Council needs to demonstrate that the sustainable development principle at the heart of its considerations, embedding on the lessons learnt from the pandemic, as it:</p> <ul style="list-style-type: none"> • develops the Council’s vision for the shape and size of its land and building assets and workforce in the short, medium, and long term. • develops an asset strategy that demonstrates consideration of the sustainable development principle and is fully integrated with key priorities such as the Modernisation and Net Zero Carbon programmes; • updates the workforce strategy to demonstrate application of the sustainable development principle and is fully integrated with key priorities such as the Modernisation and Net Zero Carbon programmes; and • develops costed delivery plans <p>Data and benchmarking</p> <p>R2 - Develop the use of data and benchmarking to inform planning, budget setting, and monitor and assess the longer-term success of its asset and workforce initiatives.</p>	<p>Assets: The Service is in the process of developing a new corporate asset management plan, to deliver, maintain and manage buildings and places we can be proud of. A 10-year plan setting out our goals to manage our assets in a sustainable way, contributing to achieving the Councils net zero goal whilst also ensuring the needs of our communities are met to enable people to be healthy, thrive and prosper.</p> <p>We will aim to maximise income opportunities and bring in additional income to invest, protecting and maintain our assets for future generations.</p> <p>Also developing an updated Small Holding Management Plan, setting out our objectives to provide a fit for purpose sustainable small holding estate, whilst contributing to achieve the Council's net zero plan.</p> <p>We will review and measure our performance regularly, taking action to address shortfalls and challenges. Establish a strategic property group to adopt a data and service led, consistent process of prioritisation.</p> <p>Workforce: The service in the process of reviewing its Workforce strategy to incorporate the sustainable development principle and learnings from the pandemic. The 2022-2025 Workforce planning Strategy is due to be launched setting a vision for the future of the workforce. We will continue to incorporate key priorities where appropriate & are working with the Net Zero Manager to draw up relevant training modules. We undertake a regular benchmarking exercise and report to relevant bodies to compare with other councils. We will continue to undertake this and are currently reviewing benchmarking strategies.</p>

Name of Report	Recommendations/ Opportunities	Response from Anglesey Council 2022
Regenerating Town Centres in Wales	<p>R1 - Non-domestic rates have not been reviewed in recent years, and the levels charged do not reflect the current rents being achieved in many town centres. We recommend that the Welsh Government review Nondomestic Rates to ensure the system better reflects towncentre conditions when the payments holiday ends in March 2022.</p> <p>R2 - Many town-centre businesses are impacted adversely by charging for car parking, access to public transport and poor transport infrastructure. We recommend that the Welsh Government work with local authorities to review transport challenges facing town centres and agree how best to address these.</p> <p>R3 - The Welsh Government has directly provided and levered in just under £900 million through 13 funding schemes to help regenerate town centres. However, some aspects of the Welsh Government’s management of the funding are considered problematic. To ensure local authorities are able to maximise the impact of funding and tackle the more difficult and longstanding problems that would help transform their town centres, we recommend that the Welsh Government:</p> <ul style="list-style-type: none"> • consolidate funding to reduce bureaucracy by streamlining processes and grant conditions and keeping requests for information and supporting materials to a minimum. • move away from annual bidding cycles to multi-year allocations; and • rebalance investment from capital to revenue to help local authorities address staff capacity and skills shortages. <p>R4 The Welsh Government has provided all 22 local authorities with training on how best to use existing enforcement, financial assistance and debt recovery powers, but they are not being consistently nor effectively utilised to support regeneration. We recommend that local authorities take appropriate action, using these existing powers and resources available to achieve the best possible outcome for town centres by:</p> <ul style="list-style-type: none"> • using alternative methods of enforcement before using Compulsory Purchase Orders as a last resort. • integrating enforcement strategies with wider departmental strategies across housing, environmental health, planning and regeneration teams to make more effective use of existing skills and resources; and • ensuring there is capacity and the right expertise to use the full range of powers, working in collaboration with other councils to achieve good outcomes. <p>R5 - The Welsh Government’s ‘Town Centres First’ approach looks to put the health of town centres at the heart of the decisions taken by the Welsh Government, local authorities, the wider public sector, businesses and communities. This requires a high degree of integration between cross-cutting policy frameworks and decision making to promote town centres above much else. We recommend that the Welsh Government set out how it plans to deliver this in practice, its expectations of partners and the practical steps it will take to make this ambition a reality.</p> <p>R6 - Town centres are changing, and local authorities need to be receptive to these changes and plan to manage these shifts. We recommend that local authorities use our regeneration tool to self-assess their current approaches to identify where they need to improve their work on town-centre regeneration (the tool is here).</p>	<p>R1 - WG has arranged for new rating lists to be introduced in Wales from 1 April 2023 where every non-domestic property will be assigned a new RV based on its estimated annual rental value on 01.04.2021</p> <p>R2- WG is working with LA's on transport issues and is providing related funding eg IoACC is receiving funding for town centre bus stop improvements and electric vehicle charging points</p> <p>R3 - WG has consolidated its town centre funding under the 'Transforming Towns' branding, secured multi-year allocations, and provided some temporary limited revenue funding (in addition to capital). This WG revenue funding is not sufficiently large or long-term to address the need for specific LA town centre staff capacity, and IoACC is considering the option of seeking new UK-SPF funding.</p> <p>R4 - WG provided two town centre enforcement training sessions to IoACC officers and members/ senior managers which were well-attended. IoACC has prepared a cross-departmental town centre empty properties enforcement action plan as requested by WG, and is addressing several long-term problematic sites, including securing ownership (by negotiation or CPO) and funding to redevelop Beaumaris Social Club and Plas Alltran for housing use. Staffing capacity for project planning and delivery continues to be an issue.</p> <p>R5 - WG has made a number of announcements regarding the need to prioritise and support town centres and is providing LA's with detailed guidance on how to do so. Guidance has recently been issued to LA's on preparing Place Making Plans for town centres and IoACC is in the process of drafting these. IoACC undertook a survey of its five town centres in June 2022 to map and quantify vacant and eyesore premises to inform this work.</p> <p>R6 - IoACC has completed the self-assessment process, and this was reported to the Governance and Audit Committee in February 2022.</p>

Name of Report	Recommendations/ Opportunities	Response from Anglesey Council 2022
North Wales Economic Ambition Board – Progress Review of the North Wales Growth Deal	<p>Proposals for improvement</p> <p>P1 - The North Wales councils, through the NWEAB, should develop a risk management strategy and develop a risk register which includes consideration of new risks to projects presented by external circumstances such as Brexit, COVID-19 and other pressures on the local economy.</p> <p>P2 - The North Wales councils, through the NWEAB, should widen their contacts with the business community to increase opportunities to support delivery of their objectives.</p> <p>P3 - Ensure that policies and procedures reflect the need to uphold public sector transparency and values in decision making whilst operating in the very competitive and commercial business environment.</p> <p>P4 - Establish formal, timely scrutiny of the NWEAB that provides public transparency and keeps sponsoring councils informed.</p> <p>P5 - Develop agreements that clearly set out the support provided to the PMO by Gwynedd Council such as governance, human resources and finance.</p> <p>P6 - When reviewing feasibility of individual projects, define how each contributes to delivery of the Well-being of Future Generations (Wales) Act 2015's seven Well-being Goals.</p>	<p>P1 - The NWEAB have developed their own risk registers on the projects that they have responsibility for delivering. Through the Project Boards, the councils feed into the RR.</p> <p>P2 - Where capacity and resource allows, the councils continue to foster relationships with the business community directly and indirectly through partners/ stakeholders</p> <p>P3 - Project Boards have been established to challenge the projects and ensure reflect the need to uphold transparency in decision making and there are also opportunities for further scrutiny through Council Leaders and sessions with individual councils.</p> <p>P4 - See above</p> <p>P5 - This has been detailed and agreed across all councils in the GA2 agreement with the Ambition Board</p> <p>P6 - This aspect will be covered as part of the Outline and Full Business Cases being completed by the PMO as part of the various project stages</p>
Isle of Anglesey County Council – Workforce Planning	<p>Workforce plan implementation</p> <p>R1 - The Council needs to ensure that departmental workforce plans are formalised, adopted and implemented across all services. Assurance that Workforce Plans are living documents</p> <p>R2 - The Council must design and embed clear evaluation processes, with performance measures, into all five stages of the process to assure itself that it is proactively considering and responding to workforce planning and service demand issues appropriately and thereby managing its workforce risks effectively.</p>	<p>We are in the process of launching the 2022-2025 workforce plan which aims to reflect the 5 ways of working and provides Heads of Service and Service Managers with guidance to ensure their workforce reviews include aspects such as lessons learnt from the pandemic, along with considering and analyzing any valuable data available to their service. Service HR Officers continue to undertake regular meetings with Heads of Service to discuss their workforce plan, which includes discussions on potential risks and demands within the service.</p>
Isle of Anglesey County Council – Financial Sustainability Assessment	<p>Asset Management Strategy</p> <p>R1 The Council's Asset Management Plan needs to be updated and approved.</p>	<p>The Service is in the process of developing a new corporate asset management plan. A 10-year plan setting out our goals to manage our assets in a sustainable way, contributing to achieving the Councils net zero goal whilst also ensuring the needs of our communities are met.</p>

We propose to remove the following reports and recommendations:

Name of Report	Recommendations / Opportunities	Response from Anglesey Council	Proposal
Procuring and Supplying PPE for the COVID-19 Pandemic	<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 into 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>	<p>There are no longer any requirement to supply staff with PPE and there is no longer a need to monitor these recommendations.</p> <p>The findings relating to Local Authority will however be actioned as part of lessons learnt if required in the future.</p> <p>Propose removal.</p>
Test, Trace, Protect in Wales: An Overview of Progress to Date	<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 	<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 	<p>Ynys Môn TTP (Test, Trace and Protect) ceased 30 Jun 2022. Approx 5% of the staff have formed part of the Regional TTP under the management of Flintshire CC. There is no direct / regular reporting undertaken & we are led to believe that this reduced function will cease in Dec 2022.</p> <p>Propose removal.</p>

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	<p>supplemented with increasingly stringent local and national lockdown restrictions in an attempt to reduce transmission rates.</p> <p>Key challenges and opportunities:</p> <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>	

Name of Report	Recommendations / Opportunities	Response from Anglesey Council	Proposal
<p>* Financial management and governance - Community and town councils 2018-19 *</p>	<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 	<p>The Council do not have any responsibility for Community Councils Finances or implementing any of the recommendations made in the report.</p>	<p>The Authority's response is acceptable under current circumstances.</p> <p>Propose removal.</p>
<p>Discussion Paper: Six themes to help make scrutiny 'Fit for the Future'</p>	<p>Clarifying roles and responsibilities is still necessary in some councils and is a pre-requisite to successful scrutiny 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 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 	<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.</p> <p>Monthly chairs and vice chairs scrutiny Forum held to plan/prioritise /coordinate 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.</p> <p>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.</p> <p>(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>	<p>Having reviewed the audit, there is sufficient evidence to remove.</p> <p>Note some comments below.</p> <p>The structure of Democratic Services includes officers with the right knowledge, skills and experience to support Scrutiny Members creating the conditions for effective Member scrutiny.</p> <p>There is a whole system approach to scrutiny by the Authority. Members' Monthly Briefing Sessions are a forum for informal scrutiny and information sharing. The structure also includes 3 scrutiny panels reporting to the parent scrutiny committees. These panels have forward work programmes and apply a range of different scrutiny approaches.</p> <p>Propose removal.</p>

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	<p>properly consider;</p> <ul style="list-style-type: none"> 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 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>Responding to current and future challenges may need a different approach to supporting scrutiny committee members 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. 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 (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>	