CORPORATE SCRUTINY COMMITTEE

Minutes of the meeting held in the Committee Room and virtually on Zoom on 10 June, 2026

PRESENT: Councillor Jeff Evans (Chair)
Councillor Geraint Bebb (Vice-Chair)

Councillors R. Llewelyn Jones, Jackie Lewis, Keith Roberts, Dafydd Rhys Thomas *(for part of the meeting)*, Alwen Watkin *(for part of the meeting),* Sonia Williams, Arfon Wyn.

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

Portfolio Members

Councillors Gary Pritchard (Leader and Portfolio Member for Economic Development), Neville Evans (Portfolio Member for Adult Services) *(for part of the meeting)* Carwyn Jones (Portfolio Member for Housing and Community Safety), Alun Roberts (Portfolio Member for Leisure, Tourism, Maritime and Property), Dafydd Roberts (Portfolio Member for Education and the Welsh Language) *(for part of the meeting*), Ieuan Williams (Portfolio Member for Highways, Waste and Climate Change), Robin Williams (Deputy Leader and Portfolio Member for Finance, Corporate Business and Customer Experience).

IN ATTENDANCE: Deputy Chief Executive
Director of Social Services
Head of Housing Services (for items 3 & 4)
Head of Highways, Waste and Property (for items 3 & 4)
Head of Digital, Performance and Modernisation (for items 3 & 4)
Head of Adult Services
Head of Democracy (DS)
Scrutiny and Committee Services Manager (AH)
Corporate Business and Performance Analyst (AW) (for items 3 & 4)
Committee Officer (ATH)
Webcasting Officer (FT)

APOLOGIES: Councillors Celfyn Furlong, John Ifan Jones, Dyfed Wyn Jones (Portfolio Member for Children, Young People and Families), Rev. Llewelyn Moules-Jones (Co-opted Member - The Church in Wales), Kathryn Seeney (Co-opted Member – Parent Governor Primary Sector), Christina Williams (Co-opted Member – Parent Governor Secondary Sector and ALN), Dylan Williams (Chief Executive), Lynn Ball (Director of Function (Council Business/ Monitoring Officer), Aaron Evans (Director of Education, Skills and Young People), Gwyndaf Parry (Strategic Performance and Projects Manager).

ALSO PRESENT: Director of Function (Resources)/Section 151 Officer

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1. DECLARATION OF INTEREST

Councillor Jackie Lewis declared a personal interest with regard to any matter arising in relation to learning disabilities and supported living, as an employee of Mencap Môn.

2. MINUTES OF THE PREVIOUS MEETING

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

- 18 March 2026
- 12 May 2026 (election of Chair and Vice-Chair)

3. MONITORING PERFORMANCE: CORPORATE SCORECARD Q4 2025/26

The report of the Head of Digital, Performance and Modernisation incorporating the Corporate Scorecard for the fourth and final quarter of the 2025/26 financial year was presented for the Committee's consideration and scrutiny. The scorecard report details the performance of key indicators in delivering the Council's day to day operations which support the broader objectives of the Council Plan.

Councillor Robin Williams, Deputy Leader and Portfolio Member for Finance, Corporate Business and Customer Experience presented the scorecard report noting that the majority of indicators (87%) with set targets performed well during the quarter, achieving Green or Yellow RAG status. Year on year performance for all comparable indicators (48 in total) shows that 20 (42%) have improved during the year, 24 (50%) declined and 4 (8%) have remained unchanged. Of the 24 that declined, 62% are still above or within 5% of target, 21% were amber/red and 17% had no targets assigned. The report details several positive performance areas including the Welsh language (82 officers trained and 86% of posts advertised at level 3+); NEETs (down from 1.9% in 2024/25 to 0.6% in 2025/26); Library Service (97.9% adult satisfaction rate and a 9.5 out of 10 score from under 16s); Housing responsive repairs (completed in 17 days against a target of 18 with an 86% tenant satisfaction rate); Food Hygiene (100% of high risk inspections completed); road condition (A, B, and C roads are all Green against targets); and Planning (96% of applications determined within time).

Eight indicators are currently Red or Amber against targets. These are in relation to Social Care and wellbeing (re-referrals of children within 12 months); Housing (time take to re-let units of accommodation, delivery of large and medium Disabled Facilities Grants and development of new council homes); Economy (number of mooring contracts); Climate Change (recycling rate) and Whole Council Health (FOI response times). Councillor Robin Williams outlined the reasons for underperformance and the mitigation measures in place confirming that these areas are monitored by the Leadership Team to secure improvements into the future.

In reviewing the corporate scorecard for the fourth quarter, the committee raised questions under the following themes:

- **Climate Change**
    - Members expressed disappointment that the recycling rate fell in the fourth quarter. With the public consultation on potential changes to the waste and recycling consultation service now concluded, they sought assurance that an action plan and timescale are being developed to address underperformance and meet the Welsh Government's 70% recycling target.
    - Members questioned the provision available for residents to dispose of batteries, particularly large batteries, noting that batteries are no longer part of the kerbside waste collection service.

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- Members suggested that offering incentives rather than penalties could better boost recycling rates, referencing European models that encourage recycling through rewards for areas or households with higher rates, and a deposit return scheme for bottles and cans.

The Portfolio Member for Highways, Waste and Climate Change advised that the public consultation results have been analysed and a draft report produced which is expected to be presented with recommendations to Scrutiny in September 2026. The consultation indicated that 27% of residents do not recycle food waste which is a key challenge requiring behavioural change supported by awareness raising campaigns and educational programmes. Evidence from WRAP Cymru suggests that reducing residual waste bin capacity (black bin) to 60 litres has improved recycling rates in other local authority areas. Additionally, Natural Resources Wales is examining wood waste issues and reported waste wood tonnage collected by local authorities across Wales.

The Head of Highways, Waste and Property explained that residents can recycle small batteries by taking them to either of the two waste recycling centres or returning them to the retailer. Large batteries can be disposed of at the waste recycling centres or via bulky waste collection for an additional charge. Batteries cannot be collected kerbside due to the risk of contamination and potential damage to the wagon. The Head of Service confirmed that all suggestions to improve recycling rates will be considered and that Welsh Government is introducing legislation for a Deposit Return Scheme in Wales. Recycling data from Council managed buildings such as schools and leisure centres is positive, with projects underway to improve recycling rates further, aiming to extend good practice to areas with poor rates.

- **Housing**
  - Members requested an update on PI 06 – the number of new council homes developed, former council homes purchased and brought back into council rented homes, noting a decline in performance from Quarter 3 2025/26 and an Amber rating, with a downward year on year trend.
  - Members queried the homelessness situation, noting that 95% of households in Quarter 4 were successfully prevented from becoming homeless. They acknowledged the work to bring Plas Alltran in Holyhead back into use and congratulated those involved in this successful project.
  - Members expressed concern over delivery times for medium and large Disabled Facilities Grants which stood at 208 days against a target of 190 days, and 289 against a target of 221 days, respectively. They sought assurance that measures are being taken to address these delays.

The Head of Housing Services advised that a large site of 23 units in Holyhead has been delayed due to the developer needing to lease land from the Health Authority to manage wastewater. A 14 unit development in Newbrough was behind schedule because of a delay with electricity supply installation. These units have now been let, with the units on the Holyhead development expected to be ready for letting in September 2026.

Regarding homelessness, the service aims to prevent it by assisting those at risk through landlord engagement or supporting individuals facing financial hardship or debt to access benefits or support.

Delays in DFG delivery are a national issue, highlighted in a 2026 report by the Older People's Commissioner ("Time to Adapt") which found that the average waiting time for adaptations in Wales is 370 days. At the Council, delays have stemmed from a pause in new approvals to manage budgets and overspending, contractor shortages and increased demand with priority given to adaptations necessary for individuals to live independently at home. Monthly service meetings are held to address DFG issues.

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- **The Welsh Language**
  - Members noted a downward trend in Welsh language responses to official consultations and that the number of followers of the Welsh language version of the Council's main social media accounts is down, and they sought an explanation for this trend.
  - Members queried the decline in Year 11 pupils studying Welsh (first language) – PFI 08 which was 66.2% against a target of 67%.

  Members were informed that the Welsh Language Forum is working to make forms, documentation and consultations easier and more accessible through the medium of Welsh. The Council encourages residents, especially young people to respond to consultations, and to do so in Welsh. A key challenge is improving confidence in Welsh language proficiency to access the Council's Welsh language website and social media accounts. PFI 08 is measured annually, with families encouraged to have their children educated through the medium of Welsh to realise its benefits.

- **Economy**
  - Members discussed SPF interventions supporting pathways to employment. It was explained that these are grant funded interventions which help people move towards or into work. They delivered through local partners such as colleges, employer partnerships and training providers, based on local need.
  - Members welcomed the improved food hygiene inspection performance, with 100% of high risk inspections completed and they inquired about consolidating capacity in the service.

  The committee was advised that additional funding in the 2026/27 budget had strengthened capacity and resilience, enabling the service to address the existing inspections backlog while maintaining current inspection levels so that no new backlog develops. Priority was given to high risk businesses, particularly those handling high risk food products.

- **Social Care and Wellbeing**
  - Members requested an explanation for the increase in children's re-referrals within 12 months, with performance at 22.91% against a target of 15%.

  The committee was assured that the upward trend over the last two quarters has been examined to identify potential improvements in initial interventions. The review confirmed that the circumstances prompting these referrals were appropriate. An independent evaluation has been commissioned to provide additional assurance, with the outcome pending. The Community Care social work news outlet notes similar re-referral trends in England also.

The committee noted that the Council is performing well overall, with examples of strong performance in several areas. Members particularly welcomed the improved fourth quarter performance in housing re-lets, food hygiene inspections and FOI responses with the latter expected to further improve with the introduction of the new CRM system. They also supported the proposed improvement actions for the eight underperforming indicators.

Having reviewed the Corporate Scorecard for Q4 2025/26 and considered the responses to the issues raised, the Corporate Scrutiny Committee resolved -

- **To note the Corporate Scorecard report for Q4 2025/26 including the areas which the Leadership Team is exploring and investigating to manage and secure further improvements into the future. These include Social Care and Wellbeing (children's re-referrals within a 12 month period); Housing (re-letting of void properties, delivery of large and medium DFGs and new council homes delivery); Economy**

(number of annual mooring contracts), Climate Change (Domestic Waste recycling) and Whole Council Health (responses to FOI requests within timescale).

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

4. ANNUAL DELIVERY DOCUMENT 2026/27

The report of the Head of Digital, Performance and Modernisation incorporating the Annual Delivery Document for 2026/27 was presented for the committee's consideration and scrutiny.

Councillor Robin Williams, Deputy Leader and Portfolio Member for Finance, Corporate Business and Customer Experience presented the annual delivery document, noting that it sets out the Council's planned work for 2026/27 in support of the six strategic objectives of the Council Plan 2023-2028. Developed in collaboration with services, the document provides the operational detail underpinning the Council's strategic aims and outlines specific, measurable actions for each strategic objective for the year, including targets and milestones where appropriate to support in-year monitoring. Services will be required to incorporate these actions into their individual service plans for 2026/27, with quarterly monitoring overseen by the Improvement and Modernisation Programme Board. The outcomes will inform the annual Self-Assessment and Performance (Well-being) report.

In scrutinising the annual delivery document, the committee raised the following matters –

- **Under Economy**, members sought clarification on what was meant by the aim for the Anglesey Freeport to be fully operational by October 2026.

  Members were advised that £25m seed capital funding allocation has been received with projects identified for support including remediation and preparation of the former Two Sisters plant site in Llangefni and the development of new facilities at the Menai Science Park. A Memorandum of Understanding has been signed by the Council, Welsh Government and UK Government enabling the Freeport to progress towards active delivery. Funding and tax sites have now been designated and will become operational under the Freeport entity.

- **Under Climate Change**, members noted that the Council's recycling rate has remained static at around 65%. They asked whether it is feasible to recycle some of the remaining 35% of waste, or whether a proportion of that material is inherently non-recyclable, making it impossible to meet or exceed Welsh Government's 70% recycling target. Members also queried the risk to the Council of failing to meet the national target.

  The Portfolio Member for Highways, Waste and Climate Change advised that the 70% target is considered achievable with renewed resident engagement, targeted campaigns and improved food waste collection, while acknowledging that the Council can only influence behaviour to a certain extent. It was highlighted that responsibility must also be shared with the UK and Welsh Governments, businesses and producers, particularly in relation to reducing the use of plastic.

  The committee discussed the challenges associated with soft plastic waste such as food bags, wrappers and film which are recognised as a difficult waste stream to manage.

  Members were informed that Welsh Government is considering recycling requirements beyond the 70% target. While recycling rates in England remain significantly lower than in Wales, measures such as the introduction of a deposit return scheme are expected to improve performance, and behavioural changes in England may influence practices in Wales as people visit or relocate. Local Partnerships working with the

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Welsh and UK Governments, had been expected to develop a business plan for Welsh government on soft plastic waste collection, although this has not yet been issued. Nevertheless, Welsh Government is moving towards requiring local authorities to collect soft plastic waste by April 2027. The Council is preparing for this by engaging with Biffa on vehicle adaptations and arrangements for kerbside soft plastic waste collections. It was stressed that appropriate processing facilities and viable end markets for soft plastic waste must also be in place. Councils that fail to meet the 70% recycling target risk significant fines unless they can demonstrate a clear commitment to improvement, e.g. by implementing the recommendations from the public consultation in Anglesey.

- Members also asked about progress on installing EV charging points across the island and the income generated from them.

  They were informed that the Council has an Electric Vehicle Charging Plan to establish a network of charging points across the island. Charge points have been developed and installed using external grant funding, and the income now being generated offsets maintenance costs and provides a small surplus. The Council is keen to avoid over-provision and will focus future installations in areas currently without charging facilities, which is the priority for this year. Beyond that, further development will need to be carefully assessed to avoid competing with private businesses and exposing the Council to potential financial loss.

- **Under the Welsh Language**, members asked about actions to promote the use of Welsh in the workplace, particularly within leisure centres. Members also sought clarification on the "secret shopper" exercise.

  They were advised that the Council intends to continue working with Learn Welsh Northwest to expand opportunities for staff, councillors, partners and residents by offering five Welsh language classes, running monthly campaigns to encourage everyday use of Welsh, and collaborating with partners to increase the use of Welsh in the workplace. The aim is to build confidence, increase usage and normalise the language across the organisation and wider community. A specific plan to increase the use of Welsh within leisure and sports, for example within Môn Actif will be implemented. Members were further informed that the secret shopper review is an objective annual monitoring tool used to assess compliance with the Welsh language Standards. Feedback from the review is included in the Welsh Language Annual Report for 2025/26 which was presented to the Partnership and Regeneration Scrutiny Committee on 9 June 2026.

- **Under Social Care and Wellbeing**, members sought clarification on the supported housing model and asked whether additional provision had been identified to meet the needs of service users.

  Members were advised that the Council has been working to improve and extend the current supported housing offer. The new units already developed have been successful; these are properties adapted for individuals with disabilities who are able to live independently with support from on-site staff, typically one member of staff. The Council has sought to accelerate the development programme by purchasing properties on the open market, although this presents challenges, including the need for adaptations to make them suitable for individuals with disabilities and the requirement to comply with new fire safety regulations. Looking ahead, the Council may need to build such properties from new, which offers advantages in terms of cost control and design suitability. Additional locations are being considered, subject to funding support from Welsh Government.

Having reviewed the Annual Delivery Document for 2026/27 and considered the responses of Officers and Portfolio Members to the matters raised, the Corporate

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Scrutiny Committee resolved to endorse the document and to recommend it to the Executive for approval and implementation.

5. CARE INSPECTORATE WALES: LOCAL AUTHORITY ASSURANCE CHECK LETTER CHILDREN AND FAMILIES SERVICES AND INSPECTION OF FOSTERING SERVICES

The report of the Director of Social Services on the outcome of Care Inspectorate Wales (CIW) assurance check of the Council's Children and Families Services and the CIW inspection of Fostering Services both conducted in January 2026, was presented for the committee's consideration and scrutiny.

Councillor Gary Pritchard, Leader presented the report noting that CIW had assessed performance against the four principles of the Social Services and Well-Being (Wales) Act 2014: People - Voice and Control; Prevention; Well-Being and Partnerships, with the aim of determining the effectiveness of the local authority in supporting, measuring and sustaining improvement for people and services. He highlighted that a number of strengths and examples of positive practice were identified across all four areas and no cases of concerning social work practice were found. CIW identified several areas for improvement under both "must do" and "should do" actions. A full work plan has been drafted to address these actions and will be monitored through the 2026/27 Service Delivery Plan. The Social Services Scrutiny Panel has discussed the findings and recommendations.

Councillor Gary Pritchard reported that the inspection of Fostering Services was highly positive, with no areas for improvement and no priority action notices. CIW highlighted skilled and competent staff, effective recruitment, supervision and review processes; stable placements that support children's development; multiple ways for children to express their views, and strong support for children's emotional health needs though trauma informed practice. The outcome is regarded as exceptional and reflects how well services are managed, supported and administrated. He thanked the Fostering Services team for their hard work and praised the Council's foster carers for their invaluable contribution.

The Director of Social Services informed the committee that CIW reviewed 25 case records, and it was gratifying to note that no areas of social work practice caused concern. The areas identified for improvement were expected, as there are always processes within Children and Families' Services that can be strengthened. He was pleased to report that trauma informed practice is now considered embedded across the Council and that local, regional and national partnerships were recognised as strong.

The committee noted and welcomed the positive findings of both inspections, including the absence of any priority action notices or areas for improvement in the Fostering Services inspection. They commended the Children and Families Servies staff for their commitment and contribution to the positive inspection outcomes and acknowledged the effort involved in preparing for the inspections while maintaining day to day practice. Members asked about Social Services workforce capacity and whether it would be sufficient going forwards.

The Director of Social Services advised that although demand for services has increased the service continually reviews vacancies and assesses whether different, more cost effective ways of working are possible to manage spending. He noted that while the inspection recognises the dedication of staff in going beyond what is required, statutory social service work is demanding and caseloads can be heavy. He was pleased to report that, in light of inspectors' recognition of the challenges posed by increasing demand and limited staff capacity, and following a detailed review of caseloads, work pressures and rising referrals, the authority has agreed to invest in three additional social worker posts within the Children and Families Services structure for 2026/27 with a further post to be added should demand continue to increase.

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Having received and considered the documentation presented and the verbal presentations by the Leader and Director of Social Services, the Corporate Scrutiny Committee resolved –

- **To note CIW's Local Authority Assurance Check Letter relating to Children and Families Services.**
- **To endorse the service's work plan responding to the CIW Assurance letter as reflecting the key areas for improvement identified.**
- **To note and welcome the Fostering Inspection report including the absence of any priority action notices or areas for improvement.**

6. FORWARD WORK PROGRAMME

The report of the Scrutiny Manager incorporating the Committee's Forward Work Programme for 2026/27 was presented for consideration and review.

It was resolved

- **To agree the current version of the Forward Work Programme for 2026/27.**
- **To note progress thus far in implementing the forward work programme.**

Councillor Jeff Evans
Chair

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