

**SCRUTINY  
COMMITTEES  
ANNUAL REPORT**

**GWYNEDD COUNCIL**

**2015/16**



## **A. Corporate Scrutiny Committee**

Chairman Councillor Dyfrig Jones

Vice-chairman Councillor Jason Humphreys

### **Terms of Reference**

- Corporate Strategy
- Partnerships
- Engagement
- Business Transformation
- Service Efficiency
- Services for Tomorrow
- Outcome Agreement
- Workforce
- Customer Care
- Audit Committee issues can be called in.

During the year, two Scrutiny Investigations (Holiday Homes and Taxes and Gwynedd Challenge Engagement) were held and nine other items were formally scrutinised. They are as follows:-

- Procurement Strategy 2014/15
- Ffordd Gwynedd Strategy
- Gwynedd Council Procurement Strategy - Category Management and Keeping the Benefit Local
- Supporting and Assisting the Workforce
- Draft Local Government (Wales) Bill
- Gwynedd Strategic Equality Plan 2016-20
- Information Technology Strategy
- The Council's Complaints Procedure
- The benefits to Gwynedd from retaining the business rates

Further details of the work and recommendations of both Investigations will be provided along with some of the main issues that received attention at the Committee during the year:-

### **1. Scrutiny Investigations**

Work was undertaken on two Scrutiny Investigations during the year as noted below. However, the investigations did not report to committee until June 2016, which is outside the reporting year. Below is an outline of the investigations, and the final reports can be seen on the Council's website.

## **CO 1 Holiday Homes and Taxes Investigation**

### Scrutiny undertaken

The Scrutiny Investigation was established in response to a request by the Cabinet Member for Resources to look at the situation of other councils in the context of transfers from the Council Tax system to the Non-domestic Rates system and to find practical solutions in order to deal with the situation in Gwynedd and prevent or decelerate any inappropriate transfer.

In order to be able to come to a conclusion, the purpose of the investigation was to:

- a) Understand the situation in Gwynedd and its impact
- B) Understand the role and responsibilities of the Valuation Office and scrutinise them
- c) Understand and scrutinise the role of Welsh Government
- ch) Research the situation in other councils, including England, to see whether or not the same problems exist and to see whether any lessons can be learned from them.

### Recommendations by the Scrutiny Members to Councillor Peredur Jenkins, Cabinet Member for Resources

See report presented to Corporate Scrutiny Committee on 16<sup>th</sup> June 2016.

### Anticipated Impact

Though the report was not officially submitted to the Committee until June 2016, which, technically, is outside the period of this report, the Cabinet Member accepted each one of the recommendations. In addition, the work has led to further work which will be reported upon to the Committee in October 2016 regarding the implications of setting a premium on the Council Tax.

## **CO2 Gwynedd Challenge Engagement Investigation**

### Scrutiny undertaken

It was decided to identify a specific piece of engagement work, and scrutinise that to see if there were lessons to be learned to enable the Council to do better next time, or share lessons of good practice across the Council in its entirety.

This time, it was decided to undertake the work in a different way, and the Scrutinisers worked with the Engagement Group as it was taking stock of the Gwynedd Challenge exercise to see what lessons could be learned regarding the Council's engagement arrangement more generally. There was an open and very honest discussion about the Gwynedd Challenge exercise.

### Recommendations by the Scrutiny Members to Councillor Dyfrig Siencyn, Cabinet Member for the field of Engagement.

See report presented to Corporate Scrutiny Committee on 16<sup>th</sup> June 2016.

### Anticipated Impact

Though the report was not officially submitted to the Committee until June 2016, which, technically, is outside the period of this report, the Cabinet Member accepted each one of the recommendations. A clear commitment was given to adapt for future engagement work and this is still on the agenda of the Engagement Group. In addition, the work has led to further work by the scrutinisers to look at the simplicity of language when doing engagement work.

## **2. Work of the Committee**

Some of the main issues that received attention at the formal scrutiny committees during the year are noted below.

### **PCC1. GWYNEDD COUNCIL PROCUREMENT STRATEGY: CATEGORY MANAGEMENT AND KEEPING THE BENEFIT LOCAL**

#### Scrutiny undertaken

The Scrutiny Committee has looked at the procurement field several times in recent years and an investigation into the Council's procurement arrangements has been carried out. As a result of that investigation, 'category management' arrangements were introduced in the Council.

#### Recommendations

A report by the Cabinet Member for Economy (Councillor Mandy Williams-Davies) was considered on developments to date with the introduction of category managements as a new procurement system in the Council, including any lessons learned from the experiences of the Care field to date. The keeping the benefits local element when procuring was also considered and which steps were being taken to encourage local businesses to develop.

The Committee resolved:-

- There is no evidence to date whether the category management arrangements work better than the previous procedure. Progress on the procurement strategy should be monitored by this committee in 6 months' time, and regularly thereafter.
- Noting concern regarding the impact of any possible cuts on departments' ability. Noting concern especially regarding the Economy and Community Department, to drive the local element and the impact of that on the county's economic success more generally.
- That the strategy should be rooted in Ffordd Gwynedd principles by consistently listening to the messages that come back from the local sector and adapting the strategy accordingly.
- That there was a need to secure support to promoting and creating opportunities for local businesses, social enterprises, etc., to develop businesses by identifying the gaps in the market, including encouraging individuals to establish new businesses.
- That the message should be spread across the Council, so that everyone knows about and understands clearly what the new procedure is.

#### Anticipated Impact

Improving the Council's procurement arrangements, with a focus on keeping the benefits local to Gwynedd and north Wales. There is a need to continue to monitor this field.

### **PCC2. DRAFT INFORMATION TECHNOLOGY STRATEGY**

#### Scrutiny undertaken

The Corporate Scrutiny Committee scrutinised the Council's draft Information Technology Strategy and offered constructive observations on how to improve it before the Strategy was submitted to Cabinet for approval. Value for money and efficiency were considered, together with costs and customer satisfaction.

#### Recommendations

The draft Strategy was considered and observations were submitted to the Department to strengthen the Strategy by referring to e.g. the success of the previous strategy and using it as a basis for the new strategy. Also, the need for the Strategy to be flexible and driven by customer demands was noted.

#### Anticipated Impact

The draft strategy was amended prior to being submitted to the Cabinet which has now approved it. The Strategy will be a basis to introducing information technology to meet the needs of users over the coming years.

### **PCC3. THE BENEFITS TO GWYNEDD FROM RETAINING THE BUSINESS RATES.**

#### Scrutiny undertaken

During a discussion regarding business rates at the Full Council in October 2015, a member drew the Council's attention to the fact that the central Government in England had decided that local councils in England would get to keep all of the business rates for it to be re-invested locally. It was explained that this was not the situation in Wales.

The report of the Cabinet Member for Resources (Councillor Peredur Jenkins), the Head of Finance Department and the Senior Manager - Revenue and Risk was considered, which outlined the likely situation for Gwynedd should Welsh Government set the same conditions in Wales. The purpose of this scrutiny was to discover whether the same system in Wales would likely lead to benefits, losses, opportunities or hazards for Gwynedd. Following the work, a decision could be made regarding whether the Council would contact Welsh Government.

#### Recommendations

The Committee recommended that we should not write to Welsh Government at present to request the same terms in Wales. Should more details come to light regarding similar developments in Wales, further scrutiny work could be undertaken on the matter at that time.

#### Anticipated Impact

Clarity following the scrutiny that no further action was needed.

## B. Communities Scrutiny Committee

Chair Councillor Angela Russell

Vice-chair Councillor Caerwyn Roberts

### Terms of Reference

- Economy and Regeneration
- Green Gwynedd
- Environment
- Transport Network and Community Transport
- Empowering Communities
- Waste
- Housing
- Carbon Footprint Reduction
- Unitary Development Plan

During the year, two Scrutiny Investigations (Homelessness and Street Enforcement) and 13 items were formally scrutinised. They were as follows:-

- Accountability of the Fire Authority - Challenging Council representatives on the Authority
- Food Hygiene - Scrutinising progress on the report by the external auditors
- Street Light Efficiency Savings - Scrutinising the intention to introduce new arrangements
- Street Enforcement - Consider the need for a Scrutiny Investigation (see below)
- Scrutiny Investigation - The Planning System (Agreeing the brief for a future Investigation)
- Homelessness Scrutiny Investigation (See below)
- Cartrefi Cymunedol Gwynedd - Scrutinising progress of the work of CCG against the pledges of the Transfer Agreement
- The Welsh Language and the Planning System - Considering the adequacy of the consideration given to the Welsh Language in the Planning System
- Post-16 Education Transport - Scrutinising progress on the recommendations of the Scrutiny Investigation
- Section 106 Agreements - Drawing up proposals to make better use of these Agreements
- Residual Waste and Recycling - Scrutinising the new collection arrangements
- Non-statutory Pest Services Efficiency Saving - Scrutinising proposals for implementing changes to the Pest Services
- The Refugee Crisis - Challenging the willingness of the Council to respond to the crisis

Further details of the work and recommendations of the two active Scrutiny Investigations are noted along with some of the main issues that received attention at the Committee during the year:-

### 1. Scrutiny Investigations

Work was undertaken on two Scrutiny Investigations during the year:

<b>CY1 Homelessness Scrutiny Investigation</b>
<u>Scrutiny undertaken</u>
The Scrutiny Investigation was set up to work on a brief agreed with the Cabinet Member for

Housing to consider the following questions:-

- What is the provision pattern of the Authority and its partners in its entirety for homeless people in Gwynedd?
- How suitable is the provision of the Authority and its partners for homeless people; - Families – Women – Young people – Single men?
- Does the provision for homeless people meet the user's needs?
- How accessible are the provisions to the user and is there easy access to other key services?
- Is the provision for homeless people cost-effective and sustainable?
- Is the current provision sufficient to meet the likely increase in the number of homeless people as a result of the current recession and welfare reform?
- What is the partners' role in providing for homeless people?
- Is consideration given to the location of the provision, i.e. suitability of hostels on the basis of services available?
- Is consideration given to the backgrounds of individuals staying there?
- What is the introduction process?
- Does the provision respond to local homelessness?

Recommendations by the Scrutiny Members to Councillor Ioan Thomas, Cabinet Member for Customer Care.

The Investigation submitted the following recommendations to the Cabinet Member with a note as to whether the Cabinet Member agreed to those recommendations or not:-

1. <u>Changes to the Welfare System</u> - the Senior Housing Manager to lead on:- a. Ensuring publicity for the likely impact of the changes and support available. b. Encouraging use of the Universal Credit System to protect rent payments	√ √
2. <u>Mediation Services</u> - the Preventative Services Group and the Young People Accommodation Group to map the services / referral process for service, with a view to drawing up proposals to improve the provision	√
3. <u>Housing Service Structure</u> - - the Strategic Housing Unit to collect information about the structures of other Councils with a view to drawing up proposals to rationalise and simplify	√
4. <u>Council Forms and Documents</u> - the Housing Options Team to re-examine its forms and simplify them.	√
5. <u>Establishing a Single Referral Point</u> - the Strategic Housing Unit, the Gwynedd Homelessness Forum and the Supporting People Forum to collect information about other authorities' arrangements in search of good practices in terms of establishing a single Referral Point for services	√
6. <u>Customer Care at the Offices</u> - the Senior Housing Manager to lead on the work of:- a. improving the property used by the Homelessness Team at the Penrallt Office when interviewing individuals b. ensuring a face-to-face interview with the Housing Options Team in addition to the existing telephone arrangement	√ √
7. <u>Information about available Properties</u> - the Senior Housing Manager to lead on:- a. setting up a database of available properties that could be referred to immediately or at least an up-to-date list of properties that could be made	√



available by private landlords in order to question them further b. having access to a computer in the interview room in order to look with the applicant immediately	√
8. <u>Developing the Private Sector</u> - the Homelessness and Supply and Enforcement Teams to:- a. recommence meetings with private landlords b. develop a Gold / Silver / Bronze Scheme for landlords to receive tenants	√ √
9. <u>Improving the range of properties</u> - the Housing Service to:- a. encourage landlords to adapt properties that are difficult to let in order to make them more suitable for the need and make use of available properties (e.g. student properties in Bangor) b. hold meetings as soon as possible between the Department and Cartrefi Cymunedol Gwynedd to discuss the reasons for the figure and collaborate to find creative solutions to that problem c. continue to target the work of the Empty Homes Team to meet the needs of homeless cohorts	√ √ √
10. <u>Provision for 25+ year old people</u> - the Homelessness and Housing Options Teams to collaborate with the Private Sector to try to increase the supply for single 25+ year old men	√
11. <u>Emergency Accommodation for young people</u> a) the Preventative Services Group and the Young People Accommodation Group to investigate the possibility of extending the 'Night Stop / Crash Pad' provision in the county b) the Housing Service to hold a specific discussion with Cartrefi Cymunedol Gwynedd about the use of its stock for homelessness purposes	√ √
12. <u>Storage for Personal Belongings</u> - the Homelessness Team to investigate the possibility and create a business case to attract further funding for such provision and investigate the possibility of using the Council's existing resources for storage	√
13. <u>The Council's Provision of Hostels</u> - the Senior Housing Manager and the Homelessness Team to seek resources to deal with the accessibility and facilities issues that could, in the case of Corris, lead to a search for a different location	√
14. <u>Hostel Fees</u> - the Supporting People and Homelessness Teams to investigate the rents set by agencies / the Council	√
15. <u>Hostels of the Council and Local Communities</u> - the Senior Housing Manager to make arrangements for local councillors to visit the organisations	√
16. <u>'Hub' Provision</u> - the Preventative Services Group and the Young People Accommodation Service, jointly with Economy, to discuss the possibility of developing a business case to establish such provision with a Registered Social Landlord as a partner	√

#### Anticipated Impact

The Cabinet Member agreed to each of the recommendations. In May 2016, which is technically outside the time frame of this report, it was reported back to the committee that action had been taken on each of the recommendations but that at the time recommendations 10, 11 and 16 had not been completed.

## **CY2 Street Enforcement Scrutiny Investigation**

### Scrutiny undertaken

The Scrutiny Investigation was set up to work on a brief agreed with the Cabinet Member for Highways and Municipal to come to an understanding about:-

- The expectations and statutory requirements associated with the service
- The current performance of enforcement outputs
- The level of resources available for enforcement and to try to answer these questions:-
  - Other possibilities that are available to assist with enforcement e.g. police
  - What other possibilities are available in terms of using a specialist company/ies to issue fixed penalty notices (as is in operation in Conwy and Denbighshire)

Furthermore, during the year, following the Her Gwynedd process, the full Council decided that the Street Enforcement Unit was to lose resources as part of the Council Cuts Package. The Investigation was thus requested to help the Service respond to that challenge.

### Recommendations by the Scrutiny Members to Councillor Ioan Thomas, Cabinet Member for Housing

The Investigation was not completed during the year. Recommendations will be presented to the Cabinet Member in September 2016

### Anticipated Impact

As the recommendations have not yet been submitted to the Cabinet Member, the anticipated impact of the Investigation will be included in the report for 2016/17.

In addition, the Committee is reviewing the progress made in implementing the recommendations of the Post-16 Education Transport Scrutiny Investigation completed in 2014/15.

Although the Committee has welcomed the progress on some of the recommendations, it was a source of great frustration for the Committee that action on the main elements of reconciling and improving the provision for students had not be completed in time for the start of the 2016/17 educational year.

## **2. Work of the Committee**

Some of the main issues that received attention at the formal scrutiny committees during the year are noted below.

### **CP1. Arrangements for the Collection of Residual Waste and Recycling**

#### Scrutiny undertaken

The Scrutiny Committee discussed this for the second time since the Cabinet came to its decision about the three-weekly arrangements for residual waste collection as part of the Council's waste and recycling strategy.

This time, it was scrutinised following the introduction of new arrangements in Meirionnydd, the second area in the county to see the introduction of the new arrangements.

#### Recommendations

A report on implementing the arrangements was received which noted that performance figures for the county were at 58.52% at the end of November 2015 against a target of 58% by March 2016. It noted that these figures followed the introduction of the new arrangements in Dwyfor and Meirionnydd and that these changes were on target to achieve annual savings of £350,00 for the Council (in addition to the non-payment of fines). Thus, the committee decided:-

a) that it was pleased to see an increase in waste collection and recycling arrangements and that it was keen to note its appreciation of the hard work of staff, especially during severe weather

b) that the committee saw the need to address some matters as the work was progressing:

- the Cabinet Member would need to continue to put pressure on the Government to do something about reducing the packaging material of goods
- information should be shared with Members generally about developments to 'wash and squash' in order to improve the cleanliness of materials collected;
- the Members hoped to see a further improvement in the tidiness when collecting, and were confident that the new machines would facilitate this
- creative solutions to the challenges of collecting in populated areas through developing community bins should continue to be sought
- a further increase in the engagement and dialogue with residents in order to further improve recycling should be ensured.
- on-street recycling arrangements needed to progress with an emphasis on having simple and easy to read messages for the public on those arrangements

#### Anticipated Impact

Further improvement in the Council's waste collection arrangements, improvement in recycling rates and a reduction in costs whilst addressing the practical concerns which arise in communities from implementing the new collection arrangements.

### **CP2. Food Safety Act – Report by the Food Standards Agency**

#### Scrutiny undertaken

Revisited the Council response to a critical report by the Food Standards Agency about aspects of the Council's arrangements that were not in line with the requirements of the Food Safety Act.

After scrutinising the department's initial response and challenging an officer from the Food Standards Agency about the adequacy of the Council's response, the Cabinet Member and the Department were called back before the committee to see whether the early signs of improvement were being upheld.

#### Recommendations

The committee welcomed the fact that the Unit had since eliminated the formal non-compliances identified during the audit and the team was congratulated on its work of ensuring that the department's internal arrangements complied with the recommendations of the Public

Enquiry into the cases of E-coli 0157 in South Wales in September 2005, and that all goals had been reached.

Anticipated Impact

Confirmation of the continued improvement seen in response to the report is expected. It is also expected that no reports criticising aspects of the Council's arrangements will again be received.

**CP3. Non-statutory Pest Control Services**

Scrutiny undertaken

Scrutinising the commitment of the Service to implement efficiency savings in the field of Pest Control as part of the Council's Savings Strategy. The various options on offer to the Service to implement the savings were challenged.

Recommendations

The Department was asked to return to the committee in 6 months with options for a new fee structure and realistic income targets for the pest control services to become self sufficient.

Anticipated Impact

The report on amended options for meeting the savings challenge by making the service self sufficient is expected in 2016/17 (June 2016)

**CP4. Street Lighting Efficiency Saving**

Scrutiny undertaken

A report by the Cabinet Member (Highways and Municipal) stating the Service's intention to respond to recent developments in lighting technology was considered. This would eliminate the need to change lamps every 3 years, thus saving £97,000 per year in street lighting maintenance costs and reducing energy costs and carbon emissions.

Recommendations

The Scrutiny Committee was satisfied with the saving and with the fact that it improved the experience for Gwynedd residents on condition:

- a) that the Department monitored the level of output from the lights regarding public safety.
- b) that discussions are held with Community Councils about partially turning off lights if necessary

Anticipated Impact

Implement efficiency saving which saves £97,000 per year in maintenance costs and reduces energy costs and carbon emissions.

## **C. Services Scrutiny Committee**

Chair                    Councillor Peter Read  
Vice-chair            Councillor Beth Lawton

### **Terms of Reference**

- Older People and Adults
- Families
- Children and Young People
- Education
- Health

Three Scrutiny Investigations were held during the year (Welsh-medium Education, From Hospital to Home (Part 2) and Alltwen) and 22 items were formally scrutinised. They are as follows:-

- The Future Vision and Direction of Adults Services
- Changes in the Learning Disabilities Services
- Additional Learning Needs and Inclusion Strategic Review - Update
- From Hospital to Home Scrutiny Investigation Part 2 - Final Report
- Trac Scheme
- Leadership Conditions and Alternative Models (Schools)
- Welsh-medium Education Scrutiny Investigation - Final Report
- Education Support Services Scrutiny Investigation - Agree on the Brief
- Social Services Annual Complaints Report 2014-15
- End to End Adults
- Care Challenge Project
- Performance Evaluation Report 2014-15 Care and Social Services Inspectorate Wales (CSSIW)
- Report of the Strategic Panel for Safeguarding Children and Vulnerable Adults
- Enabling within the New Work Arrangements of Social Services
- Quality of Education Project Progress Report
- Changes in the Additional Learning Needs and Inclusion Services
- Older People Accommodation Strategy
- Care Field Performance Overview - Quarter 2 2015-16
- Work Programme deriving from CSSIW Performance Evaluation Report 2014-15
- Election of Scrutiny Member to the Corporate Parent Panel
- Annual Report of the Education Service
- Progress Tracking Report on Recommendations of the From Hospital to Home Scrutiny Investigation Part 2

Further details of the work and recommendations of both Investigations will be provided along with some of the main issues that received attention in the Committee during the year:-

### **1. Scrutiny Investigations**

Work was undertaken on three Scrutiny Investigations during the year:

<b>1a From Hospital to Home Scrutiny Investigation (Part 2)</b>
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### Scrutiny undertaken

The Scrutiny Investigation was established to work on an agreed brief with the Cabinet Member for Care and Chairman of Betsi Cadwaladr University Health Board in terms of transferring clients from hospital to the home

The aim of the Investigation was to consider the following matters:

- The suitability and effectiveness of discharge arrangements in terms of ensuring the best outcomes for older patients, by identifying and highlighting good practice and fields in need of improvement.
- The suitability and effectiveness of collaboration arrangements between the Local Health Board and the Council in terms of assessing, planning and providing integrated and appropriate care for older patients who are discharged from hospital.
- The role of Third Sector organisations in terms of supporting older patients to return home or to live in the community.
- Identify examples of good practice from other areas and highlight the ones that could be adopted and put into practice in Gwynedd/North Wales.
- Draw up a series of improvement recommendations to be submitted to the Local Health Board, Gwynedd Council and Third Sector organisations to respond to the investigation's main findings and outcomes.

### Recommendations of the Scrutiny Members to Councillor Gareth Roberts, Cabinet Member for Care, Gwynedd Council and Mr Peter Higson, Chairman of Betsi Cadwaladr University Health Board

Recommendations can be seen below with ✓ noting that the recommendation has been accepted

1 Support the Third Sector to co-ordinate preventative and support services in the community and ensure that they have adequate resources to satisfy this and to increase the front-line workers' knowledge and awareness of Third Sector services.	✓ ✓
2 Assess the success of the Intermediate Care Project and ensure follow-up following the end of the grant to deal with any shortcomings which remain in terms of maintaining the service of the hospital discharge teams and the community teams in full at weekends.	✓
3 Collaborate with Hywel Dda Health Board to agree on an arrangement with the Ysbyty Bronglais Discharge Team to discharge patients to South Meirionnydd.	✓
4 Address some of the weaknesses of the patient transfer arrangements giving due focus where necessary to drawing up a new Care Plan soon after the patient arrives at Hospital.	✓
5 It has been given to understand that work is underway to improve the situation regarding the shortage of doctors and nurses and that the schemes need to be communicated clearly giving special attention to Dwyfor and Meirionnydd.	✓
6 Review the Discharge Protocol by consulting with key stakeholders including	

the patients and the public in line with the Language Policies of Gwynedd Council and the Health Board.	√
7 Assess the success of the work that is underway on Lean/Vanguard at Ysbyty Alltwen to address the current bureaucratic arrangements to free staff's time to deal with their main duties of providing care and nursing.	√

Anticipated Impact

The Cabinet Member accepted each of the recommendations.

Members of the Investigation were reconvened in January and February to interview front line Officers, to discover whether or not the recommendations had been implemented. Also in March 2016, the Cabinet Member and Chairman of the Health Board reported back to the scrutiny committee.

The assessment showed that some action had been undertaken on all recommendations and that Recommendation 6 had been fully achieved.

It was resolved that Recommendation 6 did not require further tracking and that achieving the remaining recommendations would be discussed at informal meetings and at the Annual Scrutiny Workshop and that any matter could be called back to be scrutinised if required.

## 1b Welsh-medium Education Scrutiny Investigation

### Scrutiny undertaken

The Welsh-medium Education Scrutiny Investigation was established by the Services Scrutiny Committee in order to assess:

- how the Authority's Language Policy is being implemented at grass roots level in individual schools,
- the extent to which the provision assists in promoting the social use of Welsh by children and young people.

### Recommendations of the Scrutiny Members to Councillor Gareth Thomas, Cabinet Member for Education

Recommendations can be seen below with ✓ noting that the recommendation has been accepted

<b>Recommendations</b>	
<b>1.</b> To strengthen and standardize the Council's (Education) Language Policy, the Council should define what bilingual learning is and collaborate with schools and teacher training establishments to establish a strong bilingual pedagogy which is appropriate for all the Authority's schools and pupils and to foster translanguaging skills amongst staff.	✓
<b>2.</b> In order to strengthen and standardize the Council's (Education) Language Policy, there is a need to clearly define the linguistic nature of all Gwynedd secondary schools so that it is clear to all stakeholders what is the linguistic nature of schools holding the schools and Governors accountable for its implementation.	✓
<b>3.</b> To try to increase the number of pupils who are fostering proficiency skills in both Welsh and English, the Council should collaborate with schools to amalgamate the policy to develop proficient bilingual skills with the implementation of the National Literacy and Numeracy Framework.	✓
<b>4.</b> It should be ensured that English exam results are as good as the Welsh exam results as this in turn will ensure the success of the Language Policy.	✓
<b>5.</b> To maintain and develop pupils' Welsh language skills in accordance with the Language Policy, Ysgol Friars should, with Council support, identify opportunities to make further progress in the use of the Welsh language across the curriculum and life of the school.	✓
<b>6.</b> Ensure that Governors of every school in Gwynedd receive training on the Language Policy's requirements.	✓
<b>7.</b> To strengthen the Welsh language environment of some schools, the Council should ensure support for teachers, assistants and ancillary staff to learn Welsh, understand the requirements of the Welsh Language Charter and receive Language Awareness training.	✓
<b>8.</b> To standardize the Council's (Education) Language Policy across the county, there is a need to ensure that all Gwynedd schools adhere to the Policy holding the schools and Governors accountable for its implementation.	✓
<b>9.</b> To try to increase the number of pupils who are fostering proficient skills in both English and Welsh, the Council should collaborate with schools to	✓



<p>establish the practice of every subject teacher in the primary and secondary sectors monitoring and reporting on the development of every pupil's Welsh and English skills in progress reports and discussing their development with pupils and their parents during parent evenings.</p>		
<p><b>10.</b> Ensure a robust linguistic progression between KS2, KS3, KS4 and KS5 by implementing consistent and appropriate monitoring methods which would also track language medium across the curriculum.</p> <p>(Recommendation of ESTYN Report November 2014: “track the percentages per school of key stage 4 pupils who follow courses through the medium of Welsh and set targets to increase this according to the objectives of their Welsh medium education strategy”).</p>	√	
<p><b>11.</b> Clarity and consistency should be ensured in the schools’ bilingual teaching methods and foster translanguaging skills among staff, and define clearly what bilingual learning is and provide details on:</p> <p>i.) how much Welsh and English should be used to teach</p> <p>ii.) language used by pupils to write in bilingual lessons</p> <p>iii.) what are the expectations in terms of using Welsh/English in classroom conversations and discussions.</p>	√	
<p><b>12.</b> Ensure that:</p> <p>i) the Language Charter is used in every primary school in Gwynedd</p> <p>ii) good practices are shared between schools on implementing the Language Charter and supporting and encouraging pupils’ use of Welsh in a constructive manner</p> <p>iii) there are better opportunities for pupils to use the internet through the medium of Welsh to support one of the Language Charter’s objectives. Schools should make more extensive use of Welsh websites and on-line materials and resources. Schools should be supported to achieve this where appropriate.</p>	√	
<p><b>13.</b> Some of the Scrutiny Investigation’s findings appear in the Trywydd report and it is recommended that the Council and the Schools act on the recommendations in the report.</p>	√	
<p><b>14.</b> Schools should include the pupils in discussions on:</p> <p>i.) the Language Policy</p> <p>ii.) the Language Charter</p> <p>iii.) language practices of the school</p> <p>and ensure their ownership of the policy. Every school should ensure that there are opportunities for pupils to understand and discuss the advantages of bilingualism, multilingualism and recognition of the Welsh language.</p>	√	
<p><b>15.</b> In order to keep hold of students who apply for a second degree in Wales, the Services Scrutiny Committee should lobby the Welsh Government to provide a grant for the second degree as well, as is the case in England.</p>	√	
<p><b>16.</b> The advantages of bilingualism should be promoted and marketed in collaboration with every school across the county, with schools also marketing those advantages on their website, among parents and pupils.</p>	√	
<p><b>17.</b> The Council should celebrate the successes of the county’s schools and pupils (that test results in Welsh and English are as good as each other) and ensure</p>	√	

that all schools raise awareness of those successes on the school website.	
<b>18.</b> To support pupils from non-Welsh homes to support the Welsh language, schools and the Council should develop methods (such as Language Awareness sessions, chats with prospective pupils/parents, etc.), to establish attitudes which puts a value on the Welsh language and bilingualism. It should be ensured that existing good practices are shared.	√
<b>19.</b> To strengthen the Welsh language environment of the schools, the Council should strengthen the procedure of establishing the language requirements of posts in schools when appointing new staff.	√
<b>20.</b> It should be ensured that every school make full use of the Language Centres, ensuring every school's accountability for implementing the after-care packages.	√
<b>21.</b> The Council should consider establishing a Language Centre for Bangor in order to support the implementation and achievement of the Language Policy.	√
<b>22.</b> Ensuring that good practices are shared between the Language Centres and the schools.	√
<b>23.</b> The Council should consider establishing a specific provision of immersion education for Ysgol Ardudwy (and schools located in similar demographic catchment areas) in order to support the implementation and achievement of the Language Policy.	√
<b>24.</b> The Council should discuss the possibility with Bangor University of setting a specific standard to develop skills in Welsh and a standard to develop bilingual skills for prospective teachers as part of the standards for a Qualified Teacher Status (QTS).	√

Anticipated Impact

The Cabinet Member accepted each of the recommendations.

The Recommendations have not been tracked thus far.

In addition to this, an Investigation into the work of Ffordd Gwynedd in Ysbyty Alltwen was established. The Report is expected to be submitted to the Scrutiny Committee in November 2016.

**2. Work of the Committee**

Some of the main issues that received attention in the formal scrutiny committee meetings during the year are noted below.

<b>2a Older People Accommodation Strategy</b>
<u>Scrutiny undertaken</u>
The Scrutiny Members welcomed the opportunity to scrutinise this key Strategy in advance in order to submit observations to the Cabinet Member for Care before a decision was made by the Cabinet.
<u>Recommendations</u>

The Cabinet Member was asked to provide evidence and to address the following points:

- That the Council and its Partners were clear regarding the vision for older people's accommodation.
- That the Council and its Partners collaborated effectively to realise savings.
- What was the estimated cost of achieving the strategy?
- Were the resources available?
- Was there a risk that the cost for some services for some users would be beyond their means?
- What input would older people have into the strategy?
- Did the Strategic Plan, the Community Strategy and the Local Development Plan include projections for accommodation requirements of different groups of older people?
- Was the relationship between the Accommodation Strategy and the Commissioning Plans clear?
- What were the opinions of key stakeholders about the draft Strategy - vulnerable older people, third sector providers, private sector companies and public organisations?
- How has the Older People Commissioning Plan and data from the Market Position Statement contributed towards the Strategy?
- There was a stock of old housing in some areas and therefore it was impossible to provide hospital beds in the houses due to the specified size of a hospital bed and the need to consider different options in these areas.
- That additional financial recognition was required for some areas to address the growth in the number of older people who have retired there and the cost of providing services for them.

#### Anticipated Impact

Ensure that the Strategy was as comprehensive as possible in order to influence effectively and appropriately on medium-term and long-term plans in Gwynedd in terms of accommodation requirements.

## **2b Additional Learning Needs and Inclusion**

#### Scrutiny undertaken

The Council undertakes a survey of the Additional Learning Needs field with the aim of improving provision across the County and to realise a saving of £808,466.

Scrutiny Members were given an opportunity to consider the draft Strategy which is one of the Council's fundamental cornerstones to transform services provided for the County's vulnerable children and young people.

#### Recommendations

The Cabinet Member was asked to address the following points:

- Offer the same level of certainty to pupils and parents as is available under the current system.

- The need to address less severe needs and to do so at an early stage.
- The risk that schools would fail to adequately cope with additional pressures due to the strategy's emphasis on the schools doing more especially in smaller schools.
- The risk that the comparably lower attainment level of some pupils with additional learning needs would lead to reluctance from schools to include them.
- How will you measure the children's progress and what impact does the new provision and strategy have on the child?
- Financial concerns due to the likely costs of extending the provision to young people up to the age of 25; and additional costs of maintaining services in areas
- Ensure that suitable arrangements are in place until the new strategy has become operational.
- Ensure consistency in provision in the primary sector and robust collaboration with the secondary sector when transferring.
- Will you provide training to support the role of school Governors?

#### Anticipated Impact

Improve the effectiveness and efficiency of the service and provide a new and modern Special School for children and young people with additional learning needs within the County.

### **2c. Strategic Panel for Safeguarding Children and Vulnerable Adults**

#### Scrutiny undertaken

The safeguarding field is one of the Council's main responsibilities, and is one of the Strategic Plan's main priorities.

Consideration was given to a report by the Statutory Director on the Panel's work during 2014-15 and how the Panel responded to observations by external Inspectors. An outline of the Panel's work for 2015-16 was also provided.

#### Recommendations

- Can you show how the Panel makes a difference to individuals?
- Will you provide us with details about the number of whistle blowing cases that occurred?
- Does the fact that you are adding a policy for anti-cyber bullying suggest that this is a major problem in the County?
- Do the collaboration arrangements with schools work well?
- When will the Child Safeguarding Officer commence in his/her post?
- Updates were requested for members so that it would be possible to keep an eye on concerns raised by external Inspectors about the Plas y Bryn residential home in Bontnewydd.
- Concern was expressed that there was no specific reference to individuals with learning disabilities.

#### Anticipated Impact

Scrutiny Members publicly challenging the Panel's work is a way to ensure accountability for the maintenance of effective arrangements and the robustness and suitability of those

arrangements for the benefit of the County's vulnerable people.

## **2ch Enabling within New Work Arrangements**

### Scrutiny undertaken

A proactive session was held with Scrutiny Members to assess the value of the new enabling arrangements on a joint basis with the Health Board which are being held in the Eifionydd area. During the session, a number of suggestions were made by Members and they are noted below as recommendations.

### Recommendations

- That some individuals required more care from some officers (e.g. community nurse, therapist, social worker) and there was a need to allow the officer who had the most contact with the patient or user to lead on a process of assessing needs.
- There was a need to measure how the new work arrangements lightened the burden on families.
- If the user felt better, no further assessment should be required, the person's word that he/she feels better and that he/she does not need the support to continue should be accepted.
- There was a need to target support for people who genuinely needed it.
- Welcomed the plan but that it was extremely important that there were clear indicators to measure what difference the plan made for individuals.
- It was noted that it was not the Scrutiny Committee's responsibility to consider the cost of the plan, it was strongly suggested that the Audit Committee should undertake detailed work to measure the cost of the new service alongside any increase or reduction in the costs of maintaining other services that were affected by the new arrangements.
- There must be clarity regarding when individuals reached their objectives.
- The need to extend the plan to Meirionnydd areas and the rest of Dwyfor and to be available 7 days a week.
- The need to inform officers of the need to put the individual first.

### Anticipated Impact

Planning and providing joint health and care services that place the individual at the centre.