

GWYNEDD COUNCIL OVERVIEW AND SCRUTINY ANNUAL REPORT 2013-14

The Effect of Overview and Scrutiny on life in Gwynedd

A. Corporate Scrutiny Committee

Chairman: Councillor Simon Glyn

Vice-chairman: Councillor Dyfrig Jones

Terms of Reference

- Corporate Strategy
- Partnerships
- Engagement
- Business Transformation
- Service Efficiency
- Services for Tomorrow
- Outcomes Agreement
- Workforce
- Customer Care
- The Right to Call In matters of the Audit Committee

1. Scrutiny Investigations

Work was undertaken on three Scrutiny Investigations during the year. The Investigations examined in much detail the fields under consideration, considering the policy context, receiving evidence seeking expert opinion and interviewing key stakeholders prior to coming to any conclusions.

AY1 – Systems Thinking

Scrutiny undertaken

The Investigation was established to try to answer the following questions:

A) What was the effect of the two pilot schemes in the Maintenance Service (Intervention Team) and the Homelessness Service on the people of Gwynedd?

B) Has it improved the service for the users?

C) Has it achieved a saving?

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

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| 1 | Members of the Investigation recommend that Systems Thinking be extended throughout the Council. | ✓ |
| 2 | Ensure that the Cabinet Members and Senior Managers have a thorough understanding of the principles of Systems Thinking to realise the potential of redesigning Council services for the customer's benefit. | ✓ |
| 3 | Provide full support to maintain the "day job" while officers work on the systems thinking scheme. | ✓ |
| 4 | Develop the scheme across the Council by striking a balance between carrying out this work internally and getting external and independent input as necessary. | ✓ |
| 5 | Consider the information obtained from the customers and partners thoroughly in order to assess the nature of the demand and the true needs of the customer. | ✓ |
| 6 | Consider the value of appropriate indicators carefully to assess success and problems with implementing the scheme across the Council and | ✓ |

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| | reporting on any matters of concern to the Cabinet. | |
| 7 | The process thus far has been too slow. It is crucial that the work progresses sooner in the future. | ✓ |
| 8 | That work is carried out immediately to assess the scheme's costs in order to identify the amount of the expenditure and any savings that have derived from it so far and to consider the projection over the lifespan of this Council. | ✓ |
| Anticipated Impact Achieving the Investigation's recommendations would contribute substantially towards maintaining the quality of services and improving them despite a reduction in resources and in some circumstances it would create savings. | | |

AY2 – The Rural Agenda

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Scrutiny undertaken

The aim of the Investigation was:

- To identify examples of successful plans to increase inclusion in Gwynedd
- To identify and consider examples of good practice outside the County
Submit recommendations for the Council Leader to act upon them directly or as a partner to improve inclusion.

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| R e c o m m e n d a t i o n s 1 | The Council's new Engagement Strategy is a good starting point and there is a need to ensure that Cabinet Members give priority to gathering opinions and evidence from citizens and to carefully consider the impact on service users in rural areas when planning and providing services. | ✓ |
| 2 | You are required to agree with the Welsh Government on the direction and implementation of the Economic and Spatial Strategy for Gwynedd and Anglesey as a starting point to fund structures (to include highways and transport) as the main driver to plan access to services across the County. | ✓ |
| 3 | The Welsh Government needs to clearly show what the way forward is as soon as possible. The Investigation obtained some evidence that the residents of Gwynedd are willing to consider changes to their services, but there is a need to step up the pace to alleviate fears and to plan and provide high quality services in alternative ways. | ✓ |
| 4 | Target private and third sector businesses that currently operate in the communities to support them to develop a convenient shopping service as a focal point for the local community, with the aim of them becoming self-supporting by 2016 before the end of the Council's Strategic Plan's lifespan in 2017. Then, you can undertake a detailed assessment in order to establish the way forward for Gwynedd's subsequent Strategic Plan. | ✓ |
| 5 | There is a need to plan public transport on two tiers: a) To agree with the Welsh Government on Service Centres across the County and regionally, by planning public transport to connect | ✓ |

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| | <p>Gwynedd's main population locations.</p> <p>b) The Council needs to re-design services from the populated main centres to rural areas. In accordance with the reference in the Williams Report, we deem that this work is the role of the new community councils and those three innovative schemes should be undertaken instead of a group of councils showing a willingness to act on this between now and 2016. Then, a detailed assessment should be undertaken of the three schemes.</p> | |
| 6 | The Welsh Government needs to provide a temporary urgent solution to the local residents' perception about the lack of safety in the health service in Pen Llŷn on weekends. | ✓ |
| 7 | Undertake further research to see whether there is evidence that maintaining health and other services 'from afar' creates more intensive health problems or other difficulties in the medium and long term for service users. If evidence of this comes to light, then appropriate provision should be made to mitigate the impact when planning services. | ✓ |
| 8 | Build on the current provision that exists in Gwynedd to improve access to services by identifying and assessing the quality of services that are currently provided by the Third Sector and Private Sector across the County. Plan alternative services over a period of three years or more by providing appropriate guidance and support to them. | ✓ |
| <p><u>Anticipated Impact</u></p> <p>Implementing the recommendations would contribute positively to improving inclusion and access to services for residents of the County in urban and rural areas.</p> | | |

AY3 – Sustainable Procurement

Scrutiny undertaken

A Scrutiny Investigation was established to work on a brief agreed with the Cabinet Member for Education to consider the appropriateness of policies; compliance with those policies; the impact of packaging work on contracts under £50k; good practice in the field.

Recommendations of the Scrutiny Members to Councillor John Wyn Jones, Cabinet Member for the Economy

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| 1 | There should be agreement on the Council's ambition for the field of sustainable procurement and simple and clear policies and guidelines based on good practice should be developed for staff to realise this across the Council | ✓ |
| 2 | Procurement arrangements should be developed that are suitable to deliver the Council's ambition in the sustainable procurement field and to ensure commitment to those arrangements on the highest level | ✓ |
| 3 | Existing good practice should be built upon within the Council to identify more opportunities for services to collaborate on procurement and to maximise the potential benefits | ✓ |
| 4 | A comprehensive register of all the Council's tendering opportunities should be established to ensure better overview of the field | ✓ |
| 5 | Suitable and meaningful indicators should be developed in order to measure the financial impact of the Council's expenditure and the impact on Gwynedd residents | ✓ |
| 6 | The training arrangements of staff involved with procurement should be | |

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| | reviewed to secure a full understanding of the commitment, active compliance and better identification of the opportunities available for the benefit of Gwynedd residents. | ✓ |
| 7 | The role of the Corporate Procurement Unit should be defined more clearly within the Council's procurement arrangements to secure the best from the resource and to strengthen the Council's procurement arrangements. | ✓ |
| 8 | It should be checked whether or not the Council's current devolved arrangements are the most suitable to realise the Council's ambition in the field | ✓ |
| 9 | A review should be undertaken of the use of the Welsh language within the Council's procurement arrangements in the context of the <i>Awarding Public Service Contracts and the Welsh Language</i> document and any recommendations should be included within the new Procurement Strategy and the Sustainable Procurement Policy and arrangements developed to monitor compliance. | |
| <u>Anticipated Impact</u> Achieving the recommendations would be a means of improving procurement arrangements and maximising the benefits for Gwynedd residents. | | |

2. Work of the Committee

The matters below have been discussed at the five committee meetings during 2013/14.

AP1 Engagement

Scrutiny undertaken

The report of the Cabinet Member for Customer Care was considered and the draft Engagement Plan.

Consideration was given to how successful the Council was in terms of engagement with the public over the past years and recommendations for improvement were made.

Recommendations

The Cabinet Member was requested to:

- Provide a clear and concise explanation to councillors of good practice regarding the presence of officers at public meetings
- Develop the good work undertaken through 'Rhaeadr' (the electronic information Link for Councillors) by encouraging more Council departments to use it
- Undertake a pilot study with the Regulatory Department to improve the procedure of sharing information regarding local plans and work
- Provide guidance for every Cabinet Member on how to liaise better with local councillors when undertaking work locally
- Add one councillor to the Engagement Project Board
- Consider how best to improve the relationship between councillors and officers in terms of collaborating and sharing information
- Agree with the Chair of the Democratic Services Committee on the best role for councillors when engaging.

Anticipated Impact

Contribute towards putting the people of Gwynedd at the centre when planning and providing services. Two of the scrutiny members are undertaking further work with the Cabinet Members for the Environment and Planning in order to improve local engagement in regulatory and planning matters.

AP2 Financial/Savings Strategy

Scrutiny undertaken

Consideration was given to how successful the Strategy had been achieved and to measure the impact of achieving the savings for Gwynedd residents by challenging reports to meetings of the Scrutiny Committee held in October 2013, January and March 2014 and recommendations were submitted to the Cabinet Member.

Recommendations

The Cabinet Member was asked the following:

- If it is your intention to request schools to identify efficiency savings, would you consider giving a more challenging target for those schools holding large balances rather than introducing a uniform target for everyone?
- Create a draft Engagement Plan on the Savings Schemes to be considered by the Engagement Project Board as a matter of urgency.
- To place new emphasis on discussing ideas for efficiency savings with less senior staff.

Anticipated Impact

There is increasing pressure on the Council's services as a consequence of financial savings. Implementing the recommendations will contribute towards careful planning of the savings and effective engagement and giving detailed consideration to the impact on service users particularly vulnerable people.

AP3 Performance Reports

Scrutiny undertaken

The following matters were referred forward for consideration by members of the Corporate Scrutiny Committee at their Preparatory Meetings:

- North Wales Procurement Partnership (Caff1a)
The North Wales Procurement Partnership has come to an end and a concern was noted regarding how the Council would identify the savings earmarked for the partnership
- Payment of Invoices within 14 days (CD6.05)
 - It was noted that one invoice had not been paid for a considerable length of time because the relevant member of staff was away from work.
 - To consider changing the indicator to measure the invoices that failed to achieve the target of payment within 14 days
- Replying to letters within 15 working days (DGCCC03)
 - A procedure must be established and to ask the Cabinet Member when the performance of replying to e-mails would be measured.

Members of the Scrutiny Committee were appointed to air the issues with Cabinet Members for the Economy, Resources and Customer Care.

Recommendations

The Cabinet Members were thanked and the following recommendations were made:

- That the Cabinet Member for the Economy concentrates on maximising procurement efforts to keep the benefit local.
- That the Cabinet Member considers methods of maximising performance, including processing payments of some providers centrally.
- That the Cabinet Member for Customer Care expedites the work of establishing an e-mail tracking system and to note when it will be operational.

Anticipated Impact

By monitoring the performance of Cabinet Members' Business Plans, it will contribute to ensuring that they are publicly accountable to Gwynedd residents for their annual work schedules. Specifically, in the three matters that were discussed in detail, implementing the recommendations would improve the benefit to the local economy and the Council's service users by receiving payments and responding to enquiries more promptly.

AP4 Partnerships and Collaboration

Scrutiny undertaken

Consideration was given to collaboration with the Isle of Anglesey in terms of:

- The Gwynedd and Anglesey Single Integrated Plan 2013-17
- Gwynedd Council's initial response to the Williams Report

Single Integrated Plan

The Single Integrated Plan draft document was considered at the meeting of the Scrutiny Committee in January 2014. Along with the draft Report, the Work Schedule and the Engagement Plan were also considered. The Council Leader was requested to show how implementing the Scheme could have a better effect on the lives of Gwynedd residents and how it would be possible to measure that element. Some suggestions were made for the Leader to consider.

Collaboration and the Future of Public Services

Consideration was given to a document submitted by the Council Leader, outlining observations and possible responses to the principal recommendations of the Williams Report and concise information was provided about the main partnerships of which the Council was a member.

Recommendations

- The Council Leader was asked to seek clarity on the operational implications of the recommendations of the Williams Report
- To seek information on the timetable
- To share details with all members of the Council when available, and to hold an early discussion
- To consider establishing a working group or to undertake a Scrutiny Investigation when timely

Anticipated Impact

To maintain high quality services for the residents of Gwynedd during an uncertain period and to continue to maintain and improve services by collaborating with the Isle of Anglesey and others.

AP5 Gwynedd Amdani

Scrutiny undertaken

Information was gathered on the Wales Together scheme, namely a national scheme by the Welsh Government that is operated by Glamorgan County Council across Wales. The scheme gives individuals or families living in Wales an opportunity to register to consider proposals regarding cheaper energy prices (electricity and gas).

Scrutiny Members considered details of the Wales Together Scheme, an Outline Communications Plan along with a presentation by the Head of Human Resources Department on a plan that is part of projects led by the Chief Executive under the banner of

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| 'Our Council'. |
| <u>Recommendations</u> <ul style="list-style-type: none"> • That an Electronic Link is placed in a prominent position on the Council's website as soon as possible with a link to the website of Wales Together. • That the 'Our Council' Project Group provides Scrutiny members with an update within six months. • That the Project Group addresses Council property including schools • To confirm with Wales Together that the Scheme is open to all residents of Gwynedd without exception. |
| <u>Anticipated Impact</u> Reducing the cost of energy for Gwynedd residents. |

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| <u>AP6 Arrangements of the Planning Committee</u> |
| <u>Scrutiny undertaken</u> A review was undertaken to assess the level of concern about the implementation of the arrangements for merging the three planning committees into one. The vast majority were satisfied with the new arrangements. |
| <u>Recommendations</u> <ul style="list-style-type: none"> • Resolved not to schedule the item for the time being. |
| <u>Anticipated Impact</u> To ensure that the Council's arrangements for considering planning matters are in keeping with the public's requirements. |

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| <u>AP 7 The Council's Workforce</u> |
| <u>Scrutiny undertaken</u> Impressions were considered that staff morale was low in view of the uncertain situation from the perspective of financial savings and the likely reduction in resources and it was agreed that there was a need to examine this from three different viewpoints: <ul style="list-style-type: none"> - Sickness Indicator - Flexible Working - Retirements The report of the Corporate Health, Safety and Well-being Panel and the 2013 Staff Survey Report were considered. |
| <u>Recommendations</u> <ul style="list-style-type: none"> • That the Human Resources Department continues to record and support the work of |

reducing absence levels as a whole and to provide detailed attention to the 'other' sickness category to make a more complete analysis.

- That the Department shares the Staff Survey report with Members every time it is held.

Anticipated Impact

Ensure that the Workforce is as healthy and thriving as possible in order to offer the best possible service to residents of the County under the current challenging conditions.

B. Services Scrutiny Committee

Chairman - Councillor Dyfrig Siencyn

Vice-chairman - Councillor Peter Read

Terms of Reference

- Older Persons
- Adults
- Families
- Children and Young People
- Education
- Pathway to Employment
- Health

1. Scrutiny Investigations

Work was undertaken on two Scrutiny Investigations during the year:-

BY 1 Scrutiny Investigation - Quality of Education

Scrutiny undertaken

A Scrutiny Investigation was established to work on an agreed brief with the Cabinet Member for Education to consider:

- Why does **polarisation** occur in the KS4 performance of schools?
- Achievement standards in **Mathematics** and the impact of this on the TL2+ indicator
- Why are the quality standards and **Key Stage 3** provision generally robust across all the authority's schools?
- Develop a fuller understanding of the **performance of pupils receiving free school meals** and the extent of the impact of the achievement of this group of learners on Key Stage 4 performance
- The impact of **leadership** on the performance of schools and the way leadership skills are nurtured and developed.

Recommendations of the Scrutiny Members to Councillor Sian Gwenllian, Cabinet Member for Education

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| 1 | Definite proposals should be developed to confirm the key role of educational leadership within schools by heads, senior management teams and department leaders and to support work to nurture confidence in achieving the role | √ |
| 2 | Attention must be given urgently to develop excellent teaching methods in Mathematics teaching in primary and secondary schools of the county and with other partners | √ |
| 3 | A clear expectation should be set in terms of the attainment tracking system, the monitoring guidelines and the use made of the information in every school in the county, including when bridging between the primary and secondary sectors | √ |
| 4 | The Authority, Governors, staff and pupils should be inspired and their expectations raised regarding the attainments of the county's children so that it will be possible to achieve targets higher than those for TL2+ | √ |
| 5 | The Authority should develop a model of continuous improvement with assistance and an effective challenge to improve schools | √ |
| 6 | A broad joint understanding should be highlighted and established of the Authority's role and specifically its relationship with Schools in terms of responsibility for quality and releasing school leaders to address quality | √ |
| 7 | The type of training and support given to the role of governors should be looked at again in order to make it more fit for purpose in the context of the quality programme | √ |
| 8 | A regular procedure should be established to bring the voice of pupils on education quality to the attention of governors at their meetings and to the Authority's attention | √ |

Anticipated Impact

As all the recommendations have been accepted by the Cabinet Member, and the work is being addressed in the Raising Educational Standards Project in the Strategic Plan, a report is expected at the meeting in June 2014, reporting on the progress against these recommendations to ensure progress in the quality of education.

BY2 – A second Scrutiny Investigation has commenced in the Care field during the year. The brief is to address the following:-

- 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.

A report is awaited in summer 2014.

2. Work of the Committee

The matters below have been discussed at the five committee meetings during 2013/14.

BP1 Respite Care

Scrutiny undertaken

Receive and challenge the report of the Cabinet Member for Care, discussing some problems and difficulties faced when providing the service. The following were addressed specifically:-

- Difficulties in providing respite care for individuals with memory problems
- Joint commissioning of respite care for nursing needs
- Lack of resource for respite care in areas that are far from the main provision, e.g. the Llŷn peninsula
- The importance of considering the needs of carers who care for individuals with autism and people with mental health problems
- The need for support and training for carers

Recommendations – There were no specific recommendations by the Scrutiny Members to Councillor R H Wyn Williams, Cabinet Member for Care but a challenge was set for the Service to respond to the need for more respite care provision in suitable and convenient locations within the County and also plans to address the needs of individuals suffering from dementia.

Anticipated Impact

As a result of scrutiny it is anticipated that alternative proposals for respite care will be developed.

P2 Dryll y Car, Barmouth

Scrutiny undertaken

The report of the Cabinet Member was considered regarding the options for the future of the sub-acute in-patient 8 bed service at Dryll y Car, Barmouth. The Cabinet Member was questioned about the logic for the decision to close this and about the use of the resources that would be saved in community services.

No recommendations by the Scrutiny Members to Councillor R H Wyn Williams, Cabinet Member for Care

Anticipated Impact

Whilst sympathising with families who were used to receiving services there, the opinion of the Cabinet Member and the Local Member on the best option and redirecting resources to modernise provision was accepted

BP3 Estyn's Post-Inspection Action Plan

Scrutiny undertaken

To consider Estyn's Post-inspection Action Plan produced by the Authority that responded to Estyn's six recommendations following their inspection of the Gwynedd Education Service.

The following were addressed specifically:-

- The challenge of achieving the commitment in terms of reduction in the vacant places across the county
- The challenge of achieving the ambitious outcomes in terms of pupils' attainment such as the TL2+ target
- Concern that the results percentage did not necessarily reflect the quality of the teaching as so many parents paid for private lessons.
- Concern about weakness in writing skills

No recommendations by the Scrutiny Members to Councillor Sian Gwenllian, Cabinet Member for Education

Anticipated Impact

The content of the Action Plan was accepted and noted and Scrutiny Members were looking forward to its implementation being highlighted in progress reports in the context of the Scrutiny Investigation on Education Quality.

BP4 Performance of the Social Services

Scrutiny undertaken

The following was addressed on two occasions:-

- (a) June 2013 - a report by the Care and Social Services Inspectorate Wales was considered, outlining their main findings and recommendations regarding the performance of the Social Services. Whilst noting satisfaction with the majority of the report, specific attention was given to concerns regarding:
- The relationship between Social Services and the Health Board that affects the quality of the service to residents
 - Weaknesses in the department's arrangements of returning phone calls
 - A reduction in the punctuality of reviews for looked after children
 - The need to monitor the educational progress of children for whom the Council is a corporate parent
 - The importance of referring to the linguistic needs of looked after children
 - The need for accommodation provision that is suitable to address a wide range of needs
- (b) February 2014 – the response of the Cabinet Member was considered to the report of the Care and Social Services Inspectorate Wales on the fields that need improvement. The following were addressed specifically:-
- The position of individuals who have to receive residential care far away from their homes
 - Lack of provision for Respite Care
 - The cost faced by the Council in having to cope with the cost of an ageing population retiring to the area
 - The need to examine and increase awareness of the Direct Payments arrangement

No recommendations by the Scrutiny Members to Councillor R H Wyn Williams, Cabinet Member for Care

Anticipated Impact

Attention was drawn to several fields where the Service's performance must improve for the benefit of residents.

BP5 Children's 'End to End' Review

Scrutiny undertaken

A presentation and report were considered on the comprehensive 'End to End' review of Children Services, giving particular attention to different options that were offered for the direction of the Service in the future.

During the discussion, the following was highlighted:-

- There had been national criticism of the out-of-county care provision for children because of the cost and numbers and there was concern that distance from the family could accentuate the children's problems by alienating them from their families.
- Overspending on out-of-county placements had been a problem in the past and should the authority not have established its own provision by now to overcome the problem?

No recommendations by the Scrutiny Members to Councillor Sian Gwenllian, Cabinet Member Children and Young People

The committee was eager to see an action plan is in place to implement the project's objectives.

Anticipated Impact

It is expected that the project will lead to establishing an Edge of Care Team, reduce the bureaucratic requirements and implement in a multi-agency manner across service levels.

BP6 Corporate Parenting

Scrutiny undertaken

The following questions were asked of the Cabinet Member:-

- (a) Number of children for whom the Council acts as a corporate parent and the arrangements for taking on this responsibility.
- (b) How do the Council's arrangements tie-in with the Welsh Local Government Association's checklist for the role of a corporate parent?
- (c) Arrangements to commence a discussion with looked after children and respond to their views
- (d) Arrangements to share practical responsibilities across members and Council officers
- (e) Membership, responsibilities and arrangements of the Corporate Parent Panel, giving attention to good practice
- f) Measuring the Council's success as a corporate parent – the current assessment of the work.

Recommendations of the Scrutiny Members

No specific recommendations

Anticipated Impact

The Scrutiny Committee will look forward to receiving regular progress reports on the Council's responsibilities in this field and will receive a specific report on the 'When I'm Ready' pilot in summer 2014.

BP7 Review of Additional Learning Needs

Scrutiny undertaken

A presentation and report on the review of Additional Learning Needs in schools and the provision for satisfying those needs were considered. It was noted that the current procedure was inconsistent, traditional and complex; that there were shortcomings in terms of tracking performance and collaboration, different practice patterns, growth in specific needs, the need to improve communication and that the procedure created dependency.

Specific attention was given to the clear demand for change by all stakeholders and the options available in terms of the direction of the service in the future. Some concerns were noted regarding the following:-

- Funding the options and that other services would suffer
- The obvious risk of recruiting experts in the field
- The timescale for implementing the preferred options and how expenditure would be monitored and the action plan measured
- The challenge of taking the current workforce through the change

Recommendations of the Scrutiny Members

No specific recommendations but expecting to see specific proposals for the change during 2014/15.

Anticipated Impact

It is anticipated that the specific proposals will address the shortcomings identified in the service.

BP8 Leisure Centres Sufficiency Review

Scrutiny undertaken

Challenged the Cabinet Member, the Senior Service Manager and the appointed consultancy company to work with the service to consider how to address future needs

The following were discussed specifically:-

- The obvious link between the work of the centres and the Health Agenda
- The emphasis in the work of the consultants on finding different solutions that are suitable for individual local circumstances across existing departmental structures and collaboration, where appropriate, with voluntary organisations
- The location of the service within the Council's structure
- The arguments for and against offering Council staff discounts

Recommendations of the Scrutiny Members to the Cabinet Member for Healthy Gwynedd

The proposal of the Cabinet Member for Healthy Gwynedd to present the full report to the Area Forums for a local discussion prior to drafting an action plan was supported.

Anticipated Impact

Alternative proposals are expected to be submitted that will offer a sustainable pattern of leisure services

BP9 Grant Schemes for Adaptations for Disabled People

Scrutiny undertaken

Challenged the Cabinet Member on the implementation of the grant and expenditure on grant schemes for adaptations for disabled people with specific attention given to the following:-

- Slippage in the performance indicator on grants for minor adaptations
- Direct feedback of individuals who had received grants in complex cases which showed that 96% of the clients praised the work
- The need to invest to keep individuals in their own homes
- A historical problem in the administration of the grants scheme between Cartrefi Cymunedol Gwynedd and the Council; it was noted that this had now improved
- Some concerns regarding the arrangements for maintenance of equipment installed in houses

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| <u>Recommendations of the Scrutiny Members to the Cabinet Member for the Economy</u> |
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| No specific recommendations |
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| <u>Anticipated Impact</u> |
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| It is anticipated that further improvements will be seen in the Service's performance regarding grants for minor adaptations |
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| BP10 <u>Dementia Care</u> |
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| <u>Scrutiny undertaken</u> |
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| The Cabinet Member was challenged on the current arrangements for the provision for individuals suffering with dementia giving specific attention to the likely growth in demand over the coming years. |
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| The following were addressed specifically:- |
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| <ul style="list-style-type: none">• Future day-care provision in Plas Hedd, Arfon and also the provision in Blaenau Ffestiniog as a consequence of the Health Board's decision_s• The distance of specialist respite care from some areas of the county• The need for a better balance between residential provision and the provision in individuals' homes |
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| <u>Recommendations of the Scrutiny Members to the Cabinet Member for Healthy Gwynedd</u> |
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| No specific recommendations |
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| <u>Anticipated Impact</u> |
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| Looking forward to see specific proposals for a provision that will enable the Council to satisfy more needs in the future |
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BP11 Autism

Scrutiny undertaken

A presentation was given on the Autistic Spectrum. The following were addressed specifically:-

- The assessment and referral arrangements, giving specific attention to the provision in Dwyfor and south Meirionnydd
- The unique nature of the service in Gwynedd and Anglesey that is completely dependent on Welsh Government grant
- The nature of the collaboration between Gwynedd and Anglesey in the Joint Planning Group

Recommendations of the Scrutiny Members

To request that the Director examines funding the long-term funding arrangements of this Service as it is currently dependent on grant funding

Anticipated Impact

The continuation of this important service for the welfare of those with the condition

BP12 Statement of Intent on the Provision of Integrated Health and Care Services

Scrutiny undertaken

Challenge the 'Statement of Intent' that offers a framework for collaboration between the Health Service and Social Services Departments of North Wales Authorities.

It was emphasised:-

- The importance of ensuring a provision that considers the language requirements and the transport difficulties in areas such as Gwynedd
- The need to ensure that models are appropriate to the area and not copied from more populated areas such as south Wales

Recommendations of the Scrutiny Members

The content of the Statement was accepted

Anticipated Impact

Improvement in collaboration for the benefit of residents

BP13 Vision of the Social Services for Residential Services**Scrutiny undertaken**

An informal session was held outside the committee with the Cabinet Member and the Director to discuss the vision for the direction of the service for the future

Recommendations of the Scrutiny Members

No formal recommendation

Anticipated Impact

It is anticipated that specific proposals will be seen for changes to be made in the Services to achieve the vision

BP14 More than Words**Scrutiny undertaken**

Challenging the Council's response to the requirements of the Strategic Framework for Services in Welsh in Health, Social Services and Social Care – 'More Than Words'

The following was addressed specifically:-

- The importance of ensuring that the Welsh language provision is incorporated when establishing services
- The need to examine the private care provider system and the challenge of ensuring that the services comply with the language needs of the users
- The work of an internal Task Group that has been established to supervise the progress of the Council's work in response to 'More Than Words'
- The need to ensure that older people suffering from dementia is one of the Task Group's priorities
- Disappointment with the result of the recent audit to ascertain how many cases had identified language needs
- The importance of robust training arrangements

Recommendations of the Scrutiny Members

(a) To request the Corporate Director to submit a progress report to this Scrutiny Committee next year.

(b) To formally approve the establishment of the Task Group and to add an invitation to the Language Champion to join and serve on the Group.

Anticipated Impact

Further progress is expected in the provision and that it will be possible to report upon this during the year.

BP15 Annual Report of the Education Service

Scrutiny undertaken

The annual performance report of the Education Service was challenged and particular attention was given to:-

- Statistics of the national reading tests, giving more attention to the English language
- The progress tracking system throughout a pupil's educational period must be dependable in the Foundation Phase, KS2 and KS3
- Concerns regarding the adequacy of the teachers' training provision
- The collaboration between GwE and five schools in terms of developing the Senior Management Teams and central management and to note the proposal to offer guidance on central management for every school next year
- The difficulty of comparing the performance standard of the Welsh language in Gwynedd with the national picture because Welsh is treated differently to every other core subject
- Some concern regarding competition between schools in attracting pupils and categorising the schools publicly
- Concern amongst schools that the type of support given in the past will disappear as a result of establishing GwE with more emphasis on challenging and monitoring – it was noted that GwE was responding to this concern

Recommendations of the Scrutiny Members

No specific recommendations but the Committee will monitor progress continuously, starting with a report on the work in response to the Scrutiny Investigation of summer 2014

Anticipated Impact

There will be a constant focus in the work of the Scrutiny Committee on improving the quality of education in the county as a natural follow-up to the valuable work of the Scrutiny Investigation in the field (see Y1 above)

C. Communities Scrutiny Committee

Chairman Councillor Eric Jones
Vice-chair Councillor Angela Russell

Terms of Reference

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

1. Scrutiny Investigations

Work was undertaken on two Scrutiny Investigations during the year:-

CY1 Bangor Pride Scrutiny Investigation

Scrutiny undertaken

The MORI Report concluded that three things caused the most concern for residents, namely:

- Roads and pavement repairs
- Clean streets
- Crime rates

In the Communities Scrutiny Committee Workshop, the following were also noted as issues of concern:

- Fly tipping
- Dog fouling
- Streetscene
- Timely refuse collection

Therefore, the investigation was established to assess the successes and failures of the Bangor Pride scheme which was attempting to get a clean, tidy and safe city centre to provide an attractive and interesting local environment, taking into account:

- What the Scheme's impact was on the people of Bangor and Gwynedd
- Has it improved the environment in Bangor?
- Is it sustainable?

Recommendations of the Scrutiny Members to Councillor Gareth Roberts, Cabinet Member for the Environment.

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| Proactive Working There is now an opportunity for Bangor City Council to build on this work by providing guidance on the way forward and to work more proactively and informally with groups and volunteers. | ✓ |
| »»Planning ««There is a need for the Council's Regulatory Department to give particular attention immediately to the findings and concerns regarding unsuitable accommodation in multiple occupation developments in several locations across the City. | ✓ |
| Community There is a need for officers of the Economy and Community Department to build on the effective proactive work achieved by the Manager of Gwynedd Council's Streetscene Services and Bangor Pride Coordinator to support the communities and interested groups by working more informally with them. | ✓ |
| Effective Collaboration It is recommended that the Streetscene Unit expands this method of collaboration with partners locally across the County as resources allow. | ✓ |
| Local Guidance It is recommended that the Council encourages the areas themselves to take the lead and then to be careful in their choice before scarce resources are used for collaboration in local areas. | ✓ |
| Local Contact There is a need to encourage Community Councils (or a group of community councils), to act as the first point of contact for sharing information about Gwynedd Council activities locally. | ✓ |
| Schools It is recommended that the Education Department works with the Streetscene Service to identify examples of good practice amongst schools which promote civic pride and to give publicity to the work. | ✓ |
| Improving Services Members of the Scrutiny Committee encourage Cabinet Members to collaborate constantly with communities across the county to maintain and improve quality of services in a challenging time. | ✓ |
| Anticipated Impact As all the recommendations have been accepted by the Cabinet Member, a report is awaited at the meeting in September 2014 on the progress achieved on these recommendations. | |

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| Y2 Scrutiny Investigation – Post-16 Education Transport (continuing) |
| <u>Scrutiny undertaken thus far</u> The Scrutiny Investigation was established to work on an agreed brief with the Cabinet Member for Education to consider: <ul style="list-style-type: none"> • How the Authority's Post-16 Education Transport Policy is implemented in the county's secondary schools and further education colleges • The impact of implementing the Post-16 Education Transport Policy on post-16 |

education providers, learners and their families

A report is awaited at the Committee in December 2014.

2. Work of the Committee

The matters below have been discussed at the six committee meetings during 2013/14.

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| CP1. Town Centres |
| <u>Scrutiny undertaken</u> Accept and challenge the report of the Cabinet Member for Planning and to discuss some problems and difficulties faced in town centres of the county. The following were addressed specifically: <ul style="list-style-type: none">• Advantages and disadvantages of a loyalty card• The need to attract more traders, with no direct link to the high street, to be part of the Chamber of Commerce• The need to give particular attention to the empty shops on the High Street and alternative use of them• The need to develop local business groups so that the work comes from within the community• The fact that the problems extend beyond shops to other businesses such as pubs and hotels• High parking costs keeping people from the towns but a loyalty card for reducing parking costs would be a general advantage• The need for a local purchasing policy |
| <u>Recommendations</u> There were no specific recommendations by the Scrutiny Members to Councillor John Wyn Williams, Cabinet Member for Planning |
| <u>Anticipated Impact</u> Attention was drawn to several fields where consideration was needed as part of the town centres scheme. |

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| CP2. Noddfa Hostel, Deiniolen |
| <p><u>Scrutiny undertaken</u></p> <p>A request was made for a scrutiny report in the field of homelessness following a discussion on hostels for homeless people and to consider the arrangements that are in place to assist the authority to satisfy its statutory responsibilities.</p> <p>Consequently, a report was submitted by the Cabinet Member for Planning on Noddfa Hostel, Deiniolen and attention was given to the following issues:</p> <ul style="list-style-type: none"> • The condition of the building of Noddfa Hostel, Deiniolen had deteriorated in the last few years with some people refusing to go there • That providing for the homeless was one of the Council's statutory responsibilities and the hostel could not be closed without thought • Possible tension in attempting to address the need for a different service in the same unit and there was a need to consider whether a hostel was the best way to respond to everyone's needs • That Cartrefi Cymunedol Gwynedd had some empty houses that could be suitable for vulnerable families <p>An opportunity was also given to the local member to submit his observations and he expressed:</p> <ul style="list-style-type: none"> • The need to consider whether Deiniolen was an appropriate location for a Hostel • There was a need for users to be conveniently located for important services and this raises the question regarding the appropriateness of locating a hostel in Deiniolen • The location of the hostel affected the police's response times to incidents |
| <p><u>Recommendations</u></p> <p>The following was agreed:</p> <ul style="list-style-type: none"> • The Chairman and Vice-chair of the Services Scrutiny Committee to be part of further discussions on the matter • The Cabinet Member and the Communities Scrutiny Committee agree with the proposal to hold a detailed investigation that would consider the needs of homeless people and the way forward in terms of the service. |
| <p><u>Anticipated Impact</u></p> <p>As a result of undertaking a Scrutiny Investigation in 2014/15, it is anticipated that recommendations can be submitted to the Cabinet Member that will improve the quality and suitability of the provision and the support available for the homeless in Gwynedd</p> |

CP3. Coordination, Planning and Provision of Transport Services – response to the Scrutiny Recommendations

Scrutiny undertaken

During 2012/13, the Scrutiny Committee submitted the following recommendations to the Cabinet Member for the Environment and the Cabinet Member for Education:

- To standardise the level of support within the County in order to facilitate access to courses offered to students who attend courses in Secondary Schools or a Further Education College per area
- Improve the comparative support to reduce the cost of the Annual Travel Pass for students in Gwynedd
- Extend the payment period for a term pass to 6 weeks.
- Allow various methods of payment for a term pass.
- To extend the period of times and days that the term ticket could be used
- Where there is a high, regular and constant demand for a service, to have a discussion with the providers to run two vehicles to respond to the demand
- Consistent provision for the vocational elements of some courses at later times in the evenings.
- Give specific attention to the safety and quality of vehicles

The response of the Cabinet Member for the Environment and the Head of Regulatory Department to the above observations and recommendations was submitted and the work that was being achieved by the Integrated Transport Unit.

The following matters were addressed in the context of education transport specifically:

- Inflexibility in the post 16 transport provision
- Inflexibility in the transport provision leads to paying twice for the transport and therefore it is not value for money
- That further consideration needed to be given to the contracts between the Council and the bus companies
- The policy was complex
- A large proportion of the education maintenance allowance of £30 a week, issued to low income families, had to be spent on transport rather than resources

Recommendations

In response to the above recommendations, the following steps were agreed:

- A letter should be sent to the learners' services managers at the Menai Site, Bangor and Pwllheli Site calling for an immediate response to the Education Department's request for information
- The work programme of the Transportation Unit must address the improvements that will be the basis to providing effective and efficient transport services in the County
- Transport to be included as a matter for consideration in the Annual Scrutiny Workshop
- The scope of the Post 16 Transport Scrutiny Investigation was approved (See CY2 above)

Anticipated Impact

Providing effective and efficient transport services in the County.

CP4. Gwynedd Council's Allotment Provision

Scrutiny undertaken

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| <p>A presentation was given by the Cabinet Member for Healthy Gwynedd and attention was given to the following matters:</p> <ul style="list-style-type: none"> • There was no specific structure to the allotment provision at the moment and that mapping work was ongoing to identify existing sites with the intention of creating a page on the Council's website highlighting the process and noting the contact point • The Council's intention to provide support for people to establish allotments including highlighting what grants are available to establish an allotment and facilitating the process of establishing allotments • Allotments should be established in schools and the local community should be included in the process in order to strengthen the community link • There was a need to examine collaboration with Cartrefi Cymunedol Gwynedd and third sector organisations and local organisations • There was a need to identify appropriate land of good quality to establish allotments to ensure that they flourished. |
| <p><u>Recommendations</u></p> <p>The following recommendations were submitted to the Cabinet Member:</p> <ul style="list-style-type: none"> • There was a need to undertake mapping work of suitable locations urgently and to include an assessment of land ratings as part of the work • That the Healthy Living Manager: <ul style="list-style-type: none"> - promotes information about the contact person who supports allotments more widely within the Council - The contact person to deal with the Property Unit on behalf of the Customer (external group) and to keep the process simple for the group - The Cabinet Member to keep an overview to ensure the smooth running of applications and prompt processing of applications. • To promote and support opportunities to encourage individuals, families and groups to '<i>do the small things</i>' such as growing some vegetables in small locations which become available • Work with Cartrefi Cymunedol Gwynedd and other partners to support tenants and community groups to develop possible plots to grow vegetables. |
| <p><u>Anticipated Impact</u></p> <p>As a result of scrutiny and discussion, it is anticipated that more allotments will be established for the benefit of Gwynedd residents.</p> |

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| <p>CP5. The Free Swimming Scheme</p> |
| <p><u>Scrutiny undertaken</u></p> <p>A presentation was given by the Cabinet Member for Healthy Gwynedd and attention was given to the following matters:</p> <ul style="list-style-type: none"> • The performance trend of Gwynedd in the 16s and under Free Swimming scheme had been consistently higher than the average for Wales up to 2011/12 and consistently lower than the average for Wales for the 60+ age range. • The Gwynedd swimming pools access policy notes that children under 8 years |

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| <p>old have to be supervised by a parent or guardian to attend the pools and now, as a result of the need to make savings, there is no free access for parents to attend the swimming pools</p> <ul style="list-style-type: none"> • An outline of the Free Swimming core programme for 2013/14 • The Welsh Government's Free Swimming scheme did not address factors such as income or disabilities <p>Attention was also given to the Department's further plans by using part of the Free Swimming scheme grant funding to get the best possible impact on the ability of children and young people to swim by:</p> <ul style="list-style-type: none"> • Monitoring the quality of swimming lessons provided by the Council • Target children living in deprived areas with additional free swimming lessons • Offer three community swimming galas for Gwynedd children to have an experience of swimming in a competitive environment as part of local swimming teams • Improve information regarding the availability of free swimming sessions across the county |
| <p><u>Recommendations</u></p> <p>The need was identified to examine the swimming fees structure with specific consideration to income and disabilities.</p> |
| <p><u>Anticipated Impact</u></p> <p>More children and families able to take advantage of the Free Swimming scheme and an improvement in the quality of swimming lessons and the number of children who are able to swim.</p> |

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| <p>CP6. Cartrefi Cymunedol Gwynedd Annual Report</p> |
| <p><u>Scrutiny undertaken</u></p> <p>The Annual Report of the Chief Executive of Cartrefi Cymunedol Gwynedd was considered and attention was given to the following factors:</p> <ul style="list-style-type: none"> • Fulfilling the promises in the offer document • Welsh Housing Quality Standard (WHQS) investment works • Arrangements for consulting with the tenants • Obligations under the Agreement (Nomination and Housing Agency Agreements, Service Level Agreements and Housing Benefit Protocol) • Elected Members Protocol • Partnership working on strategically important housing items • Other operational matters <p>Also, consideration was given to:</p> <ul style="list-style-type: none"> • Standard and quality of the work of renovating the housing stock • Impact of changes to the benefits system • New housing developments • Commitment by contractors to employ local people and the Community Investment Fund |

Recommendations

There were no recommendations by the Scrutiny Members for Cartrefi Cymunedol Gwynedd

Anticipated Impact

The quality of the housing stock of Cartrefi Cymunedol Gwynedd continues to improve and every opportunity is taken to employ local people by Cartrefi Cymunedol Gwynedd and all contractors that are contracted to them.

CP7. North Wales Fire and Rescue Service

Scrutiny undertaken

A presentation was provided by the Chief Fire Officer, giving particular attention to three objectives for service improvement for 2014/15, namely:

- Assist to keep people and communities safe by preventing deaths and injuries caused as a result of accidental fires in the home
- Ensure that north Wales receives a service of the highest standard within the financial restraints, use a variety of management methods to do the best for the fire and rescue provision in the area
- Implement a three-year financial plan which finances the current level of service, but which seeks to restrict the cost of doing so which equates to an additional £1 per head per annum.

Also, consideration was given to:

- Substantial investment by the service in the work of fire prevention
- The future of fire stations in rural communities

Recommendations

There were no recommendations by Scrutiny Members to the Chief Fire Officer and Chairman of the North Wales Fire and Rescue Service.

Anticipated Impact

The continuation of this key service and all the efforts to prevent fires to safeguard the public and vulnerable people.

CP8. The Parking System in Gwynedd

Scrutiny undertaken

The report of the Cabinet Member on the parking system in Gwynedd was considered.

The following was addressed specifically:

- Consistency of fees
- Determining fees
- Review of the fees

- Christmas parking
- Consultation
- The parking survey

The Parking Discussion paper was also shared with Scrutiny Members.

Recommendations

There were no specific recommendations by Scrutiny Members to Councillor Gareth Roberts, Cabinet Member for the Environment but the Cabinet Member was requested to return before the Communities Scrutiny Committee to give them an opportunity to consider the final options as a result of undertaking a review of several matters involving parking.

Anticipated Impact

As a result of scrutiny, it is anticipated that the final options submitted will lead to more collaboration with local communities.

CP9. The Draft Planning Bill (Wales) and Positive Planning: Proposals to Reform the Planning System in Wales

Scrutiny undertaken

The Cabinet Member's presentation was considered and the following matters were addressed:

- That there was concern that rights were being centralised in terms of major developments with local authorities losing the right to have any input thus undermining local democracy
- That no clear thresholds had been set thus far in relation to developments of national significance
- That there was a concern that some powers would remain in London rather than being transferred to Cardiff
- It would be acceptable for suggestions to be made by the Government but that flexibility was required so that decisions could be taken locally
- The attention given to the Welsh language in Gwynedd and across Wales should not be ignored when considering planning applications and using the Census which showed a substantial reduction in the number of Welsh speakers, as an important planning factor
- Although a merger would be unreasonable, efforts could be made to collaborate more with the Snowdonia National Park Authority
- That there was a need to advertise planning applications for specific developments even if the methods of advertising changed. The committee expressed support to the principle of signpost advertising rather than publishing full details

Recommendations

There were no specific recommendations by Scrutiny Members to Councillor John Wyn Williams, Cabinet Member for Planning but the Cabinet Member was requested to emphasise that the Census must be used as evidence to show the substantial reduction

in the number of Welsh speakers in order to secure statutory acknowledgment of the Welsh language as a planning factor in the new legislation as part of the Council's response to the Welsh Government's Draft Planning Bill.

Anticipated Impact

As a result of scrutiny, the Cabinet Member included the observations of Scrutiny Members as part of the Council's response to the Draft Planning Bill.

CP10. Residual Waste Disposal Agreement

- i.) Second agreement between the five Councils
- ii.) Choosing a Contractor to undertake the Service (Closing the meeting to the press and the public)

Scrutiny undertaken

i.) The Second Agreement Between the Five Councils

The report of the Cabinet Member for the Environment was submitted by the Corporate Director, Dilwyn Owen Williams. Consideration was given to the following:

- Local workers would be working in a central point, and this would run as a residual waste transfer site and the residual waste would be transported from there to a site where there would be a facility to deal with the waste
- The main costs would be associated with running the establishment and this would be beyond Gwynedd's boundaries
- At the end of the contract that would extend over 25 years, the site could be decommissioned with the partners sharing the cost. The arrangements would vary should the site continue to be operational;
- The facility has the capacity to deal with an increase in residual waste and there is a need to weigh up and measure the risks but there had to be a substantial turn-around before the waste was reduced
- The facility had been designed to last for 60 years and it would be possible to extend the contract at the end of the original 25 years
- Steps had been taken to ensure standards that would exceed the requirements of the Health Protection Agency
- Use would be made of the remains following the process of incinerating residual waste and this would contribute approximately 7% towards the recycling level of the authorities
- No hazardous waste would be disposed of in the facility.

ii.) Choosing a Contractor to undertake the Service (It should be noted that this item was discussed as an exempt item and so the meeting had been closed to the press and the public during the discussion).

The report of the Cabinet Member for the Environment by the Corporate Director, Dilwyn Owen Williams was received. Consideration was given to the following:

- A standard procedure had been followed to reach the current position
- The fact that only two companies had been invited to submit final tenders with one of them withdrawing afterwards. It was emphasised that serious and thorough consideration had been given by the Joint-committee whether or not to move ahead with one company or not, however, it was decided to continue by inviting a final tender from one company and this was an issue that caused concern to Scrutiny Members.

Recommendations

That the Cabinet accepts the second agreement between the authorities so that the collaboration project can be continued.

That Scrutiny Members express their support to the Partnership, which includes the six Local Authorities in north Wales, and that they have faith in the work being done by the Partnership in relation to commissioning a contractor to deal with the residual waste of the councils.

Scrutiny Members expressed their discomfort due to the fact that only one company was invited to submit a final tender, but that they accepted that this must be moved forward on the basis of the Joint-committee's recommendation.

Anticipated Impact

Move forward to establish and implement alternative arrangements for the disposal of residual waste.

CP11. Annual Update of the Community Safety Partnership (Crime and Disorder Committee)

Scrutiny undertaken

The report of the Community Safety Delivery Manager on the work of the Gwynedd and Anglesey Community Safety Partnership in accordance with sections 19 and 20 of the Criminal Justice and Police Act 2006 was received.

The following were addressed specifically:

- The Partnership's statutory duties
- Rationalisation of Gwynedd and Anglesey Partnerships
- 14% reduction in recorded offences between April and December 2010/11 and 2012/13
- Priorities of the Community Safety Partnership Strategic Plan
- Establishing the North Wales Safer Communities Board
- Main activities to respond to the priorities
- Main milestones and actions

Attention was also given to some of the projects being held in the community that were good examples of effective collaboration between agencies:

- Offenders Management Integrated Plan (high risk)
- North Wales Fire and Rescue Service's Phoenix scheme for young people
- A joint scheme between the North Wales Fire and Rescue Service and North Wales Police, dealing with empty buildings, businesses and vulnerable people
- MARAC (Multi Agency Risk Assessment Conference) Plan specifically for domestic violence.
- Youth Offending Team Service

Recommendations

There were no recommendations by Scrutiny Members.

Anticipated Impact

An increase in scrutiny Members' awareness of the work and purpose of the Gwynedd and Anglesey Community Safety Partnership.

CP12. Presentation by the Police Commissioner (Crime and Disorder Committee)

Scrutiny undertaken

The Police Commissioner provided a presentation which was accepted by Scrutiny Members, on the consultative draft North Wales Police and Crime Plan that included the Commissioner's four main objectives for the new plan, namely:

- crime prevention
- provide an appropriate response
- reduce harm and the risk of harm
- build effective partnerships

Also, consideration was given to:

- the Council's priorities in relation to the vision of the Police Commissioner
- the Commissioner's plans for policing rural areas and increasing the number of police officers on the street

Recommendations

There were no recommendations by the Scrutiny Members for the Police Commissioner.

Anticipated Impact

Continuation of this crucial service and all the plans for policing and crime prevention.

CP13. Presentation by North Wales Police Communications Centre (Crime and Disorder Committee)

Scrutiny undertaken

A presentation by the Head of North Wales Police Communications Centre was received. Information was shared on the work of the Centre along with some case studies of the types of inappropriate phone calls that they received. It was arranged that a deputation of members of the Committee would visit the Communications Centre to understand more about their work.

Recommendations

There were no recommendations by Scrutiny Members.

Anticipated Impact

An increase in the public's awareness of the work and purpose of the North Wales Police Communications Centre.

CP14. Public Transport Matrix

Scrutiny undertaken

The Cabinet Member's report on the appropriateness of the public transport matrix as a means of influencing the Council's investment in transport services was considered. Specific attention was given to the main factors of the matrix and the different weights given to them, namely:

- cost per passenger
- the route/areas served
- numbers of passengers
- other travelling options
- type of service – day/night/weekend; and
- access to services

Recommendations

There were no recommendations by the Scrutiny Members to Councillor Gareth Roberts, Cabinet Member for the Environment. However, the Cabinet Member was requested to consider convening a Task group to consider the public transport matrix in more detail.

Anticipated Impact

Concern was expressed regarding the possibility that the public transport matrix will be used as a tool for cutting public transport services.