

Economy, Residents, Communities and Governance Scrutiny Committee

Meeting Venue
**Council Chamber, County Hall -
County Hall**

Meeting Date
Monday, 14 October 2019

Meeting Time
10.00 am



County Hall
Llandrindod Wells
Powys
LD1 5LG

For further information please contact
**Wyn Richards, Scrutiny Manager and
Head of Democratic Services**
wyn.richards@powys.gov.uk

08/10/2019

Mae croeso i chi siarad yn Gymraeg neu yn Saesneg yn y cyfarfod. Rhowch wybod pa iaith rydych am ei defnyddio erbyn hanner dydd, ddau ddiwrnod gwaith cyn y cyfarfod.

You are welcome to speak Welsh or English in the meeting. Please inform us of which language you wish to use by noon, two working days before the meeting.

AGENDA

1.	APOLOGIES
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To receive apologies for absence.

2.	MINUTES OF PREVIOUS MEETINGS
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To authorise the Chair to sign the minutes of the previous meeting(s) held as follows as a correct record:

- 20 August, 2019
(Pages 3 - 8)

3.	DECLARATION OF PARTY WHIPS
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To receive disclosures of prohibited party whips which a Member has been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

(NB: Members are reminded that under Section 78 Members having been given a prohibited party whip cannot vote on a matter before the Committee.)

4.	DISCLOSURES OF INTEREST
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Any disclose of interests by Members relating to items to be considered at the meeting.

5.	TENANT SATISFACTION AND CUSTOMER FIRST ACTION PLAN
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To receive and consider the report of the Head of Housing and Community Development.

(Pages 9 - 18)

6.	POWYS COUNTY COUNCIL BREXIT PREPAREDNESS
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To receive and consider the report of the Project Officer (Events and Civil Contingencies).

(Pages 19 - 26)

7.	WORKING GROUPS RECOMMENDATIONS
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To receive a copy of the recommendations of the following Working Groups together with the Cabinet's responses:

- ERCG Scrutiny Working Group – Public Toilets Strategy – April 2019
- Joint Scrutiny Working Group – Vision 2025 – June 2019
- ERCG Scrutiny Working Group – HAMP– July 2019
- ERCG Scrutiny Working Group –Winter Maintenance – July 2019

(Pages 27 - 40)

8.	SCRUTINY WORK PROGRAMME
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To receive a copy of the Scrutiny Forward Work Programme and to make any suggestions for items to be added or deleted for consideration by the Co-ordinating Committee.

(Pages 41 - 48)

MINUTES OF A MEETING OF THE ECONOMY, RESIDENTS, COMMUNITIES AND GOVERNANCE SCRUTINY COMMITTEE HELD AT COUNCIL CHAMBER, COUNTY HALL - COUNTY HALL ON TUESDAY, 20 AUGUST 2019

PRESENT: County Councillor M J Dorrance (Chair)
County Councillors D O Evans, L George, J Gibson-Watt, E M Jones, G Jones,
I McIntosh, P C Pritchard, J Pugh, D Selby and M Barnes

Cabinet Portfolio Holders In Attendance: J Evans (Portfolio Holder for Corporate Governance, Housing and Public Protection)

Officers: Nina Davies (Head of Housing and Community Development), Wyn Richards (Scrutiny Manager and Head of Democratic Services), Andy Thompson (Service Manager - Tenancy Services) and Terry Flynn (Housing Strategy Team Leader)

1. APOLOGIES

An apology for absence was received from County Councillor K Curry.

2. MINUTES OF PREVIOUS MEETINGS

The Chair was authorised to sign the minutes of the last meeting held on 24th June 2019 as a correct record.

3. DECLARATION OF PARTY WHIPS

The Committee noted that there were no disclosures of prohibited party whips which a Member has been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

4. DISCLOSURES OF INTEREST

The Committee noted that there were no disclosures of interests from Members relating to items to be considered at the meeting.

5. TENANT SATISFACTION

Welsh Government requires that local authorities and housing associations undertakes a tenant satisfaction survey every 2 years. In relation to the current survey Welsh Government had mandated seven questions so that comparisons could be made between authorities. The Council had added three questions of its own to the survey. In addition, the Service undertook a survey of those who had contacted the Housing Service. The results of the survey were set out in the report.

Question / Comment: the Council is mandated to undertake the survey there is no comparative information in the report. In addition there is no action plan attached to the report.

Response: The Committee received a presentation regarding previous surveys. However this was the first time that the Star Survey had been used, and therefore the previous information is not compatible. Members requested that a copy of the presentation be circulated to the Committee.

It was reported that there had been a steady decline in satisfaction levels in the surveys undertaken between 2008 and 2019. Whilst the satisfaction level relating to the question regarding the neighbourhood had improved there had been a decrease in how safe individuals felt in their home. The satisfaction level in relation to the question regarding their home had been fairly consistent with a slight improvement this year. It was repairs and maintenance where there had been consistent dissatisfaction in the surveys.

Question / Comment: In the key comparators the Council has got worse. There is a need for speed in delivering the action plan as this is a service that people pay for. What would be classed as a good service?

Response: 100% would be the ideal. However there has been much disruption to tenants over the last few years for example in work being undertaken to properties to achieve WHQS (Welsh Housing Quality Standard)

Question / Comment: The level of dissatisfaction will increase as the funding available to the Council decreases.

Response: The HRA (Housing Revenue Account) is a separate account and so satisfaction levels are not tied to Council funding but to rents.

The Committee noted that Community Safety Partnership funding had been reduced and that has caused dissatisfaction as people feel less safe in their communities.

Question / Comment: The standard of work that has been undertaken to Council properties is generally poor. The Council is also not protecting the Powys pound, and work should be undertaken by local rather than contractors external to Powys. The Council should engage more with local businesses. Has the position worsened with HOWPS.

Response: The Portfolio Holder advised that Powys is required to use the Sell to Wales framework. The Council is also engaging with businesses, trying to encourage them to become a framework contractor.

The Chair asked if there is any evidence of Powys businesses not confident to work with the Council? A Member responded that during recent business breakfasts that this was the response he had received from businesses.

Question / Comment: The quality of work undertaken under WHQS is poor and officers were not inspecting during the installation but at the end.

Response: The satisfaction levels with repairs and maintenance is low and the Housing Service is keen to address this. The Work is undertaken by HOWPS who do sub-contract some of the work to others. However most work is undertaken by HOWPS itself.

Communications and repairs and maintenance have poor satisfaction levels with people waiting a long time for repairs to be undertaken. There were 1800 calls from the Housing Service to HOWPS in the last month, indicating a need to streamline communications. HOWPS' own surveys have a high level of satisfaction but these only relate to the repair itself and cover just 15% of all repairs completed. The Housing Service will now be surveying 35% of the work ordered from HOWPS.

Void times need to be reduced. WHQS contracts were generally undertaken by local contractors but the Council invites bids for work and are not able to favour local contractors. The key issues for the Housing Service are tenants being able to get hold of the right person and getting repairs undertaken. There is also the issue of the existing stock being dominated by older properties.

Question / Comment: every year the results get worse and the Council needs to react and make improvements. The Council should focus on what it can improve most i.e. HOWPS. This issue was raised by Members twelve months ago and things are still not improving. The problem is the disorganisation of the contractor employed by the Council rather than the time taken. It would be interesting to compare the costs of the repairs and maintenance service prior to HOWPS with the costs now. The Service should also engage with local Members to find out what is going on in estates.

Response: The Service would look at improving Member engagement. Contract management is also being reviewed with additional officers in place to manage the contract with HOWPS. In response to the question regarding the contract with HOWPS, break clauses etc, the Chair indicated that this could be considered by the Working Group being established to consider this matter.

Question / Comment: In relation to contract management what the Council lacks is housing surveyors. Why cannot the Council manage more in estates by the use of caretakers and local contractors? On other estates local contractors are undertaking grass cutting and this could be an improvement.

Response: With hedge cutting and grass cutting, this is what the local estate teams are doing. With the introduction of these teams the number of complaint calls to the Housing Service are already falling. There are currently five caretakers operating in the County, but this number could be increased. There are also now eight surveyors in place to manage the contract with HOWPS with two of these being senior surveyors overseeing the day to day service.

Question / Comment: With regard to the level of dissatisfaction with service charges, why are service charges listed on tenants' rents which just adds to the level of dissatisfaction. Will the questions to tenants be the same in two years' time?

Response: Yes the questions will be the same subject to no changes from Welsh Government. The position with regard to service charges needs to be clarified. The figures of satisfaction from those who pay service charges reflect there being only a relatively small number of people who do pay these charges.

Service charges depend on individual areas. For example, service charges also do not include grass cutting in most cases. The services that have to be considered for service charges is influenced by the rules regarding housing benefit. With regard to Care Line, a report is to be presented to Cabinet regarding whether charges for these should be optional or not. Whilst service charges are not popular there is currently no consistent approach to what is and is not charged for across the County. This is

because the way homes are managed reflects the historic factors relating to the policies and service charge agreements, and the way homes were developed previously. Service charge policy therefore does need to be reviewed.

Question / Comment: Can the Committee comment on this report before being considered by the Cabinet?

Response: This report could be considered by the Committee as a pre-decision scrutiny item.

Question / Comment: With dissatisfaction levels, is work being undertaken to properties that the tenants do not want? What proportion of that is causing the dissatisfaction levels? Why is the Council doing this?

Response: If people do not want work to be undertaken then this is an acceptable fail under WHQS and so tenants are not compelled or forced to have such work done. Tenants can and do refuse to have work done. Some dissatisfaction levels are also because the Council under its own policies cannot always provide what people want. There are also a number of links in the chain between the tenant and HOWPS which needs to be reduced. WHQS was driven by Welsh Government's drive to improve the housing stock.

Question / Comment: Sell to Wales is not fit for purpose. Many local businesses are unable to tender for work due to the way that the tenders are packaged e.g. a business could not tender for work which includes a requirement for other skills which as a business it would not have. Therefore these contracts go to the larger companies who then sub-contract the work.

Response: The Chair suggested that the Committee write to the Cabinet Member with responsibility for procurement regarding this matter and how Sell to Wales does not assist in retaining the Powys pound.

Question / Comment: Do tenancies include those on the agricultural estate?

Response: No.

Question / Comment: Are local Members informed when complaints are made to the Housing Service so that the local Member might be able to assist their resident in resolving the issue?

Response: There would be a need for the tenant to be asked if information could be passed to the local Councillor due to data protection issues. The new contact system will include a question if a person making a complaint has been in contact with their local councillor.

Question / Comment: The staff who formerly worked for Green Fingers who provided grass cutting services to the Council are now employed by the Council and the level of satisfaction has improved. Could this example be used elsewhere?

Response: This is what the estate management teams have been set up for.

Members suggested that the Committee should receive a report in 12 months time about how the estate management service was progressing. The Chair suggested that the Committee should receive the action and delivery plan in response to the survey.

Question / Comment: The Council seems to have the same discussions on a recurring basis. How can we ensure that performance is tracked and that improvement are being made.

Response: Performance is tracked quarterly and scrutiny can access these documents. The Scrutiny Manager indicated that with the move to outcome based budgeting the aim is to be able to link the outcomes of Vision 2025, the budget and performance. It was suggested that the programming of performance reports by the committee should be recommended to the Co-ordinating Committee for inclusion in the work programme.

Question / Comment: A concern was raised that smoke alarms are not being serviced and there are a number which are out of date.

Response: The Council is undertaking the Compliance One Hundred project to ensure that future compliance policy and process will at all times make sure that the Council is compliant across all housing services. Alarms are checked annually. Anything which is out of date / not working are replaced. Where the Service cannot get access to properties following repeated attempts, then legal action will be taken to gain entry to the property. Smoke alarm checks are up to date. An audit of the smoke alarm work is also being undertaken.

Question / Comment: When will the action plan be available and what are the priorities?

Response: Actions have been taken since the survey results were received. The action plan can be considered at the October meeting of the Committee and this would be recommended to the Co-ordinating Committee.

6. SCRUTINY WORK PROGRAMME

The Committee noted the Scrutiny Committees Forward Work Programme. The Chair asked the Committee if there were any items which should be suggested to the Co-ordinating Committee for inclusion in the Work Programme.

Green Waste Bins – the Committee should receive an update on the implementation of Green Waste Bins.

It was suggested whether there should be a Sub-Committee to deal with Housing matters. However it was noted that the issue was resourcing additional requirements so this was not pursued.

The Chair advised the Committee that the Co-ordinating Committee had approved the establishment of a Working Group led by the Committee to look at HOWPS.

RESOLVED that the Chair together with County Councillors D Selby, P Pritchard, J Pugh and M Barnes be appointed to the Working Group.

The Working Group would need to consider the HOWPS annual report and key performance indicators, as well as contract information such as what was HOWPS set up to do.

County Councillor M J Dorrance (Chair)

Cyngor Sir Powys / Powys County Council**Economy, Residents, Communities and Governance Scrutiny Committee
October 2019**

REPORT AUTHOR: Head of Housing and Community Development

SUBJECT: Tenant Satisfaction and Customer First Improvement Plan

REPORT FOR: Health, Care and Housing Scrutiny Committee

1. Introduction

- 1.1 In August the Health, Care and Housing Scrutiny Committee considered the outcome of the Tenant Satisfaction Survey conducted earlier in the year.
- 1.2 The Committee noted that an action plan to address the concerns identified in the 'STAR' survey was being developed and asked that it be presented to a future meeting.

2 Customer First Improvement Plan Description

- 2.1 The Customer First Improvement Plan (see Appendix A) sets out work already underway to improve tenant satisfaction along with initiatives and future changes to policy and process. It has been developed in consultation with tenant representatives and important stakeholders, including Heart of Wales Property Services (HoWPS), the organisation that provides day-to-day repairs and maintenance to municipal homes. This is important as the area in need of the most improvement is in the field of repairs and maintenance.
- 2.2 The Customer First Improvement Plan has been discussed at the Strategic Housing Partnership, with an agreement that all members of the partnership will share comparable performance data and examples of policy and procedures that contribute to high levels of customer satisfaction.
- 2.3 The Customer First Improvement Plan is being led, on behalf of the Housing Management Team, by the Housing Strategy Team Leader. The Housing Strategy team lead on tenant and customer engagement so are well placed to have a first-hand understanding and intelligence of how the Council's housing services are experienced by tenants and indeed, all other users of housing services such as people registering with the council for an affordable home. The plan is being monitored monthly by the Housing Management Team.
- 2.4 The document attached to this report as Appendix A sets out the current Customer First Improvement Plan. This is a live document and under regular review.

3. Intention of the Plan

- 3.1 The intention of the Customer First Improvement Plan is to increase customer satisfaction ratings to be among the best in Wales. It will also improve the Council's understanding of how its services, and those of its contractors such as HoWPS and those delivering the Welsh Housing Quality Standard programmes, are received by tenants and residents. This in turn will help increase the value for money that the Council receives from its investment in repairing and maintaining council-owned homes.
- 3.2 This will be achieved by focusing on ongoing and constant monitoring of service quality and moving away from set-piece tenant engagement structures, such as residents groups, towards a model focused on mass communication and feedback. This is to encourage a high proportion of tenants to share their experiences and ideas for improvements. Housing Service is considering a re-structure, in order to better align the way in which elements of the services are co-ordinated and ensure a more appropriate and efficient response to customer enquiries and requests.
- 3.3 Joint working with HoWPS will be enhanced with a number of changes already introduced, including for example more quality assurance of the repairs process from service request to completion of work.
- 3.4 Officers will be encouraged to engage more regularly and closely with Councillors in order to benefit from the local knowledge and insight that Councillors have about their communities.

4 Scrutiny Committee Comments and Observations

- 4.1 The Housing Service will be taking the Customer First Improvement Plan forward as a live document, which will change in the light of evidence of the impact of work being taken to improve customer satisfaction. Feedback and comments of the Health Social Care and Housing Scrutiny Committee on its content and approach will be a major contribution to the success of the plan.
- 4.2 The next STAR survey for Powys will be conducted in 2021, in line with good practice which recommends undertaking such surveys once every two or three years. This is to allow time for improved policy and process to have an impact on the customer experience.

Powys Housing Services/Customer First Improvement Plan

Date	October 7th 2019
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Contacting the Council

STAR 2019 Data: 47% states the service listens and acts upon it

STAR 2019 Comments: 55% related to communication, including difficult to contact, waiting for anything to happen and things not being clear.

Activity	Action	Accountable Officer	Responsible Officer	Progress to Date/Next Steps	Timescale
Call and Enquiry Handling	Consideration to be given to a joint Powys/Heart of Wales Property Services Call Handling Centre	Senior Manager, Landlord Services	Resources Team Leader	Informal discussion has been held with Heart of Wales Property Services (HoWPS) and the principle agreed by Housing Management Team and Tenant Scrutiny Panel.	Proposal to be worked up by 30/12/19
Call and Enquiry Handling	HoWPS - speed up time to answer calls and e-mails, from both tenants and Powys officers	Client Services Team Leader	HoWPS	Regular meetings between Client Services Team Leader and HoWPS established	On-going
Call and Enquiry Handling	Worktrays to be checked daily by all front line officers	All Team Leaders	All Front Line Officers	Team Leaders to use regular monitoring reports of Work Tray activity to help encourage prompt responses.	On-going
Call and Enquiry Handling	Web-chat	Senior Manager, Landlord Services	Resources Team Leader	Discussion held with Powys IT	31/01/2020

Direction of Calls and Enquiries	Quality of information passed to officers to be more comprehensive, to allow them to make rapid and informed responses to clients	Resources Team Leader	First Contact Officers	Resources Team Leader undertaking a refresh of First Contact Officers' guidance to ensure that calls go to the Work Tray of the right person, first time, every time. Straplines will include contact number and brief description of the call	31/10/2019
Direction of Calls and Enquiries	More accurate direction of enquiries to the right person or department, to allow for quicker and 'right first time' responses to clients	Resources and Client Services Team Leaders	First Contact Officers	Powys First Contact Officers to be given a set of key questions to help make sure that calls are directed to right officer or department. To help improve repairs and maintenance responses, a shared Building Manual to be introduced for both First Contact Officers and HoWPS call handlers.	30/11/2019
Direction of Calls and Enquiries	Clarity for tenants calling regarding previously reported repairs	Resources Team Leader	First Contact Officers	First Contact Officers asked to advise tenants that in cases where the tenant feel HoWPS has not responded to their satisfaction to reported repairs, the tenant should contact Heart of Wales directly to encourage a prompt response. Tenants are able, if necessary, to lodge a formal complaint with HoWPS at complaints@howps.co.uk . Any such calls will be recorded by the Council to support	30/09/2019

				additional quality assurance of HoWPS services.	
Direction of Calls and Enquiries	Social Services to be advised to report repairs and complaints directly HoWPS	Resources Team Leader	Senior Manager - Mental Health & Disabilities	Senior Manager - Mental Health & Disabilities contacted and asked to inform all staff.	Completed
Direction of Calls and Enquiries	Councillors to be advised to report repairs and complaints directly to Heart of Wales Property Services	Senior Manager Landlord Services	Member Support Services Manager	Message passed to Member Support Services Manager for circulation to Members	Completed
Self-service	HoWPS Customer Portal Development	Client Services Team Leader	Heart of Wales property services	Kier are working on the portal to address the need to allow for on-line service requests reporting.	01/03/2020
Self-service	Review of how user friendly Abritas (Homes in Powys ICT system) is for users	Housing Strategy Team Leader	Engagement Officers (South)	User Group to be set up to understand user experiences of Abritas and accessing Homes in Powys	30/11/2019
Being There	Make sure that people are always available to liaise with clients	Housing Management Team	Team Leaders	All Powys staff to keep calendars up to date; line managers to be responsible that all absence is covered.	On-going

Repairs and Maintenance

STAR 2019 Data: 54% satisfied with repairs and maintenance; 32% was very or fairly dissatisfied with the service and 15% neither satisfied or dissatisfied

STAR 2019 Comments: 52% related to repairs and maintenance. The majority were about waiting for repairs.

Satisfaction Monitoring Powys May 2019: 26 phoned about repairs and maintenance. 19 were not satisfied with the outcome.

Activity	Action	Accountable Officer	Responsible Officer	Progress to Date/Next Steps	Timescale
Quality Assurance	Triannual Home MoT to improve relationships with tenants, gather service feedback and encourage preventative repairs & maintenance and Capital Investment	All Team Leaders	Service Improvement Officer and Housing Management Team Leader (Newtown)	Develop format and follow-through for Tri-annual Home MoT, for trial in Q4 2019-2020 and, if successful, roll-out in 2020-2021	31/03/2020
Quality Assurance	Improve knowledge of customer experience of the complete Repairs & Maintenance process by First Contact Officers calling clients to share their repairs service experience	Resources Team Leader	First Contact Officers	HoWPS advised that Powys First Contact Officers will be undertaking QA calls.	01/10/2019 subject to shared ICT capability being in place
Quality Assurance	Improve knowledge of customer experience of completed Repairs & Maintenance works by increasing number of job satisfaction surveys	Client Services Team Leader	HoWPS	HoWPS Key Performance Indicator H/QA/1 (Number of customer satisfaction surveys completed as a percentage of jobs completed) was increased from 15% to 35%, effective August 2019	Completed
Quality Assurance	Cancelled, abandoned or uncompleted repair & maintenance jobs to be monitored and challenged	Client Services Team Leader	HoWPS	Full details from HoWPS of all cancelled and uncompleted jobs to be shared with immediate effect.	31/10/19

Quality Assurance	Improve knowledge of long term customer experience of completed Welsh Housing Quality Standard works	Planned Maintenance and Improvement team Leader	Resident Liaison Officers	Research programme and questionnaire to be developed	31/12/2019
Contract Management	Encourage better performance by contractors	Client Services Team Leader	Housing Solicitor	Contracts being review to see where there is scope to work more effectively with contractors to improve performance	31/12/2019

Listening to Tenants and Clients

STAR 2019 Data: 47% stated the service listens and acts upon it

STAR 2019 Data: 78% finds staff approachable and friendly

Page 15

Activity	Action	Accountable Officer	Responsible Officer	Progress to Date/Next Steps	Timescale
Understanding	Deeper understanding of, from tenants perspective, how services can be improved	Housing Strategy Team Leader	Engagement Strategy Officer	Tenant Scrutiny Panel reviewed the survey results in September and support the need for improvement.	On-going
Understanding	Continuous and extensive understanding of service and housing needs to inform development of policy and practice	Housing Strategy Team Leader	Engagement Strategy Officer	Engagement team to refocus activity on gathering, interpreting and analysing intelligence and feedback from as wide a range of clients as possible. Repairs Surgeries to have a wider remit as Housing Surgeries. Pop-up Powys full	Pilot to begin 1/10/19 and to be reviewed 01/2020

				trial (using Library Service vehicle)	
Understanding	Engage with disabled people	Housing Strategy Team Leader	Service Improvement Officer	Current status is that initial conversations took place with 'Break Down Barriers' group and two level access groups. Next step is to agree how best to take this further forward.	30/11/2019
Responsive	Make sure service standards are in line with expectations and available resources	Housing Strategy Team Leader	Service Improvement Officer	01.04.19: Draft Customer Experience Standard published. Tenant Scrutiny Panel preferred at that time to retain the current suite of Service Standards. Further discussion with the Panel is needed as part of taking forward this Customer First Improvement Plan	Customer Experience Standard simplified the current suite of standards.
Responsive	Making Careline responsive to the needs of clients	Tenancy Services Manager	Housing Management Team Leader Brecon	Consultation with all Careline clients taking place in Q2 and Q3 2019-20 to find out real demand for the service. This will inform renewal programme in 2020-2021	31/03/2020

Responsive	Tailoring decoration of voids to tenant needs and capabilities	Client Services Team Leader	Senior Housing Surveyors	New voids policy introduced more bespoke decorating options, with greater use of vouchers and decorating packs to allow tenants to choose their own approach to décor (where void properties need decoration)	31/12/2019
Quality Assurance	Understand why new tenants report after a year in their new home, higher levels of dissatisfaction than more established tenants	Housing Strategy Team Leader	Engagement Strategy Officer Service Improvement Officer	Satisfaction survey of new tenants asking about allocating and condition of property and general home-finding service provided by Housing Services.	31/10/2019
Quality Assurance	Understand why tenants aged under 35 years old report higher levels of dissatisfaction than older tenants	Housing Strategy Team Leader	Engagement Strategy Officer Service Improvement Officer	Meet with 20 families with young children to hear what they have to say about our services. Analyse statistics in more detail and keep Tenant Scrutiny Panel informed.	31/12/19
Culture Club	Rolling programme of customer care training and development to encourage a helpful culture	Resources Team Leader	All members of Housing Services	Phase One Development Days successfully completed. Second session January 2020 for those unable to attend the summer 2019 sessions. Phase 2 to be developed IN Q4	31/03/2020
Caring	Smoke alarm checks on all visits to demonstrate customer health & safety care for all clients	Housing Management Team	All officers visiting tenanted properties	'Scarlet Pointinternels' and Selfie Sticks issued and all visiting officers required to undertake checks.	On-going

Accountability	Accountability to Councillors to encourage Housing Services to improve customer care	Senior Manager Landlord services	Housing Strategy Team Leader	STAR Survey reported to Scrutiny Committee. Update report and Action Plan to be presented to Scrutiny Committee October 2019	
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Keeping Everyone Informed

Activity	Action	Accountable Officer	Responsible Officer	Progress to Date/Next Steps	Timescale
Keeping Members Informed	Any events organised to be notified to relevant ward members	Housing Strategy Team Leader	Engagement Officers		On-going
Keeping it local	Officers to engage regularly with Councillors about housing services	Tenancy Services Manager	All Team Leaders		On-going
Regular and relevant communications to all tenants	Review efficacy of Open House and WHQS Newsletter	Housing Strategy Team Leader	Engagement Strategy Officer	Options under consideration: on-line only or retain printed edition; merge Open House and WHQS or retain separate editions?	31/12/2019

**CYNGOR SIR POWYS COUNTY COUNCIL
ECONOMY, RESIDENTS, COMMUNITIES AND GOVERNANCE SCRUTINY
COMMITTEE**

14th October 2019

REPORT AUTHOR: **Greg Thomas (Project Officer, Events/Civil Contingencies)**

SUBJECT: **Powys County Council – Brexit Preparedness**

REPORT FOR: **Information/Discussion**

Introduction

This report provides an overview on the work being undertaken by Powys County Council since the 2016 referendum to prepare for the range of possible Brexit outcomes, including a no deal exit. Given the fast-changing wider context of Brexit, a verbal update on the latest situation will be given at the meeting.

Context

On 23rd June 2016, the United Kingdom (UK) voted to leave the European Union (EU). Voters in Powys were aligned with the national trend with, 53.7% of Powys voters wishing to leave the EU. The UK Government invoked Article 50 of the Treaty of the EU in March 2017, triggering a two-year process. The UK Government failed to negotiate a deal that was able to meet the approval of Parliament. Therefore, this negotiation period was extended to October 31st 2019. If no Brexit deal is agreed by this date, or no further extension to the deadline is requested (and agreed), the UK will automatically leave the EU with no deal on October 31st 2019.

However the UK Parliament has passed legislation against a no deal exit from the EU, despite this the UK Government is adamant that the UK will be leaving the EU on 31st October, with or without a deal.

If a deal were to be agreed, there would be a transition period. This would provide more time for details of the future relationship between the UK and the EU to be worked through. During this period, current arrangements would continue, with the UK remaining part of the customs union and single market, subject to EU legislation and eligible for EU funding programmes.

If by 19th October (i.e. after the EU summit on 17th - 18th October) no agreement has been brokered, the Prime Minister is now bound by the recent legislation to ask the EU for another extension to 31st January 2020. Again, current arrangements would continue in the interim.

Powys County Council Preparedness

Since the 2016 referendum Powys County Council (PCC) along with all other local authorities in Wales, has been planning for different Brexit scenarios including a 'No Deal' situation. PCC's preparations have had three main areas of focus:

- A. Brexit Working Group (External);
- B. Brexit Coordination Group (Internal);
- C. Dyfed Powys Local Resilience Forum (DPLRF).

A. Brexit Working Group (External)

The Leader of the Council, Cllr Rosemarie Harris, has formed a Brexit Working Group, involving a number of public and private sector partners. The Leader acts as Chair of this group, which is held on a quarterly basis. The Economic Development and Regeneration Service lead this Group, and provide the secretariat.

The Brexit Working Group comprises of PCC Officers, Members, partner organisations, as well as key representative group (for example the NFU, FUW, FSB, and Mid Wales Manufacturing). The purpose of this group is share information and build stronger working relationships between PCC, other public sector partners, and the business community.

B. Brexit Coordination Group (Internal)

The Director of Economy and Environment is acting as the lead officer for Brexit preparedness, and is Chairman of the internal Brexit Coordination Group (BCG), which comprises of representatives from all key service areas. The BCG has been meeting regularly (on a needs basis, currently monthly), and will continue to do so for the foreseeable future.

Based on identified best practice from Rhondda Cynon Taf County Borough Council, the BCG has launched a Brexit preparedness website (www.powys.gov.uk/brexit). This website has been designed to signpost residents, businesses, and voluntary organisations to external sources of information and assistance.

This group has overseen the sharing of communications messages (with residents, suppliers, and staff), promotion of the EU Settled Status Scheme (330 applicants to date), and the updating of relevant contingency planning documents.

Utilising the Welsh Local Government Association (WLGA) Brexit Advice Hub and the WLGA/Grant Thornton Brexit Preparedness Toolkit, this group has undertaken analysis into the potential impact of a no deal Brexit on Powys County Council, and all service areas within the Council have completed an impact assessment based on a no deal Brexit.

Although attention of the BCG has been focussed on a no deal Brexit. This is not an indication of the anticipated outcome of Brexit negotiations, but it is a reflection of prudent planning. In undertaking this work, the BCG has looked specifically at threats and opportunities to PCC, and has not sought to offer commentary or opinion on Brexit.

Brexit Impact Assessments

All service areas in Powys County Council have completed a Brexit Impact Assessment, and in doing so have identified the key impacts that a 'No Deal' Brexit would have on PCC. This process identified a total of 99 potential impacts of Brexit, with these impacts being felt to varying degrees (4 of which are deemed opportunity risks).

The potential impacts of Brexit have been considered by each individual service area, and where appropriate business continuity measures have been identified. Each service area has reviewed their Business Continuity Plan (BCP), and the Corporate BCP has been updated. These BCP's will be the main mechanism of response should PCC experience any adverse impact due to Brexit

From this service level analysis, 11 risks that warrant highlighting and attention at a strategic level have been identified. Using the WLGA Brexit Preparedness Toolkit, the key impacts of Brexit that require attention at a strategic level can be summarised under the following categories:

- Core Operations;
- Funding and Finance;
- Legal, Data, and Regulatory;
- Local Community;
- People;
- Services, Suppliers, and Supply Chain.

The Strategic Brexit Risk Register is attached as Annex A.

It should be noted that although PCC may be unable to address many of the Brexit issues directly, it may well have to respond to them. In addition, these assessments capture the situation at a particular point in time, Brexit is a dynamic process, which the council will continue to plan and respond to as more information becomes available.

C. Dyfed Powys Local Resilience Forum

Following direction from Welsh Government, the DPLRF formed a Brexit Preparedness Group, which first met in October 2018. The group is currently chaired by Dyfed Powys Police (DPP), with Powys County Council being represented the Head of Property, Planning, and Public Protection; Project Officer, Events/Civil Contingencies; or the Civil Contingencies Officer, and feeds directly into the Brexit Coordination Group.

This group assess the strategic risks to the wider DPLRF as a result of a no deal Brexit, whilst individual agencies have retained the responsibility to assess internal risks which may impact business as usual.

The DPLRF Brexit Preparedness Group was stood down in April 2019. However, these meetings have recently resumed, and are currently being held on a fortnightly

basis. Frequency of these meeting will increase if necessary, or if any multi-agency response is required.

Conclusion

There are still many unknown factors that will influence the final Brexit outcome, at this stage, the UK and Welsh Government have indicated that no deal preparation should continue up to the point at which the UK and EU Parliaments ratify any deal.

The potential impact and costs of Brexit on Powys County Council are unknown. Grant Thornton, on behalf of the WLGA, are undertaking a piece of detailed research on the issue of cost and service pressures on each Welsh local authority in the event of a no deal Brexit.

PCC are currently awaiting confirmation from the UK Government/Welsh Government as new the new preparation and reporting requirements. All risk/impact assessments previously undertaken with regards to a no deal Brexit remain valid. Our internal and the DPLRF teams, structures and reporting mechanisms remain, and are ready to be stood up when notice is given.

A recent review of local authority preparedness by the WLGA has concluded that Powys County Council are as prepared as other local authorities in Wales, with some areas of work being highlighted as best practice.

Council officers will continue to liaise with Welsh Government, the WLGA, partners, suppliers and contractors to ensure we are prepared for a no deal Brexit and so that impact on the Council's services and local communities is minimised.

<p>Contact Officer: Dr Greg Thomas Tel: 01597 826 149 Email: greg.thomas2@powys.gov.uk</p>
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Risk Ref	Risk Category	Identified Risk	Impact	Effect	Inherent Risk		Risk Rating	Value	Business Continuity Measures/Control Measures (where applicable)	Residual Risk		Risk Rating	Value	Notes
					L	I				L	I			
BR1	Core Operations	Increased demand for service.	<ul style="list-style-type: none"> - Potential economic instability could increase demand for services. - Closures to local businesses/people returning to the UK from EU countries may lead to higher levels of people seeking assistance from the Council, increased demand for digital access, increased demand for social care support, and learning and skills development, to support jobseekers, etc. - There could be an increase in enquiries from businesses seeking support/assistance from Public Protection Teams. Increase in service demand would stretch staffing levels. 	Negative	H	H	High	9	<ul style="list-style-type: none"> - Continue to identify suitable opportunities for training and upskilling staff and volunteers, to adapt to changing public demands/enquiries. - Ensure receptionists are briefed to sign post citizens to correct areas. - Ensure Services keep Customer Services informed of contacts within Service Areas to transfer calls. 	M	M	Medium	4	
BR2	Core Operations	Relocation from the EU to Powys of families - estimated at 500.	<ul style="list-style-type: none"> - A reduction in number of empty properties and consequent increase in council tax take. However, it is possible that some of these households will present as homeless and increase demand for social housing. - Influx causes increase in house prices and rents – making it more difficult for the council to access private rented accommodation for people in housing need. 	Negative	M	M	Medium	4	<ul style="list-style-type: none"> - Monitoring of market/demand. 	L	L	Low	1	
BR3	Core Operations	Fuel shortages.	<ul style="list-style-type: none"> - Impact on the ability of staff being able to fulfil roles (unlikely to be prioritised for rationed fuel supply) possible failure of the council to be able to perform its statutory landlord responsibilities in relation to repair. - Fuel shortages would have a significant impact on those households who rely on oil & LPG for heating and are likely to see all energy costs rising. 	Negative	M	M	Medium	4	<ul style="list-style-type: none"> - National Emergency Plan (Fuel) revised and updated. - ASC prepared lists of essential users. 	M	M	Medium	4	

BR4	Finance and Funding	Loss of access to external (EU) funding programmes.	<ul style="list-style-type: none"> - A loss of current EU funding streams, would add pressure to Council budgets. - Loss of funding for existing EU funded projects should they fail to deliver to profile and/or be dependent on HM Treasury Guarantee. - Diminished potential for European partnership projects. - Uncertainty over the value and eligibility of any replacement funding. 	Negative	H	H	High	9	<ul style="list-style-type: none"> - Ongoing monitoring of consultations and coordinating responses as appropriate. - Ongoing monitoring of policy and funding announcements. - Seek alternative funding sources where available. - Work collaboratively with range of partners including third sector and private organisations - Maintain dialogue with WLGA and other public sector colleagues. 	M	H	Medium	6	New funding will the delivered though the Shared Prosperity Fund (SPF), however no details on this fund have been given to date.
BR5	Finance and Funding	Reduced income to Powys County Council.	<ul style="list-style-type: none"> - Increase in bad debts as a result of potential economic downturn. - Potential decrease in business rate revenue. - Potential impact on Council Tax collection. 	Negative	H	M	Medium	6	<ul style="list-style-type: none"> - Ongoing monitoring (where appropriate). - Gather intelligence. 	H	M	Medium	6	
BR6	Finance and Funding	External market factors.	<ul style="list-style-type: none"> - Stock market crash could potentially lead to reduced value of investments/pension fund. - Fall in value of sterling meaning imported products are more expensive. - Increasing interest rates. 	Negative	M	M	Medium	4	<ul style="list-style-type: none"> - Implementation of an Equity Protection Strategy to protect against the risk of a severe downturn in investment performance of equities. 	M	M	Medium	4	
BR7	Legal, Data, and Regulatory	GDPR Compliance.	<ul style="list-style-type: none"> - Cessation of transfer of personal data from EEA countries Data Centres possible if not subject to relevant contractual clauses or relevant clauses within Privacy Shield agreement if there is "no deal". -Lack of personal information provided by suppliers and third parties, who in turn receive such data from EEA countries and America. - Potential fines/legal consequences. 	Negative	M	M	Medium	4	<ul style="list-style-type: none"> - Review personal data flows and identify where personal data is received from America, the EEA, including contractors and suppliers, and put in place necessary safeguards. - Review and reissue relevant privacy notices informing data subjects of the transfers of their personal data. 	L	L	Low	1	

BR8	Local Community	Potential financial crash.	- Increase in mortgage repossessions and loss of rented accommodation due to rent arrears – leading to increase in homelessness presentations to the council. - Increase in HRA rent arrears. - Impacts on the agricultural community.	Negative	H	M	Medium	6	- Investigate sources of assistance for local communities.	H	M	Medium	6	
BR9	People	Unable to recruit/retain staff (EU Nationals).	- Potential service failure/inability of providers to provide services. - A reduced ability to deliver major repairs programmes and new build construction activity. - Increase in labour costs. - Post-Brexit, EU citizens employed by the Council will be able to apply to the EU Settlement Scheme to continue living in the UK after 30 June 2021	Negative	H	H	High	9	- Employees may require advice and support - WOD can offer six free counselling sessions and possibly assist them with any submissions they may need to make in order to secure settled status.	H	H	High	9	- 3% of Domiciliary care staff, representing 400 hours of care are EU nationals. - 0.4% of those directly employed by PCC (i.e. 24 staff) as at 04.02.19 are EU nationals who would need to apply for this status.
BR10	People	Employee workload.	- Increased workload: responding to consultations, FOI requests, attending Brexit related meetings and potential changes in policies and related processes.	Negative	H	H	High	9	- Reprioritising of workloads as appropriate, dependent on staff resource. - WLGA Brexit Transition Fund - approximately £43,000.	L	L	Low	1	

BR11	Services, Suppliers, and Supply Chain	Delays/disruption to food and/or essential supplies.	<div>- Changing border control measures may disrupt availability of food and medical supplies to the public and Council (including for key services such as care homes and schools). - Delays to major programmes of repair and new build construction. - Increase in prices due to imposition of tariffs. - Potential civil unrest.</div>	Negative	H	H	High	9	<div>- Engagement with suppliers who have indicated they are taking contingency measures to uplift stock and import product via other UK supply chains if necessary. - Change school menus to use available stock. - Work with Service Areas (SAs) to understand the risk to current contracts. Provide information to enable SAs to Contact Suppliers to ensure that they have plans in place to maintain provision of goods/services. A desktop assessment has been undertaken showing the key contracts of risk, mitigating actions have been identified. Discussions are being held with Service Areas to effectively manage high risk contracts, with the aim of managing demand/finding another source.</div>	M	M	Medium	4	Those who rely on state benefits are most likely to be adversely affected, as they do not have the resources to purchase in advance.
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Economy, Residents, Communities and Governance Scrutiny Committee

Scrutiny Observations to Cabinet on: 21.05.2019 Public Toilets Strategy

The Economy Residents, Communities and Governance Scrutiny Committee met on 17.04.2019 and considered the following documents:

- Public Toilets Strategy – Report of the Portfolio Holder for Economy and Planning together with associated documents used as part of the consultation exercise

The Economy, Residents, Communities and Governance Scrutiny Committee thank the Portfolio Holder County Councillor Martin Weale, Peter Morris, Acting Professional Lead – Development Management, and Greg Thomas, Project Officer Events & Civil Contingencies for attending scrutiny.

Scrutiny's Recommendation	Accept (plus Action and timescale)	Partially Accept (plus Rationale and Action and timescale)	Reject (plus Rationale)
1 That to enable the Council to update the strategy in two years' time that adequate resources be identified;			The implementation of the actions will be accommodated within existing budgets, and many of the actions can be achieved through working practices or by the provision of information via the Council's website.
2 That the strategy include the need for signage / signposting of toilet facilities open to the public;	The actions in the strategy have been numbered and action 1.2 addresses this point.		
3 That the Portfolio Holder for Highways be asked to write to Welsh Government to seek assurances regarding the continuation of	Action 9.1 has been added to the strategy in this respect.		

	the grant to Town and Community Councils for the provision of toilets on the trunk road, currently within the transport grant;			
4	That the Highways Service include as a risk on its Service risk register, the possible closure of public toilets operated by Town and Community Councils should the grant from the Council be withdrawn;	The Head of Highways, Transport, and Recycling has been asked to consider adding this risk to their Service Risk Register at its next review.		
5	That the issue of social isolation for the elderly / informal due to a lack of public toilets be raised as a concern with the Portfolio Holder for Adults and Adult services.	<p>The Portfolio Holder for Adult Social Care and the Head of Adults Services have been informed of this recommendation, and sent a copy of the draft strategy.</p> <p>Cabinet member for Adult Social Care has responded as follows:</p> <p>Effective provision of accessible public toilets is essential to ensure that individuals who have a disability have easy access not only to the facilities themselves, but also to society in general. The strategy's focus on ensuring access in the major towns throughout Powys is welcomed, as is the intention to raise awareness of the locations so that people have ease of access. Working with private and commercial providers is also a</p>		

	sensible approach to increase the availability of toilets across the county.		
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In accordance with Rule 7.27.2 the Cabinet is asked to provide a written response to the scrutiny report, including an action plan where appropriate, as soon as possible or at the latest within 2 months of the date of the Cabinet meeting i.e. by 21.07.2019

Members of the Economy, Residents, Communities and Governance Scrutiny Committee present on 17.04.2019:

County Councillors:

M Barnes, K Curry, M Dorrance, J Gibson-Watt, E M Jones, G Jones, I McIntosh, P Pritchard, D Evans and J Pugh

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Economy, Residents, Communities and Governance Scrutiny Committee

Scrutiny Observations to Cabinet on: 18.06.2019 Vision 2025 Annual Performance Report and Update

A Joint Scrutiny Working Group comprising Members from the Economy Residents, Communities and Governance, Learning and Skills and Health and Care Scrutiny Committees met on 11.06.2019 and considered the following documents:

- Vision 2025 Annual Performance Report and Update.

The Joint Scrutiny Working Group thank the Portfolio Holder and Leader County Councillor Rosemarie Harris, Emma Palmer, Head of Strategy, Performance and Transformation Programmes, and Rhian Jones, Strategic Planning and Risk Officer, for attending scrutiny.

The Joint Working Group considered the annual report taking account of the areas of questioning set out in the agenda. Members commented that the document was an improvement on the previous year's report, and noted that the recommendations arising from the scrutiny of the previous year's report had all been accepted and incorporated into the final report.

An issue was raised regarding careers guidance to school pupils particularly about the lack of guidance on vocational pathways including apprenticeships. It was suggested that this could assist in filling future skills requirement in the county. This was a subject which could be considered by the Learning and Skills Scrutiny Committee in its future work programme

It was also considered whether future reports should state what the Council intended to do, what has it done, and what was next. In addition the use of examples of good practice such as the Public Health Wales report where outcomes were shown on a single sheet of paper should be considered.

Scrutiny's Recommendation	Accept (plus Action and timescale)	Partially Accept (plus Rationale and Action and timescale)	Reject (plus Rationale)
1 Guiding Principles – there is a need to clarify that these are the Future Generations Principles which we have to adhere to. PSB should also be mentioned	Accept and action completed		

	and how Vision 2025 and Vision 2040 inter-relate			
2	The plan should emphasise that Council is taking the lead on 4 of the 12 steps, as if we are doing well we should promote this	Accepted and revised wording included in the report.		
3	The role of Councillors needs to be referenced in the document e.g. involvement in scrutiny, performance monitoring, other democratic roles, Improvement and Assurance Board as this demonstrates the role of Members in Corporate Leadership and ownership of the document	Accepted and additional wording included in the document.		
4	The work that has been undertaken last year on governance needs to be captured in the report and how the Council plans to move forward over the next 2 or 3 years	This is already included as updates to the plan and future activity is now included in the report		
5	The report should indicate the work that is being progressed in the future which will be incorporated in Service Improvement Plans (SIPs) arising from the review of performance e.g. implementation of WHQS has been successful but 14% of tenants not satisfied – how is	This is already included as updates to the plan and future activity is now included in the report		

	the Council addressing this?			
6	Case studies – the report should include evidence as to what the Council is intending to do next	Accepted and additional wording included in the document.		
7	Whilst it is acknowledged that it is difficult to show outcomes in some cases such as the Careers Festival, positive points should be highlighted in the report such as previous pupils from Powys who are successful in their careers and are role models for current pupils, attending the Festival	Accepted and additional wording included in the document.		
8	The report should seek to link positive outcomes to more than one measure where possible		Partly Accepted – to be considered for next year's report.	
9	In future reports outcomes should be included and what has changed for individuals as a result, which would demonstrate the impact the Council is having		Partly Accepted – to be considered for next year's report	

In accordance with Rule 7.27.2 the Cabinet is asked to provide a written response to the scrutiny report, including an action plan where appropriate, as soon as possible or at the latest within 2 months of the date of the Cabinet meeting i.e. by 18.08.2019

Members Present:

Economy, Residents, Communities and Governance Scrutiny Committee	County Councillors: M Dorrance (Lead Member), J Gibson-Watt and J Pugh
Learning and Skills Scrutiny Committee:	County Councillor P Roberts and Mr G. Robson (Co-opted Member)
Health and Care Scrutiny Committee:	County Councillors J. Charlton and H. Hulme

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Economy, Residents, Communities and Governance Scrutiny Committee – Working Group

Scrutiny Observations to Cabinet on: 17.09.2019 Highways Asset Management Plan Winter Maintenance Plan

The Working Group of the Economy Residents, Communities and Governance Scrutiny Committee met on 10.07.2019 and considered the following documents:

- Highways Asset Management Plan
- Winter Maintenance Plan

The Working Group thank Shaun James (Senior Manager Highways Technical), Brent Campbell (Senior Manager Highways Operations), Alastair Knox (Network Manager), and Antony Roberts (Policy and Assets Manager) for attending scrutiny.

Highways Asset Management Plan

Scrutiny's Recommendation	Accept (plus Action and timescale)	Partially Accept (plus Rationale and Action and timescale)	Reject (plus Rationale)
1 That there needs to be an assurance that the ranking system for assessment has been tested;		<p>Partially Accept - The Well-Managed Highway Infrastructure Code of Practice made 36 recommendations that range from quite fundamental matters to more peripheral issues.</p> <p>Adoption of the recommendations is a matter for each Highway Authority based upon its legal interpretation, risks, needs and priorities.</p> <p>In order to inform Members of the HAMP, we felt it would be appropriate to indicatively 'score' ourselves against</p>	

		<p>these recommendations.</p> <p>We would accept however, that a criteria for Low / Medium / High would be useful, and have included more definition for the cabinet paper.</p>	
2	<p>That an action plan be prepared to respond to the recommendations of the ranking system for assessment;</p>	<p>Partially Accept - As above, the Code of Practice is not statutory, but a guidance document and adoption of the recommendations is on a needs / priority basis.</p> <p>We would accept however, that an indicative timeline / action plan would be useful and this will need to be developed going forward to address the recommendations.</p>	
3	<p>That a policy be developed in relation to Carbon Reduction;</p>	<p>Partially Accept, Recommendation 32 of the Code of Practice is <i>'The impact of Highway Infrastructure maintenance activities in terms of whole life carbon costs should be taken into account when determining appropriate interventions, materials and treatments.'</i></p> <p>As with all recommendations in the COP we would accept this as an aim. It will form part of the overall plan to all the recommendations with development determined on a needs and priority basis.</p>	

4	That if the Cabinet support the using of the CSSW Hybrid Approach there needs to be a close monitoring of the impact on resources;		Partially Accept - Adopting a new approach will create change, and this will need to be monitored and managed with regard to outcomes and risk as well as resources.	
5	That the approach should be reviewed in accordance with the CSSW recommendation of 2 years with Members receiving an update on the approach in 12 months.	Accept - The HAMP will be formally reviewed in 2 years from its full implementation and an update can be provided in 12 months. This update will be provided to the Portfolio Holder to determine if further action is required.		
6	That Members be asked to provide feedback to the service following the implementation of the new approach to assist the ongoing monitoring of the approach.	Accept - Member interaction is important, and this will continue through the ongoing depot engagement sessions with the operational teams.		

In accordance with Rule 7.27.2 the Cabinet is asked to provide a written response to the scrutiny report, including an action plan where appropriate, as soon as possible or at the latest within 2 months of the date of the Cabinet meeting i.e. by 17.11.2019

Members of the Economy, Residents, Communities and Governance Scrutiny Committee Working Group present on 10.07.2019:

County Councillors:

M Dorrance, J Gibson-Watt, G Jones, I McIntosh, D Jones-Poston.

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Economy, Residents, Communities and Governance Scrutiny Committee – Working Group

Scrutiny Observations to Cabinet on: 17.09.2019 Highways Asset Management Plan Winter Maintenance Plan

The Working Group of the Economy Residents, Communities and Governance Scrutiny Committee met on 10.07.2019 and considered the following documents:

- Highways Asset Management Plan
- Winter Maintenance Plan

The Working Group thank Shaun James (Senior Manager Highways Technical), Brent Campbell (Senior Manager Highways Operations), Alastair Knox (Network Manager), and Antony Roberts (Policy and Assets Manager) for attending scrutiny.

Winter Maintenance Plan

Scrutiny's Recommendation	Accept (plus Action and timescale)	Partially Accept (plus Rationale and Action and timescale)	Reject (plus Rationale)
1 That if approved the implementation of the revised Winter Service Plan needs to be monitored and also discussed with drivers;	Accept - A change in service level will need to be managed. Any change in procedure or process will need to involve the operational teams. This will be done through tool box type talks. The Winter Service has processes in place to manage it, and these are considered satisfactory for introducing the new Service level.		

In accordance with Rule 7.27.2 the Cabinet is asked to provide a written response to the scrutiny report, including an action plan where appropriate, as soon as possible or at the latest within 2 months of the date of the Cabinet meeting i.e. by 17.11.2019

Members of the Economy, Residents, Communities and Governance Scrutiny Committee Working Group present on 10.07.2019:

County Councillors:

M Dorrance, J Gibson-Watt, G Jones, I McIntosh, D Jones-Poston.

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
2019					
OCTOBER 2019					
Tues 01/10/2019	PSB				
02/10/19	Finance Panel	Financial overview and forecast - August			08/10/19
Mon 07/10/2019 pm	LS	School Balances and schools service budget Standards (provisional) and Inspection Outcomes Early Years standards and provision Specialist Centre Provision (from May 19)			
Mon 14/10/19	ERCG	Tenant Satisfaction Survey - Action Plan Council Brexit Preparation Plans			
Fri 18/10/2019	HC	Day and Employment Services Options Appraisal Assist/Cymorth Finance and Performance CIW Monitoring - Adults and Childrens			
21/10/19 - 25/10/19	LS School Scrutiny Panel	School 2			
15/10/19	Children's Services WG	Finance - Budget Construction Independent Reviewing and Quality Assurance			
15/10/19 (pm)	Adult Services WG	Impact of Asset Based Practice/Collaborative Communication Dynamic Purchasing - pilot			
31/10/19	FP	Financial overview and forecast - September			05/11/19
NOVEMBER 2019					
04/11/19 - 08/11/19	LS WG				
11/11/19 - 15/11/19	ERCG WG	HOWPS - Annual Report and KPIs			
13/11/19	Children's Services WG	Children subject to a child protection plan Children who are looked after - placements Scrutiny of Placements and Costs CLA Eduation - written update on PEPs			
15/11/19	Adult Services WG	Reablement Review Update			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
		Quality Assurance Adult			
		Active Offer			
		Technology Enabled Care			
		Tribe/Digital First			
Mon 18/11/2019	LS	ALN update			
		Fair funding formula TBC			
Mon 25/11/19	ERCG	Crime and Disorder			
		Food Justice Motion - Investigate issues for Powys			
25/11/19	Finance Panel	Financial overview and forecast -October			27/11/19
Fri 29/11/2019 pm	HC	Strategy for Residential Care			
		FRM			
		Detocs			
DECEMBER 2019					
04/12/2019	Adult Services WG	Service Redesign and Delivery			
		Information, Advice and Assistance			
		Carers and Respite			
	LS WG				
09/12/19 - 13/12/19	ERCG AND HC WG				
11/12/19	Children's Services WG	Early Help and Eligibility Criteria			
12/12/19	Finance Panel	Financial overview and forecast - November			17/12/19
Thurs 19/12/2019	Audit	WAO Annual Improvement Report+R[2]C			
		Strategic Risk Management			
		Business continuity			
		Internal Audit - performance monitoring Q2			
		Treasury Management			
2020					
JANUARY 2020					
09/01/2020	Children's Services WG	Children in Need of Care and support			
13/01/20	ERCG	Extra Care Housing - Brecon - update			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
13/01/20	Health and Care				
17/01/2020	LS				
17/01/20	Finance Panel	Financial Overview and Forecast - Period 9 Capital report			21/01/20
31/01/20	Adult Services WG	Return to Home/Accommodation for individuals with a learning disability Section 33 Residential Care			
FEBRUARY 2020		Direct Payments Continuing Health Care			
07/02/20	Audit Committee	Strategic Risk Management Business continuity Internal Audit - performance monitoring Q3 Treasury Management Q3 Closure of Accounts Self Assessment			
13/02/2020	Children's Services WG	Children at the edge of care			
21/02/20	Finance Panel	Financial Overview and Forecast - January Capital Report			03/03/20
24/02/20	ERCG	Revision of Policy - Death of a Tenant with no next of kin			
28/02/20	LS				
MARCH 2020					
04/03/20	Adult Services WG	Service Redesign and Delivery Alternatives to domiciliary care			
12/03/20	Children's Services WG	Children who are looked after - Placements			
20/03/20	Finance Panel	Financial Overview and Forecast - February			
APRIL 2020					
02/04/20	Health and Care	Detoc quarterly inforamtion			
03/04/2020	LS				

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
06/04/20	ERCG	Further review of Workways+ Powys and CfW+			
08/04/20	Children's Services WG	Children who are looked after - support			
27/04/20	Finance Panel				
27/04/20	Adult Services WG				
MAY 2020					
07/05/20	Audit	WAO - Audit Plan			
		Draft Annual Governance Statement			
		Strategic Risk Management			
		Business continuity			
		Internal Audit - Annual Plan and Performance Review			
		Treasury Management Annual Review and Q4			
		Closure of Accounts			
11/05/20	Children's Services WG	Young People Leaving Care			
18/05/20	Health and Care	Finance and Performance			
18/05/20	ERCG	Green Waste Bins - Update Report			
		Evaluation of the impact of the roll out of full service - universal credit on HRA rent arrears			
20/05/20	Adult Services WG				
22/05/20	LS				
28/05/20	Finance Panel	Outturn 2019/20			02/06/20
JUNE 2020					
12/06/20	Audit Seminar	Draft SoA			
22/06/20	Adult Services WG	Service Redesign and Delivery			
25/06/19	Children's Services WG	Youth Justice			
26/06/20	Finance Panel				
29/06/20	Health and Care	Director of Services Annual Report			
		Detoc quarterly information			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
29/06/20	ERCG				
15/06/20 - 19/06/20	Working Groups				
22/06/20 - 26/06/20	Working Groups	Proportion of revenue spend increase 2% 19/20			
29/06/20 - 03/07/20	Working Groups	Assess effectiveness of marketing programme			
	Committees	Check inward investment strategy and action plan			
JULY 2020					
03/07/20	LS				
27/07/20	Children's Services WG	Education - curriculum being mindful of the wellbeing of children			
27/07/20	Adult Services WG				
29/07/20	Finance Panel				
AUGUST 2020					
13/08/20	Health and Care				
13/08/20	ERCG				
21/0/2020	LS				
28/08/20	Audit Seminar				
SEPTEMBER 2020					
04/09/20	Audit	SoA including AGS			
		Annual Audit Opinion			
		WAO - Annual Improvement Report			
		Strategic Risk Management			
		Business Continuity			
		Treasury Management			
		Internal Audit - Performance Management Q1			
		Closure of Accounts			
	LS	Increase % of pupils assessed in Welsh in Year 2			
08/09/20	Adult Services WG	Service Redesign and Delivery			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
11/09/20	Finance Panel	Financial Overview and Forecast - June/July Capital Report			15/09/20
17/09/20	Children's Services WG				
28/09/20	Health and Care	Detoc quartely inforamtion			
28/09/20	ERCG	Housing Estate Mangement Service - Progress Report			
OCTOBER 2020					
02/10/20	LS				
05/10/20	Finance Panel	Financial Overview and Forecast -August Capital Programme			06/10/20
07/10/20	Adult Services WG				
12/10/20	Children's Services WG				
29/10/20	Finance Panel	Financial Overview and Forecast - September Capital Report			03/11/20
NOVEMBER 2020					
01/11/20	ERCG				
02/11/20	Health and Care	Finance and Performance			
06/11/20	LS				
09/11/20	Adult Services WG				
19/11/20	Finance Panel	Financial Overview and Forecast - October Capital Report			24/11/20
23/11/20	Children's Services WG				
DECEMBER 2020					
09/12/20	Adult Services WG	Service Redesign and delivery			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
10/12/20	Audit	Strategic Risk Management			
		Business continuity			
		Internal Audit - Performance Q2			
		Closure of Accounts			
10/12/20	Finance Panel	Financial Overview and Forecast - November			15/12/20
		Capital Report			
14/12/20	Health and Care				
14/12/20	ERCG				
18/12/20	LS				
	ERCG				
2021					
July	Audit	SoA by 31 July 2021			

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