

Contents

Agenda	2
4 - Minutes of the last meeting	6
5 - The Engagement Strategy	11
Appendix 1	15
Appendix 2	17
6 - Efficiency savings initiative C25 - dissolution of the out of hours IT support provision	18
7 - Cheaper Energy Procurement	20
8 - Proposed Joint Local Service Board Scrutiny Arrangements	26



**Gwasanaeth Democratiaeth
Democracy Service**
Swyddfa'r Cyngor
CAERNARFON
Gwynedd
LL55 1SH

Cyfarfod / Meeting

**PWYLLGOR CRAFFU CORFFORAETHOL
CORPORATE SCRUTINY COMMITTEE**

Dyddiad ac Amser / Date and Time

**10.30AM, DYDD IAU, 15 IONAWR, 2015
10.30AM, THURSDAY, 15 JANUARY, 2015**

Lleoliad / Location

**SIAMBR HYWEL DDA,
SWYDDFA'R CYNGOR / COUNCIL OFFICES,
STRYD Y JÊL / SHIREHALL STREET,
CAERNARFON**

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PWYLLGOR CRAFFU CORFFORAETHOL CORPORATE SCRUTINY COMMITTEE

AELODAETH/MEMBERSHIP (18)

Plaid Cymru (9)

Y Cynghorwyr / Councillors

Elwyn Edwards

Aled Evans

Sian Gwenllian

Annwen Hughes

Dyfrig Jones

Michael Sol Owen

Gethin Glyn Williams

John Wyn Williams

R.H.Wyn Williams

Annibynnol / Independent (4)

Y Cynghorwyr / Councillors

Lesley Day

Trevor Edwards

W.Roy Owen

Eirwyn Williams

Llais Gwynedd (3)

Y Cynghorwyr / Councillors

Gweno Glyn

Simon Glyn

Jason Humphreys

Llafur / Labour (1)

Y Cynghorydd / Councillor

Gwynfor Edwards

Rhyddfrydwyr Democrataidd / Liberal Democrats (1)

Y Cynghorydd / Councillor

June Marshall

Aelodau Ex-officio / Ex-officio Members

Cadeirydd ac Is-Gadeirydd y Cyngor / Chairman and Vice-Chairman of the Council

Aelodau eraill a wahoddir / Other invited members

Y Cynghorydd / Councillor Ioan Thomas – eitemau / items 5 a / and 6

Y Cynghorydd / Councillor Peredur Jenkins – eitem / item 7

Y Cynghorydd / Councillor Dyfrig Siencyn (yn dirprwyo ar ran y Cynghorydd Dyfed Edwards / deputising on behalf of Councillor Dyfed Edwards) – eitem / item 8

AGENDA

1. APOLOGIES

To receive any apologies for absence.

2. DECLARATION OF PERSONAL INTEREST

To receive any declaration of personal interest.

3. URGENT BUSINESS

To note any items that are a matter of urgency in the view of the Chairman for consideration.

4. MINUTES

The Chairman shall propose that the minutes of the last meeting of this committee held on 13 November, 2014 be signed as a true record (attached).

Please note that the times noted below are estimates only

5. ENGAGEMENT STRATEGY

To consider the report of the Cabinet Member Customer Care (attached).

10.35am – 11.10am

6. EFFICIENCY SAVINGS INITIATIVE C25 – DISSOLUTION OF THE OUT OF HOURS IT SUPPORT PROVISION

To consider the report of the Cabinet Member Customer Care (attached).

11.10am – 11.40am

7. CHEAPER ENERGY PROCUREMENT

To consider the report of the Cabinet Member Resources (attached).

11.40am – 12.10pm

**8. PROPOSED JOINT LOCAL SERVICE BOARD SCRUTINY
ARRANGEMENTS**

To consider a joint report by the Senior Partnerships Manager Gwynedd and Anglesey, the Democratic Services Manager of Gwynedd Council and the Scrutiny Officer of Isle of Anglesey County Council (attached).

12.10pm – 12.40pm

CORPORATE SCRUTINY COMMITTEE, 13.11.14

Present: Councillor Dyfrig Jones (Chair).

Councillors:- Trevor Edwards, Aled Evans, Siân Gwenllian, Annwen Hughes, June Marshall, Dafydd Meurig, Michael Sol Owen, W.Roy Owen, Eirwyn Williams and Gethin Glyn Williams.

Officers present:- Geraint George (Head of Strategic and Improvement Department), Debbie Anne Williams Jones (Members' Manager - Democratic Services) and Eirian Roberts (Member Support and Scrutiny Officer).

Present for item 3 below:-

Councillor Dyfed Edwards, Council Leader

Present for item 4 below:-

Councillor John Wynn Jones, Cabinet Member for the Economy

Present for item 5 below:-

Councillor Peredur Jenkins, Cabinet Member for Resources

Councillor Peter Read, Chair of the Savings Scrutiny Working Group

Dilwyn Williams, Chief Executive

Apologies: Councillors Lesley Day, Elwyn Edwards and Jason Humphreys.

Councillors Annwen Hughes and W. Roy Owen were welcomed to their first meeting of this committee.

1. DECLARATION OF PERSONAL INTEREST

The Chief Executive declared a personal interest in Efficiency Saving Proposal A5 – Nursery Education (under item 7 on the agenda), as his wife worked for *Mudiad Ysgolion Meithrin*, and he left the room during the discussion on this proposal.

2. MINUTES

The Chair signed the minutes of the previous meeting of this committee held on 11 September 2014 as a true record.

Referring to items 3 and 4, the Chair noted that the next Preparatory Meeting would consider how to receive information about *Gwynedd Amdani* and Systems Thinking from now on.

3. RURAL AGENDA SCRUTINY INVESTIGATION Cabinet Member: Councillor Dyfed Edwards

(A) Submitted – the report of the Leader highlighting the steps taken by him to date to respond to the recommendations of the Scrutiny Investigation.

(B) Members were given an opportunity to ask questions and offer their observations. During the discussion, the Leader responded to questions / observations regarding:-

- What was possible within existing systems and what needed to be amended in the Strategic Plan.
- Lobbying work in order to seek to influence national policies.
- Hidden poverty and the fact that the national measures only recognised poverty intensity.

RESOLVED to note the progress to date and receive a further report from the Leader in January 2015 on the recommendations which are relevant to the Council's work.

4. SUSTAINABLE PROCUREMENT SCRUTINY INVESTIGATION **Cabinet Member: Councillor John Wynn Jones**

- (A) Submitted – the report of the Cabinet Member for the Economy in response to specific questions relating to the recommendations.
- (B) Members were given an opportunity to ask further questions and offer their observations. During the discussion, the Cabinet Member for the Economy and the Head of Strategic and Improvement Department responded to questions / observations regarding:-
- Bureaucracy and the risk of increasing staff workload.
 - Measuring success on the highest level.
 - The challenge of establishing key results for the 2014-17 period.
 - How challenging were the objectives?
 - Being more ambitious and procure from neighbouring counties.
 - The aim of creating one system and one team to undertake the work across the Council.
 - The food chain in terms of supplying meat to schools.

RESOLVED to accept the report and consider the matter further at a later date.

5. EFFICIENCY SAVINGS PROPOSALS

- (A) Submitted – the report of the Chair of the Savings Scrutiny Working Group submitting the recommendations of the working group to this scrutiny committee, along with a copy of the Members' Workshop papers, for information. Members were asked to consider and agree on any recommendations to be submitted to the Cabinet for it to make its decision on 16 December.
- (B) Members were given an opportunity to ask questions on the content of the Members' Workshops papers. The Chief Executive responded to questions regarding school balances along with the following savings schemes:-
- HAM4 (More effective running of Leisure Facilities). The Chief Executive explained that it was only the first part of the proposal that had been submitted to date and he agreed to send detailed information to the member.
 - C23 (Restructure Internal Audit).
 - RH2 (Monitoring Flow / Speed (Traffic Unit))
 - C1 (Restructure Revenue)

In response to a further enquiry, the Chief Executive explained that the 197 savings proposals would lead to a loss of 166 jobs, and that there were 34 other schemes to

be added whose implications in relation to job losses were not yet clear. Members called for a detailed analysis at the end of the process of all the jobs lost along with the nature of the redundancies.

(C) The working group's recommendations were considered, with attention given first of all to the proposals which were to be realised in 2015/16 (highlighted in grey in the report). During the discussion:-

- The Chair of the Working Group expressed his wish to add proposals P6 (Decommission a service level agreement with South Gwynedd Women's Aid) and P7 (Decommission a service level agreement with Bangor Women's Aid) to the list of proposals requiring further scrutiny in order to understand the impact on the people of Gwynedd. The Head of Strategic and Improvement Department noted that the Head of Children and Supporting Families Service had reported that there was a risk but that the risk was comparatively low. It was noted that it was only one element of the work of the shelters that was in question and the Council's statutory responsibilities would still be fulfilled. Concern was expressed that implementing these proposals could lead to further costs because it would increase the Council's accountability.
- A5 (Nursery Education). It was noted that members did not agree with the wording "*broader options to parents, providing them with the choice of placing their children in school or in a cylch meithrin*" in the table "Impact on the People of Gwynedd" because it was possible that there would be no *cylchoedd meithrin* in some rural areas of the county. The Chair noted that the purpose of the recommendation was to seek more clarity on this.

RESOLVED to submit the following recommendations to the Cabinet for it to make its decision on 16 December, along with the two additional matters raised by the Chair of the Savings Scrutiny Working Group:-

Ref.	Title of proposal	Recommendation
DaCh4	Reduce the publicity budget of Elector Registration	Recommend that the Corporate Scrutiny Committee scrutinises what the impact of the scheme would be on our capacity to ensure the statutory duty to register electors.
SaG6	Research and Analysis	Working group noted that the proposal should be held back for the time being until such time as the situation with cuts is clear and consider drawing up a business case to keep the unit as it is.
C25	Stop providing the out of hours systems support service	Recommend that the Corporate Scrutiny Committee scrutinises what the impact of the scheme on the capacity of the relevant services would be in maintaining out of hours services should systems fail.
OED	Proposals in the Adults field	Need to ensure a timetable for the proposals and the need to have firm project plans in order to ensure that we would realise the proposals, and that the

Ref.	Title of proposal	Recommendation
		attention of the Corporate Scrutiny Committee should be drawn to that need.
OED13	Adapting providers' contracts	It is recommended that further information be submitted to the Corporate Scrutiny Committee regarding the possible impact of the proposal.
Rh9	Cessation of non-statutory functions – Pest Control Services	It is recommended that the Corporate Scrutiny Committee obtains clarity on the actual impact of the main options and addresses the following questions: <ul style="list-style-type: none"> - If the fee was increased to cover service provision costs, would it still be competitive with the private sector? - What would be the effect of increasing the fee on other Gwynedd Council departments?
Rh11, Rh12 and Rh27	A 10% reduction in Public Protection budgets (3 stages)	It is recommended that the Corporate Scrutiny Committee obtains clarity on the actual impact of the proposals after they have started to be realised.
Rh16	Advertising planning applications in the press	It is recommended that the Corporate Scrutiny Committee obtains better clarity regarding the potential impact the proposal could have on the democratic process.
PB1	Procurement	It is recommended that the Corporate Scrutiny Committee ensures the right balance between saving money and keeping the benefit local.
PB24	A Different Procedure for Replacing Lamps	It is recommended that the Corporate Scrutiny Committee looks at and compares the proposal with the current procedure (bulk change) in order to ensure that we are making the right decision. The bulk change procedure was introduced as a way of saving money in the first place.
A5	Nursery Education	It is recommended that further information be submitted to the Corporate Scrutiny Committee regarding the possible impact of the proposal.

Additional matters

P6	Decommission a service level agreement with South Gwynedd Women's Aid	Ask the Cabinet not to proceed immediately and refer the proposal to the Services Scrutiny Committee for it to scrutinise the impact further, on the understanding that a decision would be needed before 1 April 2015.
P7	Decommission a service level agreement with Bangor Women's Aid	Ask the Cabinet not to proceed immediately and refer the proposal to the Services Scrutiny Committee for it to scrutinise the impact further, on the understanding that a decision would be needed before 1 April 2015.

Proposals to be realised in 2015/16**6. LOCAL DEVELOPMENT PLAN SCRUTINY INVESTIGATION - COLLABORATION**

The committee was asked to confirm the membership of the Scrutiny Investigation Group.

RESOLVED to confirm the following membership for the Scrutiny Investigation Group:-

Chair of this committee, Councillor Dyfrig Jones, along with Councillors Trevor Edwards and Eirwyn Williams.

The meeting commenced at 10.30am and concluded at 12.20pm

NAME OF SCRUTINY COMMITTEE	Corporate Scrutiny Committee
DATE OF MEETING	15 January 2015
TITLE	The Engagement Strategy
CABINET MEMBER	Councillor Ioan Thomas

1. Background and Context

- 1.1 The Corporate Scrutiny Committee has asked me to prepare a report on the Engagement Strategy following an indication given by me of the need to consider whether we can achieve all the issues highlighted in the Engagement Strategy within the original timetable.
- 1.2 I have been asked to respond to specific questions and the answers to these questions are listed below.

2. Questions asked by the Scrutiny Committee

2.1 Is there clarity regarding the requirements on the Council to be able to fulfil the Engagement Strategy?

The Engagement Strategy presented to the Corporate Scrutiny Committee on the 5th September 2013 suggested a work programme that could be achieved with the resources available (which was one officer to all interests and purposes).

This report is available at the address below and the original work programme can be seen at Appendix 1.

[https://www.gwynedd.gov.uk/en/Council/Councillors-and-committees/Meetings,-minutes-and-agendas/Meetings,-minutes-and-agendas.aspx?pwyllogor=/2013-14/Pwyllogor Craffu Corfforaethol Corporate Scrutiny Committee/2013-09-05](https://www.gwynedd.gov.uk/en/Council/Councillors-and-committees/Meetings,-minutes-and-agendas/Meetings,-minutes-and-agendas.aspx?pwyllogor=/2013-14/Pwyllogor%20Craffu%20Corfforaethol%20Corporate%20Scrutiny%20Committee/2013-09-05)

I was asked a similar question by the Scrutiny Committee on the 5th September 2013 and the response given at that time is quoted below:

“Is the ambition for improving engagement now actually realistic in view of the new financial challenges facing the Council?”

- 4.1 *In view of the future financial constraints with which we will be faced, it is certainly true that we will have to carefully consider which elements of the Strategic Plan we can continue to accomplish.*

- 4.2 *Of course, in one respect, it could be argued that in such circumstances effective engagement is event more important in order to ensure that we do the right things with whatever resources we have, by reflecting out people's priorities.*
- 4.3 *As yet the Cabinet has not given consideration as to which projects within the Strategic Plan have to be re-prioritised but I shall be recommending that the engagement project be retained but that we try and do this within the resources presently available.*
- 4.4 *After discussing with officers, I foresee that this should be possible with a substantial part of the strategy but if additional resources are required for any aspect, this can be considered in view of any resulting benefit that would arise. “*

In that respect therefore the strategy and completing the timetable had been tailor-made to the resource available.

However, after developing the strategy, it became apparent that we needed to undertake another enormous piece of engagement in order to prepare the way for resolving the financial challenge we are faced with – namely the Gwynedd Challenge.

As this need was critical in order to facilitate the Council's ability to move the savings programme forward (and therefore to sustain the Council's viability) it was necessary to divert the resource available for the Engagement Strategy to fulfil this work in the first instance.

This is the reason why concern has been expressed as to our ability to achieve the promise given in the current year – namely the fact that another more important work stream has had to be completed before moving forward to achieve the issues in the original Engagement Strategy.

That is natural of course, the Council's Strategic Plan should be a live document, not a document that is established once and never changed no matter what the change in circumstances.

2.2 Can the requirements of the Strategy be achieved within the timetable and the resources available at present?

As noted above, there is some concern that it will not be possible to achieve some elements of the original Strategy in accordance with the original timetable, because of the timetable to present the Gwynedd Challenge initiative.

The Project Group is currently assessing what can be achieved this year, taking into account the requirements of the Gwynedd Challenge and the need to adapt the timetable so as to accomplish this.

There is no intention to delete any part of the Strategy – the only intention is to consider amending the work programme to coincide with the resource available.

2.3 How do you measure the Engagement Strategy's success?

The Strategy presented to the Scrutiny Committee highlighted how we would measure the Strategy's success. The relevant part of the strategy is cited at Appendix 2.

2.4 What guidance and/or assistance is available to managers and Council staff in the engagement context?

This is one of the work streams highlighted in the Strategy. As seen in the timetable identified at Appendix 1 (work streams 2 & 3), the intention was for this to be in place by the beginning of April 2014 and for the Senior Managers' Academy to receive a presentation on it by July.

As noted above, because of the Gwynedd Challenge requirements, this has not transpired. The Project Group is currently considering the revised timetable for achieving this.

"Engagement" is however a heading within the Managing Change course arranged for managers. Practical assistance is made available for managers and head of departments on engagement issues either through the Communications Unit or through the Strategic and Improvement Department. The need for advice or practical assistance is on the increase with officers working on large projects such as promoting recycling or smaller schemes such as the recent changes at Canolfan y Gwystl.

2.5 How operational is the Engagement Handbook within the Council?

As noted above, as it has not yet been widely publicised, it is not entirely operational within the Council.

The handbook has however been distributed to some groups within the Council such as attendees of the Managing Change Course or at events held in relation to engagement. It is also offered to officers making enquiries/requests for assistance regarding engagement. The handbook is also available on the Council's website.

2.6 Is the Engagement Forum in place so as to share good practice and to learn from engagement experiences?

No – again due to the reasons given above.

2.7 Has the Engagement Portal been established on the Council's website? If so, how much use has been made of it? If not, what are the reasons?

No – again due to the reasons given above. However, material and good engagement practices are available on the Council's intranet. It is proposed that material be added in the near future when the Council's new web site is operational and as a result of which, the material will be marketed wider to the departments.

2.8 What do you see as the role for Cabinet Members/front line members in the new engagement arrangements?

It is premature to reach a conclusion on this. Obviously there is a role but it is important that we establish a consensus regarding that role rather than convey the opinion of one person.

There is a piece of work in the Strategy (namely work stream 8) which has been formed to establish the overall opinion regarding the role of front line members in the engagement arrangements.

By now work has been carried out in this field with the Task Group, represented jointly by members and officers, analysing the matter and identifying 11 areas that need improvement. The areas requiring improvement vary from extensive complex issues such as planning change and managing expectations to much smaller and more operational issues, such as simple language and correct contact details.

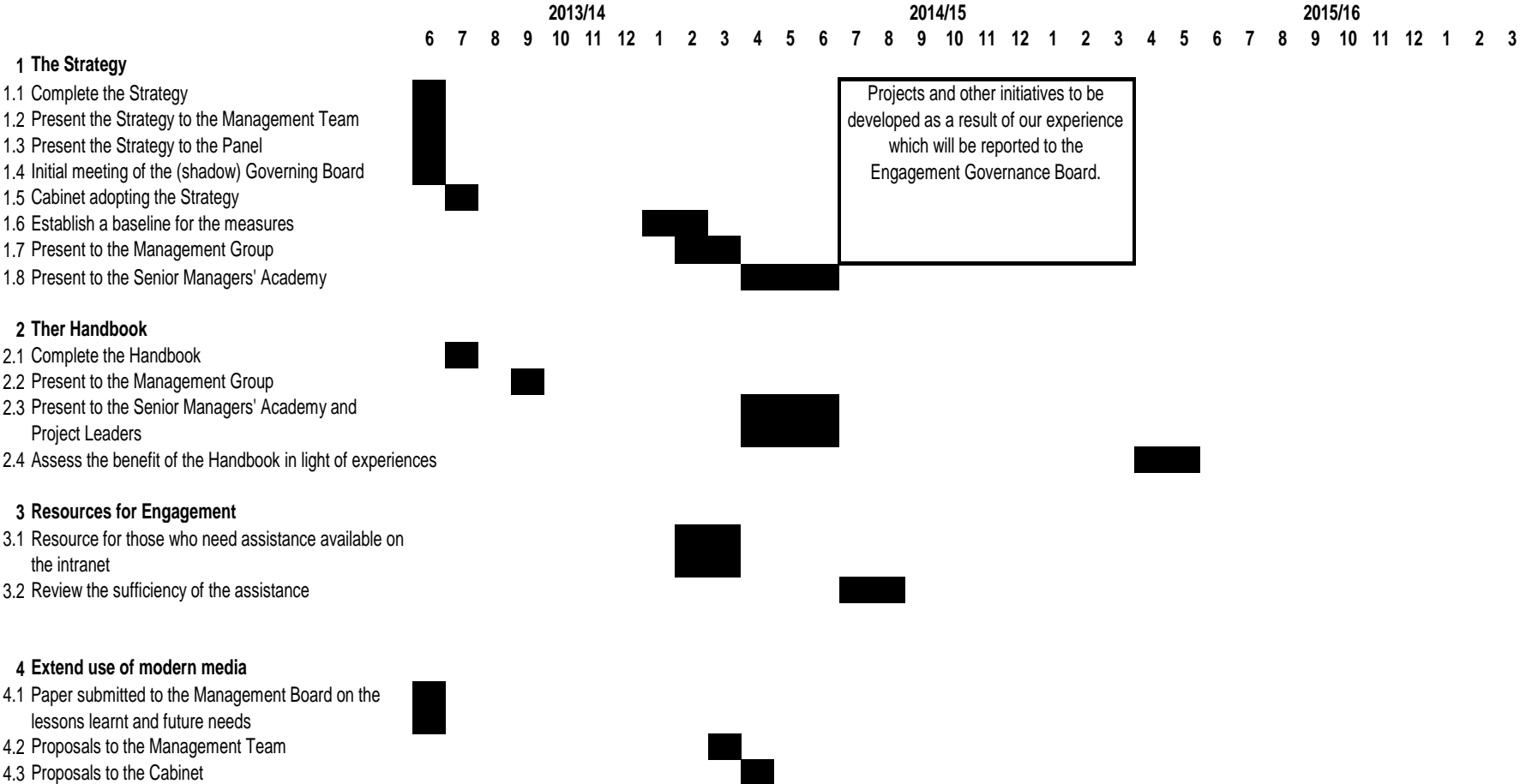
The Task Group will be meeting again soon in the new year to draw up a work programme which will be presented to the Democratic Service Committee. Following that, we will have better material for defining exactly what the role of the front line member should be in the engagement process.

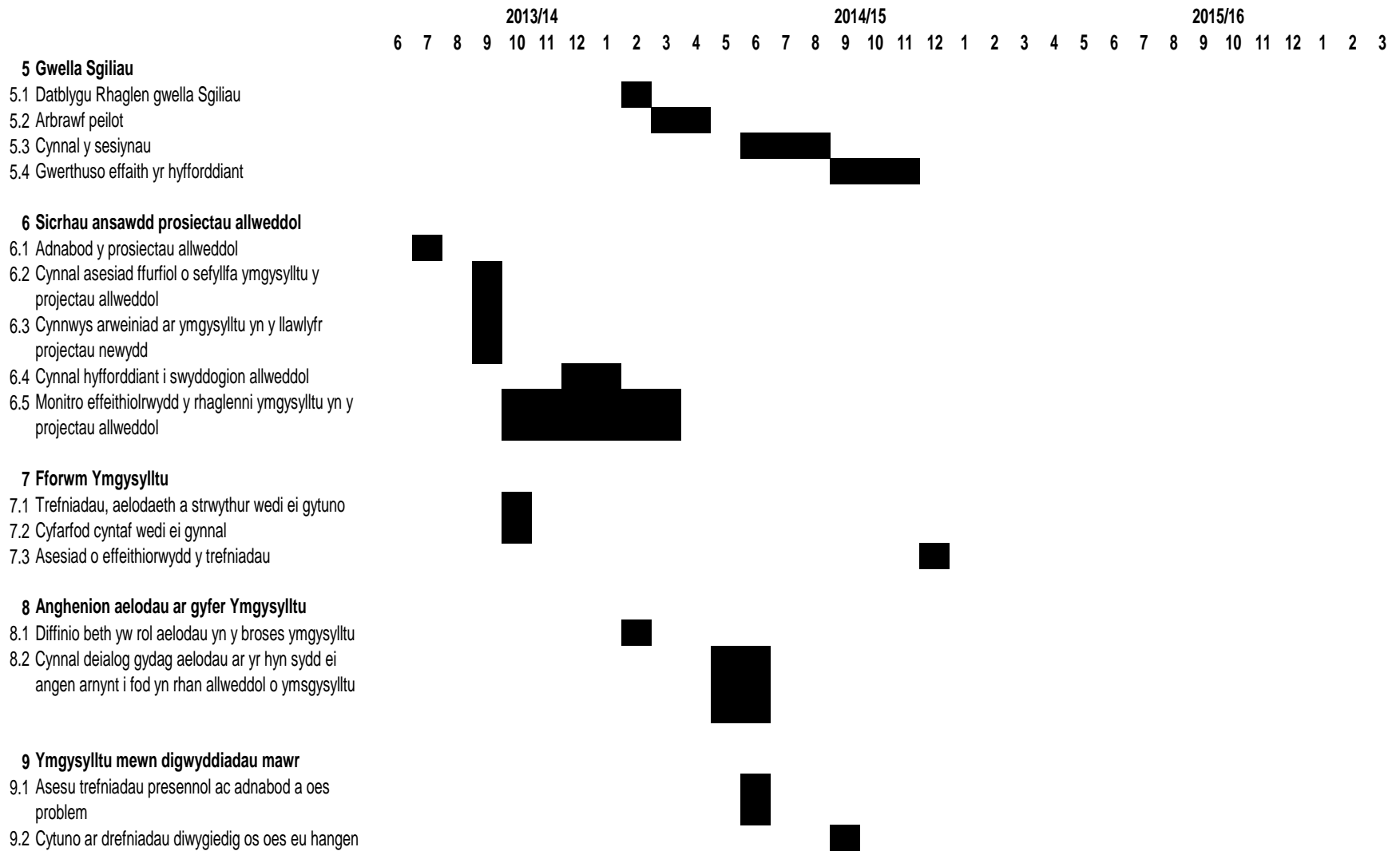
2.9 What assistance and/or leadership is available to elected members in the engagement context?

It is premature to note this. This is dependent on the outcome of work stream 8 as mentioned in 2.8 above.

Appendix 1

Initial work programme for delivery of the Strategy's aims





6. How will we know if we have succeeded?

If the intention of engagement is to ensure that we have a better understanding of each other and thus, ensuring that the Council's decisions take what is important to the people of Gwynedd into consideration, we should be measuring:

- Whether or not the residents of Gwynedd and us understand each other better
- Have we established what matters for all Gwynedd residents
- Are our decisions being influenced by that feedback

The problem is that these matters are very difficult to measure, in particular the first two, and it is difficult to imagine how they can be measured in real terms.

Meanwhile, it is suggested that the success of the strategy should be measured by measuring the following:-

- How many Gwynedd residents are satisfied with how Gwynedd Council runs things;
- How many Gwynedd residents agree that it is possible for them to influence decisions in their local area;
- How many Gwynedd residents have participated in order to influence what happens in the county;
- How many engagement exercises have led to influencing the final plan;
- What are the feelings of elected members as a whole about the engagement arrangements at the end of the period.

From establishing the compound picture obtained from the five above mentioned measures, we should be able to measure whether or not our attempt to improve engagement is successful.

MEETING	Corporate Scrutiny Committee
DATE	15th January, 2015
SUBJECT	Efficiency savings initiative C25 – dissolution of the out of hours IT support provision
PURPOSE	To ventilate risks related to the dissolution of the service that might have adverse affect on some Gwynedd residents
AUTHOR	Councillor Ioan Thomas (Menai ward – Caernarfon)

Background

1. The Finance Department has put forward a number of saving initiatives, including “C25 - dissolution of the out of hours IT support provision” bringing £39,450 worth of savings to be delivered fully in 2015/16.
2. This initiative is described as follows:

“The IT service has a provision to provide extended support outside of the core office hours to Council services that are dependant on IT systems within these extended hours, services such as Libraries, Leisure Centres and Care workers. The scheme has a rota of three staff members with differing skills and are on-call outside of the office hours, which includes weekends and statutory holidays, resulting in 24-7-365 support for technical issues.”
3. The introduction of this saving initiative is not without it’s risks as no support will be provided for any IT activity outside of the Council’s core hours. These being 18:00 – 08:00 on week days, 18:00 on Friday evening to 08:00 on Monday morning over the weekend, extending to 18:00 on Thursday evening to 08:00 on Tuesday morning over the Easter holidays.
4. Although the Council offices are closed, a number of Council officers will continue to serve the public, and are dependant on IT systems and infrastructure. The loss of IT provision due unforeseen problems ranges from the inconvenient to critical.
5. Even though that the services are dependant on IT systems, losing the service for an evening, or even a whole weekend for a service such as the Libraries or the Leisure Centres would be inconvenient, however it wouldn’t be life threatening. There are procedures in place to come to terms with the lost of service, although not ideal and could mean that there would be a restriction in service to the public.
6. On the other hand, the loss of IT systems for the Care service could have a more serious impact. The teams that work within these services deal with fragile and vulnerable people who need an immediate and informed response. The

platform for this response is the supporting IT system, and responding to a situation without access to information within the system could pose a threat to the wellbeing of Council staff and/or clients. The incorrect decision could be made as conclusions are made on historical rather than current information and it could endanger Council staff through failing to prepare them for dangerous situations such as visiting a property with known threats, such as a client with known threatening behaviour or the presence of a dangerous animal.

7. The reliability of the care systems are good, and the instances where the systems have been unavailable due to technical issues are scarce. However, even though the probability of losing the system is low, the consequences could be serious, posing a real threat to the health and wellbeing to the Council's staff and residents. The situation intensifies over the weekend and periods of statutory holidays, as the window for possible outages are extended. These risks need to be evaluated as part of accepting this initiative.

SCRUITINY COMMITTEE NAME	Corporate Scrutiny Committee
DATE OF MEETING	15.01.15
TITLE	Cheaper Energy Procurement
CABINET MEMBER	Councillor Peredur Jenkins

BACKGROUND

In the meeting on the 11th of March 2014 I gave an update on the Council's plans to arrange cheaper energy procurement for the county's communities.

In that report I explained that the most cost effective option for the Council would be to join the Cyd Cymru initiative. But at the time the project panel were not confident enough that their plans were significantly mature to be recommended to Gwynedd residents.

By today, following further consultation and more certainties regarding the Cyd Cymru scheme, I am of the opinion that the scheme is of value to Gwynedd residents, and have therefore authorised officers to support the scheme by joining Step 3. Last year, by switching supplier, Cyd Cymru helped households across Wales to make an average per year saving of £185 on their energy bills.

OVERVIEW

Cyd Cymru is a collective energy switching scheme that has been developed to offer people in Wales an opportunity to save money by coming together to buy fuel "in bulk".

Developed initially by Cardiff Council and the Vale of Glamorgan, with support from the Regional Collaboration Fund, Cyd Cymru was launched during 2013 and is open to everyone across Wales.

Because the more people that take part the better the deal likely to be we are keen to ensure that everyone across Wales is in a position to join in. The Cyd Cymru Project Board has benefited from input by representatives of an all Wales Stakeholder Group. However to ensure that everyone is fully aware of the work done to date, and what the next steps are, we are circulating this document to help answer many of the questions that have been raised with us.

What is Collective Energy switching?

The idea behind collective energy switching is similar to bulk-buying products in order to get a better price. However, in a collective switch those interested in receiving a better deal group together as a 'collective' before approaching the energy suppliers. The larger the number of people that get involved, the more attractive the group of customers are likely to be to the energy suppliers.

How Does it Work?

How it works is simple. There are 5 key steps.

- **Registration:** The first step is to register interest, providing as much detail about the household's energy use as possible. This information will be used by our partners Energy Saving Trust and energyhelpline to manage the switch process and negotiate a deal with the energy suppliers. Households should register online at www.cydcymru-energy.com . We recognise that for some individuals this is not suitable and a helpline number is also available for the registration on 0800 0935902. Householders should have a recent energy bill to hand.
- **Forming a collective:** After the registration period closes all of the data from those who've registered will be collated and presented for an energy auction.
- **Energy Auction:** An energy auction will then take place with a variety of energy companies offering their best prices to the people who have registered their interest
- **New tariff offered:** A personal offer will be made to those who have registered and projected savings will be calculated based on the information provided by individuals in the registration phase. Householders will also be able to see how this offer compares to existing market tariffs. There is no cost and no obligation to switch supplier(s). The period for accepting the offer ("Switching") from the switch is normally open for two weeks.
- **You decide?** If, after the individual offer is issued, a decision is made to accept the offer then support will be available to accept and switch. For those households on a pre-payment meter the householders current supplier will advise whether or not the current credit or debt can be transferred to the new supplier (generally debt up to £500 can be transferred). If anyone decides not to accept, and there is no obligation to accept, information will be made available about the next opportunity to switch.

Background to the Scheme

Early in 2013, Cardiff Council and the Vale of Glamorgan successfully applied to the Welsh Government Regional Collaboration Fund for support to develop a collective energy switching scheme for Wales.

The Cyd Cymru Project Board brought together officers from across Cardiff and the Vale to develop the work. To ensure that the scheme would be open and appropriate for people across Wales, an All Wales Stakeholder group was established consisting of organisations interested in collective switching. The All Wales Stakeholder Group has observed the development of Cyd Cymru and provided input at various stages of development.

How is Cyd Cymru being delivered?

Cardiff and the Vale of Glamorgan council's Cyd Cymru collective energy switching scheme, is being delivered in partnership with the Energy Saving Trust in Wales.

The Energy Saving Trust is a social enterprise with a charitable Foundation.

Energy Saving Trust gives impartial, accurate and independent advice to households, communities and organisations on how to reduce carbon emissions, reduce fuel bills, use water more sustainably and drive smarter.

Energy Saving Trust works with governments, local authorities, communities, third sector organisations and businesses. Their activities include:

- delivering or managing government programmes
- testing low-carbon technology
- certification and assurance for businesses and consumer goods
- developing models and tools to gain further insight into energy efficiency.

The Energy Saving Trust will support the delivery of Cyd Cymru with specialist knowledge and expertise, and enhancements to the promotion of the scheme. They have developed a detailed implementation plan until March 2015, which includes the procurement of the switching provider, delivery of a local engagement plan and project evaluation methodology.

The support provided by the Energy Saving Trust will ensure that cost saving and behaviour change messages are combined with energy saving advice and signposting to existing schemes such as Nest and the Energy Saving Advice Service to maximise the potential savings to residents. But more specifically the Energy Saving Trust will bring specialist knowledge and expertise on the energy market and how to engage with customers.

Key deliverables for the Energy Saving Trust are:

- the procurement of the switching provider, now named as energyhelpline
- undertaking a variety of engagements across Cardiff and the Vale to promote the scheme to vulnerable residents in particular
- working with partner organisations, such as housing associations, charities etc across Cardiff and The Vale to ensure we can support reaching their residents
- capturing and co-ordinating the data for the final project evaluation

In 12-13, the Energy Saving Trust Wales attended over 400 events, across a variety of projects, to provide energy saving advice and support to the public. For the Cyd Cymru scheme, the Energy Saving Trust will manage a team of 3 dedicated engagement officers, who will focus on outreach activities in Cardiff and the Vale of Glamorgan as these areas are covered by the regional collaboration funding bid submitted by the Councils. Their expertise and advice however will be shared with everyone participating in Cyd Cymru across Wales.

Rationale for Selecting a Switching Agent

It is important to demonstrate best value in procuring a switching agent and to ensure a high level of customer service. Working with the Energy Saving Trust we have developed a range of evaluation criteria for the Cyd Cymru switching agent. In September 2013, a tender for a switching agent was ran on Sell2Wales and the winning bidder was the 'energyhelpline'.

Many of the common questions about switching are covered by Ofgem regulations, for example:

- Standard and Pre-payment meter customers with debts of up to £500 can switch supplier (Ofgem's Debt Assignment Protocol)
- Suppliers must provide information on customer bills showing usage for the corresponding period last year, usage over the last 12 months and an illustrative projection of costs for the next 12 months using this data.

Selecting the Switching Agent

Working closely with the Energy Saving Trust we released a tender to procure a switching agent for Cyd Cymru. The successful bidder was energyhelpline.

Who will conduct the negotiation and the switch?

A formal tender exercise has been undertaken and a contract is held until March 2015 with the 'energyhelpline'.

During October 2013, Cyd Cymru tendered for a switching provider to negotiate energy deals, and support customers through the switching process. We have chosen to partner with 'energyhelpline'.

In 2012, 'energyhelpline' ran the 2nd ever collective switch in the UK and have experience of running numerous collective switches since then, saving UK households millions of pounds.

'Energyhelpline' have powered collective switches for:

- Bristol Switch and Save
- Big Wight Switch (Isle of Wight)
- Peoples Power / Cheaper Energy Together
- Liverpool City Region Collective
- Their own brand 'Huge Switch' campaigns
- as well as partnering with numerous large employers across the UK to run staff collectives

In addition to the collective switching offer, '**energyhelpline**' provide a **free full market comparison service**. This means that everyone who joins the switch receives an offer and householders don't have to make a separate comparison of current market offers.

The 'energyhelpline' are accredited by the Ofgem Confidence Code, which means you can be sure that when presented with options and prices, they have been calculated and displayed in an accurate, fair and unbiased way.

The 'energyhelpline' are not funded by Cyd Cymru and will re-cover their costs from the referral fees (or commission) resulting from each customer who actually switches to a new tariff. The 'energyhelpline' will provide a share of this to Cyd Cymru. Cyd Cymru will trace the number of switches in each Local Authority area and as a result will be able to share any funds generated proportionally with each Local Authority in Wales. The entitlement for each local authority will be based on the number of successful residential switchers in their authority area. If you agree to be part of Cyd Cymru you agree to share the proceeds of the Community Fund allocated to your local authority area locally as agreed with the Cyd Cymru Project Board. The share of the community fund will be paid to the local authority at the end of each financial year.

How can people register for the Cyd Cymru collective switch?

Householders should register online at www.cydcymru-energy.com . We recognise that for some individuals this is not suitable and a helpline number is also available for the registration on 0800 093 5902. Householders should have a recent energy bill to hand. Support will be provided to help participants understand what information is needed once full registration opens.

Key Dates

The Registration period for the third Switch opens from:

2nd January 2015

The period for accepting the offer (“Switching”) will be open from

2nd March – 16th March 2015

It is anticipated that the fourth switch will run later during 2015/16

SCRUTINY COMMITTEE	Corporate Scrutiny Committee
DATE OF MEETING	15 January 2015
TITLE	Proposed Joint Local Service Board Scrutiny Arrangements
AUTHORS	Joint Report by: <ul style="list-style-type: none"> • Anwen Davies (Senior Partnerships Manager Gwynedd and Anglesey); • Vera Jones (Democratic Services Manager of Gwynedd Council); • Geraint Wyn Roberts (Scrutiny Officer of Isle of Anglesey County Council).

1.0 RECOMMENDATION

- That the Committee agrees to proceed with Option B (i.e. establish a Joint Gwynedd and Anglesey Local Services Board Scrutiny Panel) and request officers to progress practical arrangements to include such matters as finalising membership arrangements, training arrangements, meetings schedule and venue.

2.0 REASON

2.1 There are numerous documents about scrutiny of Local Services Boards (LSB) available. For example, Welsh Government produced a report in 2013¹ which sought to gather information on the current state of play concerning LSB Scrutiny in Wales including understanding the extent of LSB scrutiny as well as motivators and barriers to effective LSB scrutiny.

2.2 A report jointly published by the Welsh Local Government Association (WLGA) and CfPS² in 2010 entitled “Scrutiny of Multi–Agency Partnerships” outlined some of the lessons learned from the development of scrutiny arrangements of Local Services Boards and identified some important points to bear in mind when developing arrangements:

- Importance of taking account of existing ‘scrutiny’ or accountability mechanisms that other partners may already have in place. Overview and Scrutiny should complement rather than duplicate existing accountability mechanisms;

¹ Reference the report

² Centre for Public Scrutiny – an organisation whose principal focus is on scrutiny, accountability and good governance both in the public sector and organisations who deliver publicly funded services.

- Clarity around the scope of scrutiny activity – that the scrutiny will focus on the partnership as opposed to on the individual organisations that are in partnership; that it is strategic rather than operational; and that it is outcome focused;
- It is important to manage the expectations of those carrying out the scrutiny and of those being scrutinised and to build, maintain and further develop trust between scrutineers and the Local Services Board;
- Seek feedback from partners and be seen to act on it – this demonstrates that the scrutiny process is prepared to be flexible and to work with partners to ensure they remain committed to engaging productively in scrutiny;
- Be aware of the context within which scrutiny is operating – there is a need to be sensitive to changes in partnership dynamics and how scrutiny can assist or exacerbate these. There may be risks in undertaking challenging scrutiny exercises too soon, before relationships are established and without the full buy-in of those participating in scrutiny;
- Importance of building relationships with partners that may be subject to scrutiny. Taking time to explain the role of scrutiny to partners and how the process works can help with this.

2.3 In order to be in a position to advise members on possible options to scrutinise the Gwynedd and Anglesey LSB, a multi-agency Task and Finish Project Group has been established. Membership has included representatives from the Betsi Cadwaladr University Health Board, North Wales Fire and Rescue Service, North Wales Police, Snowdonia National Park and Scrutiny Officers from both Councils. In order to obtain an independent perspective the Centre for Public Scrutiny was also invited to comment and input to the range of options for consideration by the Elected Members of both Local Authorities. The Task and Finish Group has also sought the views of both Medrwn Môn and Mantell Gwynedd as the umbrella organisations representing the interests of the Voluntary Sector.

2.4 In light of its deliberations, the multi-agency Task and Finish Group and Centre for Public Scrutiny propose that there are three options for Elected Member consideration which can be summarised as:

- **Option A** - Maintain existing scrutiny committee arrangements in both Isle of Anglesey County Council and Gwynedd Council.
- **Option B** - Establish a Joint Gwynedd and Anglesey LSB Scrutiny Panel.
- **Option C** - Establish a Joint Gwynedd and Anglesey LSB Scrutiny Committee.

2.5 Each option has its own strengths, weaknesses, opportunities and threats. In order to provide Elected Members with sufficient information to make a decision on the way

forward, the multi-agency Task and Finish Group considered that it was important that members' attention be brought to an options appraisal paper. The option appraisal paper is attached to this report (**Appendix 1**).

2.6 Although each option has its own advantages and disadvantages, the multi-agency Task and Finish Group are of the unanimous view that Option B (establish a Joint Gwynedd and Ynys Môn Local Services Board Scrutiny Panel) be proposed as the preferred option for consideration by Elected Members of both Gwynedd Council and the Isle of Anglesey County Council.

2.7 Dependent upon which option is supported by Elected Members of both Councils, the next step will be for the multi-agency Task and Finish Group to reconvene in order to consider practical arrangements as to membership of the joint scrutiny forum, implementation and training arrangements, meeting schedule and venue. The Centre for Public Scrutiny will be providing support and mentoring as we progress to implement the proposed joint scrutiny arrangements.

2.8 With a view to ensuring sufficient information at this time to enable Elected Members to make an informed recommendation on the preferred joint scrutiny model, **Appendix 2** to this report summarises some of the key issues relating to the detail underpinning Option B (establish a Joint Gwynedd and Anglesey LSB Scrutiny Panel):

- Membership;
- Governance and reporting arrangements;
- Frequency of meetings.

APPENDIX 1 - OPTIONS APPRAISAL PAPER

APPENDIX 2- KEY ISSUES UNDERPINNING OPTION B

Joint Report by: Anwen Davies (Senior Partnerships Manager Gwynedd and Anglesey), Vera Jones (Democratic Services Manager of Gwynedd Council) and Geraint Wyn Roberts (Scrutiny Officer of Isle of Anglesey County Council).

Dated: 2 January 2015

APPENDIX 1

OPTION A: MAINTAIN EXISTING SCRUTINY COMMITTEE ARRANGEMENTS IN GWYNEDD COUNCIL AND THE ISLE OF ANGLESEY COUNTY COUNCIL.

SWOT ANALYSIS

Strengths

- Structure in place
- Members and Officers familiar with processes in their own Councils.
- The two scrutiny committees can make their own recommendations to LSB

Weaknesses

- Duplication of work by two Councils
- Partners would have to attend two scrutiny committees.
- Capacity to scrutinise LSB limited due to existing scrutiny committee workload.
- Local government elected members lead scrutiny (no or less input from other partners)

Opportunities

- The existing two scrutiny Committee could meet together to consider matters but make their own separate recommendation to LSB or partners but this would require further development.

Threats

- Wales Audit Office criticism of effectiveness of model.
- Welsh Government criticism of failing to collaborate.

OPTION B: ESTABLISH A JOINT GWYNEDD AND ANGLESEY LSB SCRUTINY PANEL.

SWOT ANALYSIS

Strengths

- No duplication
- Partners and officers in LSB would only have to report to one Panel.
- Panel would have more capacity as its sole remit would be scrutiny of LSB.
- Panel would be able to co-opt members.
- Unencumbered by constitutional issues and able to function more flexibly
- Ability to call in witnesses
- Terms of reference of panel would need to be established
- Evidence to show that panels have been more successful than other structures in strengthening the accountability of LSBs

Weaknesses

- Delay dealing with Panel recommendation (s) should panel members be uncomfortable with not relaying recommendations to parent Scrutiny Committees for approval first before being forwarded to LSB/Partner.
- Smaller number of elected members from each authority

Opportunities

- The Panel would develop a specialist role in scrutinising the LSB.
- A smaller group/panel would lead to a more informal atmosphere where better scrutiny would therefore evolve with a focus on outcomes rather than structures
- Would be able to consider scrutiny of agencies and bodies outside the county boundaries (should this be the requirement in the future).
- Co-opted Members could help reduce organisational fragmentation across LSB priority areas.
- Co-opted Members could help reinforce collaborative working.

Threats

- Insufficient resources allocated by the two Councils to support the Panel.
- Insufficient input by members (local authority or co-opted) to the scrutiny arrangements
- Scrutiny Committees could fail to approve Panel recommendations should this be a requirement.
- Terms of reference not clear and Understood.

OPTION C: ESTABLISH A JOINT GWYNEDD AND ANGLESEY LSB SCRUTINY COMMITTEE

SWOT ANALYSIS

Strengths

- The Committee would be able to make recommendations to each Council and partners. Formal Collaboration is possible under S58 of the local Government (Wales) Measure 2011 and is encouraged by the Welsh Government. Having said that, a formal agreement has to be reached between Councils to have a joint scrutiny committee. The requirements are set out under Local Authorities (Joint Overview and Scrutiny Committees) (Wales) Regulations 2013 No 1050(W-112).
- No duplication
- Partners and officers in LSB would only have to report to one Committee
- Committee would have more capacity as its sole remit would be scrutiny of LSB.
- Committee would be able to co-opt members

Weaknesses

- Formal arrangement in formal setting, not the best setting for good scrutiny arrangements.
- Cost – time and financial resources
- Would there be sufficient work for an additional committee.
- Encumbered by the constitutional regulations related to formal joint scrutiny committees and less able to act flexibly
- Additional work for both authorities

Opportunities

- The Committee would develop a specialist role in scrutinising the LSB.

Threats

- Insufficient resources allocated by the two Councils to support the Joint Scrutiny Committee.

APPENDIX 2

Membership

There are different options available in considering the membership of the LSB Scrutiny Panel. It is however considered best practice that such a Panel incorporates representatives from partnership agencies. Representatives from partners will bring a different contribution and perspective to the table, including their particular form of accountability and unique professional and service expertise. The objective is to create strong synergy by combining and building upon strengths and tackling barriers where they may exist. The following membership is proposed which is based on good practice:

- 3 Non Executive Elected Members of Gwynedd Council;
- 3 Non Executive Elected Members of Isle of Anglesey County Council;
- 1 nominee from the Betsi Cadwaladr University Health Board;
- 1 nominee from North Wales Police;
- 1 nominee North Wales Fire and Rescue Service;
- 1 nominee from Mantell Gwynedd;
- 1 nominee from Medrwn Môn.

Governance and Reporting Arrangements

Although one of the main strengths of this model is its relative flexibility and that it is free from many constitutional strictures, there is a need to complete further work in order to fully develop the governance and reporting arrangements of the proposed Scrutiny Panel. The following guiding principles will underpin these arrangements:

- Provide a 'critical friend' challenge to the Local Services Board;
- Scrutinise, evaluate and actively promote improvement in work carried out in line with Local Services Board priorities and not that of those individual constituent organisations represented on the Local Services Board;
- Scrutinise, evaluate and actively promote improvement in developing and implementing projects to address the priorities set by the Local Services Board;
- Submit reports to the partners or the LSB (as appropriate) and make recommendations on measures which may enhance the impact of the Local Services Board;
- Reflect the voice and concerns of the citizens and communities in Gwynedd and Anglesey.

Frequency of Meetings

It is proposed that meetings of the Panel will be convened on a six monthly cycle. However a degree of flexibility will need to be applied as the transformation journey of the Local Services Board evolves e.g. Panel members may wish to consider issues on an ad-hoc basis.