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CYNGOR SIR
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ISLE OF ANGLESEY
COUNTY COUNCIL

Dr Gwynne Jones.
Prif Weithredwr – Chief Executive

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR GWAITH	THE EXECUTIVE
DYDD LLUN 27 TACHWEDD 2017 10.00 o'r gloch	MONDAY 27 NOVEMBER 2017 10.00 am
SIAMBR Y CYNGOR SWYDDFEYDD Y CYNGOR LLANGFNI	COUNCIL CHAMBER COUNCIL OFFICES LLANGFNI
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Plaid Cymru/Party of Wales

John Griffith, Llinos Medi Huws, Carwyn Jones, R Meirion Jones, Alun W Mummery,
Robert G Parry, OBE, FRAGS

Annibynnol/Independent

Richard Dew, Dafydd Rhys Thomas, Ieuan Williams

COPI ER GWYBODAETH / COPY FOR INFORMATION

I Aelodau'r Cyngor Sir / To the Members of the County Council

Bydd aelod sydd ddim ar y Pwyllgor Gwaith yn cael gwahoddiad i'r cyfarfod i siarad (ond nid i bleidleisio) os ydy o/hi wedi gofyn am gael rhoddi eitem ar y rhaglen dan Reolau Gweithdrefn y Pwyllgor Gwaith. Efallai bydd y Pwyllgor Gwaith yn ystyried ceisiadau gan aelodau sydd ddim ar y Pwyllgor Gwaith i siarad ar faterion eraill.

A non-Executive member will be invited to the meeting and may speak (but not vote) during the meeting, if he/she has requested the item to be placed on the agenda under the Executive Procedure Rules. Requests by non-Executive members to speak on other matters may be considered at the discretion of The Executive.

Please note that meetings of the Committee are filmed for live and subsequent broadcast on the Council's website. The Authority is a Data Controller under the Data Protection Act and data collected during this webcast will be retained in accordance with the Authority's published policy.

A G E N D A

1 DECLARATION OF INTEREST

To receive any declaration of interest from a Member or Officer in respect of any item of business.

2 URGENT MATTERS CERTIFIED BY THE CHIEF EXECUTIVE OR HIS APPOINTED OFFICER

No urgent matters at the time of dispatch of this agenda.

3 MINUTES (Pages 1 - 18)

To submit for confirmation, the draft minutes of the meetings of the Executive held on the following dates:-

- 30th October, 2017
- 6th November, 2017 (Budget)

4 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 19 - 34)

To submit a report by the Head of Democratic Services.

5 CORPORATE SCORECARD - QUARTER 2, 2017/18 (Pages 35 - 54)

To submit a report by the Head of Corporate Transformation.

6 2017/18 REVENUE BUDGET MONITORING REPORT - QUARTER 2 (Pages 55 - 84)

To submit a report by the Head of Function (Resources)/Section 151 Officer.

7 2017/18 CAPITAL BUDGET MONITORING REPORT - QUARTER 2 (Pages 85 - 94)

To submit a report by the Head of Function (Resources)/Section 151 Officer.

8 HOUSING REVENUE ACCOUNT (Pages 95 - 100)

To submit a report by the Head of Function (Resources)/Section 151 Officer.

9 2018/19 COUNCIL TAX BASE (Pages 101 - 106)

To submit a report by the Head of Function (Resources)/Section 151 Officer.

10 2018/19 COUNCIL TAX REDUCTION SCHEME (Pages 107 - 132)

To submit a report by the Head of Function (Resources)/Section 151 Officer.

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- 11** **TRANSFORMATION OF THE LIBRARY SERVICE** (Pages 133 - 218)
To submit a report by the Head of Learning.
- 12** **30 HOUR FREE CHILDCARE** (Pages 219 - 228)
To submit a report by the Head of Learning.
- 13** **CSSIW INSPECTION OF CHILDREN'S SERVICES IN ANGLESEY - IMPROVEMENT PLAN - QUARTERLY PROGRESS REPORT** (Pages 229 - 262)
To submit a report by the Head of Children's Services.
- 14** **ASSET MANAGEMENT STRATEGY - COUNCIL HOUSING** (Pages 263 - 298)
To submit a report by the Head of Housing Services.
- 15** **DELEGATION REQUIRED FOR THE COUNCIL'S PARTICIPATION IN THE EXAMINATION OF WYLFA NEWYDD AND NORTH WALES CONNECTION PROJECT APPLICATIONS UNDER THE PLANNING ACT 2008** (Pages 299 - 308)

To submit a joint report by the Assistant Chief Executive – Partnerships, Community and Service Improvement and the Head of Regulation and Economic Development.
- 16** **EXCLUSION OF THE PRESS AND PUBLIC** (Pages 309 - 310)
To consider adoption of the following:-

"Under Section 100(A)(4) of the Local Government Act 1972, to exclude the press and public from the meeting during discussion on the following item on the grounds that it may involve the disclosure of exempt information as defined in Schedule 12A of the said Act and in the attached Public Interest Test".
- 17** **TRANSFORMATION OF THE CULTURE SERVICE - ORIEL YNYS MÔN** (Pages 311 - 346)
To submit a report by the Head of Learning.
- 18** **EXCLUSION OF THE PRESS AND PUBLIC** (Pages 347 - 348)
To consider adoption of the following:-

"Under Section 100(A)(4) of the Local Government Act 1972, to exclude the press and public from the meeting during discussion on the following item on the grounds that it may involve the disclosure of exempt information as defined in Schedule 12A of the said Act and in the attached Public Interest Test".

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19 TRANSFORMATION OF THE CULTURE SERVICE - BEAUMARIS GAOL AND COURTHOUSE (Pages 349 - 536)

To submit a report by the Head of Learning.

THE EXECUTIVE

Minutes of the meeting held on 30 October, 2017

- PRESENT:** Councillor Llinos Medi Huws (Chair)
Councillor Ieuan Williams (Vice-Chair)
- Councillors John Griffith, Carwyn Jones, R. Meirion Jones,
Alun Mummery, Dafydd Rhys Thomas.
- IN ATTENDANCE:** Chief Executive
Assistant Chief Executive (Governance and Business Process
Transformation/ Statutory Director of Social Services)
Assistant Chief Executive (Partnerships, Community and
Service Improvement)
Head of Function (Resources) & Section 151 Officer
Head of Function (Council Business)/Monitoring Officer
Head of Learning
Head of Housing Services
Head of Adults' Services
Head of Democratic Services (for item 5)
Head of Corporate Transformation
Strategic Manager (Major Infrastructure Projects) (RJ)
Committee Officer (ATH)
- APOLOGIES:** Councillors Richard Dew, R.G.Parry, OBE, FRAGS
- ALSO PRESENT:** Councillors Lewis Davies, Glyn Haynes, Eric Jones, G.O.
Jones, Dylan Rees, Alun Roberts
-

1. DECLARATION OF INTEREST

Councillor Carwyn Jones declared a personal interest with regard to item 9 on the agenda as Chair of Ysgol Llandegfan Board of Governors. Councillor Jones also declared a further prejudicial interest with regard to this matter on the basis of his first cousin's employment in Ysgol Beaumaris and the attendance at Ysgol Llandegfan of his cousin's son. Councillor Jones said that following an application to the Standards Committee, he had been granted a dispensation on 18 July, 2017 to participate fully throughout the school's modernisation process in the Seiriol area but not to vote on the matter.

Councillor Alun Roberts (not a member of the Executive) declared a personal interest with regard to items 8 and 9 as a member of Ysgol Beaumaris Board of Governors.

2. URGENT MATTERS CERTIFIED BY THE CHIEF EXECUTIVE OR HIS APPOINTED OFFICER

None to report.

3. MINUTES

The minutes of the previous meeting of the Executive held on 18th September, 2017 were presented for confirmation.

It was resolved that the minutes of the previous meeting of the Executive held on 18th September, 2017 be confirmed as correct.

4. MINUTES – CORPORATE PARENTING PANEL

The draft minutes of the meeting of the Corporate Parenting Panel held on 11th September, 2017 were presented for adoption.

It was resolved that the draft minutes of the meeting of the Corporate Parenting Panel held on 11th September, 2017 be adopted.

5. THE EXECUTIVE'S FORWARD WORK PROGRAMME

The report of the Head of Democratic Services incorporating the Executive's Forward Work Programme for the period from November, 2017 to June 2018 was presented for the Executive's approval.

The Head of Democratic Services reported on changes to the Forward Work Programme since the previous reporting period as follows –

• Items new to the Forward Work Programme

- Item 2 – Castles and Town Walls of King Edward in Gwynedd World Heritage Sites Management Plan 2017-22 to be considered by the Executive's at its 6th November, 2017 meeting.
- Item 9 – Transformation of the Library Service – to be considered by the Executive at its 27th November, 2017 meeting.
- Item 10 – Transformation of the Culture Service Oriel Ynys Môn – to be considered by the Executive at its 27 November, 2017 meeting.
- Item 12 – CSSIW Inspection of Children's Services in Anglesey Improvement Plan Quarterly Progress report – to be considered by the Executive at its 27th November, 2017 meeting.
- Item 14 – Delegations required for the Council's participation in the examination of Wylfa Newydd and North Wales Connection Project applications under the Planning Act 2008 - to be considered by the Executive at its 27th November, 2017 meeting.
- Item 21 – Schools' Modernisation Llangefni Area Strategic Outline Case/Outline Business Case - to be considered by the Executive at its 18th December, 2017 meeting.
- Item 35 – North Wales Population Assessment Regional Plan – subject to confirmation, to be considered by the Executive at its 19th February, 2018 meeting
- Item 36 – Extra Care Housing, Seiriol – subject to confirmation, to be considered by the Executive at its 19th February, 2018 meeting.
- Item 37 – Schools' Modernisation Seiriol Area – subject to confirmation, to be considered by the Executive at its 19th February, 2018 meeting.
- Item 38 – CSSIW Inspection of Children's Services in Anglesey Improvement Plan Quarterly Progress report - scheduled for consideration by the Executive at its 19th February, 2018 meeting.
- Item 45 - Corporate Scorecard Quarter 4 2017/18 – to be considered by the Executive at its May, 2018 meeting on a date to be confirmed.
- Item 46 – 2017/18 Revenue and Capital Budget Monitoring Report Quarter 4 – to be considered by the Executive in May, 2018 on date to be confirmed

The Head of Democratic Services informed the Executive that additionally, item 26 (2017/18 Revenue and Capital Budget Monitoring Report Quarter 3) has been brought forward from the Executive's 26th March, 2018 meeting to its 19th February, 2018 meeting as indicated on the Work Programme.

It was resolved to confirm the Executive's updated Forward Work Programme for the period from November, 2017 to June, 2018 as presented.

6. ANNUAL PERFORMANCE REPORT (IMPROVEMENT PLAN) 2016/17

The report of the Head of Corporate Transformation incorporating the Annual Performance Report for 2016/17 was presented for the Executive's consideration.

The Portfolio Member for Corporate Services reported that the Annual Performance Report as presented looks back at the performance in 2016/17. This reflects the last 12 months under the leadership of the previous Executive which was part of the previous Administration. The report looks at the Council's progress against its improvement objectives for 2016/17 as outlined through the 7 key areas set out in the 2015/16 Annual Delivery Document. The finalised Performance Report will provide an assessment of the Council's performance against its key performance indicators that assess performance year on year and benchmarked against other local authorities in Wales. Overall the report draws a positive picture of performance at the Council where 64% of the Performance Indicators (PIs) show an improvement and where 8% remain constant placing the Council fourth in Wales in terms of improvement. Particular areas where the improvement has been marked include sickness absence management (down from 12 FTE to 9.8 FTE in 2016/17) and recycling where the performance places Anglesey sixth among Wales's local authorities. The improvement is all the more significant as it has been achieved during a period of austerity. While there remain areas for improvement which the Council is addressing, the challenge now is to consolidate the achievement and to maintain the momentum of improvement into the future.

The Portfolio Member for Corporate Services confirmed that the Annual Improvement Report had been scrutinised by the Corporate Scrutiny Committee; the Committee had highlighted the need to evidence economic renewal in Amlwch and Beaumaris under the theme of Regenerating Communities and Developing the Economy. The Senior Leadership Team (SLT) is taking this matter up.

The Executive acknowledged the improvement to which the report testified and saw it as reflecting a combination of leadership by the SLT, hard work by all the Council's staff and constructive political co-operation in order to bring about positive results.

It was resolved to agree to the 2016/17 Annual Performance Report and to recommend its adoption to the County Council in order for it to be published on the Council's website in accordance with statutory expectations.

7. CAPITAL STRATEGY 2018/19

The report of the Head of Function (Resources) and Section 151 Officer setting out the proposed capital strategy for 2018/19 was presented for the Executive's consideration. The report identifies the potential future capital expenditure requirements, assesses the impact on the capital financing element of the revenue account and determines the funding available to finance new capital schemes in 2018/19.

The Portfolio Member for Finance reported that in order for the Council to determine which projects are included in the 2018/19 capital programme, the Executive is asked to provide guidance on the level of funding that will be made available bearing in mind the impact of the

capital programme on the capital financing budget element of the Council's Revenue budget. The capital programme is funded from a number of sources which are listed in the report. In October, 2016, the Executive agreed to a number of principles in respect of the capital strategy and these are outlined in section 3 of the report. The Executive is being asked to reaffirm those principles for the purpose of the 2018/19 capital strategy.

The Council has commenced an ambitious plan to modernise and update its schools through the Twenty-First Century Schools Programme at a total capital cost of around £120m. Band A of the programme is funded by 50% additional funding from the Welsh Government and 50% via unsupported borrowing. It is anticipated subject to confirmation, that the Welsh Government's contribution to Band B will remain at 50% for the traditional funded schemes but with the introduction also of an element of private sector funding through a mutual investment model. In seeking to reduce revenue expenditure to ensure a balanced budget, it is reasonable to also look to reduce the increase in the capital funding budget by restricting it to a level that can be funded by the annual settlement i.e. the General Capital Grant and supported borrowing which are expected to be around the £1.3m and £2.2m allocated respectively in 2017/18. Capital grants will be available in 2018/19 to fund specific schemes e.g. the completion of the Llangefni Link Road, flood alleviation and infrastructure schemes and Phase 2 of Holyhead Market Hall amongst others at a total cost £23.4m. Consideration may also have to be given to funding a number of other potential schemes – these are set out in section 7.3 of the report.

The Head of Function (Resources) and Section 151 Officer confirmed that the funding available to support capital schemes is tight; it does reflect a change of approach by the Welsh Government whereby local government capital schemes are increasingly funded through specific grants whereas the general capital grant and the supported borrowing element of capital funding have largely remained unchanged for the past few years with the upshot that there is less money available for the Council's general projects. The Officer said that it is important that the Council should continue to invest in its current assets by way of maintenance and upgrading in order to avoid the much larger cumulative costs down the line which failure to do so will entail. The Capital Strategy reflects this objective and having made a commitment to maintaining existing assets there is very little additional funding left to embark on new schemes notwithstanding there is pressure to renew and/or invest in those schemes set out in paragraph 7.3 of the report. However, the funding available is not sufficient to support anything beyond those schemes already earmarked and the maintenance of existing assets which includes highways. The Highways revenue budget has reduced over time and the strategy has been to use capital funding to fund the revenue element. As the Highways revenue budget remains tight it is proposed to continue with this strategy and to use core capital funding to invest £700k in maintaining highways.

The only scope for utilising additional funding is through the capital funding reserve which has been built up from unspent revenue budgets some time ago. The current uncommitted balance stands at £500k and the fund is mainly drawn upon for emergency work or where a small contribution from the Council allows access to grant funding. While maintaining a balance in the fund is therefore necessary, £250k could be released in 2018/19 to fund some of the additional pressures described in section 7.3 of the report e.g. smaller invest to save projects as was the case in 2017/18.

The Executive considered the report and made the following points –

- The Executive sought to establish whether the Authority is getting the most from its assets before reinvesting in them e.g. the proposed £150k expenditure on vehicles which would cover approximately 50 vehicles on lease at current costs.

The Head of Function (Resources) and Section 15 Officer confirmed that the £150k is for the purchase of new vehicles – vehicles on lease are covered by the revenue budget.

- The Executive considered that it was not in a position at this point to be able to determine how the net additional capital financing costs of Band B 21st Century Schools are to be funded given that the Band B Business Case has not as yet been approved by the Welsh Government. (*Recommendation 2 of the report*). The Executive was agreed that it should revisit this matter when that approval has been given.
- The Executive was agreed in believing that £250k should be released in 2018/19 from the capital reserve fund to meet some of the additional pressures identified and that as with last year, this be allocated to invest to save projects on the reasoning that these are designed to deliver ongoing revenue savings for the Council.

It was resolved –

- **To reaffirm the capital strategy principles set out in paragraph 3 of the report.**
- **To confirm that the 2018/19 capital programme funding will be limited to the total of the general capital grant and supported borrowing (as determined by Welsh Government) and the estimated value of any capital receipts that will be received.**
- **To confirm that the existing project commitments (Table 5 of the report) and the funding for the renewal/upgrade of existing assets for 2018/19 are as set out in Table 6 of the report subject to the addition of £250k to be released during 2018/19 from the capital reserve fund to be allocated to invest to save projects.**

8. EXTRA CARE HOUSING SEIRIOL – ENGAGEMENT

The report of the Head of Adults' Services seeking the Executive's approval to engage with the community of Seiriol over a period from November to December 2017 on matters relating to the development of extra care provision within the area was presented.

The Leader and Portfolio Member for Social Services reported that the report sets out the general reasons for developing extra care as a model of provision; in the South of Anglesey the Seiriol area was noted as the preferred location when the commitment was made in October, 2015 to consider site options within the South of Anglesey. The matter has been considered and scrutinised by the Corporate Scrutiny Committee which supports the engagement proposal.

The Head of Adults' Services said that the Executive in December, 2013 determined as part of the corporate plan that future investment should be targeted at the development of extra care provision whilst at the same time maintaining the availability of choice within residential establishment. The extra care housing model is a key element of the Transformation Programme for Adults as the service seeks to move away from more traditional residential care provision. The report presented also includes a site options survey and it lists the factors that have influenced the assessment which has resulted in the designation of the current Ysgol Beaumaris site as the preferred option.

Councillors Lewis Davies and Alun Roberts spoke as Local Members and whilst they both supported the development of extra care housing provision in principle, neither favoured the site proposed to locate the provision in this area firstly for site specific reasons it being situated on a hill, out of town and at a greater distance from essential facilities than was ideal and secondly, for reasons that it would reinforce the impression of Beaumaris as a town for older people whereas what the town requires is investment in social housing to retain and draw a younger population not least to sustain its core tourism industry. Both were concerned about the implications of this development for Heulfre residential home and for Ysgol Beaumaris whose future was already under consideration.

The Portfolio Member for Major Projects and Economic Development who was also a Local Member echoed the sentiments above and added that further work needs to be done in the engagement process to educate people about the extra care concept and what it means; also consideration should be given to alternative sites should such options emerge as a result of engagement. The Portfolio Member said that South Anglesey is a large area and queried whether the views of the communities of Llanfair and Brynsiencyn for example should be canvassed.

The Head of Adults' Service said that the commitment made in 2015 was to look at the Seiriol area; suitable sites for the development within Seiriol are limited but having applied the factors listed in the report and through working with the local community it is considered that the school site can work well and become part of the community especially as part of a wider age well hub. The Seiriol area is favoured because it presents an opportunity to proceed within a reasonable timeframe and to progress a model of provision that the service wants to develop thereby offering an alternative option for independent living for older people. The engagement period will allow individuals to see extra care housing and to speak to people about their experiences of extra care as regards being able to maintain their independence whilst still living in an environment that provides access to support.

It was resolved that a period of engagement should take place locally within the Seiriol area during November and December, 2017 with regard to the following matters:

- **Developing extra care housing provision in the Seiriol area to provide a minimum of 39 self-contained flats in accordance with nationally approved models of provision.**
- **That the preferred site for this development is the site of the current Ysgol Beaumaris either co-located with an adapted school or as the prime use for this land.**
- **That the Council pursue options to fund the development through the Housing Revenue Account so that the development becomes additional council housing stock within the county providing vital accommodation for older people.**

(Councillor Carwyn Jones abstained from voting)

9. SCHOOLS MODERNISATION – SEIRIOL AREA – INFORMAL CONSULTATION

The report of the Head of Learning incorporating the outcome of the informal, non-statutory consultation on the modernisation of the primary education provision in the Seiriol area was presented for the Executive's consideration. The report set out the context as regards the drivers for change; the responses from the three consultation meetings held with staff, governors and parents of the three schools affected – Beaumaris, Llandegfan and Llangoed as well as other stakeholders; analysis of the options for change undertaken according to an established scoring system and the resulting option on which it was recommended a statutory consultation should proceed.

The Portfolio Member for Education reported that the Executive had assented to Officers of the Lifelong Learning Service conducting an informal or non-statutory consultation on the primary education provision in the Seiriol area back in June, 2016. This process subsequently took place over the period 19 June to 30 July 2017 during which three meetings with stakeholders at Ysgol Llangoed, Beaumaris and Llandegfan were held which he had attended. The Portfolio Member said that this matter had been scrutinised in detail by the Corporate Scrutiny Committee the previous week which after careful consideration and debate, had supported the recommendations presented which involved conducting a statutory consultation on the closure of Ysgol Beaumaris. At the meeting of the Scrutiny

Committee, he had outlined the grounds on which the recommendation had been made including amongst others, falling pupil numbers and surplus places at Ysgol Beaumaris, the resulting high cost of provision, and the extent of the investment needed in the school building. The highest scoring options assessed against the factors for change all involved the closure of Ysgol Beaumaris. He had stated at the meeting that he was open to any alternative, viable option to closing the school and that that remains the case. However, to date none have been presented. He acknowledged that this is a difficult decision to have to make but given the challenging financial circumstances in which local authorities are having to work, and the change in approach that this is necessitating, it is unlikely to be the last.

The Head of Learning said that the initial consultation that was held was an informal process designed to obtain the views and opinions as well as any new ideas by the local community and as an additional step undertaken by Anglesey Council as a matter of choice, is one that is regarded as good practice. Where the school modernisation process has been undertaken in the past, the views and comments expressed at the informal, non-statutory stage have contributed to and helped shape the eventual decision. In the case of the Seiriol area, a number of observations and additional options were presented during the informal consultation and these have been considered. Correspondence was also received from the schools and governing bodies of the three schools and by the Local Members. The concerns and issues expressed in these letters have been formally acknowledged by the Lifelong Learning Service and the documentation is attached to the outcome report. However, it must be noted that the points raised do not change how the options have been weighted or scored and that the high scoring options all indicate that the criteria for change are most fully met by the closure of Ysgol Beaumaris e.g. high cost per pupil; empty places; condition of school building, school leadership capacity. The service has subsequently worked hard to formulate an option on which to statutorily consult that is clear and unambiguous.

Councillors Lewis Davies, Alun Roberts and Carwyn Jones spoke in their capacity as Local Members. They brought the following matters to the Executive's attention –

- That the closure of Ysgol Beaumaris would impoverish the town culturally, socially and economically. All of Wales's 170 towns have schools – to do away with the school which has a long history in Beaumaris, would only serve to undermine the town and its future prospects.
- That a sustainable town is a town with a school. Closure of the school will reinforce the impression of Beaumaris as an "ageing" town with a high percentage of older people. To attract and keep families and younger people who are also essential to the prosperity of the town's core tourism industry, the school must be retained.
- That the South Anglesey area has seen the gradual loss of a range of services. The area needs a comprehensive and integrated regeneration plan that addresses its social and economic renewal needs. The form the area's primary education provision should take should only be considered after this has been put in place and the broader requirements of the area are clear. The proposed statutory consultation process is therefore premature.
- That the proposals put forward are unambitious and lack vision for primary education in the Seiriol area. There is no option for a new school as has been the case with other areas where school modernisation has been consulted upon.
- That the criteria used to develop options have shortcomings and seem to be weighted towards the closure of Ysgol Beaumaris.
- That pupil numbers at Ysgol Beaumaris are on the up.
- That there is no certainty should Ysgol Beaumaris close that parents will choose to send their children to either Ysgol Llandegfan or Ysgol Llangoed; they may instead choose to go out of county with a resultant loss of funding to the Authority.

- That the views of the local community should carry equal weight and local people should be given the opportunity to develop an option based on how they see the future of the town and their experiences and knowledge of it.

The Head of Learning said the original document which was consulted upon informally confirms that the situation as regards empty places in Ysgol Beaumaris will continue at a level of between 60% and 70% until 2022 on the basis of current birth rates in the area and also after taking into account the Joint Local Development Plan which projects an additional 14 children in the area in the period.

It was resolved –

- **That the recommendation in the report on the non-statutory consultation phase in the Seiriol area be implemented.**
- **To authorise Officers from the Lifelong Learning Directorate to proceed to the statutory consultation on the proposals under consideration as follows:**
 - **Close Ysgol Beaumaris and for the parents of the pupils on roll at the time this decision is made by the Executive to state their preference for either Ysgol Llandegfan or Ysgol Llangoed in line with the schools' admission policy.**
 - **Review the current catchment areas of the three schools with a view to implementing any changes when Ysgol Beaumaris closes.**
 - **Refurbish Ysgol Llangoed and Ysgol Llandegfan, and**
 - **Consider whether to federate Ysgol Llangoed and Ysgol Llandegfan at the end of this process.**

(Councillor Carwyn Jones did not vote on the matter)

10. PERFORMANCE REVIEW OF SOCIAL SERVICES (CSSIW)

The report of the Assistant Chief Executive and Statutory Director of Social Services incorporating CSSIW's Annual Performance Letter with regard to Anglesey's Social Services along with the Service's resultant Action Plan was presented for the Executive's consideration.

The Assistant Chief Executive and Statutory Director of Social Services reported that the Annual Performance letter is the first of its kind by CSSIW and it reports in a new format on the Social Services' performance during the year including areas where progress has been made. It provides greater coverage of Adults' Services as Children's Services has already been the subject of an inspection in November, 2016 with the recommendations arising from the inspection currently being implemented. The letter has been drafted following the CSSIW's annual performance review meeting with Anglesey's Social Services on 24 March, 2017 where the regulator provided feedback on its inspection, engagement and performance review activity over the previous 12 months. To ensure that matters raised in the letter are given attention an Improvement Priority Action Plan has been drawn up which seeks to address each improvement priority identified within a specific timeframe where possible.

It was resolved –

- **To accept the CSSIW's Annual Performance Review Letter and to note its contents.**
- **To approve the Action Plan in response to the Annual Performance Review Letter.**

11. REVISED WYLFA NEWYDD SUPPLEMENTARY PLANNING GUIDANCE (SPG)

The report of the Head of Regulatory and Economic Development Service seeking the Executive's approval to commence on a period of consultation on the revised New Nuclear Build at Wylfa – Supplementary Planning Guidance (SPG) in November, 2017 was presented for consideration.

The Portfolio Member for Major Projects and Economic Development reported that the current New Nuclear Build at Wylfa SPG was produced and adopted by the Isle of Anglesey County Council in July, 2014. Since then, there have been a number of fundamental changes – both in policy and in legislation as well as project updates proposed by Horizon – which have made a review of the current SPG necessary. These are outlined in the report. It is imperative that the revised SPG is completed and adopted by the Full Council before Horizon submits its Development Consent Order (DCO) in the first quarter of 2018. The SPG will be the backbone of the Council's response to the project and will inform and underpin the Council's position that will be articulated in the Local Impact Report and other written representations. Given the limited time to undertake consultation and enable adoption of a revised SPG, it is proposed that the decision made be categorised as urgent in accordance with the provisions of paragraph 4.5.16.10 of the Council's Constitution and therefore ineligible to be called-in. A potential call-in could lead to delay which might prejudice the Council's and the public's interest in responding to the DCO application.

It was resolved –

- **To authorise Officers to commence a period of 6 weeks public consultation on the revised New Nuclear Build at Wylfa: Supplementary Planning Guidance (SPG) in November, 2017.**
- **To agree to this decision being urgent as defined in paragraph 4.5.16.10 of the Council's Constitution such that the decision will not be subject to call-in for the reason stated in the report.**

12. ANNUAL REPORT – ACHIEVEMENTS AGAINST THE TENANTS' PARTICIPTION STRATEGY

The report of the Head of Housing Services setting out progress against the Tenants' Participation Strategy was presented for the Executive's consideration.

The Portfolio Member for Housing and Supporting Communities reported that the report reflects a number of successes in 2016/17 as regards constructive engagement with tenants and leaseholders on matters that relate to how their homes are managed.

The Head of Housing Services said that for 2017/18 the service will seek new, up to date ways of ensuring that tenants' views are heard.

Councillor Gwilym O. Jones, Chair of the Partnership and Regeneration Scrutiny Committee reported that the Scrutiny Committee had considered the progress report at its meeting on 9th October, 2017 and had noted the following –

- The Committee was concerned about the impact of the roll-out of Universal Credit on vulnerable families especially the delay in payments and the financial hardship this might cause. The Committee was clear that no tenant should be at risk of losing their home if as a result of delayed payment, they are temporarily unable to pay their rent.
- The Committee noted and supported the estate clean up days project.

- The Committee noted the good relationship between the Housing Service and North Wales Police with regard to sharing information to tackle anti-social behaviour on estates.
- The Committee noted that the communal lounges in sheltered housing scheme on the Island are being considered for development as a base for community hubs and that consultation with tenants on the potential for extended use is taking place.
- The Committee acknowledged the success of the Môn Tenants and Officer Voice group and it supported the intention to increase tenant representation from areas across the Island.
- The Committee supported the idea that the report be shared at one of the Members' Briefing Sessions.
- The Committee had accepted the report and supported the recommendations therein.

It was resolved –

- **To accept the Housing Tenants' Participation Strategy progress report as presented.**
- **That Elected Members and the Senior Leadership Team play an active part in promoting tenants' participation and in ensuring all tenants have a voice and a part to play in future housing and corporate developments.**

13. EXCLUSION OF PRESS AND PUBLIC

This item was not considered.

14. TRANSFORMATION OF THE CULTURE SERVICE – LLYNNON SITE

This item was withdrawn.

**Councillor Llinos Medi Huws
Chair**

THE EXECUTIVE

Minutes of the meeting held on 6 November, 2017 (BUDGET)

PRESENT:	Councillor Llinos Medi Huws (Chair) Councillor Ieuan Williams (Vice-Chair) Councillors Richard Dew, John Griffith, Carwyn Jones, R. Meirion Jones, Alun Mummery, R.G.Parry, OBE, FRAgS
IN ATTENDANCE:	Chief Executive Assistant Chief Executive (Governance and Business Process Transformation/ Statutory Director of Social Services) Assistant Chief Executive (Partnerships, Community and Service Improvement) Head of Function (Resources) & Section 151 Officer Head of Learning Head of Corporate Transformation Regeneration Manager (for item 3) Committee Officer (ATH)
APOLOGIES:	Councillor Dafydd Rhys Thomas
ALSO PRESENT:	Councillors Glyn Haynes, Kenneth Hughes, Eric Jones, Bryan Owen

1. DECLARATION OF INTEREST

No declaration of interest was received.

2. BUDGET CONSULTATION PLAN

The report of the Head of Corporate Transformation incorporating a proposed plan for conducting the public consultation process on the 2018/19 Budget proposals during the period from the week commencing 6th November to 29th December, 2017 was presented for the Executive's approval.

The Chair reported that the proposed Budget Consultation Plan is similar to the Plan adopted for the same purpose in 2017/18. The Plan takes a cross sector approach with the intention of presenting citizens' comments through a range of channels and media. The proposed plan has been endorsed by the Corporate Scrutiny Committee at its Budget meeting the previous week; representatives of Llais Ni (Anglesey Youth Council) and the Citizens' Panel were present at the meeting and are now considering how they will contribute to the consultation process. In addition, the Island's youth organisations are considering conducting a collective session instead of meeting separately and the consultation programme will reflect their needs.

The Head of Corporate Transformation said that the Consultation Plan is the product of the work undertaken by the Corporate Engagement and Consultation Board which includes partner representatives such as Llais Ni and Medrwn Môn. The Board has reviewed the public consultation process on the budget from last year and has taken account of comments made by the Corporate Scrutiny Committee with a view to further

improving the process this year. The Officer said that he was confident that in taking this cross-sector approach and through making increased use of social media, it will improve citizen participation and response thereby helping shape the budget for 2018/19. The service has made sure that the resources required to support the plan and to be able to respond to increased input by way of social media are in place as part of this year's process which is a point that was highlighted by the Corporate Scrutiny Committee.

It was resolved to approve the 2018/19 Budget Consultation Plan to be implemented during the period from the week commencing 6 November, 2017 to 29 December, 2017.

3. THE KING EDWARD CASTLES AND TOWN WALLS WORLD HERITAGE SITE MANAGEMENT PLAN 2018-19

The report of the Head of Regulation and Economic Development seeking the Executive's approval for the Authority in its capacity as one of the main partners, to be a signatory of the King Edward Castles and Town Walls World Heritage Site Management and Action Plan 2018-2028 was presented.

The Portfolio Member for Major Projects and Economic Development reported that the Plan as presented updates the Management Plan adopted by the Council in November, 2004. There are no new or additional expectations on the Council from the formation of the Management Plan. Beaumaris Castle is a world heritage and cultural site of significant value. CADW has prepared a new draft of the management plan and action plan which covers the period from 2018 to 2028 and which brings together all the responsible parties thereby enabling a co-ordinated response to site management. The objectives of the management plan coincide with several aspects of the Council's work in relation to managing the site around Beaumaris Castle principally in relation to planning, tourism and regeneration but also with some specific aspects pertaining to highways, education and heritage. The Council's Officers have confirmed that the vast majority of the activities associated with the management plan are part of the duties the Authority undertakes as statutory within the existing local planning authority and they will not involve any new financial commitments by the Authority. Bearing in mind the importance of Beaumaris Castle as a cultural and tourist focal point and the resulting economic benefits it brings to the area, he proposed the report to the Executive.

It was resolved to agree that the Isle of Anglesey County Council be a signatory of the King Edward Castles and Town Walls World Heritage Site Management and Action Plan 2018 to 2028 in relation to Beaumaris Castle.

4. DRAFT REVENUE BUDGET 2018/19

The report of the Head of Function (Resources) and Section 151 Officer on the draft Revenue Budget for 2018/19 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the initial draft proposals for the 2018/19 Revenue Budget bring the first phase of the budget setting process to a close. This has involved substantial input by Officers and Elected Members in service review meetings and budget workshops which has resulted in the identification of approximately £3.3m of savings. The preparatory work has been challenging with the Council still facing a potential £2m budget shortfall in 2018/19 taking into account all the various pressures it has to contend with in the form of pay inflation, general inflation, national living wage, reduction in grants and others. The schedule of draft savings proposals contains a number of options thereby allowing some degree of flexibility with regard to the decisions that have to be made. It is important that the Council presents a balanced budget for 2018/19 not least because of the financial challenges that are likely to arise in the subsequent years for which the Council must be prepared. The Welsh Government's announcement of the provisional local

government funding settlement although better than expected for Anglesey, still represents a reduction of 0.1% on the 2017/18 settlement. After all the changes, adjustments and new responsibilities have been considered the standstill budget for 2018/19 is £132.337m, an increase of £6.179m on the 2017/18 final budget meaning that the Council in order to be able to balance the budget, will have to meet all the needs from within the services either through cuts, fee increases or further efficiency savings. The proposals include an increase in Council Tax of 4% plus an additional 1% to fund demand pressures within Social Services. The public consultation on the budget proposals will commence forthwith after this meeting and will last until the end of December; the feedback from this process as well as the final settlement figures by Welsh Government will shape the final budget proposals that will be presented to the Executive, to Scrutiny and thereafter to the Full Council for its approval at the end of February, 2018.

The Head of Function (Resources) and Section 151 Officer said that despite the provisional settlement being better than that projected in the Medium Term Financial Plan meaning that the funding gap is £2m instead of £4m, there remain significant risks to the budget. These include pay related pressures – there are particular pressures on public sector pay and if these are not met by Central or Welsh Government, then the costs will fall to the Council. The current 2017/18 budget is forecast to be overspent by approximately £2m mainly due to demand led pressures in Children's Services; the standstill budget does not make provision for this overspend so work will have to be done to bring the costs of those services which are overspending back into line with the budget. The impact of Brexit on the level of cuts by central government and subsequently on the final settlement will not be known until the Westminster November Budget announcement. Whilst the budget savings proposals total £3.296m which exceeds the £2m shortfall on the 2018/19 budget, the position in 2019/20 is worse than that foreseen in the MTFP. So while Members have some flexibility in deciding on the savings proposals, the savings will ultimately have to be implemented be that in 2018/19 or 2019/20 because the requirement to make savings is ongoing albeit at a total of £6.8m over the next three years rather than the £8.6m noted in the MTFP.

The Chair referred to the meeting of the Corporate Scrutiny Committee held on 31 October which considered the budget proposals and which she had attended. She reported that the Scrutiny Committee whilst seeking clarification of the effects of the savings proposals on Anglesey residents; the potential impact on education and education standards, the provision of £125k for the Energy Island Team; the empty homes and second homes premium as well as expressing reservations about the ring-fencing to Social Services of the additional funding which the extra 1% increase in Council Tax would produce, recommended the savings proposals to the Executive as fair and reasonable proposals on which to conduct the public consultation process.

The Executive considered the proposals and the response from Scrutiny and made the following points –

- The Executive noted that the Council has been trying to do more with less for some years now as the climate of austerity continues. The economic outlook remains uncertain with the implications of Brexit yet to become clear.
- The Executive noted that the £125k allocation towards the Energy Island Team is important in terms of safeguarding capacity within the Council at a critical time in the development of major projects.
- The Executive noted with regard to the proposed additional 1% increase in the Council Tax to be earmarked for pressures in Social Services that it is important that the public understands that Social Services have to respond to demand, and that the calls on the service are often made by vulnerable people. Because it is demand led it is therefore difficult to predict Social Services' spending in advance as unexpected needs can and do

arise during the year. So while the service is noted as overspending, it also needs to be made clear that this in large part is due to the pressure of demand upon it.

- The Executive noted that the Finance Scrutiny Panel is looking at expenditure and budget management in Social Services – in particular Children’s Services.
- The Executive noted that understanding the budget and how it is put together from the various sources of funding available to the Council is at best a complex matter; it is essential therefore that the Council is able to convey the position – and the necessity for savings - to the public as clearly as possible and in order to do this it has to have full and reliable information. The Executive noted therefore that it is not helpful that Welsh Government has stated that additional funding has been included within the settlement for local government to increase the school and social care elements by £62m and £42m respectively when this has not translated into actual additional cash funding for the local authorities.

The Chair said that the matter was raised at a recent meeting of the WLGA where the lack of clarity regarding the allocation of this additional funding was noted. The Head of Function (Resources) and Section 151 Officer confirmed that no further information regarding how the two figures have been arrived at or how/when the funding will be allocated to councils has been forthcoming. The Officer said that he intended to respond formally to the Welsh Government’s statement on the local government settlement and that he could raise this matter as part of his response. The Executive was agreed that the Head of Function (Resources) and Section 151 Officer should seek clarification of Welsh Government regarding Anglesey’s allocation of the additional funding for the schools and social care elements of the settlement.

- The Executive noted that there were other unexplained aspects to the settlement e.g. a reduction in some capital grants notably in relation to waste and transport which then in turn impacts on the revenue budget. The Executive was agreed that the Leader should write to Welsh Government on its behalf to convey its concern about a lack of transparency with regard to these matters as well as the lack of clarity in relation to the additional funding for schools and social care referred to above.
- The Executive noted that it is essential that the consultation process reaches as many of the public as possible and that they are asked to give not only their views on what they see as priorities, but also any suggestions they may have for generating income for the Council which was a point highlighted by Scrutiny.

It was resolved –

- **That a sum of £125k is included in the final budget to fund the Energy Island Team and that this sum is maintained in the budget for as long as the Team is required as set out in paragraph 3.2 of the report.**
- **That grants incorporated into the Aggregate External Funding (AEF) and the additional funding for new responsibilities are allocated to the appropriate budgets as allowed for in the standstill budget as per paragraphs 5.4 and 5.5 of the report.**
- **To confirm that a contingency budget of £600k to cover any additional pay costs is required (as allowed for in the standstill budget). The value of this contingency to be reviewed prior to determining the final budget proposals (paragraph 6.1 of the report).**
- **To consult with the public that an additional 1% increase in Council Tax above the 4% rise set out in the Medium Term Financial Plan is charged and that the funding is set aside to fund additional demand pressures in Social Services as per paragraph 6.5 of the report.**

- To approve the standstill budget for 2018/19 of £132.337m and that this should form the basis of the 2018/19 revenue budget (paragraph 7.1 of the report).
- That the sum allocated to housing projects by means of the empty homes and second homes premium remains at the 2017/18 level as per paragraph 9.2 of the report.
- That the Executive should seek to make sufficient savings in 2018/19 to balance the revenue budget without resorting to the use of general reserves and to ensure that the required savings in 2019/20 are achievable (paragraph 9.6 of the report).
- That the Executive should seek the opinion of the public on the proposed savings and ask for suggestions for income generation.

- That the Head of Function (Resources) and Section 151 Officer in his formal response to the statement on the provisional revenue funding settlement seek clarification of the Welsh Government with regard to Anglesey's allocation of the additional funding of £42m and £62m on an all Wales basis to increase the school and social care elements respectively.

- That the Leader of the Council write to the Welsh Government to express the Executive's concern over the lack of transparency in relation to a reduction in some capital grants which have a knock-on effect on the revenue budget e.g. waste and transport as well as the lack of clarity in relation to the stated increase in provision for the school and social care elements as referred to above.

Councillor Llinos Medi Huws
Chair

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	27 November 2017
Subject:	The Executive's Forward Work Programme
Portfolio Holder(s):	Cllr Llinos Medi
Head of Service:	Lynn Ball Head of Function – Council Business / Monitoring Officer
Report Author: Tel: E-mail:	Huw Jones, Head of Democratic Services 01248 752108 JHuwJones@anglesey.gov.uk
Local Members:	Not applicable

A –Recommendation/s and reason/s
<p>In accordance with its Constitution, the Council is required to publish a forward work programme and to update it regularly. The Executive Forward Work Programme is published each month to enable both members of the Council and the public to see what key decisions are likely to be taken over the coming months.</p> <p>The Executive is requested to:</p> <p>confirm the attached updated work programme which covers December 2017 – July 2018;</p> <p>identify any matters for specific input and consultation with the Council's Scrutiny Committees and confirm the need for Scrutiny Committees to develop their work programmes further to support the Executive's work programme;</p> <p>note that the forward work programme is updated monthly and submitted as a standing monthly item to the Executive.</p>

* Key:
Strategic – key corporate plans or initiatives
Operational – service delivery
For information

B – What other options did you consider and why did you reject them and/or opt for this option?

-

C – Why is this a decision for the Executive?

The approval of the Executive is sought before each update is published to strengthen accountability and forward planning arrangements.

D – Is this decision consistent with policy approved by the full Council?

Yes.

DD – Is this decision within the budget approved by the Council?

Not applicable.

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The forward work programme is discussed at Heads of Service meetings ('Penaethiaid') on a monthly basis (standing agenda item). It is also circulated regularly to Heads of Services for updates.
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
5	Human Resources (HR)	
6	Property	
7	Information Communication Technology (ICT)	
8	Scrutiny	
9	Local Members	Not applicable.
10	Any external bodies / other/s	Not applicable.

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F – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
FF - Appendices:		
The Executive's Forward Work Programme: December 2017 – July 2018.		

G - Background papers (please contact the author of the Report for any further information):

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2017 – July 2018

Updated 15 November 2017



The Executive's forward work programme enables both Members of the Council and the public to see what key decisions are likely to be taken by the Executive over the coming months.

Executive decisions may be taken by the Executive acting as a collective body or by individual members of the Executive acting under delegated powers. The forward work programme includes information on the decisions sought, who will make the decisions and who the lead Officers and Portfolio Holders are for each item.

Page 22 It should be noted, however, that the work programme is a flexible document as not all items requiring a decision will be known that far in advance and some timescales may need to be altered to reflect new priorities etc. The list of items included is therefore reviewed regularly.

Reports will need to be submitted from time to time regarding specific property transactions, in accordance with the Asset Management Policy and Procedures. Due to the influence of the external market, it is not possible to determine the timing of reports in advance.

The Executive's draft Forward Work Programme for the period **December 2017 – July 2018** is outlined on the following pages.

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2017 – July 2018

Updated 15 November 2017

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
December 2017						
1	Write off of Debts in value of over £5,000 (O) Approve write off of debts.	Finance Portfolio Holder and Section 151 Officer	Resources Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith		Delegated Decision 15 December 2017	
2	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 18 December 2017	
3	Schools Modernisation – Progress Report (to include schools with fewer than 120 pupils) Approval of strategic direction.		Learning Delyth Molyneux Head of Learning Cllr R Meirion Jones		The Executive 18 December 2017	
4	Treasury Management Mid Year Review 2017/18	This is a matter for the Executive as it falls within the Council's Budget Framework.	Resources Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith		The Executive 18 December 2017	

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5	Treasury Management Strategy 2018/19 Adoption of strategy for the new financial year.	This is a matter for the Executive as it falls within the Council's Budget Framework.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith	TBC	The Executive 18 December 2017	28 February 2018
6	Schools' Modernisation – Llangefni Area – Strategic Outline Case /Outline Business Case		Learning	Delyth Molyneux Head of Learning Cllr R Meirion Jones		The Executive 18 December 2017	
7	Tackling Poverty Strategy Approval of draft strategy for consultation.		Housing	Shan Lloyd Williams Head of Housing Services Cllr Alun W Mummery		The Executive 18 December 2017	
8	Development Path for Council Housing – Design and build packages by developers		Housing	Shan Lloyd Williams Head of Housing Services Cllr Alun W Mummery		The Executive 18 December 2017	
9	STEM North Wales	A collective decision for the Committee as the contribution exceeds what has already been agreed for 2017/18.	Regulation and Economic Development	Dylan Williams Head of Regulation and Economic Development Cllr Carwyn Jones Cllr Meirion Jones		The Executive 18 December 2017	

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January 2018						
10	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 29 January 2018
11	Schools' Modernisation – Llangefni Area – Feedback on second consultation		Learning	Delyth Molyneux Head of Learning Cllr R Meirion Jones		The Executive 29 January 2018
12	Deprivation of Liberty Safeguards (DOLS)		Adults Services	Alwyn Jones Head of Adults Services Cllr Llinos Medi		The Executive 29 January 2018
13	Holyhead Affordable Housing Development		Housing	Shan Lloyd Williams Head of Housing Services Cllr Alun W Mummery		The Executive 29 January 2018
February 2018						
14	Write off of Debts in value of over £5,000 (O) Approve write off of debts.	Finance Portfolio Holder and Section 151 Officer	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith		Delegated Decision 28 February 2018

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15 The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 19 February 2018	
16 2017/18 Revenue and Capital Budget Monitoring Report – Quarter 3 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith		The Executive 19 February 2018	
17 2018/19 Budget (S) Adoption of final proposals for recommendation to the County Council.	This is a matter for the Executive as it falls within the Council's Budget Framework.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith	5 February 2018	The Executive 19 February 2018	28 February 2018
18 Fees and Charges 2018/19	This is a matter for the Executive as it falls within the Council's Budget Framework.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith		The Executive 19 February 2018	

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19	Financial Reserves To provide an update on the situation relating to financial reserves.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith		The Executive 19 February 2018	
20	Discretionary Business Rate Relief Policy (O) Approve new policy following public consultation	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith		The Executive 19 February 2018	
21	Charges for non-residential services 2018/19 Approval.	Adults' Services	Alwyn Jones Head of Adults' Services Cllr Llinos Medi		The Executive 19 February 2018	
22	Standard Charge for Council Care Homes 2018/19 Approval.	Adults' Services	Alwyn Jones Head of Adults' Services Cllr Llinos Medi		The Executive 19 February 2018	

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23	Independent Sector Residential and Nursing Home Fees 2018/19 Approval.	A collective decision is required as the matter involves material financial considerations.	Adults' Services	Alwyn Jones Head of Adults' Services Cllr Llinos Medi		The Executive 19 February 2018	
24	Charges for independent home care services 2018/19 Approval.	A collective decision is required as the matter involves material financial considerations.	Adults' Services	Alwyn Jones Head of Adults' Services Cllr Llinos Medi		The Executive 19 February 2018	
25	North Wales Population Assessment Regional Plan Approval.		Adults' Services	Alwyn Jones Head of Adults' Services Cllr Llinos Medi	5 February 2018 TO BE CONFIRMED	The Executive 19 February 2018 TO BE CONFIRMED	
26	Extra Care Housing, Seiriol		Adults' Services	Alwyn Jones Head of Adults' Services Cllr Llinos Medi	TO BE CONFIRMED	The Executive 19 February 2018 TO BE CONFIRMED	

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27	Schools' Modernisation – Seiriol Area	Learning	Delyth Molyneux Head of Learning Cllr R Meirion Jones	TO BE CONFIRMED	The Executive 19 February 2018 TO BE CONFIRMED	
28	CSSIW Inspection of Children's Services in Anglesey – Improvement Plan – Quarterly Progress Report	Children's Services	Llyr Bryn Roberts Interim Head of Children's Services Cllr Llinos Medi	5 February 2018	The Executive 19 February 2018	
29	30 year Housing Revenue Account Business Plan and capital programme 2018-2019 Approval before its submission to Welsh Government with a grant claim for Major Repairs Allowance.	Housing Services	Head of Housing Services Cllr Alun Mummery	TO BE CONFIRMED	The Executive 19 February 2018 TO BE CONFIRMED	

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30	Supporting People Programme Commissioning Plan Approval before its submission to the Regional Committee.	Housing Services	Head of Housing Services Cllr Alun Mummery	TO BE CONFIRMED	The Executive 19 February 2018 TO BE CONFIRMED	
March 2018						
31	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 26 March 2018	
32	Corporate Scorecard – Quarter 3, 2017/18 (S) Quarterly performance monitoring report.	Corporate Transformation	Scott Rowley Head of Corporate Transformation Cllr Dafydd Rhys Thomas		The Executive 26 March 2018	
33	Discretionary Housing Payments Policy 2018/19 (O) Report on administration of the policy for 2017/18 and any recommended changes – determine policy.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith		The Executive 26 March 2018	

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34	Tenants Participation Strategy 2018 – 2021	Housing	Head of Housing Services Cllr Alun W Mummery		The Executive 26 March 2018	
35	Tackling Poverty Strategy Approval of the document following the consultation period.	Housing	Head of Housing Services Cllr Alun W Mummery		The Executive 26 March 2018 TO BE CONFIRMED	
36	Housing Maintenance Store Approval to sign an agreement with the provider.	Housing	Head of Housing Services Cllr Alun W Mummery		The Executive 26 March 2018 TO BE CONFIRMED	
April 2018						
37	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 30 April 2018	

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May 2018						
38	<p>The Executive's Forward Work Programme (S)</p> <p>Approval of monthly update.</p>	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive .. May 2018
39	<p>Corporate Scorecard – Quarter 2, 2017/18 (S)</p> <p>Quarterly performance monitoring report.</p>	This is a matter for the full Executive as it provides assurance of current performance across the Council.	Corporate Transformation	Scott Rowley Head of Corporate Transformation Cllr Dafydd Rhys Thomas		The Executive May 2018
40	<p>2017/18 Revenue and Capital Budget Monitoring Report – Quarter 2 (S)</p> <p>Quarterly financial monitoring report.</p>	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr John Griffith		The Executive May 2018
June 2018						
41	<p>The Executive's Forward Work Programme (S)</p> <p>Approval of monthly update.</p>	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive .. June 2018

* Key:

S = Strategic – key corporate plans or initiatives

O = Operational – service delivery

FI = For information

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2017 – July 2018

Updated 15 November 2017

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
July 2018						
42	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive .. July 2018	

* Key:

S = Strategic – key corporate plans or initiatives

O = Operational – service delivery

FI = For information

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	EXECUTIVE COMMITTEE
DATE:	NOVEMBER 27th 2017
SUBJECT:	SCORECARD MONITORING REPORT - QUARTER 2 (2017/18)
PORTFOLIO HOLDER(S):	COUNCILLOR DAFYDD RHYS THOMAS
HEAD OF SERVICE:	SCOTT ROWLEY
REPORT AUTHOR: TEL: E-MAIL:	GETHIN MORGAN 01248 752111 GethinMorgan@anglesey.gov.uk
LOCAL MEMBERS:	n/a

A - Recommendation/s and reason/s	
1.1	This is the second scorecard of the financial year 2017/18.
1.2	It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and in consultation with the Shadow Executive.
1.3	The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows – <ul style="list-style-type: none"> 1.3.1 <i>Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q3.</i> 1.3.2 <i>As part of the work on the Childrens Services Improvement Plan, Childrens Services work with the Corporate Performance Team and continue to re-evaluate the processes related to the regular collation of PI data</i> 1.3.3 <i>To continue with the regular service sickness challenge panels with an emphasis on adhering to policy expectations and support provided to those specific services who have missed their targets.</i> 1.3.4 <i>The Customer Service Excellence Project continue to monitor the indicators and Childrens Services are encouraged to provide a written response to Stage 1 complaints within timescales.</i>

1.4 The Committee is asked to accept the mitigation measures outlined above.		
B - What other options did you consider and why did you reject them and/or opt for this option?		
n/a		
C - Why is this a decision for the Executive?		
This matter is delegated to the Executive		
CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Yes		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	This was considered by the SLT at their meeting on the 6th November and their comments are reflected in the report
2	Finance / Section 151 (mandatory)	No comment
3	Legal / Monitoring Officer (mandatory)	No comment
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	Having considered all the information presented along with the explanations given for under-performance and mitigation measures proposed, the Committee resolved <ul style="list-style-type: none"> • To accept the Corporate Scorecard report for Q2 2017/18 • To note the areas which the Senior Leadership Team is managing to secure improvements into the future as set out in paragraphs 3.1.1 to 3.1.4 of the report, and • To accept the mitigation measures as outlined therein.
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	

4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
F - Appendices:		
Appendix A - Scorecard Quarter 2 Appendix B – Programmes and Projects Performance Dashboard – Quarter 2 Appendix C – Projected Revenue Outturn for the Financial Year Ending 31 March 2018 – Quarter 2		
FF - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> • 2017/18 Scorecard monitoring report - Quarter 1 (as presented to, and accepted by, the Executive Committee in September 2017). 		

SCORECARD MONITORING REPORT – QUARTER 2 (2017/18)

1. INTRODUCTION

- 1.1 One of the Council's aims under the Wales Programme for Improvement is to secure the means by which continuous improvement can be evidenced and presented across the board. To that end, on an annual basis, a performance report is drafted to be published by end of October, which demonstrates progress or not (as the case may be).
- 1.2 This scorecard was developed in parallel to identify and inform Council leaders of progress against indicators which explicitly demonstrates the successful implementation of the Council's day to day work and assists in providing the evidential base from which the performance report is drafted.
- 1.3 The scorecard continues to develop and embed, reflecting those changes that have been undertaken to traditional systems and practices within the Council. This year's indicators included within the scorecard (similar to previous years) have been decided via a workshop held on the 26th July, 2017 with members of the Senior Leadership Team, the Executive and Shadow Executive.
- 1.4 The scorecard (Appendix A) portrays the current end of Q2 position and will be considered further by the Corporate Scrutiny Committee and the Executive during November.

2. CONSIDERATIONS

- 2.1 This is the fifth year of collating and reporting performance indicators in a co-ordinated manner. The Council is seeing trends establish themselves with regards to a number of those indicators and SLT / Scrutiny and Executive comments are having an impact on operational delivery.
- 2.2 It is important to note that the formulation of this year's scorecard requested –

- 2.2.1.1 The addition of the new PAM (Public Accountability Measures) national performance indicators that are collected on a quarterly basis into the Performance Management Section;
- 2.2.1.2 The inclusion of a Service breakdown for some of the Financial Management indicators as an attachment to this report (Appendix D);
- 2.2.1.3 The People Management section now includes the breakdown for Primary and Secondary schools Sickness data as recommended in the WAO report on sickness management; and
- 2.2.1.4 The Customer Service section on responses to complaints within timescale is now split in two, Corporate Complaints and Social Services Complaints.

2.3 PERFORMANCE MANAGEMENT

- 2.3.1 The scorecard for Performance Management shows performance against indicators outlined and requested by the Senior Leadership Team, Executive and Shadow Executive. Targets for which have been reviewed in comparison with the publication of the national comparator data published on the 13th of September.
- 2.3.2 At the end of Q2 it is encouraging to note that the majority of indicators are performing well against their targets but we note that 3 indicators that are underperforming as Amber or Red against their annual target for the year.
- 2.3.3 One indicator within Adult Services continues to show an underperformance from Q1 –
 - (i) 02) – LI/18b: The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year is AMBER on the scorecard with a performance of 83.4% compared to a target of 93%. This performance is a decline on Q1 figures of 88.6%, however an improvement on the performance of Q2 2016/17 which was 82.3%. It should be noted that due to the Service moving to a new Database System, WCCIS, this PI only consists of data up to the 15th of August as it has not been possible to report from the WCCIS system at the time of writing this report.

The Carers Team is a small team of 2. Support from the overall social work team ensured good performance to the end of year 2016/17. Whilst performance has deteriorated slightly in the first half of 2017/18 the service is confident that with further planned support from the social work team this performance will improve and achieve the PI target.

Mitigation – to improve the issues during 17/18 the service will –

- Continue to ensure support to Carers Team as appropriate. The service would wish to note that performance will vary slightly dependent on seasonal factors. i.e. unscheduled care pressure, leave etc.

- 2.3.4 Two indicators within Childrens Services show an underperformance during the quarter –

- (i) 09) – PM32 - The percentage of looked after children who have experienced (1) or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, which is AMBER with performance of 19.5% compared to a target of 15%.

Although this is high after 6 months, the reasons for moving school are as part of long term planning for the children e.g. adoption, therapeutic placements, new placements, moving from closed schools to new schools and therefore no mitigation is required.

- (ii) 11) PM28 - The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days), which is RED with a performance of 375.5 Days against a target of 250 Days

This PI refers to children who have been deregistered only and it does not refer to the total number of children on the register. Therefore caution must be exercised when analysing the data.

We have seen a period during which some children who had been on the register for some time were deregistered as the figures for quarter 2 included children who had been on the register for 4 years. It is to be welcomed that their circumstances have improved leading to their names now being removed.

In addition the number of children on the Child Protection Register has decreased significantly over the last 6 months with 56 children currently on the Register compared with 102 at the end of March 2017.

2.3.5 No information has been provided by Childrens Services for indicator 07 and 08 on the scorecard for Q2.

2.3.6 It was noted in the September meeting when the committee discussed the indicators related to Children that further work was needed to interrogate and corroborate the associated data so that an accurate picture could be ascertained as to current performance. This work has been on-going over the past six weeks and the Service has an action plan in place with short, medium and long term gains to be made so as to improve the position and provide accurate and up-to-date data for consideration. This work (short and medium term) will be complete by year's end and should provide an accurate picture of performance for the year.

2.3.7 Children Services have provided the following update on improvements which link into the PIs on the scorecard –

2.3.7.1 Practice Evaluation Report for quarter 1 showed that practice remains inconsistent. However; there are examples of good practice that have been confirmed by CSSIW as achieving the required outcome for the child/ren and their families. Managers have continued to focus on improving the quality of Social Work practice in relation to Court work, case recording, assessment, analysis of risk, Looked After Children Reviews and visits, Child protection visits, Core group meetings and Pathway Plans (SIP 3.3). Targeted interventions continue to be undertaken with individual Social Workers who have not

improved the quality of their practice. The Service has now agreed to prioritise improvements in Social Work assessment practice.

2.3.7.2 A **Court Action Plan** has been developed to focus on improving the quality and analysis of all assessments undertaken to inform our decision making and will support arrangements for 'front loading' public law cases. Practice Leader's now have oversight of the Court timeframe for cases within their Practice Groups and will support and guide Social Worker's to ensure better preparation for Court and that documents are filed on time

2.3.7.3 Despite the inconsistency in practice, we have positive evidence of the workforce working directly with families leading to improved outcomes. We have seen a **significant reduction** in the children on the **Child Protection Register** from 102 in March 2017 to 56 on the register on 31st of August, 2017 a 55% decrease. Children's Services have adopted the **Thornton/Gwynedd Risk Model** to continue supporting social workers to work proactively with families to manage risk - spending much more time working alongside them helping them to change so that the family is a safe place for their children. There is a need now to embed the risk model within practice and to support practitioners and practice leaders to further develop their skill in implanting the model to support effective risk decisions. Bruce Thornton co-author of the model is undertaking a **Practice Coach Development** role for a period of 7 months to focus on:

- Providing coaching and mentoring to help develop the skills, knowledge and competence of practitioners and practice leaders.
- Support Service Managers to implement, process, systems and procedures to ensure that the Risk Model is implemented within service processes
- Support the development of the Risk Model within critical and reflective supervision.

2.3.8 One new indicator within the Housing Service which was Red on the scorecard for Q1 has now improved and is Green on the scorecard at the end of Q2 –

- (i) 28) PAM/015 - The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG), GREEN, 196 Days against a target of 200. After undertaking the mitigation and reviewing the indicator during Q2, the service have improved the process and saved 29.7 Days during the period.

2.3.9 Whilst the remaining indicators reported for Q1 are all ragged **GREEN** or **YELLOW** within the performance management section it should be noted that this does not mean that our position on a national basis will improve across all areas.

2.3.10 During Q2 the targets have been reviewed following the publication of the national comparator data with an emphasis placed on improving indicators in the lower and lower median quartiles.

2.3.11 No changes have been made to the Social Services indicators (01-11) as the PI results for 2016/17 have been held back by the Welsh Government. At the time of writing this report no date for the release of this data has been published.

2.3.12 There has also been no change in the targets for the Education PIs (12-19) as the targets for the Authority are not yet available. These are to be discussed and agreed in Q3 as it is early in the year to set targets for the 17/18 school academic year.

2.3.13 The SLT recommends –

2.3.13.1 *Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q3.*

2.3.13.2 *As part of the work on the Childrens Services Improvement Plan, Childrens Services work with the Corporate Performance Team and continue to re-evaluate the processes related to the regular collation of PI data.*

2.3.14 Appendix B shows the whole programme of work which the two Corporate Transformation Programme Boards are overseeing. Whilst some of the programmes / projects are ragged as RED it is important to state that the issues highlighted are being managed and tracked accordingly via the Boards which meet on a quarterly basis.

2.4 PEOPLE MANAGEMENT

2.4.1 With regard to People Management, it is noted that the performance of the Council's sickness rates (*indicator 3 on scorecard under people management*) at the end of Q2 of 4.25 shows a further improvement when compared with the same period for 2016/17 of 4.89. This indicates that the projected end of year sickness level (if trends continue as indicated over the past two years) would equate to 9.90 days per FTE.

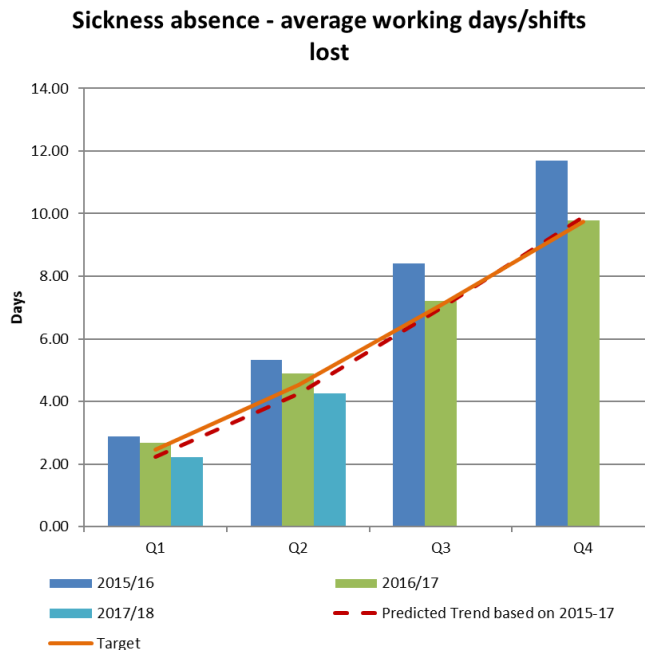


Table 1

2.4.2 Service Performance against these targets for Q2 indicate that only 2 Service is RED or AMBER compared to their targets for the quarter:

2.4.2.1 Regulation & Economic Development – RED – 5.07 Days Sick per FTE (Target 3.07). The main reason for the decline in the service sickness for Q2 continues to be because of a number of long term sickness cases in Leisure, resulting in a total of 391 Days lost to sickness in the period compared to the service total of 874 Days lost to sickness, or 45% of the Service total sickness levels for the period.

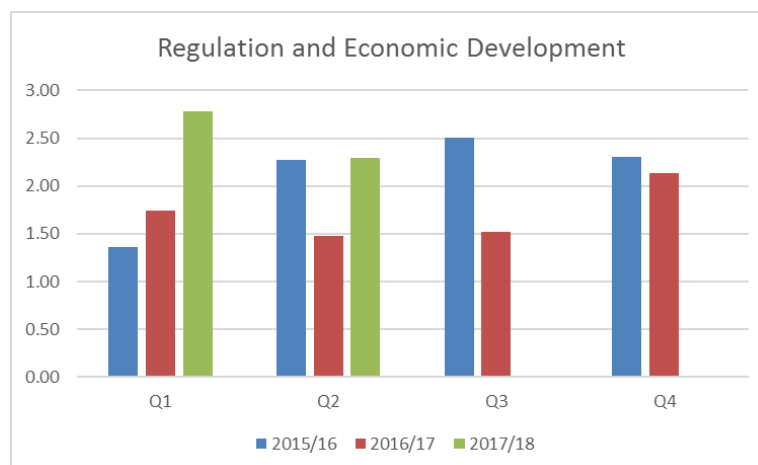


Table 2

2.4.2.2 Adult Services – AMBER – 6.55 Days Sick per FTE (Target 6.08). The main reason for the decline in the sickness is as of a result of Long Term sickness cases in the Provider Unit, which equates to 1365 Days sick of the Service total of 2557 Days sick (53%). The Provider Unit also saw an increase of 165 Days in short term sickness during Q2 (500 Days sick) compared to Q1 (335 Days sick).

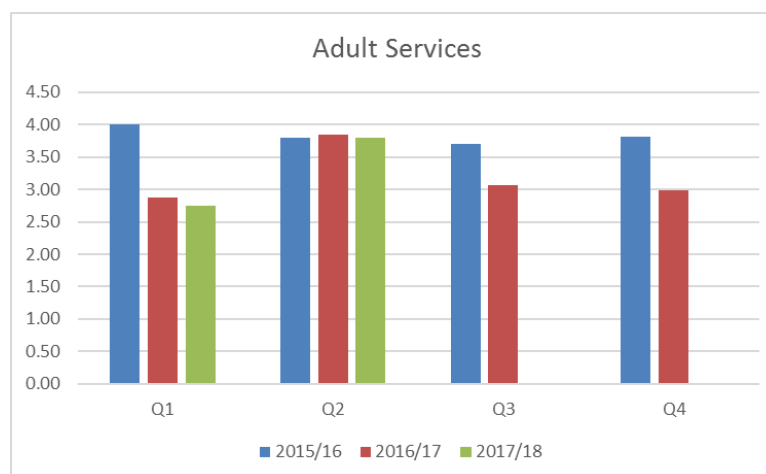


Table 3

2.4.3 Associated with sickness rates is the ‘management’ of sickness. An integral part of the management process within the Council is staff’s compliance with corporate sickness policies which includes the undertaking of return to work interviews and Attendance Review Meetings (*indicators 7 & 8 on scorecard*).

2.4.4 The Council continues to embed this working practice across its services and by the end of Q2 882 of the cumulative 1223 Return to Work (RTW) interviews were held within timescale (72%). This is an improvement on Q1 where 462 of the 684

were completed within timescale (67%). However, this continues to be below the target of 80% and is now AMBER (Table 4). The total RTW interviews held (within and out of timescale) is low at 86% compared to a target of 95%, this is however a slight improvement on Q1's total of 85%.

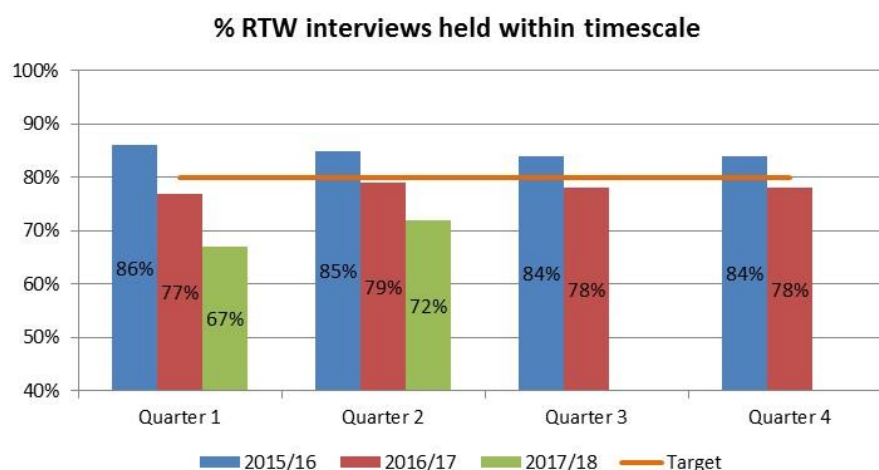


Table 4

2.4.5 By the end of Q2 the services which failed to hit the Corporate RTW Target of 80% within timescale were Childrens Services 58%, Learning 68%, Adult Services 73%, Highways, Waste and Property 75%, and Resources 75%.

2.4.6 There were two services that were Red (more than 10% below target) on the total % RTW interviews held (within and out of timescale), Learning at 81% completed and Childrens Services at 84% completed. The remaining services are within 5% of the targets.

2.4.7 The ARM figures for Q2 at 59% (46 of the 78 ARMs due) have declined on the 78% seen in Q1 (these figures do not include Schools). Services have been reminded of the need to undertake ARMs and this will continue to be an area for particular attention in the challenge panels of 2017/18.

2.4.8 Whilst improvements can still be made with the adherence to the Absence Management Policy, i.e. RTW and ARMs, it is encouraging to note that the overall sickness target has been achieved for the 4th quarter running and if this trend continues we anticipate a result of 9.9 Days per FTE (based on a 3 year average).

2.4.9 The SLT therefore recommends –

2.4.9.1 *To continue with the regular service sickness challenge panels with an emphasis on adhering to policy expectations and support provided to those specific services who have missed their targets.*

2.5 CUSTOMER SERVICE

2.5.1 During Q2, users used AppMôn technology to submit 1k reports (including fly tipping, faulty street lighting, compliments or complaints, broken pavements, sports

club database forms and ordering recycling bins). 83% of these reports have come through the website, a similar level to Q1 where 85% of reports were submitted via the website.

2.5.2 Further work is required to secure the amount of downloads of AppMôn from the supplier. This work will be undertaken during Q3 and the results of which reported in the Q3 Scorecard Report.

2.5.3 The remaining indicators within the Digital Services Section focus on the website and on our social media presence. We had an increase of 54k unique visits up to the end of Q2 compared to the same period last year (328k for 17/18 and 274k for 16/17). Our social media presence has also resulted in a total of 23k social media accounts following us on Facebook (11k followers) and Twitter (12k followers).

2.5.4 Regarding Customer Complaints Management, by the end of Q2 43 Complaints were received. 92% of the complaints requiring a response by the end of Q2 (38 complaints) have received a response within timescale (2 late responses by Highways, Waste & Property and 1 by Resources). Of these complaints 13 were upheld in full (Highways, Waste & Property [5], Resources [4], Regulation & Economic Development [1], Housing [1], Transformation [1] and Social Services [1]). 1 complaint was partly upheld (Housing) whilst the remaining 25 were not upheld. For further information on Corporate Complaints, please see the following link: <http://www.anglesey.gov.uk/council-complaints-statistics/111531.article>

2.5.5 There were 6 Stage 2 Complaints in Social Services (Childrens Services [4] and Adult Services [2]) and 30 Stage 1 Complaints (Childrens Services [25], Adult Services [5]) received up to the end of Q2.

2.5.5.1 Of the 30 Stage 1 complaints, a total of 53% (the same as at the end of Q1), have been responded to in writing within timescale. There were 14 late written responses in total with 12 in Childrens Services and 2 in Adult Services.

2.5.5.2 The reason for this underperformance within Childrens Services was a failure to send written responses within timescale.

2.5.5.3 Having said this, 22 of the 25 (88%) complaints received by Children Services had held a discussion with the complainant within timescales which is an improvement on the performance in Q1 (80%).

2.5.6 The % of FOI requests responded to within timescale performed at 79.4% at the end of Q2 compared to 80% at the end of Q1. In total there was 479 FOI requests in Q1 with 82 late responses. The majority of the late responses came from Regulation & Economic Development which equated to 28% of the late responses (26% of the 88 received by the service), Social Services with 24% (22% of the 91 received by the service), and Learning with 16% (33% of the 39 received by the service). For further information on FOI requests please visit the following link: <http://www.anglesey.gov.uk/council-and-democracy/data-protection-and-foi/council-access-to-information-statistics/>

2.5.7 The SLT therefore recommends –

2.5.7.1 *The Customer Service Excellence Project continue to monitor the indicators and Childrens Services are encouraged to provide a written response to Stage 1 complaints within timescales.*

2.6 FINANCIAL MANAGEMENT

- 2.6.1** A total overspend of £1.924m is projected for the year-ending 31 March 2018. £2.706m of this is on service budgets, which are made up of a number of over and underspends. This is an improvement on of £0.343m on Quarter 1. The Services that are still experiencing significant budgetary pressures are similar to 2016/17 (Children and Families Service, and Learning). The Heads of Service are aware of the issues and are working to reduce the level of overspending which is within their control at the year-end. Corporate Finance is expected to underspend by £0.331m and Council Tax, which includes the Council Tax Premium, is forecast to collect a surplus of £0.450m. The overall overspend is, therefore, reduced to £1.924m. The projected level of overspend is 1.53% of the Council's net budget. The general balances are currently sufficient enough to sustain the overspend without impeding on the minimum level target of £6m set by the Full Council on 28 February 2017.
- 2.6.2** It should be noted that Quarter 2 that the impact of winter maintenance has not been included in the forecast as there is no information available. Forecasts are subject to change as new information becomes available. However, with regular scrutiny from SLT and if remedial action is taken by Heads of Services these will help the services manage within the budgets they can control.
- 2.6.3** Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q2' which will be discussed in The Executive meeting on the 27th November and the Finance Scrutiny Panel on the 1st December.

3. RECOMMENDATIONS

- 3.1** The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –
- 3.1.1** Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q3.
- 3.1.2** *As part of the work on the Childrens Services Improvement Plan, Childrens Services work with the Corporate Performance Team and continue to re-evaluate the processes related to the regular collation of PI data.*
- 3.1.3** To continue with the regular service sickness challenge panels with an emphasis on adhering to policy expectations and support provided to those specific services who have missed their targets.
- 3.1.4** The Customer Service Excellence Project continue to monitor the indicators and Childrens Services are encouraged to provide a written response to Stage 1 complaints within timescales.
- 3.2** The Committee is asked to accept the mitigation measures outlined above.

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q2 2017/18

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 16/17 Result	Canlyniad 15/16 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Melyn / Yellow	↓	43	36	71	59
02) No of Stage 2 Complaints received for Social Services	-	-	6	-	5	5
03) Total number of complaints upheld / partially upheld	-	-	-	-	25	21
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↓	92%	80%	93%	64%
04b) Total % of written responses to complaints within 20 days (Social Services)	Coch / Red	↓	47%	80%	63%	-
05) Number of concerns (excluding Social Services)	-	-	65	-	191	261
06) Number of Stage 1 Complaints for Social Services	-	-	30	-	54	53
07) Number of Compliments	-	-	358	-	566	712
08) % of FOI requests responded to within timescale	Gwyrdd / Green	⇒	79.40%	80%	77%	67%
09) Number of FOI requests received	-	-	479	-	1037	854
10) % of telephone calls not answered	Gwyrdd / Green	⇒	12%	15%	13%	12%
11) % of written communication replied to within 15 working days of receipt (Mystery Shop)	Gwyrdd / Green	-	78%	-	67%	-
12) % of written responses in the customers language of choice (Mystery Shop)	Gwyrdd / Green	-	100%	-	100%	-
13) % of telephone calls answered bilingually (Mystery Shop)	Gwyrdd / Green	-	83%	-	77%	-
14) % of staff that took responsibility for the customer query (Mystery Shop)	Melyn / Yellow	-	87%	-	90%	-
Newid Cyfrwng Digidol / Digital Service Shift						
15) No of AppMôn users (annual)	-	-	-	-	-	-
16) No of reports received by AppMôn	-	↑	1k	-	1k	-
17) No of web payments	-	↑	8k	-	10k	-
18) No of 'followers' of IOACC Social Media	Gwyrdd / Green	↑	23k	21k	21k	-
19) No of visitors to the Council Website	Gwyrdd / Green	↑	328k	271k	541k	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 16/17 Result	Canlyniad 15/16 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2278	-	2258	2310
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1265	-	1250	1303
03a) Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	4.25	4.52	9.78	11.68
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	1.73	-	4.72	11.68
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	2.53	-	5.06	6.79
04a) Primary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	4.02	4.2	-	-
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	1.74	-	-	-
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	2.28	-	-	-
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↓	3.71	4.2	-	-
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	1.76	-	-	-
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	1.95	-	-	-
06) % of RTW interview held within timescale	Ambr / Amber	↑	72%	80%	78%	84%
07) % of RTW interview held	Ambr / Amber	↑	86%	95%	91%	-
08) % of Attendance Review Meetings held	Coch / Red	-	59%	80%	57%	-
09) Local Authority employees leaving (%) (Turnover) (Annual)	-	-	-	-	10%	-
10) % of PDR's completed within timeframe (Q4)	-	-	-	80%	80%	-
11) % of staff with DBS Certificate (if required within their role)	-	-	-	-	91.40%	98%
12) No. of Agency Staff	-	↑	17	-	15	26

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forcasted Actual	Amrywiad a Ragwelir / Forcasted Variance (%)
01) Budget v Actuals	Coch / Red	↑	£66,008,000	£67,226,000	1.85%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	↑	£126,157,000	-	-	£128,081,000	1.53%
03) Forecasted end of year outturn (Capital)	Coch / Red	↓	£38,505,000	-	-	£22,026,000	-42.80%
04) Achievement against efficiencies	Ambr / Amber	↓	£2,444,000	-	-	£1,655,500	-32.26%
05) Income v Targets (excluding grants)	Gwyrdd / Green	↑	-£8,981,090	-£9,840,570	9.57%	-	-
06) Amount borrowed	-	↑	£12,377,000	-	-	£8,715,000	-26.59%
07) Cost of borrowing	-	⇒	£4,257,000	-	-	£4,095,000	-3.81%
08) % invoices paid within 30 days	Melyn/Yellow	↓	-	81.58%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	↑	-	98.70%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	↑	-	98.70%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Ambr / Amber	↑	-	97%	-	-	-
12) % Housing Rent collected (for the last 3 years)	-	↓	-	100.27%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	↓	-	99.98%	-	-	-

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 16/17 Result	Canlyniad 15/16 Result	Chwartert 16/17 Quartile
01) SCA/002b: The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	Gwyrdd / Green	↑	19.01	22	20.51	20.3	-
02) LI/18b The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Ambr / Amber	↓	83.4	93	94.4	90.8	-
03) PM18 - The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↑	93.33	90	90.48	-	-
04) PM19 - The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	Melyn / Yellow	↓	2.9	1.5	6.05	-	-
05) PM20a - The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	Gwyrdd / Green	↑	61.54	40	62.6	-	-
06) PM20b - The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	⇒	62.29	62	33.3	-	-
07) SCC/025: The % of statutory visits to looked after children due in the year that took place in accordance with regulations	-	-	-	-	79.35	82.79	-
08) PM24 - The percentage of assessments completed for children within statutory timescales (42 working days)	-	-	-	-	89.17	-	-
09) PM32 - The percentage of looked after children who have experienced (1) or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March	Ambr / Amber	↓	19.5	15	17.53	-	-
10) PM33 - The percentage of looked after children on 31 March who have had three or more placements during the year	Gwyrdd / Green	↓	5	5	5.04	-	-
11) PM28 - The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Coch / Red	↓	375.5	250	266	-	-
12) Attendance - Primary (%) (Ch3/Q3)	-	-	-	-	94.8	95.1	-
13) Attendance - Secondary (%) (Ch3/Q3)	-	-	-	-	94.6	94.5	Uchaf / Upper
14) No. of days lost to temp exclusion - Primary (Ch3/Q3)	-	-	-	-	-	-	-
15) No. of days lost to temp exclusion - Secondary (Ch3/Q3)	-	-	-	-	-	-	-
16) KS4 - % 15 year olds achieving L2+ (Q3)	-	-	-	-	58.8	56.9	-
17) KS3 - % pupils achieving CSI (Q3)	-	↑	88.9	90.1	87.6	84.5	Canrif Uchaf / Upper Median
18) KS2 - % pupils achieving CSI (Q3)	-	↑	91.4	91	89.4	91.8	Uchaf / Upper
19) FPh - % pupils achieving CSI/FPI (Q3)	-	↑	85.8	88.4	84.7	86.2	Isaf / Lower
20) LCL/001b: The no. of visits to public libraries during the year	Gwyrdd / Green	↑	146k	144k	288k	289k	Uchaf / Upper
21) LCL/004: The no. of library materials issued, during the year	Gwyrdd / Green	↓	136K	135k	272k	284k	-
22) The number of applicants with dependent children who the Council secured non-self contained bed and breakfast accommodation	Gwyrdd / Green	-	0	0	0	-	-
23) % tenants satisfied with responsive repairs	Melyn / Yellow	↓	89.33	92	90.2	89.5	-
24) Productivity of workforce- % time which is classified as productive	Gwyrdd / Green	↓	80.11	80	80.1	74.6	-
25) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Gwyrdd / Green	↑	18	23	28	33.7	-
26) PAM/013 - Number of empty private properties brought back into use	Melyn / Yellow	↑	33	35	-	-	-
27) PAM/014 - Number of new homes created as a result of bringing empty properties back into use	-	↑	1	-	-	-	-
28) PAM/015 - Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)	Gwyrdd / Green	↑	196	200	-	-	Canolrif Isaf / Lower Median
29) STS/005b: The percentage of highways inspected of a high or acceptable standard of cleanliness	Gwyrdd / Green	↑	96.3	94	93.4	95.1	-
30) STS/006: The percentage of reported fly tipping incidents cleared within 5 working days	Gwyrdd / Green	⇒	100	100	97.31	98.5	-
31) WMT/009b: The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled	Gwyrdd / Green	⇒	75.57	67	65.79	59.5	Uchaf / Upper
32) WMT/004b: The percentage of municipal waste sent to landfill	Gwyrdd / Green	⇒	0.55	5	6.6	16.9	Canolrif Isaf / Lower Median
33) THS/011c: The % of non-principal (C) roads that are in an overall poor condition (annual)	-	-	-	10	10.1	13.5	Canolrif Isaf / Lower Median
34) No. of attendances (young people) at sports development / outreach activity programmes	Gwyrdd / Green	↑	20k	30k	113k	132k	-
35) LCS/002b: The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity	Gwyrdd / Green	↑	236k	217k	464k	458k	Isaf / Lower
36) PAM/023 - Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	↑	97	80	98	-	Uchaf / Upper

Attachment B

This document is contained within the quarterly scorecard monitoring report which is presented to the Corporate Scrutiny Committee and The Executive every quarter to provide a brief high-level update as to the status of work which is applicable and reports to both the -

- ***Partnerships, Communities & Service Improvement Transformation Programme Board and the;***
- ***Governance & Business Process Transformation Programme Board***

The key ragging for the said document is as follows –

RAG:

Completed

Project has been completed

On Track

Project is developing as expected and is on track

Behind Schedule

The Project needs key decisions / support

Late

The project is late and is falling behind expected timelines

White

The Project has not started to date

Partnerships, Communities & Service Improvement Transformation Programme Board		
Programme/Project	Related Projects	RAYG and brief Update
Modernizing Schools	Llannau Area (Ysgol Rhyd y Llan)	Completed
	Ardal Caergybi (Yshol Cybi)	Completed
	Bro Rhosyr a Bro Aberffraw	Slippage in the timeline. The timeline for building the new school at Newborough has slipped to January 2019
	Llangefni Area	The Executive decided on July 17, 2017 that Option B is the preferred option
	Seiriol + South East	The informal consultation process has been undertaken
Adult Social Care -	Llangefni Extra Care	Good progress is being made with the construction work and the builders are confident that they adhere to the timetable and the work be completed by Spring 2018.
	Amlwch Extra Care	There has been a pause and review on this but the work has been restarted to look at the Amlwch area again. An assessment is being done by the Housing Service to look at housing needs more widely within the area that includes considering Extra Care
	South of the Island Extra Care	The intention is to consult further during Autumn on a site for the proposed development in Seiriol.
	Supported Living	Re-structure during the Summer 2017
	Re-tendering of Home Care Services	Looking at the North Wales framework for Home Care. This tender has gone out in October
	In house day Services	Proposed Project being considered by the SLT in November 2017
Transformation of Libraries, Youth Services, Museums, Culture and Market Hall	Transformation of Museums and Culture	New models of management of Museums and Culture to be in place by April 2018
	Remodelling of Library Service	Proposed strategy being considered for adoption by the Executive in November 2017
	Review of Youth Services	Revised timeline agreed by the Transformation Board of Libraries, Culture and Youth on the 13/07/2017
	Market Hall	Team Capacity is currently a risk within the project

Leisure		Savings plans for 2017/18 implemented, further savings for 2018/19 put forward.
Energy Island		
Destination Management Plan (DMP)		The Destination Management Plan has been adopted by the Executive. New appointment of Destination Manager expected in Q3.
Innovative Housing Solutions		Has submitted a bid for a grant from the Welsh Government's Innovative Housing Program for housing units for young people
Gypsy Traveller sites		
Prevention Strategy	Early Intervention	
	Implementing Tackling Poverty Strategy	
	Youth Transformation	
Increase levels of recycling		
Flood alleviation work		

Governance & Business Process Transformation Programme Board		
Programme/Project	Related Projects	RAYG and brief Update
Resource Plan – Northgate		Revised timeline proposed by the Board to encompass recent discussions.
Customer Service Excellence	Cyswllt Môn Expansion Programme / Face to Face Contact	Staff ICT training scheduled for end of Q2 onwards
	Customer contact Centre	Discussions underway to merge existing call centres
	Contact over the phones + Channel Shift	Contact Centres currently being tested by the services; Revenues (scheduled for go live Q3)
	CRM	The Waste and Recycling Module to be implemented in Q3. Slipped slightly from Q2.

	Improving Business Processes	Work plan in place - work of scoping the initial process started and completed before the end of the Q3
	Compliance and Satisfaction	
Alternative Delivery Models		High-level update to be presented to the Board during Q3
Invest to Save		
Transformation of Workforce	Workforce planning	
	Apprenticeships	
Procurement		Extended Procurement project to be set up to focus on corporate benefits for the future
Energy Efficiency		The Energy Strategy and action plan is in place. Monthly reports to be submitted to the Land and Assets Group.
Implementation of ICT Strategy		
Scrutiny Improvement Plan		Update to be presented to the Board during Q3
Communication Strategy		Communications Support Officer to be recruited in Q3 New Council Plan 2017-22 to assist shaping of strategy and also help shape our priorities in terms of communications over the coming years.

Service/Function	2017/18 Annual Budget	Q2 2017/18 Budget Year to Date	Q2 Actual & Committed spend	Q2 2017/18 Variance	Q2 Estimated Expenditure to 31 March 2018	Q2 Estimated Outturn 31 March 2018	Q1 Estimated Outturn 31 March 2018	2017/18 Projected Over/(Under)spend as a % of Total Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
Lifelong Learning								
Delegated Schools Budget	44,039	22,409	22,409	-0	44,039	-0	0	0.00%
Central Education	2,762	1,946	2,263	318	3,380	618	618	22.37%
Culture	1,355	810	757	-53	1,285	-70	20	-5.17%
Adult Services	22,487	11,633	11,983	350	22,678	191	299	0.85%
Children's Services	8,003	4,375	5,158	783	9,902	1,899	2,106	23.74%
Housing	1,055	981	954	-27	1,055	0	0	0.00%
Highways, Waste & Property								
Highways	6,574	4,236	4,289	53	6,674	100	3	1.52%
Property	1,071	601	569	-33	1,060	-11	-33	-1.07%
Waste	6,294	3,688	3,631	-58	6,269	-25	30	-0.39%
Regulation & Economic Development								
Economic Development	1,939	1,200	1,118	-82	2,049	110	80	5.68%
Planning and Public Protection	2,155	1,028	971	-57	2,058	-97	-14	-4.49%
Transformation								
Human Resources	1,217	629	637	9	1,217	0	0	0.02%
ICT	1,715	893	1,048	155	1,815	100	100	5.82%
Corporate Transformation	905	337	341	4	875	-30	0	-3.33%
Resources	2,756	1,601	1,728	127	2,796	40	32	1.46%
Council Business	1,615	817	921	104	1,822	207	50	12.82%
Corporate & Democratic costs	1,915	1,051	826	-224	1,667	-248	-172	-12.93%
Corporate Management	761	380	332	-49	681	-80	-70	-10.46%
Total Service Budgets	108,616	58,616	59,936	1,320	111,322	2,706	3,049	2.49%
Levies	3,335	3,334	3,332	-2	3,335	0	0	0.00%
Discretionary Rate Reliefe	60	0	0	0	60	0	0	0.00%
Capital Financing	8,149	2,193	2,192	-2	7,955	-194	-235	-2.38%
General & Other Contingencies	1,280	1,280	1,067	-213	1,067	-213	0	-16.64%
Corporate Savings	-227	-114	0	114	0	227	150	-100.00%
Support Services contribution HRA	-678	0	0	0	-678	-0	0	0.07%
Benefits Granted	5,622	700	700	0	5,470	-152	-149	-2.70%
Total Corporate Finance	17,541	7,392	7,290	-102	17,209	-331	-234	-1.89%
Total Budget 2017/18	126,157	66,009	67,226	1,217	128,531	2,374	2,815	1.88%
							0	
Funding								
NDR	-23,002	-11,501	-11,501	-0	-23,002	0	0	0.00%
Council Tax	-32,941	0	0	0	-32,981	-40	-348	0.12%
Council Tax Premium	-564	0	0	0	-974	-410	-347	72.75%
Revenue Support Grant	-69,650	-34,825	-34,825	-0	-69,650	0	0	0.00%
Total Funding 2017/18	-126,157	-46,326	-46,327	0	-126,607	-450	-695	0.36%
Total outturn including impact of funding	0	19,683	20,899	1,217	1,924	1,924	2,119	1.53%

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	EXECUTIVE COMMITTEE
DATE:	27 NOVEMBER 2017
SUBJECT:	REVENUE BUDGET MONITORING, QUARTER 2 2017/18
PORTFOLIO HOLDER(S):	COUNCILLOR JOHN GRIFFITH
HEAD OF SERVICE:	MARC JONES
REPORT AUTHOR:	CLAIRE KLIMASZEWSKI
TEL:	01248 751865
E-MAIL:	ClaireKlimaszewski@ynysmon.gov.uk
LOCAL MEMBERS:	n/a
A - Recommendation/s and reason/s	
<p>1. In February 2017, the Council set a net budget for 2017/18 with net service expenditure of £126.157m to be funded from Council Tax income, NDR and general grants. An additional £0.490m was approved for expenditure on schools, which was to be funded from Council reserves. The total budget approved for 2017/18 is, therefore, £126.647m.</p> <p>2. The budget for 2017/18 included required savings of £2.444m. This includes £490k of savings for Learning which will be funded by reserves as agreed by Council. The revised amount of savings for 2017/18 is £1.954m. These have been incorporated into the individual service budgets and achievement or non-achievement of these is reflected in the net (under)/overspends shown.</p> <p>3. This report sets out the financial performance of the Council's services for the first half of the financial year, which relates to the period 1 April 2017 to 30 September 2017. The projected position for the year as a whole is also summarised.</p> <p>4. The overall projected financial position for 2017/18, including Corporate Finance and the Council Tax fund, is an overspend of £1.924m. This is 1.53% of the Council's net budget for 2017/18.</p> <p>5. It is recommended that:-</p> <ul style="list-style-type: none"> (i) To note the position set out in appendices A and B in respect of the Authority's financial performance to date and expected outturn for 2017/18; (ii) To note the summary of Contingency budgets for 2017/18 detailed in Appendix C; (iii) To note the position of the invest to save programmes in Appendix Ch. The Executive is also asked to approve a proposed change for £20k of Learning's £87k Invest-to Save allocation for implementing the ONE management information system; to be used to fund another Learning Invest-to-Save project for the development of an online shop and website for Oriel Ynys Môn; (iv) To note the position of the efficiency savings 2017/18 in Appendix D; (v) To note the monitoring of agency and consultancy costs 2017/18 in Appendices DD and E; (vi) To approve the capitalisation of Equal Pay costs up to £2.566m in accordance with the Welsh Government Capitalisation Directive which is effective to 31/03/2018. 	

B - What other options did you consider and why did you reject them and/or opt for this option?		
n/a		
C - Why is this a decision for the Executive?		
This matter is delegated to the Executive.		
CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Yes		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	n/a– this is the Section 151 Officer’s report
3	Legal / Monitoring Officer (mandatory)	TBC
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
F - Appendices:		
<ul style="list-style-type: none"> • Appendix A - Revenue Budget Monitoring Report – Quarter 2, 2017/18 • Appendix B – Table of Forecast Revenue Outturn 2017/18 • Appendix C – Summary of Contingency Budgets 2017/18 • Appendix CH – Review of the Invest-to-Save projects • Appendix D - Review of Efficiency Savings 2017/18 • Appendix DD - Information regarding monitoring of Agency Staff • Appendix E - Information regarding monitoring of Consultants 		
FF - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> • 2017/18 Revenue Budget (as recommended by this Committee on 14 February 2017 and adopted by the County Council on 28 February 2017). 		

REVENUE BUDGET MONITORING – QUARTER 2 2017/18

1. General Balance – Opening Position

- 1.1** The Council had £13.357m of earmarked reserves and school reserves amounting to £2.089m at the start of the financial year. The provisional outturn for 2016/17 resulted in general balances at the start of the current financial year of £8.697m. The final general balance at 1 April 2017, following a small number of post-audit adjustments is £8.355m. The minimum balance of the general reserve has been set at £6m as approved by Full Council on 28 February 2017.
- 1.2** The Quarter 1 report highlighted the risk that approximately £2m of Equal Pay claims may need to be funded from the above general balance once they are settled. The Council has successfully secured a Capitalisation Directive for up to £2.556m from Welsh Government, which will allow the Council to capitalise any Equal Pay costs incurred by 31 March 2018. This will help spread the cost over a number of years, through the Minimum Revenue Provision (MRP) charge. If borrowing is taken out over a 10-year period to fund the costs this would incur interest charges of approximately £62k per year for 10 years. Any Equal Pay Costs incurred beyond 31 March 2018 may affect Council reserves as the Capitalisation Directive expires at this date.

2. Projected Financial Performance by Service

- 2.1** The details of the financial performance by service for the period and the projected out-turn position for each is set out in Appendix B. An overspend of £2.706m (2.49%) on services is predicted as at 31 March 2018. An improvement of £343k from Quarter 1. An underspend of £0.331m is estimated on Corporate Finance, an improvement of £97k from Quarter 1 due to underspends forecast on earmarked contingencies. In addition, a surplus of £450k is predicted on the collection of Council Tax, of which £261k is due to a surplus on the new Council Tax Premium. However, this is a reduction on the forecast surplus Council Tax reported for Quarter 1 of £695k. The current total revenue forecast for 2017/18 is an overspend of £1.924m, which is 1.53% of the Council's total net revenue budget. This is an improvement of £195k on the overspend of £2.119m (1.68%) reported at Quarter 1.
- 2.2** The table below summarises the significant variances (£100k or higher). The forecast takes no account of any added pressures which may arise if the winter weather is severe (highway winter maintenance, social care costs). There is the risk, therefore, that the overspend might be higher than £1.924m. The most significant budgetary pressure on the Council is the cost of Corporate Parenting. The Children and Families Service is expected to overspend by £1.899m. This is a statutory demand-led Service over which there is limited control. If the Council overspends in accordance with the current forecast, the general reserve would be put under considerable pressure and would be close to the minimum £6m set by the Section 151 Officer and approved by Full Council.
- 2.3** A review of earmarked reserves was recommended in the Quarter 1 report to identify any earmarked reserves which, are no longer needed or priority, which could be returned to the general reserve to help fund the overspend. This review of earmarked reserves is currently being progressed and will be reported back to the Executive later in the year.

**Summary of projected variances at 31 March 2018
based upon financial information as at 30 September 2017**

	(Under) / Overspend £000
Learning	548
Children and Families Services	1,899
Adults Services	191
Council Business	207
Corporate and Democratic costs	(248)
Corporate Finance and Benefits Granted	(331)
Council Tax Collection	(450)
Other (total of variances less than £100k)	108
Total Variance over/(under)spend	1,924

3. Explanation of Significant Variances

3.1 Lifelong Learning

3.1.1 Central Education

3.1.1.1 This service was overspent by £318k (16.33%) at the end of Quarter 2. The forecast for the year-end is an overspend of £618k (22.37%). This overall forecast remains the same as that reported at Quarter 1. However, there have been several compensating changes across a number of areas within Central Education. The most significant change is an increase of £83k in the overspend on out-of-county placements due to 5 new placements. Out-of-County placements is expected to be overspent by £225k at the year-end. The overspend on Integration Secondary is forecast to reduce by £34k to £27k. Similarly, there is an improvement of £61k on non delegated school costs due to a refund of PSBA broadband costs and this budget is now expected to underspend by £12k. School Transport costs continue to cause budgetary pressures with an overspend of £367k forecast for year-end on taxis. The budget for Cynnal is expected to overspend by £78k.

3.1.1.2 The Service has secured an invest-to-save bid for the One Management system. Investment in this system is expected to reduce expenditure on taxis for future years. Joint working with the Procurement Service is also expected to bring efficiencies against the taxis budget.

3.1.2 Culture

3.1.2.1 This Service was £53k (6.5%) underspent during the period, with the forecast outturn for the year is an underspend of £70k (5.17%). The majority of the underspend has arisen within the Library Service where vacancies remain unfilled until the final outcome of the review of libraries is known.

3.1.2.2 In addition, there is a risk that the Council may also be subject to a one-off dilapidations charge following the early termination of the lease on South Stack. The Executive will be asked for a decision on how this should be funded, if the Council is liable for these costs.

3.1.2.3 During the budget setting process, the budget for the Melin Llynonn Site was removed as the transfer of the site was planned. However, the site transfer is taking more time than envisaged and, as a result the Council still is incurring costs (£13k by the end of Quarter 2). As costs relating to the maintenance of the site will be incurred over the winter, the costs will continue to rise and may be as high as £40k by the end of the financial year.

3.2 Adults Social Care

3.2.1 This service was £350k (3.01%) overspent for the period, with the forecast outturn for the year as a whole being a predicted overspend of £191k (0.85%). This is an improvement of £108k from the forecast overspend of £299k reported in Quarter 1.

3.2.2 The elements within the forecast outturn variance are as follows:-

- Services for the Elderly: forecast underspend of (£247k);
- Physical Disabilities (PD): forecast overspend of £276k;
- Learning Disabilities (LD): forecast overspend of £268k;
- Mental Health (MH): forecast overspend of £178k;
- Provider Unit: forecast underspend of (£198k); and
- Management and Support: forecast underspend of (£86k).

3.2.3 The most significant budgetary pressures are in Physical Disabilities, Learning Disabilities and Mental Health Services. This is due to a small number of high cost specialist placements which are needed to meet the complexity of needs of these Service Users.

3.2.4 The Service has taken action to help offset the overspend by reducing expenditure in the areas it has more control. The internal provider unit is forecasting an underspend of £198k and Management and Support are expected to underspend by £86k by year-end. The Service has also undertaken a review of its budgets as mentioned in the report for Quarter 1 and has realigned budgets from underspending areas, such as the provider unit to where the more significant budget pressures are.

3.2.5 Approximately 59% of the Service's budget is demand-led. Work is continuously on going on predicting future costs of this demand-led budget. The year-end prediction at each month-end is based on the latest available information on each adult placement. This makes predicting the full-year position extremely difficult and can result in large swings from one period to the next.

3.2.6 Grant bids have been successfully made to Intermediate Care Funds to secure support in Learning Disabilities, specifically to support service users' progression to different, potentially less costly services, offering better potential outcomes for individuals. In addition to this, the department is engaging on a period of co-production with providers of supported living services, with a view to changing how outcomes are met for individuals within this environment.

3.2.7 This year is a challenging year as a number of significant budget pressures have occurred including a reduction of Supporting People income and increases in supported living fees associated with terms and conditions. Additional pressures arising from the Living Wage requirements have been reduced as the Service has been fortunate to receive the “Social Care Workforce Grant” which has supported the Service in funding these Living Wage cost pressures.

3.3 Children’s Services

3.3.1 The service was overspent by £783k (17.91%) during the period and is projected to be overspent by £1,899k (23.74%) for the year as a whole. This includes a projected overspend of £1,814k on Looked-after-Children (LAC). This is a reduction of £207k from the overspend reported at Quarter 1. This improvement is due to reduced costs of Corporate Parenting with 2 expensive placements having come to an end

3.3.2 The projections are based on:-

- a worst case assumption on the demand/costs for Looked After Children based on the service costs/demand/likely demand for the future;
- assumptions relating to case decisions/developments. These are far from predictable and individual circumstances can, and do, change. Based on the information available at this point, and assumptions relating to case decisions/developments, a best possible projection has been made. The cost of LAC are, by nature, demand led and can vary between £3k - £10k per week in specialist provision.

3.3.3 The Local Authority has to meet the cost of court directed interventions e.g. parent and child residential/supported accommodation assessments, supervised contact and other specialist assessments, which are also unpredictable and demand-led. The Public Law Outline requires that these assessments are in place pre proceedings also, which is placing a demand on the team budgets.

3.3.4 Children’s Services are currently going through a restructuring process where the focus will be on Early Intervention and Intensive Intervention. The focus of the new structure is on preventive work and supporting children to remain living at home safely. Additional resources provided for the Edge of Care project will support this, but this will take time. The significant increase in children being looked after by the Local Authority is the main reason why the Service is overspending. The Service has seen a 72% (47/81) increase in children who are subject to Full Care Orders over the last 3 years. The average annual cost for a residential placement is £220,000 and we currently have 14 children placed in residential care.

3.3.5 To mitigate the overspend on these placements the Service has implemented an action plan for 2017/18 which includes: reviewing children/young people currently in residential placements; aiming to increase placement options on the Island; supporting children to return home when it is safe to do so and reviewing funding approval for residential placements. Consent for all residential placements now requires the approval of the Head of Service.

3.4 Housing (Council Fund)

3.4.1 This service was underspent by £27k (2.75%) during the period. The service is expected to be within budget at the end of the financial year. There has been a thorough review of the budget to take into account the new structure. This has highlighted that the Service will achieve a balanced budget.

3.5 Regulation and Economic Development

3.5.1 Economic and Community (includes Maritime and Leisure)

- 3.5.1.1** The Service, overall, was underspent by £82k at the end of quarter 2 (6.8%). The service is projected to be overspent by £110k (5.68%) by 31 March 2018. This is an increase on the forecast overspend of £80k predicted during Quarter 1.
- 3.5.1.2** The Economic Development element of the service is forecast to be within budget at year-end. There are underspends within staffing due to vacant posts but until the result of the service's restructuring exercise is finalised, it is difficult to predict whether any savings from this will arise in 2017/18.
- 3.5.1.3** The Maritime section is also expected to be within budget at year-end. Recent improvements in the system for billing for mooring fees may be able to increase income in the future. This forecast does not include any potential impact from adverse weather conditions.
- 3.5.1.4** The Leisure section is forecast to overspend by £110k at year-end; this is an increase of £30k from Quarter 1. The leisure centres' income, including from cafes, continue to be a pressure as the service is finding it increasingly more difficult to achieve income targets. The figure is net of savings on outdoor areas, which are currently being transferred to outside bodies.

3.5.2 Planning and Public Protection

- 3.5.2.1** This service was £57k underspent (5.58%) during the period and is projected to be £97k (4.49%) underspent by the year-end. This is an increase in the underspend of £14k predicted during Quarter 1. The more significant improvements are in Licensing and Environmental Health within the Public Protection section due to one-off unexpected income.
- 3.5.2.2** Most of the budgets within Planning and Public Protection are underspending slightly, with the exception of Planning Delivery Wales, Property & Environmental Grant (PEG), Countryside and Coast and Markets, which are estimated to overspend slightly. The Planning Section is predicted to underspend by £22k overall by year-end. Public Protection is forecast to underspend by £75k for the financial year. The Major Developments income has not been projected at this early stage due to a lack of information.

3.6 Highways, Waste and Property

3.6.1 Highways

- 3.6.1.1** This service was £53k (1.24%) overspent during the period and is projected to be £100k (1.52%) overspent by the year-end. The forecast now includes the impact of the new highways maintenance contract which is more expensive than the previous maintenance contract which has expired. This is expected to incur an extra £200k of costs hence the increase in the overspend from Quarter 1. However, underspends in other Highways budget areas will reduce the impact of this down to £100k. This forecast outturn does not include any prediction on the Works Budget as this budget is affected by winter maintenance requirements and any storm damage, which might increase Highways costs in the future.

3.6.1.2 There are a number of compensating over and underspends, with the most significant overspend being £100k on Maintenance Design and the above-mentioned Maintenance contract. The largest underspend is in Street Works, which is predicting an underspend of £100k.

3.6.2 Waste

3.6.2.1 The Waste service was £58k (1.56%) underspent at the end of this quarter and the service is predicted to underspend by £25k (0.39%) at the end of the financial year. This is an improvement of £55k as the Service was estimated to overspend by £30k at year-end during Quarter 1.

3.6.2.1 The Electricity Generating Site at Penhesgyn has improved from £40k overspend to a predicted underspend of £15k due to reduced expenditure on supplies and services. An underspend of £30k is forecast for Penhesgyn Transfer Station due to underspends on transport and premises. The underspend on Waste Disposal is also forecast to increase from £10k in Quarter 1 to £30k in Quarter 2 due to reduced Waste disposal costs. This is due to an increase in recycling following the launch of the trolley boxes. Waste collection costs are predicted to overspend by £50k due to additional collection of waste for Recycling.

3.6.3 Property

3.6.3.1 Property Services underspent by £33k (5.45%) during the quarter. The Service is predicted to be underspent by £11k (1.07%) at year-end. This is a reduction of £22k from the underspend predicted at Quarter 1.

3.6.3.2 Repairs and Maintenance of the Council buildings are estimated to overspend by £50k. The estimated surplus of rental income of £60k reported at Quarter 1 is now expected to reduce to a surplus of £14k. An underspend of £16k on employees is now predicted due to vacancy Management.

3.7 Transformation

3.7.1 The Transformation function overspent by £168k (9.01%) during the period. Most of this relates to commitments raised at the start of the year. Transformation, in total, is expected to overspend by £70k (1.82%). This relates to the estimated overspend of £100k in ICT discussed below in 3.7.1.1. and is reduced by an underspend of £30k in Corporate Transformation.

3.7.1.1 The ICT section's budgets are under pressure due slipped commitments from 2016/17 and as a result of significant activity in relation to corporate projects that require additional resources to ensure the Council Corporate objectives are met. The function continues to forecast an overspend of £100k at the end of the financial year.

3.7.1.2 The HR section continues to predict a balanced budget for the financial year.

3.7.1.3 The Corporate Transformation section is forecast to underspend by £30k at year-end due largely to vacancy management and external funding towards a project post. Last quarter the function was forecasting expenditure to be in line with the budget.

3.8 Resources (excluding Benefits Granted)

3.8.1 The Resources function budget showed an overspend of £127k (7.93%) by the end of the period. This high level of expenditure will be brought back more in line with budget as the year progresses. The function is predicted to overspend by £40k (1.46%) for the financial year. This is a slight increase from the overspend of £32k predicted for Quarter 1. This is due to budget pressures (£60k) in Revenues and Benefits section, such as an overspend on bailiffs, agency staff and lower than budgeted administration grants.

3.9 Council Business

3.9.1 The function is £104k (12.72%) overspent as at 30 September 2017 and an overspend of £207k (12.82%) is predicted for the financial year. This is a significant increase on the overspend of £50k reported for Quarter 1. An overspend of £300k is predicted on consultancy to cover temporary vacancies and external legal fees. The service has been unable to fill the posts from internal resources. The full cost of these are partly offset by an underspend of £75k on staffing and surplus land charges income amounting to £33k. The unbudgeted trade union post is also increasing budgetary pressures by £10k.

3.10 Corporate and Democratic Costs

3.10.1 The function was underspent by £224k (21.36%) during the period. An underspend of £248k (12.93%) is projected at year-end. This is an increased underspend compared to the predicted underspend of £172k reported at Quarter 1. This is due to an estimated underspend in pension contributions to Gwynedd Council (£78k); pensions discounts of (£72k) which the Council secured by paying the 3 year fund deficit contribution as one lump sum rather than as a monthly payment. There is also reduced spend on Coroners' Fees (£31k). In addition there is a return of (£28k) income previously provided for as bad debt and a one-off income of £44k was paid to the council after the completion of the winding up of Cwmni Gwastraff Môn Arfon.

3.11 Corporate Management

3.11.1 The function was £49k (12.78%) underspent at the end of this Quarter. An underspend of £80k (10.46%) is projected for the financial year due to savings arising from the restructuring of Strategic Management.

4. Corporate Finance (including Benefits Granted)

- 4.1** Corporate Finance including Benefits Granted, is expected to underspend by £331k (1.89%) at year-end. Benefits Granted is expected to underspend by £152k due to a reduction in the number of applicants receiving assistance under the Council Tax Reduction Scheme. An underspend of £194k is also projected on capital financing costs due to savings made from internal borrowing and delaying the refinancing of loans. This surplus has decreased from the previous quarter due to the increase in the base rate from 0.25% to 0.50%, which was confirmed on 2 November 2017. Any borrowing made by the Council will now be more expensive though the lowest possible interest rate is selected when making borrowing decisions. It is also possible that the Council will need to externalise some of its internal borrowing (£5m) to increase the Council's daily cash balances and ensure that cash flow difficulties are not experienced. This internal borrowing achieved savings in interest payable but now needs to be externalised as the Council's cash balances are lower than they were in previous years. This impact of this is included in the forecast of capital financing costs.
- 4.2** Appendix C summarises the financial position on contingency budgets at the end of this quarter. A total contingencies budget of £1.380m was approved as part of the 2017/18 budget. This includes a £300k savings target from voluntary redundancies. A net £328k has been vired to/from services to fund specific projects, budgetary issues or to release savings from voluntary redundancies. A prudent forecast for the underachievement of £227k clawback of budget from voluntary redundancy savings has been made at this stage. It is hoped that this will improve as the year progresses. £1.067m has been committed from contingencies and it is expected that the majority of contingencies will be spent by year-end in accordance with the necessary approvals for use of contingency budgets. However, there is a projected underspend of £336k on the Earmarked Contingencies for Social Services due to delays in the Edge of Care Project and effective budget management in Adults Services. The total projected underspend on contingencies excluding the savings target is £213k. Underspends are also forecast on County Elections (£53k) and General Contingencies (£65k). An overspend of £203k is projected on the salary and grading contingency due to a higher than anticipated number of staff receiving redundancy payments. This is in addition to the £250k already approved and funded from the General Reserve for redundancy related costs.

5. Collection of Council Tax

- 5.1** The Council Tax Fund budget is determined using the estimated collectable debt for the current year only, based on the tax base figure set in November 2016. It does not provide for arrears collected from previous years, adjustments to liabilities arising from previous years (exemptions, single person discounts etc.), changes to the current year's tax-base or the provision for bad and doubtful debts. These changes cannot be estimated and, invariably, lead to a difference between the final balance on the Council Tax Collection Fund and the original budget. The current projection is that the Council Tax Fund will overachieve the target figure by £189k. In addition, the Council Tax Premium budget, which is an additional Council Tax charge on second homes on Anglesey since 1 April 2017 may potentially overachieve its budget target by £261k. In total, therefore, a surplus of £450k is forecast on the collection of Council Tax.

6. Budget Savings 2017/18

6.1 Budget savings of £1.954m were removed from service budgets for 2017/18 with an additional £300k of savings to be found from voluntary redundancies, which is mentioned above. From the budgets savings identified, it is anticipated that £1.656m have or will be fulfilled by the year-end. However, £299k may potentially not be achieved. The most significant savings shortfall is expected in Learning which is predicted to underachieve on the target by £169k due to the delay in agreeing the reduction in cleaning hours and the failure to transfer Melin Llynnon. A full detailed analysis can be seen for each Service in Appendix D.

7. Invest-to-Save

7.1 An invest to save programme was undertaken in 2016/17 with an allocation of £983k for individual projects. To date, £217k has been spent or committed from this allocation of funding during 2017/18. All projects are at various stages of development, with some closer to completion than others. A full detail of the expenditure and progress on each of the programmes can be seen in Appendix CH. The appendix includes an item of £87k for Lifelong Learning for the modernisation of business and performance processes. The service planned to spend this, implementing unused modules of the ONE Management Information System. The project is expected to require approximately £67k, therefore, it is proposed that the remaining £20k be diverted to fund the development of an online shop and website for Oriel Ynys Môn which is also an Invest-to-Save project which should result in additional income. The Executive is asked to approve this change.

8. Agency and Consultancy Costs

8.1 During the first half of the year, £629k was spent on Agency staff. These were, in the main, part-funded from staffing budgets as they related to staff illness cover, while £367k was related to staff cover while Children's Services undergoes a restructure. Resources spent £121k on agency staff. The majority of this relates to £63k for debt recovery staff to increase the income collected by the Authority and £53k for the Northgate Payroll and HR project, which is funded from a specific reserve. The Waste Service spent £126k for site agents at the recycling centres. The majority of this, 63%, is funded by external grant. The full details can be seen at Appendix DD.

8.2 Expenditure on consultancy during Quarter 2 was £597k, with £382k of this funded externally from grants or contributions. There are number of reasons for the use of consultants and the full details of the expenditure can be seen at Appendix E.

9. Conclusion

9.1 A total overspend of £1.924m is projected for the year-ending 31 March 2018. £2.706m of this is on service budgets, which are made up of a number of over and underspends. This is an improvement on of £0.343m on Quarter 1. The Services that are still experiencing significant budgetary pressures are similar to 2016/17 (Children and Families Service, and Learning). The Heads of Service are aware of the issues and are working to reduce the level of overspending which is within their control at the year-end. Corporate Finance is expected to underspend by £0.331m and Council Tax, which includes the Council Tax Premium, is forecast to collect a surplus of £0.450m. The overall overspend is, therefore, reduced to £1.924m. The projected level of overspend is 1.53% of the Council's net budget. There is concern about the impact of this level of overspend on general balances should the overspend materialise. The general balances are currently sufficient enough to sustain the overspend without impeding on the minimum level target of £6m set by the Full Council on 28 February 2017.

9.2 It should be noted that Quarter 2 that the impact of winter maintenance has not been included in the forecast as there is no information available. Forecasts are subject to change as new information becomes available. However, with regular scrutiny from SLT and if remedial action is taken by Heads of Services these will help the services manage within the budgets they can control.

Projected Revenue Outturn for the Financial Year Ending 31 March 2018 – Quarter 2

Service/Function	2017/18 Annual Budget	Q2 2017/18 Budget Year to Date	Q2 Actual & Committed spend	Q2 2017/18 Variance	Q2 Estimated Expenditure to 31 March 2018	Q2 Estimated Outturn 31 March 2018 over/(under)	Q1 Estimated Outturn 31 March 2018 over/(under)	2017/18 Projected Over/(Under) spend as a % of Total Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
<u>Lifelong Learning</u>								
Delegated Schools Budget	44,039	22,409	22,409	-0	44,039	-0	0	0.00%
Central Education	2,762	1,946	2,263	318	3,380	618	618	22.37%
Culture	1,355	810	757	-53	1,285	-70	20	-5.17%
<u>Adult Services</u>	22,487	11,633	11,983	350	22,678	191	299	0.85%
<u>Children's Services</u>	8,003	4,375	5,158	783	9,902	1,899	2,106	23.74%
<u>Housing</u>	1,055	981	954	-27	1,055	0	0	0.00%
<u>Highways, Waste & Property</u>								
Highways	6,574	4,236	4,289	53	6,674	100	3	1.52%
Property	1,071	601	569	-33	1,060	-11	-33	-1.07%
Waste	6,294	3,688	3,631	-58	6,269	-25	30	-0.39%
<u>Regulation & Economic Development</u>								
Economic Development	1,939	1,200	1,118	-82	2,049	110	80	5.68%
Planning and Public Protection	2,155	1,028	971	-57	2,058	-97	-14	-4.49%
<u>Transformation</u>								
Human Resources	1,217	629	637	9	1,217	0	0	0.02%
ICT	1,715	893	1,048	155	1,815	100	100	5.82%
Corporate Transformation	905	337	341	4	875	-30	0	-3.33%
<u>Resources</u>	2,756	1,601	1,728	127	2,796	40	32	1.46%
<u>Council Business</u>	1,615	817	921	104	1,822	207	50	12.82%
<u>Corporate & Democratic costs</u>	1,915	1,051	826	-224	1,667	-248	-172	-12.93%

Service/Function	2017/18 Annual Budget	Q2 2017/18 Budget Year to Date	Q2 Actual & Committed spend	Q2 2017/18 Variance	Q2 Estimated Expenditure to 31 March 2018	Q2 Estimated Outturn 31 March 2018 over/(under)	Q1 Estimated Outturn 31 March 2018 over/(under)	2017/18 Projected Over/(Under) spend as a % of Total Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
Corporate Management	761	380	332	-49	681	-80	-70	-10.46%
Total Service Budgets	108,616	58,616	59,936	1,320	111,322	2,706	3,049	2.49%
Levies	3,335	3,334	3,332	-2	3,335	0	0	0.00%
Discretionary Rate Reliefs	60	0	0	0	60	0	0	0.00%
Capital Financing	8,149	2,193	2,192	-2	7,955	-194	-235	-2.38%
General & Other Contingencies	1,280	1,280	1,067	-213	1,067	-213	0	-16.64%
Corporate Savings	-227	-114	0	114	0	227	150	-100.00%
Support Services contribution HRA	-678	0	0	0	-678	-0	0	0.07%
Benefits Granted	5,622	700	700	0	5,470	-152	-149	-2.70%
Total Corporate Finance	17,541	7,392	7,290	-102	17,209	-331	-234	-1.89%
Total Budget 2017/18	126,157	66,009	67,226	1,217	128,531	2,374	2,815	1.88%
							0	
Funding								
NNDR	-23,002	-11,501	-11,501	-0	-23,002	0	0	0.00%
Council Tax	-32,941	0	0	0	-33,130	-189	-348	0.12%
Council Tax Premium	-564	0	0	0	-825	-261	-347	72.75%
Revenue Support Grant	-69,650	-34,825	-34,825	-0	-69,650	0	0	0.00%
Total Funding 2017/18	-126,157	-46,326	-46,327	0	-126,607	-450	-695	0.36%
Total outturn including impact of funding	0	19,683	20,899	1,217	1,924	1,924	2,119	1.53%

Summary of the Financial Position on Contingency Budgets 2017/18 as at Quarter 2

	Original Budget £	Virements £	Amended Budget £	Committed to date (30/09/17) £	Current Remaining Un-Committed
General Contingency	283,635	- 105,900	177,735	112,970	64,765
Improvement	-	-	-	-	-
Salary and Grading	200,000	- 197,640	2,360	205,292	- 202,932
Cost of Change	92,000	-	92,000	92,000	-
Apprentishps Levy	290,000	-	290,000	327,478	- 37,478
County Elections	150,000	- 97,460	52,540	-	52,540
Edge of Care	240,000	-	240,000	159,000	81,000
Earmarked Contingency	425,000	-	425,000	170,000	255,000
Total contingency budgets	1,680,635.00	-401,000.00	1,279,635.00	1,066,740.78	212,894.22
VR Savings Target	-300,000.00	72,540.00	-227,460.00	0.00	-227,460.00
Total General and other Contingencies	1,380,635.00	-328,460.00	1,052,175.00	1,066,740.78	-14,565.78

Review of Invest-to-Save Projects

Service	Title	Description	Amount Approved £	Sum Allocated (in total - not just Yr 1) £	Allocation for 2017/18 £	Spend to date £	Remaining budget 2017/18 £	Estimated total expenditure in 2017/18 £	2017 /18 Estimated Over/ (Under) spend £	Project Update
Resources	Electronic Document Management System for Revenues and Benefits	Provide scanning solution and workflow for Revenues and Benefits	170,000	170,000	170,000	63,414	106,586	165,330	-4,670	The project is progressing well with an expected completion date of the 31st December 2017. There is a risk of some slippage into January 2018.
Transformation	Local Land and Property Gazetteer	Implement a LLPG system across the Council	10,800	10,800	10,800	8,750	2,050	10,800	0	Project physically complete.
Transformation	Customer Relationship Management System	Purchase and implementation of a CRM system	255,000	255,000	135,000	105,777	29,223	135,000	0	The project is progressing with all internal forms available on Monitor. 12 forms are now available on the internet and AppMôN for members of the public to use. Customers can now register for an account on AppMôn and/or the corporate website and 1600 customers have done so. The Waste and Recycling module will be implemented by the end of November 2017. The Contact Centre Module is currently being tested before it can be launched. A number of other CRM developments such as Waste Management Forms and Payment Gateway Integration will be progressed soon.

Service	Title	Description	Amount Approved £	Sum Allocated (in total - not just Yr 1) £	Allocation for 2017/18 £	Spend to date £	Remaining budget 2017/18 £	Estimated total expenditure in 2017/18 £	2017 /18 Estimated Over/ (Under) spend £	Project Update
I.T. / Resources	Payment Gateway	Purchase and implement a payment gateway which will enable payments to be received via the App	27,000	27,000	27,000	6,000	21,000	21,000	-6,000	Links to the CRM (see above) are in place. Cash management interface under development by Capita.
Regulation & Economic Development	Improve the Resilience of the Planning Systems	New automated planning systems	118,000	118,000	118,000	23,154	94,847	80,000	-38,000	The SAGE time management system has been procured and the implemented is being progressed. The digitisation project is progressing with current systems accessed and tested for integration into the new system. All planning letter templates are being progressed. Training dates are being organised and GIS map work is also progressing well. Approximately 3000 files and documents have been scanned to date.
Resources	Improving Income Collection Systems	Purchase and implement a new income management system which links to the current income streams and allows new income collection methods (AppMon etc) to link into the cash management system	150,000	150,000	47,478	9,488	37,990	47,478	0	The project's progress in line with, the consultants project plan and will progress into 2018/19 due to the extent of work required on the project.

Service	Title	Description	Amount Approved £	Sum Allocated (in total - not just Yr 1) £	Allocation for 2017/18 £	Spend to date £	Remaining budget 2017/18 £	Estimated total expenditure in 2017/18 £	2017 /18 Estimated Over/ (Under) spend £	Project Update
Lifelong Learning	Modernisation of business and performance processes	Implement unused modules in the ONE Management Information system	87,000	87,000	87,000	0	87,000	87,000	0	The joint partnership work is progressing well with approximately £67k expected to spend by year-end on the ONE Management system. The service requests that the remainder of the reserve be used to fund the development of a website and online shop at Oriel Ynys Môn. This is also an invest-to-save project as it is likely to increase income.
I.T. / Transformation	Digital First / Digital By Default	Employ a Digital Lead Officer and Digital Services Analyst	£70,000 in year 1 and £50,000 in year 2	120,000	70,000	0	70,000	30,000	-40,000	Recruitment delayed pending sufficient progress on the CMS and CRM projects needed to make the post viable
Public Protection	Improved Digital Connectivity within the Public Protection Service	Implementation of a cloud based system to record inspection visits. The software is an all Wales solution and has been procured via a framework agreement supported by 19 out of 22 Councils in Wales.	£10,000 per year for 4.5 years	45,000	10,000	0	10,000	4,000	-6,000	No expenditure has been incurred to date but the scheme is likely to progress in the latter part of the year. Any underspend will need to carry-forward into 2018/19.
Total				982,800	675,278	216,583	458,696	580,608	-94,670	

Review of Efficiency Savings 2017/18

Service/Function	Budget Savings 2017/18 £'000	Achievable 2017/18 £'000	Potentially not- achievable 2017/18 £'000	Will not be achieved at all £'000	Comments
Lifelong Learning	610	441	169	0	Work is ongoing in relation to the school cleaners, it is anticipated that the saving will be fully achieved from 2018/19 onwards, however, it is likely that the £116k saving to the 2017/18 budget will not be achieved in this financial year, as the process has taken longer to implement than what had been anticipated. £40k will not be achieved due to the decisions made in relation to Melin Llynon, however this is being mitigated as a result of overachieved income on other heritage sites and museums. £13k will not be achieved in relation to the termination of the lease at South Stack, although the lease has been terminated, costs have been incurred to date to clear the site, these are one off costs.
Regulation and Economic Development	187	179	8	0	Work is continuing to take place in relation to the hours at the leisure centres with HR to ensure that the £3k shortfall is met. The £5k saving on the Leisure centre café outsourcing is still being worked on with Property and Procurement
Highways, Waste and Property	339	273	66	0	£6k savings on the general waste contract is forecast to be achieved, however the service are forecasting an underspend. The service is only likely to achieve £16k of the £26k target from outsourcing public conveniences due to limited interest from third parties.
Adults' Services	559	529	30	0	The savings proposed through changes to the provision of catering in residential care homes will not be implemented until Q3 and Q4, however the savings will be met from other budget lines and will be achieved from 2018/19 onwards
Housing	41	36.5	4.5	0	There has been a slight delay in the review of the energy performance, one officer has commenced the work while the second officer has not, therefore it will mean that the target will need to be adjusted.
Transformation	79	79	0	0	All savings are expected to be achievable from 2017/18
Council Business	18	18	0	0	All savings are expected to be achievable from 2017/18
Resources	121	100	21		Savings expected to be achieved, however, the savings on postage is dependent on the success of the Northgate Project, this will not be known until later in the financial year.
Total	1,954	1,656	299	0	

AGENCY COSTS APRIL TO SEPTEMBER 2017

	£	Funded From	Purpose
Children's Services	367,030.58	Core budget, Un-utilised staffing budget & reserves approved by Executive	To cover vacant posts whilst restructuring taken place
Resources	4,615.00	Staff Budget	To cover post for long-term Sickness
	53,202.35	Specific Reserve	To assist with the upgrading of the Northgate Payroll & HR Software
	63,409.00	Specific Core Budget & Staff Budget	Recovery of uncollected Debts
	121,226.35		
Transformation	8,828.43	Staff Budget	To cover staff sickness
Economic & Regeneration	5,880.01	Staff Budget	To meet statutory inspection targets
Waste	43,667.87	Core Budget	Site Agents at Recycling Centres
	82,102.80	Grant Funding	Site Agents at Recycling Centres
	125,770.67		
Total	628,736.04		

Information Regarding Monitoring of Consultants

Service	Amount £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Amount spent on consultancy in Q1	310,775					
Central Education	69	✓			Core	Accreditation Fees
Central Education	200			✓	Core	3 First Aid Sessions at Ysgol Syr Thomas Jones
Central Education	9,800		✓		Core	Provide training and advice and policy development for safeguarding, health and safety advice and monitoring staff attendance across all schools.
Central Education	300	✓			Core	Professional Fees in relation to a pupil assesment
Central Education	250			✓	Grant	External support role for teachers of NQT in their first year of teaching.
Central Education	1,925			✓	Grant	Monitoring Welsh Language strategy on behalf of the Authority
Central Education	2,913	✓			Grant	ICT and Digital Courses
Total Central Education	15,457					
Culture	149	✓			Core	Artist Masterclasses
Culture	1,370	✓			Core	Artist to lead criw celf
Total Culture	1,519					

Service	Amount £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Economic & Regeneration	1,000			✓	Core	North Wales Economic Ambition Board Advanced Manufacturing Director (IACC contribution)
Economic & Regeneration	3,357	✓			Core	Transmissions Infrastructure and Grid Connections Framework Agreement - Provision of support and advice in dealing with technical aspects of National Grid's proposed Development Consent Order application (North Wales Connection Project)
Economic & Regeneration	1,800			✓	External (Planning Performance Agreement - PPA)	2 Days Consultancy - Document Management System
Economic & Regeneration	9,031	✓			External (PPA)	Provision of expert archaeological planning advice
Economic & Regeneration	4,650	✓			External (PPA)	Socio-economic analysis
Economic & Regeneration	85,802	✓			External (PPA)	Multi-Disciplinary Framework Agreement - Provision of expertise, skills and capacity to support the development and implementation of activities relating to Major Energy Developments on the Island, with particular regard to the proposed new nuclear build at Wylfa.
Economic & Regeneration	148,290	✓			External (PPA)	Legal Service Framework Agreement - Provision of legal advice in respect of the Wylfa Nuclear New Build and any other Energy Island Projects.

Service	Amount £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Economic & Regeneration	95,571	✓			External (PPA)	Transmissions Infrastructure and Grid Connections Framework Agreement - Provision of support and advice in dealing with technical aspects of National Grid's proposed Development Consent Order application.
Economic & Regeneration	600	✓			External (PPA)	Provide narrative on the unique sense of place of Anglesey
Economic & Regeneration	-28,597	✓			External (PPA)	Recovery of Fees paid
Economic & Regeneration	1,643			✓	External (VVP)	Multi-Disciplinary Framework Agreement - (Breakwater Warden's Building - concept design and costs)
Economic & Regeneration	5,181			✓	External (NDA)	Economic Deelopment Framework Agreement – (Supply Chain Gap Analysis)
Economic & Regeneration	10,000			✓	External (NDA)	Outline Planning fee for land on Llangefni Enterprise Zone (EZ5)
Economic & Regeneration	11,000			✓	External (Welsh Government)	Economic Development Framework Agreement – Final Evaluation and Strategy for Holyhead VVP
Economic & Regeneration	1,500			✓	External (Welsh Government)	Update for former schools site study
Economic & Regeneration	765	✓			Core	Diffusion Tube Monitoring
Economic & Regeneration	357	✓			Core	Supply and Analyse Diffusion Tubes

Service	Amount £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Economic & Regeneration	886			✓	Core	Trailer Course
Economic & Regeneration	1,670			✓	Grant Contribution	PRA and mapping of the former Smelting/Sulphuric Acid Factory Amlwch
Economic & Regeneration	169			✓	Grant Contribution	Examination of bovine limbs
Economic & Regeneration	1,625			✓	Core	Feasibility Works at Amlwch Leisure Centre
Total Economic & Regeneration	357,802					
Highways	83			✓	Core	Parking adjudication service levy
Highways	836	✓	✓		Core	WPPP fixed contribution for processing of Parking FPN's
Highways	1,005	✓			Core	On-site visit by Spur/Conduent to rectify software download issues
Highways	2,072	✓				Staff time - Ynys Mon Remote data collection
Highways	3,795			✓	Core	SCRIM Surveys (Road Surface Skid Resistance)
Highways	1,500	✓	✓		Grant	Local Access Forum Secreterial Service
Total Highways	9,290					

Service	Amount £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Schools	2,400				Core	Management Support for School
Schools	525				Core	Support for Governing Body
Schools	540			✓	Core	Art Sessions
Schools	750			✓	Core	Music / Drama Sessions
Schools	500			✓	Core	Sport Sessions
Schools	84			✓	Core	Translation Service
Schools	776			✓	Core	Creative Practitioner
Total Schools	5,575					
Waste	44,960	✓			Core Budget - Self Funded	Charges for the management of fixed penalty notices
Waste	750	✓			Core	Perimeter Gas Monitoring
Waste	3,174	✓			Core	Penhesgyn Landfill Gas Technical Support
Waste	206	✓			Core	Metering & Settlement Fee
Waste	74	✓			Core	DuoS Offtake Only
Waste	13,971	✓			Core	Landfill aftercare management
Waste	919	✓			Core	CQA supervision and PM of the works
Waste	3,600	✓			Core	Landfill Gas Plan Operation and Management strategy
Waste	1,812	✓			Core	Landfill Site Management

Service	Amount £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Waste	2,000	✓			Core	Site Walk-over survey and report
Waste	1,253	✓			Core	CQA Report
Waste	2,694	✓			External Contribution & Grant	Bioaerosol monitoring
Waste	600	✓			External Contribution & Grant	Consultancy work carried out at Penhesgyn
Total Waste	76,012					
HRA	12,000			✓	Grant	Affordable Housing consultancy - Wylfa Newydd
HRA	4,801			✓	Core HRA	Expenses for Orchard system consultant
Total HRA	16,801					
Childrens Services	7,140			✓	Contingency	Set-up of Edge-of-Care team aimed at reducing number of Looked-after-Children

Service	Amount £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Childrens Services	8,080		✓		Unutilised staffing budget and reserves approved by Exec	Chairing & Reviewing Child Protection Cases
Childrens Services	188			✓	Unutilised staffing budget and reserves approved by Exec	Recruitment campaign
Total Children's Services	15,408					

Service	Amount £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Transformation	179			✓	Specific Core Budget	Installation & Consultancy
Transformation	4,250			✓	Specific Core Budget	Installation and Configuration services
Transformation	1,189					UPS Maintenance Contract
Transformation	1,325			✓	Specific Core Budget	Installation and Consultancy Services
Transformation	4,020			✓	Grant	Social Worker assessments
Total Transformation	10,963					
Council Business	24,070	No	Covers full-time post	post of Contracts Solicitor	Overspend on budget	Contracts and procurement advice - maternity cover to 04/18
Council Business	375			One off	Core Budget	Consideration and Advice of Tribunal Papers
Council Business	52,305	No	Covers full-time post	post of Contracts Solicitor	Overspend on budget	Contracts and procurement advice - maternity cover to 04/18
Council Business	4,426		Covers full-time post	Corporate Governance	Overspend on budget	Professional Services

Service	Amount £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Council Business	225			Yes		Workshop for Eisteddfod
Total Council Business	81,401					
Resources	1,250	✓			Core budget	VAT Consultancy
Resources	500			✓	Core budget	Work on equal pay claims
Resources	400			✓	Core budget	Consultancy on Civica system
Resources	900			✓	Core budget	Resourcelink Consultancy
Resources	3,597			✓	Core budget	EDMS project management costs
	6,647					
Total Quarter 2	596,876					
Total April to September 2017	907,651					

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ISLE OF ANGLESEY COUNTY COUNCIL		
REPORT TO:	EXECUTIVE COMMITTEE	
DATE:	27 NOVEMBER 2017	
SUBJECT:	BUDGET MONITORING REPORT 2ND QUARTER 2017/18 - CAPITAL	
PORTFOLIO HOLDER(S):	COUNCILLOR J GRIFFITH	
HEAD OF SERVICE:	MARC JONES (EXT. 2601)	
REPORT AUTHOR:	GARETH ROBERTS	
TEL:	01248 752675	
E-MAIL:	GarethRoberts@ynysmon.gov.uk	
LOCAL MEMBERS:	n/a	
A - Recommendation/s and reason/s		
<ul style="list-style-type: none"> It is recommended that the Executive note the progress of expenditure and receipts against the capital budget 2017/18 at quarter 2. 		
B - What other options did you consider and why did you reject them and/or opt for this option?		
n/a		
C - Why is this a decision for the Executive?		
<ul style="list-style-type: none"> This report sets out the financial performance of the Capital budget for the second quarter of the financial year. Budget monitoring is a designated Executive function. 		
CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Setting of the annual Capital Budget.		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	n/a – this is the Section151 Officer’s report
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:

Appendix A - Capital Budget Monitoring Report – Quarter 2 2017/18

Appendix B - Summary of the Capital Projects' Expenditure to date against the Capital Budget and the Projected Expenditure at Year-End

FF - Background papers (please contact the author of the Report for any further information):

- 2017/18 Capital Budget, as recommended by the Full Council on 28 February 2017;
- 2017/18 Treasury Management Strategy Statement, approved by the Full Council on 28 February 2017;
- 2016/17 Capital Outturn Report, presented to this Committee on 12 June 2017; and
- 2017/18 Capital Monitoring Report 1st Quarter presented to this Committee on 18 September 2017.

1. INTRODUCTION

1.1 The following report sets out the position in respect of the Capital Budget as at the second quarter of the financial year and allows Members to note the progress of Capital Expenditure and Capital Receipts against the Capital Budget.

1.2 In March 2017, the Council approved a Capital Programme for non-housing services of £27.630m for 2017/18 and a Capital Programme of £12.873m for the HRA. In addition, in June 2017, the Council approved Capital Slippage of £4.677m to be brought forward from 2016/17, and there was also slippage carried forward from the 21st century schools programme of £1.758m. Since the budget setting process, there have been additional schemes added onto the programme, most of which are grant funded, which amounted to £1.873m. Included in this, are grant schemes such as the Road Safety Grant of £0.163m and a MALD grant of £0.115m for Oriel Ynys Môn. Finally, the Authority has received Capitalisation Direction for Equal Pay totalling £2.566m, which brings the total Capital budget for 2017/18 to £51.377m.

2. PROGRESS ON EXPENDITURE 2017/18

2.1 Below is a summary table of the Capital expenditure to 30 September 2017, the profiled budget to 30 September 2017 and the proposed funding of the Capital Programme for 2017/18:-

Service	Annual Budget £'000	Profiled Budget £'000	Actual Expenditure £'000	Committed Expenditure £'000	Total Expenditure £'000	% Profiled Budget Spent	% Annual Budget Spent
Housing General Fund	2,490	579	337	2	339	59	14
Housing HRA	12,873	3,848	3,743	473	4,216	110	33
Lifelong Learning	9,598	3,823	3,659	243	3,902	102	41
Economic and Regeneration	8,890	65	29	5	34	53	0
Highways	11,440	1,733	1,755	70	1,825	105	16
Waste Management	172	66	66	-	66	101	39
Property	507	317	314	0	314	99	62
Transformation	655	386	166	77	242	63	37
Resources	2,566	-	-	-	-	-	-
Planning	411	411	478	-	478	116	116
Adult Services	1,776	219	109	124	233	106	13
Total	51,377	11,446	10,656	995	11,651	102	23
Funded By:							
Capital Grant	23,611						
Capital Receipts	2,866						
Supported Borrowing	3,509						
Unsupported Borrowing	8,868						
Revenue Contribution	10,208						
Reserves	752						
Loan	1,001						
Underspend from 2016/17	564						
Total Funding	51,377						

2.2 The Profiled budget spent to the end of the second quarter for the General Fund is 98%, however, only 19% of the annual budget has been spent to date. The reason for this is that a number of the capital schemes are weighted towards the latter part of the financial year. Some Capital schemes are well underway, with the majority of the profiled budget for quarter 2 being spent, schemes such as Ysgol Cybi and Ysgol Rhyd y Llan. Some Capital Schemes have yet to commence, or are at a very early stage, with their budget profiled heavily towards the latter part of the financial year. These include Street Lighting Phase 2, settlement of Equal Pay claims and the Intermediate Care Fund. The Capital Programme for 2017/18 and its profile can be seen in Appendix B of this report. There are a number of Capital Grants schemes in 2017/18 and an update on these is provided in section 3.1 of this report.

2.3 The Housing Revenue Account is ahead of its profile, with 110% of its profiled budget spent to the end of the second quarter, but only 33% of the annual budget spent. It is currently estimated that 89% of the budget will be spent by the end of the financial year. During Quarter 2, contracts have been awarded for all traditional planned maintenance contracts planned for 2017/18. These tenders have fully committed the planned maintenance budget and the work, together with expenditure, is progressing in accordance with Service expectations. In addition, during Quarter 2 two Central Heating Boiler Renewal contracts were awarded. A third and final contract for 2017/18 will be procured during Quarter 3.

2.4 The smallholdings programme of improvements, financed from the ring-fenced capital receipts from the sale of smallholdings and rental income, completed during 2016/17. The surplus at the end of the financial year was £0.307m, which has been ring-fenced for further Capital works during 2017/18. However, it is currently forecasted that the programme will spend £0.464m this financial year, an overspend of £0.157m. This overspend will be funded from the planned disposal sale of existing smallholdings in line with the Smallholdings Asset Management Plan.

3. FUNDING

3.1 Capital Grants

3.1.1 There are a number of Capital Grant schemes in the Capital Programme for 2017/18, most of which are underway and progressing, with a brief update on the schemes provided below:-

- Market Hall - £0.125m has been fully utilized from Vibrant & Viable Places towards a down payment of the compensation for the compulsory purchase of Market Hall (which may still need to go to tribunal). After a lengthy process, the European Regional Development Fund (ERDF) has been approved, subject to tender costs and process for phase 2 being approved by Welsh Government.
- Llangefni Link Road – Sections 1 & 2 were completed during the final weeks of 2016/17, with work currently underway on Section 4. Work on Section 4 is progressing as expected with a completion date on site likely to be December 2017 (completion of invoicing by March 2018). During Quarter 2, the expenditure incurred was claimed against the grant in full. The construction tender for Section 3 was issued during Quarter 2 with tenders due back by 13th October. Tenders will be assessed during October, with work planned to commence on site in Quarter 3, subject to land agreements/acquisition. Advance orders for statutory undertakers are being progressed currently (on Section 3).
- Llangefni Strategic Infrastructure – A bid was submitted for European Regional Development Fund in April, and this was successful and formally approved in June 2017. Designs and surveys were undertaken during the summer months and an Invitation to Tender for the construction contract will be issued in October, with an expectation that the works will begin in early 2018. The scheme will involve construction of new industrial units on the old Môn Training site and office extension at the Business Centre for letting.
- Holyhead Breakwater - the work on the initial commission will be completed in the Autumn. The funding for the consultancy phase this year is being provided by Stena Port.

- 21st Century Schools - The funding for Ysgol Cybi and Ysgol Rhyd y Llan was fully drawn down as part of the 21st century schools programme in 2016/17. Therefore, the remaining work due to be completed on both schools during 2017/18 will be funded through borrowing and the Council's resources as part of the Council's 50% contribution towards the project. Project costs on various schemes continue to fluctuate, however, the overall cost for Band A remains within the approved budget. Work has commenced on the new build for Ysgol Santes Dwynwen and the refurbishment of Ysgol Parc y Bont. The current Welsh Government funding for 2017/18 is £2.302m, of which £1.9m has to be spent. Should we encounter adverse weather conditions during the winter period, which would delay the programme, there is a risk that this £1.9m expenditure will not be met, meaning that the Capital Grant would be lost. To the end of quarter 2, £0.384m has been claimed against the grant.
- Road Safety Capital – This scheme involves capital works on the B5110 road from Llangefni to Marianglas. Work has progressed on this scheme during Quarter 2, with 75% of the annual budget spent. No issues are forecasted with this Capital Grant scheme.
- Oriel Ynys Môn MALD Grant - Limited expenditure has been incurred during Quarters 1 and 2. The remaining works such as toilet refurbishment, lighting, front door, new flooring is scheduled to start in quarter 3. In quarter 4, the scheme is due to complete with some landscape work. The grant is expected to be fully utilised this financial year, as it is a grant condition that works are completed and claimed by end of quarter 4.

3.1.2 There are schemes that are in the Capital Programme that have not yet started, or are waiting approval from funding providers, with a brief update on the schemes provided below:-

- Beaumaris Flood Alleviation – Welsh Government has allocated funding for Beaumaris Flood Alleviation within their programme for this financial year. However, a formal offer is subject to a bid being made by the Authority and approval of a revised project Appraisal Report, which much include the results of a public consultation exercise and hence subsequent finalising of the design of the scheme. At best, some spend may be achieved this financial year with more in the next. At worst, the works could be put on hold and this could result in a loss of the grant funding.
- Pentraeth Flood Alleviation - These works are currently in the design stage and, if land negotiations and grant award were to be successful, could be commenced next summer. The scheme is on WG's five year 'pipeline of schemes' but would need grant award for construction to be able to continue. Grant award has been made for the ongoing design.
- Holyhead Strategic Infrastructure – This scheme is to construct new industrial units at Penrhos, Holyhead, and a draft bid has been submitted for European Regional Development Funding, with an expectation of a positive outcome, however, this will be dependent on securing match funding from Welsh Government. Whilst that match funding may be forthcoming, discussions are ongoing with the Welsh Government on the agreement in respect of their contribution.
- Tourism Gateway – A bid for European Regional Development Funding has been submitted and is currently being assessed, with an expectation that a decision will be made in Quarter 3.

- New Highway to Wylfa Newydd – No work is now expected in this financial year. The online works will still go ahead but is not likely to start until Quarter 3 2018/19 at the earliest, and could be delayed until Quarter 1 2019/20 depending on the progress to complete the necessary Compulsory Purchase Orders.
- Residential site for Gypsies & Travellers - The Housing Service does not anticipate any site construction related expenditure during the current financial year. Following a further report to the Executive during October 2017, it was resolved that formal Planning Applications would be submitted for a Temporary Stopping Site at Star and a Permanent Site at Penhesgyn. Capital expenditure during 2017/18 will be restricted to professional fees in connection with site design, the commission of specialist site suitability reports and the submission of planning applications and associated fees.

3.2 Capital Receipts

3.2.1 The Capital Receipts for this year to date and the budgeted Capital Receipts are:-

	Budget 2017/18 £'000	Received to 30-Sep-17 £'000	Projection to 31-Mar-18
Council Fund:			
Smallholdings	530	86	563
General	2,925	2,262	2,415
Industrial	275	0	125
Schools	640	0	0
Total	4,370	2,348	3,103

3.2.2 The projected Capital Receipts at 31 March 2018 is £3.103m, against a budget of £4.370m. This is mainly due to the sale of two schools not expected to be completed until the next financial year. The Capital Receipts received to the end of quarter 2 is £2.348m, which is 54% of the annual budget. The sales include Parc Mount (£0.350m) and the Former Ysgol y Graig site (£1.672m). The forecast Capital Receipts include £0.477m on various Smallholdings and £0.125m on Industrial units.

3.2.3 The Authority has not received any large capital receipts since the end of the quarter.

4. PROJECTED ACTUAL EXPENDITURE 2017/18

4.1 Below is a table with projected Expenditure at 31 March 2018 and the revised funding:-

Service	Annual Budget £'000	Projected Expenditure £'000	Projected Under / Over Expenditure £'000	% Variance
Housing General Fund	2,490	1,289	- 1,201	- 48
Housing HRA	12,873	11,490	- 1,383	- 11
Lifelong Learning	9,598	7,002	- 2,595	- 27
Economic and Regeneration	8,890	810	- 8,080	- 91
Highways	11,440	6,254	- 5,186	- 45
Waste Management	172	97	- 75	- 44
Property	507	664	157	31
Transformation	655	605	- 51	- 8
Resources	2,566	2,566	-	-
Planning	411	928	517	126
Adult Services	1,776	1,811	35	2
Total	51,377	33,516	- 17,861	- 35
Funded By:	Annual Budget £'000	Projected Funding £'000	Variance	% Variance
Capital Grant	23,611	11,361	- 12,249	- 52
Capital Receipts	2,866	3,103	238	8
Supported Borrowing	3,509	2,132	- 1,377	- 39
Unsupported Borrowing	8,868	6,583	- 2,285	- 26
Revenue Contribution	10,208	8,825	- 1,383	- 14
Reserves	752	510	- 241	- 32
Loan	1,001	1,001	-	-
Underspend from 2016/17	564	-	- 564	- 100
Total Funding	51,377	33,516	- 17,861	- 35

4.2 As can be seen from table 4.1 (above), the forecast underspend on the Capital Programme for 2017/18 is £17.861m, with £15.515m of this being potential slippage into the 2018/19 Capital Programme. The funding for this slippage will also slip into 2018/19 and the current estimate of the funding is Capital Grant (£13.071m), Capital Receipt (£0.547m), Supported Borrowing (£0.444m), Revenue Contribution (£1.403m) and Reserve (£0.050m). This potential slippage will be factored in when producing the Treasury Management Strategy Statement and Capital Programme for 2018/19. The main projects that are forecast to be underspent are the Holyhead Strategic Infrastructure, Llangefni Strategic Infrastructure and the New Highway to Wylfa Newydd, as can be seen in Appendix B. These three schemes are nearly fully funded by grants and this is the reason that there is a significant variance in the Capital Grants funding in table 4.1. The reasons for the underspend in the Holyhead Strategic Infrastructure is that external funding is still being sought, with a draft bid submitted. Llangefni Strategic Infrastructure is forecast to underspend as the external funding has only recently been secured, and only design and survey work likely to happen in this financial year. The New Highway to Wylfa Newydd is not expected to progress until October 2018 at the earliest.

4.3 The Capital Finance Requirement forecasted at 31 March 2018 is £138.061m, which is the underlying need for the Authority to borrow to be able to fund its Capital Programme. The external borrowing currently stands at £111.430m, meaning the Authority essentially needs to borrow £26.631m to fund the current Capital Programme. If this borrowing is undertaken externally, the Authority will still be within its authorised borrowing limits as per the 2017/18 Treasury Management Strategy Statement (Appendix 11).

4.4 On 27 September 2017 the Authority received a letter from the Welsh Government informing the Authority that their application for Capitalisation Direction 2017/18 for Equal Pay Compensation Payments has been agreed in principle subject to conditions. The Equal Pay is likely to be in the region of £2.5m and funded through Unsupported Borrowing.

5. FUTURE YEARS

5.1 The Capital Strategy for 2018/19 was considered by the Executive on 30 October 2017. The strategy recommended that the Council's core Capital Funding for 2018/19, consisting of General Capital Grant (£1.340), Supported Borrowing (£2.203m) and Capital Receipts (£0.500m), be allocated to fund upgrading existing assets (£3.217m) and to contribute towards the funding of schemes with brought forward commitment from 2017/18 (£0.826m). These committed schemes total £23.4m, with the remaining funding coming from external grants.

The Executive also approved the use of £250k of capital reserves to fund smaller Invest to Save schemes. Services will now be requested to submit bids, which will be assessed prior to the Executive recommending a final capital budget to the Council in February 2018.

Also included in the Strategy are a number of potential new schemes which would require additional funding. These schemes include New Gritters, Refurbishment of elderly care homes, upgrading the new telephone system and upgrading Leisure Centre Equipment. These additional schemes could be funded from a Capital reserve, or through unsupported borrowing if the scheme can generate income/savings to repay the unsupported borrowing and interest costs. A decision on these additional schemes will be made by the Full Council in February 2018.

The Strategy also refers to the 21st century schools programme. Band A of the programme is funded by 50% additional funding from the Welsh Government and 50% via unsupported borrowing, and will continue into 2018/19 with works to progress on the development of Ysgol Santes Dwynwen, the Refurbishment of Ysgol Brynsiencyn and Ysgol Bro Llangefni.

The Capital Programme for the Housing Revenue Account (HRA) will also be considered by the Full Council in February, with HRA being funded by Revenue Contributions and the Major Repairs Allowance Grant.

Summary of the Capital Projects' Expenditure to date against the Capital Budget and the Projected Expenditure at Year-End

Service	Annual Budget (£)	Profiled Budget (£)	Actual Expenditure (£)	Committed Expenditure (£)	Total Expenditure (£)	Variance to profile (£)	% Profiled Budget Spent	% Annual Budget Spent	Projected Expenditure (£)	Projected Under / Over (£)	% Variance
Housing General Fund											
Disabled Facilities Grants	958,280	479,136	289,367	0	289,367	-189,769	60	30	958,280	0	0
Residential Site for Gypsies and Travellers	1,301,000	99,996	46,080	2,242	48,322	-51,674	48	4	150,000	-1,151,000	-88
Compulsory Purchase Scheme	200,000	0	1,209	0	1,209	0	0	1	150,000	-50,000	-25
Affordable Housing brought forward 2015/16	30,650	0	0	0	0	0	0	0	30,650	0	0
Total	2,489,930	579,132	336,655	2,242	338,897	-241,443	59	14	1,288,930	-1,201,000	-48
Housing HRA											
Central Heating Contract	600,000	180,000	117,633	51,392	169,026	-10,974	94	28	600,000	0	0
Planned Maintenance Contract	4,635,000	2,317,500	2,299,829	395,092	2,694,921	377,421	116	58	4,635,000	0	0
HMU Vehicles 2017/18	144,000	0	0	0	0	0	0	0	144,000	0	0
Environmental Works	502,580	35,000	31,386	1,520	32,906	-2,094	94	7	200,000	-302,580	-60
Remodelling of Existing Stock	693,120	0	12,720	1,778	14,497	14,497	0	2	693,120	0	0
Acquisition of Existing Properties	4,800,000	650,000	645,511	17,375	662,886	12,886	102	14	3,700,000	-1,100,000	-23
Public Sector Adaptations	350,000	175,000	188,963	6,333	195,296	20,296	112	56	350,000	0	0
Fire Risk	167,620	0	0	0	0	0	0	0	167,620	0	0
WHQS	870,280	435,140	407,343	0	407,343	-27,797	94	47	870,280	0	0
Premises	110,000	55,000	39,378	0	39,378	-15,622	72	36	130,000	20,000	18
Totals for : Housing HRA	12,872,600	3,847,640	3,742,763	473,490	4,216,252	368,612	110	33	11,490,020	-1,382,580	-11
Lifelong Learning											
Disabled Access in Education Building	474,620	200,000	193,682	0	193,682	-6,318	97	41	474,620	0	0
Refurbish Education Building	500,000	300,000	161,136	0	161,136	-138,864	54	32	500,000	0	0
21st Century Schools - Holyhead	1,158,000	897,241	896,289	0	896,289	-952	100	77	897,241	-260,759	-23
21st Century Schools - Llannau	2,502,000	2,023,678	2,023,678	0	2,023,678	0	100	81	2,023,678	-478,322	-19
21st Century Schools - Parc Y Bont	314,000	164,477	164,478	19,620	184,097	19,620	112	59	548,191	234,191	75
21st Century Schools - Bro Rhosyr / Bro Aberffraw	3,591,000	9,219	219,986	223,514	443,500	434,281	4,811	12	1,992,725	-1,598,275	-45
21st Century Schools - Bro Seiriol	166,000	0	0	0	0	0	0	0	0	-166,000	-100
21st Century Schools - Brynsiencyn	217,000	228,172	0	0	0	-228,172	0	0	228,172	11,172	5
21st Century Schools - Llangefni	675,000	0	0	0	0	0	0	0	337,686	-337,314	-50
Total	9,597,620	3,822,787	3,659,249	243,133	3,902,383	79,596	102	41	7,002,313	-2,595,307	-27
Economic and Regeneration											
Tourism Gateway	1,050,000	10,000	4,872	0	4,872	-5,128	49	0	210,000	-840,000	-80
Holyhead Strategic Infrastructure	5,001,000	0	0	0	0	0	0	0	100,000	-4,901,000	-98
Llangefni Strategic Infrastructure	2,523,000	25,000	0	1,440	1,440	-23,560	6	0	300,000	-2,223,000	-88
Planning System Invest to Save	84,750	5,000	4,519	0	4,519	-481	90	5	84,750	0	0
Salix Funding LED Lights	5,190	0	0	0	0	0	0	0	0	-5,190	-100
I2S - Energy Efficiencies at Leisure Centres	111,000	0	0	0	0	0	0	0	0	-111,000	-100
Oriel Ynys Môn MALD Grant 2017/18	115,370	25,000	19,338	3,967	23,305	-1,695	93	20	115,370	0	0
Total	8,890,310	65,000	28,729	5,407	34,136	-30,864	53	0	810,120	-8,080,190	-91

Service	Annual Budget (£)	Profiled Budget (£)	Actual Expenditure (£)	Committed Expenditure (£)	Total Expenditure (£)	Variance to profile (£)	% Profiled Budget Spent	% Annual Budget Spent	Projected Expenditure (£)	Projected Under / Over (£)	% Variance
Highways and Transportation											
Car Parks	12,920	0	0	0	0	0	0	0	12,920	0	0
Vehicles	346,400	62,000	61,394	22,881	84,275	22,275	136	24	346,400	0	0
County Prudential Borrowing Initiative	761,000	380,500	543,289	0	543,289	162,789	143	71	761,000	0	0
Beaumaris Flood Alleviation Works (WG)	800,000	0	11,163	0	11,163	11,163	0	1	800,000	0	0
Pentraeth Flood Alleviation Works (WG)	800,000	0	0	0	0	0	0	0	0	-800,000	-100
New Highways to Wylfa Newydd	4,097,000	0	0	0	0	0	0	0	0	-4,097,000	-100
Llangefni Link Road	3,414,000	770,000	619,080	46,893	665,973	-104,027	86	20	3,125,000	-289,000	-8
Active Travel	4,000	0	45	0	45	45	0	1	4,000	0	0
Road Safety Grant	163,000	125,000	122,788	0	122,788	-2,212	98	75	163,000	0	0
Salix Funding - Street Lights	365,000	365,000	363,777	0	363,777	-1,223	100	100	365,000	0	0
Salix Funding - Street Lights Phase 2	636,240	0	0	0	0	0	0	0	636,240	0	0
Holyhead Breakwater	40,000	30,000	33,872	0	33,872	3,872	113	85	40,000	0	0
Total	11,439,560	1,732,500	1,755,409	69,775	1,825,184	92,684	105	16	6,253,560	-5,186,000	-45
Waste Management											
Telehandler & Weighbridge	97,000	66,000	66,410	0	66,410	410	101	68	97,000	0	0
I2S - Traeth Coch	75,000	0	0	0	0	0	0	0	0	-75,000	-100
Total	172,000	66,000	66,410	0	66,410	410	101	39	97,000	-75,000	-44
Property											
Refurbish Existing Assets	200,000	10,000	10,088	0	10,088	88	101	5	200,000	0	0
Smallholdings	307,000	307,000	303,705	480	304,185	-2,815	99	99	464,000	157,000	51
Total	507,000	317,000	313,793	480	314,273	-2,727	99	62	664,000	157,000	31
Transformation											
ICT Projects	90,790	45,395	10,116	38,250	48,366	2,971	107	53	90,790	0	0
ICT - Core Infrastructure	150,000	150,000	103,429	29,904	133,333	-16,667	89	89	150,000	0	0
ICT - Desktop Refresh	100,000	50,000	0	0	0	-50,000	0	0	100,000	0	0
ICT - Legacy System Migration	50,000	11,000	10,200	8,375	18,575	7,575	169	37	50,000	0	0
ICT - MS Licensing	101,000	101,000	0	0	0	-101,000	0	0	101,000	0	0
CRM System Invest to Save	105,770	0	0	0	0	0	0	0	55,000	-50,770	-48
EDMS Invest to Save	57,860	28,930	42,120	0	42,120	13,190	146	73	57,860	0	0
Total	655,420	386,325	165,865	76,529	242,394	-143,931	63	37	604,650	-50,770	-8
Resources											
Equal Pay	2,566,000	0	0	0	0	0	0	0	2,566,000	0	0
Total	2,566,000	0	0	0	0	0	0	0	2,566,000	0	0
Planning											
Holyhead Market Hall Hub Project	410,670	410,670	478,102	0	478,102	67,432	116	116	928,000	517,330	126
Total	410,670	410,670	478,102	0	478,102	67,432	116	116	928,000	517,330	126
Adult Services											
CCIS Implementation	65,000	32,500	29,818	0	29,818	-2,682	92	46	65,000	0	0
Canolfan Byron	150,000	61,873	1,124	123,745	124,869	62,996	202	83	143,931	-6,069	-4
Haulfre Refurbishment	68,270	0	0	0	0	0	0	0	68,270	0	0
Seiriol	1,000,000	0	0	0	0	0	0	0	1,000,000	0	0
Garreglwyd	250,000	125,000	78,090	0	78,090	-46,910	62	31	291,240	41,240	16
ICF Maes William Williams	218,400	0	0	0	0	0	0	0	218,400	0	0
ICF Rectory	24,600	0	0	0	0	0	0	0	24,600	0	0
Total	1,776,270	219,373	109,032	123,745	232,777	13,404	106	13	1,811,441	35,171	2
Total	51,377,380	11,446,427	10,656,007	994,801	11,650,808	203,173	102	23	33,516,034	-17,861,346	-35

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	THE EXECUTIVE
DATE:	27 NOVEMBER 2017
SUBJECT:	HRA BUDGET MONITORING, QUARTER 2 2017/18
PORTFOLIO HOLDER(S):	COUNCILLOR JOHN GRIFFITH
HEAD OF SERVICE:	MARC JONES
REPORT AUTHOR:	STEPHEN MOORE
TEL:	01248 752634
E-MAIL:	StephenMoore@ynysmon.gov.uk
LOCAL MEMBERS:	n/a
A - Recommendation/s and reason/s	
<p>1. The Executive is requested to note the following:-</p> <ul style="list-style-type: none"> (i) The position set out in respect of the financial performance of the Housing Revenue Account (HRA) for Quarter 2 2017/18. <p>2. Background</p> <ul style="list-style-type: none"> (i) In March 2017, the Council agreed a revenue budget for 2017/18 that showed a planned surplus of £5,530k. (ii) The budget for 2017/18 included a contribution to the capital programme of £8,882k but it should be noted that £1,326k of expenditure, planned for 2016/17, had not been completed and has slipped into the 2017/18 capital programme. This slippage will also be funded from the HRA balances (iii) The combination of both the revenue budget and adjusted capital budget gave a planned budget deficit of £4,678k which would be funded from the HRA reserve. (iv) The HRA is 'ringfenced', and its reserves cannot be transferred to the General Fund. <p>3. This report sets out the financial performance of the HRA for the period from 1st April 2017 to 30th September 2017.</p> <p>4. Overview</p> <ul style="list-style-type: none"> (i) The revenue financial position for 2017/18 shows an underspend of £35k, a variance of 0.6%. More detail is shown in Appendix A. (ii) Capital expenditure is behind profiled expenditure and is expected to be £1,383k below the revised capital budget by the end of the year. More detail is shown in Appendix B. (iii) The forecast deficit (combining both revenue and capital) is expected to be £1,418k less than the revised budget, largely due to the improved income from garage rents and the effect of the forecast reduction in capital expenditure. 	

5. Income

- (i) Income is £55k (1%) better than the profiled budget.
- (ii) The budget assumed that the remodelling of the garage stock would be complete. The forecast has been amended to show additional income of £35k to account for the phasing of the project.

6. Non Repairs and Maintenance Expenditure

- (i) Overall, expenditure is £21k below budget. To date, the only significant variances are due to increased utility charges for communal areas, offset by savings in rent administration. The forecasted underspend of £60k has been revised to account for this.

7. Repairs and Maintenance

- (i) The Housing Maintenance Unit (HMU) shows an overspend of £6k, much reduced from the £53k overspend shown at Quarter 1. This shows that the revised procedures introduced to improve the coding and timeliness of purchase orders has had some effect. However, expenditure will continue to be closely monitored.
- (ii) Other Repairs and Maintenance are overspent due to the procurement of services (particularly ground maintenance) that covers much of the financial year. There has also been additional expenditure concerning the call outs for fire equipment and the installation of a new fire alarm system at Gaerwen depot. Subsequent investigation has revealed that commitments are overstated by £10k. Consequently, the forecast expenditure has been increased by £60k to cover these factors.

8. Year End Adjustments

- (i) This heading covers items of expenditure (capital financing costs and recharges from the General Fund) that form part of the year end accounting process and are not generally monitored during the year. The latest capital report shows that the contribution required from HRA revenue is reduced by £57k.

9. Capital Expenditure

- (i) The original capital programme approved by the Council in February 2017, totalled £11,547k which was to be funded with the Major Repairs Allowance £2,665k and contribution from the HRA reserve £8,882k. Planned capital expenditure of £1,326k was brought forward as slippage from 2016/17 to give a revised capital programme of £12,873k. The projected expenditure for 2017/18 is forecasted to be £11,490k, with the underspend of £1,383k rolling forward into 2018/19.

10. HRA balance

- (i) The opening balance of the HRA Reserve stood at £7,544k. A surplus of £5,565k on the revenue account is forecast and £8,825k of reserves will be required to fund capital expenditure. This will result in a forecast HRA reserve balance as at 31 March 2018 of £4,284k.

B - What other options did you consider and why did you reject them and/or opt for this option?		
n/a		
C - Why is this a decision for the Executive?		
This matter is delegated to the Executive.		
CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Yes		
DD - Who did you consult? What did they say?		
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	n/a – this is the Section 151 Officer's report
3	Legal / Monitoring Officer (mandatory)	Will be consulted as part of SLT
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
F - Appendices:		
Appendix A – Revenue expenditure and forecasts to end of Quarter 2. Appendix B – Capital expenditure and forecast to end of Quarter 2.		
FF - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> • 2017/18 HRA budget (as approved by this Committee on 20 March 2017). • HRA 30 Year Business Plan 2017/47 (as approved by this Committee on 20 March 2017). 		

APPENDIX A

HRA ACCOUNT 2017/18

	Annual Budget 2017/18	Profiled Budget to Month 6	Actual to Month 6	Variance to Month 6	Year End Forecast	Year End Variance
	£	£	£	£	£	£
REVENUE ACCOUNT						
Income						
Dwellings	(16,052,000)	(8,026,000)	(8,050,196)	(24,196)	(16,052,000)	0
Garages	(185,000)	(92,500)	(112,762)	(20,262)	(220,000)	(35,000)
Service Charges	(97,000)	(48,500)	(49,743)	(1,243)	(97,000)	0
Other	(291,000)	(128,500)	(137,975)	(9,475)	(291,000)	0
Bad Debt Provision	147,000	0	0	0	147,000	0
TOTAL INCOME	(16,478,000)	(8,295,500)	(8,350,676)	(55,176)	(16,513,000)	(35,000)
Non Repairs & Maintenance Expenditure						
Tenant Participation	96,710	48,307	41,502	(6,805)	96,710	0
Rent Administration	409,410	204,705	29,711	(174,994)	349,410	(60,000)
Estate Management	206,280	102,227	218,975	116,748	206,280	0
Other Revenue	629,020	314,548	358,179	43,631	629,020	0
Expenditure						
Total Non R & M Expenditure	1,341,420	669,787	648,367	(21,420)	1,281,420	(60,000)
Repairs and Maintenance						
Housing Maintenance Unit (HMU)	3,268,040	1,628,093	1,634,189	6,096	3,268,040	0
Building Maintenance Staff (non HMU)	863,890	430,606	432,329	1,723	863,890	0
Other Repairs and Maintenance	498,570	249,574	397,597	148,023	558,570	60,000
Total Repairs & Maintenance	4,630,500	2,308,273	2,464,115	155,842	4,690,500	60,000
Year End Adjustments						
Capital Financing Charges	3,677,000	0	0	0	3,677,000	0
Recharge from Housing Services	621,830	0	0	0	621,830	0
Recharge from Central Services	677,010	0	0	0	677,010	0
Total Year End Adjustments	4,975,840	0	0	0	4,975,840	0
TOTAL REVENUE EXPENDITURE	10,947,760	2,978,060	3,112,482	134,422	10,947,760	0
TOTAL REVENUE (SURPLUS) / DEFICIT	(5,530,240)	(5,317,440)	(5,238,194)	79,246	(5,565,240)	(35,000)

	Annual Budget 2017/18 £	Profiled Budget to Month 6 £	Actual to Month 6 £	Variance to Month 6 £	Year End Forecast £	Year End Variance £
CAPITAL EXPENDITURE ACCOUNT						
2017/18 Planned Capital Expenditure	11,547,000	3,847,640	4,216,252	368,612	11,490,020	(1,382,980)
2016/17 Slippage	1,326,000					
Major Repairs Allowance	(2,665,000)	(2,665,000)	(2,665,000)	0	(2,665,000)	0
TOTAL CAPITAL (SURPLUS) / DEFICIT	10,208,000	1,182,640	1,551,252	368,612	8,825,020	(1,382,980)
NET (INCREASE) / DECREASE IN HRA RESERVE	4,677,760	(4,134,800)	(3,686,942)	447,858	3,259,780	(1,417,980)
Opening HRA Balance	(7,544,017)				(7,544,017)	
Net (Increase) / Decrease in HRA Reserve	4,677,760				3,259,780	
CLOSING HRA BALANCE	(2,866,257)				(4,284,237)	

APPENDIX B

Service	Annual Budget (£)	Profiled Budget (£)	Total Expenditure (£)	Variance to profile (£)	Projected Expenditure (£)	Projected Under / Over (£)
<u>Housing HRA</u>						
Central Heating Contract	600,000	180,000	169,026	-10,974	600,000	0
Planned Maintenance Contract	4,635,000	2,317,500	2,694,921	377,421	4,635,000	0
HMU Vehicles 2017/18	144,000	0	0	0	144,000	0
Environmental Works	502,580	35,000	32,906	-2,094	200,000	-302,580
Remodelling of Existing Stock	693,120	0	14,497	14,497	693,120	0
Acquisition of Existing Properties	4,800,000	650,000	662,886	12,886	3,700,000	-1,100,000
Public Sector Adaptations	350,000	175,000	195,296	20,296	350,000	0
Fire Risk	167,620	0	0	0	167,620	0
WHQS	870,280	435,140	407,343	-27,797	870,280	0
Premises	110,000	55,000	39,378	-15,622	130,000	20,000
Totals for Housing HRA	12,872,600	3,847,640	4,216,252	368,612	11,490,020	-1,382,580

ISLE OF ANGLESEY COUNTY COUNCIL

REPORT TO:	EXECUTIVE COMMITTEE
DATE:	27 NOVEMBER 2017
SUBJECT:	THE COUNCIL TAX BASE FOR 2018/2019
PORTFOLIO HOLDER(S):	COUNCILLOR JOHN GRIFFITH (PORTFOLIO HOLDER - FINANCE)
HEAD OF SERVICE:	MARC JONES - HEAD OF FUNCTION (RESOURCES) (SECTION 151 OFFICER)
REPORT AUTHOR: TEL: E-MAIL:	GERAINT H JONES (REVENUE AND BENEFITS SERVICE MANAGER) 01248 752651 ghifi@ynysmon.gov.uk
LOCAL MEMBERS:	N/A

A - Recommendation/s and Reason/s

I recommend that the Executive makes the following decisions:-

1. To note the calculation of the Council Tax Base by the Head of Function (Resources) and the Section 151 Officer, this will be used by the Welsh Government in the calculation of the Revenue Support Grant for the Isle of Anglesey County Council for the 2018/19 financial year, being 30,663.09 (see Appendix A in respect of the calculation of the Council Tax Base for this purpose – Part E6).
2. That the calculation by the Head of Function (Resources) and Section 151 Officer for the purpose of setting the Council Tax Base for the whole and parts of the area for the year 2018/19 is approved (see **Appendix A** for the calculation of the tax base – Part E5).
3. That, in accordance with the Local Government Finance Act 1992 and the Local Authorities (Calculation of Council Tax Base) (Wales) Regulations 1995 (SI1995/2561) as amended by SI1999/2935 and the Local Authorities (Calculation of Council Tax Base) and Council Tax (Prescribed Classes of Dwellings) (Wales) (Amendment) Regulations 2004, and the Local Authority (Calculation of Council Tax Base) (Wales) (Amendment) Regulations 2016, the amounts calculated by Isle of Anglesey County Council as its tax base for the year 2018/19 shall be 30,773.31 and as follows for the parts of the area listed below :-

Amlwch	1,474.10
Beaumaris	1,061.76
Holyhead	3,847.36
Llangefni	1,920.50
Menai Bridge	1,406.50
Llanddaniel-fab	367.43
Llanddona	373.78
Cwm Cadnant	1,163.31
Llanfair Pwllgwyngyll	1,300.75
Llanfihangel Esceifiog	683.71
Bodorgan	451.48
Llangoed	650.28
Llangristiolus and Cerrigceinwen	607.78
Llanidan	410.02
Rhosyr	989.60
Penmynydd	238.97
Pentraeth	555.87
Moelfre	617.45
Llanbadrig	660.71
Llanddyfnan	499.45

Llaneilian	553.29
Llannerch-y-medd	521.77
Llaneugrad	180.08
Llanfair Mathafarn Eithaf	1,802.82
Cylch y Garn	396.33
Mechell	538.24
Rhosybol	474.13
Aberffraw	292.45
Bodedern	426.29
Bodffordd	417.41
Trearddur	1,274.47
Tref Alaw	251.64
Llanfachraeth	222.77
Llanfaelog	1,259.89
Llanfaethlu	284.08
Llanfair-yn-Neubwll	557.91
Valley	976.38
Bryngwran	353.35
Rhoscolyn	355.61
Trewalchmai	353.59

REASONS AND BACKGROUND

The calculations have been made in accordance with the Welsh Government Guidelines for Council Tax Dwellings (CT1 v.1.0) 2018/19 based on the number of properties in various bands on the valuation list on October 31, 2017 and summarised by the Authority under section 22B (7) of the Local Government Finance Act 1992, as supplemented by the Local Government Act 2003. The calculations take into account discounts, exemptions and premiums as well as changes to the valuation list likely during 2018/19.

The Isle of Anglesey County Council, as the billing authority, is required to calculate the Council Tax base for its area and different parts of its area and these amounts must be notified to the precepting and levying bodies by 31 December 2017. This year, the Welsh Government has requested the information for the purpose of setting the Revenue Support Grant by 22 November 2017 and for tax setting purposes (ratified by Executive decision) by 3 January, 2018.

The calculations in **Appendix A** are based on discounts of nil being confirmed for Classes A, B and C for 2018/19 by the full Council at its meeting on 28 February, 2018 and it takes into account the decision of the full Council on 10 March 2016 to charge premiums of 25% for relevant second homes and empty homes for 2017/18 onwards. The calculations are also based on the full Council confirming, at its meeting on 12 December 2017, that the current local Council Tax Reduction Scheme will continue as currently for 2018/19. The Welsh Government is continuing to fully meet the costs of the previous UK national scheme but costs arising from caseloads and / or increase in Council Tax will fall on local councils.

THE COUNCIL TAX BASE FOR CALCULATING THE REVENUE SUPPORT GRANT

The total band D equivalent discount, before adjusting for the collection rate (and which includes allowance for Ministry of Defence properties), will be used in calculating claims for the Revenue Support Grant for 2018/19. **BUT**, this total, which is used in calculating the RSG, **excludes adjustments for premiums**. This figure is calculated to be 30,663.09 (compared to 30,735.70 for 2017/18). This is a fall of 0.24%, which is a reduction of 40 chargeable dwellings overall i.e. more dwellings leaving the valuation list (now being judged to be holiday lets and therefore commercial) than new properties coming onto the list.

THE TAX BASE FOR TAX SETTING PURPOSES

The total band D equivalent discount that is used for tax setting purposes has been adjusted by a provision for non-collection, which continues to be 1.5% and also includes allowance for Ministry of Defence properties. This figure is calculated to be 30,773.31. **Note, therefore, that the figures under recommendation 3 include the adjustments for premiums.**

The total base proposed for 2018/19 for the purpose of tax base setting purposes is 30,773.31. This compares with 30,794.83 for 2017/18 and is a fall of 0.07%.

There has been significant changes in the tax base, for tax setting purposes as regards 2018/19, in respect of properties subject to the premium when compared to 2017/18. For properties where a premium applies the following movement apply :-

- there has been a reduction in the number of long term empty properties subject to the premium - 550 for 2017/18 down to 449 for 2018/19 (Band D equivalent of 137.50 down to 112.25);
- there has been an increase in the number of second homes subject to the premium - 1,455 for 2017/18 up to 1,754 for 2018/19 (Band D equivalent of 363.75 up to 438.50).

This is an increase of 9.88% in the premium element of the tax base for tax setting purposes. This increase however, was not sufficient to prevent a very small reduction in the tax for tax setting purposes.

It is projected that the 25% premium during 2018/19 will raise additional income of almost £690k for Isle of Anglesey County Council for 2018/19 (after taking into account an increase of 4% in the Council Tax).

B - What other options did you consider and why did you reject them and / or opt for this option?

The full Council has the discretion, under regulations made under Section 12 of the Local Government Finance Act 1992 and, subsequently, under the Local Government Act 2003, to set discounts for prescribed classes of dwellings (mainly second homes and holiday homes (Classes A and B)). When this was introduced, the full Council decided to set a discount of nil for both prescribed classes A and B and this has been confirmed annually thereafter. In March 2007, the full Council, on the recommendation of the Executive, also set a discount of nil for Prescribed Class C (certain types of long term empty properties) for the first time and has done so annually thereafter.

To award discounts of 25%, 50% or 100% would be contrary to full Council policy and this option was rejected.

The full Council, on 10 March, 2016, resolved to charge premiums of 25% on relevant second homes and empty properties. The calculation and recommendations herein are in accordance with that decision.

C – Why is this a decision for the Executive?

Until 2004, this calculation was determined by the full Council. This function has now been removed from the list of functions reserved for the full Council. Decisions relating to discounts and premiums and the setting of a local Council Tax Reduction Scheme however still remain the responsibility of the full Council rather than the Executive.

CH – Is this decision consistent with policy approved by the full Council?

The calculation of the tax base takes into account the full Council's current approved policy on the granting of discounts for prescribed classes A, B and C and also the full Council's policy on awarding up to 100% Council Tax Reduction to those eligible under the Council's local scheme.

The full Council, on 10 March, 2016, resolved to charge premiums of 25% on relevant second homes and empty properties. The calculation and recommendations herein are in accordance with that decision.

D – Is this decision within the budget approved by the Council?

The tax base calculation will enable the full Council to set its Council Tax requirement to meet its approved budget for 2018/19.

DD - Who did you consult?**What did they say?**

	DD - Who did you consult?	What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	No comment
2	Finance / Section 151 (mandatory)	Author of the report.
3	Legal / Monitoring Officer (mandatory)	No comment
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local members	
9	Any external bodies / other / other	

E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome agreements	
7	Other	<p>The calculation of the tax base may not be sufficiently accurate i.e. inaccurate calculation of exemptions and discounts, inaccurate calculation of the number of dwellings for which the 25% premium is applicable, the changes likely to take place in 2018/19 are incorrect, such as underestimation of erosion in the tax base over the years e.g. banding reductions and an overly optimistic collection rate. The risk to the Council would be a shortfall in the Council Tax collected during the year.</p> <p>Mitigation is by taking a conservative approach when estimating new builds and for properties for which a premium can be charged and by making an allowance for the erosion of the tax base and the collection rate.</p>
F - Attachments:		
Appendix A: Calculation for the Local Tax Base 2018/19		
FF - Background Papers (please contact the author of the report for further information):		
Welsh Government guidance on Council Tax Dwellings (CT1) 2018/19		

CALCULATION OF LOCAL TAX BASE 2018/19

BAND	A*	A	B	C	D	E	F	G	H	I	TOTAL
Part A	CHARGEABLE DWELLINGS										
A.1		4,622	6,540	6,464	7,054	5,307	2,561	1,025	158	48	33,779
A.2		15	42	45	88	74	45	17	10	6	342
A.3	15	4,649	6,543	6,507	7,040	5,278	2,533	1,018	154	42	33,779
Part B	DISCOUNT AND PREMIUM ADJUSTMENTS										
B.1	7	1,805	3,528	3,735	4,374	3,584	1,878	744	99	28	19,782
B.2a	8	2,614	2,750	2,307	2,123	1,280	450	162	24	3	11,721
B.2b	0	6	8	17	7	14	7	10	4	0	73
B.3a	0	0	0	0	0	0	0	0	0	0	0
B.3b	0	0	0	0	0	0	0	0	0	0	0
B.3c	0	224	257	448	536	400	198	102	27	11	2,203
B.4	15	4,649	6,543	6,507	7,040	5,278	2,533	1,018	154	42	33,779

CALCULATION OF LOCAL TAX BASE 2018/19

	BAND	A*	A	B	C	D	E	F	G	H	I	TOTAL
Part C	CALCULATION OF CHARGEABLE DWELLINGS WITH DISCOUNTS AND PREMIUMS											
C.2	Total dwellings including discounts and premiums	13	4,049	5,916	6,034	6,640	5,051	2,467	998	153	44	
C.3	Ratio to Band D	5/9	6/9	7/9	8/9	1	11/9	13/9	15/9	18/9	21/9	
C.4	Band D equivalents (rounded to two decimal places)	7.22	2,699.00	4,601.14	5,363.33	6,639.75	6,173.44	3,562.72	1,663.33	305.50	102.67	31,118.10
C.5	Total discounted dwellings excluding premium adjustment	13	3,993	5,852	5,922	6,506	4,951	2,417	973	146	41	
C.6	Band D equivalent excluding premium adjustment	7.22	2,661.67	4,551.17	5,263.78	6,505.75	6,051.22	3,491.22	1,620.83	292.00	96.25	30,541.11
Part E	CALCULATION OF COUNCIL TAX BASE											
E.1	Chargeable dwellings: Band D equivalents											31,118.10
E.2	Collection rate (rounded to two decimal places)											98.50%
E.3	= E1 x E2 (rounded to 2 decimal places)											30,651.33
E.4	Class O exempt dwellings: Band D equivalents Ministry of Defence properties											121.98
E.5	Council Tax base for tax setting purposes											30,773.31
E.5a	Discounted properties excluding premium adjustment											30,541.11
E.6	100% of Council Tax base for calculating revenue support grant											30,663.09

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	THE EXECUTIVE
DATE:	27 NOVEMBER 2017
SUBJECT:	COUNCIL TAX REDUCTION SCHEME 2018/19
PORTFOLIO HOLDER(S):	COUNCILLOR JOHN GRIFFITH (PORTFOLIO HOLDER – FINANCE)
HEAD OF SERVICE:	MARC JONES HEAD OF FUNCTION (RESOURCES) (SECTION 151 OFFICER)
REPORT AUTHOR:	GERAINT H. JONES (REVENUES AND BENEFITS SERVICE MANAGER)
TEL:	01248 752651
E-MAIL:	ghifi@ynysmon.gov.uk
LOCAL MEMBERS:	NOT APPLICABLE
A - Recommendation/s and reason/s	
<p>RECOMMENDATIONS</p> <ul style="list-style-type: none"> The Executive recommends to the Isle of Anglesey County Council (full Council) in its meeting on 12 December 2017 that its current local Council Tax Reduction Scheme should not be revised or replaced with another scheme, apart for the full Council using its discretion under section 13A of the Local Government Finance Act 1992 that the Council Tax Reduction Scheme for 2018/19 onwards disregards all payments made under the Wales Infected Blood Support Scheme (WIBSS) – see Appendix A. The Executive recommends to the full Council in its meeting on 12 December 2017 to formally adopt the current Council Tax Reduction Scheme (with the change recommended above by the Executive) for the financial year 2018/19. The Executive recommends to the full Council in its meeting on 12 December 2017 that it provides authority to the Head of Function (Resources) (Section 151 Officer) to make administrative arrangements so that all annual changes for uprating of financial figures or technical revisions in any amending regulation or regulations are reflected in the Council's Council Tax Reduction Scheme and for each subsequent year as well as taking into account the necessary amendments to the council tax reduction scheme regulations when using the additional disregard of payments made under WIBSS. <p>REASONS AND BACKGROUND</p> <p>See attached report - Appendix B</p>	
B - What other options did you consider and why did you reject them and/or opt for this option?	
See attached report – Appendix B	
C - Why is this a decision for the Executive?	
<p>Regulations state that this is a decision for the full Council. The Executive is asked to endorse a Council Tax Reduction Scheme for approval by the full Council.</p> <p>Further, decisions made under section 13A of the Local Government Finance Act 1992 have not been delegated by the full Council to the Executive or to officers.</p>	

CH - Is this decision consistent with policy approved by the full Council?

The Council Tax Reduction Scheme for 2018/19 which the Executive is asked to endorse is consistent with the schemes approved annually by full Council with regard to the Council Tax Reduction which have been in force since the financial year 2014/15 – apart than for the recommended change.

D - Is this decision within the budget approved by the Council?

The Welsh Government's Draft Provisional Local Government Revenue and Capital Settlement for 2018/19 was received on 10 October 2017 and the Draft Settlement has awarded to the Council a Council Tax Reduction Scheme Grant to meet the cost of its local Council Tax Reduction Scheme for 2018/19 of £5,187,000 (which compares with £5,165,000 for 2017/18). The projections below are made based on the grant under the Draft Settlement for 2018/19.

Current projected expenditure for 2017/18 (end of Quarter 2) is £5,367,807 against a budget of £5,600,000 for 2017/18. The cost of the Council Tax Reduction Scheme for 2017/18 is offset by a Welsh Government Council Tax Reduction Scheme Grant of £5,165,000. This gives a projected shortfall between expenditure and grant of approximately £203k to be borne by the Authority for 2017/18. This shortfall can be met from within the current budget for 2017/18.

In the Council's Draft Budget for 2018/19 £5,524,000 has been allocated to meet the cost of the Council Tax Reduction Scheme cost and also the cost of an additional bad debt provision for overpaid benefits.

Two factors for 2018/19 will affect the expenditure on the scheme:-

- Between April 2017 and September 2017 there has been a caseload reduction of 1%, which compares with (from April to April) a 2.1% reduction during 2016/17, 2.5% reduction during 2015/16 and 1.8% reduction during 2014/15;
- Planned increase in Council Tax of 4.0% for 2018/19 in accordance with Medium Term Financial Plan 2018/19 – 2020/21.

An uncertain factor, during 2018/19, affecting expenditure on the scheme will be the impact of Chancellor of Exchequer's Autumn Budget on 22 November 2017 and also, as a consequence of the Budget, whether the Welsh Government will update or not the financial figures in respect of the amending regulations in respect of the scheme for 2018/19.

Having regard to the above, at best, the estimated expenditure on the scheme will be £5,470,870 (assuming a 4.0% increase in Council Tax and a 2% reduction in caseload) and, at worst, estimated expenditure at £5,636,200 (assuming no caseload reduction with a 5.0% increase in Council Tax).

There is, therefore, an estimated expected shortfall of between £284k and £450k in grant funding which will have to be met by the Council. This is based on the full Council readopting the current scheme unchanged. However, the extent of the shortfall will become clearer during the budget setting process.

D - Who did you consult?**What did they say?**

D - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	Author of report
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	

E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	<p>The main risk to the Council is additional costs of its Council Tax Reduction Scheme above the Welsh Government's Grant for 2018/19. The Council has no control on fluctuations in caseload and should caseload increase, the costs borne by the Council will consequently increase. A 1% increase in caseload will be an additional burden on the Authority of approximately £55,000.</p> <p>The impact of the Chancellor of the Exchequer's Autumn Budget is uncertain at present.</p>

F - Appendices:

Appendix A - Letter dated 27 October 2017 Welsh Government
Appendix B - Report to full Council to consider 12 December 2017

FF - Background papers (please contact the author of the Report for any further information):

Reforming Local Government Finance in Wales: an update – October 2017

Ministerial Written Statement: Arrangements of Council Tax Reduction Scheme in Wales 2018/19 – Mark Drakeford AM 9.10.17.

Section 13A Local Government Finance Act 1992 as amended by Section 10 of the Local Government Finance Act 2012

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	COUNTY COUNCIL
DATE:	12 DECEMBER 2017
SUBJECT:	COUNCIL TAX REDUCTION SCHEME
LEAD OFFICER(S)	MARC JONES HEAD OF FUNCTION (RESOURCES) (SECTION 151 OFFICER)
CONTACT OFFICER	GERAINT JONES - REVENUES AND BENEFITS SERVICES MANAGER (EXT. 2651)
ACTION :	TO ADOPT THE COUNCIL TAX REDUCTION SCHEME FOR 2018/19

1. PURPOSE OF THE REPORT

- 1.1 The report explains the requirement to adopt a scheme by 31 January 2018 with regard to 2018/19.

2. BACKGROUND INFORMATION

- 2.1 The full Council on 15 December 2016 adopted its Council Tax Reduction Scheme for the financial year 2017/18. The full Council is required to consider under Part 2, Regulation 18 of "The Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013 No. 3029 (W.301) (the Regulations) for each financial year whether to revise its scheme or replace it with another Council Tax Reduction Scheme. The full Council must make any revision to its scheme, or any replacement scheme, no later than 31 January in the financial year preceding that for which the revision or replacement comes into effect.
- 2.2 The full Council under the current scheme formally adopted the Regulations as its scheme and using discretionary powers decided to use local discretion to adopt a Local War Disablement Pension and War Widows or Widowers Pension Discretionary Scheme in accordance with the Regulations. The elements disregarded as income are detailed in the current scheme for the purpose of this local discretion. This provides additional Council Tax support to that statutorily required to pay under the Regulations. This is the only local discretion currently awarded by the full Council under its Local Council Tax Reduction Scheme.
- 2.3 The full Council must also have regard to Regulation 17 of the Regulations when revising or replacing a scheme. If the full Council decides to revise or replace its scheme, it must publish a draft revised scheme in such a manner it think fits and must consult with any persons it considers likely to have an interest in the operation of its Council Tax Reduction Scheme. There is, however, no expressed requirement to consult annually, it is only if a scheme is revised or replaced when consultation has to take place.
- 2.4 For 2018/19, the Welsh Government has advised (see **Appendix A**) that it will be making necessary changes to the following regulations to ensure that council tax reductions schemes are able to disregard payments made under the Wales Infected Blood Support Scheme (WIBSS):-

- The Council Tax Reduction Scheme and Prescribed Requirements (Wales) Regulations 2013; and
- The Council Tax Reduction Scheme (Default Scheme)(Wales) Regulations 2013.

The Welsh Government is encouraging authorities to use such powers to disregard in full any payments made by WIBSS.

Apart for the above change and as for 2017/18, the Welsh Government will be making amending regulations to uprate the financial figures used in the Regulations and to reflect any other technical amendments required as a result of changes to underlying benefits. Again, as for 2017/18, the timing of these amending regulations is dependent on the Chancellor of Exchequer's Autumn Budget (22 November 2017) and the subsequent uprating schedule published by the Department for Work and Pensions a few days after the Autumn Budget. The earliest date the Welsh Government will be able to lay the new draft Regulations reflecting the uprate to financial figures or any other technical amendment before the National Assembly for Wales, is early December 2017. These regulations must be laid in draft for 20 working days with recess dates not being counted and a plenary debate held before they come into effect. For 2017/18 these amending regulations did not come into effect until 18 January 2017 and it is expected a similar timetable will apply for 2018/19.

- 2.5** As the full Council is meeting on 12 December 2017 to determine its local Council Tax Reduction Scheme for 2018/19, it is proposed that the Head of Function (Resources) (Section 151 Officer) is given the authority to make administrative arrangements so that all annual changes for uprating of financial figures or technical revisions and the decision of the full Council (if that is the wish of the full Council) to disregard in full any payments made by WIBSS are reflected in the Council's Council Tax Reduction Scheme and for each subsequent year.

3. REVIEW OF CURRENT COUNCIL TAX REDUCTION SCHEME

- 3.1** In **Appendix B** the full Council is provided with information, statistics and values concerning the impact of its Council Tax Reduction Scheme for 2017/18. This information will be useful in future to the full Council in its consideration whether to revise or replace its current scheme, in that:-

- It can use this data to measure trends (currently accurate at 30 September 2017) against the effective baseline (accurate at December 2012) when the Equality Impact Assessment was undertaken of protected characteristics and incidence of vulnerability. These trends are measured annually in September (similar data was provided to the full Council when it considered its scheme for 2017/18);
- To begin to understand the impact of the scheme upon the inhabitants of the Island with reference to age, disabled people, gender and race;
- For the future, to potentially inform the full Council's understanding of the potential costs of different potential schemes and of the potential costs of full or partial protection of particular client groups and vulnerable people. At present, up to 100% reduction must be provided under the Regulations (if eligible) and the Welsh Government in a ministerial statement on 9 October 2017 has confirmed that these arrangements will continue for 2018/19 but a review of these arrangements from April 2019 onwards will apply, as "part of wider considerations about how to make Council Tax fairer".

- 3.2** Since the baseline data established in December 2012, the following trends can be identified for the Island with regard to its Council Tax Reduction Scheme:-

- **Caseload:** the reduction in the caseload continues and recently at a slightly slower rate than for the same period last year. From December 2012 to September 2014, there was an overall reduction in the caseload of 6.3% (6,960 down to 6,525). During the annual period from September 2014 up to September 2015, the caseload was reduced by 1.8% to 6,410 and from September 2015 to September 2016, the caseload fell by 2.5% down to 6,252. In the last 12 month period from September 2016 to September 2017, the caseload has fallen again by 2.1% down to 6,117;
- **Caseload:** the number of passported claimants i.e. passported claimants are claimants on Job Seekers Allowance (Income Based), Income Support, Employment Support Allowance (Income Related) and Pension Credit Guarantee where the Department for Work and Pensions have already verified income, has declined from 69.5% to 65.8% of the caseload during the 12 months prior to September 2017. Non-passported claimants i.e. standard claimants has increased from 30.5% to 34.2%. This is a significant change in the last 12 months. For standard claimants, the local authority has to verify income details. These claimants are usually in work but income is at a level where they are eligible for a full or partial Council Tax Reduction or are pensioners with savings and other income;
- **Age:** the analysis at December 2012 suggested a slightly higher incidence of Working Age over Pensioner Age claims by number (51.5%/48.5%). By September 2014, this had increased very slightly (51.7%/48.3%) with the same pattern up to September 2015 (52.7%/47.3%). Up to September 2016, the pattern has stabilised showing a 51.9%/48.1% split and by September 2017, there has been a slight increase in Working Age (52.4%/47.6%);
- **Age:** the analysis of households with children claiming a Council Tax Reduction in December 2012 was 21.9% of caseload. By September 2014, this had increased to 24.2% and, by September 2015, this remained relatively static at 24.1% but, by September 2016, this had fallen to 23.2%. By September 2017, this remains static at 23.3%;
- **Disability:** the analysis of households who received a Council Tax Reduction where specified disability payments were received (these being – Care Component of a Disability Living Allowance (Low, Middle or High), Attendance Allowance, Support Component of Employment Support Allowance, Incapacity Benefit and Personal Independence Payments) in December 2012 was 39.3% of caseload. By September 2014, this had decreased to 34.8%. This trend was reversed by September 2015 with 37.0% of households receiving a reduction and this pattern, where specified disability payments were received, continued to increase up to 39.8% of the caseload by September 2016. By September 2017, there has been a significant increase to 45.7% of the caseload;
- **Gender:** the incidence of female single parents as at December 2012 was 92.5% (13.3% of caseload). By September 2014, this was 92.3% (14.3% of caseload) and by September 2015 it was 92.1% (13.2% of the caseload). In September 2016, the figure stood at 91.1% (14.2% of the caseload). As at September 2017 the incidence of female single parents is 93.5% (14.4% of the caseload);
- **Race:** the Office of National Statistics in December 2012 published its March 2011 Census relating to diversity for the Isle of Anglesey. All claimants completing a Council Tax Reduction application form are asked to complete a voluntary ethnic survey. (See Table 6 in Appendix B for a breakdown based on the voluntary survey which is compared to the March 2011 Census figures).

3.3 For the first 6 months of 2017/18, 657 new Council Tax Reduction Scheme claimants have been processed (compared with 693 for the same period last year) with 7,820 changes in circumstances processed (compared to 11,006 for the same period last year). The average time taken to process new claims and changes in circumstances is 6.9 days in this period (for the same period last year the average time was 6.2 days).

4. REVIEW OF THE CURRENT SCHEME – LOCAL DISCRETIONS

4.1 As mentioned in paragraph 2.4, the Welsh Government is proposing to amend the Regulations enabling authorities to disregard payments made under WIBSS. The regulations will also be amended to take into account the normal financial upratings and technical amendments that are used in the Regulations. For 2018/19 therefore, the only considerations available to the full Council to review and decide is in the area of local discretions allowed by the Regulations, including consideration of the additional discretion to disregard payments made under WIBSS. Under the Regulations (to remind the full Council), the Council has local discretion in these areas only:-

- The ability to increase the standard extended reduction period of 4 weeks given to persons after they return to work where they have previously been receiving a council tax reduction that is to end as a result of their return to work i.e. **“Extended Payment Period”**;

Estimated increased costs for 2018/19 associated with extending the statutory extended period ranges between £8,060 for two weeks up to £23,680 for 6 weeks beyond the standard 4 weeks. Under the previous Council Tax Benefits rules, no special provision existed to allow this and the full Council did not apply this when Council Tax Reduction Scheme was introduced. It is recommended, therefore, not to revise the scheme and extend the payment period for 2018/19;

- Discretion to increase the amount of War Disablement Pensions and War Widows or Widowers Pensions which is to be disregarded when calculating income of the claimant i.e. **“War Widows/Widowers”**;

The full Council already has a local scheme allowing additional disregards in this area. It is recommended that this should continue. The cost to the Council is estimated to be £22,795 in 2017/18. It is recommended, therefore, that the additional disregards applied under the current local scheme will continue unrevised for 2018/19;

- The ability to backdate the application of Council Tax Reduction with regard to late claims prior to the standard period of three months before the claim i.e. **“Backdating of Claims”**;

The full Council has always held the view that 3 months is an adequate time period to allow backdating of Council Tax Reduction for both pensioner and working age claims. The full Council is of the view that there are sufficient support networks available to advise claimants. There is a great deal of uncertainty about the likely cost if such a local scheme was applied and it is recommended, therefore, not to revise the scheme by extending the back-dating period beyond 3 months during 2018/19;

- The additional ability in the amending regulations for 2018/19 to disregard in full any payments made under WIBSS. As mentioned in the Welsh Government’s letter, dated 27 October 2017 (**Appendix A**), present payments are being made by five bodies on behalf of the Department of Health. The Council’s current records in respect of Council Tax Reductions show no payments of this type presently being made on behalf of the Department of Health by the five bodies to claimants under the current Scheme. It is therefore recommended, that the full Council uses its discretion under section 13A of the Local Government Finance Act 1992 to disregard in full any payments made by WIBSS and that the Council Tax Reduction Scheme for 2018/19 onwards reflects this discretion.

4.2 It should be noted that there is no additional money available from the Welsh Government to fund these discretionary elements – the cost falling on local taxpayers.

4.3 Under Appendix 1 of the proposed Council Tax Reduction Scheme for 2018/19 the full Council details the procedure by which a new claimant can apply for a reduction under the scheme. Below is provided an analysis of the method of application used by claimants for the Council Tax Reduction Scheme between 1 April 2017 and 30 September 2017:-

Method of application	Number	Percentage (%)
A. Electronic based application		
i. By appointment over the telephone to Revenues & Benefits Office, Llangefni	60	9.1
ii. By appointment with approved and suitably trained partners – Connect Môn, J E O’Toole Centre, Housing Services etc.	68	10.4
iii. On-line application via web site – self help	443	67.4
iv. Department for Work and Pensions input documents	61	9.3
B. Paper based application	4	0.6
C. Method of application not known as not properly recorded	21	3.2
TOTAL	657	100

It is also recommended that these procedures remain the same and are not revised for 2018/19, apart for required procedural changes that must be made as full service Universal Credit roll out commences in March 2018. From December 2016, acceptance of “electronic signatures” when claiming by electronic means was introduced and by December 2017, automatic calculation and integration of completed on-line application forms to the back office software will have been achieved.

5. FINANCIAL AND RISK IMPLICATIONS

5.1 The Welsh Government’s Local Government Revenue and Capital Settlement 2018/19 is not expected until week commencing 18 December 2017 and, therefore, the Council Tax Reduction Scheme Grant to be awarded to the Council to meet the cost of its local Council Tax Reduction Scheme for 2018/19 is not yet known (at the time of writing this report). The projections below are made based on the Draft Settlement for 2018/19 which was published on 10 October 2017. Current expenditure (end of Quarter 2, 2017/18 is £5,367,807, offset by a Welsh Government Council Tax Reduction Scheme Grant of £5,165,000 for 2017/18. This gives a projected shortfall of £203k to be borne by the Authority for 2017/18. The proposed Council Tax Reduction Grant under the Draft Settlement for 2018/19 is £5,187,000. In the Council’s Draft Budget for 2018/19, £337k has been allocated to meet the cost of the shortfall and also additional provision costs with regard to bad debt in respect of overpaid benefits.

5.2 Two factors for 2018/19 will affect the expenditure on the scheme:-

- Between April 2017 and September 2017 there has been a caseload reduction of 1%, compared with (from April to April) a 2.1% reduction during 2016/17, 2.5% reduction during 2015/16 and 1.8% reduction during 2014/15;
- Planned increase in Council Tax of 4.0% for 2018/19, in accordance with the Medium Term Financial Plan 2018/19 – 2020/21.

An uncertain factor, during 2018/19, affecting expenditure on the scheme will be the impact of Chancellor of Exchequer’s Autumn Budget on 22 November 2017 and also, as a consequence of the Budget, whether the Welsh Government will upgrade or not financial figures with regard to their amending regulations with regard to the scheme for 2018/19.

5.3 Having regard to the above, at best the estimated expenditure on the scheme will be £5,470,870 (assuming a 4% increase in Council Tax and a 2% reduction in caseload) and at worst an estimated expenditure at £5,636,200 (assuming no caseload reduction with a 5.0% increase in Council Tax).

5.4 There is, therefore, an estimated expected shortfall of between £284k and £450k in grant funding which will have to be met by the Council. This is based on the full Council re-adopting the current scheme unchanged. However, the extent of the shortfall will become clearer during the budget setting process.

6. LEGAL IMPLICATIONS

6.1 The Council is obliged to make a Council Tax Reduction Scheme under the Prescribed Requirements Regulations. Although the legislation provides for a default scheme to apply in the absence of the Council making a scheme, the Council is, nevertheless, under a statutory duty to adopt its own scheme, even if it chooses not to apply any of the discretionary elements.

7. EQUALITIES IMPLICATIONS

7.1 The Welsh Government has compiled an equalities impact assessment following its consultation for the original 2012 Regulations. A local equalities impact assessment has been carried out on behalf of the Council in joint arrangements across Wales also with regard to the 2012 Regulations (December 2012, published March 2013) and this was updated as at September 2014, September 2015, September 2016 and is further updated as at September 2017 as detailed in **Appendix B**.

8. WELSH LANGUAGE IMPLICATIONS

8.1 The Welsh Assembly's main regulations and amending regulations are bilingual. The Council's own Scheme is bilingual and the claiming form, whether by electronic means or by using paper, is also bilingual. Our approved partners are encouraged to provide a bilingual service and our claimant self-service is fully bilingual. The over the telephone claiming service or by appointment with staff is also fully bilingual.

8.2 All Council Tax Award Notices are bilingual and the service can speak and communicate with customers in the language of their choice. Despite this, the software administering the Scheme is only in English (there is no other market choice). The correspondence and communication between the Council and the Department for Work and Pensions is, normally, in English only but application forms through the medium of Welsh are available from the Department for Work and Pensions.

9. WELL-BEING OF FUTURE GENERATIONS (WALES) ACT 2015

9.1 In the drafting of the Council Tax Reduction Scheme for 2018/19, the Well-being of Future Generations (Wales) Act 2015 was taken into consideration and how the Scheme supports the well-being goals. The purpose of the Council Tax Reduction Scheme is to give the ability for working age people and pensioners on low income to meet their Council Tax costs. Under the Scheme additional help is provided to pensioners and disabled people by disregarding a higher level of income and also, setting the level of income upon which pensioners and disabled people are to live on, before reduced amounts are paid in the form of reductions, at a higher level than for working age people. This aligns with one of the main aims of welfare reform, it is more advantageous to be in work than out of work.

9.2 The Scheme also gives an additional reduction with regard to customers who receive war disablement pension and war widows/er pension.

9.3 The Scheme contributes to the well-being goals of a prosperous Wales, a healthier Wales, a more equal Wales and a Wales of cohesive communities.

10. BACKGROUND DOCUMENTS

The Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013 No. 3029 (W.301)

The Council Tax Reduction Schemes (Prescribed Requirements and Default Schemes) (Wales) (Amendment) Regulations 2018 **No ??? (W???)**

11. RECOMMENDATION

- That the full Council does not revise or replace its current Council Tax Reduction Scheme with another scheme apart for the full Council using its discretion under section 13A of the Local Government Finance Act 1992 that the Council Tax Reduction Scheme for 2018/19 onwards disregards all payments made under the Wales Infected Blood Support Scheme (WIBSS);
- That the full Council formally adopts the current Council Tax Reduction Scheme (including the above recommended change) for the financial year 2018/19 (**see Appendix C**);
- That the full Council in its meeting provides authority to the Head of Function (Resources) (Section 151 Officer) to make administrative arrangements so that all annual changes for uprating of financial figures or technical revisions in any amending regulation or regulations are reflected in the Council's Council Tax Reduction Scheme and for each subsequent year as well as taking into account the necessary amendments to the council tax reduction scheme regulations when using the additional disregard of payments made under WIBSS.

GERAINT JONES
REVENUES AND BENEFITS SERVICE MANAGER

3 NOVEMBER 2017

Table 1: Caseload 30 September 2017

Description	Number	Percentage	Value	Percentage
Total Council Tax Reduction awarded	6,117	100%	£5,367,807	100%
Percentage Awarded				
Council Tax Reduction full awards i.e. 100%	4,758	77.8%	£4,478,194	83.4%
Council Tax Reduction partial awards i.e. less than 100%	1,359	22.2%	£889,613	16.6%
Claim Type				
Passported* claims	4,023	65.8%	£3,785,886	70.5%
Non passported claims i.e. Standard Claims	2,094	34.2%	£1,581,921	29.5%
Council Tax Bands				
Band A (Disabled reduction)	9	0.1%	£6,380	0.1%
Band A	1,985	32.5%	£1,446,749	27.0%
Band B	1,963	32.1%	£1,615,006	30.1%
Band C	1,086	17.8%	£1,021,252	19.0%
Band D	645	10.5%	£679,542	12.7%
Band E	315	5.2%	£410,635	7.6%
Band F	92	1.5%	£149,952	2.8%
Band G	20	0.3%	£33,949	0.6%
Band H	2	0.0%	£4,342	0.1%
Band I	0	0.0%	£0	0.0%
Local town and community areas				
Holyhead	1,709	28.0%	£1,382,176	25.7%
Llangefni	519	8.5%	£426,531	7.9%
Amlwch	458	7.5%	£400,456	7.5%
Menai Bridge	223	3.6%	£205,422	3.8%
Rhosyr	206	3.4%	£185,486	3.5%
Llanfair Mathafarn Eithaf	201	3.3%	£201,772	3.8%
Valley	173	2.8%	£143,945	2.7%
Beaumaris	168	2.7%	£157,370	2.9%
Llanfairpwll	142	2.3%	£130,901	2.4%
Llanfaelog	140	2.3%	£125,868	2.3%
Llanerchymedd	134	2.2%	£118,943	2.2%
Llanfair yn Neubwll	128	2.1%	£108,129	2.0%
Llanbadrig	119	1.9%	£109,020	2.0%
Llanfihangel Esceifiog	109	1.8%	£100,731	1.9%
Bodedern	99	1.7%	£86,812	1.6%
Llangoed	98	1.6%	£87,934	1.6%
Pentraeth	97	1.6%	£88,770	1.7%
Llanidan	94	1.5%	£80,798	1.5%
Mechell	92	1.5%	£84,944	1.6%
Trewalchmai	91	1.5%	£82,012	1.5%
Bodorgan	91	1.5%	£79,885	1.5%
Llaneilian	91	1.5%	£90,960	1.7%
Moelfre	84	1.3%	£70,794	1.3%
Rhosybol	80	1.3%	£75,922	1.4%
Bryngwran	74	1.2%	£62,544	1.2%
Bodffordd	70	1.1%	£59,522	1.1%
Cwm Cadnant	69	1.1%	£66,951	1.2%
Aberffraw	68	1.1%	£55,197	1.0%
Llangristiolus and Cerrigceinwen	61	1.0%	£68,778	1.3%
Llanddaniel	53	0.9%	£49,006	0.9%
Cylch y Garn	52	0.9%	£53,587	1.0%

Description	Number	Percentage	Value	Percentage
Local precepting areas (continued)				
Trearddur	51	0.8%	£55,328	1.0%
Llanddona	50	0.8%	£48,705	0.9%
Tref Alaw	48	0.8%	£51,241	1.0%
Llanfaethlu	47	0.8%	£44,414	0.8%
Llanfachraeth	44	0.7%	£39,735	0.5%
Llanddyfnan	37	0.6%	£40,531	0.8%
Rhoscolyn	17	0.3%	£18,917	0.4%
Penmynydd	16	0.3%	£15,510	0.3%
Llaneugrad	14	0.2%	£12,259	0.2%

- * Passported claims are Job Seekers Allowance (Income Based), Income Support, Employment Support Allowance (Income Related) and Pension Credit Guarantee where the Department for Work and Pensions have already verified income.

Table 2: Age - Working and Pension Claims 30 September 2017

Description	Number	Percentage	Value	Percentage
Total Council Tax Reduction awarded	6,117	100%	£5,367,807	100%
Age Group				
Working Age	3,206	52.4%	£2,689,142	50.1%
Pensioner Age	2,911	47.6%	£2,678,665	49.9%
Passported claims* by Age Group				
Working Age	2,186	35.7%	£1,965,691	36.6%
Pensioner Age	1,839	30.1%	£1,820,257	33.9%
Non Passported i.e. standard claims by Age Group				
Working Age	1,020	16.7%	£723,451	13.5%
Pensioner Age	1,072	17.5%	£858,408	16.0%
Household Composition by Age Group - Couple				
Working Age	743	12.1%	£767,695	14.3%
Pensioner Age	801	13.1%	£875,589	16.3%
Household Composition by Age Group - Single				
Working Age	2,463	40.3%	£1,921,447	35.8%
Pensioner Age	2,110	34.5%	£1,803,076	33.6%

- * Passported claims are Job Seekers Allowance (Income Based), Income Support, Employment support Allowance (Income Related) and Pension Credit Guarantee where the Department for Work and Pensions have already verified income.

Table 3: Age – Households with responsibility for Children 30 September 2017

Description	Number	Percentage	Value	Percentage
Total Council Tax Reduction awarded	6,117	100%	£5,367,807	100%
Household Composition - status				
Couple	1,543	25.2%	£1,642,917	30.6%
Single	4,574	74.8%	£3,724,890	69.4%
Household Composition - children				
No children	4,691	76.7%	£4,164,994	77.6%
1 child	610	10.0%	£491,005	9.1%
2 children	443	7.3%	£371,157	6.9%
3 children	234	3.8%	£205,613	3.8%
4 children	101	1.7%	£93,956	1.8%
5 children	21	0.3%	£21,798	0.4%
6 children	9	0.1%	£10,026	0.2%
7 children	4	0.1%	£4,967	0.1%
8 children	1	0.0%	£1,226	0.0%
9 children	3	0.0%	£3,065	0.1%
Couples with children				
Working Age	457	7.5%	£448,220	8.4%
Pensioner Age	17	0.3%	£19,523	0.4%
Single with children				
Working Age	942	15.4%	£700,072	13.0%
Pensioner Age	16	0.3%	£16,866	0.3%
Couples with children under 5 years old				
Working Age	231	3.8%	£215,742	4.0%
Pensioner Age	1	0.0%	£1,054	0.0%
Single with children under 5 years old				
Working Age	358	5.9%	£264,035	4.9%
Pensioner Age	1	0.0%	£1,097	0.0%

Table 4: Households in which specified disability payments* received 30 September 2017

Description	Number	Percentage	Value	Percentage
Total Council Tax Reduction awarded	6,117	100%	£5,367,807	100%
Household Composition by age group				
Working Age	1,384	22.6%	£1,249,482	23.3%
Pensioner Age	1,414	23.1%	£1,337,457	24.9%

* Care Component of a Disability Living Allowance (Low, Middle or High), Attendance Allowance, Support Component of Employment Support Allowance, Incapacity Benefit and Personal Independence Payments

Table 5: Analysis of protected characteristics: Gender, Single Parents 30 September 2017

Description	Number	Percentage	Value	Percentage
Total Council Tax Reduction awarded	6,117	100%	£5,367,807	100%
Single Parents Household - Female				
Working Age	873	14.3%	£645,120	12.0%
Pensioner Age	9	0.1%	£9,371	0.2%
Single Parents Household - Male				
Working Age	54	0.9%	£44,799	0.8%
Pensioner Age	7	0.1%	£7,495	0.1%

Table 6: Ethnic Background Isle of Anglesey 30 September 2017

Ethnic Origin	March 2011 Census	Council Tax Reduction Scheme September 2017
White British	96.6%	84.4%
White other	1.7%	15.3%
Mixed heritage	0.8%	0.0%
Asian (All)	0.7%	0.0%
Black (All)	0.1%	0.3%
Other (All)	0.3%	0.0%

Table 7: Additional Council Tax Reduction Awarded under local discretionary scheme 30 September 2017

Description	Number	Percentage	Value	Percentage
Total Council Tax Reduction awarded	6,117	100%	£5,367,807	100%
War Widows (Pre 1973)	3	0.1%	£2,535	0.1%
War Disablement Pension	23	0.4%	£20,260	0.4%



Isle of Anglesey County Council

Council Tax Reduction Scheme 2018/19

Prescribed Scheme for Pensioner and Non Pensioner Claimants

Introduction

Since 1 April 2013, Council Tax Benefit as a method of supporting low income households with their Council Tax, was abolished. It was replaced by a Council Tax Reduction Scheme.

On 19 December 2012, the Welsh Government made regulations to introduce a national scheme for Wales, “The Council Tax Reduction Scheme and Prescribed Requirements (Wales) Regulations 2012 No. 3144 (W.316)” (**Prescribed Regulations**) and “The Council Tax Reduction Schemes (Default Scheme) (Wales) Regulations 2012 No. 3145 (W.317)” (**Default Regulations**). Further amending regulations were passed by the Welsh Government on 22 January 2013 “The Council Tax Reduction Schemes (Prescribed Requirements and Default Scheme) (Wales) (Amendment) Regulations 2013” (**Amending Regulations**).

The Prescribed Regulations contained a sunset clause. As a result of this clause, the above mentioned regulations only applied to the 2013/2014 financial year. This clause required the regulations to be reviewed and a new set brought forward by 1 January 2014 by Welsh Ministers. If new regulations were not brought forward by this date, there would be no provision for Council Tax Reduction Schemes to be implemented in Wales after 31 March 2014.

On 26 November 2013, the Welsh Assembly approved two new sets of regulations: “The Council Tax Reduction Schemes (Default Schemes) (Wales) Regulations 2013 (“**the Default Scheme Regulations**)” and “The Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013 (**the Prescribed Requirements Regulations**)” – these can be accessed:

Default Scheme Regulations

<http://www.legislation.gov.uk/wsi/2013/3035/contents/made>

Prescribed Requirements Regulations

<http://www.legislation.gov.uk/wsi/2013/3029/contents/made>

Amending Regulations

On **?? January 2018** a further set of amending regulations to mainly uprate the financial figures in line with the cost of living increases and address a number of minor technical points were approved by the National Assembly for Wales – “The Council Tax Reduction Schemes (Prescribed Requirements and Default Schemes) (Wales) (Amendment) Regulations 2018” (**Amending Regulations**). These can be accessed:

<http://www.legislation.gov.uk/wsi/2018/??/contents/made>

These regulations, therefore, prescribe the main features of the scheme to be adopted by all Councils in Wales. An obligation, therefore, remains upon the Isle of Anglesey County Council to adopt a scheme. The Isle of Anglesey County Council is required to adopt a Council Tax Reduction Scheme by 31 January 2018 for 2018/19 onwards.

The Isle of Anglesey County Council’s Local Council Tax Reduction Scheme will be based on the Welsh Government’s Prescribed Requirements Regulations (as amended). These Prescribed Requirements Regulations also permit the Isle of Anglesey County Council to adopt a scheme which incorporates a limited range of discretionary elements to provide further support for Council Tax. Where the Isle of Anglesey County Council has adopted additional discretionary elements, these discretionary elements are set out within this document.

If the Isle of Anglesey County Council fails to make a scheme by 31 January 2018, then the default scheme shall apply under the provisions of the Default Scheme Regulations. The Isle of Anglesey County Council can, however, only apply discretion if it adopts its own scheme under the Prescribed Requirements Regulations.

Local Council Tax Reduction Scheme Requirements

The full Council of the Isle of Anglesey County Council approved its Local Council Tax Reduction Scheme on 12 December 2017 relating to the year beginning 1 April 2018. It specifies, in accordance with the Prescribed Requirements Regulations:–

- Classes of persons who are entitled or not entitled to a reduction;
- The reductions which persons in each class are to be entitled;
- Scheme procedural requirements:-
 1. The procedure by which a person may apply for a reduction under the scheme.
 2. The procedure by which a person may appeal against a decision of an authority with respect to a person's entitlement to a reduction under the scheme or the amount of any reduction to which the person is entitled.
 3. The procedure by which a person may apply to an authority for a reduction under section 13A(1)(c) of the Local Government Finance Act 1992.

The Isle of Anglesey County Council's Local Council Tax Reduction Scheme

The Isle of Anglesey County Council formally adopted its Local Council Tax Reduction Scheme based on requirements as detailed in the Welsh Government's "The Council Tax Reduction Schemes and Prescribed Requirements (Wales) Regulations 2013 No.3029 (W.301) (Prescribed Requirements Regulations)" and "The Council Tax Reduction Schemes (Prescribed Requirements and Default Schemes) (Wales) (Amendment) Regulations 2018 No.?? (W.??) (Amending Regulations)". The Prescribed Requirements Regulations and amending regulation can be accessed at:-

<http://www.legislation.gov.uk/wsi/2013/3029/contents/made>

<http://www.legislation.gov.uk/wsi/2018/??/contents/made>

In summary:-

Part 1 of the Prescribed Requirements Regulations:

Contain introductory provisions and definitions of key words and phrases used in this scheme.

Part 2 of the Prescribed Requirements Regulations: scheme requirements in relation to billing authorities in Wales (as amended by Amending Regulations)

What the scheme adopted by the Isle of Anglesey County Council must include – classes of persons, reductions and scheme procedural requirements.

Part 3 of the Prescribed Requirements Regulations: Classes of persons entitled to a reduction under this scheme (as amended by Amending Regulations)

Pensioners who fall within Classes A to B.

Non-pensioners who fall within Classes C to D.

Part 4 of the Prescribed Requirements Regulations: Classes of persons who must not be included under this scheme (as amended by Amending Regulations)

Classes of persons prescribed to be excluded from this scheme, including persons treated as not being in Great Britain and persons subject to immigration control.

Persons whose capital exceeds £16,000.

Persons who are absent for a period from a dwelling.

Persons who are students.

Part 5 and Schedules 1 to 5 of the Prescribed Requirements Regulations: matters that must be included in this scheme in relation to pensioners (as amended by Amending Regulations)

Schedules 1 to 5 set out the rules relevant to determine the eligibility of pensioners for a reduction and the amount of reduction under this scheme and the amount of maximum Council Tax Reduction under this scheme. They also set out how income and capital for pensioners is treated in calculating eligibility for a reduction under this scheme.

Part 5 and Schedules 6 to 10 of the Prescribed Requirements Regulations: matters that must be included in this scheme in relation to non-pensioners (as amended by Amending Regulations)

Schedules 6 to 10 set out the rules relevant to determine the eligibility of non-pensioners for a reduction and the amount of reduction under this scheme and the amount of maximum Council Tax Reduction under this scheme. They also set out how income and capital for non-pensioners is treated in calculating eligibility for a reduction under this scheme, including in cases where a non-pensioner or partner has been awarded universal credit.

Schedule 11 of the Prescribed Requirements Regulations (as amended by Amending Regulations)

This provides for the application of this scheme to students.

Part 5 and Schedules 12 to 14 of the Prescribed Requirements Regulations: matters that must be included in this scheme in respect of all applicants i.e. pensioner and non-pensioner (as amended by Amending Regulations)

Schedule 12 concerns procedural matters that must be included in this scheme. It describes the procedure by which a person can apply for a reduction in Council Tax under this scheme. Appendix 1 of this scheme provides details of how a person can apply to the Isle of Anglesey County Council for a reduction in Council Tax.

Schedule 12 also describes how a person may make an appeal against certain decisions of the Isle of Anglesey County Council under this scheme.

As the Isle of Anglesey County Council uses electronic communication in connection with making an application and award of a reduction, Schedule 12 details matters that must be included under this scheme.

Schedules 13 and 14 describes who may make an application under this scheme, the date on which an application is made, backdating of applications for pensioners and non-pensioners, amendment and withdrawal of applications and evidence and information required with the application. Schedules 13 and 14 also provide the requirements under this scheme for the information required to be provided by the Isle of Anglesey County Council when notifying the applicant of the decision and what must be included in the decision notice.

Part 6 of the Prescribed Requirements Regulations (as amended by Amending Regulations)

Set out the transitional provisions that will apply to persons who are in receipt of, or who have made an application for, a reduction under existing reduction schemes, when the new schemes come into operation.

Discretionary elements agreed by the Isle of Anglesey County Council to provide Council Tax support in addition to the statutory requirements detailed in the Prescribed Requirements Regulations adopted by the Council

The Isle of Anglesey County Council has decided to adopt a Local War Disablement Pension and War Widows or Widowers Pension Discretionary Scheme. This is detailed in Appendix 2 which provides the elements of such pensions that will be disregarded as income. This is additional Council Tax support to that statutorily required in the Prescribed Regulations.

This will be the only local discretion applied by the Isle of Anglesey under its Local Council Tax Reduction Scheme.

Details the following procedure by which a person can apply for a reduction under the scheme

All persons must apply for a Council Tax Reduction, unless further Welsh Government regulations state otherwise. This will be an electronic or a paper Council Tax Reduction Application Form delivered to the following designated offices:-

A. An electronic application can be made by the following methods:-

- i. By appointment to attend to complete the form at Connect Môn, Council Offices, Llangefni, LL77 7TW (Telephone 01248 755869/70/72/73/74/75/76/77/78/79) or for vulnerable clients to attend at their home to complete the application form (Telephone 01248 752658/752226);
- ii. By appointment to complete the form over the telephone to the Revenues and Benefits Section Offices, Resources Function, Council Offices, Llangefni, LL77 7TW (Telephone 01248 752658/752226);
- iii. By appointment to complete the form by approved and suitably trained “partner” organisations. These are currently –
 - J E O’Toole Centre, Trearddur Square, Holyhead, LL65 1NB (Telephone 01407 760208);
 - any Citizens Advice Bureaux office on the Island (Telephone 01248 722652);
 - Isle of Anglesey County Council Housing Support at Trearddur Square, Holyhead, LL65 1NB (Telephone 01407 765912) and Housing Customer Services, Llangefni (Telephone 01248 752200); and
 - Digartref Ynys Môn offices, Holyhead (Telephone 01407 765557).

The Authority during the year may add to its list of approved and suitably trained “partners”.

- iv. Electronically via the Isle of Anglesey County Council’s web site - <http://www.anglesey.gov.uk/advice-and-benefits/benefits-and-welfare-rights/housing-benefit-and-council-tax-reduction-online-application/> or at the self – service point within;
 - Connect Môn, Council Offices, Llangefni, (Telephone 01248 755869/70/72/73/74/75/76/77/ 78/79) ;
 - Stesion y Llan Café, Station House, Bridge Street, Llanerchymedd, LL71 8EU (Telephone 01248 470481);
 - Iorwerth Rowlands Centre, Steeple Lane, Beaumares, LL58 8AE (Telephone 01248 811508);
 - Amlwch Library, Lôn Parys, Amlwch, LL68 9EA (Telephone 01407 830145);
 - Newborough Library, Prichard Jones Hall, Newborough, Llanfaipwllgwyngyll LL61 6SY (Telephone 01248 440770);
 - J E O’Toole Centre, Trearddur Square, Holyhead, LL65 1NB (Telephone 01407 760208);
 - Gwelfor Community Centre, Ffordd Tudur, Morawelon, Holyhead, LL65 2DH (Telephone 01407 763518);
- v. Department of Work and Pension Local Authority Input Document (LAID) and Local Authority Customer Information (LACI) where they declare an intention to claim a Council Tax Reduction;
- vi. the following Universal Credit forms in electronic format from the Department for Work and Pensions where they declare an intention to claim a Council Tax Reduction:-
 - LCTR2 – Local Council Tax Reduction Proforma;
 - LCTR3 – Local Council Tax Reduction Proforma;

- vii. Electronically in some other format as the Isle of Anglesey County Council may decide in the future.

B. A paper application can be made by the following methods:-

- i.** By approved application form received by the Isle of Anglesey County Council, Resources Function, Revenues and Benefits Section at its designated offices at Council Offices, Llangefni, LL77 7TW or the Benefits Office, J E O'Toole Centre, Trearddur Square, Holyhead, LL65 1NB;
- ii.** The following Universal Credit forms from the Department for Work and Pensions where they declare an intention to claim a Council Tax Reduction:-
 - LCTR2 – Local Council Tax Reduction Proforma;
 - LCTR3 – Local Council Tax Reduction Proforma.

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LOCAL SCHEME – WAR PENSION DISREGARDS
Schedule 4, Regulation 30 – Pensioners
Schedule 9, Regulation 31 – Non Pensioners

INDIVIDUAL ELEMENTS	INCOME DISREGARDED
War Disablement Pension	Yes (£10 statutory, 100% Local)
War Widows or War Widowers Pension	Yes (£10 statutory, 100% Local)
War Widow Pension (Pre 1973 – SPAL)	Yes (2018/19) 100% statutory, £???.?? subject to annual uprating*)
Unemployability Supplement	No
Additional Allowance for Wife (paid with Unemployability Supplement)	No
Constant Attendance Allowance	Yes (statutory)
Invalidity Allowance	No
Comforts Allowance	No
Age Allowance	No
Allowance for Lower Standard of Occupation	No
War Pensioners Mobility Supplement	Yes (statutory)
Exceptionally Severe Disablement Allowance	Yes (statutory)
Severe Disablement Occupational Allowance	Yes (statutory)
Child Allowance	No

* this is set by the Naval, Military and Air forces etc. "Disablement and Death" Service Pension Order 2006. Uprating for 2018/19 has not yet been received.

**LOCAL SCHEME – DISREGARDING PAYMENTS MADE UNDER THE WALES INFECTED BLOOD
SUPPORT SCHEME**

Schedule ?, Regulation ?? – Pensioners*

Schedule ?, Regulation ?? – Non Pensioners*

That the payments made under the scheme are fully disregarded (i.e. 100%).

* this is set by the Welsh Government under council tax reduction regulations 2013 (that have not as yet been amended for 2018/19)

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Ein Cyf / Our Ref: A19640021

To:
Directors of Finance
County and County Borough Councils in Wales

Copied to:
Chief Executives, County and County Borough Councils in Wales
Chief Executive, Welsh Local Government Association
Director of Resources, Welsh Local Government Association

27 October 2017

Dear Colleague

Council Tax Reduction Schemes and the Wales Infected Blood Support Scheme

This letter provides guidance on the treatment of payments made under the Wales Infected Blood Support Scheme (WIBSS) for the purposes of local council tax reduction schemes. The scheme will be providing support from 1 November 2017 to people who were infected with hepatitis C and/or HIV through NHS supplied blood or blood products.

The new Wales scheme replaces the current UK-wide schemes administered by five individual bodies contracted by the Department of Health (Skipton Fund, Caxton Foundation, Macfarlane Trust, Eileen Trust and MFET Ltd). The help and support for recipients includes the provision of ex gratia payments. These payments are exempt from tax and are not included in HMRC or Department for Work and Pensions calculations for tax liability or benefits purposes. The Welsh Government has liaised with HMRC and DWP to make the necessary changes to statutory regulations to allow these arrangements to continue after 1 November 2017.

Under section 13A of the Local Government Finance Act 1992, local billing authorities have the flexibility to grant reductions or exemptions on an individual basis or for a class of council tax payers. The Welsh Government would not wish to see beneficiaries disadvantaged by the change to the new scheme. We will be making the necessary amendments to the following regulations to ensure that the same disregard is applied in respect of local council tax reduction schemes for 2018-19 onwards.

- The Council Tax Reduction Scheme and Prescribed Requirements (Wales) Regulations 2013; and

- The Council Tax Reduction Scheme (Default Scheme) (Wales) Regulations 2013.

We therefore encourage authorities to use these powers to disregard fully any payments awarded from WIBSS when reviewing existing cases or assessing eligibility for their local council tax reduction schemes.

If you have any questions about the above, please email:

lgsf.ministerialcorrespondence@gov.wales

Yours sincerely

DEBRA CARTER

Local Government Strategic Finance / Cyllid Strategol Llywodraeth Leol

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive Committee
Date:	27/11/2017
Subject:	Draft Library Service Strategy
Portfolio Holder(s):	Cllr. Meirion Jones
Head of Service:	Delyth Molyneux
Report Author:	Rachel Rowlands
Tel:	752094 rfxlh@ynysmon.gov.uk
E-mail:	752094 rfxlh@ynysmon.gov.uk
Local Members:	Relevant to all Members

A –Recommendation/s and reason/s
<p>1. Recommendations.</p> <p style="margin-left: 40px;">a) To adopt the Draft Library Service Strategy 2017-2022.</p> <p style="margin-left: 40px;">b) To action the proposed changes in the Draft Library Service Strategy 2017-2022:</p> <ul style="list-style-type: none"> i. Close Cemaes Library, Moelfre library and Newborough Library, continuing to investigate mitigating actions such as community access points and/or increase mobile provision in the areas affected by closure. ii. Develop a collaborative model with Canolfan Beaumaris in respect of Beaumaris Library. iii. Receive a firm commitment from Llanfaelog Community Council in respect of Rhosneigr library by 2 January 2018. If no firm commitment is provided then proceed to close as per i) above. iv. In order to achieve maximum savings the recommendation would be to accept Option B within the Draft Library Service costings (Appendix 5): Total strategy savings bare minimum staff (All of the staffing from the closed Libraries), and accept the risks as detailed in 13.1 below. Officers must point out that this could lead to Legal Challenge and/or Ministerial Intervention <p style="margin-left: 40px;">or</p> <p style="margin-left: 40px;">To accept Option C within the Draft Library Service costings: Retain 22 hours (2/3rds of the staffing) from the closed libraries within the new staffing structure to help with mitigation and sustain performance against the WPLS staffing standards.</p>

2. Introduction.

2.1. This report presents a proposed future strategy for the Isle of Anglesey County Council Library Service. **The Library Service Strategy 2017-2022 ("the Draft Strategy") (Appendix 1)**. The purpose of this Draft Strategy is to ensure firm and sustainable foundations that will allow the Isle of Anglesey County Council ("the Council") to meet the needs of residents and meet the Council's statutory requirements.

3. Background

3.1. The Council is committed to providing a statutory library service that is comprehensive and efficient as required by section 7 of the **Public Libraries and Museums Act 1964**¹.

3.2. **The Welsh Public Library Standards**² (WPLS) are set and assessed by the Welsh Government. Whilst not directly linked to statute, they are a means of benchmarking library services across Wales, and give the responsible Minister's assurances over service use, standards and quality; the WPLS are one of the measures of whether a Library Authority is fulfilling its statutory duty.

3.3. In 2013 the Council was challenged with finding £16m of efficiencies in the following 3 years.

3.4. **The Isle of Anglesey Corporate Plan 2013-17**³ ("the Corporate Plan") stated an aim to reduce the overall costs of leisure, culture and libraries to the Council by 60% over the period of the plan.

3.5. During 2014-15 Council's Library Service undertook a **Library Service Review**⁴ with the aim of ensuring that the best possible service can be delivered within the available resources. The Review analysed topics such as performance, usage, needs, and options for transformation. The review identified several options for the future development of the service. The key drivers for change are financial and technological.

3.6. As a result of the ongoing Library Service Review and the financial implications of the Corporate Plan a Libraries, Youth Service, and Museums & Culture Transformation Program Board was established in April 2015 with the aim of overseeing the delivery of the promises made in the Corporate Plan to explore options and implement a revised Library

¹ <http://www.legislation.gov.uk/ukpga/1964/75/contents>

² <http://gov.wales/topics/culture-tourism-sport/museums-archives-libraries/libraries/public-library-standards/?lang=en>

³ <http://www.anglesey.gov.uk/Journals/2014/04/02/u/s/p/corporate-plan-2013-2017.pdf> p.13

⁴ <http://www.anglesey.gov.uk/download/47802>

provision model.

3.7. A public and stakeholder consultation was held during October 2015 to gather views on the options identified and to invite any alternative ideas. There were nearly 2,000 responses to the consultation between questionnaires, face to face sessions and workshops. Although there was no a clear preferred option, there was evidence that it would be beneficial to seek opportunities for 'community support' models, working with social enterprises or alternative providers to work with the Council to maintain the service rather than any potential withdrawal of service.

3.8. Following on from the consultation the Library Service developed a Draft Strategy and an Equality Impact and Needs Assessment ("EINA") to address the Library Service Review's recommendations, the consultation report and the financial situation.

3.9. The draft Library Service Strategy 2017-2022 was presented to The Executive: Tuesday, 14th February, 2017 at 10.00 am under Item 21: Transformation of the Library Service - Draft Library Service Strategy for 2017 – 2022

<http://democracy.anglesey.gov.uk/ieListDocuments.aspx?CId=134&MId=3081&Ver=4&LLL=0>

It was RESOLVED:-

- To note the process followed to develop the strategy and the reasoning behind what is being proposed within the Draft Library Service Strategy;
- To approve the Equality Impact and Needs Assessment;
- To authorise the Officers to proceed to a public consultation on the Draft Library Service Strategy in line with the timetable as shown within the report;
- To note that the Library Service will continue to discuss and consult with interested parties and to report back with options identified for the transformation of the Library Service to the October meeting of the Executive.

4. Draft Library Service Strategy 2017-2022 ("the Draft Strategy")

4.1. The Draft Strategy has been developed to respond to challenges and needs outlined above. The Draft Strategy has been included as Appendix 1.

4.2. We have listened to residents views and have embedded them into this Draft Strategy. These include ensuring that libraries:

- Maintain book lending which is highly valued
- Maintain strong ICT and Network provision
- Continue to help children, young people and adults to improve skills and learn

- Have suitably trained staff to deliver services
- Demonstrate a clear link to Well-being of Future Generations (Wales) Act 2015⁵

4.3. The Vision

The Draft Strategy outlines a proposed vision for the Library Service and sets out a delivery framework that has the potential to meet the needs of the Library Standards, and respond to the needs of our customers. The proposed vision is that:

***Anglesey's libraries are welcoming places to read, learn and discover;
the trusted guide at the heart of our communities.***

4.4. Underpinning the vision are the core aims:

- **Promoting equality and inclusion** – We recognise that public libraries have always been driven by the principles of equality and inclusion.
- **Making it easy for everyone to use our services** – We recognise that not everyone can, or wishes to access the library service in the same way, we will ensure our service is inclusive to all.
- **Providing a high quality customer focused service** - We will deliver high quality resources in welcoming spaces
- **Being a trusted guide** – We are available to help access information in a trusted environment.
- **Partnership with organisations and agencies** – We recognise that successful partnerships have clear roles and responsibilities, managed expectations and tangible outcomes for each partner.
- **Staff** – We want our staff and volunteers to help users to get the most from their libraries. We also know that our staff are our greatest asset and we want to be a great place to work. We want to create opportunities for volunteers.
-

5. In light of the above this Draft Strategy moves to a pattern of provision based on:

- Area Libraries
- Council led Community Supported Libraries

⁵ <http://www.legislation.gov.uk/anaw/2015/2/contents/enacted>

- Mobile Services (which includes the Mobile Libraries, the Housebound Service (for those unable to leave their home due to illness or disability), and the Schools Library Service)
- Potential community access points (dependent on distribution of A and B)
-

5.1. In more detail the proposed provision is as follows:

Tier 1: Area Libraries: Full time, fully staffed library open approximately 40 hours per week, supported by a professional team on a County wide level. (Llangefni and Holyhead)

Tier 2: Council led Community Supported Libraries with elements of community support: Approximately 20 hours of core staffed opening hours provided by the Council this front-line (branch level), staffing will be supported by a professional team on a County wide level. (Amlwch, Benllech and Menai Bridge)

Tier 3: Council led Community Supported Libraries: Approximately 10-12 hours of core staffed opening hours provided by the Council this front-line (branch level), staffing will be supported by a professional team on a County wide level. (Beaumaris, Moelfre, Newborough and Rhosneigr)

Mobile Services: Alongside the above will be a full review of routes and stops of the Housebound Service and Mobile Libraries. Changes are foreseen in this area of service going forward, to meet changing patterns of usage, however the EINA that our Mobile Services are an important element of provision to our rural County. It is a possibility that alternative models may be developed, for example, partnering with the third sector to deliver elements of Housebound Service.

6. Using population statistics, performance statistics, the cost of using existing libraries, and equality needs in accordance with the assessment's conclusions, and the results of the Consultation; **the Draft Strategy proposes (in accordance with the definitions of the tiers) to maintain:-**

- Two Tier 1 Area Libraries in **Holyhead** and **Llangefni**;
- Three Tier 2 Council Led Community Supported Libraries in **Amlwch, Menai Bridge** and **Benllech**
- Two Tier 3 Council Led Community Supported Libraries in **Beaumaris** and **Rhosneigr**; and Mobile Services - as the most comprehensive and efficient way to deliver Isle of Anglesey Library Service within the available budget.

6.1. Using this tiered categorisation also identifies locations in which the Library Service cannot continue to maintain the provision in its current form due to a lack of a solution. **Therefore, the Draft Strategy proposes that the existing provision of maintaining a library service**

from a building comes to an end in three communities, namely **Cemaes, Moelfre** and **Newborough**. However, due to the likely social impact of this proposal, a 'community link solution' and/or increased Mobile Services are proposed in order to mitigate social impacts on the community and in order to maintain access to the service for the residents of that community via alternative methods, These alternative methods could be a community 'click and collect' collection, an access point in a local school or community building / shop or as previously mentioned mobile library provision.

6.2. Implementing the Draft Strategy will mean that changes will take place across the existing network of libraries. It will involve rationalising hours and changing building control arrangements with the community libraries, and adapting the locations and duration of Mobile Services, and implementing alternative methods of delivery in those areas most affected.

6.3. The responses from the Tier 3 libraries are as follows:

Beumaris: The Chair of The Canolfan Beumaris (Community Leisure Centre) committee which is a social enterprise, confirmed during the public meeting, that they would be interested in working with the Library service. A letter of expression of interest has also been received as evidenced in the consultation findings report.

Cemaes: No community solution at this time

Moelfre: No community solution at this time

Newborough: No community solution at this time

Rhosneigr: Potential for Council Led Community Supported Library in partnership with Llanfaelog Community Council.

7. Public consultation on the Draft Strategy

7.1. This consultation took place over a period of fourteen weeks during the summer of 2017. The full Consultation Report can be found in Appendix 2

7.2. The purpose of this consultation was to inform the Council's decision-making process and to discover:

- whether the residents of Anglesey agree with the Libraries Service Draft Strategy – The Way Forward 2017-22
- To what extent the three-tier approach was supported
- Residents' opinions of the possible impact of any changes to the Libraries Service on them as individuals

7.3. Key messages form the consultation

The following key messages are a high-level summary of the main points made as part of the consultation. They are not intended to be exhaustive but reflect the key comments made through the variety of different engagement channels available:

- Most of the respondents supported the Draft Strategy with 51.88% of those who completed the questionnaire agreeing or strongly agreeing with the Draft Strategy.
- 71.53% agreed with the tiered approach, but did not necessarily agree that their library of choice was in the correct tier.
- Mobile Libraries Service should be reviewed as part of the transformation process to mitigate the impact of any change and then regularly so that its use is maximised.
- A consistent theme was that libraries are poorly marketed and that there is a lack of advertising and signage to show where they are.
- People noted that they had seen the impact of changes on others (older people, families without cars, those looking for work), even if they are not personally affected. There is also a possible effect on them in future if their circumstances change.
- It is the service that is important – buildings are less important.
- 44.5% stated that they would not use the Library Service if their local library closed
- Many of them suggested that a café or coffee machine could be introduced to generate income and create a more relaxed atmosphere.
- Strongly felt that too much pressure is being imposed on a small group of ageing volunteers to maintain services that are important to the communities.
- Many comments about adjusting library opening hours to give people who work and school children the opportunity to have access.
- Residents are concerned about how they and others will be able to access the service as they get older as public transport is poor in some areas.
- A considerable number were concerned about the impact of changes to the Service on children's skills and future generations.
- Concern was expressed about the lack of services in rural areas and that losing a library could possibly exacerbate the situation.
- A view that more use needs to be made of the buildings regardless of their future pattern.
- Suggestions that more Council services should be available in the Libraries so that people don't have to travel to Llangefni to do everything.

- Suggestions were also made about reducing the service in the Tier 1 libraries to protect the others.

7.4. Outreach Sessions

- A number of other engagement activities were held and the Council met with 748 individuals. Of these 207 (27.67%) do not currently use libraries. The main messages from the activities can be seen in the Engagement and Activities Report Appendix 3
- Specific engagement activities were held with Young People, with consultation events in Secondary Schools and Primary Schools. Officers were invited to meet Llais Ni in Llangefni (19/07/17). Llais Ni is a project working with children and young people to ensure that their voices are heard in relation to issues which are of importance to them.
- Library Drop - In Sessions were held in each of the 10 libraries and more formal Public Meetings were held in Tier 3 Library areas (5 areas – Beaumaris, Cemaes, Moelfre, Newborough and Rhosneigr).

8. Impact of the Draft Strategy

8.1. Equality Impact

In accordance with the duty under the Equality Act 2010, an equality impact and needs assessment of the strategy was undertaken. After the public consultation, the equality impact and needs assessment was updated (see appendix 4).

8.2. The Library Equality Impact and Needs Assessment ⁶ (EINA) assesses the need for the service and the impact of any proposed changes on the population who may want to make use of the service. All options were carefully considered in terms of the impact on the residents of Anglesey as well as the Council's ability to provide a 'comprehensive and efficient' library service in accordance with the Public Libraries and Museums Act 1964. In addition, consideration has been given to the Welsh Public Library Standards and the need for Library Authorities in Wales to report on their annual performance in respect of these Standards.

8.3. When developing proposals for the Draft Strategy amongst other indicators, the following were taken in to account as part of the EINA :

- Library usage (number of users) and operating costs
- Demographic information about Anglesey communities, including future growth
- Location of static libraries and mobile library stops

⁶ Appendix 3 Equality Impact Needs Assessment

- Patterns of library use by customers
- Size of library catchments including travel distances
- Levels of deprivation in library catchment areas
- Car ownership
- Needs of people who have protected characteristics under the Equality Act 2010
- Library Service Performance: The Welsh Public Library Standards Framework 5/6

- 8.4.** An EINA has been undertaken for each individual location/community where substantial changes are proposed, and the conclusion of those assessments have been used to inform the Draft Strategy. Copies of the location specific assessment are available from libraries@anglesey.gov.uk or hard copies can be obtained by request from the Library Service.
- 8.5.** The Draft Strategy's EINA has drawn together the potential impact of the Draft Strategy on a county wide basis, but also on specific protected groups within those communities which face substantial changes.
- 8.6.** The EINA highlights a negative impact for specific age groups such as older people and parents with young children (under 5 years old) as a result of cutting the network of fixed library locations.
- 8.7.** The Draft Strategy has been adapted to address these negative impacts by proposing to adapt the mobile service and establishing alternative access arrangements.
- 8.8.** Following full consideration, the Draft Strategy has been reviewed to addresses the potential impacts identified.
- 8.9.** The most disadvantaged communities are within the catchment area of the Llangefni and Holyhead Libraries which will be least affected by any changes to the service delivery model as suggested within the Draft Strategy.
- 8.10.** Areas where individuals may be disadvantaged due to rurality and poor connections have been mapped and action will be taken to increase community access in these areas.
- 8.11.** The EINA finds that there are opportunities to develop and build community cohesion and resilience in those communities where there is an appetite to collaborate with the Council to deliver services in new ways.
- 8.12.** It is likely that some groups will see the proposal as unfair as service points will close in some communities while they may be retained in others. The Council however remains open and receptive to suggestions regarding different ways of working which may result in the service improving and not declining as a result of this long term strategy.
- 8.13.** In developing the Draft Strategy all sections of the Council's communities were given an opportunity and encouraged to work together to develop ideas with the aim of benefiting the

whole community.

9. Impact on Performance of the Library Service

9.1. The Welsh Public Library Standards (WPLS) assess whether local authorities fulfil the statutory duties. The WPLS also assesses whether the service provided meets the needs and expectations of the library's customers and local residents.

9.2. We do not anticipate that adopting this Draft Strategy will have a significant detrimental impact on the Library Service's performance in terms of the WPLS. Likely impact against the WPLS has been mapped RAG rated.

10. Impact on communities

10.1. The Draft Strategy has more impact on some communities in the Council's area than others, specifically in the five communities where change to the current arrangement is recommended.

10.2. We have discussed the Draft Strategy with community councils and other partners in these five communities. It should be noted that an objection and general unwillingness to see any changes to the network of libraries remains.

10.3. However, a positive response has been received from two of the communities where a Tier 3 Council Led Community Supported Library is recommended, Beaumaris and Rhosneigr where if the Draft Strategy is adopted by the Council, Community Councils and other Partners have indicated their willingness to collaborate with the Library Service to establish such an arrangement.

10.4. The response in the three remaining communities (Cemaes, Moelfre and Newborough) where the Draft Strategy recommends that maintaining a library service from a building comes to an end and is replaced by a community access solution or increased Mobile Services has been varied, but generally the responses object to the proposed changes as evidenced in the meeting notes in Appendix 3.

10.5. Based on the responses from different communities, we are of the opinion that no substantive information or evidence has come to hand which suggests that the Draft Strategy should not be adapted; nor does the information received highlight further considerations in terms of the EINA (save for those set out at 9.6 below). However, it should be recognised that a number of communities (Newborough, Beaumaris, Cemaes and Menai Bridge) have highlighted that losing or changing aspects of the library provision will lead to far-reaching social, cultural and community side-effects

10.6. Specific mention should be made regarding the Cemaes area where the closure of the library in the Cemaes area could have an impact on the residents of that area due to the impact of the new nuclear power station that is being built (Wylfa Newydd). This impact is not specifically related to the potential closure of the library but to the loss of a community asset; Council Officers have raised the possibility that the Library building could potentially

be used as a community hub incorporating a library, which could be used as a space / resource to mitigate the impact of the build on residents. However this would not happen over the short term. On 18 October 2017 the Transformation Board recommended that Cemaes Library was not treated differently to any other tier three library and as such should continue to be recommended for closure. Should a library be suggested as a mitigating factor as part of the Wylfa Newydd development, for example as an integral part of a community hub, then the Transformation Board recommended that it was dealt with at that time, should funding be available.

11. Relevant Considerations.

Well-being of Future Generations (Wales) Act 2015

There is a duty on every public body to carry out sustainable development, which is, to ensure the needs of the present are met without compromising the ability of future generations to meet their own needs. In carrying out this duty, the Council must take into account the importance of long-term impact and ability, inclusion, integration, collaboration and the preventative use of resources whilst considering what is being proposed.

Whilst developing and considering the Draft Strategy, these matters have been taken into account in accordance with the sustainable development principle. These considerations are reflected in the Draft Strategy's vision and aims. As the Draft Strategy is implemented, we will continue to consider Well-being of Future Generations (Wales) Act 2015 requirements.

12. Financial Context.

Realising the Draft Strategy would lead to between £49,983 and £72,575 of savings. (see Appendix 5).

It is anticipated that the savings will be realised during 2018-19 in accordance with the work programme noted in section 14 below.

Appendix 5 sets out the savings the Draft Strategy could deliver. 3 options for staffing have been costed.

- a) Staffing structure savings retaining staff
- b) Staffing structure savings bare minimum staff
- c) Staffing structure retaining 22 hours of staff (at scale 3) from the closed libraries within the new staffing structure to help lessen the impact of closure and to safeguard the Councils performance against the WPLS in terms of staffing levels.

13. Main Risks

13.1. Main Risks of Staffing Structure options

13.1.1. Staffing Structure Risks to Option A: Total strategy savings retaining current staffing levels Service would still not achieve the Welsh Public Library Standards Staffing Standard overall numbers of staff, but performance would be maintained and enhanced due to changing job roles and rationalisation of services and closer working with the community.

13.1.2. Staffing Structure Risks to Option B: Total strategy savings bare minimum staff

1. Severely restrict capacity within the Service to deliver mitigating options in those areas subject to library closure. Increased mobile provision may be possible but other actions e.g. 'click and collect' or community drop of points would not. Risk of Legal Challenge.
2. Further deterioration in performance against Welsh Public Library Standards. This will affect performance in all Indicators and Standards but particularly the Staffing Standard, resulting in a risk of Ministerial Intervention.
3. Severely restrict capacity within the service to cover staff absences resulting in unexpected closures, effecting performance against Welsh Public Library Standards and service to the public, especially in the context of Relief Staffing budget being cut as part of this savings package
4. Further restrict the ability to improve and develop services to the public
5. No capacity to increase staffing levels in the New Market Hall Library (Holyhead), limiting opportunities for growth.
6. Risk from increased work related pressures on our staff due to severely low staffing levels resulting in increased staff turnover and staff sickness levels.

13.1.3. Staffing Structure Risks to Option C: Total Strategy savings retaining 22 hours staff for mitigating the effect of closures

1. Mitigating options in those areas subject to library closure e.g. 'click and collect' or community drop of points, would be possible but not to the same extent as Option A.
2. Further deterioration in performance against Welsh Public Library Standards Staffing Standard, but not to the same extent as Option A

13.2 General Risks

13.2.1 Realising the Draft Strategy successfully depends on the collaboration of community councils, partners and service users.

13.2.2 Realising the changes to service delivery (particularly in the communities where the greatest change is recommended) depends on continued discussions with community councils and other partners; and this negotiation can highlight obstacles, concerns, lack of capacity, lack of resources, the need for investment or any other matter that cannot yet be foreseen.

13.2.3 Realising this Draft Strategy successfully also depends on the collaboration of other services

within the Council. The work programme to put the strategy into place brings about implications for the resources of other services.

13.2.4 Continuing from the above, some of these implications can be subject to further decisions by the Council, especially bearing in mind the use and future of individual sites, and the commitments of other Council services.

14. Next steps and timetable

Scrutiny Committee : 13 November 2017

Executive Committee for decision: 27 November 2017

15. An indicative implementation timetable is set out in relation to the proposed Draft Strategy:-

Firm commitment by Llanfaelog Community Council by 2 January 2018
Implement changes in the staffing structure by March 2018
Implement the change of bringing the existing provision to an end in three (potentially four if Llanfaelog Community Council does not indicate its firm commitment to Rhosneigr Library) communities by the end of March 2018.
Implement the change of establishing mitigating provision in three (potentially 4) communities from April 2018 onwards.
Implement the change to the Mobile Service from April 2018
Implement the change and establish the Council Led Community Supported Library in Beaumaris (and subject to Llanfaelog Community Council's firm commitment, in Rhosneigr from April 2018)

B – What other options did you consider and why did you reject them and/or opt for this option?

The transformation process has considered and consulted on a wide range of possible options.

C – Why is this a decision for the Executive?

The remodelling is being carried out in response to a specific Corporate request under the remit of the Lifelong Learning Transformation Board.

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CH – Is this decision consistent with policy approved by the full Council?

D – Is this decision within the budget approved by the Council?

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Comments have been incorporated in the report.
2	Finance / Section 151 (mandatory)	Comments have been incorporated in the report.
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	Any staffing issues that arise in accordance with consultation processes and other recognized HRs should be addressed. Any redundancy costs associated with the strategy will need to be considered together with any TUPE implications that will arise. The report notes the implementation of changes to the staffing structure by March 2018 - will any delay awaiting a response from councils and other community providers before being able to confirm the strategy affect this timetable, as it will be necessary give notice periods if there are changes to contracts / employment?
5	Property	The “Licence to occupy” in the Cemaes Library building will need to be considered.
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	Having considered all the information presented as well as the clarification provided by the Officers on the points raised, it was resolved – <ul style="list-style-type: none"> • That the Committee is satisfied that the service has undertaken the consultation process as comprehensively and inclusively as possible. • That the Committee is satisfied, subject to

		<p>noting the comments made with regard to the need for improved marketing of the library service, that the Equality Impact and Needs Assessment covers all the groups/aspects expected by members.</p> <ul style="list-style-type: none"> • That the Committee recommends - <ul style="list-style-type: none"> • That the Executive adopts the draft Library Service Strategy for 2017-22, and • That it actions the proposed changes in the draft Library Service Strategy 2017-2022 as follows: <ul style="list-style-type: none"> • Close Cemaes Library, Moelfre Library and Newborough Library, continuing to investigate mitigating actions such as community access points and/or increase mobile provision in the areas affected by closure. • Develop a collaborative model with Canolfan Beaumaris in respect of Beaumaris Library. • Receive a firm commitment from Llanfaelog Community Council in respect of Rhosneigr Library by 2 January, 2018.If no firm commitment is provided, then proceed to close as per the first bullet point above. • In order to achieve maximum savings, implement Option B within the draft Library Service costings (Appendix 5 to the report) while accepting the risks as set out.
9	Local Members	
10	Any external bodies / other/s	

E – Risks and any mitigation (if relevant)	
1	Economic
2	Anti-poverty

3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:
Appendix 1: Draft Library Service Strategy 2017-2022 Appendix 2: Consultation Findings Appendix 3: Engagement Activities and Meetings Notes Appendix 4: Equality Impact and Needs Assessment Appendix 5: Costings: Draft Library Service Strategy 2017-2022

FF - Background papers (please contact the author of the Report for any further information):
Background papers included as links in the report

Isle of Anglesey County Council Draft Library Service Strategy 2017-2022

1. Introduction

Anglesey Library Service has undertaken a Library Service Review with the aim of ensuring that the best possible service can be delivered within the available resources. The key drivers for change are financial and technological. In 2013 Isle of Anglesey County Council ("the Council") was challenged with finding £16m of efficiencies in the following 3 years¹.

It is also necessary to review the public library service in light of technological change which is impacting on how people access and consume the core offer (reading); how people satisfy their information needs and how people who are digitally excluded are being increasingly disadvantaged as we move ever closer to a 'digital first' society.

The Council is committed to providing a statutory library service that is comprehensive and efficient as required by section 7 of the Public Libraries and Museums Act 1964². The Council is also mindful of the Welsh Public Library Standards (WPLS), which are administered by the Welsh Government. Whilst not directly linked to statute, the Council acknowledges that they are a useful means of benchmarking library services across Wales, and give the responsible Minister assurances over service use, standards and quality.

The **Isle of Anglesey County Council Draft Library Service Strategy 2017-2022** ("the Draft Strategy") aims to lay firm sustainable foundations that will allow us to serve our residents and meet the statutory requirements over the coming years.

The Draft Strategy aims to deliver the best possible service within the available resources and is informed by the public consultation undertaken by the Council over the summer of 2017 including the comments made by stakeholders, consultees and library users during that process.

2. Context / Process so far

The Isle of Anglesey Corporate Plan 2013-17³ states:

We want to keep our place and presence at the heart of communities with

¹ <http://www.anglesey.gov.uk/Journals/2014/04/02/u/s/p/corporate-plan-2013-2017.pdf>

² <http://www.legislation.gov.uk/ukpga/1964/75/contents>

³ <http://www.anglesey.gov.uk/Journals/2014/04/02/u/s/p/corporate-plan-2013-2017.pdf> p.13

our library provision becoming a 'universal front door' for us as a council

The Council would;

explore options and implement a revised Library provision model.

It was noted that the success measure would be:

- *New Library and cultural heritage management models being implemented*
- *A focused and sustainable library provision*

and that the aim of the Council would be:

..to reduce the overall costs of these services (Leisure, culture and libraries) to the Council by 60% over the period of this plan.

As a result of these commitments a Library Service Review was undertaken⁴ which analysed topics such as usage, needs, and options for transformation. The review identified several options for the future development of the service.

A public and stakeholder consultation was held during October 2015 to gather views on the options identified by the Library Service Review and to invite any alternative ideas. There were nearly 2,000 responses to the consultation provided in questionnaires, face to face sessions and workshops⁵. Although no clear preferred option emerged from these responses, there was evidence that it would be beneficial to seek opportunities for 'community support' models, working with social enterprises or alternative providers to work with the Council to maintain the service rather than any potential withdrawal of service.⁶

⁴ <http://www.anglesey.gov.uk/download/47802>

⁵ <http://www.anglesey.gov.uk/council-and-democracy/consultations/previous-consultations/library-service-review-consultation/127248.article>

⁶ <http://www.anglesey.gov.uk/findings-of-the-libraries-consultation/128045.article>

A second public consultation on the draft library service strategy 2017-2022 was held over the summer of 2017.

We have listened to respondents views and have taken their comments into account in devising this strategy. These include the proposal to ensure that libraries:

- Maintain book lending which is highly valued
- Maintain strong ICT and Network provision
- Continue to help children, young people and adults to improve skills and learn
- Have suitably trained staff to deliver services
- Act as a hub within the community providing information and activities
- Facilitate seamless access to Council services
- Demonstrate a clear link to Well-being of Future Generations (Wales) Act 2015⁷

3. Anglesey Library Service.

The demand for library services is changing. Nationally there is declining demand in book issues and library visits. Our statistics show that this trend is visible across Anglesey Library Service, albeit to a lesser degree than in many other areas in the UK

When developing proposals for this Library Strategy, the following were taken in to account as part of an Equality Impact and Needs Assessment ⁸

- Library usage (number of users) and operating costs
- Demographic information about Anglesey communities, including future growth
- Location of static libraries and mobile library stops
- Patterns of library use by customers
- Size of library catchments including travel distances
- Levels of deprivation in library catchment areas
- Educational attainment by children

⁷ <http://www.legislation.gov.uk/anaw/2015/2/contents/enacted>

⁸ Appendix 4 EINA assessment

- Car ownership and public transport
- Needs of people who have protected characteristics under the Equalities Act
- Library Service Performance: The Welsh Public Library Standards Framework 5 and 6

4. The Vision for the Future

Anglesey's libraries are welcoming places to read, learn and discover – the trusted guide at the heart of our communities.

Underpinning the vision are the core aims:

Promoting equality and inclusion – We recognise that public libraries have always been driven by the principles of equality and inclusion.

Making it easy for everyone to use our services – We recognise that not everyone can, or wishes to access the library service in the same way, we will ensure our service is inclusive to all.

Providing a high quality customer focussed services - We will deliver high quality resources in welcoming spaces

Being a trusted guide – We are available to help access information in a trusted environment.

Partnership with organisations and agencies – We recognise that successful partnerships have clear roles and responsibilities, managed expectations and tangible outcomes for each partner.

Staff – We want our staff and volunteers to help users get the most from their libraries. We also know that our staff are our greatest asset and we want to be a great place to work. We want to create opportunities for volunteers.

5. How we will deliver the Anglesey Library Service to achieve this vision

Looking to the future we must be realistic regarding the current economic climate. The Anglesey Library Service is a statutory service that must operate within the available budget. This Draft Strategy therefore aims to lay firm and sustainable foundations that will allow us to serve island residents and meet the statutory requirements in the coming years.

The Library Service Review coupled with the Library Equality Impact and Needs Assessment ("EINA") and the public consultation undertaken allows us to present a Draft Strategy that will meet the requirements of the library service as well as offering the best possible service to the residents of Anglesey.

Evidence from the EINA⁹ shows that Anglesey Library Service could move to a three-tier statutory Library Service in Anglesey in terms of usage, need, impact and location. The pattern of static libraries would be in addition to the Mobile Services which consist of Mobile Libraries, the Housebound Service and the School Library Service.

The above tiered categories have been compiled from analysis of usage patterns/statistics and follow good practice identified in other Welsh Library Authorities¹⁰ and from consideration of the recommendations from the Welsh Government in their latest report on the future of public library services in Wales 'scoping a New Public Library Service for Wales'¹¹. They also draw on the requirements of the Welsh Public Library Standards 6th Framework.¹²

The Council is open to the possibility of 'community support' models, such as working with social enterprises or alternative providers including a Trust model for Anglesey Library Services and this Draft Strategy can support a wide range of possible community supported models

In light of the above and specifically the Library Service Review, the public and stakeholder consultation undertaken to date and the Council's vision and objectives, this Draft Strategy recommends moving to a pattern of provision based on:

- A. Area Libraries
- B. Authority led Community Supported Libraries
- C. Mobile Services (The Mobile Libraries , the Housebound Service and the Schools Library Service)
- D. Potential community access points

The potential model is as follows:

Tier 1 : Area Libraries: Full time, fully staffed library open approximately 40 hours per week, supported by a professional team on a County wide level. **Holyhead Library and Llangefni Library**

⁹ Appendix 4 EINA

¹⁰ <http://gov.wales/docs/drah/publications/150211-independent-trusts-community-libraries-en.pdf>

¹¹ <http://gov.wales/docs/drah/publications/151019-scoping-a-future-for-public-libraries-en.pdf>

¹² <http://gov.wales/topics/culture-tourism-sport/museums-archives-libraries/libraries/public-library-standards/?lang=en>

Tier 2 : Council led Community Libraries with elements of community support:

Approximately 20 hours of core staffed opening hours provided by the Council this front-line (branch level), front line staffing will be supported by a professional team on a County wide level. There is potential for community support to be built around the core library hours.

Amlwch Library, Benllech Library and Menai Bridge Library.

Tier 3: Council led Community Supported libraries: Approximately 10-12 hours of core staffed opening hours provided by the Council this front-line (branch level), front line staffing will be supported by a professional team on a County wide level. The buildings in this tier will be transferred to the third sector with the core library hours remaining within the Library Service provision / structure. **Beumaris library and Rhosneigr library**

Alongside the above will be a full review of routes and stops of the Housebound Service (for those unable to leave their home due to illness or disability) and Mobile Libraries. Consequently there may be further changes inevitable in this area of service going forward. For example alternative models such as partnering with the third sector to deliver elements of Housebound Service, may be implemented. However, Mobile Services including Mobile Libraries and Housebound Service will remain part of the Anglesey Library Service provision.

6. Table detailing what each tier means:

Tier	The facilities that will be available:
<p>Tier 1 Area Library</p> <p>with:</p> <p>Over 50,000 Annual visits and, Over 50,000 Annual Loans and Over 8,000 sessions computers Use</p>	<ul style="list-style-type: none"> • The library is situated in the catchment area of the main shopping area. • Opening hours between 30 and 40 hours per week • At least 10,000 items of stock in a wide variety of formats, with between 10,000 and 15,000 items of stock in the larger libraries. • Link to e-government and e-learning and provision of specialist collections, e.g. - Local History, Health and Welfare, sets of books for Reading Groups, • At least 16 computers, free Wi-Fi service, lap-top space and tablets available for use • Space within the children’s area for activities or easy access to an appropriate space • Space, or access to space, for holding community events and arts • Ongoing consideration to co-location with similar services or partners

<p>Council led Community Libraries with elements of community support: approximately 20 hours of core service provided by the Council</p> <p>with:</p> <p>Over 12,000 Annual visits and Over 20,000 Annual Loans and Over 1500 Computer sessions</p>	<p>The library is located near the centre of town / village or in / adjacent community centre / school</p> <ul style="list-style-type: none"> • Co-located with partners from the community / council or others where it is possible • Opening hours: approximately 20 hours • Element self-service depending on local needs and any other use made of the community site. • At least 6 computers available to the public • Free Wi-Fi • A variety of sources of information on paper and online • Space to hold community meetings or events where it is possible • Use of volunteers for additional activities or extended non-core opening hours
<p>Council Led Community Supported library:</p> <p>Approximately 10-12 hours of core service provided by the Council.</p> <p>with:</p> <p>under 12,000 Annual visits and, under 20,000 Annual Loans and, under 1500 Computer sessions</p>	<p>The library is located near the center of town / village or in / adjacent community centre / school</p> <ul style="list-style-type: none"> • Opening hours: approximately 10 hours • At least 5,000 items of stock • computers available to the public • Free Wi-Fi • A variety of sources of information on paper and online • Element of self-service depending on local needs and any other use made of the community site. • Space to hold community meetings or events where it is possible • Co-located with partners from the community / council or others where it is possible • Use of volunteers for additional activities or extended opening hours
<p>Mobile Services</p> <ul style="list-style-type: none"> • Mobile Libraries in the community 	<ul style="list-style-type: none"> • Servicing population between 200 and 1000 within walking distance of a quarter mile • Length of stops - between a quarter

<ul style="list-style-type: none"> • To the Home <p>School Library Service</p>	<p>and three quarters of an hour.</p> <ul style="list-style-type: none"> • Stops are chosen based on previous use, the distance of the nearest library building, access to public transport and health and safety considerations. • Monthly visits <ul style="list-style-type: none"> • a 'Housebound Service' is offered to those who are unable to visit a static library or the mobile library service due to illness or other factors • Visits monthly <p>All subscribing primary schools are visited by the school's library mobile van where pupils can borrow books as required.</p> <ul style="list-style-type: none"> • Thematic Project Packs • Access to Author visits and activities • Subscription costs are based on pupil numbers.
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Conclusion

This Draft Strategy, within the context of available resources, will provide a firm and sustainable foundations on which to deliver and develop an efficient and effective library service to meet the needs of the vast majority of library users, within the context of the Welsh Government Library Standards and the statutory framework set out in the Public Libraries and Museums Act 1964.

Libraries Service Survey: The Way Forward. 2017 CONSULTATION REPORT

1 INTRODUCTION

- 1.1 **The Public Libraries and Museums Act 1964** places a **statutory duty** on all local authorities to provide a comprehensive and efficient Library service, in the context of local need: that is, specifically the needs of those living, working and studying in the local area. The 1964 Act places a duty on the Secretary of State to superintend and promote the public library service and to ensure that local authorities discharge their functions, in addition it also provides special rights to take action where a local authority is in breach of its duty¹
- 1.2 The statutory requirements of a public library service in Wales are protected by the Public Libraries and Museums Act 1964. The **Welsh Public Library Standards** allow us to assess whether library services in Wales are complying with their duties under the 1964 Act. They also assess the efficiency of the delivery of library services in Wales.²

Any future pattern of provision will have to give due attention to the Public Libraries and Museums Act 1964 and the Isle of Anglesey County Council's performance against the Welsh Public Libraries Standards.

- 1.3 As part of steps being taken to comply with its duties, the Isle of Anglesey County Council ("the Council") initiated a consultation which took place over a period of twelve weeks during the summer of 2017.
- 1.4 **The purpose of this consultation was to inform the Council's decision-making process and to discover:**
- Whether the residents of Anglesey agree with the Libraries Service Draft Strategy – The Way Forward 2017-22 ("the Draft Strategy")³
 - To what extent the three-tier approach is supported
 - Residents' opinions of the possible impact of any changes to the Libraries Service on them as individuals

¹ From the Department of Media, Culture and Sports
http://www.culture.gov.uk/what_we_do/libraries/3416.aspx

² <http://wales.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/wpls/?lang=en>

³ Appendix 1 : Draft Library Service Strategy 2017-2022

- 1.5 The Council is reconfiguring its library services for the future, in accordance with the changing needs of its citizens. At the same time, the council needs to make significant savings in many services, including libraries.
- 1.6 This report communicates a summary of the consultation exercise conducted from July to the end of September 2017. The report aims to provide **input to the ongoing discussion regarding the future of the library service on Anglesey** and is based on evidence for reference by all parties concerned.
- 1.7 The aim of the consultation was to gain the opinions of people across the whole County. Consultation was held on a Draft Strategy proposing a Library Service based on a three-tier service.
- 1.8 All responses to the consultation, in their varying forms, have been considered in producing this report. Where general comments were presented through the formal consultation channels, they have been analysed and included as “response themes” within this report.
- 1.9 The consultation online and offline questionnaire ("the consultation survey" attracted a significant response (450 full responses and 28 incomplete responses). In addition, 748 responses were received from meetings attended by the Council as part of the consultation engagement activities.

2 METHODOLOGY

- 2.1 The report refers to the findings from a range of activities, drawing on various data collecting methodologies.

What	Where and why	Who
Open consultation survey	Online and on paper	Any citizen. 478 people contributed their opinions in this way.
Public Meetings	In Tier 3 library communities where it as considered that the proposed Draft Strategy may have the most impact	Any citizen
Drop- in Sessions	All libraries, Cyswllt Môn, Leisure Centres – promoted to residents in addition to giving people the opportunity to informally discuss and enquire about the Strategy without having to listen to a presentation	Any citizen
Young People’s Consultation	Youth Forum, Schools Forums, Focus Groups – to obtain the opinions of this cohort of the population to ensuring a library	Young People

	service that is suitable for and reflects their future needs	
Outreach Sessions	Sheltered Housing Forum Anglesey Show Family Fun Days, Oriel Môn, Moelfre, Amlwch, Merched y Wawr, Llanddeusant Community Voice Session, Gwelfor (full list in Appendix3) - to ensure that messages about the consultation were shared as widely as possible	Anglesey residents and stakeholders

2.2 The consultation was undertaken during July, August and September 2017:

2.3 The methods used were:

1. Open consultation survey: Paper and online questionnaires (self-selection sampling)
2. Discussion group sessions held with targeted groups – e.g. School Councils; sheltered housing forum; Merched y Wawr, Community Focus Groups.
3. Correspondence received – letters
4. Public meetings in specific areas
5. Drop in sessions
6. Questions and discussion at major events –e.g. Anglesey Show

3 KEY MESSAGES FROM THE CONSULTATION

3.1 The following key messages are a high-level summary of the main points made as part of the consultation. They are intended to be exhaustive; they reflect the key comments made through the variety of different engagement channels available:

- Most of the respondents supported the Draft Strategy with 51.88% of those who completed the questionnaire agreeing or strongly agreeing with the Draft Strategy.
- 71.53% agreed with the tiered approach, but did not necessarily agree that their library of choice was in the correct tier.
- 44.5% stated that they would not use the Library Service if their local library closed
- Mobile Libraries should be reviewed as part of the transformation process to mitigate the impact of any change and then regularly so that its use is maximised.
- A consistent theme was that libraries are poorly marketed and that there is a lack of advertising and signage to show where they are.
- People noted that they could see the potential impact of the proposed changes on others (older people, families without cars, those looking for work), even if they are

not personally affected. There is also a possible effect on them in future if their circumstances change.

- It is the service that is important – buildings are less important.
- Many of them suggested that a café or coffee machine could be introduced to generate income and create a more relaxed atmosphere.
- Strongly felt that too much pressure is being imposed on a small group of ageing volunteers to maintain services that are important to the communities.
- Many comments about adjusting library opening hours to give people who work and school children the opportunity to have access.
- Residents are concerned about how they and others will be able to access the service as they get older as public transport is poor in some areas.
- A considerable number were concerned about the impact of changes to the Service on children's skills and future generations.
- Concern was expressed about the lack of services in rural areas and that losing a library could possibly exacerbate the situation.
- A view that more use needs to be made of the buildings regardless of their future pattern.
- Suggestions that more Council services should be available in the Libraries so that people don't have to travel to Llangefni to do everything.
- Suggestions were also made about reducing the service in the Tier 1 libraries to protect the others.

4 ANALYSIS OF THE OPEN CONSULTATION SURVEY (The online and offline questionnaire): A copy of the open consultation survey is available on request.

4.1 Consultation Survey

The responses to the consultation survey represent the opinions of participants. As an open public consultation, no sampling techniques were used to produce representative research – the response is self-selective as any interested individual could have participated.

4.2 The total number of open consultation survey questionnaires returned was 478; 242 hard/paper copies; 236 were completed online.

4.3 The headline responses to the open consultation survey questionnaire are as follows:

- Almost 97% respondents stated that they used the Library Service
- Almost 63% were female
- 50.58% (215) were over 66

- 45.12% (185) were between 25 and 64
- 3.25% were from Minority Ethnic (BME) backgrounds (of the Anglesey pop. =1.2%)
- 94.26% of the people who answered the ethnicity question stated that they are White
- 13.03% were disabled
- 2.03% were Lesbian, Gay or Bisexual (LGB)
- 66% have a religion or religious belief

4.4 The responses received were mainly from existing library service users (97%). This is consistent with similar surveys in other geographical areas of the UK, however, to ensure that non-users voices are heard and included, several additional activities were held and are reported separately below.

5 ENGAGEMENT ACTIVITY

A number of other engagement activities were held and the Council met with 748 individuals. Of these 207 (27.67%) were not library users. The main messages from the activities can be seen below with the engagement activity notes in Appendix 3

5.1 YOUNG PEOPLE'S CONSULTATION

5.1.1 Secondary Schools Consultation

- Ysgol Syr Thomas Jones – Focus Group of Year 7 pupils
Some of the group use libraries and see them as somewhere to meet friends after school. Of those who have never used libraries they had little or no knowledge of the service and they suggested marketing and promotion within schools. Concern for others who make use of libraries was displayed with reference to older people and people with disabilities possible being unable to travel further to access the service.
Use of community transport as a mode of carrying people to libraries was suggested.
The group gave suggestions as to what they think is important in a library.
- Ysgol Uwchradd Bodedern – School Council
Of the 10 who were present, not one of them used the Library Service. Suggestions were received in terms of what would attract them to use the Library Service and it was noted that there is no library in the Talybolion area.
It was suggested that smaller libraries should close and that investment should be made in the larger ones.

5.1.2 Primary School Consultations

- Ysgol Gynradd Amlwch – School Council – The children would be sad to see the libraries closing. They see the library as a quiet place to go but they would like more colour and comfortable chairs to relax in.
- Ysgol Llanbedrgoch – Focus Group of Years 5 and 6 – All pupils used libraries and had a good knowledge of what they could do in a library. They were very aware of the potential impact on older people and those with children if a library was to close and were concerned as to how people would get to another library if they did not have a car. They expressed that they would be sad and disappointed if their local library was to close. They expressed that they found the limited opening hours restrictive “everytime I want to go there it is closed”, one girl was very enthusiastic to raise the potential of Sunday opening hours. They clearly expressed the benefits of libraries e.g. somewhere to speak and improve their Welsh language skills and gain confidence.
- Ysgol Rhoscolyn – School Council – Some pupils use Holyhead Library with their families and are excited to have a new library at the Market Hall. They can see the impact that library closures would have on others but would not see an impact themselves. Suggestions were made as to how to make the library more attractive and it was noted that there is a lack of information about what is available – need more marketing.

5.1.3 Llais Ni

- Representatives of the Library Services were invited to meet Llais Ni in Llangefni (19/07/17). Llais Ni is a project working with children and young people to ensure that their voices are heard in relation to issues which are of importance to them.
- 7 young people, between 12 and 24 years of age attended the session. The Draft Strategy was presented to the young people and a lively discussion was held about what would be possible. Strong opinions were heard that the young people did not object to the closure of some libraries if that meant that it would allow the continuation of the service. Almost all of them noted that they have to travel to the library anyway.
- 2 of the 7 who attended used a library regularly and the other two on an occasional basis, but the main obstacle to using a library for the three who did not use it was its image.

5.2 Anglesey Sheltered Housing Forum

- This session took place before the official consultation period and was used to share information about the consultation and how to participate.
- There were 50 participants.
- The Draft Strategy was presented to the audience and a discussion was held on the possible implications of the Strategy. As most of those present lived in the Holyhead area, specific questions were asked about the future of the Library Service in Holyhead.

5.3 Library Drop-In Sessions (full notes in the Engagement Activity Notes – Appendix3)

- A drop-in session was held at each of the 10 libraries.
- A mixed response was received in the areas with Tier 1 Library with users noting that they would not be affected by the proposed changes.
- Users in some libraries argued that their library was in the wrong tier and that they should be open for longer hours.

- Comments were received in one library (Moelfre) noting that they felt that the location was unsuitable as it was some distance from the bus stop and at the top of a hill from the village which made it difficult for older people. People found it easier to catch the bus from the village to go to another nearby library. Discussions in the village have not identified an alternative location for the library.
- In all cases the importance of knowledgeable and qualified staff in the libraries was noted.
- In many libraries, the message was conveyed regarding the importance of the library as a meeting place and as a place which contributes to people's health and wellbeing and serves to reduce loneliness for some individuals.

5.4 Public Meetings

- Public Meetings were held in Tier 3 Library areas (5 areas – Beaumaris, Cemaes, Moelfre, Newborough and Rhosneigr)
- A varied attendance was received in each area with as few as 2 members of the public in Moelfre and as many as 20 in Cemaes.
- Two main concerns expressed in Beaumaris were that people did not agree that their library should be in Tier 3 and objected to the reduction in hours.
- The positive message from Beaumaris was that the community was supportive of Canolfan Bwmares Management Group's proposal to express a formal intention to collaborate with the Council to secure the continuation of the service.
- Concern was stated in Cemaes that a lot of assets had already been transferred to the Community Council, namely the toilets and carpark – is it asking too much of the community to expect it to take on another asset?
- Following some discussion, those present in Cemaes resolved to try to work with neighbouring communities to secure the future of the Library
- Concern was raised in the meeting in Llanfaelog regarding the capacity, both financial and human, within the community to take on another asset.
- The discussions in Newborough were mainly around the costs of running the library with the quoted figures being explained by officers. Following a full and frank discussion it was resolved that the Community Council and the Prichard Jones Institute would explore any potential to work together to safeguard the library.
- The discussion in Moelfre was limited, largely due to the numbers present. However, those present agreed in principle with the Draft Strategy.
- There was a resolve to take the discussion back to the respective Community Councils

5.5 CORRESPONDENCE RECEIVED

5.5.1 Main Messages

Summary of responses from the Community

- **Canolfan Beaumaris (Social Enterprise)**
This is to advise, that following the Monthly meeting of the Directors of Canolfan Beaumaris on Tuesday 11 April 2017, it was unanimously resolved that the County Council be advised that Formal Interest be registered in taking over the running of the Library in Beaumaris. It is requested that once that is agreed that negotiations can take place to bring the Library under the existing lease that exist between us and the County Council. A formal letter on Headed paper will be sent to you in due course.

- **Amlwch Town Council**

After discussing the latest consultation document on the future of Anglesey's libraries, I would like to confirm that Amlwch Town Council is pleased to see that Amlwch Library is included in Tier 2. Members are very supportive of the proposal that the Town Library would continue to be open 20 hours a week with the service being run by professional staff members. (translated from Welsh)

- **Llanfair Mathafarn Eithaf / Community Council**

Members are supportive of the proposal in the Consultation document to keep the current service to the Library of Benllech with the hope of input from the local community to expand the use of the site. Members were interested in the idea of co-locating with partners from the community, in particular the possibility of having an office to Llanfair ME Community Council within the existing building. (Translated from Welsh)

In our meeting in September Members agreed to submit a formal request to the library service to have a presence in Benllech library. (Translated from Welsh)

- **Rhosneigr Community Council**

Following the last Community Council meeting held on the 26th of July. The Llanfaelog Community Council committee members agreed in principle that the community council would be interested in safeguarding Rhosneigr library for the community. However this would be pending more information following consultation.

- **Llanbadrig Community Council**

1. We recognise the thoroughness of the Councils strategic review of the library service and thank the Chief Executive and Library staff for their presence in Cemaes to explain and discuss the strategy.

2. It seems to us probable that the outcome of the strategic review is that IOACC will not continue to fund the costs of running and maintaining the current Cemaes Library building.

3. We believe that a continuing library service based in Cemaes is a vital contributor to community life in Cemaes and surrounding communities.

4. We recognise that the current Library building is an under-utilised asset and that it has the potential to provide additional services and extended hours of opening.

5. Llanbadrig Community Council will contact adjacent Community Councils to determine if there could be a joint initiative to generate community support for a volunteer led charity that could assume responsibility for the library building. We will also contact local established volunteer organisations to explore whether they might be interested in supporting such an initiative.

- **Llaneilian Community Council**

Cyngor Llaneilian has been discussing the future of the Island's libraries for a few months. When reading the last consultation document, members were pleased to see that Amlwch library would continue to offer 20 hours of service. Members felt that there was a real need to protect the rural libraries as well as the main libraries in Llangefni and Holyhead. Indeed it was felt that hours in those libraries should be cut if necessary to protect service in smaller libraries. Members felt that there was a real need to look at the use of the mobile library and that it would be possible to save money here. Advertising when the bus would visit different sites may attract more use of it. (Translated from Welsh)

- **Rhosyr Community Council**

Appendix 2

Everyone is supportive of keeping the Library the issue of fundraising was not discussed but it is on the agenda for next month due to lack of time. (Translated from Welsh)

- **Rhoscolyn Community Council**

We are very pleased with the intention to relocate and modernize the main library in Holyhead - which is within a stone's throw of the majority of the population in this area. Naturally not everyone who wishes to would be able to attend the building in Holyhead and therefor extremely grateful for the mobile library. We hope that this service will continue and that the Council ensures that the Mobile Library can reach places that may be remote, if there is a demand for the service in these areas. (Translated from Welsh)

- **Pentraeth Community Council**

Members of the Community Council are supportive of what has been done so far as regards the service at the Benllech library. They are now waiting to see what and how much other local councils in the area intend to do to contribute to the running of the library. (Translated from Welsh)

Correspondence can be viewed on request

APPENDICES

Appendix 1: Draft Library Service Strategy 2017-2022

Appendix 2: Engagement Activities and Meeting Notes

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity

Date	Activity	Total consulted with	Non-users	Notes
15/06/2017	Sheltered Housing Forum, Gwelfor	50		<p>Present: Bethan Hughes Jones and Llio Owen</p> <ul style="list-style-type: none"> - Made aware of consultation and how to give their opinion - Given information on draft strategy - Given flyers to fill in questionnaire online - Questions asked regarding better wifi in new Holyhead library
19/06/2017	Llanbedrgoch Primary School	6		<p>Present: Rachel Rowlands and Bethan Hughes Jones</p> <p>Focus Group of Years 5 and 6 – All pupils used libraries and had a good knowledge of what they could do in a library. They were very aware of the potential impact on oldr people and those with children if a library was to close and were concerned as to how people would get to another librry if they did not have a car. They expressed that they wopuld be sad and disappointed if their local library was to close. They expressed that they found the limited opening hours restrictive “everytime I want to go there it is closed”, one girl was very enthusiastic to raise the potential of Sunday opening hours. They clearly expressed the benefits of libraries e.g. somewhere to speak and improve their Welsh language skills and gain confidence.</p>
23/06/2017	Amlwch Primary School	13	5	<p>Present: Rhian Evans and Rachel Rowlands</p> <ul style="list-style-type: none"> - 6 children used Amlwch - 2 children used Llangefni - Some used to read, do crafts, said there was a good choice of books - A place to be quiet - Some said there were too many books on the shelf, too hard to choose - Like to see more colour, colourful furniture and comfier seats

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				- would be sad to see libraries close, wouldn't be able to learn new things. Were worried about how older people would get to a library if they could not walk.
28/06/2017	Ysgol Syr Thomas Jones	18		<p>Present: Rachel Rowlands, Bethan Hughes Jones and Awen Dodd</p> <p>Some of the group use libraries and see them as somewhere to meet friends after school. Of those who have never used libraries they had little or no knowledge of the service and they suggested marketing and promotion within schools.</p> <p>Concern for others who make use of libraries was displayed with reference to older people and people with disabilities possible being unable to travel further to access the service.</p> <p>Use of community transport as a mode of carrying people to libraries was suggested.</p> <p>The group gave suggestions as to what they think is important in a library</p>
30/06/2017	Cylch Ti a Fi - Cemaes	4	1	<p>Present: Llio Owen and Eirian Lewis</p> <ul style="list-style-type: none"> - Biggest worry was no more sessions for children - Would like to see more activities between Ti a Fi and libraries (day outs to libraries)
03/07/2017	Ysgol Uwchradd Bodedern	10	10	<p>Present: Rhian Evans, Llio Owen and Awen Dodd</p> <ul style="list-style-type: none"> - Chill Out area, cafe or drinks machine - Group very aware of the cost of things for the council - Change how they look on the outside, buildings too cold and scary - Advertise services better, not aware of free wifi, online services etc - Work more with schools so pupils know what is available - More activities for teenagers, feel like only activities are for young children or older people (film & music nights etc) - Sell books too

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> - More contemporary books - Not aware of where the libraries are, hidden and no signs - Video games - tournaments and events - Place to do homework with friends, additional lessons before exams - Facilities to watch sport games - Q&A sessions with authors - More opening hours, by the time they have gone home from school they don't have time to go to libraries - Close small libraries to invest in bigger one - No libraries in Talybolion area - Pool tables and table tennis - Sell school supplies - Borrow DVDs and video games
04/07/2017	Ysgol Gynradd Llanfachraeth Summer Fair	70	65	<p>Present: Llio Owen and Bethan Hughes Jones</p> <ul style="list-style-type: none"> - 40 children, 30 parents - Some not too worried - no libraries in talybolion area - Given questionnaires and leaflets for information
04/07/2017	Cylch Ti a Fi Llanddaniel Fab	2	2	<p>Present: Llio Owen</p> <p>Information on the consultation given</p> <ul style="list-style-type: none"> -left questionnaires and leaflets for parents
07/07/2017	Rhoscolyn Primary School	14	14	<p>Present: Bethan Hughes Jones and Llio Owen</p> <ul style="list-style-type: none"> - Some used Holyhead Library with their families - Little knowledge of services library offered apart from borrowing books. Information was given to them about activities and facilities - Could name 5 libraries as a group - Didn't use the library van, hasn't been in their school for a while

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<p>Suggestions:</p> <ul style="list-style-type: none"> - Cafe / Place to eat with friends - Less need to be quiet - More colourful and newer/comfier furniture - School trip to visit library - More opening hours after school and weekends - Borrow iPads and video games - More workshops - lego, coding <p>- Some expressed that they would be sad to see libraries close (Wouldn't effect them much, Holyhead library moving to newer building)</p> <p>- Leaflets left for families to fill in questionnaire online</p>
11/07/2017	Public Meeting Rhosneigr Area Llanfaelog Hall	10	0	Full notes in Tier three meeting notes
12/07/2017	Library Drop in Newborough Library	14	0	<p>Present: Rachel Rowlands, Carol Sorahan and Llio Owen</p> <p>Flyers for online questionnaire taken (many said they preferred this to paper) One already had a flyer from local shop</p> <p>Flyers & paper questionnaires handed out and discussed with group meeting next to library</p> <ul style="list-style-type: none"> - Many expressed that they don't use libraries themselves, but said it would be shame for community if closed
14/07/2017	Library Drop in Moelfre Library	8	0	<p>Present: Rachel Rowlands and Bethan Hughes Jones</p> <p>Some felt strongly that they wouldn't want to see library close, thought library was not in the best location in village. There was an acknowledgement that the library was not well used but that it was very much loved by those that did.</p>

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				Local shop keeper expressed he would not be able to co-locate Possibly meeting with community council on 4th September to discuss
18/07/2017	Public Meeting Beaumaris Area Canolfan Beaumaris	14	0	Full notes in Tier three meeting notes
19/07/2017	Llais Ni	7	6	Present: Rachel Rowlands, Bethan Hughes Jones, Awen Dodd <ul style="list-style-type: none"> - Important as a place to study - Young people don't know what is available in libraries Need to advertise more to young people - Important access to computers and wifi - Modernise - change the perception - Taking library away would effect people in different ways - It's a safety blanket for parents Mothers/Parents meet as groups - Should make more use of school libraries - Taking library away might effect childrens education - Is there enough finance for mobile library? - Opportunities for young people to volunteer in the community - A place for young people to go after school while parents are still working
20/07/2017	Library Drop in Llangefni Library	18	0	Present: Rachel Rowlands & Bethan Hughes Jones <ul style="list-style-type: none"> - Important to keep Llangefni Library service the same - Network in Menai Bridge is too slow - Computer access is vital - Important to have a quiet space to meet clients

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> - "It won't effect me as I use Llangefni and Holyhead but I expect it will effect the smaller communities..." - "It will effect those who don't drive or have a bus pass (if they are lucky enough to have a bus)" - "I use Newborough. That cannot close. It's too important to me and children" - "We'd be lost without a library. They are too important to close. The small ones are valuable, perhaps more so"
20/07/2017	Llanddona Community Council	9	-	<p>Present: Bethan Hughes Jones & Carol Sorahan</p> <p>Bethan Hughes Jones presented the Draft Library Service Strategy 2017 - 2022 Members of the public said that there would be more use of the Besaumaris Libray if there were regular hours. They were concerned about the impact on Young people and the elderly should Beaumaris Library close. Chair of the Canolfan Committee (Social Enterprise) Alwyn Rowalnds accounced that the Ganolfan declared a "Formal Interest be registered in taking over the running of the Library in Beaumaris ".</p> <p>Received further invitation to attend "Llanddona Through The Ages" 09/09/17 which was accepted. Asked to write article for local newsletter</p>
24/07/2017	Library Drop in Cemaes Library	6	0	<p>Present: Rachel Rowlands & Rhian Evans</p> <ul style="list-style-type: none"> - "Don't close my library. It would be too hard to go to Amlwch by bus" - "Think about the impact" - "Will Horizon help keep library open?" - "What impact will the new Wylfa have?"

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

25/07/2017	Library Drop in Amlwch Library	7	0	<p>Present: Rachel Rowlands & Carol Sorahan</p> <ul style="list-style-type: none"> - Have 3/4 big libraries and close everything else including mobile - Amlwch library should be open full time and in tier 1
26/07/2017	Local Conversations Officer Mon CF and North Wales Deaf Association	30	-	<p>Present: Rachel Rowlands & Bethan Hughes Jones</p> <ul style="list-style-type: none"> - Libraries are an important place for people to socialise- some go there to spend an hour or two out of the house, read the newspaper etc - Free to use- don't have to pay for a newspaper etc, as an older person I don't use the internet or e-books etc - Look to use the space inside library buildings to hold outreach sessions- housing benefit, CAB, etc. Work in partnership with other community organisations - Older people would like simpler E-training, IT skills – not like structured sessions, more informal and relevant - Look at more versatile opening hours for young people and those who work, weekends etc - Advertise the wifi in static libraries, do they have mobile wifi on the library van? Wifi is great but can you actually connect and are the connections good? - Have an archives section in Holyhead Library so people can look up local history- especially in Holyhead and through the links with Maritime Museum - Some mentioned it was no more appealing going to a community centre to use library services- prefer the 'feeling' of a library building - Use community centres to advertise what is available in our libraries - Use GP's/homecare/pharmacists etc to advertise the housebound services - Extend Cyswllt Môn- could we have council staff as outreach in libraries- linking HQ with libraries, will bring people in to see them and they might then use other library services - External use of space- i.e. businesses using the space for exhibitions, to generate money

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> - People were unaware that you had to ring Llangefni for info on the mobile library - Accessibility- is there a hearing loop in the mobile library - Should have information changed periodically at reception/in static displays so that people notice its changed and take interest
26/07/2017	Library Drop in Benllech Library	6	0	<p>Present: Rhian Parry Evans</p> <p>Importance of the library to older people stressed. The new doctors surgery and flats being build will make the library even more relevant. Pleased that Benllech is in tier 3 and may have extra hours.</p>
28/07/2017	Library Drop in Beaumaris Library	11	0	<p>Present: Rachel Rowlands & Bethan Hughes Jones</p> <ul style="list-style-type: none"> - Disagree with Beaumaris grouping in Tier 3, however sees after an explanation that the core hours could then work with help from the 3rd sector - Need to maintain a level of service as the support for children and families is important - Would hate to see the building being left empty - Strong feeling that continuous cuts when council tax is constantly rising - Staff are vital and important - Building not of vital importance but the service is - Libraries are vital for wellbeing - Savings are peanuts - Don't cut the hours – Beaumaris deserves more
28/07/2017	Come and Play Session Oriol Mon	26	7	<p>Present: Eirian Lewis</p> <p>Information given and some discussions had but majority wanted to take the information and reply at a later date.</p>
31/07/2017	Leisure Centre Holyhead	18	15	<p>Present: Bethan Hughes Jones & Llio Owen</p>

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> - Majority used Holyhead library, expressed that any changes wouldn't effect them (was explained to them that if a tier 3 library would close it would have knock on effects on other library services) - One used mobile service in Llanfaethlu, but was unaware that the van stopped closer to their home - Some expressed excitement that Holyhead Library is moving to Market Hall - Some felt strongly that no library should close (it was explained to them that library service is looking into alternative ways of running libraries instead of closure)
03/08/2017	Visually Impaired Reading Group Holyhead Library	14	0	<p>Present: Rhian Evans</p> <ul style="list-style-type: none"> - Process and consultation explained - Holyhead library users only - Happy to know that Holyhead Library is in Tier 1 - Enquied about the move to new library - Happy to hear that there will be an element of Cyswllt Mon in new Building - Stressed the importance of sessions like these for people with their needs as they do not want to miss out - Transport is a key element
15/08/2017 16/08/2017	Anglesey Show	105 90	- -	Information given and discussions had
21/08/2017	Library Drop in Holyhead Library	5	0	<p>Present: Rachel Rowlands & Rhian Evans</p> <p>2 councillors, Dafydd Rhys and Glyn Haynes</p> <ul style="list-style-type: none"> - Happy that library is moving to Market Hall, but worry about rural areas without buses

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

21/08/2017	Leisure Centre David Hughes, Menai Brigde	17	16	Present: Carol Sorahan & Llio Owen - Many not library users and hadn't used library recently - One user of Newborough Library, was aware of consultation and intended to attend neighbourhood meeting
22/08/2017	Come and Play Session Moelfre Primary School	25	-	Present: Bethan Hughes Jones & Veronica Chamberlain - Everyone noted how important the service - Some visitors noted their usage of the library during the summer
23/08/2017	Come and Play Session Amlwch Football Club	15	9	Present: Eirian Lewis information given – most did not want to discuss things at that time.
24/08/2017	Library Drop in Rhosneigr Library	6	0	Present: Rachel Rowlands & Bethan Hughes Jones The importance of the library to tourism and second home owners was stressed. The importance of the library as a meeting place was emphasised as was the importance to older people. Public Transport links were said to be poor The importance to Young families and school pupils was also noted.
29/08/2017	Leisure Centre Amlwch	15	12	Present: Carol Sorahan & Llio Owen - "It wouldn't effect me personally, but I wouldn't like to see them close - Some had family members who use library services - "The service provided is very important" – for those looking for jobs, people who can't afford to buy books - Concerns about the jobs of curent library staff - Important for internet access, not everyone has it at home - Important for children to have access to books
30/08/2017	Leisure Centre Plas Arthur	22	15	Present: Carol Sorahan & Llio Owen Users of Llangefni, Newborough, Cemaes, Rhosneigr and Menai Bridge Library

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> - Non users expressed that they would not like to see them close and saw the importance for access to the Internet and books - One had a child who frequently visited the library with friends - One said it was especially important now for pupils as the library in Ysgol Gyfun Llangefni is no longer open - Libraries are vital for children and their development
05/09/2017	Public Meeting Newborough area Prichard Jones Institute	10	0	Full notes in Tier three meeting notes
07/09/2017	Cyswllt Mon Council Reception Area	9	7	<p>Present: Carol Sorahan & Llio Owen</p> <ul style="list-style-type: none"> - non users said that even though they did not use the libraries themselves, they understand the importance of the library service to others and would not like to see them close - flyers left for visitors
07/09/2017	Library Drop in Menai Bridge Library	5	0	<p>Present: Bethan Hughes Jones, Rachel Rowlands</p> <p>Strong support for the library for those attending. Awareness was expressed of the Friends of Menai Bridge Library. The libraries location was highlighted as being excellent. IT access was important</p>
09/09/2017	Llanddona Through The Ages Llanddona	21	15	<p>Present: Carol Sorahan</p> <ul style="list-style-type: none"> - want to see the library van's stops around Llanddona area to be reviewed - non user commented that although they did not use the libraries themselves, they wouldn't like to see them close because it would effect the community
11/09/2017	Drop-in – Canolfan Beaumaris	23	17	<p>Present: Carol Sorahan</p> <ul style="list-style-type: none"> - would like to see the Canolfan working together with the library service

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

				<ul style="list-style-type: none"> - a group of 60+ noted that they would like to see the library service work more closely with the elderly - one noted that although they do not currently use the library service, use of the library may be useful in the next year and as they age - other non users noted that they would not like to see the library in Beaumaris close
12/09/2017	Public Meeting Moelfre area Moelfre Primary School	2	0	Full notes in Tier three meeting notes
14/09/2017	Merched y Wawr Llanddeusant	10	7	Present: Bethan Hughes Jones Discussion had about what libraries offer and their importance in the community. The mobile library was seen as being important although it was thought that a longer duration of stops might be better. The social impact of libraries was stressed.
14/09/2017	Public Meeting Cemaes area Cemaes Village Hall	20	-	Full notes in Tier three meeting notes
19/09/2017	Library Drop in Menai Bridge Library	4	0	Present: Bethan Hughes-Jones, Rachel Rowlands Location of Menai Bridge library was key Computers were very important. Pleased it was in tier 2
21/09/2017	Cyswllt Mon Council Reception Area	12	3	Present: Carol Sorahan Information given out

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Consultation on the Draft Library Service Strategy 2017 – 2022 Public Meeting Notes

Public Meeting Beaumaris Library Area: Y Ganolfan Beaumaris 18/07/2017 6pm- 8pm

In Attendance :

Delyth Molyneux (Head of Learning)
Rachel Rowlands (Library Services Manager)
Bethan Hughes Jones (Lifelong Learning Co-ordinator)
Rhian Evans (Community Librarian)
Carol Sorahan (Programme Manager)
Llio Owen (Administrative Support)
Delyth Hughes (Translator)
Councillor R Meirion Jones
Councillor Carwyn Elias Jones

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Councillor Lewis Davies
 Councillor Alun Roberts
 Town Councillor Alwyn Rowlands
 11 Members of the public

Delyth Molyneux Head of Learning opened the meeting with an introduction to the process so far and the journey ahead. She made clear that no decision had been made regarding the future running of the Library Service.

Rachel Rowlands (Library services Manager) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

Comments / Questions	Reply
Why is Beaumaris Library in Tier 3? Beaumaris library is the only library in the Seiriol ward	The libraries have been placed in Tiers based on a set of criteria which takes into account factors such as usage, location and cost
What will happen to library Staff?	Two costed strategies have been produced one of which retains an element of staffing to implement the new structure and the other loses staffing hours. Ultimately it will depend on the level of community support and the Executive Committee's decision.
What are the Library building costs?	Average three year building costs are £6,517. These costs were shown on screen
What are the plans for the mobile Library?	The mobile service is an essential part of the Library service. We need a mobile library to reach Anglesey communities. We are in the

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

	final stages of tendering for a new library van. We will be reviewing mobile stops.
Is there sufficient capacity within the community for this strategy to work?	This will be different in each community however, discussions in Beaumaris have been positive.
Alwyn Rowlands – Chair of The Canolfan Beaumaris (Community Leisure Centre) committee which is a social enterprise, confirmed that they would be interested in working with the Library service.	Those present were supportive of this idea in principle and welcomed the opportunity to keep the library open.
Local Councillors expressed their concern that Beaumaris Library, the only one in Seiriol is in Tier 3 and the impact the reduction will have on library use	

Public Meeting CEMAES Library Area Cemaes Village Hall 14/09/2017 6pm- 8pm

In Attendance:
 Gwynne Jones (Chief Executive)
 Rachel Rowlands (Library Services Manager)
 Bethan Hughes Jones (Lifelong Learning Co-ordinator)
 Carol Sorahan (Programme Manager)
 Delyth Hughes (Translator)
 Councillor Richard Owain Jones
 Councillor Aled Morris Jones
 Councillor Richard Griffiths
 20 members the public (Including Community Councillors)

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Gwynne Jones the Chief Executive opened the meeting with an introduction to the process so far and the journey ahead. He made clear that no decision had been made regarding the future running of the Library Service.

Rachel Rowlands (Library services Manager) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

Comments / Questions	Reply
If the Community took over, what would they be responsible for?	The Community would be responsible for the library building costs (information available on line). A constituted community group would be able to apply for NNDR relief. Looking back at a three year trend the building cost would be in the region of £3825. The council most likely to consider transferring the asset to the community group on a long lease basis.
What does providing a core library service mean?	The Officers explained what a core library service would entail
How long would you (The Council) fund the core library service?	The Strategy is a five year strategy however, it is impossible to place any guarantees for future funding of any services as we don't know what LA settlements from WG will be.
You expect us to take over a long lease i.e. 25 years, but the Council would only guarantee providing a core library service for 5 years?	The council could potentially negotiate a 5-year brake clause in any long lease.

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

The library is an underutilised asset, could it be used as a Tourist information centre?	If a community group or third party come forward to support the service this would fit with a Community Supported Library – there are examples elsewhere where this is working well
Wylfa B developments –could the Local Authority discuss with Horizon Nuclear Power the possibility of obtaining community benefits contribution to keep the Library Open	The Chief Executive expressed his opinion that it would be a matter for any third party who wishes to work with the library service to apply for support from Horizon.
The possibility of the surrounding Community Councils working with each other and Llanbadrig Community Council to support the library was raised	The Chief Executive and officers welcomed these discussions
The possibility of utilising Cwmni Cemaes Cyf as a possible vehicle for moving forward was discussed and it was resolved that if there was enough support the constitution may be broadened to include the management of the library building.	The Chief Executive and officers welcomed these discussions

Public Meeting Moelfre Library Area Moelfre Primary school 12/09/2017 6pm- 8pm

In Attendance :

- Delyth Molyneux (Head of Learning)
- Bethan Hughes Jones (Lifelong Learning Co-ordinator)
- Carol Sorahan (Programme Manager)
- Delyth Hughes (Translator)
- Councillor Ieuan Williams (Deputy Leader)
- 2 Community Council Councillors one from Moelfre and one from Pentraeth

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Delyth Molyneux Head of Learning opened the meeting with an introduction to the process so far and the journey ahead. She made clear that no decision had been made regarding the future running of the Library Service.

Bethan Hughes Jones (Lifelong Learning Co-ordinator) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

Comments / Questions	Reply
If the Community took over, what would they be responsible for?	The Community would be responsible for the library building costs which on a three-year average trend would be approximately £885 per annum for Moelfre Library (information available on line).
What does providing a core library service mean?	An explanation was given as to what the Core Library Service would include
The Community Council would find it hard to raise money, as it has already taken over the running of the toilets.	Discussion was had around the possibility of increasing the precept. Examples of where this has happened to support Libraries i.e. Cerrigydrudion were given – ultimately this would be a matter for the Community Council.
Are you looking for volunteers?	In the draft strategy the Council is looking for a third party to work with the Library service to take over the building/ running costs of the library and will still provide a core service. Any volunteers that would work in the library would

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

	add value outside the core opening times. E.g. with volunteers the library could be kept open longer hours.
The possibility of both Pentraeth and Moelfre Community Councils working with Llanfair ME to support Library provision in the area was raised.	This would be welcomed and officers suggested local discussions take place

Public Meeting Newborough Library Area Prichard Jones institute 05/09/2017 6pm- 8pm

In Attendance :

- Delyth Molyneux (Head of Learning)
- Annwen Morgan (Deputy Chief Executive
- Rachel Rowlands (Library Services Manager)
- Bethan Hughes Jones (Lifelong Learning Co-ordinator)
- Carol Sorahan (Programme Manager)
- Delyth Hughes (Translator)
- Councillor Bryan Owen
- Councillor Peter Rogers
- 8 Members of the public

Delyth Molyneux Head of Learning opened the meeting with an introduction to the process so far and the journey ahead. She made clear that no decision had been made regarding the future running of the Library Service.

Rachel Rowlands (Library services Manager) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Comments / Questions	Reply
If the Community took over, what would they be responsible for?	The Community would be responsible for the library running costs (including, rent and related facility management costs). Looking back at a three year trend the building cost would be in the region of 2k per annum
A representative of the Prichard Jones Institute emphasised how important the library is to the PJI and village. He also questioned the cost of running the library as the rent received by PJI is only £700	Officers acknowledged the points and explained the additional costs
What does providing a core library service mean?	The core library service was explained
What are the plans for the mobile Library?	The mobile service is an essential part of the Library service. We need a mobile library to reach Anglesey communities. We are in the final stages of tendering for a new library van. We will be reviewing mobile stops.
Councillor Peter Rogers underlined the importance of the library in terms of children's literacy and highlighted the success of the Summer Reading Challenge activities in supporting this	
Discussion was had around the possibility of linking in with activities such as a luncheon club	Officers welcomed these discussions
The Community Council and Prichard Jones institute committee stated that they would investigate whether they could work together to offer a solution for Newborough.	

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

Public Meeting Rhosneigr Library Area Llanfaelog Village Hall 11/07/2017 6pm- 8pm

In Attendance :
Delyth Molyneux (Head of Learning)
Rachel Rowlands (Library Services Manager)
Bethan Hughes Jones (Lifelong Learning Co-ordinator)
Rhian Evans (Community Librarian)
Carol Sorahan (Programme Manager)
Llio Owen (Administrative Support)
Delyth Hughes (Translator)
Councillor Richard Dew
Councillor Gwilym O Jones
8 Members of the public

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Delyth Molyneux Head of Learning opened the meeting with an introduction to the process so far and the journey ahead. She made clear that no decision had been made regarding the future running of the Library Service.

Rachel Rowlands (Library services Manager) gave an overview of the consultation process and the contents of the draft library service strategy 2017-2022.

Comments / Questions	Reply
If the Community took over, what would they be responsible for?	The Community would be responsible for the library building costs (information available on line).

Appendix 3: Consultation on Anglesey's Draft Library Service Strategy - Engagement Activity Notes

	<p>A constituted community group would be able to apply for NNDR relief.</p> <p>Looking back at a three year trend the building cost would be in the region of £5-6,000.</p> <p>The council most likely to consider transferring the asset to the community group on a long lease basis.</p>
What does providing a core library service mean?	The core library service was explained
The capacity within the community to manage and fund another building was discussed	Officers acknowledged the potential difficulties and gave examples of models which could be investigated by the community if they so wished
The importance of the library building to the older community was emphasised	This was acknowledged by the officers present
A discussion was had regarding the potential to house the library in another community venue	Officers welcomed this discussion and stated that this would be a possibility within the strategy if another suitable venue was formally suggested
<p>What are the plans for the mobile Library?</p> <p>The importance of the Mobile Library in Rhosneigr was questioned – with a suggestion that more would use the static library if the mobile library did not visit the area.</p>	<p>The mobile service is an essential part of the Library service. We need a mobile library to reach Anglesey communities. We are in the final stages of tendering for a new library van. We will be reviewing mobile stops.</p>



Equality Impact and Needs Assessment (EINA)

Library Service

Appendix 4

Proposal	Transformation of the Library Service – Introduction of a new management model offering a focussed and sustainable library service
Date of assessment	On going
Officer responsible for EINA	
Assessment Team	Bethan Hughes-Jones, Rachel Rowlands,
Review Date	

1. The proposal

Following the publication of the Isle of Anglesey County Council (“the Council”) [Corporate Plan 2013-17](#) the Library Service has undergone a [full service review](#), which resulted in a long list of possible options for the introduction of a new management model offering a focussed, and sustainable library service.

During the autumn of 2015, the Council conducted a [consultation](#) on the long list of options to gauge the public feeling towards the possible options. The results of the consultation were not conclusive; however, the public’s support for the service was highlighted and a preference was apparent to have a community supported model rather than lose the service. Following on from the consultation findings, the service began discussions with communities, groups, social enterprises and community councils regarding the possibilities surrounding alternative delivery/management models. The proposal is therefore that the Council develops and introduces a new management model, which offers a focussed and sustainable service with community support where possible and adopts the Draft Isle of Anglesey Library Service Strategy 2017-22 (“the Draft Strategy”).

This EINA assesses the need for the Library Service and the impact of the proposed changes to management structure on the population who may want to make use of it. All options will need careful consideration in terms of the impact on the residents of Anglesey as well as the Council’s ability to provide a ‘comprehensive and efficient’ library service in accordance with the Public Libraries and Museums Act 1964. In addition, there will be consideration to the Welsh Public Library Standards and the needs for Library Authorities in Wales to report on their annual performance in respect of these Standards.

The proposal is that if the Draft Strategy is adopted in the Executive Committee of November 27th 2017 a three tiered approach to the Service will be introduced as of April 1st 2018. This will result in having Tier 1, 2 full time Area Libraries in Holyhead and Llangefni. Tier 2, Council led Community Supported libraries with elements of community support (approximately 20 hours) Amlwch, Benllech and Menai Bridge, in which having community involvement or financial support would be beneficial and could achieve both financial savings and an extended service. Tier 3, Council led Community Supported Libraries in Beaumaris and Rhosneigr where community involvement or financial support is essential in order to safeguard the current service delivery in that location. The EINA therefore has to assess the impact of the continuation of the Library Service in some areas, possible enhancement to the service in some areas and the closure of service points in some areas, namely Cemaes, Moelfre Newborough and , potentially Rhosneigr , if a firm commitment is not provided by Llanfaelog Community Council by 2 January 2017.

2. Evidence and research

What research, information or other intelligence have you used to develop this proposal?

Research can include monitoring information, satisfaction surveys, desktop research, professional journals, comments from individuals and groups. We must publish details of information considered when assessing the impact.

Information source	What has this told you?
Public Libraries User Survey (PLUS) 2014	Who our users are and what they use us for. It also gives us an idea of the impact the Library Service has on lives
Census 2011	Valuable data regarding groups with protected characteristics, car ownership
NOMIS Office for National Statistics official labour market statistics	Valuable information relating to the Labour Market including Job Seekers Allowance ("JSA") and Employment and Support Allowance ("ESA") claimants in various wards around the library locations
StatsWales	Demographical information about the population of Anglesey
The Department for Works and Pensions ("DWP")	How many JSA claimants there were at the time of the initial assessment (Aug 2016) in the vicinity of the current library locations
Public Consultation and Focussed activity during autumn 2015 and Summer 2017	The views of the public regarding the possible changes to the Library Service have been gathered and collated.
Welsh Index of Multiple Deprivation (WIMD)	Information regarding deprivation throughout the county by Lower –layer Super Output Area (LSOA) level
Connected Nations 2016(Ofcom report)	Anglesey residents are likely to be digitally excluded when all digital and demographic factors are considered

2.1 Population

The Isle of Anglesey covers 714 km², most of it rural with a population of approximately 70,000 (mid-year estimates) and a population density of 99 people per square kilometre.

There are five main towns Menai Bridge, Beaumaris, Amlwch, Llangefni, and Holyhead. The latter two housing some of the most deprived areas in Wales.

2.2 Demography (Age Sex Race)

The population for Anglesey, like the rest of Wales is equally divided by gender. However, age data shows that the percentage of young people 0-15 at 17.2% is approximately 1% lower than the Wales average. The Island's working age population is 59.2% compared to the national average of 62.5%. And at 23.7% of the population in the post 65 group, Anglesey is second only in Wales to Conwy at 25.7%. Both are areas that attract people in retirement. This analysis is supported by the data on countries of birth where 28.8% of the island's inhabitants were born in England. 3.6% were born outside the UK. (approx. 2500)

2.3 Race

In figures by Stats Wales, in the year ending 31st of March, 2016; it was found that of all 69,400 people living on Anglesey that:-

- 68,100 said that they are from a white background
- 1,300 said that they are from a non-white background (1.9% of Anglesey's population)

We have undertaken Geographic Information System ("GIS") mapping of data to identify if we should be mindful of any areas which have a higher density of ethnic minority populations.

2.4 Deprivation

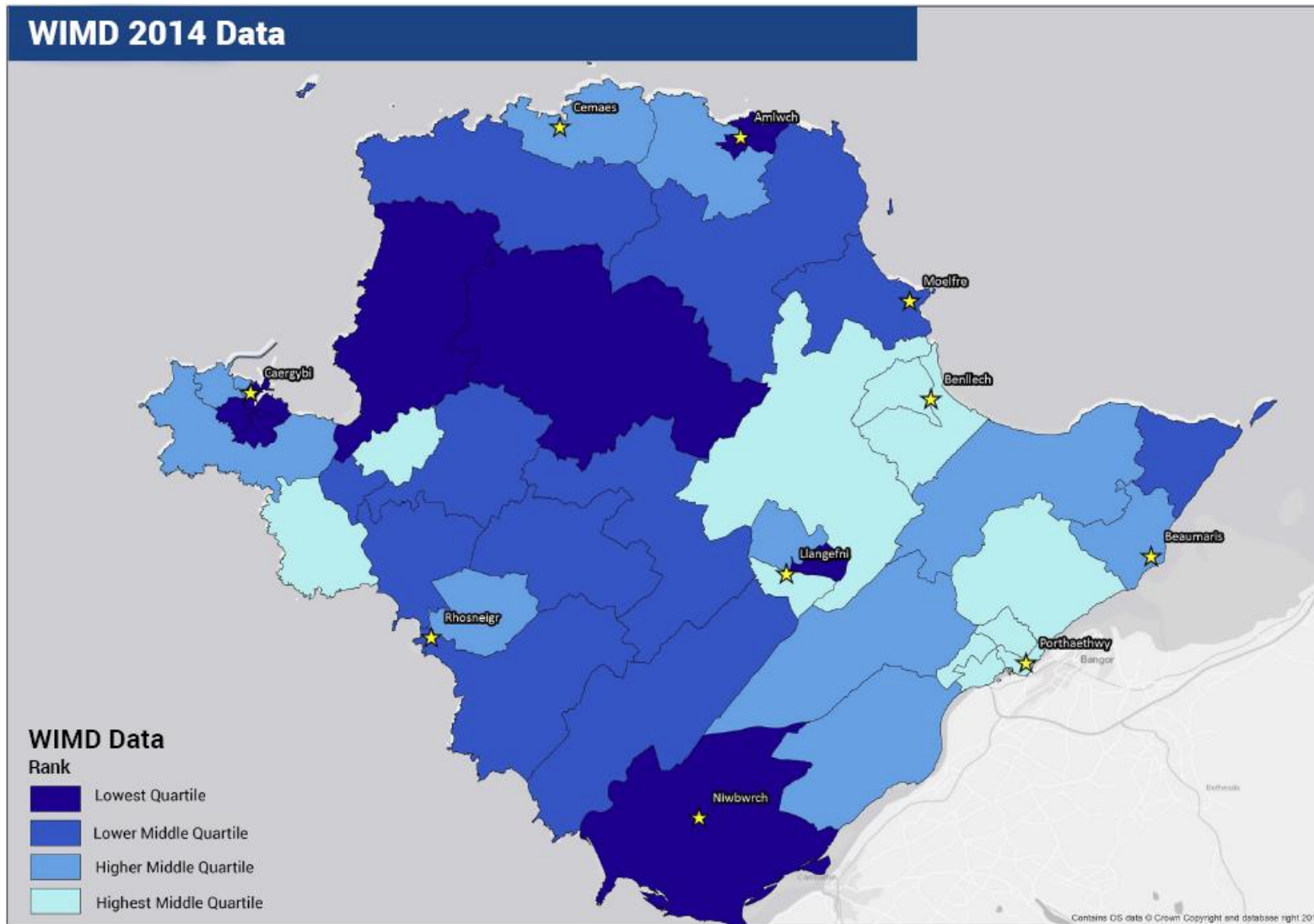
Communities First

Anglesey is home to some of the most deprived wards in Wales according to the WIMD these areas are in Holyhead (Holyhead Town, Morawelon, London Road, Kingsland, Porthyfelin and Maeshyfryd) and Llangefni (Tudur). The Communities First Cluster (Mon CF) supports these wards. It aims to reduce the divide that exists between those living in the most deprived areas and the more affluent areas. Holyhead Library is situated on the edge of Holyhead Town and Porthyfelin 1 wards while Llangefni Library is slightly south west of the Tudur ward.

Appendix 4

Rural Deprivation

Although the most deprived communities on Anglesey are identified as being in the two main towns it is apparent that some of the more rural communities are also facing deprivation. Some of the rural communities identified as being in the lowest quartile (those with the highest levels of deprivation) are facing issues in relation to housing, transport and lack of services.



Flying Start

The Flying Start Program is aimed at tackling child poverty and supporting families through early intervention. The program is Post Code based which means that it is area specific and not necessarily utilized or accessed by those most in need. The areas covered by the program on Anglesey are in Holyhead, Llangefni, Newborough and Gwalchmai. There are in the region of 630 children living within these areas who are subject to Flying Start intervention (data correct at 3rd August 2016).

Out of Work Benefits

NOMIS data for May 2016 noted that of 5,700(14% of working age population) people claiming benefits on Anglesey, 2,850 (7%) were claiming ESA and incapacity benefits whilst 930 (2.3%) were claiming Job Seekers Allowance. Male claimants for JSA are almost double that of females. This total number has been decreasing slowly since May 2012 (1,786 claims).

Anglesey JSA or Universal Credit ("UC") claimants July 2016 figures within library areas

1. LL65 1 (Holyhead) = 170
2. LL68 9 (Amlwch) = 123
3. LL77 7 (Llangefni) = 90
4. LL64 4 (Rhosneigr) = 46
5. LL61 6 (Newborough) =28
6. LL59 5 (Menai Bridge) = 22
7. LL67 0 (Cemaes Bay) = 18
8. LL58 8 (Beaumaris) = 16
9. LL74 8 (Benllech) = 15
10. LL72 8 (Moelfre) = 8

(Data source: DWP Direct August 2016)

Workless households

In the year end data for 2015, there was an estimated 3,800 workless households on the Isle of Anglesey which is 18.7%. This is slightly above the national average for Wales which was 18.3%. Of those households, 1,000 had children living within them which is 9.1% of all households on Anglesey. (StatsWales)

20.2% of the working age population, excluding students, are classed as economically inactive on Anglesey (StatsWales – year ending 30th September 2016).

Lone Parents

There are 1811 households on Anglesey which are classed as those with lone parents between the ages of 16 – 74 with dependent children.

Possible Impact

Library closure or reduction in hours could impact negatively on JSA and ESA and Universal Credit claimants who do not have access to a reliable internet enabled device or a reliable and affordable connection to the internet. People's ability to make and manage claims could be affected thus resulting in either no claim being possible or sanctions for non-conformity with the claimant contract.

The figures above demonstrate that the highest numbers claiming JSA in library areas are in the three larger towns and the rural areas of Newborough and the combined wards of Aberffraw and Rhosneigr 1 & 2. The impact of library closure could be greater in Rhosneigr as there are PC's available for use in making such claims while there is only an I-Pad available in Newborough Library.

2.5 Digital Exclusion

Residents in rural Wales can expect to have poorer digital connectivity as a direct result of poor fixed and mobile infrastructure according to Ofcom in their [Connected Nations 2016](#) report.

Get Digital from the Tech Partnership's [Digital Exclusion Heatmap](#), developed with support from the Local Government Association and The London School of Economics and Political Science, in association with Lloyds Banking Group uses fresh insight into Basic Digital Skills along with the effect of infrastructure to show where digital exclusion is likely.

The Digital Exclusion Heatmap shows that as a result of infrastructure it is likely that some Anglesey residents will be Digitally Excluded. Research shows that 75% of adults have claimed to have all 5 digital skills (Managing Information, Communicating, Transacting, Problem Solving and Creating). However, less than 50% of adults have used all 5 skills in the last three months.

Libraries currently offer a facility within communities enabling those unable to connect digitally in their homes to do so either through PC or WiFi use.

2.6 The Welsh language on Anglesey

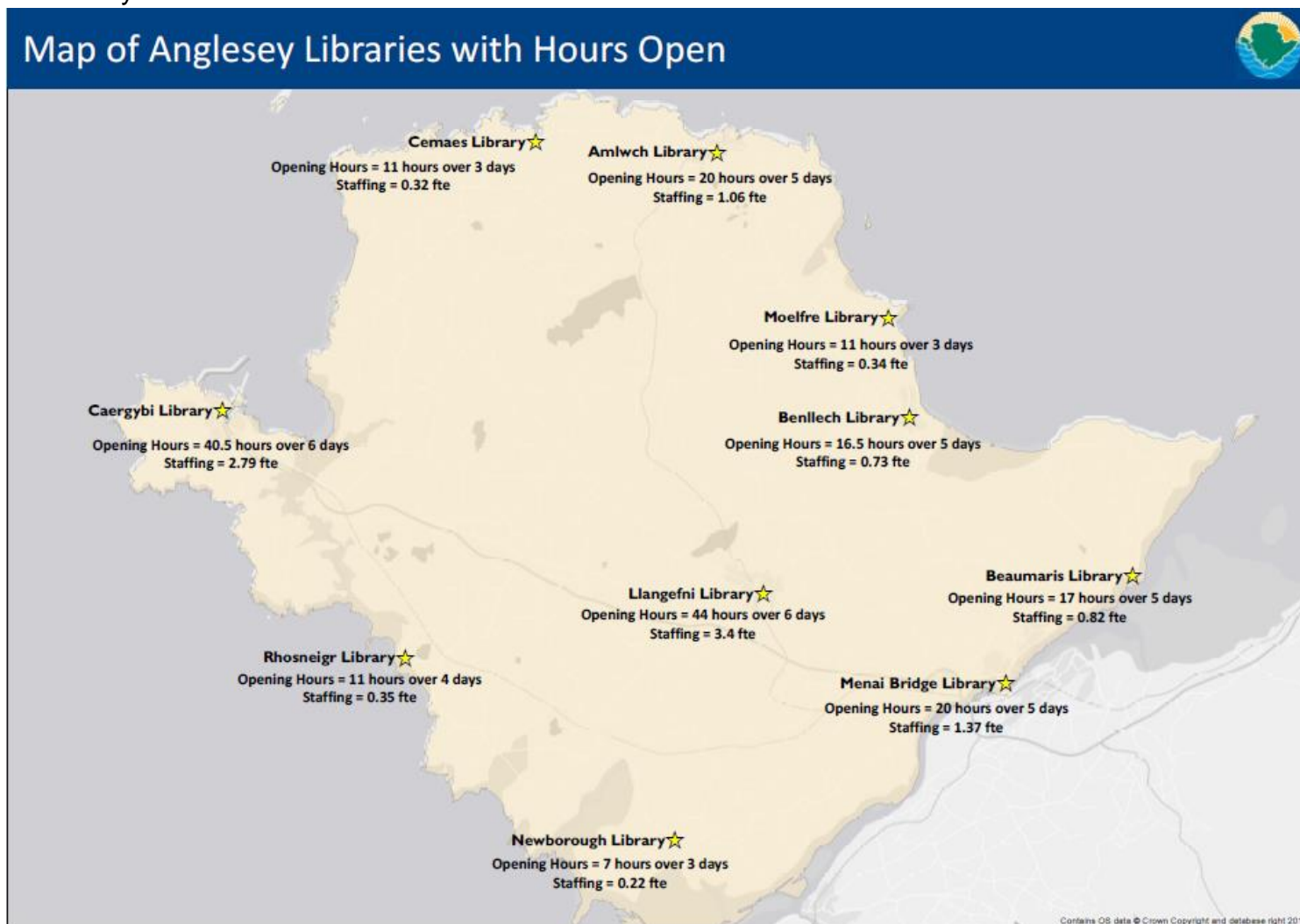
Anglesey continues to be an area in Wales with a strong Welsh language presence. The 2011 Census shows that 45.6% of the population were able to speak, read, and write in Welsh. This is the second highest rate in Wales, second only to Gwynedd (56.0%). The overall Welsh average was 14.6% (2011 Census).

Holyhead was the area in Anglesey where the fewest residents were able to collectively speak, read and write in Welsh. The LSOA around Valley in the west of Anglesey is where the highest percentage of residents stated they have no skills in Welsh, with 55.2%.

Libraries offer books both physical and electronic, activities and opportunities to use the Welsh language in an informal non-threatening setting.

2.7 Library Use on Anglesey

There are 10 static libraries on Anglesey serving the population of approximately 70,000 residents. Stars on the following map note the sites of the static libraries. Eight of the ten are purpose built libraries with Newborough housed in the Prichard Jones Institute and Moelfre within the community wing of the Primary School.



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Housebound Service and Mobile Libraries visit over 60 communities, within the region of a hundred stops monthly. The Housebound Service makes monthly visits to residents who cannot physically attend a static library or get to the mobile stop.

Schools across the county subscribe to the Schools Library Service and receive resource packs to assist with curriculum planning and enhancement as well as having a visit from the School Library van once a term to enable children to experience selecting their own books.

Use of the Library Service was demonstrated in detail in Appendix 3 of the [Library Service Review](#). However, the data for the static libraries included within the review documentation is replicated below.

Library	Opening hours per week	Visits per annum	Visits per hour open	Items loaned per annum	Items loaned per hour open	Cost per visit	Cost per item loaned
Amlwch	20	33,133	33.1	23,758	23.8	£0.86	£1.28
Beaumaris	17	10,522	12.4	19,942	23.5	£1.65	£0.87
Benllech	16.5	33,511	40.6	23,634	28.6	£0.61	£0.74
Cemaes	11	3,446	6.3	6,618	12.0	£3.84	£1.84
Holyhead	40.5	69,953	34.5	55,044	27.2	£1.50	£1.78
Llangefni	44	91,388	41.5	74,876	34.0	£1.15	£1.33
Menai Bridge	20	40,787	40.8	40,109	40.1	£0.92	£0.88
Moelfre	11	2,422	4.4	5,348	9.7	£2.47	£1.62
Newborough	7	1,160	3.3	4,289	12.3	£4.03	£0.88
Rhosneigr	11	5,703	10.4	5,539	10.1	£3.22	£2.76
Totals	198	286,254	227.3	273,552	221.3		
					Average Costs	£1.24	£1.30

The costs above are based on direct costs that are attributed to each Library as they were at the time of the Review, they do not include stock, professional support (that is the support of professionally qualified librarians) or ICT costs which are centralised within the service. They do include, front line staffing, building costs Average costs are based on an average expenditure of the 3 years prior to publication.

Usage patterns for the libraries vary with some having very localised use while others draw customers from a large geographical area. Maps showing from where library users travel have been created using user data and is available in Appendix 1 of this document.

3. Engagement

- Have you or will you engage with key stakeholder groups?
- Please consider groups such as BME communities, carers, disabled people, LGB communities, religious groups and older people.
- We must publish details of engagement when assessing the impact of proposals.

Engagement - date	Who did you invite	How many attended? What groups did they represent?	Main issues
Oct – Nov 2015	Public Consultation invited all members of the public including Library users and non-users to respond either electronically via Smart Survey or on paper by post or at Libraries or through a face to face street survey in the town centres (Approx. 100)	1081 respondents to public consultation. 90% of which were regular Library users.	Engaging with non-users and difficult to engage groups in order to ascertain their views proved a challenge. Lessons were learnt and a greater emphasis will be placed on these groups in the next round of consultation.
Oct – Nov 2015	Stakeholder Consultation	24 respondents	Detailed list of Stakeholders managed by PM – main issue in terms of the consultation was that only around 5% of those invited to express an opinion through mail out responded. Possibly need resources in order to discover more localised links to some national organisations.
Nov 2015	All Staff within the Service		
9& 10/12/2015	Language and Play groups in Holyhead (Parents and guardians of young children	11 – young parents, grandparents of children living in Flying Start areas	Need to be able to walk / access public transport to activities

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	living in disadvantaged areas of Holyhead – specifically living in Flying Start areas)		Need to be able to visit at times, which are convenient for other family commitments such as nursery/school run.
14/12/2015	Members of the Llais Ni forum (a third sector/LA partnership engaging specifically with young people from 10-25)	24	Rurality prevented many young people from accessing services as they are reliant on parents/guardians for lifts. Lack of awareness of services available was another barrier
19-25/11/2015	Pupils from 4 of the 5 main stream Secondary Schools	Approximately 200	Rurality prevented some young people from accessing services as they are reliant on parents/guardians for lifts. Lack of awareness of services available was another barrier
	Lleisiau Lleol is a third sector partnership project set up to ascertain the opinions of people who are represented by specific organisations such as Age Cymru, North Wales Deaf Association,		
June – September 2017	See the Communication Plan for the Consultation		Full commentary and details of consultation available in the consultation report and engagement activity notes at Appendix 3
October 13, 2017	We were invited to attend	Older People’s Strategy Coordinator, Lleisiau Lleol, ICF Programme Manager, Environmental Health Operations Manager	Closure of Cemaes library may compound the adverse effects of the potential Wylfa Newydd nuclear power station project in the near future as it will result in fewer community spaces away from the dust and noise pollution which may be a product of the large scale development. It is difficult to treat Cemaes Library more or less favourably than any other because there is potential for future development in the area.

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			The need for a Health Impact Assessment was suggested and will be discussed further with the responsible officers within the Council
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4. Assessing the impact

Using the table below, please identify:

- If the proposal could result in some groups being disadvantaged or treated unfairly; or if it could result in an opportunity to promote equality or inclusion.
- Where there is potential for disadvantage or unfair treatment what are your plans to overcome this, mitigate it or justify it.
- If you don't identify any impacts, you must explain how you decided this.

	Do the proposals impact on staff or customers?	Could the proposals lead to any groups being disadvantaged or treated unfairly? Please explain why.	How do you plan to remove, reduce or justify this? Who will have responsibility for the identified action and what are the timescales involved?	Could the proposal promote equality? Please explain how.
Age (younger people or older people)	Customers	Yes – children and babies 0-4 who are reliant on public transport or ability to walk with parent to library. Children 8-14 who visit the local library independently of parents. Older people - a higher proportion of library users are over the age of 65 therefore any changes could impact negatively on this age group	A full review of the route and timetable of the Mobile Libraries and Housebound Service will be undertaken and where there has been a reduction or withdrawal of service, introduction of new stops and or develop Community Access Points in a community venue.	In areas where there is Community involvement and financial support for the continuation of the service there could be increased community cohesion. By encouraging the use of the building outside of core library hours for other activities will provide the community with additional opportunities to socialise and meet people in a relaxed and neutral venue.
Disability (including carers)	Customers	Yes – any closure could result in people with disabilities or their	Remodelling the Housebound Service and Mobile Libraries	

		carers being disadvantaged by making it more difficult to access the Library.	could mitigate this to a degree. This will not however replace the act of visiting the library as independently as possible.	
Marriage or civil partnerships		There is no identified reason for people to suffer disadvantage for being either married, single, divorced, or in a civil partnership.		
Sex or Gender (Includes Transsexuality, pregnancy and maternity)	Customers	Yes – higher percentage of library users are female reduction in service could impact negatively on older females who rely on the Service for wellbeing. It could also impact on parents (both genders) who bring young children to the library to develop and support the child’s literacy and communication skills as well as for their own wellbeing and to socialise	Remodelling the Housebound and Mobile Libraries could mitigate against this to a degree. This may not be sufficient to replace the interaction that is achieved by visiting a static library, but it may go some way to alleviate the impact.	
	Staff	Majority of the Library Service workforce is female and therefore any changes are likely to disadvantage them greater than males.	Making every possible attempt to maintain staffing hours within the service and where there is a reduction and substantial changes to contractual hours or duties that appropriate action is taken with HR to ensure the impact is minimised. Where changes in staffing will have to occur it will be paramount not to	

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			discriminate either positively or negatively against either sex should redeployment be necessary.	
Sexual orientation		Any changes to the service should not have a direct effect on individuals as a result of their sexual orientation		
Race		Any changes to the service should not have a direct effect on individuals as a result of their race		
Religion or belief		Any changes to the service should not have a direct effect on individuals as a result of their religion or belief		
Welsh Language	Customers	Changes to the service may have an effect on individuals' ability to use the Welsh language within their communities.	Should a Council led Community Supported model be adopted in some areas, robust Service Level Agreements will need to be in place to ensure that people wanting to make use of the Library Service are able to do so in either Welsh or English both during and outside core hours. Closure of service points will also result in fewer public spaces where Welsh can be used and practiced and where reading materials in the Welsh Language can be accessed.	

5. Assessing the impact on community cohesion and social inclusion

Under the general equality duty, the law requires us to foster good relations between people who share a relevant characteristic and those who don't (community cohesion). When assessing the impact on community cohesion you should consider the following:

- Could any groups see the proposals as unfair (even if you think that they are fair)?
- Could the proposals bring different groups into greater contact with one another?
- Could the proposals cause or contribute to conflict or tensions between groups?

You should also consider any potential impact of the proposal on social inclusion. Social inclusion is about closing the gap between the least and most advantaged in the county.

Work has been undertaken in relation to latest data. However, the most disadvantaged communities (WIMD) appear to be within the catchment area of the Llangefni and Holyhead Libraries which will be least affected by any changes to the service delivery model as suggested within the Draft Strategy.

Areas where individuals may be disadvantaged due to rurality and poor connections have been mapped and considerations will be made to increasing community access to the service should any changes to the delivery model result in any library closures. This will be done during the process of remodelling the Mobile and Housebound Library Service and as a response to the changing needs of communities.

There are opportunities to develop and build community cohesion and resilience in communities where there is an appetite to collaborate with the Council to deliver services in new ways. For example, in Menai Bridge the Friends of Menai Bridge Library have been piloting activities which may enable them to contribute both in a social and financial capacity to the future of the Library Service in the Town. These activities are offering additional services which complement and add value to the Core Library Service.

The decision on how to deliver the best possible service within the available resources has been informed by the consultation process, comments made by stakeholders, consultees and users during that process.

The Council is however open and receptive to suggestions regarding different ways of working which could result in the Library Service improving and not declining as a result of a long term strategy.

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The responses to the Consultation (summer 2017) show that, although the majority agree with the Draft Strategy, some respondents did not agree that their preferred library is in the correct Tier. There are no equalities issues underlying these responses but a possible sense of protectionism to a local service which is highly regarded by its users. If the Service is reduced or withdrawn in an area that there will be an alternative service provision in form of either of access to Mobile Services or to potential Community Access points.

6. Any other areas for consideration

In the 5 communities which make up Tier 3 of the Draft Strategy detailed discussions have taken place with Stakeholders from the community over a period of 18 months whilst preparing the Draft Strategy and during both consultation periods.

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Digital Inclusion

It is important to note that the Council is aware of the possible impact of the Draft Strategy to the Digital Inclusion of some individuals who are reliant on computer facilities and connectivity at Library buildings, the libraries in Tier 3 are those that currently have the fewest computer sessions used and have the least number of computers. From the data on unemployment we would expect to see a relatively high uptake of computer sessions at Rhosneigr Library by those JSA claimants for example, but this is not the case and the usage is relatively low.

Definitions and requirements

Equality: What the legal duty requires - a quick outline

Public authorities have wide-ranging legal duties on equalities. This includes a general duty to have 'due regard' to the need to eliminate discrimination, harassment and victimisation, advance equality of opportunity between people who share a relevant characteristic and persons who do not and foster good relations between persons who share a relevant protected characteristic and persons who do not share it. (the due regard duty')

By law, an equality impact assessment must:

- Reflect information about the potential impact that the Draft Strategy may have on its ability to comply with its due regard duty
- Identify ways to mitigate or avoid any negative impact.

This does not have to be contained in one document called an Equality Impact Needs Assessment (EINA), but we must publish details of the analysis we carried out where it shows a substantial impact (or likely impact) on the Council's ability to meet the due regard duty, indicating what information we considered. We need to show we have considered and tried to mitigate impacts, not that we have managed to mitigate them.

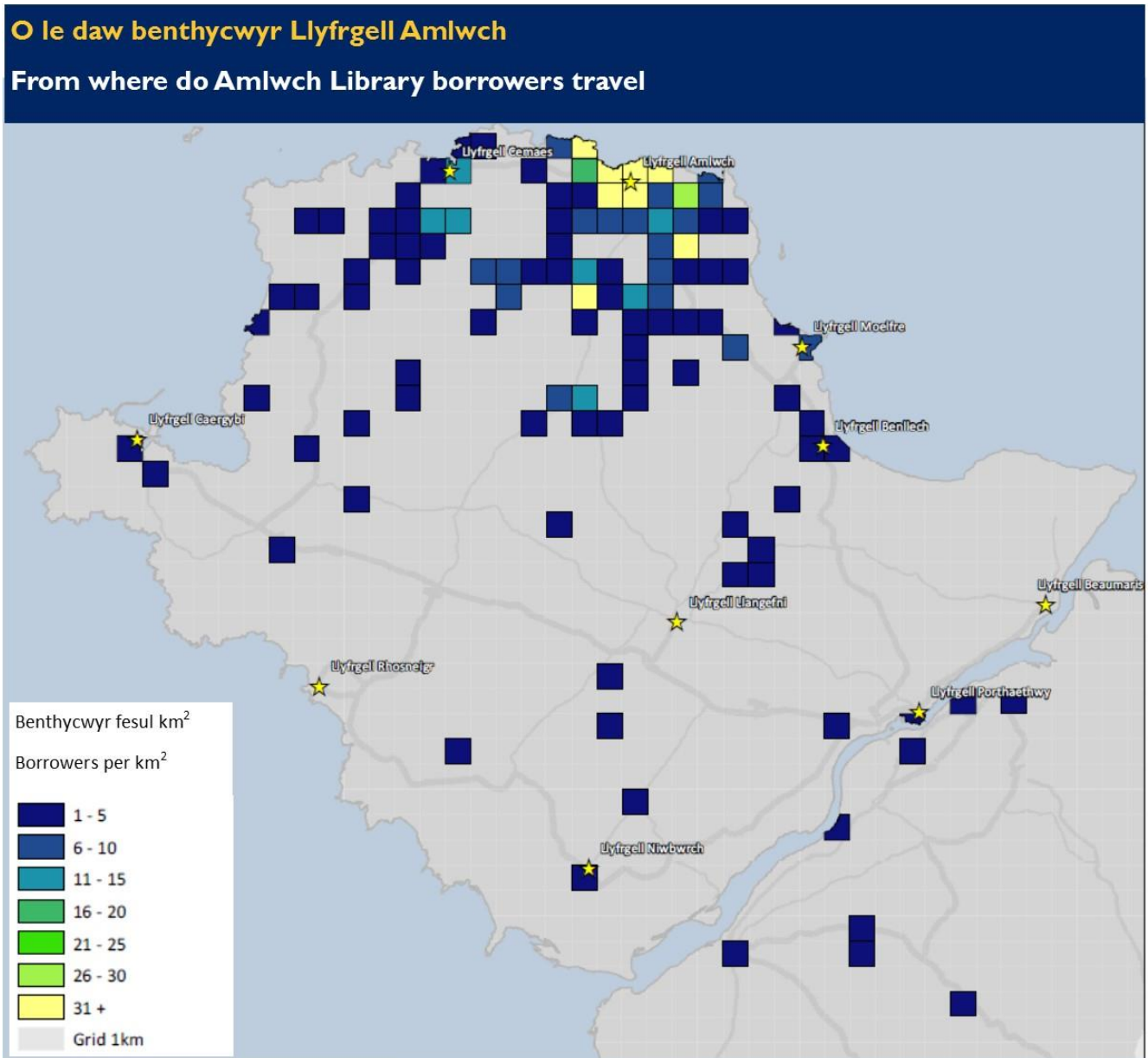
Social inclusion and community cohesion:

To ensure a comprehensive approach, we also consider social inclusion and community cohesion in our assessments. **Social inclusion** is our shorthand for assessing the wider potential implications of proposals about how they might affect all potentially excluded people accessing services, resources and opportunities. We need to consider issues like cost, location and transport.

As with inclusion, there is no direct duty to promote **community cohesion**, but there is a strong business case. We need to promote positive relations between groups and minimise tensions associated with any part of our services. If we don't there can be significant costs in public order, community safety, health, and the county's economy and reputation.

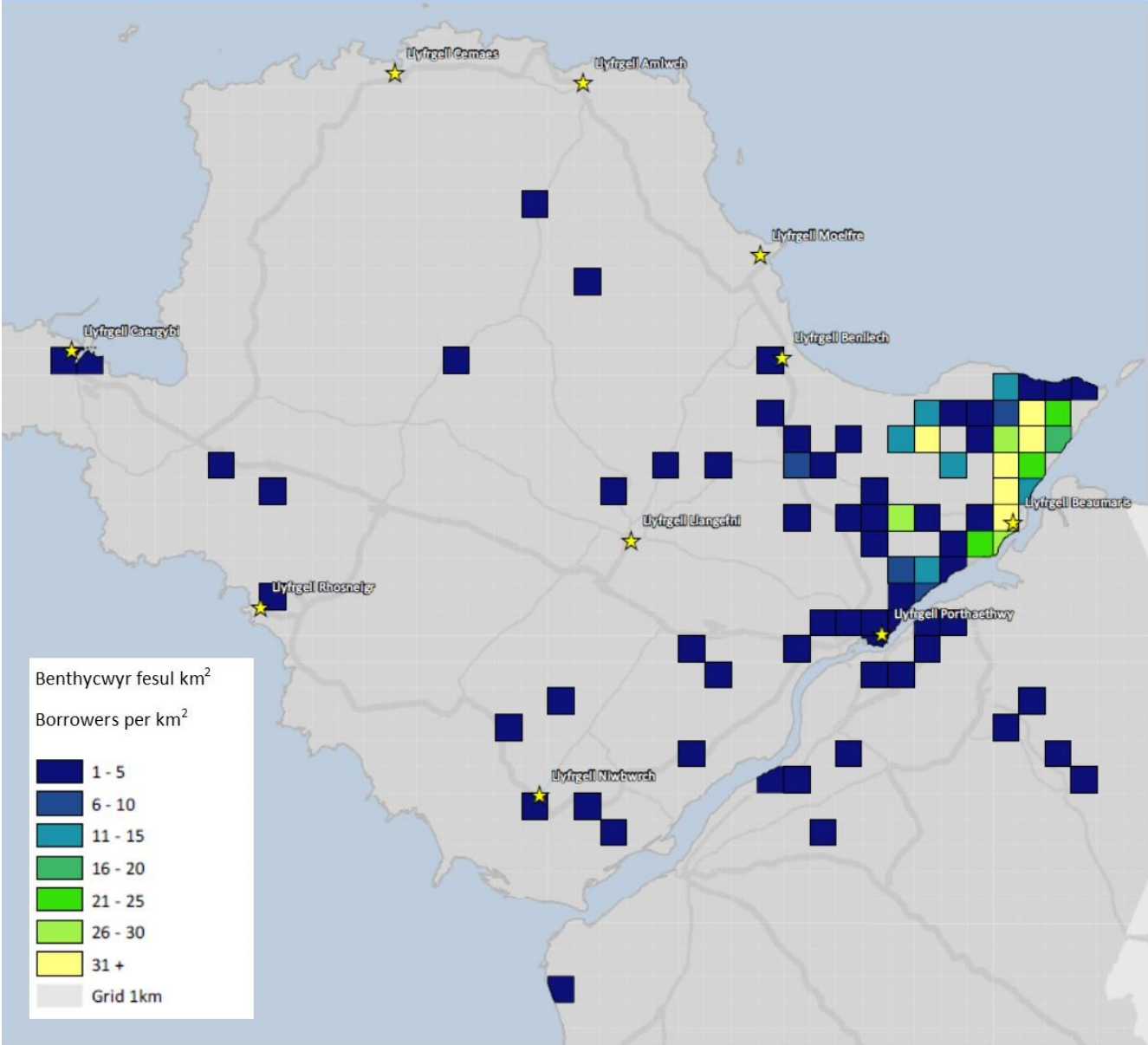
APPENDICES

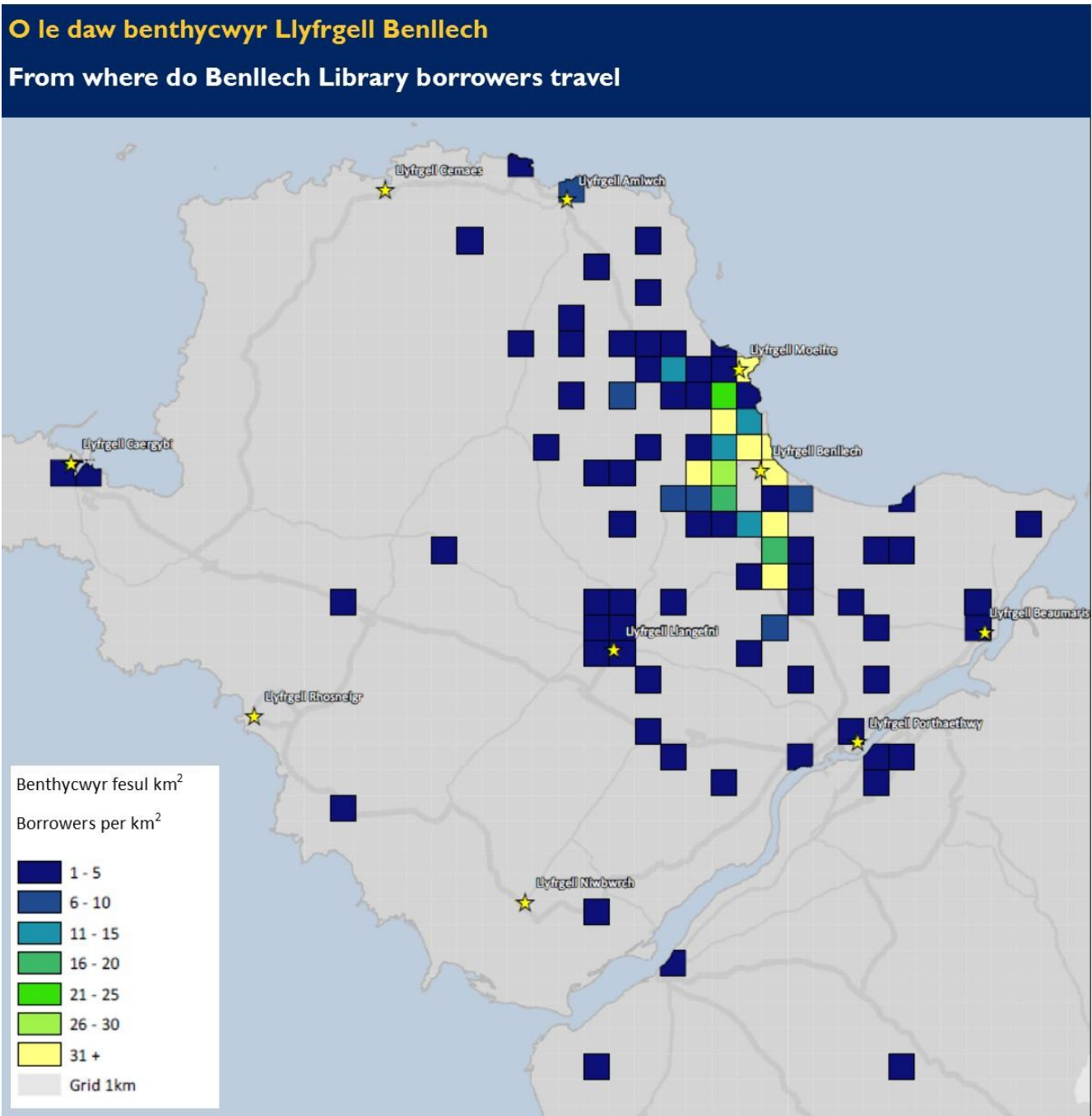
1. From where do library borrowers travel



O le daw benthycwyr Lyfrgell Biwmares

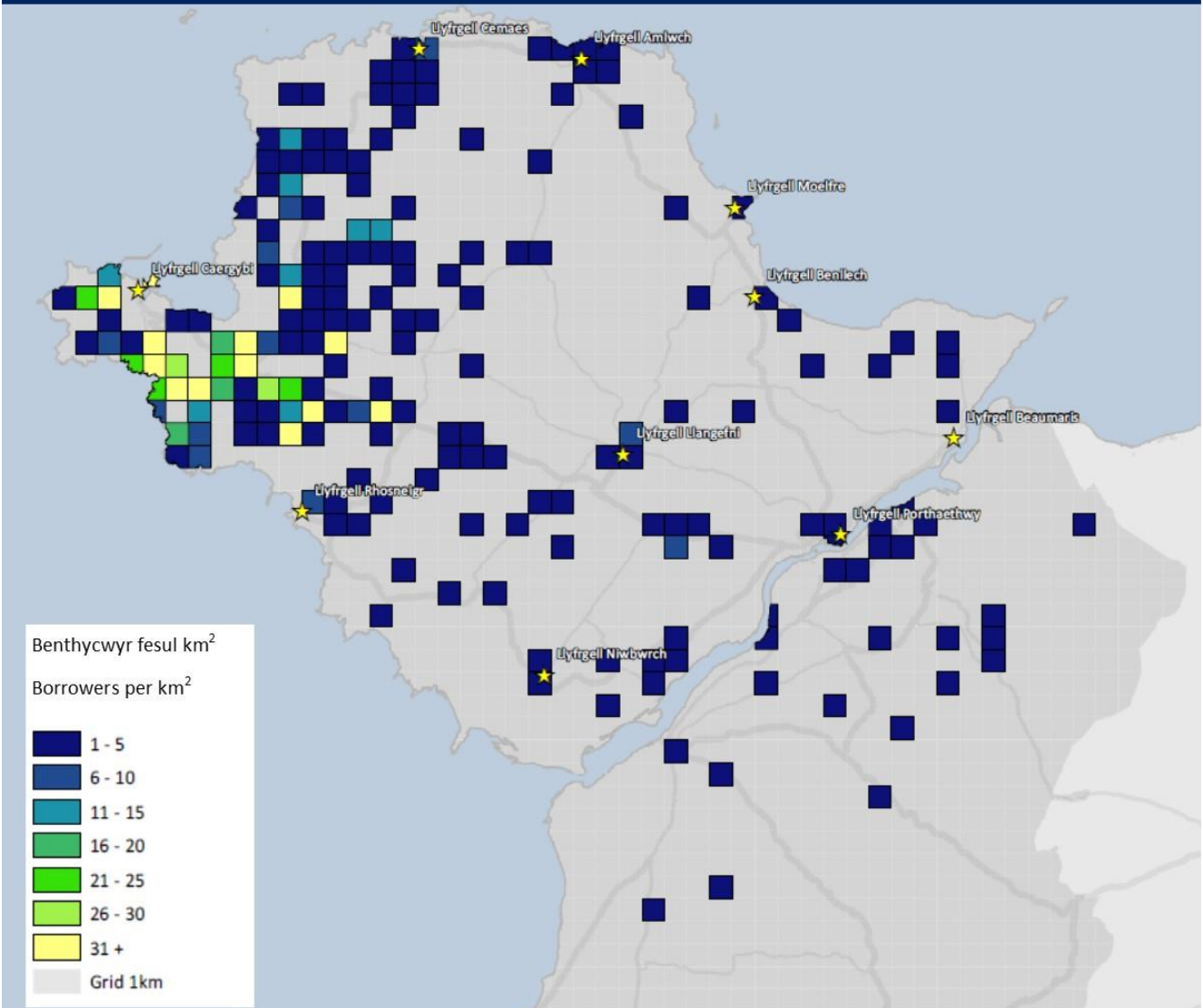
From where do Beaumaris Library borrowers travel

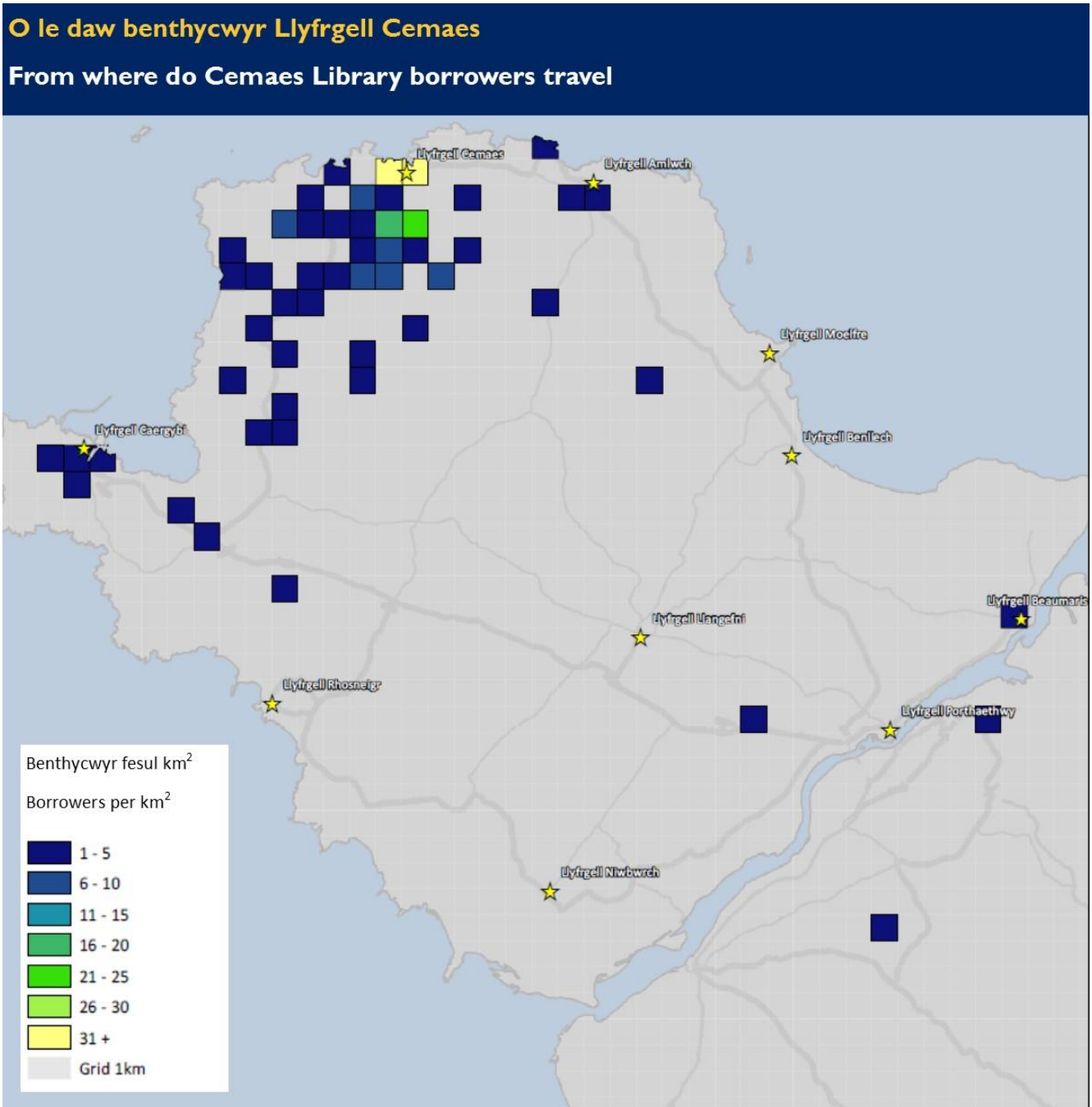




O le daw benthycwyr Llyfrgell Caergybi

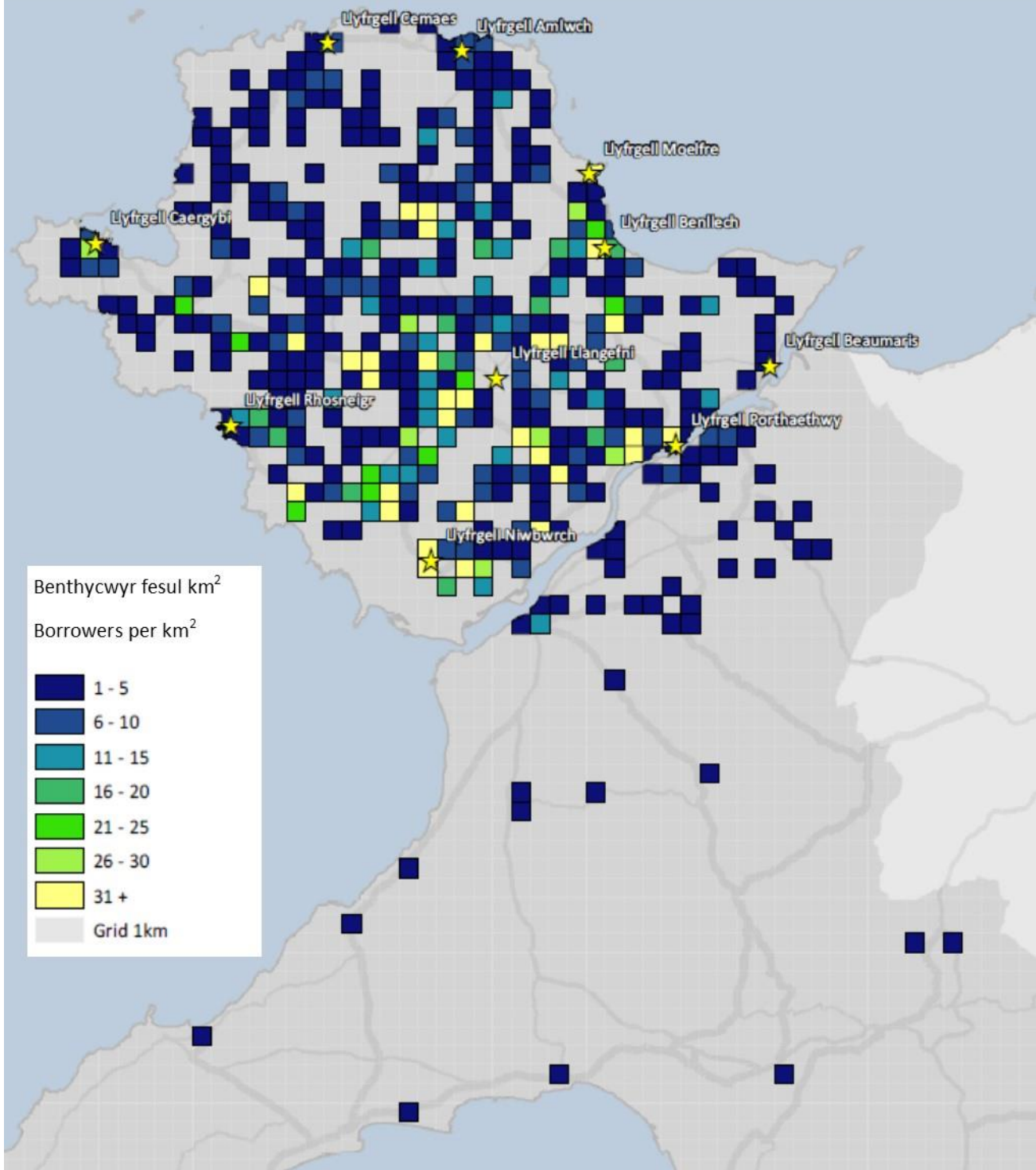
From where do Holyhead Library borrowers travel





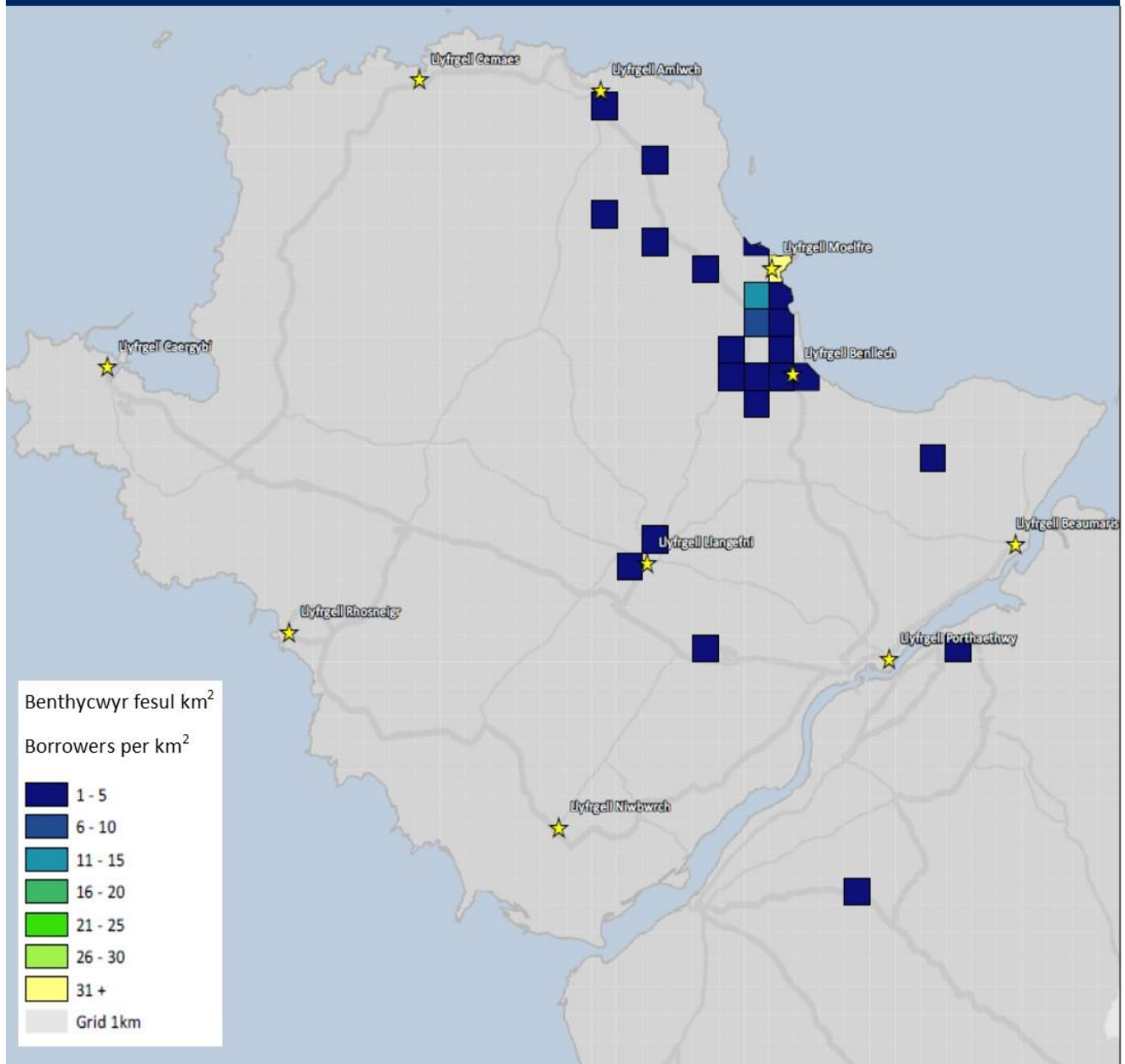
O le daw benthycwyr Llyfrgell Llangefni

From where do Llangefni Library borrowers travel



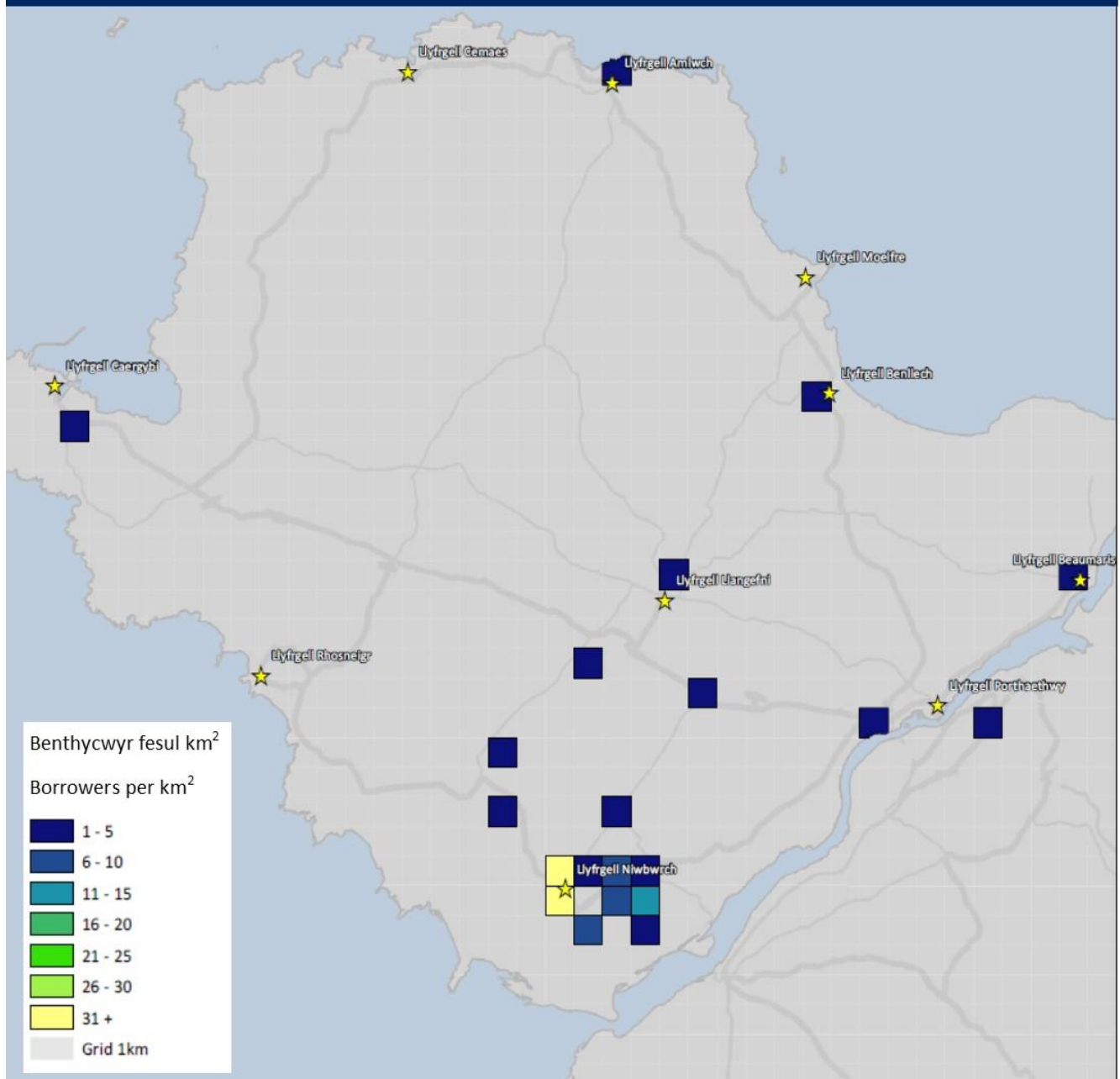
O le daw benthycwyr Llyfrgell Moelfre

From where do Moelfre Library borrowers travel



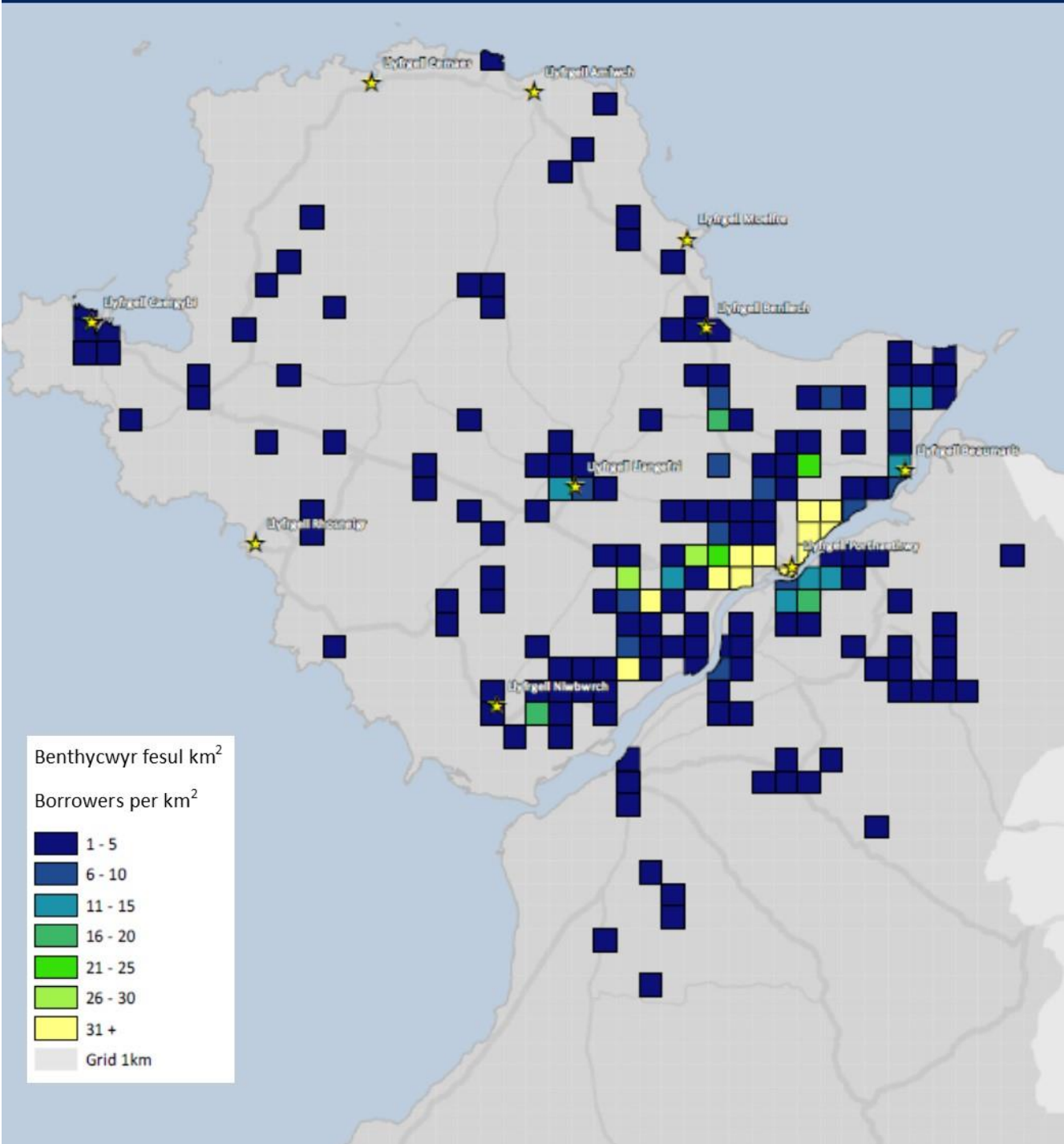
O le daw benthycwyr Llyfrgell Niwbwrch

From where do Newborough Library borrowers travel



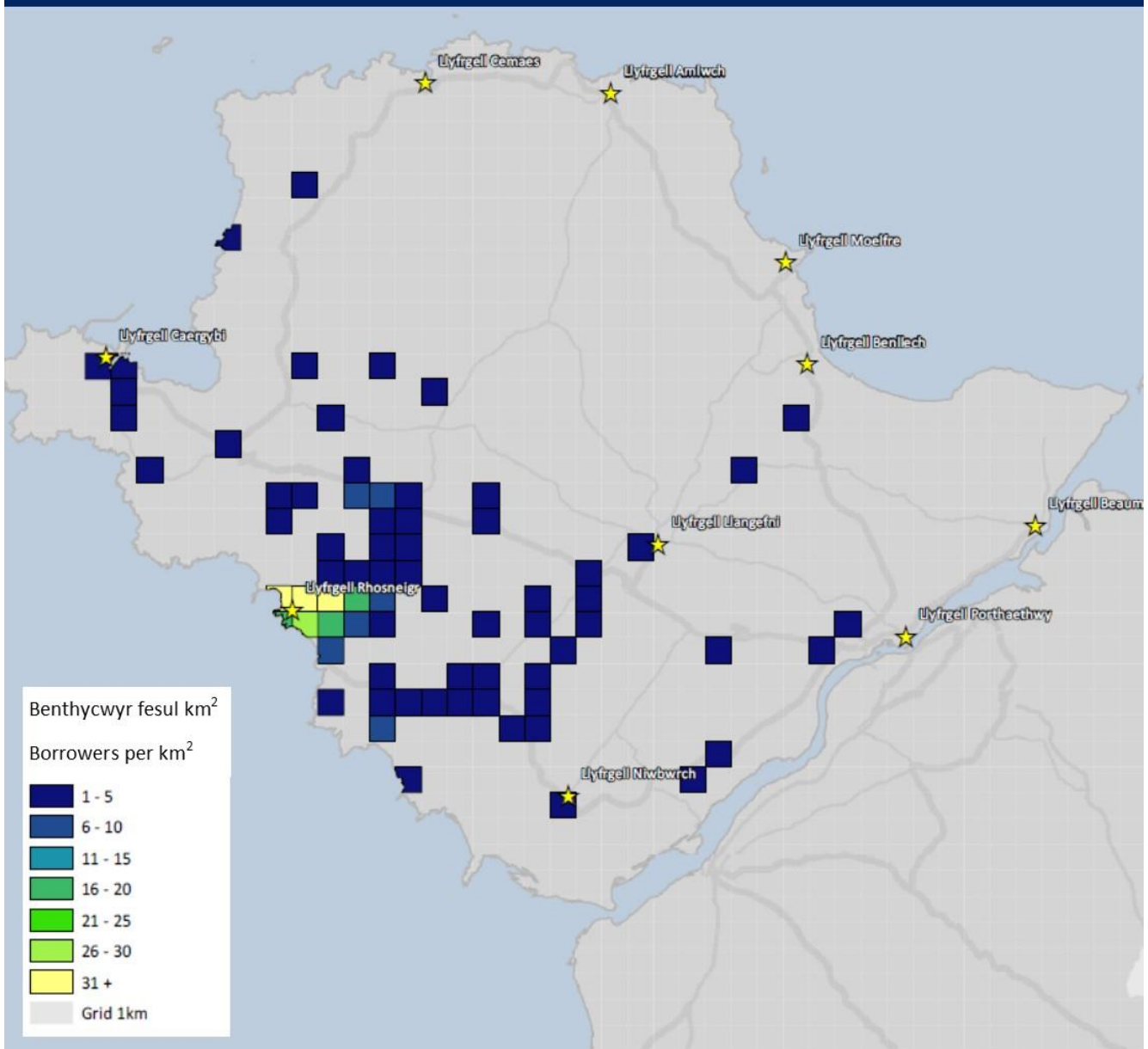
O le daw benthycwyr Llyfrgell Porthaethwy

From where do Menai Bridge Library borrowers travel



O le daw benthycwyr Llyfrgell Rhosneigr

From where do Rhosneigr Library borrowers travel



Library Service Strategy Savings Estimates

Tier 1: Area Libraries

	Building Changes	3 yr Av Total	proposed	Loss of income (16/17)	Savings	(average 3 year costs inc NNDR)
Holyhead	Retain but move to market hall	31890.38	31890.38	n/a	0.00	* these costs are for the
Llangefni	Retain	55405.25	55405.25	n/a	0.00	

Tier 2: Authority Led Community Supported libraries 20 Hours a week

	Building changes	3 yr Av total	proposed	Loss of income (16/17)	Savings	(average 3 year costs inc NNDR)
Amlwch	Retain	10361.95	10361.95	n/a	0.00	
Menai Bridge	Retain	11895.65	11895.65	n/a	0.00	
Benllech	Retain with community council office rental 25hours a week c£2,000 (*figure not yet	9448.55	7448.55	n/a	2000.00	
Total Savings					2000.00	

Tier 3: Authority Led Community Supported libraries 10 Hours a week

	Building changes	3 yr Av total	Proposed	Loss of income (16/17)	Savings	(average 3 year costs inc NNDR at 16/17 rate)
Beaumaris	Transfer	15429.35	0	5150	10279.35	
Cemaes	Close	6907.92	0	147.19	6760.73	
Moelfre	Close	2358.81	0	30.77	2328.04	
Newborough	Close	2562.4	0	130.98	2431.42	
Rhosneigr	Transfer	11160.18	0	0	11160.18	
Total Savings					32959.72	

Total Building Savings

34959.72

Total Staffing Savings

Current staffing structure

534170.00

Saving

Cost of strategy staffing retaining current staffing hours	534170.00	23.89
Cost of strategy staffing bare minimum staffing	511530.34	22615.77
Cost of Strategy retaining 22 hours for mitigating the effect of closures	526670.52	7538.59
Relief staffing allocation budget£ 30,000-50 % saving offered	-15000.00	15000.00
a) Staffing structure savings retaining staff (£15,000+ £23.89)		15023.89
b) Staffing structure savings bare minimum staff (£15,000+£22615.77)		37615.77
c) Staffing structure retaining 22 hours of staff (£15,000+£7538.59)		22538.59

Total Strategy Savings: Buildings and Staff

a) Total strategy savings retaining current staffing levels	49983.61
b) Total strategy savings bare minimum staff	72575.49
c) Total Strategy savings retaining 22 hours staff for mitigating the effect of closures	57498.31

* 2 x 11 hour posts @7538.59. Significant risk involved in not retaining these hours

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CYNGOR SIR YNYS MÔN	
Adroddiad i/Report to:	Executive
Dyddiad/Date:	27/11/17
Pwnc/Subject:	30 hours free childcare pilot by the Welsh Government – grant programme 2017 – 18.
Aelod(au) Portffolio/Portfolio Holder :	Cyngh. R. Meirion Jones
Pennaeth Gwasanaeth/ Head of Service :	Mrs Delyth Molyneux
Awdur yr Adroddiad/Report Writer: Rhif Ffôn: E-bost:	Bethan Hywel Jones BethanHJones@ynysmon.gov.uk 01407767784
Aelodau Lleol/ Local Member :	<i>Seiriol</i> - Cyng. Lewis Davies, Carwyn Jones, Alun Roberts, <i>Aethwy</i> - Robin Wyn Williams, Alun Wyn Mummery, R. Meirion Jones, <i>LLigwy</i> - Ieuan Williams, Margaret Murley Roberts, Vaughan Hughes, <i>Llifon</i> – Cyng. Gwilym O Jones, Richard Dew, <i>Ynys Cybi</i> - Dafydd Rhys Thomas, J Arwel Roberts, Trefor Lloyd Hughes, <i>Twrcelyn</i> – Cyng. Richard Owain Jones, Aled Morris Jones, Richard Griffiths, <i>Bro Aberffraw</i> – Cyng. Peter Rogers, Bryn Owen, Bro Rhosyr – Cyng. Eric Wyn Jones, Dafydd Roberts. <i>Caergybi</i> – Cyng. Shaun James Redmond, Robert Llywelyn Jones, Glyn Haynes. <i>Talybolion</i> – Cyng. Llinos Medi Huws, Kenneth P. Hughes, John Griffith. <i>Canolbarth Môn</i> – Cyng. Nicola Roberts, Dylan Rees, Robert G Parry OBE

A – Argymhelliad/Argymhellion a Rheswm/Rhesymau – Reasons and recommendations

Seek the Cabinet’s decision to select pilot areas to extend the child care offer pilot areas agreed in February 2017 and operational from September 2017.

The Government's main objectives in extending the right are:

- provide support in bringing up the next generation
- provide more employment choices for parents
- tackle poverty
- promote equality
- support child development

Helping families with affordable and flexible, high quality childcare supports economic regeneration, reduces the pressure on family income and helps parents go to work, and reduces the risk of families living in poverty. It also helps the well-being of children by providing them with positive and valuable childhood experiences.

The Council must implement the duties of the Childcare Act 2006 by holding a childcare feasibility assessment every five years and develop the field to ensure sufficient childcare for Anglesey families.

Early Adopter for the 30 hour Childcare Scheme

The Government has nominated Gwynedd and Anglesey to be early joint adopters and this has been in effect since September 2017. To date Anglesey and Gwynedd are leading on implementing the offer, with a target of 76% take up already met, in comparison to the other 6 counties. Other outcomes include:

£20,619 in childcare fees paid to local childcare providers during the month of September

10 local providers have received children (during September)

73 Anglesey children registered to receive the offer

4 after school clubs registered

2 cyloch meithrin – Llanfairpwll is our largest.

13 childminders

8 full day care.

The Government now wish to expand the pilot areas further and in two parts:
Part 1- next phase in Anglesey based on WIMD data of prosperous areas based on numbers in work and the income data. This area is expected to be operational from January 2018 following confirmation from Welsh Government.

Part 2- the rest of the Island, which includes Holyhead, which is our most deprived area, given the numbers not in employment. This will be the contingency plan for further expansion and we are still awaiting confirmation as to when this will be operational, but it will not be before September 2018.

The pilot area works by identifying a postcode where a family live - this will continue until everyone is eligible for the offer. When we complete Part 2 the whole county will be within the scheme and therefore post codes will no longer apply.

Identifying Areas:

We have identified areas on the same principles as previously in February 2017 using the WIMD data set (Welsh Index of Multiple Deprivation) income and employment primarily, number of births in the areas, rural and town areas, and the number of childcare providers.

NEXT STEPS & TIMETABLE

Require approval to extend the pilot areas as outlined in Part 1 and Part 2 and following Welsh Government confirmation.

If Welsh Government agree the pilot area could be operational across Anglesey by the end of 2018 The operational team are ready and capable to extend the pilot areas.

B – Pa opsiynau eraill wnaethoch chi eu hystyried a beth oedd eich rhesymau dros eu gwrthod ac/neu ddewis yr opsiwn hwn? What other options did you consider and why did you chose this/dismiss this option?

Disregarded areas where provision is not sufficient and where high numbers of parents not in work as this scheme only applies to parents in work in order to ensure that we have the opportunity to assess and develop the childcare sector.

C – Am ba reswm y mae hwn yn benderfyniad i'r Pwyllgor Gwaith?/ Why is this a decision for the Executive Meeting?

The Welsh Government require confirmation that Anglesey County Council are agreeable to extending the initial pilot areas in two phases given the considerable financial investment from one of the Government's main programmes.

CH – A yw'r penderfyniad hwn yn gyson â'r polisi a gymeradwywyd gan y Cyngor llawn?/ Does this decision align with any policy approved by the full Council.

This is a new grant from Welsh Government. It will support families in work, especially those in low paid work.

D – A yw'r penderfyniad hwn o fewn y gyllideb a gymeradwywyd gan y Cyngor?/ Is this decision within financial decisions made the Council?

No core funding is required from the Council – it is a yearly grant from Welsh Government. Length of pilot is 3 years. Grant available to employ staff to support the offer.

DD – Gyda phwy wnaethoch chi ymgynghori? With whom did you consult?	
Beth oedd eu sylwadau? What were the observations?	
1	Prif Weithredwr / Uwch Dim Arweinyddiaeth (UDA) (mandadol)
2	Cyllid / Adran 151 (mandadol)
3	Cyfreithiol / Swyddog Monitro (mandadol)
4	Adnoddau Dynol (AD)
5	Eiddo
6	Technoleg Gwybodaeth Cyfathrebu (TGCh)
7	Caffael
8	Sgriwtini
9	Aelodau Lleol
10	Unrhyw gyrff allanol / arall/eraill

E – Risgiau ac unrhyw gamau lliniaru (os yn berthnasol)	
1	Economaidd
2	Gwrthdodi
3	Trosedd ac Anhrefn
4	Amgylcheddol
5	Cydraddoldebau
6	Cytundebau Canlyniad
7	Arall

F – Atodiadau/Appendix:
<ol style="list-style-type: none"> 1. Offer letter 2. Areas and WIMD data

FF - Papurau Cefndir (cysylltwch os gwelwch yn dda gydag awdur yr Adroddiad am unrhyw wybodaeth bellach):

Carl Sargeant AC/AM
Ysgrifennydd y Cabinet dros Gymunedau a Phlant
Cabinet Secretary for Communities and Children



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref: MA-P/CS/2431/17

Councillor Llinos Huws
Leader, Isle of Anglesey County Council
Council Offices
Llangefni
Anglesey
LL77 7TW

30 October 2017

Dear Llinos,

The Welsh Government and your local authority have been working together since December 2016 to develop and deliver the Childcare Offer for Wales. This has included extensive joint-working to develop the eligibility criteria for parents, the application process, and the payment methods for childcare providers. As a result of this collaborative process, government-funded childcare for three and four year olds of working parents has been delivered to some communities within your local authority since 4 September 2017. I am very grateful for all of the hard work that has enabled this to happen.

I am keen to expand the areas where the Childcare Offer is available within Anglesey and I know that our officials are discussing this with your officers. I hope to be in a position to agree these new areas in due course.

As a Welsh Government, we have committed to fully roll-out the Childcare Offer by September 2020. As part of the Draft Budget, the funding to support the childcare offer increases to £25m in 2018-19, and to £45m in 2019-20. This will allow us to expand and test aspects of the delivery of the offer in other local authorities from September 2018 onwards.

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1NA

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400

Gohebiaeth.Carl.Sargeant@llyw.cymru
Correspondence.Carl.Sargeant@gov.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

As part of this, I will be expecting those coming on board to work with either existing or neighbouring local authorities in delivering the offer. As existing early implementer local authorities, you have been through the process and established your systems and procedures. It is therefore crucial that those local authorities coming on board in the next phase work with you to build on best practice and ensure economies of scale.

I look forward to continued joint working as we deliver this offer to parents and children across Wales.

Yours sincerely,

A handwritten signature in cursive script that reads "Carl Sargeant".

Carl Sargeant AC/AM

Ysgrifennydd y Cabinet dros Gymunedau a Phlant
Cabinet Secretary for Communities and Children

Pentrefi o fewn yr ardal WIMD villages within this area	Ardal WIMD Areas (Wales Index of Multiple Deprivation)	Rhif WIMD/WIMD Number -	Allan o 44 WIMD yn Ynys Mon /Out of 44 WIMD areas on Anglesey	Cyflogaeth yn Mon WIMD/Anglesey Employment WIMD	WIMD Incwm yn Mon/WIMD Income Anglesey
Valley , Llanynghenedl	Valley 2	W01000044	43	42	43
Four Mile Bridge, Rhoscolyn and Trearddur Bay	Trearddur 1	W01000039	34	39	37
Trearddur Bay to Holyhead mountain	Trearddur 2	W01000040	33	35	41
Penmynydd, Pentre Berw, Gaerwen	Llanfihangel Esceifiog	W01000025	28	36	36
Brynteg, Tynyngongl, Benllech	Brynteg	W01000010	38	37	35
Llanbedrgoch, Gors Coch, Red Wharf Bay	Llanbedrgodch	W01000019	35	34	34
Pentraeth, Llandona a Rhoscefnhir	Pentraeth	W01000035	27	29	31
Pentrefelin, Burwen	Amlwch rural	W01000004	29	20	32
Bodorgan, Malltraeth, Llangristiolus	Bodorgan	W01000007	22	27	30
Llanfihangel yn Nhowyn	Llanfari yn Neubwll 2	W01000024	15	30	18
Bodedern	Llanfair yn Neubwll 1	W01000023	16	31	13
Aberffraw a Rhosneigr	Aberffraw a Rhosneigr 1	W01000001	30	21	29
Llaingoch	Parc ar Mynydd	W01000034	31	22	24
Rhosybol, Llandyfrydog	Llaneilian	W01000021	21	18	21

Atodiad 2/appendix 2 – GOFAL PLANT 30 AWR AM DDIM/ 30 HOURS FREE CHILDCARE

Brynrefail, Moelfre	Moelfre	(W01000032	18	28	23
Llanfachraeth, Llanfwrog, Rhydwyn, Llanfaethlu	Llanfaethlu	W01000022	11	23	17
Carrreglefn, Tregele, Llanfariynghornwy a Llanfechell	Mechell	W01000031	13	19	22
Rhan 2 estyniad/ Part 2 expansion					
Penrhyn, Cemaes, Betws	Llanbadrig	W01000018	23	14	16
Caergybi	Porthyfelin 2	W01000037	25	13	15
LLanfaelog a Rhosneigr	Aberffraw a Rhosneig 2	W01000002	14	15	19
Bodffordd Llynfaes, Mona	Bodffordd	W01000006	17	16	20
Vali	Valley 1	W01000043	20	17	12
Bryngwran a Gwalchmai	Bryngwran	W01000009	12	11	9
LLanerchymedd, Carmel, Elin	LLanerchymedd	W01000028	9	12	10
Amwlch	Amlwch port	W01000003	8	8	8
Caergybi	Kingsland	W01000017	6	7	5
	Maeshyfryd	W01000030	7	5	6
	Morawelon	(W01000033	1	2	1
	Porthyfelin 1	W01000036	5	1	7
	Lonodn Road	W01000029	3	4	4

	Holyhead Town	W01000016	2	3	2
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Nifer o blant yn rhan 1 / Number of children in Part 1 – approx. 250

Nifer o blant yn rhan 2 / Number of children in Part 2 – approx. 250

Areas were chosen on the following basis :-

1. The **least** deprived areas based on the WIMD statistics
2. The **least** deprived areas based on the WIMD with a high number of individuals in work and therefore eligible for the childcare offer
3. The **least** deprived areas based on the WIMD statistics with the highest level of income across Anglesey who will be eligible for the childcare offer
4. Parity across the Island in that number eligible are in three tranches should the Welsh Government decide upon a further expansion to the programme.

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive Committee
Date:	27.11.17
Subject:	Children's Services progress report
Portfolio Holder(s):	Councillor Llinos Medi Huws
Head of Service:	Llyr Bryn Roberts - Interim Head of Children's Services (Operations) 01248 752 765 llyrbrynroberts@YnysMon.gov.uk
Report Author: Tel: E-mail:	Margaret Peters, Transformation Programme Manager, Children's Services 01248 751812 MargaretPeters@ynysmon.gov.uk
Local Members:	Relevant to all Members

A –Recommendation/s and reason/s
1.1 Members to confirm if they are satisfied with the steps and pace undertaken by Children's Services in relation to the progress made in relation to the Service Improvement Plan.

B – What other options did you consider and why did you reject them and/or opt for this option?
Not Applicable

C – Why is this a decision for the Executive?
The Executive has overall responsibility for ensuring that services perform effectively and are properly resourced.

CH – Is this decision consistent with policy approved by the full Council?
Children and Families Services provide a statutory service under various legislations, more recently the Social Services and Well-Being (Wales) Act 2014.

D – Is this decision within the budget approved by the Council?

This report provides an update on the implementation of the Children’s Services Service Improvement Plan. Whilst there are no immediate financial implications from this paper, the Executive may wish to note that there are continued financial pressures on this Service, which have arisen in part due to the significant increase in the number of children who are Looked After over the past three years:

- a high turn-over of staff has necessitated the employment of agency Social Workers over the past two years; these arrangements will continue for a further period whilst the Service completes its restructuring and continues to recruit

the increased cost of placements for children who are Looked After have increased significant, and are currently being reviewed.

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The progress report and the Service Improvement Plan were discussed and approved in the SLT meeting on the 6 th of November.
2	Finance / Section 151 (mandatory)	The progress report and the Service Improvement Plan were discussed and approved in the SLT meeting on the 6 th of November.
3	Legal / Monitoring Officer (mandatory)	The Progress report and the Service Improvement Plan were discussed and approved in the SLT meeting on the 6 th of November.
4	Human Resources (HR)	Human Resources have been involved with the progress of work in relation to the SIP (Theme 1. Confident and competent workforce with sufficient capacity to provide a consistent and effective service) and the whole restructuring process.
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	Having considered the information presented both via the written reports and orally by the Officers the Committee resolved – To note the progress to date with the work of the Children’s Services Improvement Panel To note that all work streams pertaining to the Service

		<p>Improvement Plan appear to be on target thus far.</p> <p>To note and to acknowledge the Panel's concern with regard to continuing vacant posts within the service.</p> <p>That the Committee is satisfied with the steps and pace undertaken by Children's Services in relation to the progress made in implementing the Service Improvement Plan subject to noting that the issue of continuing vacant posts need to be addressed.</p> <p>ADDITIONAL ACTION PROPOSED: The Committee's suggestions for taking a more direct and proactive approach to recruitment e.g. with schools and universities be incorporated into the Recruitment Strategy</p>
8	Local Members	
9	Any external bodies / other/s	

E – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:	
Annex 1 – CSSIW Recommendations and link to the Service Improvement Plan	
Annex 2 – Service Improvement Plan	

FF – Background/Context

5.1 Ynys Mon Children's Services were inspected by CCSIW during October and November 2016. The inspection focused on how children and families are empowered to access help and care & support services and on the quality of outcomes achieved for children in need of help, care & support and/or protection, including children who have recently become looked after by the local authority. The inspection also evaluated the quality of leadership, management and governance arrangements in place to develop and support service delivery. The Final CSSIW report was published on 7th March 2017. The report had 14 recommendations, seven recommendations as a priority and seven to be implemented by March 2018 (see Annex 1).

5.2 In response to the findings and recommendations, the authority has put the following arrangements in place:

- A revised Service Improvement Plan (SIP), incorporating all of the Recommendations made in CSSIW's Inspection Report against the 5 themes (see Annex 2)
- Put new Project Management arrangements in place, with an internal Improvement Group of officials meeting on a monthly basis, and reporting to the Senior Management Team and to the Executive.
- Establish a new Panel of Elected Members following the recent local authority elections, which will report to the Corporate Scrutiny Committee.

5.3 In addition to this, the Chief Executive is holding weekly meetings with the Director of Social Services, the Head of Children's Services and the Head of Human Resources, to oversee the development and implementation of the Workforce Strategy, and to ensure that there is appropriate pace in making key appointments to the posts of Service Manager and Practice Leaders.

Focus of the work

5.4 Being able to recruit and retain staff who are committed to making a difference to the lives of children and young people in Anglesey is crucial if we are to deliver on the obligations placed upon us by legislation. An unstable workforce in recent years, combined with a significant increase in the number of children and young people who are Looked After and who are on the Child Protection Register, has placed significant strain on our services (SIP 1.1).

5.5 Addressing this is a key element of our Service Improvement Plan, and we've continued to focus on the following elements in recent months:

5.6 Service Re-structure – this was implemented on the 4th of October (SIP 4.2) were the 8 Practice Leader's took responsibility for their Practice Groups. They manage smaller Groups across Early Intervention and Intensive Intervention, with each Practice Leader responsible for three or four Social Workers.

This will mean that each Social Worker have more access to their manager, enabling them to have early advice on dealing with individual cases and adequate support and supervision. There is further work to be undertaken to complete the restructuring, including reviewing the arrangements for the Child Placement Team, making the best use of Support Workers to support families, as well as ensuring that administrative support is appropriate for Practice Groups to effectively carry out their statutory responsibilities.

5.7 Recruitment - the Service Manager for Early Intervention and Prevention commenced in post in August and all the Practice Leaders started in September. 4 of the Practice Leaders were recruited from outside the organisation and they bring high level of knowledge and skill in the areas noted in the Service Improvement Plan that require further development. The other 4 Practice Leaders appointed were experienced practitioners working within Children's who were ready for promotion (SIP 1.2).

5.8 We have recruited 7 new Social Worker's over the last few months who are local and apart from 1 social worker all are fluent Welsh speakers which will ensure we are able to meet the linguistic needs of children and families coming into contact with the Service. We continue to have 6 experienced temporary agency social worker's staff covering vacant Social Work posts and a new recruitment initiative in trying to attract permanent experienced Social Worker's will commence in November (SIP 1.2).

5.9 We have appointed 2.5 Engagement officers for Teulu Mon and a further 1.5 additional posts through Families First Grant will be filled over the next few weeks. This will significantly strengthen our Information, Advice and Assistance capacity that all local authorities have been required to establish with the implementation of the Social Services and Wellbeing (Wales) Act 2014.

5.10 The Resilient Families Team is now fully staffed and currently working with 8 families to prevent family breakdown, to support children living at home (SIP 5.2). The Practice Leader for this Team has recently won a national award by the British Association of Social Worker's (BASW) on her work in developing support for care leavers and arrangements to support foster carers to prevent placement breakdown.

5.11 We are currently recruiting for a number of other additional posts within the Service which will continue to strengthen our family support services. They include recruiting:

- 3 x additional Support Workers posts within the Team Around the Family funded from Families First Grant
- Additional Personal Advisor post funded with St David's Day Welsh Government Grant to provide practical and emotional support to young people who leave care when they are 18 years old.

5.12 As a Service, we have developed a Social Work Traineeship arrangements internally to enable 2 of our staff to train to become qualified Social Workers (2 year course). As we have seen a significant turnover of staff over the last 18 months the aim of this strategy of 'Grow your own' is to ensure we have qualified Social Workers who will be working for the Service for at least 2 years after the qualify (SIP 1.2).

5.13 Arrangements to appoint the new Head of Service has commenced and additional information could be provided by the Assistant Chief Executive at Scrutiny Committee.

5.14 The Workforce Strategy, approved over the summer, now focuses on ensuring that staff have the skills, training and support to enable them to do their jobs effectively, and provide the support that children, young people and families in Anglesey need. An action plan has been developed with the full support of HR and meetings are being held every 6 – 8 weeks, Chaired by the Head of Service to ensure the effective implementation of the Action Plan (SIP 1.1) with the main elements being:

- Developing a set of marketing materials detailing the benefits of working for the Authority presented on all media platforms.
- Develop a recruitment plan for each vacancy immediately on resignation, jointly with Human Resources.
- Establish effective methods of selection.
- Ensure processes are focused on safe recruitment
- Minimise delay in the various stages in the recruitment process.
- Development of a consistent and effective induction programme.
- Creating a supportive culture, challenging poor performance by providing a clear direction, regular supervision, and developmental support to enable all of our employees to perform effectively.
- Developing existing staff, and provide a safe working environment for all, combined with opportunities for developing new skills and progressing.

5.15 Supervision - we launched the new Supervision Policy in March 2017, following consultation with staff (SIP 1.3) and is now being used to review cases on a monthly basis, and take early action if any change in decision-making is necessary. The frequency of supervision is being monitored and an audit is currently being undertaken so that we are assured that the policy is being implemented fully. Outcome focused supervision workshops will be held for Practice Leaders over the next few months and the purpose is to support them in examining their role in supervision and to consider the value of outcome focused supervision for service users, workers, social work practice and for the organisation. It should also strengthen the management role of Practice Leaders, consider core skills and challenges for different Practice Groups.

5.16 The Quality Assurance Framework has been approved within the Service (SIP 3.2). The aim of the framework is to the approach that Children's Services will take to ensure that it is:

- Providing safe professional practice
- Supporting the right children/adults, in the right way, at the right time
- Evaluating whether it is making a difference to practice improvement
- Providing a professional context that supports learning, reflection, openness and supportive challenge.

The service will use a wide range of evidence sources to underpin the quarterly Practice evaluation report such as:

- Monthly Case file Audits
- Monthly Casefile Audit – Safeguarding & Quality Improvement Unit
- Practice Observation
- Supervision Audits
- Learning from and with our partners
- Learning from people who use our services
- Oversight and Challenge
- Learning from our staff
- Ongoing Independent Reviewing Officer and Child Protection Co-ordinator

5.17 On a monthly basis the service holds a Quality and Performance meeting. The focus of this meeting is to understand the data and evidence from evaluations of practice, to provide an opportunity to analyse and identify solutions to improve performance and quality of practice. This meeting has a role in ensuring a clear oversight of the quality of practice within the service and to develop clear action plans to address improvement requirements. The meeting also has a clear role in recognising what is working well within the Service and to ensure that learning is shared across the whole system. The meeting will also evaluate the impact of the learning and improvement.

5.18 Practice Evaluation Report for quarter 1 showed that practice remains inconsistent. However; there are examples of good practice that have been confirmed by CSSIW as achieving the required outcome for the child/ren and their families. Managers have continued to focus on improving the quality of Social Work practice in relation to Court work, case recording, assessment, analysis of risk, Looked After Children Reviews and visits, Child protection visits, Core group meetings and Pathway Plans (SIP 3.3). Targeted interventions continue to be undertaken with individual Social Workers who have not improved the quality of their practice. The Service has now agreed to prioritise improvements in Social Work assessment practice.

5.19 A Court Action Plan has been developed to focus on improving the quality and analysis of all assessments undertaken to inform our decision making and will support arrangements for 'front loading' public law cases. Practice Leader's now have oversight of the Court timeframe for cases within their Practice Groups and will support and guide Social Worker's to ensure better preparation for Court and that documents are filed on time.

5.20 Despite the inconsistency in practice, we have positive evidence of the workforce working directly with families leading to improved outcomes. We have seen a significant reduction in the children on the Child Protection Register from 102 in March 2017 to 56 on the register on 31st of August, 2017 a 55% decrease. Children's Services have adopted the Thornton/Gwynedd Risk Model to continue supporting social workers to work proactively with families to manage risk - spending much more time working alongside them helping them to change so that the family is a safe place for their children. There is a need now to embed the risk model within practice and to support practitioners and practice leaders to further develop their skill in implanting the model to support effective risk decisions.

Bruce Thornton co-author of the model is undertaking a Practice Coach Development role for a period of 7 months to focus on:

- Providing coaching and mentoring to help develop the skills, knowledge and competence of practitioners and practice leaders.
- Support Service Managers to implement, process, systems and procedures to ensure that the Risk Model is implemented within service processes
- Support the development of the Risk Model within critical and reflective supervision.

5.21 The work of strengthening the Local Authority's role as a corporate parent for looked after children has been agreed by the Corporate Parenting Panel with the aim of ensuring that Isle of Anglesey County Council undertakes its duties fully to ensure that young people can achieve their full potential and a successful transition into adulthood. A Children Looked After and Care Leavers Strategy for a three year period (2018 – 2020) will be developed providing the framework to ensure we fulfil our duties and responsibilities. The intention is to bring together the range of activity across the Council and with children's partnership arrangements at all stages of the care journey, including a clear focus on supporting families to stay together, wherever it is safe to do so, and minimising the need for children to become looked after.

5.22 Five Multi Agency practice guidance (SIP 2.2) have been developed by Children's Service as a direct response to the CSSIW Inspection with the aim of strengthening multi agency joint working. They focus on providing clear guidance on:

- How to make Referrals to Children's Services
- Child Protection Practice Guidance - Investigation Thresholds
- Child Protection Practice Guidance – Key Workers and Core Groups
- Child Protection Practice Guidance- Registration Thresholds.
- How to manage child protection allegations made against Professional Practice Guidance

5.23 The Practice Guidance will be endorsed at the Corporate Safeguarding Board and training sessions will be arranged for the workforce to focus on improving multi agency practice and safeguarding arrangements.

5.24 Preventative Services is being reviewed, and a new strategy will be developed jointly with partners, to ensure more effective family support services and commissioning of Families First Grant, to reduce the number of children and young people who need to be placed on the Child Protection Register and who need to be Looked After (SIP 4.4).

5.25 The agenda for the Elected Members and Senior Leaders Panel's meeting has continued to focus on monitoring and challenging the implementation of the Service Improvement Plan, holding the Director and Service to account. Four meetings have been held so far and the following agenda items have been discussed by the Panel:

- TOR, Project Plan & setting the scene
- Service Improvement Plan – high level overview
- Overview: Laming Visits – rolling program of visits and reporting back
- PART I: % of statutory visits to looked after children due in the year that took place in accordance with regulations [SCC/025]
- Theme 3: Quality Assurance closer look at Recommendations 2, 11, 13 & 14 – CSSIW Report
- Review arrangements for Laming Visit / Feedback from first visit
- "Day in the life of a children's services social worker"

5.26 This will be complemented by training and visits to support senior leaders and members to improve their knowledge and understanding of the complexities and risks involved in delivering children's services (SIP 1.5).

5.27 Laming visits to front line staff need to be undertaken by elected members to inform themselves about the quality of services being offered and to take appropriate action to remedy deficiencies as they are revealed. Lord Laming, The Victoria Climbié Inquiry (2003), was absolutely clear that "senior managers and elected members within organisations are accountable for the quality, efficiency and effectiveness of local services" and "must be required to account for any failure to protect vulnerable children from deliberate harm or exploitation."

5.28 Laming visits for Members have been scheduled until May 2018. A Laming visit was undertaken to the Child Placement Team on 27.10.17 by the Assistant Chief Executive, Scrutiny Chair and a member of the Panel. The report completed during the visit noted:

- All staff confirmed that they received regular Supervision, which is very effective. The Social Workers noted that Supervision has always taken place regularly within the Placement Team.
- All present were experienced in their role and their confidence was clear from the way they engaged in the meeting.
- Cllr Richard Griffiths noted during the meeting that their enthusiasm for working with

children, families and Foster Carers was clear, and all agreed with this.

- Cllr Aled Morris Jones thanked those present for their hard work and commitment, which was clear to see and noted.

Fel blaenoriaeth:

1. Dylai'r awdurdod fwrw ymlaen â'i ymrwymiad i ddatblygu fframwaith ar gyfer darparu gwaith ataliol gyda phlant a theuluoedd a fydd yn darparu gwasanaeth integredig yn ogystal â darparu help a chymorth cynnar sy'n oedi'n effeithiol yr angen am ofal a chymorth. CG 4.4
2. Dylid sefydlu systemau sicrhau ansawdd a threfniadau hyfforddiant aml-asiantaeth effeithiol i sicrhau bod y staff a'r partneriaid yn deall y trothwyon ar gyfer asesu gwasanaethau plant statudol a'u bod yn cael eu cymhwyso'n gyson; dylai hyn gynnwys datblygu protocol trothwyon diogelu plant aml-asiantaeth sy'n ymgorffori'r canllawiau a gyhoeddwyd yn ddiweddar gan Lywodraeth Cymru. CG 3.4
3. Dylai uwch arweinwyr yn y gwasanaethau cymdeithasol a'r heddlu barhau i gydweithio'n rhagweithiol i sicrhau gwelliannau i ansawdd, cysondeb ac amseroldeb ymholiadau diogelu plant. CG 2.2
4. Dylai'r cyngor barhau i gynorthwyo uwch arweinwyr i wella eu gwybodaeth a'u dealltwriaeth o natur gymhleth a'r risgiau sy'n gysylltiedig â darparu gwasanaethau plant, er mwyn rhoi sicrwydd iddynt hwy, eu partneriaid, staff a chymunedau bod eu cyfrifoldebau yn cael eu cyflawni i'r eithaf. CG 1.5
5. Dylid datblygu strategaeth gadarn ar gyfer y gweithlu i gynnwys nodau byrdymor, tymor canolig a hirdymor er mwyn creiwito a chadw gweithwyr cymdeithasol. CG 1.1
6. Dylid adolygu'r trefniadau ar gyfer rheolwyr timau ac uwch ymarferwyr er mwyn sicrhau capasiti digonol i ddarparu arolygiaeth gan reolwyr o benderfyniadau a herio a chyfeirio staff ar draws y gwasanaeth; dylid bod rhaglen arweinyddiaeth a datblygiad ar gael er mwyn datblygu gwytnwch. CG 1.4
7. Dylai uwch reolwyr gymryd camau i wella amllder, cysondeb ac ansawdd arolygiaeth staff rheng flaen; mae'n rhaid cyflwyno dull sicrwydd er mwyn sicrhau cydymffurfiaeth ac ansawdd. CG 1.3

Yn ystod y 12 mis nesaf:

8. Mae'n rhaid i gefnogaeth wleidyddol a chorfforaethol gref ar gyfer y gwasanaethau plant barhau i sicrhau bod y gwelliannau sydd eu hangen ar wasanaethau yn cael eu blaenoriaethu a bod cyflymder y gwelliannau yn cyflymu ac yn cael ei gynnal. CG 1.5
9. Dylid sefydlu trefniadau aml-asiantaeth i atgyfnerthu cynlluniau gweithredol a fydd yn cynorthwyo cydlyniaid effeithiol o waith cwblhau Fframweithiau Asesu ar y Cyd gan bartneriaid statudol. CG 2.3
10. Dylid gwella ansawdd asesiadau a chynlluniau i sicrhau eu bod o ansawdd da yn gyson, gyda ffocws clir ar anghenion, risgiau a chryfderau plant a theuluoedd, a bod dealltwriaeth glir o'r canlyniadau, amserlenni a'r cyfrifoldebau am weithredoedd a ddymunir. CG 2.1
11. Dylid gwella ansawdd a chysondeb cofnodion; dylai pob aelod o staff a rheolwr sicrhau bod eu cofnodion o safon dda, eu bod yn gyfredol a'u bod yn cael eu storio'n systemataidd. CG 2.1
12. Dylai'r awdurdod lleol a'i bartneriaid gydweithio i ddatblygu dull gydlynol ar gyfer casglu a dadansoddi gwybodaeth am anghenion cymunedau sy'n cynnwys lleisiau plant a theuluoedd. Dylid defnyddio'r wybodaeth hon i hysbysu'r broses o greu cynlluniau strategol er mwyn cyflawni aliniad effeithiol darpariaeth gwasanaethau rhwng gwasanaethau gwybodaeth, cyngor a chymorth, y sector ataliol a'r gwasanaethau statudol. CG 4.4
13. Mae angen ymgorffori trefniadau rheoli perfformiad a sicrhau ansawdd, yn cynnwys craffu ar y galw am wasanaethau ac archwilio ansawdd arfer yn rheolaidd, er mwyn sicrhau bod gan reolwyr ar bob lefel wybodaeth amserol, berthnasol a chywir am berfformiad a sicrhau ansawdd i'w galluogi i wneud eu swyddi yn effeithiol ac i gyflawni gwelliannau. CG 3.2
14. Dylid monitro baich achosion ac adroddiadau ar ansawdd perfformiad gweithwyr yn barhaus er mwyn sicrhau bod capasiti digonol i alluogi'r gweithwyr i ymgysylltu'n effeithiol gyda phlant a'u teuluoedd. CG 3.2

As a priority:

1. The authority should progress its commitment to developing a framework for the provision of preventive work with children and families that will deliver an integrated service and provide early help and support that effectively delays the need for care and support. SIP 4.4
2. Effective, multi-agency quality assurance systems and training arrangements should be established to ensure that thresholds for assessment to statutory children’s services are understood by staff and partners and are consistently applied; this should include the development of a multi-agency child protection thresholds protocol incorporating recent Welsh Government guidance. SIP 3.4
3. Senior leaders in social services and the police should continue to work proactively together to ensure improvements to the quality, consistency and timeliness of child protection enquiries. SIP 2.2
4. The council should continue to support senior leaders to improve their knowledge and understanding of the complexities and risks involved in delivering children’s services to assure themselves, partners, staff and communities that their responsibilities are discharged to maximum effect. SIP 1.5
5. A robust workforce strategy should urgently be developed to include short, medium and long term aims for recruitment and retention of social workers. SIP 1.1
6. Arrangements for team managers and senior practitioners should be reviewed to ensure capacity to effectively and consistently provide management oversight of decision making, challenge and direction for staff across the service; a leadership and development programme should be made available to build resilience. SIP 1.4
7. Senior leaders should take steps to improve the frequency, consistency and quality of front line staff supervision; an assurance mechanism must be implemented to ensure compliance and quality. SIP 1.3

Over the next 12 months:

8. Strong political and corporate support for children’s services must continue to ensure the service improvements needed are prioritised and the pace of improvement accelerated and sustained. SIP 1.5
9. Multi-agency arrangements should be established to strengthen operational plans to support effective co-ordination of statutory partners’ completion of Joint Assessment Frameworks. SIP 2.3
10. The quality of assessments and plans should be improved to ensure that they are consistently of a good quality, with a clear focus on the needs, risks and strengths of children and families, and that desired outcomes, timescales and accountabilities for actions are clear. SIP 2.1
11. The quality and consistency of record keeping should be improved; all staff and managers should ensure that their records are of good quality, are up to date and are systematically stored. SIP 2.1
12. The local authority and partners should work together to develop a cohesive approach to the collection and analysis of information about the needs of communities, that includes the voices of children and families. This should be used to inform the shaping of strategic plans to achieve effective alignment of service delivery between information, advice and assistance services, the preventive sector and statutory services. SIP 4.4
13. Performance management and quality assurance arrangements, including scrutiny of service demand and routine auditing of the quality of practice, needs to be embedded so that managers at all levels have timely, relevant and accurate performance and quality assurance information to enable them to do their jobs effectively and to deliver improvements. SIP 3.2
14. Caseloads and reports regarding the quality of workers’ performance should be continuously monitored to ensure there is sufficient capacity for workers to engage effectively with children and their families. SIP 3.2

CSSIW recommendations in red - high priority

	ACTION TO BE TAKEN AND LINKS TO CSSIW RECOMMENDATIONS	ACTIONS TAKEN TO ACHIEVE IMPROVEMENT	ACTIONS REQUIRED TO ACHIEVE IMPROVEMENT	EXPECTED OUTCOME / IMPROVEMENT AND EVIDENCE	LEAD OFFICER	START	END
1. A confident and competent workforce with sufficient capacity to provide a consistent and effective service							
Page 241	<p>1.1 Develop the Workforce Strategy to include:</p> <ul style="list-style-type: none"> • Recruitment good practice • Retention and support • Clear induction arrangements • Buddying • Coaching and mentoring • Shadowing • Enhanced post qualification training and development opportunities • First year in practice guidance (this is not needed as we are following the First Three Years in Practice Guidance produced by the Care Council for Wales). <p style="color: red;">Links to CSSIW Recommendation 5: A robust workforce strategy should urgently be developed to include short, medium and long term aims for recruitment and retention of social workers.</p>	<p>August 2017</p> <ul style="list-style-type: none"> • A traineeship plan has been developed jointly with HR offering the opportunity for one member of staff to train to be a Social Worker over two years through the Bangor University with the possibility of securing a permanent post in the service post qualification. • Service Induction programme produced for new staff • Workforce Action plan being progressed to monitor progress against the short-term actions up until December 2017. <p>June/July 2017</p> <ul style="list-style-type: none"> • Workforce Strategy completed. • Action Plan in preparation <p>May 2017</p> <ul style="list-style-type: none"> • Draft Workforce Strategy produced in collaboration with HR that includes relevant sections on recruitment, retention and support, induction arrangements, buddying, coaching and mentoring, shadowing, enhanced post qualification training and development opportunities, first year in practice guidance. • Strategy shared with staff for comments. • Induction expectations on Managers highlighted – this linked to advantages of new structure and increased number of practice leads. • HR related issues – weekly meetings established to address all related issues including recruitment. • 4 bilingual, newly qualified Social Workers recruited. • All social worker posts filled with temporary/permanent staff/recruitment in place. • Open advert for experienced social workers. • Session for induction guidance for Managers happened in March. • First year in practice guidance being reviewed by Practice Learning Co-ordinator 	<ul style="list-style-type: none"> • Corporate Induction session available on a monthly basis for new staff. • Ensure progress with the Action plan 	<p>Yet to be done Newly qualified social workers report they have received clear guidance and expectations, support, and constructive feedback regarding their practice and on the quality of their work.</p> <p>Staff report positive satisfaction in the workplace and feel supported in carrying out their responsibilities.</p> <p>Evidence that induction meetings are being held and that new staff of the opinion that they are useful in relation to guidance and expectations, support, informing their practice and quality of work.</p> <p>Commenced Audit of work providing evidence of a confident and competent workforce.</p> <p>Clear improvement in recruitment and retention rates with more staff recruited to permanent posts and reduction in staff leaving.</p> <p>Induction - all new staff receive a comprehensive induction and are fully aware of their roles and responsibilities.</p>	Melanie Jones & Leighton Rees	Jan 2017	Dec 2017
	<p>1.2 Resolve Staffing matters to include:</p> <ul style="list-style-type: none"> • Recruit to permanent posts • Exit strategy for agency staff 	<p>August 2017</p> <ul style="list-style-type: none"> • Meetings are being held every two weeks between HR and Children’s Services senior managers to ensure that recruitment and workforce development issues move on at pace. This to include regular updates on staffing levels, staffing chart and caseload. • Appointed the Resilient Families Team 	<ul style="list-style-type: none"> • Recruit more experienced staff 	<p>Yet to be done A stable and permanent workforce which results in:</p> <ul style="list-style-type: none"> • Consistency of practice across the service. • Improved quality of support to children and families. 	Senior Management Team and HR	Nov 2016	Dec 2017

CSSIW recommendations in red - high priority

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Page 242		<ul style="list-style-type: none"> • Appointed 2.5 Engagement Officer in Teulu Môn • 8 Practice Leaders now appointed commencing on the 4th of September • Discussions to be held around extending Agency Staff contracts to be extended until end of December • Practice Evaluation Report Q1 shows that practice remains inconsistent however; there are examples of good practice that have been confirmed by CSSIW as achieving the required outcome for the child/ren and their families. CSSIW tracked two cases – ‘Case files were read, social workers, managers and families interviewed. The cases provided evidence of good outcomes for families. A good range of services were effectively used. The social workers interviewed were very motivated and committed to providing a high quality service. They achieved a very high level of engagement with the families. The families were motivated and supported to address and change deeply engrained patterns of behaviour related to substance misuse and domestic violence. Social workers were well supported although not always through formal supervision.’ <p>Case 2 provided evidence of : ‘Good use of systems and services. A good range of services - LAC, Domestic Violence, FGC in planning, specialist service therapeutic assessment. Children’s and family’s needs have been met. Social worker was skilled able to maintain her relationship with mother and children and do direct work with children. From the discussions and file she had made a significant contribution in moving the mother’s expectations, thanking and behaviour.’</p> <p>June/July 2017</p> <ul style="list-style-type: none"> • Agency staff contracts extended until end of September 2017 to ensure workforce of sufficient numbers and experience. Aim to reduce agency social workers during September. • 1 qualified and 3 student social workers appointed to posts. 1 qualified and 1 student commencing in July. 5 vacant posts being advertised on a rolling basis • 7 Practice Leaders appointed. Further vacant post being advertised. • Appointed to vacant IRO post with commencement date of 10th of July. • Service Manager Early Intervention and Prevention appointed. Commencement middle of August. 		<ul style="list-style-type: none"> • Better relationships established between families and social workers leading to improved outcomes for children and families. <p>Partners report an improvement in joint working with Children Services due to reduction in staff turnover.</p>			

CSSIW recommendations in red - high priority

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Page 243		<ul style="list-style-type: none"> • Service Manager Intensive Intervention appointed. Agency Service Manager covering on a temporary basis. • Retaining permanent and temporary social workers continues to be a challenge for the service. • Providing sufficient support and guidance to staff remains a high priority. <p>May 2017</p> <ul style="list-style-type: none"> • Weekly meetings established between HR and Children’s Services senior managers to ensure that recruitment and workforce development issues move on at pace. This to include regular updates on staffing levels, staffing chart and caseload. • We continue to advertise for experienced social work posts on a rolling basis • HR recruitment briefings have been held for Managers. • HR to provide regular updates regarding recruitment and retention rates for the Service. • Continued guidance from Finance on cost implications of agency staff. • Exit strategy is in place for agency staff where posts have been filled by permanent workers. 					
1	<p>Review of Supervision Policy. This will include following:</p> <ul style="list-style-type: none"> • Code of Practice • Formal and informal or ad-hoc Supervision • Purpose of Supervision • Benefits of Supervision • Roles and Responsibilities • Minimum Frequencies and Cancellation • Planning for a Supervision Session • Recording of Supervision • Disputes • Confidentiality and Access • Links with Other Policies and Procedures <p>Links to CSSIW Recommendation 7: Senior leaders should take steps to improve the frequency, consistency and quality of front line staff supervision; an assurance</p>	<p>August 2017</p> <ul style="list-style-type: none"> • Arrangements made with Rhonwyn Dobbing on undertaking outcome focused supervision training for Practice Leaders. Three workshops will be held and the purpose is to support supervisors in examining their role in outcome-focused supervision and to consider the value of outcome focused supervision for service users, workers, social work practice and for the organisation. It should also strengthen the role of supervisor, consider core skills and challenges for different practice groups. <p>June/July 2017</p> <ul style="list-style-type: none"> • Training on the Supervision policy held and training on the risk model held in June. • On-going tracking and monitoring of supervision arrangements to ensure compliance of the Policy. <p>May 2017</p> <ul style="list-style-type: none"> • Supervision policy revised and shared with staff • Tracking arrangements in place to monitor strict compliance with Supervision policy • Supervision policy completed • Training on the Risk Model and its link with staff Supervision has been provided to all staff in June. 	<ul style="list-style-type: none"> • Mentoring for managers on outcome-focused supervision designed to develop reflective practice. • Audit of supervision will commence Sept 2017 across Adults and Children’s Services, including staff perception of supervision through questionnaires and focus groups to be established. • On-going advice and guidance provided to individual social workers on completing assessments, recording and assessing risk. • Audit of Supervision to be undertaken by Service Managers 4 times a year and dip sampling. • A feedback form is going to be drafted by colleagues in Training to ask what they have learnt from the training they have received, have they put what they’ve learnt into practice, what would 	<p>Yet to be done Staff report that they are effectively supported to carry out their duties.</p> <p>Staff positively report that the quality of their assessments and plans have improved through regular and quality supervision.</p> <p>Managers’ report that they are enabled to support staff to the required standards.</p> <p>Clear guidance on standards and good practice clearly communicated and available to all through regular Supervision.</p> <p>Managers complying with the Supervision Policy and Risk Model incorporated into Supervision sessions with staff.</p> <p>Regular audits across Children and Adult Services showing good quality and consistent Supervision.</p> <p>Commenced Assurance mechanism established centrally to ensure compliance with Supervision policy.</p>	Melanie Jones & Leighton Rees	Dec 2016	Ongoing tracking and auditing QA June 2017

Children Services Improvement Plan Version 4.0 August 2017

CSSIW recommendations in red - high priority

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	mechanism must be implemented to ensure compliance and quality.	<ul style="list-style-type: none"> Supervision training provided to all staff and Managers. 	they change about the course if anything.				
1.4 Page 244	<p>Provide developmental opportunities for Practice Leaders to support the workforce in carrying out their duties. Areas of focus:-</p> <ul style="list-style-type: none"> Principles for making correct and safe case management decisions (management oversight of decision making) Improving and managing practice and performance including providing constructive challenge and direction to staff Managing difficult conversations Providing regular and quality Supervision Developing Practice leaders in coaching and mentoring skills <p>Links to CSSIW Recommendation 6: Arrangements for team managers and senior practitioners should be reviewed to ensure capacity to effectively and consistently provide management oversight of decision making, challenge and direction for staff across the service; a leadership and development programme should be made available to build resilience.</p>	<p>August 2017</p> <ul style="list-style-type: none"> A repeat audit was undertaken in May/June 2017 confirmed positive progress was being made in relation to referrals that proceeded to Strategy and Conference: Quality of Strategy Discussions/Meetings Quality of Assessment. Key Themes are as follows: <ul style="list-style-type: none"> Attendance and recording at Strategy Meetings has improved Increased use of Risk 2 tool Strategy meetings timely Increased use of Chronologies evident Improved quality of assessments evident. Consistency of forms still a problem (S.W.report /Core/Risk2/ Care and Support Assessment and Eligibility tool all in use). Conceptual shift from filtering risk to identifying strengths not fully embedded An Away Morning was held on the 28th of July for Senior Staff Members to agree arrangements for the restructure of the service and to start discussing arrangements for Practice Leaders. 8 Practice Leaders successfully appointed On-going discussions to ensure a strong service induction programme is in place for September to include training sessions on: <ul style="list-style-type: none"> Vision for the Service, overarching organisation, SIP Managing sickness absence & Return to Work Interviews Complaints and Flexi Collaborative Communication Supervision Workshops -3 x full days workshops on Outcome focused supervision PLO and Court work Time Management & Diary Management, Prioritising Work and Expectations Delivering ACE Parental Groupwork Sessions Performance Capability Management Style Course Quality Assurance and Audits 	<ul style="list-style-type: none"> Discussions required to finalise the restructuring arrangements for Social Workers and other staff and rearranging the floorplan. HR to provide regular updates regarding recruitment and retention rates for the Service. 	<p>Yet to be done</p> <p>Managers' report enhanced confidence in their skills in making correct and safe case management decisions.</p> <p>Staff report that they feel better supported by their line managers in carrying out their responsibilities leading to a reduction in staff turnover, improve staff retention and providing stability in the workforce.</p> <p>Increased confidence in workforce and organisational reputation in feedback from partners.</p> <p>Commenced</p> <p>Regular case file audits showing an improvement in the quality of assessments and care and support plans.</p> <p>Regular audits across the Service showing correct and safe management decisions being made by Managers.</p>	Senior Management Team	Jan 2017	March 2018

CSSIW recommendations in red - high priority

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Page 245		<ul style="list-style-type: none"> ○ Thresholds & Correct decision making and staff carrying out actions ○ Care planning & Reviewing C & S, CP & LAC ○ Case recording ○ Assessments and Risk Model ○ Caseload Management – Allocation of cases, Step down to TAF and not closing cases to Children’s Services, reduced caseload for newly qualified – maximum 12 cases ○ Family Group Conferencing, Participation and Parenting Development Work ○ North Wales Police Public Protection Unit ○ CAFCASS ○ Motivational Interviewing <p>June/July 2017</p> <ul style="list-style-type: none"> ● Audits started for Quarter 1: Case file audits, multi-agency audits, thematic audits, analysis available end of July ● Training held for Managers on Managing difficult conversations ● 7 Practice Leaders appointed, 4 internal staff and 3 external. ● Training provided to Managers on Providing regular and quality Supervision ● 4 Managers currently undertaking accredited Leadership and Development training. ● Service restructure and establishing smaller operational Teams is proceeding and will ensure increased capacity for Managers to provide consistent guidance, supervision and support to staff. ● Arrangements have been made for Adults Services Managers to support Children’s Services Managers in their professional development. 					
1.5	<p>CSSIW Recommendation 4: Continue to support senior leaders to improve their knowledge and understanding of the complexities and risks involved in delivering children’s services to assure themselves, partners, staff and communities that their responsibilities are discharged to maximum effect.</p>	<p>August 2017</p> <ul style="list-style-type: none"> ● A schedule of monthly Laming visits between July 2017 and May 2018 has been presented and agreed by the Children Services Improvement Panel on 21/08/17. Laming visits have commenced. ● Initial discussion held with Andrew Bennett, Public Health Research, Training and Consultancy about the possibility of running a session available for all Members/Senior Leaders around Adverse Childhood Experiences. 	<ul style="list-style-type: none"> ● Continue to support senior leaders to improve their knowledge and understanding of the complexities and risks involved in delivering children’s services. ● Review the purpose of Laming visits and link the questions asked during visits to relevant outcomes in the SIP. 	<p>Yet to be done Senior leaders’ and elected members’ report that their involvement in the Social Services panel has developed their understanding of the key underlying issues and risks associated with the service and their ability to scrutinise the effectiveness of the service.</p> <p>Senior managers within the service report that the support and challenge provided by senior leaders and elected members have continued to improve.</p>	Chief Executive Director of Social Services	January 2017	On-going

CSSIW recommendations in red - high priority

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Page 246	<p>CSSIW Recommendation 8: Strong political and corporate support for children’s services must continue to ensure the service improvements needed are prioritised and the pace of improvement accelerated and sustained.</p>	<ul style="list-style-type: none"> The Second Members Panel was held on the 21st of August and a tracking document has been produced for the work of the panel. <p>June/July 2017</p> <ul style="list-style-type: none"> The new Council Leader/Director of Social Services the Interim Head of Children’s Services and Interim Scrutiny Manager have reviewed the role of the SS&WB Member panel in the creation of the ToR for the Children’s Panel Elected members and Senior Leaders to continue with regular Laming visits. Children’s Improvement Group held on a monthly basis chaired by the Director of Social Services to drive improvement and changes required. <p>May 2017</p> <ul style="list-style-type: none"> SS&WB Member panel to continue to monitor the completion of the Service Improvement Plan. Elected members and Senior Leaders to continue with regular Laming visits. Corporate Parenting work to be further developed (see.5.3). Additional resources required to provide more insight regarding the complexities of Children Services 		<p>Professional partners and communities report that the Council are effectively discharging their responsibilities in line with SS&WB Act.</p> <p>Commenced</p> <p>Senior leaders and elected members report that the Service Improvement Plan is delivered on time and to the required quality.</p>			

2. Quality and timely assessments, interventions and decision making to protect, support and manage the risks for children: good quality chronologies, record keeping & research evidence and tools

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2.1	<p>Improvement in the quality of practice.</p> <p><u>Areas of focus:</u></p> <ol style="list-style-type: none"> Child protection, child protection and LAC social work visits Risk Model – improve analysis of risk Assessment - What matters, 5 areas of assessment. Outcomes focused plans Complete Care and Support plans under the SS&WB Act Establish and maintain high quality relationships with 	<p>August 2017</p> <ul style="list-style-type: none"> Audits – both case file and thematic – on a service and multi-agency basis - held during the month. Caseloads for frontline team remain higher than the service management team would wish for, evidence from audits suggests that practice remains inconsistent. Draft Framework for Improving Quality of Practice developed for consultation SMT considering findings of the Q1 quality report – recommend prioritising improvements in assessment practice 	<ul style="list-style-type: none"> Practice evaluation Report Q1 2017/18 -The service must focus on ensuring compliance with the basic requirements to improve performance data. The priority for the next reporting period is to improve assessment practice. Coaching on application of risk model into assessments will be provided by Bruce Thornton. Engagement with staff to define standards for assessments underway. Reflective Practice in Social Work <ol style="list-style-type: none"> Child protection How to establish and maintain high quality relationships with children, young people and their families. 	<p>Yet to be done</p> <p>An improvement in outcomes for children and young people with a reduction in children on CPR and looked after</p> <p>Evidence in ‘prevention’ and ‘supporting’ with more children remaining at home.</p> <p>Regular audits undertaken confirming improvements in the quality of practice, assessing risk and record keeping.</p>	<p>Senior Management Team</p> <p>Training</p>	Jan 2017	March 2018

CSSIW recommendations in red - high priority

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Page 247	<p>children, young people and their families.</p> <p>7. Record keeping</p> <p>8. Collaborative Communications' course on strengths based conversations.</p> <p>Recommendation 10: The quality of assessments and plans should be improved to ensure that they are consistently of a good quality, with a clear focus on the needs, risks and strengths of children and families, and that desired outcomes, timescales and accountabilities for actions are clear.</p>	<ul style="list-style-type: none"> • Challenged and supported individual workers to improve their practice • Practice evaluation Report Q1 2017/18 doc Case file auditing completed on the following practice areas: LAC step down audit, Report for placement panel, planned monthly case file audits by Team Managers, Responsive auditing (Stage 2 complaints) and Initial decision making, screening, strategy discussions and meetings and simple assessment. Service User views and evaluation of previously conducted management reviews. • A repeat audit was undertaken in May/June 2017 on the referrals that proceeded to Strategy and Conference: Quality of Strategy Discussions/Meetings Quality of Assessment. <p>Key Themes are as follows:</p> <ul style="list-style-type: none"> ○ Attendance and recording at Strategy Meetings has improved ○ Increased use of Risk 2 tool ○ Strategy meetings timely ○ Increased use of Chronologies evident ○ Improved quality of assessments evident. ○ Consistency of forms still a problem (S.W.report /Core/Risk2/ Care and Support Assessment and Eligibility tool all in use). ○ Conceptual shift from filtering risk to identifying strengths not fully embedded <ul style="list-style-type: none"> • Teulu Môn practice guidance being developed by the Early Intervention Service Manager • Bruce Thornton has been commissioned to produce Guidance on Record Keeping and Decision Making <ul style="list-style-type: none"> ○ Draft Multi Agency practice guidance have been completed to be ratified at the next Local Delivery Safeguarding Group in October, areas covered are ○ Multi Agency Child Protection Practice Guidance Investigation Thresholds ○ Multi Agency Child Protection Practice Guidance – Key Workers and Core Groups ○ Multi Agency Child Protection Practice Guidance- Registration Thresholds. ○ Part 4 AWCPP2008 ○ Making Referrals • A draft document has been produced setting out the way of working for the service (Collaborative communication, co- production and assessment of 	<p>3. Record keeping.</p> <p>4. Guidance to be developed on good practice around record keeping.</p> <ul style="list-style-type: none"> • Collaborative Communications course will be held on the 28th and 29th of September. • Practice guidance to be developed around CP and LAC social work visits. 	<p>Regular audits showing an improvement in the quality and consistency of record keeping and they are up to date and are systematically stored.</p> <p>Increase in positive feedback from service users on the progress they have achieved with the support of Children's Services</p> <p>Completed Regional templates for 'assessment' / 'care and support planning' which clearly records needs, risks, strengths, outcomes, accountabilities for actions and their associated timescales are available for use within the service</p>			

CSSIW recommendations in red - high priority

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Page 248		<p>risk). In preparing this document the service has considered the need to improve practice in relation to forming good quality assessments and respond to the requirements within the Social Services and Wellbeing Act (Wales) 2014 to work collaboratively with children and families. This document sets out the service’s vision in how we will assess risk, co-produce and conduct collaborative communication with children and families in Anglesey.</p> <p><u>June/July 2017</u></p> <ul style="list-style-type: none"> • Audits started for Quarter 1: Case file audits, multi-agency audits, thematic audits, analysis available end of July. • Challenged and supported individual workers to improve their practice • The quality of practice continues to be inconsistent. • Staff session held for Social Workers to discuss practice standards and ask staff for ideas on what would help to improve the way of working • Guidance to be developed on good practice around record keeping. – Bruce Thornton commissioned to establish an operational model within the new system -WCCIS. <p><u>May 2017</u></p> <ul style="list-style-type: none"> • Training Unit have arranged training for all social care staff on: Assessing Carers in the Long-term Implementing the Induction Framework for Foster Carers Changing Culture and Measuring Performance in line with Social Services and Well-being Act Collaborative Communication / Outcome focused conversations Regional Templates – Including Assessment, What matters, 5 areas of assessment, Care and Support plans which are Outcome focused Making the Most of Supervision – for Managers Providing Constructive Feedback and Managing difficult conversations Making the Most of Supervision – for staff IFSS Resilient Families training (including Brief Solution Focused Therapy and Motivational Interviewing) Collaborative Communication - follow-up General Safeguarding for Social Workers 					

CSSIW recommendations in red - high priority

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		Risk Model Child Sexual Exploitation and Return Home Interviews Motivational Interviewing					
2.2	<p>CSSIW recommendation 3: Senior leaders in social services and the police will work together to ensure improvements to the:</p> <ol style="list-style-type: none"> 1. quality, 2. consistency and 3. timeliness <p>of child protection enquiries.</p> <p>Practice Guidance to be developed between Police and Children services around child protection referrals, strategy discussion/meetings and enquiries.</p>	<p>August 2017</p> <ul style="list-style-type: none"> • We have met the IAA hub equivalent in both Conwy and Flintshire County Councils in order to explore options and share their experiences. The visit with both Conwy and Flintshire has assisted us in forming clearer mission for our own IAA. • Developed scope of work with the police on joint audit and improvement in terms of referrals, Strategy meetings and s47 investigations. • An audit was carried out on all 81 referrals which were received by Children’s Services from the Public Protection Unit in the form of CID 16’s between 1st and 14th of June 2017. 20 of the referrals were deemed to be not clear in the reason for sharing the information. Of the 81 only seven stated what the anticipated outcome for the referral would be. Only 15 referrals contained the voice of the child. <p>Overall evaluation The Public Protection Unit must ensure that they are more specific in why they are referring the information and must not refer simply because there are children linked to the adults involved.</p> <ul style="list-style-type: none"> • CSE and Return Home Interviews for looked after children, work is being done to improve performance in these areas taking place with partners - Police and the 6 North Wales Local Authorities. • A repeat audit was undertaken in May/June 2017 on the referrals that proceeded to Strategy and Conference: Quality of Strategy Discussions/Meetings Quality of Assessment. See 2.1 <p>June/July 2017</p> <ul style="list-style-type: none"> • Protocols currently drafted for: <ul style="list-style-type: none"> • Multi Agency Child Protection Practice Guidance Investigation Thresholds • Multi Agency Child Protection Practice Guidance – Key Workers and Core Groups • Multi Agency Child Protection Practice Guidance- Registration Thresholds. <p>Set of protocols likely to be ready for October.</p>		<p>Yet to be done Regular audits show an improvement in the quality, consistency and timeliness of child protection enquiries leading to improved outcomes for children and young people.</p> <p>Staff report clearer guidance and improved understanding of roles and responsibilities through the implementation of the Practice Guidance.</p>	Service Mangers	Jan 2017	Oct 2017

CSSIW recommendations in red - high priority

	ACTION TO BE TAKEN AND LINKS TO CSSIW RECOMMENDATIONS	ACTIONS TAKEN/TO TAKE TO ACHIEVE IMPROVEMENT	ACTIONS REQUIRED TO ACHIEVE IMPROVEMENT	EXPECTED OUTCOME / IMPROVEMENT & EVIDENCE	LEAD OFFICER	START	END
Page 250		<ul style="list-style-type: none"> • 2 week analysis started 10/07/17 in relation to all CID16's that are received at Teulu Môn in order to ensure that appropriate referrals are made to the Council and understand the data and to explore information sharing. A meeting was held on the 26th of June. • Monthly meetings arranged between Children Services and NWP to address operational matters and to develop a Practice Guidance around child protection referrals, strategy discussion/meetings and enquiries. • HOS is made aware of any on-going operational difficulties in relation to joint working with the Police to ensure they are urgently addressed and that children are not left in vulnerable positions. • Audit to be undertaken to monitor the quality, consistency and timeliness of child protection enquiries. <p>May 2017</p> <ul style="list-style-type: none"> • Positive discussion held with the Police regarding cooperation. 					
	<p>CSSIW recommendation 9: Multi-agency arrangements should be established to strengthen operational plans to support effective co-ordination of statutory partners' completion of Joint Assessment Frameworks.</p> <p>Practice Guidance to be developed between Children Services, Health, Police and Education to ensure clarity in relation to operational arrangements – agreed referral threshold, improvement in the quality of referrals, attendance at strategy meetings, core group meetings and information sharing.</p>	<p>August 2017</p> <ul style="list-style-type: none"> • Practice guidance being developed see 2.2 <p>June/July 2017</p> <ul style="list-style-type: none"> • Arrangements have been made to hold a multi-agency task and finish group under the local delivery safeguarding group to develop the practice guidance. <p>May 2017</p> <ul style="list-style-type: none"> • Local Delivery Safeguarding Group agreed on 16.2.17 that a Gwynedd and Ynys Mon multi-agency meeting should be held to discuss current working arrangements and difficulties and to bring them to the attention of the RSCB. • Practice Guidance to be developed between Children Services, Health, Police and Education to ensure clarity in relation to operational arrangements – agreed referral threshold, improvement in the quality of referrals, attendance at strategy meetings, core group meetings and information sharing, see. 3.3(4) 	<ul style="list-style-type: none"> • We have received permission from Welsh Government to amalgamate the current Joint Assessment Framework (JAF) to the care and support assessment form. Work on including the measures that the JAF collects will start in September. 	<p>Yet to be done Improved multi agency safeguarding arrangements leading to improved outcomes and experiences for children and young people.</p> <p>Commenced A multi-agency Practice Guidance clearly defines local roles and responsibilities and safeguarding arrangements.</p>	Early Intervention Service Manager	Jan 2017	Oct 2017

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CSSIW recommendations in red - high priority

3. Quality assurance and performance framework that supports the local authority in effectively managing its responsibilities towards children

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3.1 Page 251	<p>Review all children who are looked after to ensure outcome based care and support plans are in place in securing permanence.</p> <p>A service and corporate understanding of the profile of looked after children and children on the CPR.</p> <p>Review all cases where the child's name has been on the CPR for 12months + to decide if cases should be discussed in Legal Gatekeeping Panel (care proceedings)</p>	<p>August 2017</p> <ul style="list-style-type: none"> Review undertaken of Case Conference minutes for 34 children – indicated that in a significant number of cases there was no evidence to justify the judgement of further significant harm. A Practice Leader is now reviewing the same minutes in an attempt to verify the findings. One case referred for management attention as the children had been on the register for 4 years. This was positive and led to clearer decision making, direction and action. The profile of children on the CP register has been completed. Work has progressed to reduce the number of children on the register. The number of children on the register on the 31st of August 2017 was 56 compared to 102 at the end of March 2017, 55% decrease. Practice Leader identified to focus on improvements around the quality of work in relation to CP conferences and reducing the length of time that children remain on the register. Work started to understand and challenge “notice periods” given by care providers. Work started to challenge Quality of placements offered. Resilient Families team appointed and we have started to work under the Resilient Families model with families. <p>June/July 2017</p> <ul style="list-style-type: none"> A review all children who are looked after has happened and children who need to be ‘Stepped Down’ have been identified. Head of Service chairs a group – Internal review panel for residential placements: 	<ul style="list-style-type: none"> Aim to reduce the number of Children becoming Looked After by: *Engaging family, friends and community earlier Being creative – additional support/provision Completing in-depth Care & Support Assessments Engaging the child/young person in the Assessment process Listening to children and Young People SMART Care & Support planning Resilient Families intervention Need to move away from thinking the needs of Children and Young People can be best met by bringing them into care. Use of respite (overnight) from parents needs to be phased out. When parents request for their child(ren) to be brought into care they must be told that the steps mentioned above* must be worked through. Permanency policy to be ratified 	<p>Commenced</p> <p>Intensive work with those looked after children and young people who need ‘step down’ arrangements are successful leading to improved outcomes.</p> <p>Council is assured that placements are meeting the needs of looked after children and young people. Children rehabilitated safely home through placement with parents/discharge of Care Orders.</p> <p>LAC Review recommendations are prioritised by Social Workers and the pace for completing assessments and outstanding work is accelerated and sustained.</p> <p>Reduction in the number of children in residential placements by the end of March 2018 due to intensive work undertaken to move them to ‘step down’ arrangements.</p> <p>Costs and expenditure on costly placements have reduced significantly because of ‘step down’ arrangements for children and young people. Case file audit showing that care planning by Social Workers for looked after children is significantly improved through implementation of the Practice Guidance.</p> <p>Review of looked after children and children on the CPR provides detailed information and understanding of their needs. This will assist with the prevention strategy and the work of the Resilient Families Team.</p>		Jan 2017	March 2018

CSSIW recommendations in red - high priority

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	<p>Ensure that care and support plans meet their wellbeing outcomes to ensure that the LAC review recommendations are actioned and to ensure value for money.</p> <ul style="list-style-type: none"> • Resilient Families Team posts have now closed. • Care planning for looked after children to be strengthened through development of additional Practice Guidance. • Permanency policy currently under review • We have started to practice differently and more intensively with a small number of families following a similar model to the work of the Intensive Family Support Services. This is the work the Resilient Families Team will be undertaking to support children living at home: both preventing the need for accommodation and supporting return home plans. <p>May 2017</p> <ul style="list-style-type: none"> • Team Managers to confirm by May 2017 which children/young people will have ‘step down’ care and support plans. • Agreement reached by May 2017 over the tasks required to achieve permanence and the intensive work required with looked after children /young people and their families to ensure ‘step down’ arrangements are successful. • Posts within Resilient Families Team and appointments made by May 2017. • Care planning for looked after children to be strengthened through development of additional Practice Guidance. 					
<p>3.2 Strengthen and embed the Quality Assurance Framework within the Service, through:</p> <ol style="list-style-type: none"> 1. IRO and CPC to report quarterly on their assessment of the operational performance through conference and review. 2. IRO and CPC to draw out, on a thematic basis, issues regarding quality and learning for the Service. 3. Managers to undertake regular audits on focused areas: <ul style="list-style-type: none"> • Supervision • Recording 	<p>August 2017</p> <ul style="list-style-type: none"> • Business Support Officer for Statutory Reviews and Case Conferences appointed • Improving Practice Co-ordinator post advertised previously titled ‘Quality Assurance Manager’ • Managers have been undertaking regular audits of the focused areas to monitor the quality of workers performance. • Repeat audits on decision making shows improvement in practice. See 2.1 • Audits – both case file and thematic – on a service and multi-agency basis - held during the month • Draft Framework for Improving Quality of Practice developed for consultation 	<ul style="list-style-type: none"> • Guidance to be developed around caseload management to ensure there is sufficient capacity for workers to engage effectively with children and their families • Quality Assurance Framework will be revised and approved by Children Services starting in the autumn, timescale slipped because of the decision made by Senior Leaders to delay recruiting to the Quality Assurance Manager post because of internal recruitment to the Practice Leaders posts. 	<p>Yet to be done</p> <p>WCCIS is supporting performance management and caseload management through easily accessible ‘reporting’ features made available to Managers.</p> <p>Workers have sufficient capacity to engage effectively with children and their families through Manager’s implementation of the caseload Guidance.</p> <p>Commenced</p> <p>Quality assurance reports and case file audits showing evidence of improvement in the quality of practice and learning and of safe decision making at all levels.</p>	<p>Safeguarding and Quality assurance Service Manager</p>	<p>Jan 2017</p>	<p>March 2018</p>

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<ul style="list-style-type: none"> Assessment Quality, consistency and timeliness of child protection enquiries <p>Caseloads and reports regarding the quality of workers' performance to be continuously monitored.</p> <p>CSSIW Recommendation 13: Performance management and quality assurance arrangements, including scrutiny of service demand and routine auditing of the quality of practice, needs to be embedded so that managers at all levels have timely, relevant and accurate performance and quality assurance information to enable them to do their jobs effectively and to deliver improvements.</p> <p>CSSIW Recommendation 14: Caseloads and reports regarding the quality of workers' performance should be continuously monitored to ensure there is sufficient capacity for workers to engage effectively with children and their families.</p>	<ul style="list-style-type: none"> SMT considering findings of the Q1 quality report – recommend prioritising improvements in assessment practice Challenged and supported individual workers to improve their practice <p>June/July 2017</p> <ul style="list-style-type: none"> Quality assurance work in Quarter one has included: LAC profile analysis Case file audit Caseload analysis Recruitment to the business support for Statutory Reviews and Case Conferences to happen by the end of July. Appointments to vacant IRO post commenced in July. Further developments have been made with regards to multi agency quality assurance audits with Education and the Health Board to improve on the quality of referrals and information shared with partner agencies. Additional funding was agreed for re-establishing the Quality Assurance Manager, post was advertised however we failed to appoint. Audit of PLO cases completed <p>May 2017</p> <ul style="list-style-type: none"> Quality Assurance Framework has been revised and approved by Children Services. Quality Assurance Action Plan agreed for the next 12 months focusing on regular audits on focused areas: Supervision Recording Assessment Quarterly Assurance reports to be discussed at Children Services Management meeting and a Practice Improvement Group to be established to take forward practice improvements. Managers to provide monthly highlight reports to Service Managers and HoS on the quality of workers' performance to ensure there is sufficient capacity for them to engage effectively with children and their families. 		<p>Regular and timely qualitative reports are submitted without delay to the leadership team, including members.</p> <p>The organisation is demonstrating more structured governance and scrutiny arrangements through regular case file audits. IRO/CPC have an improved quality assurance role leading to learning and improvement in the quality of practice</p> <p>Managers provide monthly highlight reports to Service Managers and HOS on the quality of workers' performance to ensure there is sufficient capacity for them to engage effectively with children and their families.</p> <p>QA and Safeguarding Unit to drive improvement and changes to practice across the Service through learning from thematic and qualitative reports.</p> <p>Improvement in the quality, consistency and timeliness of child protection enquiries</p>			

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<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 254</p>	<p>3.3 Develop the performance framework for Children and Adult Services to include:</p> <ol style="list-style-type: none"> 1. Outline Performance indicators split into National, Corporate and Service performance. 2. Governance arrangements to include reporting, accountability and mechanism in driving improvement. 3. Continues improvement embedded within the framework. 4. Framework to provide evidence on the quality of practice and experiences of service users 5. Improvement required in priority areas of performance that is outside tolerance and targets: <ul style="list-style-type: none"> • Assessment • Lac Reviews • LAC visits • CP visits • Core group meetings • Pathway Plans <p>These will be brought back into target</p>	<p>August 2017</p> <ul style="list-style-type: none"> • We continue to challenge and support individual workers to improve their practice • A significant improvement has been made in relation to LAC visits for August after reviewing how the indicators were being measured. 86% of visits being held within timescale. • We are now prioritising indicators relating to Lac Reviews, LAC visits, CP visits, Core group meetings. We will focus on Timescales, Purpose, Recording and Performance. <p>June/July 2017</p> <ul style="list-style-type: none"> • Challenged and supported individual workers to improve their practice • Practice Guidance currently drafted for: Multi Agency Child Protection Practice Guidance Investigation Thresholds Multi Agency Child Protection Practice Guidance – Key Workers and Core Groups Multi Agency Child Protection Practice Guidance-Registration Thresholds. • Service standards are being developed to ensure good practice in relation to key performance that is outside tolerance and targets. <p>May 2017</p> <ul style="list-style-type: none"> • Commissioning external expertise in May 2017/June to develop the performance framework across both Children and Adult Services • An enhanced tracker system will be developed, based on Best Practice elsewhere; combined with a new structure for Children’s Services, this will enable Team Managers/Practice Leaders to ensure visits are completed when staff are absent from work (whether on annual leave or absent due to sickness absences). 		<p>Yet to be done Overall, a continuous improvement in performance and outcomes for children/young people.</p> <p>Commenced Improvement in staff’s level of understanding of performance indicators and the clear link with the quality and timeliness of practice. This leading to a continuous improvement in performance and outcomes for children/young people – one indicator being a reduction in looked after children.</p> <p>Strengthening the reporting and monitoring arrangements in relation to Performance information.</p> <p>Performance information showing an improvement in performance and brought back into target:</p> <ul style="list-style-type: none"> • Assessment • Lac Reviews • LAC visits • CP visits • Core group meetings • Pathway Plans 	Interim Head of Children Services	March 2017	Oct 2017
	<p>CSSIW Recommendation 2: Establish multi-agency quality assurance systems and training arrangements to ensure that thresholds for assessment to statutory children’s services are understood by staff and partners and are consistently applied.</p> <p>Development of a multi-agency child protection thresholds protocol</p>	<p>August 2017</p> <ul style="list-style-type: none"> • Practice evaluation Report Q1 2017/18 Case file auditing completed on the following practice areas: LAC step down audit, Report for placement panel, planned monthly case file audits by Team Managers, Responsive auditing (Stage 2 complaints) and Initial decision making, screening, strategy discussions and meetings and simple assessment. Service User views and evaluation of previously conducted management reviews. Quarter 1 results have been analysed see 2.1 		<p>Yet to be done Agreed multi-agency quality assurance system in place showing an improvement in the quality and timeliness of practice.</p> <p>All staff and key partners have undertaken the identified training and there is evidence of improvement in the level of understanding and application of thresholds for referrals, assessments and child protection. This is as a result of the Practice Guidance being implemented.</p>	Safeguarding and Quality assurance Service Manager	Dec 2016	Dec 2017

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<p>incorporating recent Welsh Government guidance.</p> <p>Practice Guidance to be developed between Children Services, Health, Police and Education to ensure clarity in relation to operational arrangements – agreed referral threshold, assessment threshold, improvement in the quality of referrals, attendance at strategy meetings, core group meetings and information sharing.</p>	<ul style="list-style-type: none"> Progressing with partners (Police, Health and Education) to implement the multi-agency quality assurance system referred to below. <p>June/July 2017</p> <ul style="list-style-type: none"> A multi-agency quality assurance framework has been developed for approval between the Service and the Police, Service and the Health Board and the Service and Education. The results of the audits undertaken in Quarter 1 will be analysed in quarter 1 and will be presented to the Local Delivery Group for quality assurance. Guidance currently drafted for: <ul style="list-style-type: none"> Multi Agency Child Protection Practice Guidance Investigation Thresholds Multi Agency Child Protection Practice Guidance – Key Workers and Core Groups Multi Agency Child Protection Practice Guidance- Registration Thresholds. Set of guidance likely to be ready for October. <p>May 2017</p> <p>Agreement provided by partners to develop and support/prioritise:</p> <ul style="list-style-type: none"> Multi agency quality assurance systems Training for Children Services staff and partners on thresholds for assessment and partners roles and responsibilities. Development of a multi-agency child protection threshold Practice Guidance to be developed between Children Services, Health, Police and Education to cover all the areas where development work is required. 		<p>Information/referrals from Police to Children Services are scrutinised beforehand including a summary providing reason for the referral and the action requested. This will lead to an improvement in the quality of referrals and decision making and significantly reduce the volume of referrals received by Children Services at the front door.</p> <p>The quality of referrals received by Children Services is vastly improved due to the improvement in the quality of information provided by partners. This will allow staff to focus on establishing positive relationships with families and provide quality interventions.</p>			
<p>CSSIW Recommendation 11:</p> <p>The quality and consistency of record keeping should be improved; all staff and managers should ensure that their records are of good quality, are up to date and are systematically stored.</p> <p>Training to be provided to staff on expected standards of record keeping.</p> <p>Record keeping Practice guidance to be developed to ensure consistency and quality.</p>	<p>August 2017</p> <ul style="list-style-type: none"> As part of the registration as Social Workers; staff have the responsibility to ensure good quality timely recording. Regular case file audit to be undertaken to monitor the quality and timeliness of record keeping on individual cases. <p>June/July 2017</p> <ul style="list-style-type: none"> Record keeping continues to be inconsistent Repeat audit of case files in progress to establish if there is improvement in the quality of recording. 	<ul style="list-style-type: none"> Record keeping Practice guidance to be developed to ensure consistency and quality. Training to be provided for staff around best practice in record keeping and the Practice Guidance. 	<p>Commenced</p> <p>Case file audits by Managers shows an improvement in the quality and consistency of record keeping.</p> <p>Support and guidance is being provided to staff through regular and quality supervision on how to improve the quality of record keeping.</p>	Safeguarding Quality Assurance Manager and Service Managers	January 2017	September 2017

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4. Social workers working proactively with families to manage risk- spending much more time working alongside families helping them to change so that the family is a safe place for their children.

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Page 256	<p>4.1 Ensuring social work intervention is aligned with the different way of working with families under the new Act be focused on what matters, building on people's strengths and enabling their involvement in developing ways to address need and achieving outcomes. Training being provided focusing on:</p> <ol style="list-style-type: none"> 1. Collaborative Communications' course on strengths based conversations. 2. IFSS interventions 3. Culture change 4. Measuring performance 5. Motivational interviewing 	<p>August 2017</p> <ul style="list-style-type: none"> • We have continued to support staff to work with families focusing on their strengths, having a 'What matter conversation', advocacy requirements and co-production. • We are seeing evidence of the workforce working directly with families leading to improved outcomes – as we have seen a significant reduction in the children on the CP register from 102 in March 2017 to 56 on the register on 31st of August, 2017, 55% decrease. <p>June/July 2017</p> <ul style="list-style-type: none"> • The training sessions below have been held. • We continue to focus on Social Work intervention being aligned with the different way of working with families under the new Act such as: What matter conversation, advocacy requirements and co-production, all of which continues to be a challenge for children's services as families are reluctant to engage. <p>May 2017</p> <ul style="list-style-type: none"> • Delivery of Motivational interviewing training and Resilient Families approaches currently happening. • Collaborative communications training being held in March for all Managers. • IFSS interventions training provided on an annual basis. • Culture change measuring performance training for Managers being held in March 	<ul style="list-style-type: none"> • Feedback/learning on the changes that have happened in Social Work practice following the training sessions. • Collaborative Communications mop up course to be held on the 28th and 29th of September. 	<p>Yet to be done Staff report that they feel they have the skills and knowledge and are able to undertake more direct interventions with families.</p> <p>Information that more children being supported to continue living at home with their families.</p> <p>Positive feedback from service users regarding the quality of intervention making a difference to their lives.</p> <p>Commenced Evidence that the workforce is skilled in working directly with families leading to improved outcomes - an example being a reduction in the children on the CP register.</p>	Senior Management Team	March 2017	March 2018
	<p>4.2 Review the current service structure to address the need for improved preventative and intensive interventions.</p> <p>Establishing smaller Teams with Practice Leaders to provide effective support and supervision to staff.</p>	<p>June/July 2017</p> <ul style="list-style-type: none"> • New service structure implemented. • We continue to appoint to posts to establish smaller teams with practice leads. • We have continued to review our prevention and early intervention services around the Families First programme. <p>May 2017</p> <ul style="list-style-type: none"> • Staff consultation period comes to an end on 24.2.17. • Analysis of comments and feedback and report provided by IHOS with recommendations. • Final decision and timescales to be agreed and shared in staff Conference on 27.3.17. 	<ul style="list-style-type: none"> • Gradual transition over to the new structures will commence in September with Practice Leaders in posts on the 4th of September. Social Workers were consulted about their preferred work areas i.e Early Intervention or Intensive Intervention. • Social Workers will transfer over into Practice Groups on the 2nd of October. • Review of Placement Team will commence in October in consultation with staff. 	<p>Yet to be done The new service structure will support and significantly strengthen the delivery of preventative services and intensive interventions an example being a reduction in children becoming looked after.</p> <p>Manager's report that the new service structure increases their capacity to provide professional leadership to support the workforce through regular and quality supervision.</p> <p>Staff report they are adequately supported and supervised by their Managers in carrying out their responsibilities.</p>	Senior Management Team	Jan 2017	May 2017

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				Case file audit shows a marked improvement in practice quality as result of clear pathways and systems within the Service and through regular supervision.			
4.3	Implementation of an Information, Advice and Assistance (IAA) model for Anglesey	<p>August 2017</p> <ul style="list-style-type: none"> • Engagement Officers commenced in post • Permanent Early Intervention and Prevention Service Manager in post <p>June/July 2017</p> <ul style="list-style-type: none"> • Interim Engagement Manager in post • Adverts out for the Engagement Officers, closing date of 12/07/17 • Promotional materials signed off • A number of information sharing events have been scheduled such as the Eisteddfod, Sioe Môn and a number of other community based fun days/carnivals etc. • Multi agency audits (Health, Education and Police) in relation to the quality of referrals received at Teulu Môn • Continued work with partner agencies in relation to information sharing and joint working with Teulu Môn • 2 week analysis started 10/07/17 in relation to all CID16's that are received at Teulu Môn in order to ensure that appropriate referrals are made to the Council and to explore information sharing. • Work will commence to establish an Information Sharing Protocol. <p>May 2017</p> <ul style="list-style-type: none"> • Creation, sign off and translation of all policies, protocols, thresholds and their associate templates required for service delivery. • Agreement of measures of success • Scoping of ICT needs • Agreement of training requirements. • Team name 'Teulu Mon' Social Media, telephone number agreed. • Training of staff commenced • FIS due to move over to HQ late January • Logo for the new service in design. • Project board meeting monthly • Marketing task and finish group meeting and developing marketing outputs for the service. • New team embarking on a period of 'team building' • Children Services staff and key partners are provided with regular updates on the changes within the Service and through Information Sessions. 	<ul style="list-style-type: none"> • Permanent Practice Leader will be in post for Teulu Môn. 	<p>Yet to be done</p> <p>Service users report 'ease of access to services' and good customer care.</p> <p>Improved coordination of services and strategies for early intervention and prevention is shown in a reduction in children being looked after.</p> <p>There is a reduction in duplication of effort through the current running of multiple 'front doors'</p>	Service Manager	Dec 2016	April 2017

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CSSIW recommendations in red - high priority

		<ul style="list-style-type: none"> • Consultation on revised structure completed. • A single point of access for all child and family related enquiries established and live by 03.04.17 					
Page 258	<p>4.4 Development of a Corporate Prevention Strategy; the LA must provide a range and level of preventative services across Children and Adult Services.</p> <p>Deliver an integrated service and provide early help and support that effectively delays the need for care and support.</p> <p>The population assessment will assist the local authority to identify preventative services required.</p> <p>Strengthen the commissioning function within Children and Adult Services to support us to deliver this agenda.</p> <p>CSSIW recommendation 1. Develop a framework for the provision of preventive work with children and families that will deliver an integrated service and provide early help and support that effectively delays the need for care and support.</p> <p>CSSIW Recommendation 12: The local authority and partners should work together to develop a cohesive approach to the collection and analysis of information about the needs of communities, that includes the voices of children and families. This should be used to inform the shaping of strategic plans to achieve effective alignment of service delivery between information, advice and assistance services, the preventive sector and statutory services.</p>	<p>August 2017</p> <ul style="list-style-type: none"> • Agreement given by WG to fund additional 3 family support staff within TAF and an additional 1.5 Engagement Officers for Teulu Môn. This will strengthen the preventative services to delay the need for care and support. • The Local Authority is developing a clear vision for early intervention and prevention services for Anglesey. A brief for consultation with the children and families and partner agencies community groups of Anglesey has been drafted. A draft strategy has been formed. This has been formed with the knowledge that we have information around the needs of the families of Anglesey through the Local population needs assessment, our own data and previously commissioned research by Cordis Bright. Work is being done on forming links with community groups such as Caru Amlwch. Discussions have taken place with current providers around how they may provide services in a different way in the future. <p>The department's strategy for prevention will feed into the process of the wider prevention strategy for the Local Authority. Identifying ACE's will form a part of our strategy. Links have been made with Andrew Bennet (Public Health Research, Training and Consultancy) who has been commissioned by public health Wales to introduce ACE's aware practice in G.P surgeries on the island. Discussions have been held to include this field within schools in the hope that we can develop ACE aware schools in Anglesey. Links have been made with community groups who are interested in using ACE's in their approach.</p> <p>June/July 2017</p> <ul style="list-style-type: none"> • All commissioned services under the Families First programme are being reviewed • Consultation with staff and partner agencies in relation to identifying the gap in service provision. • Application for redistribution of funding for Families First services sent to WG. • Application for additional Families First Parenting Grant submitted by 14/07/17. • Funding approved for a corporate Prevention Manager to ensure the prevention strategy is implemented across the Local Authority. 	<ul style="list-style-type: none"> • Meaningful engagement and consultation with families, children, young people and service users. • We will consult with service users and citizens about the types of services they require. 	<p>Yet to be done We consulted with service users and citizens about the types of services they require.</p> <p>Re-commissioning of Services in line with WG guidance by using local data, views of service users and the Population Needs / Local Area Plans leads to improving outcomes for children and young people and their families (reduction in looked after children).</p> <p>Reduction in the number of children starting to become looked after and an increase in children being supported to live at home with their families.</p> <p>Commenced The Local Authority has a clear vision for early intervention and prevention services for Anglesey.</p> <p>Teulu Môn' the new IAA service for Anglesey is operational and is a key part of the early intervention / prevention service.</p>	<p>Dr Caroline Turner, Director of Social Services</p> <p>Interim Heads of Children Services</p> <p>Alwyn Jones, Head of Adult Services</p> <p>Dafydd Bulman, Strategic Transformation and Business Manager</p> <p>Melanie Jones, Service Manager</p> <p>Llyr Ap Rhisiart, IFSS</p>	<p>Jan 2017</p>	<p>Oct 2017</p>

Children Services Improvement Plan Version 4.0 August 2017

CSSIW recommendations in red - high priority

	<p>May 2017</p> <ul style="list-style-type: none"> • A review of current preventative service funded by the Welsh Government will be undertaken in early 2017. • Re-commissioning of Services in line with WG guidance by using local data and Population Needs Assessment leading to quality early intervention outcomes. • Families' First grant, commissioning, coordination and monitoring officer has transferred to Children Services by April 2017. • Review and redesign of 'Short Breaks' offered through the Specialist Children's Service to support families 					
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5 Enhancing family support services targeted towards providing intensive and speedy support at point of family breakdown aimed at keeping the family together.

	ACTION TO BE TAKEN AND LINKS TO CSSIW RECOMMENDATIONS	ACTIONS TAKEN/TO TAKE TO ACHIEVE IMPROVEMENT	ACTIONS REQUIRED TO ACHIEVE IMPROVEMENT	EXPECTED OUTCOME / IMPROVEMENT & EVIDENCE	LEAD OFFICER	START	END
5.1 Page 259	<p>Review Children Support Services to focus on:</p> <ol style="list-style-type: none"> 1. Supervised contact 2. Freeing up capacity to undertake preventative work 3. Role of Parenting Officer 	<p>August 2017</p> <ul style="list-style-type: none"> • Audit of TAF cases has commenced. This has been done to improve our understanding of the families we are working with. We need to ensure that the correct families are accessing the service. At this early stage of the audit it looks as if cases can be closed in TAF and sign posted for families to access specific targeted services. <p>June/July 2017</p> <ul style="list-style-type: none"> ▪ As part of the restructuring of the service initial 'Resilient Families' work has started to reduce the need of supervised contact by support workers this does free up capacity to undertake more intense work with children and families to ensure the children are being supported to live at home. <p>May 2017</p> <ul style="list-style-type: none"> • Work has commenced on reviewing the cases where contact does not need to be supervised by the local authority. This will enable us to understand the available capacity that could be transferred to the Resilient Families Team. 	<ul style="list-style-type: none"> • Work will start on this in Sept 2017 	<p>Yet to be done</p> <p>The service is making better use of its resources and focusing on supporting children to remain living within their families.</p> <p>Provide 1:1 or/and Group parenting support to parents to strengthen the standard of care their children receive.</p> <p>More children being supported to live at home.</p> <p>Reduction in the number of children becoming looked after.</p>	Intensive Intervention Service Manager	Jan 2017	May 2017
5.2	Implement Resilient Families Team	<p>August 2017</p> <ul style="list-style-type: none"> • Resilient Families Team appointed and all will be in post by the beginning of September. • Additional grant funding of £96,000 by WG has been provided to further support the establishment of the resilient families' team. Further guidance sought from WG in relation to how this grant can be used. 	<ul style="list-style-type: none"> • Training and skills development programme to be formulated for the new Team. • Work to be done to establish how the Resilient Families grant will be used. 	<p>Yet to be done</p> <p>Performance information shows there is a direct link between the intervention of this team and the number of children and young people successfully re-habilitated back home.</p>	Alex Kaitell, Service Manager	Jan 2017	May 2017

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CSSIW recommendations in red - high priority

ACTION TO BE TAKEN AND LINKS TO CSSIW RECOMMENDATIONS	ACTIONS TAKEN/TO TAKE TO ACHIEVE IMPROVEMENT	ACTIONS REQUIRED TO ACHIEVE IMPROVEMENT	EXPECTED OUTCOME / IMPROVEMENT & EVIDENCE	LEAD OFFICER	START	END
	<p><u>June/July 2017</u></p> <ul style="list-style-type: none"> Recruitment to practice leader, Social Work and Support Worker posts have been advertised, interviews will be held by the end of July. As part of the restructuring of the service initial 'Resilient Families' work has started to reduce the need of supervised contact by support workers this does free up capacity to undertake more intense work with children and families to ensure the children are being supported to live at home. <p><u>May 2017</u></p> <ul style="list-style-type: none"> Work has commenced on identifying the children and young people where intensive work can be undertaken to enable them to return home safely. New Job Descriptions have been created, with recruitment to posts starting late March 2017 		<p>Performance information shows a direct link between the work of the team and the reduction of need for costly foster/residential placements.</p> <p>The team can evidence focused intervention based on prevention and de-escalation through quarterly reports.</p> <p>Case file audits shows that the services provided are tailored around the individual family's needs, leading to positive outcomes for children and young people.</p> <p>Commenced The new team is operational and providing intensive support to children, young people and their families in order to remain living with their families.</p>			
<p>5.3 Improve the local authority's responsibility as a Corporate Parent for looked after children. Areas of focus:</p> <ul style="list-style-type: none"> Review the leaving care (after care) service Creation of a 'Supported Lodgings Policy' Agreement of a 'Leaving Care Financial Policy' Work experience and apprentice arrangements within the Council and Health Board Free/Discounted entry to leisure services and library services Appoint a Local Member as a Looked after Children Champion 	<p><u>August 2017</u></p> <ul style="list-style-type: none"> Service Manager for Intensive Intervention has prepared a report for the corporate parenting panel with options on how to strengthen the role of the corporate parenting panel. WG's St David's Day grant and the Support for Care Leavers grant received for £31,000. Work has progressed with HR colleagues to identify work placements opportunities within the Local Authority. Aftercare project group will drive this work forward. <p><u>June/July 2017</u></p> <ul style="list-style-type: none"> Corporate Parenting Panel met on 10/07/17, the membership, agenda and ToR to be reviewed and to be inclusive of young people. Corporate Parenting Event for local members and senior officers planned for 20/07/17 Appointment of a local Member as a Looked After Children Champion. Work ongoing in preparation for the STARS Awards Ceremony in November for looked after children to celebrate their successes. <p><u>May 2017</u></p> <ul style="list-style-type: none"> Aftercare project group established with an agreed action plan. Aftercare and housing protocol approved in February 2017 Discussions with HR and Leisure have taken place regarding work experience and leisure services. 	<ul style="list-style-type: none"> Decision needs to be made regarding additional WG grant funding around work experience and apprenticeships 	<p>Yet to be done Clear Pathway planning does provide goals on the plan into adulthood for the young person.</p> <p>Care leavers reporting that they feel they were listened to and supported by the authority in their transition to leaving care.</p> <p>Children who are looked after report they feel they have influence on how services are provided for them.</p> <p>Commenced Clear guidance in place for Children Services staff and key partners through policies, procedures and training in relation to improving outcomes for looked after children.</p>	<p>Alex Kaitell, Service Manager</p>	<p>Jan 2017</p>	<p>March 2018</p>

Children Services Improvement Plan Version 4.0 August 2017

CSSIW recommendations in red - high priority

ACTION TO BE TAKEN AND LINKS TO CSSIW RECOMMENDATIONS	ACTIONS TAKEN/TO TAKE TO ACHIEVE IMPROVEMENT	ACTIONS REQUIRED TO ACHIEVE IMPROVEMENT	EXPECTED OUTCOME / IMPROVEMENT & EVIDENCE	LEAD OFFICER	START	END
	<ul style="list-style-type: none"> • Early draft of the Aftercare financial policy. • Consideration in having a Corporate Parenting Event for local members and senior officers to agree on strengthening current arrangements. • Consultation group established with looked after children were they are able to provide their views on the development work required. 					
5.4	<p>Develop and implement the Role of Director of Social Services Protocol reflecting on the Social Services and Well-Being Act 2014 - Part 8 Role of the Director of Social Services.</p> <p>June/July 2017</p> <ul style="list-style-type: none"> • Review of internal protocol in relation to the overarching role of Director hasn't progressed due to capacity issues <p>May 2017</p> <ul style="list-style-type: none"> • Review of internal protocol in relation to the overarching role of Director notes that A B C • Work will commence on strengthening the role of Director of Social Services following the May 2017 local elections. 		<p>Yet to be done Strengthening the role of Director of Social Services within the Local Authority.</p>	<p>Director of Social Services</p> <p>Dafydd Bulman, Strategic Transformation and Business Manager</p>	May 2017	Oct 2017

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	27th November 2017
Subject:	Council Housing [Housing Revenue Account] Asset Management Strategy 2018-2023
Portfolio Holder(s):	Alun Mummery
Head of Service:	Shan Lloyd Williams
Report Author: Tel: E-mail:	Dafydd Rowlands – Technical Services Manager 01248 752240 drxhp@anglesey.gov.uk
Local Members:	Relevant to all Elected Members

A –Recommendation/s and reason/s
<p>R1. The Executive is recommended to approve the draft Housing Revenue Account Asset Management Strategy for 2018-2023 .</p> <p>Reasons</p> <p>1.0 Background</p> <p>1.1 The attached draft Asset Management Strategy (AMS) for the period 2018-23 defines our approach to managing our Housing Revenue Account (HRA) assets. It is our first AMS and is focused around three key themes, namely:</p> <ul style="list-style-type: none"> - Stock Investment - Active Asset Management - Supporting wider objectives <p>1.2 Stock Investment</p> <p>This is activity that maintains the housing stock to a standard that meets customer and business needs and regulatory requirements. In particular, the Welsh Housing Quality Standards states that all households should have the opportunity to live in good quality homes that are:</p> <ul style="list-style-type: none"> - In a good state of repair,

- Safe and Secure,
- Adequately heated, fuel efficient and well insulated,
- Contain up to date kitchens and bathrooms,
- Well managed,
- Located in attractive and safe environments,
- As far as possible suit the specific requirements of the household (e.g. specific disabilities).

Our stock investment programmes are designed to keep all properties compliant with the above standards for the full period of annual 30 year Business Plans. Section 5 of the AMS sets out how stock investment will be planned.

1.3 Active Asset Management

This section relates to activities that improve the performance of properties which may have poor social, economic or environmental performance. Contributory factors include low housing demand or high costs which may be addressed via improvement programmes or replacing them with properties which are fit for purpose.

The AMS sets out an option appraisal process which will be undertaken to determine future use of under performing stock.

1.4 Supporting Wider Objectives

The recently adopted Council Corporate Plan for 2017-2022 sets out three key priorities:

- Ensure opportunities exist for people to thrive and realise long term potential
- Support vulnerable adults and families to keep them safe, healthy and as independent as possible
- Ensure that our communities can cope effectively with change and developments whilst protecting our natural island environment

The Housing Service can demonstrate positive contributions to Corporate priorities by creating conditions whereby local businesses have every opportunity to bid for stock investment works, allowing opportunities for our residents to develop skills whilst promoting apprenticeships and safeguarding existing employment.

In addition, complying with regulatory requirements in connection with existing stock together with established new development plans will increase housing options and promote independent living within our communities.

Housing developments and improvement programmes will be guided by financial

responsibility and longer-term sustainability.

1.5 Asset Management Delivery Plan (AMDP)

Work programmes to deliver stock investment will be developed during Q3 and Q4 of 2017-18 following completion of a 20% representative Stock Condition Survey during the summer of 2017. The data collected will inform future expenditure plans in connection internal investment works, traditional external planned maintenance and heating boiler replacements.

The Housing Service will also have regard to the Wales Audit Office inspection which took place during October 2017. In particular, we will develop investment plans that demonstrate how the Housing Service will reduce the number of acceptable fails in connection with Energy Performance.

B – What other options did you consider and why did you reject them and/or opt for this option?

There are no other options for consideration. The adoption of an Asset Management Strategy is considered to be good practice and an important document to support the 30 year Housing Revenue Account Business Plan and receipt of the Welsh Government Major Repairs Allowance.

C – Why is this a decision for the Executive?

Relates to the HRA Business Plan.

D – Is this decision consistent with policy approved by the full Council?

This decision is consistent with Corporate Priorities in connection with Community Regeneration and Economic Development, increasing our housing options and reducing poverty.

DD – Is this decision within the budget approved by the Council?

Yes

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	Report presented to and supported by SLT
2	Finance / Section 151 (mandatory)	No Observations
3	Legal / Monitoring Officer (mandatory)	No Observations
5	Human Resources (HR)	No Observations
6	Property	No Observations
7	Information Communication Technology (ICT)	
8	Scrutiny	On the 13 th November: It was resolved to accept the draft Housing Revenue Account Asset Management Strategy for 2018/23 and recommend its adoption by the Executive. ADDITIONAL ACTION PROPOSED: The Housing Service to report back to the January, 2018 meeting of the Scrutiny Committee on its plans for supporting households which are experiencing and/or are at risk of fuel poverty.
9	Local Members	No Observations
10	Any external bodies / other/s	

F – Risks and any mitigation (if relevant)	
1	Economic
2	Anti-poverty
3	Crime and Disorder
4	Environmental
5	Equalities
6	Outcome Agreements
7	Other

FF - Appendices:
Draft Asset Management Strategy 2018-2023.

G - Background papers (please contact the author of the Report for any further information):

Housing Revenue Account 30 year Business Plan 2017-2047

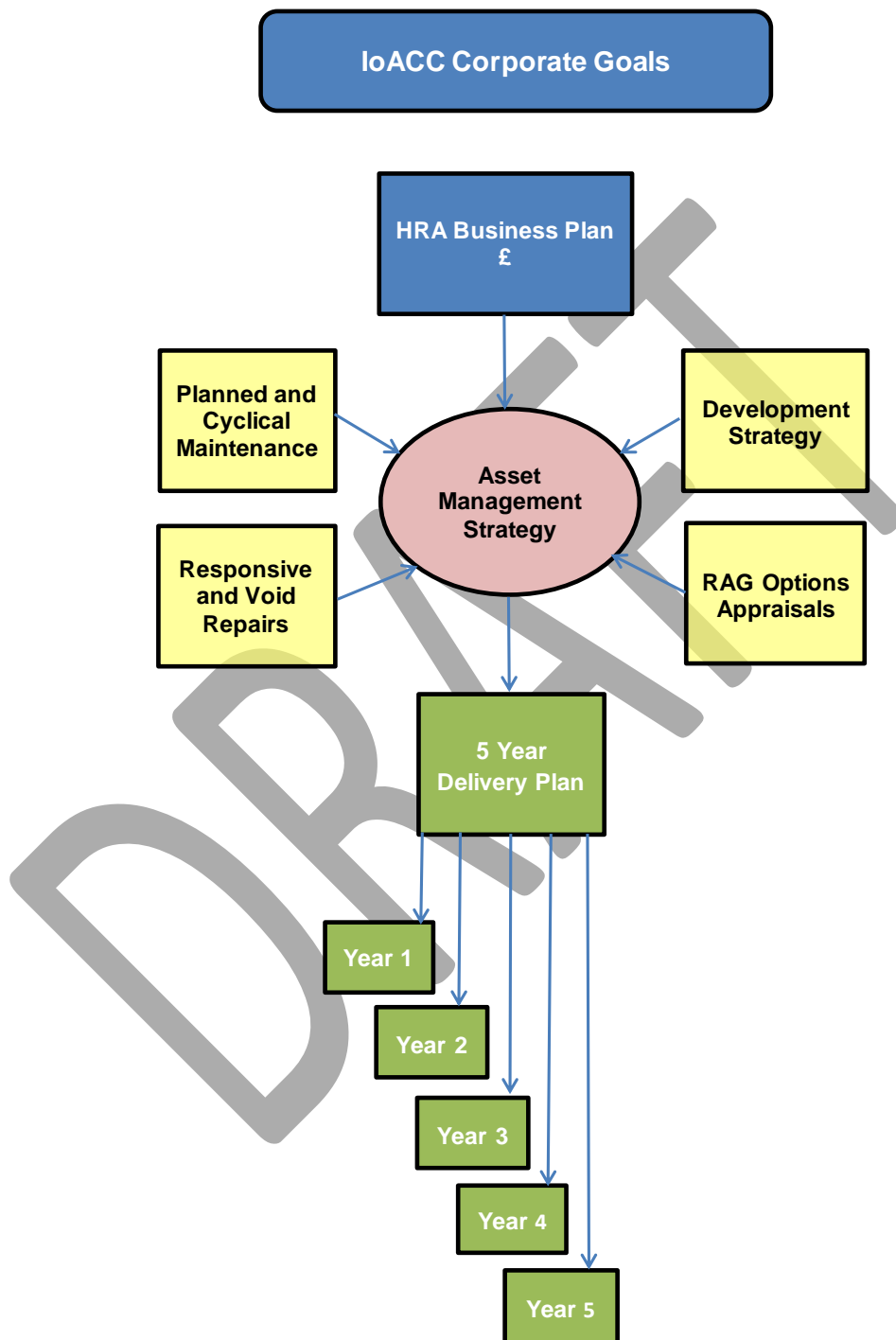
Housing Revenue Account Asset Management Strategy 2018-2023

Contents

- 1.0 Executive Summary
- 2.0 Introduction
- 3.0 Strategic Priority 1 – Stock Data and Investment Need
- 4.0 Strategic Priority 2 – Active Asset Management
- 5.0 Strategic Priority 3 – Investment Planning
- 6.0 Strategic Priority 4 – Maximising Returns
- 7.0 Strategic Priority 5 – Affordability and Viability
- 8.0 Strategic Priority 6 – Delivery Plan

1.0 Executive Summary

The new Asset Management Strategy (AMS) defines our approach to managing the Isle of Anglesey County Council (IoACC) Housing Revenue Account (HRA) assets. It is summarised in the Asset Management Framework diagram below:-



Asset Management Framework

1.1 Executive Summary

The Strategy is designed to address three key objectives:-

1.2 Stock Investment

Stock investment means activities that maintain the stock to a standard that meets customer and business needs as well as the regulatory requirements. This is principally the stock investment programme designed to keep all properties to the agreed investment standard for the full period of the Business Plan. Stock investment includes planned maintenance as well as responsive, void and cyclical repairs.

1.3 Active Asset Management

Activities to improve the performance of assets that have a poor social, economic or environmental performance, because of low demand or high costs, and either improving them or replacing them with properties which are fit for purpose.

1.4 Supporting Wider Objectives

Being clear where and how asset management is supporting Council objectives, such as meeting housing need and delivering high quality care and support services, in line with our Strategic Aims. In addition, wider objectives are linked in the national context and, in particular, the Future Generations and Well-being Act 2015.

Each section of the AMS relates to one of the objectives mentioned above:-

- 1. Stock Data and Investment Need.** Understanding our asset portfolio and the investment required in order to meet the Council's strategic aims, legal and regulatory standards, keeping stock lettable and protecting the income stream throughout the period of the Housing Revenue Account Business Plan.
- 2. Active Asset Management.** Understanding the financial and non-financial performance of the Council's housing assets and actively and efficiently managing these assets.
- 3. Investment Planning.** Plan required investment in the Council's housing assets in a way that is innovative, affordable and meets our and our customer's standards and priorities.
- 4. Maximising Returns.** Plan to deliver a joined up approach within the Housing Service to maximise financial and non-financial return from the **housing portfolio**.
- 5. Affordability and Viability.** Ensure that the affordability and viability of the plan can clearly be demonstrated.

6. Delivery Plan. Delivery of the Asset Management Strategy and subsequent Asset Management Delivery Plan ensuring value for money and maximising any community benefits available from the investment.

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2.0 Introduction

2.1 Scope

The strategy applies to the asset management of all the rented HRA housing stock owned by the Isle of Anglesey County Council.

IoACC owned and rented housing stock is critical to realising our vision and achieving our corporate objectives. These assets have been identified as our critical assets and are the central focus of the AMS. However, the strategy also covers our related assets (e.g. HRA land or garages) where they form part of housing schemes.

2.2 Context

Significant reforms by Government to welfare, rent setting, housing and planning have been set within the context of deficit reduction and devolving accountability and decision making to the local level. Our Regulator, the Welsh Government, requires a risk based approach with a very strong focus on protecting and expanding our social housing assets.

Key challenges include:

- Customer affordability issues as a result of welfare reform changes, demographic changes, rising energy prices and costs;
- Cuts to local government budgets resulting in cuts to statutory services.

Against this backdrop it is vital that good decisions are taken to ensure that investment in our assets is sustainable and meets customer needs and aspirations, legal and regulatory requirements.

The Asset Management Strategy (AMS) is closely linked to the Asset Management Delivery Plan (AMDP). They are both pivotal in ensuring that the affordable housing stock has a rigorous and affordable plan to meet investment need and to ensure that assets are actively managed to optimise return throughout the term of the HRA Business plan.

The AMDP sets out the future investment programme and the funding required for the effective delivery of the AMS and continued compliance to the Welsh Housing Quality Standards.

2.3 Service Vision/Strategic Aims and Objectives

Our Vision statement is:

Quality Homes : sustainable communities

This vision is underpinned by service values that focus on:

- To be customer focussed and accountable
- Offering value for money
- A commitment to working in partnership, and
- To be innovative in our approach.

The Housing Service contributes positively to Corporate Plan priorities, namely:

- Ensure opportunities exist for people to thrive and realise their long-term potential
- Support vulnerable adults and families to keep them safe, healthy and as independent as possible
- Ensuring that our communities can cope effectively with change and developments whilst protecting our natural island environment

2.4 Stakeholders

We have identified our key stakeholders and their key interests as follows:

Our **customers** have an interest in the quality, safety and affordability of their homes and neighbourhoods. We acknowledge these interests by consulting with our customers on the scope and standards of the services we provide, ensuring investment plans are affordable in order to protect the assets, and managing health and safety in accordance with our policies.

Those in **housing need** in our area of operation (may or may not be current tenants) have an interest in the protection of current affordable housing and new supply to meet local needs. We acknowledge these interests by having an affordable investment plan to keep stock in sound condition, appraising assets that are not sustainable and ensuring value for money to generate surpluses to re-invest.

Communities. Those who live locally within the communities where we operate have an interest in the management and maintenance of our housing and land assets.

The **County Council** has a wide range of interests including: The supply of quality housing (new and existing) to meet identified housing need and aspirations; sustainable neighbourhood and community development; public health and wellbeing; welfare and economic development. We work in partnership with other agencies and statutory services and support wider Council objectives.

Welsh Government. Interest in the protection and further development of affordable housing schemes, value for money, protecting and safeguarding tenants and ensuring that the housing stock meets regulatory standards.

Demonstrating continued compliance with WHQS is essential for the receipt of the annual Major Repairs Allowance (MRA) grant from Welsh Government.

2.5 Objectives

2.5.1 This Asset Management Strategy sets out 6 strategic priorities for Asset Management as noted below:

1. **Stock Data and Investment Need.** Understanding our asset portfolio and the investment required in order to meet the Council's strategic aims, legal and regulatory standards, Welsh Housing Quality Standard (WHQS), keeping stock lettable and protecting the income stream throughout the period of the HRA Business Plan.
2. **Active Asset Management.** Understanding the financial and non-financial performance of the Council's housing assets and actively and efficiently managing these assets.
3. **Investment Planning.** Plan required investment in the Council's sustainable housing assets in a way that is innovative, affordable and meets our and our customer's standards and priorities.
4. **Maximising Returns.** Plan to deliver a joined up approach within the Housing Service to maximise financial and non-financial return from the **housing portfolio**.
5. **Affordability and Viability.** Ensure that the affordability and viability of the plan can clearly be demonstrated.
6. **Delivery Plan.** Deliver of the Asset Management Strategy the Asset Management Delivery Plan ensuring value for money and maximising any community benefits available from the investment

Each section of the Strategy sets out how we will deliver against these 6 priorities.

2.6 HRA Business Plan Linkage

The delivery of the Strategy has been designed to align with the HRA Business Plan. This AMS, and any subsequent revisions to it, should not be approved without confirmation from Finance Services that affordability has been tested and the approach is affordable and within Business Plan parameters.

2.7 Risk Management

If not effectively managed, assets can become liabilities that could threaten the viability of the Housing Revenue Account and have significant impact on tenants and communities.

The key risks to the delivery of asset management objectives have been identified and recorded in our risk registers and are regularly reported to the Housing Services Board, including;

- Integrity of asset information (including stock condition data)
- Physical stock condition due to poor repairs and maintenance or investment
- Stock damage/loss due to weather, fire flood and other perils
- Failure to manage health and safety compliance which could put customers, staff and contractors at risk

We have established risk controls. Additional risk mitigation plans are implemented when required to ensure risks are managed appropriately. These measures will be documented within risk registers and include:

- Fully funded HRA Business Plan
- Asset Management team structures and implementation of improved data systems
- Council approved Capital Investment Plan
- Improved Repairs and Maintenance service delivery and structures
- Strong health and safety processes and procedures
- Strong financial management and reporting

2.8 Benefits and Outcomes

The benefits of an effective asset management strategy should include:

- Improved financial performance.
- Managed risk.
- Improved services and outputs.
- Demonstrated social responsibility.
- Demonstrated compliance.
- Enhanced reputation.
- Improved organisational sustainability.
- Improved efficiency and effectiveness.
- Improved housing standards for our tenants.
- Reduction of fuel poverty for our tenants

As part of our approach, we have identified a number of opportunities to realise these benefits. In particular, the options appraisal process, as detailed in 4.3 In addition, the development plan will also generate further opportunities.

2.9 Ownership

The lead for the AMS is the Head of Service - Housing. Asset Management Delivery Plan(s) will be developed to support this Strategy which will set out ownership for individual areas of responsibility.

2.10 Action Plan and Accountabilities

The AMDP will be developed to deliver the AMS goals and will set out:

- The objectives established under each of the AMS objectives;
- Identify the responsible officers;
- How progress will be monitored;
- Implementation timeframes.

2.11 Governance and Reporting

The investment plan will be presented annually to Council for approval. This will include commentary to provide assurance on:

1. The robustness and quality of stock condition data driving the plan including the percentage of the stock that has been surveyed in the preceding 12 months and over the past 5 years.
2. Investment planning process including any updates to the assumptions/unit rates that support cost forecasts
3. Monitoring of and funding for cyclical and statutory compliance requirements
4. Procurement and staffing requirements
5. Latest asset sustainability and details of action on unsustainable stock
6. Risk management arrangements

Investment Plan KPIs will be monitored monthly within the Technical Services Team. Quarterly investment plan KPIs will be presented to the Housing Management Team, six monthly to the Housing Services Board and annually to the Council. This will include commentary to provide assurance on:

- Work delivery against plan targets at the elemental level;
- Actual spend against budget target cost (adjusted for actual delivery)
- Outturn costs against tendered costs and the major cost assumptions/unit rates;
- Reconciliation of completions with stock condition data.

The results from option appraisals leading to alternative investment proposals for assets will be presented to the Executive for approval.

Delivery of the AMDP will be monitored by the production of an annual “traffic light” report.

2.12 Resourcing

The Housing Service will regularly review the organisational structure to ensure that its aligned to the delivery of this plan and that it is achievable.

Business needs will continue to change moving forward and we will ensure that staff are equipped with the correct skills and experience to meet these expectations.

The structure will meet requirements over the five years of the strategy and will be reviewed periodically to ensure we have suitably skilled staff, resources and capacity to deliver key outcomes and priorities.

2.13 Review

This strategy covers a five year period from 2018 to 2023 and will be reviewed annually in line with 30 year HRA Business Plan.

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3.0 Strategic Priority 1 - Stock Data and Investment Need

The strategic priority is to understand our asset portfolio and the investment required in order to meet the Council's strategic aims, legal and regulatory standards, keeping stock lettable and protecting the income stream throughout the period of the HRA Business Plan.

To meet this priority we have set the objectives below. Each objective is linked to a section of this document which details what will be delivered;

1. Complete, accurate and controlled asset data records covering the nature and attributes of the stock; Section 3.1;
2. Maintain up to date and high quality information about the condition of the stock. Section 3.2;
3. To keep up to date and validated information on the remaining lifecycles of stock condition elements and the costs of replacing them to produce future major works expenditure forecasts. Section 3.3;
4. Maintain validated information to forecast other future maintenance expenditure requirements. Section 3.4;
5. Ensure that the plan funds the sustainment of legal and regulatory requirements/standards. Section 3.5;
6. Present scenarios and agree discretionary improvement spend and understand the impact on the business plan and customers; Section 3.6;
7. Create a 30 year Investment Forecast to be incorporated within the HRA Business Plan; Section 3.7;

3.1 Asset Data and Profile

The housing stock portfolio covers a wide geographical area across Anglesey. The towns of Holyhead, Llangefni, Amlwch and Menai Bridge have the greater concentration of stock, with smaller percentages located near or within villages throughout the County.

Anglesey County Council owns and manages 3,803 dwellings as at April 2017. The three most common property types are:

- Traditional properties comprising of detached, semi-detached, terraced houses, bungalows and flats;
- Solid wall properties.
- Non-traditional properties such as prefabricated concrete houses and timber frame properties.

Percentage of property types are as follows:

Property Type	No. of Properties	% of Stock
Houses	2020	53%
Bungalows	699	18%
Flats	594	16%
Sheltered Accom.	490	13%
Total	3803	100%

**** Figures include 30 properties acquired post April 2015**

The age profile of our stock is split into the following bands:

Age Band Width	No. of Properties	% of Stock
Pre 1919	43	1%
1919 - 1944	292	8%
1945-1964	1494	39%
1965 - 1974	1079	28%
Post 1974	895	24%
Total	3803	100%

**** Figures include 30 properties acquired post April 2015**

Currently core stock data is held in Keystone, our asset management database. Keystone is an asset management solution suite which forms part of the wider Housing Management System.

It is a system designed to facilitate operations within technical functions of social landlords. A full review and reconciliation of asset data will be completed during 2017-18 to ensure that all asset management data reconciles.

The procurement of a further 20% representative stock condition survey during 2017-18 will inform and assist this process of validation.

We hold the following information:

- Age
- Archetype
- Tenure

- Construction (traditional/non-traditional)
- Compliance attributes

3.2 Stock Condition Data

The information held in relation to the stock condition has been collected by Savills as part of a full stock condition survey undertaken during 2008-09 and, subsequently, a 20% representative stock condition survey completed during 2013. We currently hold survey data on 94% of the properties in the portfolio and 100% survey data on external blocks and common parts. The remaining 6% property level data is currently cloned from those surveys already completed to give a position on the full stock condition.

The validation of stock condition data will be maintained by:

- Collecting data on the remaining 6%;
- Surveying the stock at least once every 5 years. Whilst traditionally it is considered good practice to survey stock on a rolling basis, a % of the stock per annum, given the size of the housing stock it may be more practical for us to do a larger batch less frequently in order to secure value for money;
- External validation of any stock condition data collected in house.
- It is proposed that within the lifespan of this 5 year strategy we will procure a full stock condition survey.
- During Quarter 2 2017-18 we will procure a further 20% representative stock condition survey.

Asset data will be kept up to date following work completions.

3.3 Future Stock Condition Requirement

The stock condition data as detailed in 3.2 provides information to allow the creation of a robust 30 year Investment Plan. By ensuring that the current stock has a stock condition survey every 5 years, we will facilitate the production of an up to date expenditure forecast adequate to cover:

- The periodic renewal of building components, fixtures and fittings;
- Keeping the property in lettable condition;
- Maintaining compliance with Welsh Housing Quality Standards.

In essence, this is the replacement of internal building elements (kitchens, bathrooms etc.) and external elements (windows, doors, roofs & structures etc.). The replacement date of elements is forecasted using an assessment of condition and expected component lifecycles. Combined with the cost of replacing elements this data provides a forecast of the future requirement.

As well as maintaining condition data, in accordance with 3.2 above, it is essential that accurate data on component lifecycles and the cost of replacement is maintained. These will be reviewed annually and compared to our experience, market intelligence and the current outturn cost of delivery.

The current key element lifecycles for components allowed for within our 30 year cost projections include:

- Kitchen – 15 years
- Bathroom – 25 years
- Boilers – 15 years
- Radiators – 25 years
- Full re-wire – 25 years

The replacement costs will act as the affordable rate i.e. the rate the business can afford to pay for the renewal of the element. Delivery within the rates will demonstrate the viability of the business plan.

3.4 Other Future Maintenance Requirements

A list of assumptions and unit rates that drive the non-stock condition costs contained within the HRA plan and evaluation models will be maintained. These cover the following areas:

- Contingent Major Repairs
- Compliance
- Cyclical Maintenance
- Responsive and Void Maintenance
- Related Assets

The methodology for forecasting the requirement in each of these areas is detailed under each subheading below. These will be reviewed annually and compared to our experience, market intelligence and the current outturn cost of delivery.

The forecasts contain a number of assumptions based on local knowledge of the stock and staff experience

Each of the assumptions used to build up the future non-stock requirement will be given a Red, Amber or Green (RAG) status based on the level of confidence behind them.

3.4.1 Contingent Major Repairs

The allowance is specifically in respect of unforeseen work that has not been identified elsewhere in the survey but, from experience, can be predicted as likely to occur. Examples include, but are not limited to, cavity wall tie failure, uninsured subsidence/settlement, general structural defects, drainage failure and latent defects in construction and extra over allowances associated with delivering capital works.

The current assumption is to allow a sum equal to 3% of future major works cost.

3.4.2 Compliance

The Housing Service has recently reviewed policies, procedures and processes and entered into agreements with suppliers to ensure its landlord's compliance obligations are fulfilled. This helps to ensure the health and safety of customers, visitors to their homes, and staff. The works requirement is outlined in the policy and the number of units requiring the compliance requirement for each unit is recorded in compliance attributes in accordance with our data management protocols. Compliance requirements will be fully funded by applying the appropriate unit rates to the number of units requiring the service.

3.4.3 Cyclical Maintenance

The cyclical maintenance requirement identified within the plan covers future cyclical external decorations and associated repairs. This programme of works will be delivered on a 8 year cycle.

3.4.4 Responsive and Void Maintenance

Responsive and void property maintenance is maintenance work arising from the landlord's obligation to carry out repairs to a property, either upon a tenant's request or arising from staff inspection or in connection with the re-letting of a property.

Also included under this heading is Aids and Adaptations. The Council provides aids and adaptations to assist customers with disabilities to live in their homes. This work is funded in full by the HRA.

3.4.5 Related Assets

This section covers assets within the stock where there is an obligation to maintain but the costs aren't captured in the above categories. Sewage Treatment Works, garage sites and land would be examples of this categorisation.

3.5 Legal, Regulatory and Local Standards

The Council is required to meet the following requirements:

The Welsh Housing Quality Standard (WHQS) as summarised below:

The “Better Homes for People in Wales” states the Welsh Government vision that “all households in Wales ... shall have the opportunity to live in good quality dwellings that are”:

- Part 1: In a good state of repair.
- Part 2: Safe and Secure.
- Part 3: Adequately heated, fuel efficient and well insulated.
- Part 4: Equipped with up-to date kitchens and bathrooms.
- Part5: Well managed (for rented housing).
- Part 6: Located in safe and attractive environments.
- Part 7: As far as possible suit the specific requirements of the household.

The Isle of Anglesey County Council became one of the first Authorities to meet the WHQS during December 2012. This was independently verified by Savills following a 20% representative stock condition survey undertaken during 2013.

We are satisfied that, wherever practically possible, all properties meet WHQS with the exception of acceptable fail criteria.

The Council is legally obliged to comply with approved statutory guidance and associated procedures compliance listed below:

- Gas safety certification: Undertaken annually by in-house operatives wherever possible and results recorded in the Keystone Servicing Module.
- Water Hygiene: Specialists contractors engaged to survey and record all communal sites that have an associated risk of Legionella during 2016.
- Fire Safety: The Regulatory Reform (Fire Safety) Order 2005 a duty on the Council to maintain fire safety arrangements. Properties with communal or common parts must be assessed periodically for fire risk to ensure continued statutory compliance.
- Electrical Safety: Electrical landlord testing is undertaken every five years.
- Asbestos Management: The Control of Asbestos Regulations require duty holders to take reasonable steps to find asbestos containing materials and to keep a record of the location and condition of asbestos and presumed asbestos containing materials. Our data is held in the Keystone Asbestos Management Module.
- Solid Fuel: Solid fuel flues are tested annually.

We will aspire to go beyond the basic requirements of the WHQS's in order to meet our strategic aims.

The Council is committed to tackling fuel poverty and providing affordable thermal comfort for tenants.

Environmental performance of our assets is taken very seriously when making investment decisions and consideration is also given to best practice and guidance e.g. the recent Government publication "Warm Homes, Greener Homes: A strategy for Household Energy Management" suggests that for social housing an average SAP rating of 70 should be achieved by 2020.

This is a target adopted in our WHQS Compliance Policy.

We have previously captured energy information and, as part of the stock condition surveys, we will collect new energy (SAP) data for every property as part of this strategy.

This will ensure that we hold data, including CO2 emissions and running costs for every property.

The data allows for the strategic targeting of those properties/neighbourhoods with poor energy ratings as part of the investment planning process.

At this stage we are actively targeting an improvement in the average SAP rating to reduce acceptable fails and enhance energy efficiency:

- We currently (2016-17) report to WG that 726 of our properties fail to meet the WHQS energy target rating of 65. This figure will reduce as we undertake further surveys to reflect energy efficiency work already undertaken and when we reassess properties on completion of future work.

We will also look for opportunities to attract funding for additional work to improve the energy efficiency of the stock and reduce running costs for our customers.

3.6 Improvements

Improvement work generally involves:

- The installation of components that do not currently exist at a property but would enhance the property e.g. PV/solar thermal etc;
- Upgrading the standard of an element to be replaced e.g. higher specification kitchen;
- Replacing an element before its condition dictates in order to improve the property.

This is discretionary spend and needs to be prioritised to make best use of the available funds.

3.7 30 Year Expenditure Requirement Forecast

This plan culminates in the production of a 30 year expenditure forecast.

This forecast will be re-run whenever there is a material change to the AMS or the underlying data.

In any event the forecast will be run annually.

4.0 Strategic Priority 2 - Active Asset Management

The Objective is to understand the financial and non-financial performance of the Council's housing assets and actively and efficiently managing these assets.

To meet this priority the objectives below have been set.

Each objective is linked to a section of this strategy which details what will be delivered.

1. Monitor financial performance through Net Present Value (NPV) assessment of assets. Section 4.1;
2. Define and monitor non-financial performance using sustainability and demand indicators that measure the ability of the assets to meet wider objectives. Section 4.2;
3. Use an evaluation process to categorise assets according to overall (financial and non-financial) performance providing a RAG spread across the whole stock. Section 4.3;
4. Undertake option appraisal of stock that do not meet the sustainability requirements or where appraisal is otherwise desirable. Section 4.4;

4.1 Financial Performance- Net Present Value

For poor performing or problematic units the Housing Service will evaluate the financial performance of individual assets and groups of asset in order to identify which properties are, and are not, viable for investment over the period of the HRA Business Plan. A range of data will be evaluated including:

- Rental income and void rent losses;
- Repairs and maintenance expenditure;
- Future 30 year planned maintenance expenditure;
- Housing management costs.

This data is used to provide a 30 year net present value (NPV) for each individual assets and groups of assets.

4.2 Non Financial Performance- Meeting Wider Objectives

Alongside financial performance our assets need to meet our wider objectives and remain sustainable to the future. This analysis enables the identification of any potential future decline in the desirability of the assets and therefore enables to plan more effectively to meet future needs and protect the income generation stream.

It also enables us to evaluate the extent to which our assets support our new business and development goals. The Housing Management indicators below measure the extent to which assets are meeting our housing management aims:

- Rent arrears
- Management intensity (no. of incidents)
- Tenancy sustainment (no. of notices, ASB warning letters)
- Difficult to let properties
- Number of long term void properties

Consideration will also be given to the disposal of high valued assets with a view of utilising any capital receipt received upon sale to develop a higher number of units in an area where there is a proven demand for social/affordable housing.

4.3 Options Appraisal

Where analysis identifies assets that are poor performing, either on a financial and/or non-financial basis, a more detailed options appraisal will be carried out and all options for improvement will be explored. Those assets identified as requiring options appraisal will have minimum immediate short term expenditure before long term investment decisions are made.

Consultation with customers and other stakeholders will take place during this appraisal process.

Triggers for options appraisal will include

- Stock with a negative NPV;
- Stock with a marginal NPV;
- Stock categorised as having high level of opportunity.

Key potential options for stock could include:

No.	Category	Option
1	Capital	Full refurbishment to a 30 year standard
2	Capital	Investment to support change of use
3	Capital	Demolition and redevelopment
4	Capital	Limited life- Medium term investment plan
5	Responsive	Short term investment to bring the property back into use at minimal cost for a limited time.
6	Responsive	Minimal investment and acceptance of higher responsive and cyclical repairs
7	Disposal	Disposal of some or all units on open market
8	Change of Use	Change of use- either short term of long term
9	Management	Change in property designation and management approach

It will not be appropriate to model every solution in every appraisal so the list above should be treated as the full range of options. In each appraisal the list will be filtered in order to model the most viable alternative solutions.

The analysis will identify the core (Green) stock that meets or financial and non-financial goals and requirements. As a consequence the Red and Amber stock can then be subject to a more detailed analysis.

5.0 Strategic Priority 3 - Investment Planning

The third strategic priority is to maintain and invest in the assets in a way that is innovative, affordable and meets our and our customer's standards and priorities.

To meet this priority the objectives below have been set. Each objective is linked to a section of this document which details what will be delivered:

1. Develop and maintain approved and affordable investment plans for the delivery of works. Section 5.1;
2. Maintain and adhere to a set of investment rules and priorities and parameters to act as a gateway to making investment decisions and ensure our investment is targeted at sustainable stock and funds allocated accordingly within the HRA Business Plan. Section 5.2;
3. Scope of works are to be in accordance with an affordable set of delivery standards. Section 5.3;

5.1 Process

The investment planning process is designed to determine:

- What works are required
- To which properties
- In which works package
- In which year
- Budget required

The above process is required to ensure that the investment plan requirements are included and affordable within the parameters of the HRA Business Plan.

Investment programmes will be developed based on stock condition data, overlaid with the investment priorities in order to develop a 5 year investment programme.

This will be reviewed on an annual basis to meet any changing priorities or budget constraints that may emerge. The work within the programmes will be:

- Batched, where possible, in order to support efficient delivery. This sometimes presents a challenge in our stock as the nature of internal work can make works difficult to deliver whilst an asset is occupied;
- Combined in works programmes that aid efficient delivery and manage the impact on the customer;
- Checked to ensure that investment is not made in unsustainable assets;

- Appropriately prioritised, using the available business intelligence, in accordance with an agreed set of priorities to make sure that the highest priority work is completed first;
- Specified in accordance with agreed investment standards.

The investment rules will act as a filter to ensure that any investment is in long term sustainable stock. Investment will be limited whilst options appraisals are carried out.

The Welsh Housing Quality Standards/Development Quality Requirements set out the principles and performance criteria to be achieved where practically possible in the design and construction of investment projects.

The development of a 5 year investment plan with a higher degree of certainty allows for a coordinated approach to the procurement of materials and resources required for its effective delivery. This will involve the early identification of significant areas of spend and will allow for procurement on the best possible terms for the Council.

5.2 Investment Programmes

Work will be delivered in the following programmes:

Programme 1 - Internal Works

Programme 2 – External Walls/ Roof/ Roofline/ Windows/ Doors and Environmental Works Programme

Programme 3 – Heating Boiler and system replacements

Programme 4 – Communal Works

Programme 5 – Cyclical Decorations and Associated Repairs

Further details are included in Appendix 1.

5.3 Investment Rules and Priorities

Investment programmes will prioritise works to long term sustainable stock within available budgets.

Works will be prioritised using the agreed priorities set out below:

1. Statutory compliance- gas safety, fire safety etc;
2. Works identified as part of health and safety risk assessment or disrepair that may increase risk of harm if not resolved;
3. Structural works that are dangerous and/or could lead to increased costs and reduce the value of the asset if not resolved;
4. Works to ensure legal and regulatory standards

5. Replacement of elements that are driving high R&M costs;
6. Works to maintain the full life of components e.g. exterior cyclical redecorations;
7. Internal kitchens and bathrooms to provide modern facilities (prioritised oldest first);
8. Energy efficiency improvements.
9. Environmental improvements.
10. Other improvements and customer priorities that will improve satisfaction and/or satisfy aspiration.

The stock condition survey will inform the investment plan on an objective basis, however, financial resource are restricted to the provision included within the HRA Business Plan.

Should the Council be unable to commit the level of funding required, refinement will be in accordance with these priorities and the lowest priority works will be removed from each programme until the plan is affordable.

5.4 Investment Standards

The Council's Investment Standards establish the scope of the work that will be delivered. They will be aligned to Welsh Housing Quality Standards and the affordable rates identified to ensure consistent delivery.

6.0 Strategic Priority 4 – Maximising Returns

The fourth strategic priority is to deliver a cross departmental approach to achieve best financial and non financial return from our assets.

To meet this priority the objectives below have been set. Each objective is linked to a section of this document which details what will be delivered:

1. Produce Investment Plans that reflects stock sustainability and our investment rules & priorities and standards. Section 6.1
2. Deliver work through a planned approach and optimise repairs and maintenance expenditure. Section 6.2
3. Ensure that the compliance requirement is understood and funded and that opportunities to reduce risk and compliance costs are captured. Section 6.3
4. Support new development by identifying opportunities within the existing portfolio and ensure that new acquisitions or developments are brought in to management effectively. Section 6.4

6.1 Investment Plan

The Investment Plan sets out our intended investment in the stock for the period 2018 - 2023.

The first five years of the plan will be set out in deliverable programmes of work.

This plan remains a live document and will be reviewed and updated following any future stock condition surveys.

6.2 Repairs and Maintenance

Overall it is essential that repairs and maintenance expenditure, including responsive and void maintenance, is delivered in accordance with the investment rules. Through effective planning and programming, works can be delivered in a planned way which moves works away from a responsive approach. This gives rise to opportunities for improved value for money and reduced reactive maintenance expenditure.

By prioritising planned capital investment, such as upgrading kitchens and traditional planned maintenance, with emphasis on quality and reliability, future reactive maintenance costs will be reduced. Planned replacements can be prioritised where high maintenance costs are prevalent.

To ensure that duplicated or unnecessary expenditure is avoided, and that records are appropriately maintained, the repairs and maintenance team must know where and when properties have been identified for programmed investment.

The repairs and maintenance team must have access and full knowledge of the Investment Plan. This enables rational decisions to be made prior to undertaking repairs and, where planned investment is due, gives the ability to advise tenants (or prospective tenants) that works will be undertaken within a defined time period.

Void Properties: The Council has a void turnover of circa 7% of its properties per year. To maximise rental income, void properties are returned to the rental stream as quickly as practicable and the Housing Service is determined that this area of work is given priority status.

Notwithstanding the above, it is our policy to undertake any outstanding WHQS work e.g. kitchens, bathrooms, re-wires, at end of tenancy and prior to re-letting. This will continue to be the case until all internal elements are fully compliant. At change of tenancy a Compliance Certificate will be handed over to the new tenant(s) which will confirm % WHQS compliance.

6.3 Compliance Plan

Asset Management have developed plans, policies and procedures to manage each area of Compliance across all aspects of the stock.

Plans cover a range of factors impacting on the day to day Compliance and Regulatory requirements and outline the specific management requirements and actions which mitigate those issues identified, ensuring that the Council discharges its responsibilities in this area. The plans cover items such as:

- Water Hygiene
- Asbestos Management
- Gas Safety
- Electrical Safety
- Fire Safety
- Lifts

The plans are developed so that investment is targeted and prioritised on the basis of risk and ensure that:

- Follow a cross functional approach
- Are based on a comprehensive understanding and assessment of issues encountered in each Compliance area with appropriate action and mitigating measures.

6.4 Development Plan

It is essential that our assets, and therefore this asset management strategy, supports the Council's objectives for growth and development. There are a number of ways this will be achieved, including identifying opportunity assets by undertaking a review of land in our ownership (including garages, open spaces) to identify opportunities to deliver new homes.

The Council's Housing Development Strategy 2015-20 lays the foundation for increasing our social housing stock by 255 units over a 5 year period. This proposed increase in affordable housing aligns with corporate priorities which include:

- Increasing our housing options and reducing poverty, and
- Regenerating communities and developing the economy.

Opportunities for growth will focus on increasing our stock in areas where there is an identified need for affordable rented housing and may include:

- New build

- Purchasing existing properties including former Council houses that have been lost through the Right to Buy.
- Developing intermediate market rented housing
- Extra Care Schemes
- Supported Housing Schemes

New homes or acquisitions should be of a type and specification that supports the Council's ability to meet housing need and provide value for money in terms of future maintenance when these assets come in to management.

When considering new developments or acquiring existing properties we will have regard to the types of dwellings required and proven demand within the area as demonstrated through the common housing register and affordable housing register.

We will ensure that all new affordable developments meet level 3 of the Code for Sustainable Homes which is the minimum standard expected by the Welsh Government's "Development Quality Requirements". Compliance with national standards will ensure that sustainability expectations in terms of energy use and affordability are met and, wherever practical, surpassed.

The Housing Service will work with the Corporate Asset Management Group to identify non HRA sites which are surplus to requirements and earmarked for disposal e.g. school sites which may be suitable for use as affordable housing and as part of the Council's regeneration plans.

7.0 Strategic Priority 5 - Affordability and Viability

The fifth strategic priority is to ensure that this strategy is fully funded and affordable within the HRA Business Plan.

To meet this priority the objectives below have been set. Each objective is linked to a section of this document which details what will be delivered:

1. Maintain a linkage to the HRA Business Plan (linkage to prove affordability of the plan). Section 7.1;
2. Demonstrate that completion data and outturn cost can be reconciled to ensure delivery is affordable and the viability of the business plan. Section 7.2;

7.1 Business Plan Linkage

This plan has been aligned to the HRA Business Plan and approved by the S151 Officer. Any subsequent revisions should not be approved without confirmation from the S151 Officer that affordability has been tested and the approach is affordable.

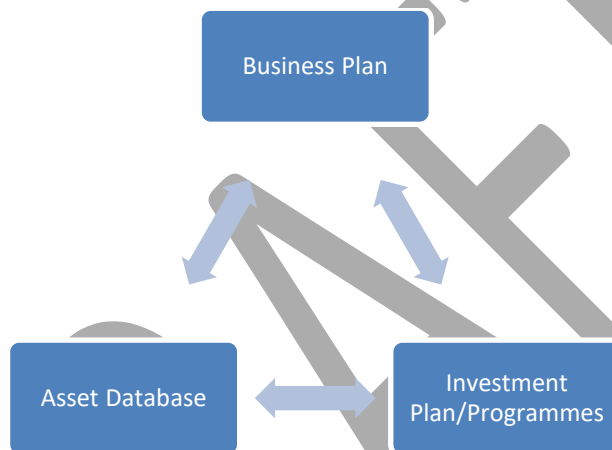
As part of the annual approval of the Investment Plan the 151 Officer will confirm alignment to the HRA Business Plan.

Stress testing is carried out on the HRA Business Plan in order to understand the impact of increases in rates. These stress tests are outlined in our HRA Business Plan.

7.2 Reconciliation of completions and Outturn Costs

The maintenance of valid and accurate asset data is essential to inform the integrity of business planning, future expenditure forecasting and remaining lifecycles of stock condition elements and the reconciliation of project completions will be routinely carried out.

Our objective is that key systems remain aligned:



This regular reconciliation consists of:

- Updating the asset database with component replacement dates from the monitoring of completions;
- Monitoring outturn costs at the element level and comparison to the rates included within the business plan to prevent negative impact on the Business Plan and tenants;
- Work completions within the investment plan or repairs and maintenance will be recorded on the asset database. This process will allow early recognition and solution of any anomalies and consequently improve the accuracy of data held in the data base.

8.0 Strategic Priority 6 – Delivery Plan

The sixth strategic priority is to deliver the stock investment plan ensuring value for money, that programmes are delivered in such a way to protect the Health and Safety of all staff, customers and those in the vicinity of the works and to effectively manage all contractors engaged on schemes. The detail will be developed and set out in Asset Management Delivery Plans.

To meet this priority the objectives below have been set. Each objective is linked to a section of this document which details what will be delivered:

1. Evaluate internal and external delivery options and procure works and services that provide best value for money. Section 8.1;
2. Manage contracts to ensure quality and customer satisfaction. Monitor the cost and quantity of work delivered at elemental level and benchmark against tender price and the plan assumptions; Section 8.2;

8.1 Delivery options, procurement and value for money

The collection of stock condition data enables investment planning to be formulated for the short, medium and longer term and offers the opportunity for accurate resource planning, effective procurement of goods and services and volume efficiency savings collectively delivering value for money.

It is critical that our approach aligns with, and supports, the achievement of our strategic objectives whilst remaining relevant and practicable.

Procurement also requires focus on governance, risk, VFM and compliance. All procurement is regulated by the Council's Financial Standing Orders and the European Public Contracts Directive.

8.2 Contract management and monitoring

Unit cost assumptions for key component replacements and projects inform part of the HRA Business Plan and 30 year expenditure forecast.

It is therefore imperative that projects are delivered within these assumptions and to the right standard.

Quality of work and contractor progress against programme for works on site is managed through the post inspection process. This includes a commitment to regularly inspecting works in progress and 100% works completions.

A suite of monthly KPI's are to be developed to monitor the following areas:

- Comparison of actual tendered rates against forecasted rates with commentary on any variances

- Quality Assurance/Quality Control through inspection rates and % pass/failure
- Customer satisfaction
- Health & safety performance

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Appendix 1 – Investment Programmes

Programme 1 - Internal Works

This programme includes for:

- Kitchens
- Bathrooms
- Rewiring programme as determined by electrical testing

The table below confirms our current position in connection with the renewal of key internal elements:

Element	Total included on 2008-09 scoping survey for replacement	Total carried out to date	Tenants Refusal	Total of properties not identified on scoping survey for replacement
Kitchen	3073	3416	207	150
Total of bathrooms / Level access shower	2271	3331	131	311
Re-wire	1543	3023	106	644

The total of 444 tenant refusals noted above are in relation to a total of 315 properties.

work required in a property within a five year planning window will be undertaken at the same time i.e. if a kitchen and bathroom is required within this window then both will be carried out at the same time. If only a kitchen or bathroom is required then only that element will be done.

During 2017-18 contact will be made with all tenants who have previously chosen to refuse having all or any of the internal elements upgraded. If any of our tenants in this category are now agreeable for the works to proceed, the work will be programmed as soon as practically and financially feasible.

It is also our intention to undertake further survey work and analysis on the elements not identified for replacement during the original stock condition survey. Any works identified will be programmed for renewal between 2017-20.

Programme 2 – External Walls/Roof/Roofline/Windows/ Doors and Environmental Works Programme

To include for roof covering/roofline renewals inclusive of chimneys, external wall repairs such as gable end rebuilds, re-pointing, re-render etc. In addition, windows and doors will be renewed under this package. Again all work required to properties within the 5 year planning window will be undertaken at the same time.

Environmental works will be undertaken concurrently with Programme 2. This programme involves mainly environmental repairs and improvements within property curtilage such as fencing, footpaths and boundary walls.

In addition, expenditure on garage demolition and subsequent environmental improvements fall into this category but will be procured separately.

Programme 3 – Heating Boiler and system replacements

To include planned replacement of older boilers which are reaching the end of their expected lifespan, typically 15 years. Heating distribution systems will be assessed and scheduled for upgrade if deemed appropriate when a boiler is renewed.

It should be noted that the provision of central heating and/or boiler and system upgrades was primarily undertaken between 2002 and 2008. By utilising the 15 year element lifespan mentioned above, it follows that boiler replacement programmes will feature prominently throughout the 5 year period covered by this AMS.

Programme 4 – Communal Works

This programme involves replacement of communal services including lifts, communal areas of blocks, fire protection systems, communal electrics and emergency lighting, entrance doors and door entry systems etc.

Programme 5 – Cyclical Decorations and Associated Repairs

Cyclical decoration will be delivered using a 8 year cycle. Stock prioritisation will take place considering investment priorities and programmes of work identified in the investment plan. No element will be painted that is scheduled for replacement within the five year plan.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive & Full Council
Date:	27 November, 2017 (executive) 12 December, 2017 (Full Council)
Subject:	Delegations required for the Council's participation in the examination of Nationally Significant Infrastructure Project (Wylfa Newydd and North Wales Connection project) applications under the Planning Act 2008
Portfolio Holder(s):	Cllr. Carwyn Elias Jones Cllr. Richard Dew
Head of Service:	Dylan J Williams Head of Service Regulation and Economic Development
Report Author: Tel: E-mail:	Annwen Morgan Assistant Chief Executive 01248 752 185 AnnwenMorgan2@anglesey.gov.uk Dylan J Williams Head of Service Regulation and Economic Development 01248 752 499 DylanWilliams@anglesey.gov.uk
Local Members:	

A –Recommendation/s and reason/s
<p>That the Executive and the full Council endorse and approve the following:-</p> <ol style="list-style-type: none"> 1. To delegate to the Assistant Chief Executive (Partnership, Community and Service Improvement) authority to carry out all non-statutory community benefit negotiations and, where (in her opinion) time is of the essence, to make any and all decisions relevant to such negotiations in connection with, or arising from, either or both of the National Grid North Wales Connection Project and the Wylfa Newydd Nuclear New Build Project; 2. To depart from the bilingual policy for documents, representations, and submissions made as part of the Development Consent Order process where it is important or impossible for Officers to comply with the Council’s Welsh Language Policy and where the Chief Executive approves such a departure.

3. To delegate to the Head of Regulation and Economic Development the carrying out all the statutory functions of the Council under the Planning Act 2008 as both Local Authority and Planning Authority in connection with or arising from either or both of the National Grid North Wales Connection Project and the Wylfa Newydd Nuclear New Build Project;

4. Both the delegations proposed at paragraphs 1 and 3 above and any action to be taken under them may be further delegated to any officer of the Council by the officers to whom the powers are delegated.

Over the next 10-15 years, the Isle of Anglesey is set to benefit from a potential investment in excess of £10bn, which has the potential to transform the economy and communities of Anglesey. This potential investment will in the main be as a result Horizon Nuclear Power (HNP) Wylfa Newydd New Nuclear Build and the National Grid North Wales Connection Project, both of which are Nationally Significant Infrastructure Projects (NSIP) which will require a Development Consent Order (DCO) from the Secretary of State for Business, Energy and Industrial Strategy on the recommendation of the Planning Inspectorate.

HNP's Wylfa Newydd Nuclear New Build proposed development can be split into two areas; the onsite development and the off-site associated developments. Horizon propose to construct two UK Advanced Boiling Water Reactors (supplied by Hitachi-GE) on the site supported by facilities including a Marine Off-loading Facility, buildings and plant structures. Whilst their proposed offsite associated developments include a temporary park and ride facility, highway improvements and alternative emergency control centre.

As a result of the proposed New Nuclear Build at Wylfa the National Grid are proposing a second connection to the grid. At present the National Grid are proposing an overhead line between Wylfa and Pentir with a section of undergrounding (tunnelling) across the Menai Straits.

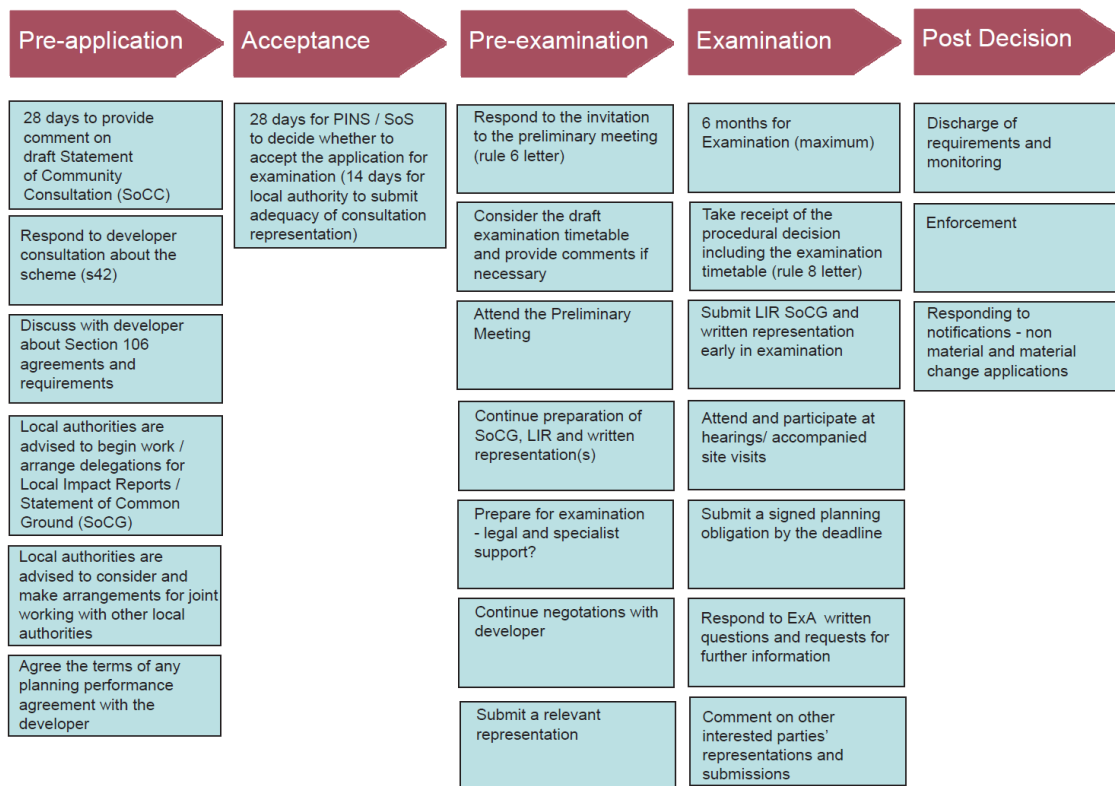
In order to ensure that the IACC is able to fully participate in the DCO process it is essential to agree an approach to authorising the documents and representations that are involved. This will include putting in place the delegations required to enable the IACC to respond to the challenging deadlines. Due to changes in the structure and personnel of the Council as well as increased clarity on the scope of the applications it is recommended that the existing delegations be amended to reflect current circumstances and ensure that the appropriate delegation are in place ahead of the start of the DCO processes. Both HNP and the National Grid have recently undertaken their final pre-application consultations prior to their DCO submissions. It is anticipated that both DCO's will be submitted to the Planning Inspectorate during 2018, HNP's Wylfa Newydd in August and the National Grid North Wales Connection project in October.

The Planning Act 2008 created a new consenting process for large scale developments which fall within the definition of Nationally Significant Infrastructure Projects. Such projects can apply for a Development Consent Order ("DCO") from the Secretary of State.

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A DCO replaces the need for planning permission and various other consents and can include matters normally considered under other regimes such as powers of compulsory purchase. The process is intended to provide a streamlined consenting regime allowing major projects to obtain multiple consents within a set timetable.

Fig. 1 below summarises the Role of the Local Authority in the DCO process:



Members were advised on 19 November 2012 of the need to separate the Council's statutory functions in the DCO process from discussions, negotiations and decisions on non-statutory community benefit contributions in connection with the proposed new nuclear power station at Wylfa. At that time measures were put in place to ensure Officer and Member responsibilities in relation to the Council's consenting functions were kept separate from discussions, negotiations and decisions on non-statutory community benefit contributions. The [Council] approved delegations to the Chief Executive to discuss and negotiate the non-statutory proposals with the developer of Wylfa and to the Director of Sustainable Development to carry out the statutory functions of the Council.

Both the Wylfa Newydd and National Grid North Wales Connection projects are now nearing the end of the pre-application period. Upon submission of the DCOs we will enter the acceptance period of 28 days. Following this period we will then enter the pre-examination, examination, decision and finally the post decision periods.

Given the progression of the projects towards submission of the DCOs the delegations in

place to deal with these have been reviewed. To date in responding to key pre-application consultations IACC has presented final drafts to the Full Council and subject to Elected Member endorsement has requested that delegated authority is given to the Chief Executive to carry out any minor amendments, variations or corrections which were identified and reasonably necessary prior to the formal issues of the response. This approach has been effective during the pre-application stages but the timetable leading up to and during formal examination for the development consent order process will not leave sufficient time for this approach to approvals to be taken. The majority of submissions during the examination have to be provided within days to meet the examination timetable.

Many of the deadlines in the DCO examination process are imposed on the Examining Authority (a panel of Inspectors appointed to examine the applications) and the Authority does not have the power to amend them, even if requested to do so by either the applicant of the IACC. Further, even deadlines set at the Examining Authority's discretion are rarely amended and for this reason PINS guidance states that a local authority must assume that the examination timetable cannot be structured to fit with its committee cycle (The Planning Inspectorate, Advice Note Two: The role of local authorities in the development consent process).

It is recommended that the Executive put in place a delegation to the Assistant Chief Executive [(..)] to carry out any non-statutory community benefits negotiations and a second delegation to the Head of Regulation and Economic Development to carry out all the statutory functions of the Council under the Planning Act 2008 as both Local Authority and Planning Authority. Both delegations will be exercised under the continuing strategic overview of the Chief Executive. This will allow Members' approval of the policies and principles to be adopted with the finalisation of the details in accordance with those policies and principles and submission of documents to be delegated to the appropriate senior officers. The proposed delegations retain the split between the statutory and non-statutory roles of the Council but allows for the changes in roles and personnel that have taken place since the previous report as well as addressing the need to put in place delegations for the National Grid DCO as well as Wylfa and to respond fully during the process.

The delegations proposed and any action to be taken under them may be further delegated to any officer of the Council by the appointed officer. The ability to further delegate is required to allow officers to effectively represent the Council at hearings and agree matters in such hearings.

The personnel to whom delegations are proposed in this report have previously been involved in the projects for which DCOs will be sought in different roles in relation to the statutory and non-statutory considerations Officers exercising these delegations, particularly on the statutory side should make clear in their decision what advice and information they have had regard to and how that has been given weight in making the decisions in order both to ensure transparency and to assist in ensuring that decisions are legally robust by setting out the relevant material considerations to which regard has been

had. This mirrors the normal requirements for making of many decisions under statutory powers and should not impose any unreasonable burden on officers. Provided that officers set out their reasoning and have not taken account of immaterial factors then the movement of any officer from the non-statutory side to the statutory side or vice-versa is not considered to present a risk of successful challenge to later decision making.

In addition to the delegations it is recommended that the Executive approve the flexibility, where necessary and as approved by the Chief Executive, to depart from the Council's bilingual policy for documents produced by the Council as part of the development consent order examination process as set out in Appendix A to this report.

B – What other options did you consider and why did you reject them and/or opt for this option?

At present not all functions of the Council under the Planning Act 2008 are delegated and are therefore reserved to Full Council; some form of delegation is required to allow the Council to effectively meet the timescales of the examination process. The delegations sought are considered to represent an appropriate balance between seeking Member approval on the key principles and policy decisions required throughout the process and then allowing Officers to approve final documents to ensure that responses can be submitted in accordance with the timetable. Further delegation from the named post holders to other Officers is also required in order to allow officers be able to represent the Council effectively in the process, for example at oral hearings.

C – Why is this a decision for the Executive?

CH – Is this decision consistent with policy approved by the full Council?

D – Is this decision within the budget approved by the Council?

DD – Who did you consult?

What did they say?

1	Chief Executive / Senior Leadership Team (SLT)	
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	(mandatory)	
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	
9	Local Members	
10	Any external bodies / other/s	

E – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:
A – Application of the bilingual policy

FF - Background papers (please contact the author of the Report for any further information):

Appendix A -

1 STATUTORY REQUIREMENTS

- 1.1 The Council as a Welsh public authority is required to comply with the Welsh Language measure and the standards issued to it by the Welsh Language Commissioner in the compliance notice dated 30 September 2015. There is no standard in the compliance notice which requires the Council to produce its responses to the DCO process in Welsh.
- 1.2 Translation facilities and bilingual publication of documents will be the responsibility of the Examining Authority through the Planning Inspectorate (PINs) and they will facilitate the participation of the public in the process through the medium of Welsh.
- 1.3 As PINs is the body running the process on behalf of the Secretary of State the obligations to ensure that any applicable Welsh language requirements are met lies with it not the Council. Translation facilities and bilingual publication of documents will be the responsibility of the Examining Authority (through PINS) and they will facilitate the participation of the public in the process through the medium of Welsh. PINS are currently compiling a list of hearing venues where suitable translation services can be provided for public meetings and will maintain a Welsh version of the examination website (although this version of the website will be quite limited and the document library will simply link to the English language documents).

2 PLANNING INSPECTORATE APPROACH AND ADVICE

- 2.1 PINS advice is that where bilingual documents are to be submitted they should be submitted together in order to prevent confusion, that means that providing Welsh versions following submission of the English version is not desirable. Translation of documents post submission, in addition to requiring a large amount of specialist resources (especially given the technical nature of much of this process), will, result in Welsh language documents being submitted following the response to that document having been produced, ie the Welsh version will end up being several steps behind the process and out of sync with the discussions and changes. This will not assist anyone to meaningfully participate.
- 2.2 The Council cannot compel the applicants to provide bilingual documents and it is probable that many submissions to which the Council is required to respond will not be available in Welsh. PINS are producing a list of the documents which the applicant will be expected to produce in Welsh, this list will assist the Council in anticipating practical difficulties in responding in Welsh (for example where there are documents which only exist in English then the standard use of tracked changes to suggest alternative drafting is unlikely to be practical).

3 LIKELY LEVEL OF DEMAND AND TIMESCALES

- 3.1 The DCO process includes pre-application, application, acceptance, pre-examination, examination and decision stages. All stages post application have target timescales

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attached which PINs will be under pressure to meet. The examination stage of the process should take a maximum of 6 months and various deadlines will be set within that period. It is common for deadlines to be set at two-week intervals which can compress to one week towards the end of the examination stage. The Examining Authority can extend the six month examination period but is likely to be under pressure (including potentially from Horizon) not to do so. The Examining Authority will not take into account any submissions made after the close of the examination period although these will be sent to the Secretary of State.

- 3.2 Many of the Council's main submissions such as the Local Impact Report and its representations can be front-loaded and drafting and translation of these can begin before the application is made. The more difficult period will be during the examination where responses are required within weeks or even days. In addition to responding to the previous deadline's submission at the next deadline as a matter of course, the Examining Authority will also issue formal sets of questions which have to be answered, usually within 2 weeks. The quantity and scope of these questions can vary incredibly and cannot be predicted in advance. Both wide high level questions which required substantial answers and sets of detailed questions numbering into the hundreds have been issued in DCO examinations. It is normal (and Horizon will have) staff resource designed to react to this high demand, that will include lots of staff working outside of office hours and over weekends to respond to such requests timeously. The Council will be expected to match that pace despite its different resources.
- 3.3 The volume of documentation produced for the Hinkley examination is referred to as a guide of potential demand. Of the 1,068 documents in the document library for that consent¹, the application accounts for 308 documents and a further 599 of the total are documents created during the 6 month examination phase². The various Councils submitted or are credited as authors or partial authors of 115 documents. Of those around 80 are from the District and County Councils and are therefore representative of the level of involvement by the Councils covering the functions which IACC has as a unitary authority. This number on its own does not give an indication of the varying size and complexity of those documents or that demand will not be evenly spread throughout the process but it does give an indication of the level of resourcing required overall.
- 3.4 Our experience of DCOs is that documents are amended right up to the submission deadline (which is commonly midnight or midday) and it is normal for changes to be finalised on the day of submission. This is partly because documents tend to be interlinked and responses from one have to be carried over to others, for example responses on technical topics may have to be reflected in responses on the DCO requirements and then incorporated into updates of the Statement of Common Ground.

¹ As at 08 August 2017, ongoing post consent processes will increase this figure.

² The figures break down by stage as Application 308; Pre-examination 38, Examination 599; Decision 50; Post decision 72. The Hinkley application was smaller than some others, for example Tidal Lagoon Swansea had 548 application documents, none of which are in Welsh. We expect a higher number of documents for Wylfa and potentially less for National Grid.

It is also partly due to the nature of the process and the need to take technical advice in order to be able to respond which can take some time to obtain. In the background changes also have to be carried through to documents such as any section 106 agreement which creates an ongoing background demand on the same resources as are preparing responses.

- 3.5 Given the tight timescales involved during the examination stage to have all of the documents and responses translated into Welsh prior to submission would require translation to be considerably quicker than at present; essentially documents would have to be being translated as they are progressed in English. Given how little time is allowed to produce the substance of responses it is not likely to be practical to close drafting of documents days in advance to facilitate the normal translation approach. This means that in practical terms a suitably qualified and briefed translation resource needs to be a core part of the document team and resourced to meet substantial peaks of demand at short notice. This will be particularly true of technical and legal input where specialist translation would be required in very short timeframes. It is accordingly anticipated that the Council will not be able to comply with its policy on the Welsh Language at every deadline simply due to pressure of time.

4 VALUE OF WELSH TRANSLATIONS IN AN ENGLISH LANGUAGE DOMINATED PROCESS

- 4.1 There is also a concern that translations of some submissions will lack value. For example there will be detailed and lengthy consideration of the DCO drafting and in particular the requirements but the source DCO drafts are unlikely to be produced and updated in Welsh. It is not clear how Welsh translations of discussions of the precise wording of the English language DCO will add value to those wishing to participate in the process as without a Welsh language DCO their ability to meaningfully contribute in Welsh will be limited. It is not known if a Welsh version of questions would be issued however it would be unusual; experience³ of Welsh DCOs to date has not included bilingual questions. It is normal practice where a large number of questions are issued by the ExA for these to be responded to in a question and answer format and not as standalone submissions, without questions in Welsh it is questioned what value translating the answers would have in that format.
- 4.2 Translation of legal submissions will be required by the bilingual policy. In addition to being highly specialised legal translation always runs the risk that two slightly different positions are created. For example the difference in meaning between ‘can’, ‘will’, ‘may’ and ‘shall’ has been the subject of various judicial decisions and there are multiple European court decisions where differing translations of the same directive has led to different requirements under what should have been the same legal position. Any translation of legal submission would therefore have to be subject to a caveat that the English version takes primacy in the event of any discrepancy.

³ There are 11 decided Welsh DCOs as at 08 August 2017, the first questions for all of these have been reviewed. While some Examining Authorities provided the covering letters in Welsh (for example Brechfa Forest Connection, North Wales Wind Farms connection, Glyn Rhonwy) the questions themselves were issued in English only.

It remains the Council's intention to comply with the bilingual policy in so far as is practical and the authorisation is only sought to allow departure where that is necessary in the circumstances.

Recommendation: That the Executive approve the departure from the bilingual policy for documents, representations, and submissions made as part of the Development Consent Order process where it is impractical or impossible for Officers to comply and where the Chief Executive approves such departure.

PRAWF BUDD Y CYHOEDD PUBLIC INTEREST TEST

Atodiad 3 / Appendix 3 Finances 2017-18 with narrative

<p>Paragraff(au) 14 Paragraph(s) 14 [un neu fwy o/one or more of 12,13,14,15,16,17,18,18A,18B,18C]</p>	<p>Atodlen 12A Deddf Llywodraeth Leol 1972 Schedule 12A Local Government Act 1972</p>
<p>Y PRAWF – THE TEST</p>	
<p>Mae yna fudd y cyhoedd wrth ddatgelu oherwydd / There is a public interest in disclosure as:-</p>	<p>Y budd y cyhoedd with beidio datgelu yw / The public interest in not disclosing is:-</p> <p>Gwybodaeth yn ymwneud â materion busnes neu ariannol unrhyw unigolyn penodol (Gan gynnwys yr awdurdod sy'n dal y wybodaeth) (para 14)</p> <p><i>Information relating to the financial or business affairs of any particular person (including the authority holding that information) (para 14)</i></p> <p><i>as there is sensitive in relation to the café lease franchise at Oriel Môn</i></p>
<p>Argymhelliad - Mae budd y cyhoedd wrth gadw'r eithriad o bwys mwy na/llai na* budd y cyhoedd wrth ddatgelu'r wybodaeth. [* - dilëwch y geiriau amherthnasol] Recommendation - The public interest in maintaining the exemption outweighs/does not outweigh* the public interest in disclosing the information. [* - delete as appropriate]</p>	

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DIM I'W GYHOEDDI / NOT FOR PUBLICATION

**Trawsnewid y Gwasanaeth Diwylliannol –Trosglwyddo Carchar a Llys Biwmares i Gyngor Tref Biwmares
Transforming the Cultural Service-Transfer of the Gaol and Court House Beaumaris to Beaumaris Town Council**

PRAWF BUDD Y CYHOEDD PUBLIC INTEREST TEST

Paragraff,14 Atodlen 12A Deddf Llywodraeth Leol 1972 Paragraph,14 Schedule 12A Local Government Act 1972	
Y PRAWF – THE TEST	
<p>Mae yna fudd i'r cyhoedd wrth ddatgan oherwydd / There is a public interest in disclosure as:-</p> <p>Mae dyfodol yr ased dreftadaeth yma'n bwysig i'r cyhoedd o'r ochr dwristiaeth , diwylliant ac economi'r ynys.</p> <p>*****</p> <p><i>The future of this heritage asset is important to the public from a tourism, culture and economic perspective.</i></p>	<p>Y budd y cyhoedd with beidio datgelu yw / The public interest in not disclosing is: -</p> <p>Mae'r adroddiad prisiwr a gomisiynwyd gan y Cyngor yn datgan faint o incwm all y Cyngor ei dderbyn parthed gwerthu'r ased. Buasai datgelu'r wybodaeth yma yn debygol o wneud y Cyngor yn wan a/neu'n agored i niwed wrth negodi.</p> <p>Yn ogystal, mae'r adroddiad yn cynnwys gwybodaeth ariannol / busnes sy'n ymwneud â'r Cyngor ac i drydydd partion. Mae gan hyn y potensial i osod y Cyngor, a'r pwr cyhoeddus, dan anfantais yn achos unrhyw drafodaethau masnachol yn y dyfodol yn ymwneud â gwaredu'r safle fel arall, drwy werthu rhydd-ddaliad.</p> <p>*****</p> <p><i>The valuation report commissioned by the Council includes the potential sale value of the asset. Disclosure of this information will weaken the Council's negotiating position in the event of a sale.</i></p> <p><i>Additionally, the report contains financial / business information relating to the Council and to third parties. This has the potential to place the Council, and the public purse, at a disadvantage in the event of any future commercial negotiations relating to disposal of the site otherwise that by way of a freehold sale.</i></p>

Argymhelliad - Mae budd y cyhoedd wrth gadw'r eithriad o bwys mwy na budd y cyhoedd wrth ddatgelu'r wybodaeth.

Recommendation - The public interest in maintaining the exemption outweighs the public interest in disclosing the information.

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