

# Public Document Pack



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

Dr Gwynne Jones.  
Prif Weithredwr – Chief Executive

CYNGOR SIR YNYS MÔN  
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| <b>RHYBUDD O GYFARFOD</b>                                   | <b>NOTICE OF MEETING</b>                                |
|---|---|
| <b>PWYLLGOR GWAITH</b>                                      | <b>THE EXECUTIVE</b>                                    |
| <b>DYDD LLUN<br/>25 MAWRTH 2019<br/>10.00 o'r gloch</b>     | <b>MONDAY<br/>25 MARCH 2019<br/>10.00 am</b>            |
| <b>SIAMBR Y CYNGOR<br/>SWYDDFEYDD Y CYNGOR<br/>LLANGFNI</b> | <b>COUNCIL CHAMBER<br/>COUNCIL OFFICES<br/>LLANGFNI</b> |
| Swyddog Pwyllgor  | <b>Ann Holmes</b><br>01248 752518<br>Committee Officer  |

## **AELODAU/MEMBERS**

### **Plaid Cymru/Party of Wales**

Llinos Medi Huws, Carwyn Jones, R Meirion Jones, Alun W Mummery, Robert G Parry, OBE, FRAGS, Robin Wyn Williams

### **Annibynnol/Independent**

Richard Dew, Dafydd Rhys Thomas, Ieuan Williams

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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 - 26)**

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

- 18 February 2019
- 7 March 2019 (Extraordinary)

### **4 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 27 - 38)**

To submit a report by the Head of Democratic Services.

### **5 CORPORATE SCORECARD - QUARTER 3, 2018/19 (Pages 39 - 58)**

To submit a report by the Head of Profession, HR and Transformation.

### **6 CHILDREN AND FAMILIES SERVICES PROGRESS REPORT (Pages 59 - 100)**

To submit a report by the Head of Children's Services.

### **7 DISCRETIONARY HOUSING PAYMENTS POLICY (Pages 101 - 120)**

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

### **8 HOUSING REVENUE ACCOUNT BUSINESS PLAN (Pages 121 - 162)**

To submit a report by the Head of Housing Services.

### **9 APPROVAL OF THE SUPPORTING PEOPLE PROGRAMME COMMISSIONING STRATEGY AND GRANT EXPENDITURE SCHEME (Pages 163 - 198)**

To submit a report by the Head of Housing Services.

### **10 CHILDREN AND COMMUNITIES GRANT 2019/20 (Pages 199 - 222)**

To submit a joint report by the Head of Learning, the Head of Children and Families, and the Head of Housing Services.

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**11 SCHOOL TRANSPORT POLICY (Pages 223 - 264)**

To submit a report by the Head of Learning.

**12 EXCLUSION OF THE PRESS AND PUBLIC (Pages 265 - 266)**

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”.

**13 MODERNISING ANGLESEY SCHOOLS – FULL BUSINESS CASE (FBC) FOR THE A NEW PRIMARY SCHOOL TO REPLACE YSGOL BODFFORDD AND YSGOL CORN HIR (Pages 267 - 298)**

To submit a report by the Head of Learning.

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## THE EXECUTIVE

### Minutes of the meeting held on 18 February, 2019

- PRESENT:** Councillor Llinos Medi Huws (Chair)  
Councillor Ieuan Williams (Vice-Chair)
- Councillors Richard Dew, Carwyn Jones, R. Meirion Jones, Alun Mummery, R.G. Parry, OBE, FRAGS, Dafydd Rhys Thomas, Robin Williams
- IN ATTENDANCE:** Chief Executive  
Assistant Chief Executive (Partnership, Community & Service Improvement)  
Head of Function (Resources) & Section 151 Officer  
Head of Function (Council Business)/Monitoring Officer  
Interim Director of Social Services  
Head of Service (Housing Services)  
Head of Democratic Services  
Head of Learning  
Interim Head of Highways, Waste and Property  
Supporting Families Unit Manager (for item 19)  
Committee Officer (ATH)
- APOLOGIES:** None
- ALSO PRESENT:** Councillors Aled Morris Jones, R. Llewelyn Jones, Kenneth Hughes, Shaun Redmond (from item 10), Dylan Rees, Peter Rogers
- 

#### 1. DECLARATION OF INTEREST

The Head of Function (Council Business)/Monitoring Officer reported that some members of the Executive had sought her advice with regard to declaring interests arising in the context of item 13 on the agenda - the Medium Term Financial Strategy and Budget for 2019/20. She had advised that the interests to be declared are personal rather than prejudicial and that the Members concerned are entitled to participate in the discussion on the item and to vote thereon.

The following members subsequently declared a personal interest in relation to item 13 on the agenda –

Councillors Richard Dew, R. Meirion Jones and Robin Williams in respect of the Council Tax Premium.

Councillors Llinos Medi Huws and Carwyn Jones in respect of the price of school meals.

Councillor Carwyn Jones also declared a personal interest in relation to item 8 on the agenda.

The Chief Executive declared a personal interest in relation to item 8 on the agenda.

## **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 28 January, 2019 were presented for the Executive's consideration.

**It was resolved that the minutes of the previous meeting of the Executive held on 28 January, 2019 be confirmed as correct.**

## **4. REVENUE BUDGET MONITORING REPORT – QUARTER 3 2018/19**

The report of the Head of Function (Resources) and Section 151 Officer setting out the financial performance of the Council's services for the third quarter of the 2018/19 financial year along with a summary of the projected position for the year as a whole was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the overall projected financial position for 2018/19 is an estimated overspend of £1.589m which is a significant improvement on the predicted overspend of £2.66m at Quarter 2. However, it must be noted that although the overspend on services has also reduced, they are still forecasted to overspend by £2.972m (2.61%) as at 31 March, 2019. If this trend continues in accordance with the Quarter 3 forecast, the Council's General Reserve Fund is likely to reduce to £4.720m by the year-end which is well below the minimum balance of the general reserve which has been set at £6.5m as approved by the Full Council on 28 February, 2018.

The Head of Function (Resources)/Section 151 Officer said that the improved financial position at Quarter 3 is mainly due to the following –

- Quarter 3 data reflects a greater proportion of actual recorded expenditure and consequently, is based to a lesser degree on estimates thereby making the figure more accurate.
- In November, 2018, Heads of Services on the authority of the Senior Leadership Team were sent a briefing note advising them of the need to make savings. This suggested a number of measures needed to reduce expenditure/increase income by year-end e.g. delaying recruitment on vacant posts, limiting overtime and introducing fee increases earlier. It is commendable that these suggestions were made and that Heads of Service have implemented the advice on the expenditure within their control.
- An underspend in Corporate Finance, specifically on capital financing costs – Minimum Revenue Provision and interests charges - which has helped reduce the figure by approximately £500k.

The Officer said that notwithstanding the projected overspend is an improvement on Quarter 2 it should not be lost that there is still a predicted overspend of £3.5m on the Council's three main services – Education, Children's Services and Adults' Services. The savings on Corporate Finance is a one- off windfall and is unlikely to be available in 2020/21; therefore action needs to be taken to address the shortfall in funds, the cost of services and to control the demand for services. Although this level of overspending can be funded from the general reserves in 2018/19, it will deplete the general reserves to a figure well below the generally accepted minimum which is a cause for concern particularly if the pattern of overspending continues. It will be necessary during the 2019/20 or 2020/21 budget setting process to fund the underlying level of overspending and to begin the process of replenishing the general

balances. This is a prudent approach and is necessary to ensure the long-term financial viability of the Council.

The Executive in considering the report, acknowledged the efforts made by the Council's services to reduce expenditure in the last quarter. The Executive noted that the services that are currently overspending – Children's Services, specifically the Looked After Children budget and Adults' Social Care are particularly susceptible to demand pressures with increasing demand a key factor in the financial pressures which these services are experiencing. The Executive noted that there is therefore a crucial distinction to be made between being "overspent" and being "underfunded." These budget lines will be allocated increased funding in the budget next year. The Executive noted that the impact of austerity – which has seen the Council's budget reduce over successive years – comes through clearly in the report, and it emphasised that if the Council is to continue to deliver services in the way expected of it especially its statutory responsibilities in adults' and children's social care, then it has to be properly funded. This needs to be recognised by Welsh and Central Governments as a matter of priority.

The Portfolio Member for Finance referred to the Wales Audit Office's 2017/18 Audit Letter for the Isle of Anglesey County Council dated 5 February, 2019 in which the Auditor General recognises that "austerity funding remains the most significant challenge facing all local government bodies in Wales and that these financial pressures are likely to continue in the medium term." The Letter notes that "the 2018/19 local government funding settlement saw the Council's settlement increase by only 0.7% when inflation is more than 2%." The Portfolio Member said that he believed that one of the root causes of the financial stress which councils are experiencing are decisions taken by the Central Government over a period of years to reduce the income tax burden meaning it has less resources to allocate to the Welsh Government which in turn is reducing its funding to Welsh councils with the result that the burden of taxation is shifting to local taxation resulting in more pressure on, and year on year increases in Council Tax as councils try to make up the funding gap.

**It was resolved –**

- **To note the position set out in in appendices A and B to the report in respect of the Authority's financial performance to date and expected outturn for 2018/19.**
- **To note the summary of Contingency budgets for 2018/19 detailed in Appendix C to the report.**
- **To note the position of the invest-to-save programmes in Appendix CH to the report.**
- **To note the position of the efficiency savings for 2018/19 in Appendix D to the report.**
  - **To note the monitoring of agency and consultancy costs for 2018/19 in Appendices DD and E to the report.**

## **5. CAPITAL BUDGET MONITORING REPORT – QUARTER 3 2018/19**

The report of the Head of Function (Resources) and Section 151 Officer setting out the financial performance of the capital budget for the third quarter of 2018/19 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the total expenditure at the end of Quarter 3 is £19,043m against a Capital Budget for 2018/19 of £61.920m. The forecast underspend on the Capital Programme for 2018/19 is £29.644m with this being potential slippage into the 2019/20 Capital Programme. The funding for this slippage will also slip into 2019/20. Whilst the majority of projects are on target to be completed within budget there are 4 major

projects which are expected to significantly underspend the budget in 2018/19. These are noted in the report. However, it is not anticipated that any funding will be lost due to the delays.

The Head of Function (Resources)/Section 151 Officer confirmed that there were no significant developments in capital budget activity to report since Quarter 2. Some schemes have not progressed as well as expected and others have not started due to factors beyond the Council's control. The improvements to the A5025 which is one of the four major projects that have not yet started may not commence at all as all works are currently suspended on the project. The Officer also confirmed that the Authority will endeavour to ensure that no grant funding is lost by ensuring that sufficient expenditure is incurred by year end.

**It was resolved to note the progress of expenditure and receipts against the capital budget 2018/19 at Quarter 3.**

## **6. HRA BUDGET MONITORING – QUARTER 3 2018/19**

The report of the Head of Function (Resources) and Section 151 Officer setting out the position in respect of the financial performance of the Housing Revenue Account (HRA) for the third quarter of 2018/19 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the revenue financial position for the HRA at Quarter 3 shows an underspend of £110k. The capital expenditure is £4.1m below the profiled budget. The forecast surplus (combining both revenue and capital) is £7.9m better than the budget largely as the result of lower than budgeted capital expenditure. The HRA is ring-fenced and its reserves cannot be transferred to the General Reserve Fund meaning they cannot be put to any use that is not related to the Council's housing stock.

The Head of Function (Resources)/Section 151 Officer reported that the HRA reserve balance is earmarked for new housing investment which will be outlined in the 30 year HRA Business Plan due to be presented to the Executive in March, 2019.

**It was resolved to note the following –**

- **The position set out in respect of the financial performance of the Housing Revenue Account (HRA) for Quarter 3 2018/19.**
- **The forecast outturn for 2018/19.**

## **7. DISCRETIONARY BUSINESS RATE RELIEF FRAMEWORK – CHARITIES AND NON-PROFIT MAKING ORGANISATIONS**

The report of the Head of Function (Resources)/Section 151 Officer seeking the Executive's approval to extend the current Discretionary Business Rates Relief Framework for Charities and Non-Profit Making Organisations to 2019/20 was presented for consideration.

The Portfolio Member for Finance reported that non-domestic properties (apart from certain exemptions, such as agriculture, places of worship, property used by the disabled etc) are liable to payment of non-domestic rates. These are commonly termed business rates although not all ratepayers are businesses in the ordinary sense. Local Authorities in Wales must grant mandatory rate relief to charities provided for within the Local Government Finance Act 1998 as amended by the Local Government Act 2003. The report sets out Council's proposed framework arrangements for 2019/20.

The Head of Function (Resources)/Section 151 Officer said that on 19 February, 2018 the Executive extended its Discretionary Business Rates Relief Framework for Charities and

Non-Profit Making Organisations, with a view to undertaking a consultation on the framework during the first half of 2018/19 with a revised framework coming into effect on 1 April, 2019. Even though the a consultation document has been approved, no consultation has been carried out as the Service was aware of possible significant announcements from either the central Westminster or devolved Cardiff administrations with regard to possible further business rates relief for businesses. Such announcements could have had an impact on the consultation to be undertaken. The Officer said the substance of the announcements actually made in 2018/19 is detailed in the report; the consultation document in respect of the Council's discretionary business rate relief framework has been amended to take account of the changes announced by the Welsh Government in December, 2018. As there was a possibility of budgetary implications following such a consultation and with the final financial settlement for 2019/20 not received until 19 December, 2018 which included an additional £2.4m (unhypothocated) support for small businesses nationally in Wales, the timetable does not allow sufficient time to consult and for any revisions to the framework, with possible costings to be discussed and reflected in the proposed budget for 2019/20. Consequently, it is recommended that the current policy is adopted for a further year with the consultation to be undertaken in the first half of 2019/20 allowing sufficient time for response and budgetary implications, if any, to be considered before the new framework is implemented from 1 April, 2020.

In noting the report the Executive also noted that business rates in their entirety need to be reformed on a national basis because at their current levels they are having an adverse impact on high street businesses. The discrepancy between the rates paid by high street retail businesses and online retail businesses also needs to be addressed. The Head of Function (Resources)/ Section 151 Officer said that local councils' capacity to make a difference in respect of high street business rates is limited as most of the rules and regulations affecting business rates reside with the Welsh Government.

**It was resolved –**

- **To adopt the current Discretionary Business Rates Relief Framework – Charities and Non-Profit Making Organisations as detailed in Appendix A to the report for the financial year 2019/20 only and to instruct the Head of Function (Resources) and Section 151 Officer to ensure that administrative procedures before 31 March, 2019 advise relevant charities and non-profit making organisations that the policy will apply for 2019/20 only and will cease on 31 March, 2020.**
- **That the public consultation on the framework be carried out by the Head of Function (Resources) and Section 151 Officer during the first half of 2019/20 with a revised framework coming into effect on 1 April, 2020.**

## **8. COMMUNITY BASED NON-RESIDENTIAL SOCIAL CARE SERVICES – 2019/20 FEES AND CHARGES**

The report of the Head of Adults' Service seeking the Executive's approval for proposed fees and charges for community based non-residential social care services for 2019/20 was presented for consideration.

The Chair and Portfolio Member for Social Services reported that it is usual practice to review the charges in respect of domiciliary services annually to coincide with Central Government's revision of benefit and pension levels. The report sets out proposed community based non-residential social care fees and charges for 2019/20 in accordance with the Social Services and Well-Being (Wales) Act 2014.

**It was resolved –**

- **To approve the Home Care charges outlined in Table 1 of the report.**
- **To approve charges for Telecare Services as outlined in Table 4 of the report.**

**Tier 1 everyone will be paying £46.60**

**Tier 2 & 3 everyone will be paying £92.93**

- **To approve the Telecare Annual charges outlined in Table 5 of the report.**

**Services and Maintenance £110.80**

**Services only £71.60**

**One off installation £44.30**

- **To approve a rate for Direct Payments of £11.30/hour**
- **To maintain a charge of £10 for the administration of Blue Badge requests and replacements as outlined in the report.**
- **To increase the fee for purchasing day care services in independent residential homes by 3% to £33.18.**
- **To approve an increase in fees paid for commissioned domiciliary care for Learning Disability Care packages – over one hour of services care will be paid £15.91 and under one hour will be £16.86.**

#### **9. LOCAL AUTHORITY HOMES FOR OLDER PEOPLE – SETTING THE STANDARD CHARGE**

The report of the Head of Adults' Services seeking the Executive's approval to set the level of the Authority's Standard Charge for local authority care homes for the year April, 2019 to March, 2020 was presented for consideration.

The Chair and Portfolio Member for Social Services presented the report and the recommendations therein to the Executive.

The Interim Director of Social Services/Head of Adults' Services said that the proposals entail increasing the standard charge (the fee which the Authority is obliged to charge those residents who have the financial means to pay the full cost of their residential care) by 3% in line with the guidance for increasing fees and charges determined by Members plus each user's share of the a third of the subsidy given to self-funders, thereby reducing the gap between the cost of provision and what self-funding residents pay for the services. The Officer said that consideration was given to increasing the charge to the full cost of provision, but was rejected on the basis that this would require a significant and disproportionate increase for residents from the 2018/19 standard charge of £601.82 per week to £752.58.

**It was resolved –**

- **That whilst the Council acknowledges the costs incurred within residential care, the actual cost of delivery is not fully reflected in the charge to residents.**
- **That in line with savings proposal made to remove the subsidy given to self-funders over the next three years, the increase for those contributing towards the cost of care is set at 3%, plus each user's share of a third of the subsidy given to self-funders.**

- **That the fee for 2019/20 is therefore set at £601.82 +3% + (1/3 x £132.70) = £664.11.**

## **10. INDEPENDENT SECTOR CARE HOME FEES 2019/20**

The report of the Head of Adults' Services seeking the Executive's approval for proposed independent sector care home fees for 2019/20 was presented for consideration.

The Chair and Portfolio Member for Social Services reported the Local Authority is required to review independent sector care home fees annually to coincide with Central Government's changes to benefits and pension levels. In setting levels for independent sector care homes, the Council needs to show that it has fully considered the costs of the provision in determining its standard care fees. This is done in collaboration with the other Authorities in North Wales and the Health Board by utilising a Regional Fee Methodology as done in previous years. It is proposed to continue to use this model for 2019/20 which has reflected legislation changes in terms of pensions, national living wage and inflation. As part of fee setting for 2019/20, Anglesey consulted on the fees proposed by the methodology which is summarised in Appendix 2 to the report. Following discussion with the Section 151 Officer, the Authority is proposing to use the Regional methodology for EMI Residential; and Basic Nursing Care Social Care element. The Service is recommending an increase in ROI on Nursing EMI placements of 12% in recognition of the pressures in this area. Consistent with the strategic direction the Council is taking in developing alternatives to residential care in the form of Extra Care Housing and care at home, and having due regard to the affordability of the increase proposed for residential care homes, it is proposed to set a rate for adults' residential care based on a lower return of investment of 9%.

The Interim Director of Social Services/Head of Adults' Services said that it may be necessary to consider individual submissions from providers regarding the fees proposed. Exceptions to the fee rates will be considered if there is clear evidence to indicate that the fee set is not sufficient in any individual case.

### **It was resolved –**

- **To acknowledge the North Wales Fee Methodology as implemented hitherto by the authorities in North Wales as a basis for setting fees in Ynys Môn during 2019/20 (Appendix 2 to the report).**
- **To approve the increase in the fee level as noted in Table 2 of the report.**
- **In line with other authorities, to authorise the Social Services and Finance Departments to respond to any requests from Homes to explore their specific accounts and to utilise the exercise as a basis to consider any exceptions to the agreed fees. Any exceptions to be agreed with the Portfolio Holder, the Head of Function (Resources) and the Head of Adults' Services from within current budgets. If no agreement can be made, the matter will go back to the Executive.**

## **11. HOUSING RENT HRA AND HOUSING SERVICE CHARGES 2019/20**

The report of the Head of Housing Services seeking the Executive's approval for increases in rent and service charges for 2019/20 was presented for consideration.

The Portfolio Member for Housing and Supporting Communities reported that Welsh Government in a letter dated December, 2018 confirmed that it had agreed to maintain the Welsh Government Policy for Social Housing Rents for 2019/20 only pending the outcome of the Affordable Housing Supply Review. The review is considering the need to introduce a revised rent policy which gives certainty to local authorities and registered social landlords

and balances the need for continued development with affordability for tenants. The Panel is due to report its findings in April, 2019.

**It was resolved –**

- **To approve a rent increase in line with the Welsh Government target rent based on collection over 52 weeks.**
- **That all rents below target of between £0.01 - £4.19 be increased by 2.4% plus an amount up to the maximum of £2.00 per week to bring to target rent and towards convergence.**
- **That all rents below target rent of between £3.58 and £4.66 be increased by 2.4% plus £2.00 per week.**
- **That the rent for the 14 properties that are above target rent should remain at their current levels.**
- **That the rent of all garages be increased by 20p per week.**
- **That the service charges costs set out in section 3.3 of the report be applied to all tenants who receive the relevant services.**

## **12. RESERVES AND BALANCES**

The report of the Head of Function (Resources)/Section 151 Officer on the use of reserves and balances was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the purpose of the report is to set out the Section 151 Officer's assessment on the level of general balances and reserves for 2019/20 and to make recommendations as to the allocation of general balances for use during 2019/20. The Portfolio Member said that it is appropriate in this context to refer again to the Wales Audit Office's Audit Letter for the Isle of Anglesey County Council for 2017/18. The Letter highlights the Council's reserves position noting a recent trend of reduction in the Council's general fund balance which the Auditor General deems unsustainable and which the letter notes the Section 151 Officer and the Council have recognised as a risk. The Auditor General advises that "continued careful consideration of reserves balances and how they might be used to support financial plans is particularly important as it is not sustainable to rely on reserves to support ongoing cost of demand led Care/Children's Services. Once reserves have been depleted, other sources of funds or efficiencies must be identified." The Auditor General goes on to say that the Executive's resolution to seek to balance the revenue budget in 2019/20 without resorting to the use of general reserves by making sufficient savings and ensuring they are achievable, is welcomed.

The Head of Function (Resources)/Section 151 Officer said that at the end of 2015/16 the Council's general fund balance, its earmarked reserves and schools' balances stood at in the region of £27m or 22% of the Council's net budget; by the end of 2018/19 they are forecast to reduce to £15m or 12% of the Council's net budget. The Officer said that reserves are held as security against unexpected events or unplanned for expenditure; the general reserves were drawn upon in 2017/18 to help meet the cost of over expenditure on the revenue budget; it is likely they will again be utilised for this purpose this year as the 2018/19 revenue budget is projected to be overspent. Funds are also allocated to budgets to meet the in-year costs of events e.g. the reserves were used to support a Legacy Team in Children's Services to deal with historical cases and were also used in 2017 to meet the additional cost of flood damage (outside of the Highways budget) following the severe flooding event in November that year. The Council's earmarked reserves are set aside for various specific and known purposes e.g. Insurance reserve to meet the estimate of future claims to enable the Council to meet the excesses not covered by insurance, Grants reserve



which holds grant income not yet spent and a reserve for specific one-off projects which span more than one year which are not financed by the revenue budget.

The Head of Function(Resources)/Section 151 Officer said that whilst there is no hard and fast rule as to the level of general balances that a council should hold, as a general rule of thumb, 5% of a council's net revenue budget is considered to be an acceptable level, which for Anglesey for 2019/20 is £6.76m. The estimated balance at 31 March, 2019 for the general balances is £4.7m which is £2m lower than the calculated minimum. The Officer said that he accepted that in the current financial climate it is not possible to budget for a budget surplus in order to bring the general reserves back to the minimum level and that the increase in general reserves must be done gradually over a period of 5 to 7 years. Having a level of general balances which is below the minimum level is a financial risk and the longer the general balances remain below this level, the greater the risk that the Council will not be able to financially weather an emergency or unexpected event.

With regard to the recommendation that the Edge of Care reserve be transferred from the earmarked reserves to the General Reserves, the Officer clarified that there had been a delay in the setting up of the Edge of Care Team and as a result, a balance of the £250k allocated will be unspent at the end of this financial year. From 2019/20 the Edge of Care Team will be funded from the revenue budget on a permanent basis, thereby enabling the release of the earmarked fund balance back into the General Reserves.

The Executive considered the report and made points as follows –

- The Executive noted that the situation is very challenging and that the Council will likely struggle to bring the reserves back up to an acceptable level when it is still facing having to make cuts for the foreseeable future. The situation is unsustainable unless the Council receives an improved funding settlement from Welsh Government in 2020/21 and beyond.

The Head of Function(Resources)/Section 151 Officer whilst acknowledging that building up the reserves back up to the 5% level during a period of continued austerity will not be easy, said that it should be the Council's aim to do so as part of its financial plan over the medium term. It will not be achieved in one financial year and may take between 3 to 5 years or even longer to achieve depending on the detail of the budget settlements which the Council receives from 2020/21 onwards.

- The Executive noted that pressure needs to be brought to bear on Welsh and Central Governments by concerted lobbying of Anglesey's Assembly Member and Member of Parliament for fairer funding for public services. The Executive emphasised that it is the Council that has to make difficult choices because of a shrinking budget and it is the Council that then has to account for those choices to the Island's citizens.
- The Executive noted that increasing the level of Council Tax has an impact on the public. The Executive sought clarification of how sustainable is the approach that seeks to use reserves to reduce, or avoid Council Tax rises and whether a "fire sale" of assets is an option were the Council to find itself under financial pressure with insufficient reserves to draw upon.

The Head of Function (Resources)/Section 151 said that the Council's level of general balances will at the end of 2018/19 be at a level that is below the minimum recommended level. Reducing the general balances even further would increase the financial risks to the Council in limiting its ability to deal with the unexpected or to address budget overspend as was necessary in 2017/18 and is likely to be the case for

the 2018/19 financial year. A council that has run down its reserves is technically insolvent. In such a case a fire sale would not provide a solution as the capital receipts generated from such a sale could not be used for revenue purposes to support services. Therefore a council finding itself in such a position would have to reduce services to the statutory minimum in order to reduce expenditure and create the circumstances wherein it is able to pay its way going forwards. The Officer said that it was his professional opinion that this Council's level of general reserves has reached a critical point and should not be allowed to fall any further. To do so could put the Council at risk financially were the unexpected to happen.

**It was resolved –**

- **To note the general policy on reserves and balances adopted on 1 March, 2016, as at Appendix A to the report.**
- **To approve the amendments to the general policy on reserves and balances adopted on 1 March, 2016 at Appendix A.**
- **To set the minimum level of general balances for 2019/20 as £6.76m in accordance with the Section 151 Officer's assessment.**
- **To plan for an increase in general balances over a 3 to 5 year period in order that the actual level of reserves reaches the minimum level. This increase will be achieved by budgeting for planned annual surpluses.**
- **To confirm the continuation of the existing earmarked reserves.**
- **To approve the transfer of the Edge of Care reserve from the earmarked reserve to the General Reserves.**

### **13. MEDIUM TERM FINANCIAL PLAN AND BUDGET 2019/20**

The report of the Head of Function (Resources) / Section 151 Officer incorporating the detailed revenue budget proposals for 2019/20 was presented for the Executive's final review. The report also updated the Medium Term Financial Plan which provides a context for the work on the Council's future budgets. The Executive was asked to make final recommendations to the County Council to enable it to adopt a budget for 2019/20.

The Portfolio Member for Finance said that the challenge of setting a balanced budget for 2019/20 has already been reported and that he had previously described the concurrence of negative factors – a reduced funding settlement from Welsh Government, general price inflation and rising costs, pay inflation and increased teachers' pension costs - as creating a "perfect storm" of challenges leading to an initial budget gap of £7.156m (before Council Tax increase and the application of savings). Savings to the value of £3.747m were identified which included a proposed £1.76m reduction in the delegated Schools' budget. The Portfolio Member said that it had become clear from the public consultation on the 2019/20 budget proposals that people are not happy for cuts to be made to education or if they have to be made at all, they are of the view they should be kept to a minimum. The Executive has taken heed of this and other messages from the public consultation and has responded accordingly by making adjustments to the savings proposals as outlined in section 9.1 of the report.

The Portfolio Member said that the situation remains extremely challenging not forgetting that the Council has already made savings in the region of £25m since 2013/14. It could be said that the Council is very near the end of its ability to make service savings and that it is very difficult to see where any further cuts can be made without having a serious impact. The Council was overspent on its revenue budget in 2017/18 and will most probably be overspent again in 2018/19 due to a large extent to pressure on the Children's Services budget. There is an argument to be made that funding for Children's Services has not kept pace with the doubling of demand over recent years with the cost

of child placements in the most complex cases reaching as much as £5,000 per week. In addition, the reduction in the Council's level of reserves makes addressing any future service overspends potentially problematic.

The Portfolio Member said that he proposed the budget as presented with a heavy heart but with the reality being that the funding which local authorities receive from Central Government via the Welsh Government is not enough having been reduced year on year over the course of several years. The Portfolio Member quoted from an article in the 16 February edition of The Guardian on the English Council Tax system which raises points that are pertinent to Wales – it highlights the pressure that has been put on the Council Tax system because of the cuts in councils' funding leaving councils nowhere else to turn to raise revenue for services other than by increasing Council Tax which impacts heavily on low income families. The article makes the case for overhauling the system and in the short-term, for increasing general taxation in order to increase funding for local government, to properly support local services and to take pressure off the Council Tax system.

The Head of Function (Resources)/Section 151 Officer said that the 2019/20 budget setting process had been difficult in terms of reflecting the costs and demands faced by services and then balancing those with the income the Council receives via the funding settlement and the Council Tax. It is a requirement under the Local Government Act 2003 that the budget set reflects what the Council views as the true costs of providing services i.e. that its revenues covers its spending, and that it was his professional opinion having regard to the risks as noted in the report that the budgets are robust and deliverable and that the resources the Council has available will cover the cost of services. Looking forwards, no indication has been given by Welsh Government as to the level of future funding, and in the absence of this information, the Medium Term Financial Plan continues to assume no increase in the Aggregate External Finance over the next three years. Council Tax is assumed to rise by 5% per annum; if the increase was less than this figure each 1% below the 5% would require additional savings of £0.41m. Therefore, the need to identify savings continues into the future. The Officer said that no confirmation has been received whether or not the UK Government will fund the increased pension costs for Teachers which for the Authority amounts to £800k. The budget assumes that no contribution will be forthcoming, but if additional funding is received, the Executive will consider how to use the funding at the point when the additional sum allocated is known.

Councillor Aled Morris Jones, Chair of the Corporate Scrutiny Committee reported from the Committee's 4 February, 2019 meeting where the 2019/20 final budget proposals were scrutinised. The Committee had noted the key messages from the public consultation process noting also that the ideas presented would be scrutinised further by the Scrutiny Finance Panel as a basis for possible savings in 2020/21 and beyond. The Committee had made recommendations as to how the public consultation process could be improved by better reflecting the demographic profile of respondents; by differentiating between service users/non-service users; by preventing multiple /duplicate responses by respondents and by showing how different percentage increases in Council Tax are linked to services cuts or service gains. The Committee had also heard representations by a secondary and a primary head teacher who had outlined the impact on schools of the proposed cut in the delegated schools budget - the Committee had serious concerns about the cut in the schools budget and the repercussions for the quality of education. Having carefully considered the options, the Committee had by a majority voted to recommend a minimum 10% increase in the Council Tax in order to maintain services and to reduce the reduction in the delegated schools budget. Councillor Jones said that those were the majority views of the Committee but were not necessarily his own views.

The Executive considered the report and made points as follows –

- The Executive noted that the pressure on Council Tax is increasing. Although this Council has historically been among the lowest charging authorities in Wales for Council Tax (18 out of 22) and based on the information published to date, remains so even with the proposed 9.5% increase (16 out of 22), it is difficult to see how increases at a similar level can be avoided in future if the Council's revenue funding continues to be cut. The Executive emphasised that if the Council is to maintain services taking into account increasing costs and increasing demand, then the only way it can do so is by raising Council Tax unless Welsh Government provides funding at a level that fully meets the Council's needs and the pressures it is facing.
- The Executive noted that the Council has over time built up its reserves through careful stewardship of resources. The reserves are now in danger of falling to an unacceptably low level meaning that the Council might not in future have enough resources to fall back on should the unexpected happen. The Executive in noting that this situation is a risk to the Council's financial well-being and is unsustainable in the long term, accepted that the Council's reserves need to be restored to the minimum acceptable level and that committing to do so is a sensible and prudent approach to take.
- The Executive noted that the process of setting the 2019/20 budget has been the most challenging yet and has involved meetings, workshops and discussions over the course of many months. The budget proposals have been assessed, scrutinised, challenged and refined taking into account the wide range of factors that influence how the budget is set.
- The Executive noted that having regard to the outcome of the public consultation on the budget proposals and to the views of Scrutiny thereon, it acknowledges the concerns raised particularly in relation to cutting the delegated schools budget and the adverse effect this could have on the provision of education in schools. The Executive further noted that it has responded to those concerns and has reviewed and amended the proposals accordingly in an attempt to lessen the impacts on services and service users as much as possible within the resources it has available to work with.
- The Executive noted that in order to ensure that the Council continues to balance its budget as legally required and continues to deliver services according to expectations and statutory obligations, it has to be properly funded in a way that fairly reflects those requirements. To achieve this requires everyone involved with public services from users to providers to lobby Welsh Government for parity of funding for local government.
- The Executive noted and accepted the recommendations for improving the public consultation process put forward by Scrutiny.

**It was resolved –**

- **To note the formal consultation meetings on the budget and the resulting feedback as outlined in Section 2 of Appendix 1 and in Appendix 2 to the report.**
- **To note the equalities impact assessment summary on the budget proposals as outlined in Section 10 of the report and in Appendix 5.**
- **To agree the final details of the Council's proposed budget including the revised funding in response to budget pressures and the proposed savings as shown in Section 8 of Appendix 1 and in Appendix 3.**
- **That the proposed reduction in the delegated schools budget be allocated on the basis of the 2018/19 budget share. This would allocate the budget reduction between the three sectors as follows: £347k in the primary sector; £252k in the secondary sector; £27k in the special sector (Section 9.3 of the report).**

- To note the Section 151 Officer's recommendation that a minimum of £6.7m general balances is maintained for 2019/20.
- To note the comments made by the Section 151 Officer on the robustness of the estimates made as set out in Section 6 of the Appendix 1.
- To recommend a net budget for the County Council and resulting increase in the level of Council Tax to the Full Council, noting that a formal resolution, including the North Wales Police and Community Council precepts, will be presented to the Council on the 27 February, 2019.
- To authorise the Section 151 Officer to make such changes as may be necessary before the submission of the final proposals to the Council.
- To agree that any unforeseen pressures on demand led budgets during the financial year will be able to draw upon funding from the general contingencies budget.
- To request the Council to authorise the Executive to release up to £250k from general balances if the general contingencies budget is fully committed during the year.
- To delegate to the Section 151 Officer the power to release funding from the general contingency up to £50k for any single item. Any item in excess of £50k not to be approved without the prior consent of the Executive.
- To recommend to the Council a 9.5% increase in the level of Council Tax.
- To approve the increase in the Council Tax Premium for second homes from 25% to 35% and the increase in the Council Tax Premium for empty homes from 25% to 100%.
- To accept the recommendation of the Corporate Scrutiny Committee that in order to further improve the consultation process for future years, the process should reflect and/or address the following:
  - Demographic profile of respondents
  - Differentiation between service users/non-users
  - Prevention of multiple/duplicate responses by respondents
  - How different percentage increases in Council Tax are linked to service cuts/gains.

#### **14. CAPITAL STRATEGY AND CAPITAL PROGRAMME 2019/20 TO 2021/22**

The report of the Head of Function (Resources)/Section 151 Officer incorporating a Capital Strategy for 2019/20 to 2021/22 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the revised CIPFA Prudential Code, September, 2017 requires all authorities to produce a capital strategy. This must set out the long-term context in which capital expenditure and investment decisions are made. This requirement is aimed at ensuring that authorities take capital and investment decisions in line with service objectives and properly take into account stewardship, value for money, prudence, sustainability and affordability.

The Portfolio Member said that the Authority is in a good position with this as the Head of Function (Resources)/Section 151 Officer has, since 2016/17, produced a robust Corporate Strategy to guide the Capital Programme. This strategy has been built upon to include new requirements introduced by the Code which were not covered already.

The Head of Function (Resources)/Section 151 Officer said that the Capital Strategy provides a summary of existing documents in a composite strategy as required by the Code.

The Strategy confirms the Authority's agreed principles for capital expenditure which are based on continuing with the schools' modernisation programme; investing in the ongoing maintenance of existing assets; maintaining a level of road improvement works annually and supporting projects that attract grant funding and also, projects that generate revenue savings. The Strategy takes account of the potential risks arising particularly with regard to the likely constraints on funding over the next three years and shows how it links in with the Council's other plans specifically the Council Plan 2017/22; the Treasury Management Strategy Statement and the Medium Term Financial Plan.

**It was resolved to approve the following –**

- **The Capital Strategy for 2019/20 – 2021/22.**
- **The reduction in the amount which qualifies as capital expenditure from a de minimis of £30k to £10k per project to bring the capital de minimis in line with the capital receipts de minimis of £10k.**

#### **15. TREASURY MANAGEMENT STRATEGY STATEMENT 2019/20**

The report of the Head of Function (Resources)/Section 151 Officer incorporating the Treasury Management (TM) Strategy Statement for 2019/20 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that this report is presented to ensure that the Council is implementing best practice in accordance with the CIPFA Code of Practice on Treasury Management. In line with the Code which recommends that the TM Strategy Statement be scrutinised prior to being presented for adoption, the Statement has been considered by the Audit and Governance Committee which under the Council's TM Scheme of Delegation is charged with this function. The Portfolio Member said that the Strategy Statement was accepted by the Audit and Governance Committee at its meeting on 12 February, 2019 where it was resolved to forward it to the Executive without additional comment. He confirmed that in terms of updates to the Treasury Management Strategy Statement there are no proposed amendments to the core principles and policies of the 2018/19 Statement.

The Head of Function (Resources)/Section 151 Officer said that the proposed TM Strategy for 2019/20 has not materially changed from the Strategy in 2018/19 mainly because the economic situation and level of interest rates have not changed to an extent that requires the Strategy to be reviewed. The Strategy confirms that the Council will not borrow more than, or in advance of its needs solely in order to profit from the investment of the extra sums borrowed and that it will where possible, use its own available cash balances to borrow internally. The Council's approach to investment will continue to focus on security of capital as a priority followed by liquidity and then returns on investment. These considerations will determine where the Council makes its investments and the length of time for which the funds will be committed.

The Executive in noting the Strategy sought clarification of whether there are plans being made for the various scenarios in relation to the conclusion of the Brexit process, specifically if the UK was to exit the European Union without a deal which outcome is likely to have an economic impact and consequently, an impact on the borrowing and investment climate.

The Head of Function (Resources)/Section 151 Officer said that the Authority has taken advice from its Treasury Management Advisors who have assessed the possible scenarios for Brexit. Possibly in the immediate wake of Brexit, the amount which public sector bodies can borrow may be reduced and interest rates may decrease. The Officer said that the Authority's borrowing needs are not pressing at present and the Authority's Treasury

Management Strategy over recent years still holds good – the Authority views prospects for interest rate rises as minimal and gradual thereby making it unnecessary to borrow in order to lock into low interest rates. The Officer said that despite the economic effect which Brexit may have, he was confident that the Strategy ensures that the Council is operating in the best way possible.

**It was resolved to accept the Treasury Management Strategy Statement for 2019/20 and to forward the Statement to the Full Council without additional comment.**

## **16. CAPITAL BUDGET 2019/20**

The report of the Head of Function (Resources) and Section 151 Officer setting out the final proposals for the 2019/20 Capital Programme was presented for the Executive's consideration and for recommendation to the full Council on 27 February, 2019.

The Portfolio Member for Finance reported that no comments were received on the draft capital programme during the consultation period. The recent announcement of the suspension of the Wylfa Newydd project will result in a delay in the project to improve the A5025 from Valley to Wylfa. As it is unclear when the project will re-commence the expenditure on the road improvement project has been deleted from the final proposal. The proposal was to have been fully funded from external grants and the necessary adjustment to the funding has also been made. The provisional settlement included a General Capital Grant of £1.327m. However the final settlement included an additional £0.378m, taking the revised grant to £2.065m. The additional capital grant could be dealt with in one of three ways as outlined in the report including not allocating the grant in 2019/20 and using it instead as part of the funding for the 2020/21 capital programme. Given that the funding in 2020/21 is likely to be limited and that income from capital receipts will be negligible (excluding the sale of school sites where the capital receipt has already been allocated), it would be prudent and a better use of the funding were it to be utilised as part of the 2020/21 capital programme.

The Portfolio Member said that as this was the final budget related item on the agenda of the meeting, he would like to take the opportunity to thank the staff of the Finance Service for all their hard work throughout the budget setting process and specifically, for preparing the reports for today's budget items.

**It was resolved –**

- **To recommend to the Full Council the following capital programme for 2019/20:**

|   | £'m                  |
|---|----------------------|
| <b>Committed schemes brought forward from 2018/19</b> | <b>6.429</b>         |
| <b>Investing in existing assets</b>                   | <b>2.539</b>         |
| <b>Highway resurfacing</b>                            | <b>1.359</b>         |
| <b>New schemes for 2019/20</b>                        | <b>2.146</b>         |
| <b>21st Century Schools</b>                           | <b><u>4.809</u></b>  |
| <br>  |                      |
| <b>Total General Fund Capital Schemes</b>             | <b>17.282</b>        |
| <br>  |                      |
| <b>HRA Capital Schemes</b>                            | <b><u>13.110</u></b> |
| <br>  |                      |
| <b>Total Capital Programme 2019/20</b>                | <b><u>30.392</u></b> |

**Funded by:**

|  |                      |
|--|----------------------|
| <b>Funding B/F from 2018/19</b>                          | <b>1.099</b>         |
| <b>Supported Borrowing</b>                               | <b>2.026</b>         |
| <b>Supported Borrowing:</b>                              |                      |
| <b>21st Century Schools</b>                              | <b>1.640</b>         |
| <b>Unsupported Borrowing:</b>                            |                      |
| <b>21st Century Schools</b>                              | <b>0.402</b>         |
| <b>HRA Unsupported Borrowing</b>                         | <b>1.000</b>         |
| <b><u>Total New Borrowing</u></b>                        | <b><u>5.068</u></b>  |
| <b>General Capital Grant</b>                             | <b>1.327</b>         |
| <b>External Grants</b>                                   | <b>11.671</b>        |
| <b>Highways Refurbishment Grant</b>                      | <b>0.580</b>         |
| <b><u>Total Grant Funding</u></b>                        | <b><u>13.578</u></b> |
| <b>Funding reallocated from other postponed projects</b> | <b>1.197</b>         |
| <b>HRA Reserves</b>                                      | <b>9.450</b>         |
| <b>TOTAL FUNDING</b>                                     | <b><u>30.392</u></b> |

- That the balance of the general capital grant £893k be utilised as part of the funding of the 2020/21 capital programme.

## **17. THE EXECUTIVE'S FORWARD WORK PROGRAMME**

The report of the Head of Democratic Services incorporating the Executive's Forward Work Programme for the period March to October, 2019 was presented for consideration.

The Head of Democratic Services updated the Executive on the business for upcoming meetings as follows –

- The Learning Service will report on the Full Business Case with regard to Ysgol Corn Hir and Ysgol Bodfordd to the Executive's 25 March, 2019 meeting and will present an update on matters relating to Ysgol Henblas to the same meeting. These items are not included on the Work Programme as published.
- Item 14 (Report on the statutory consultation on lowering the admission age for Ysgol Henblas) which is scheduled to be considered at the Executive's 29 April, 2019 meeting is new to the work programme as are items 21 (Learning Disabilities – Transformation of Daytime Opportunities and Item 22 (Annual Report of the Statutory Director of Social Services) which will be considered at the Executive's 15 July, 2019 meeting.

**It was resolved to confirm the updated Forward Work programme for the period March to October, 2019 with the additional changes outlined at the meeting.**



## 18. CHANGES TO THE CONSTITUTION

The report of the Head of Function (Council Business/Monitoring Officer) outlining a proposed change to paragraph 4.5.4 of the Council's Constitution in relation to education representatives on scrutiny committees was presented for the Executive's consideration. The proposed amendment entails the removal from the Scrutiny Procedure Rules of the provision to have a representative of other faiths or denominations [in addition to a representative of the Roman Catholic Church and a representative of the Church in Wales which is a legal requirement] on the Authority's scrutiny committees given that this is not a legislative requirement its inclusion being a matter of local choice, and given also that there are no other religious denomination schools on Anglesey making it difficult to apply the provision within the definition of "other faiths or denominations."

The Portfolio Member for Corporate Business proposed the report to the Executive.

**It was resolved to recommend that the Full Council –**

- **Agrees to remove the requirement to have "one representative of other faiths or denominations" on a Scrutiny Committee when it deals with Education matters (i.e. sits as a Local Education Authority Scrutiny Committee) as is currently included in paragraph 4.5.4.4 of the Constitution as shown in Enclosure 1 to the report so that paragraph 4.5.4 reads as included in Enclosure 2 to the report.**
- **Authorises the Council's Head of Function (Council Business)/ Monitoring Officer to make the necessary changes to the Constitution to reflect the removal of the requirement noted above.**

## 19. CHILDCARE SUFFICIENCY ASSESSMENT PROGRESS REPORT AND ACTION PLAN

The report of the Head of Learning setting out progress to date with regard to the sufficiency of childcare arrangements within the Authority's area along with a revised action plan were presented for the Executive's consideration.

The Portfolio Member for Education, Libraries, Youth and Culture reported that this is the second update and progress report with regard to the sufficiency of childcare following the first full assessment undertaken in April, 2017; it provides information on how the gaps in provision identified in April, 2017 have, and are being addressed. The revised action plan takes into account the fact that demand for childcare services and the childcare market are evolving.

The Supporting Families Unit Manager said that the assessment is undertaken annually and that the current position is stable. Childminder numbers are relatively low and there is a need to ensure sufficiency to enable parents especially women, to take up or remain in work. Welsh Government's childcare offer of 30 hours per week of free childcare for working parents of 3 to 4 year olds has saved parents a considerable sum in terms of childcare costs and is also worth in the region of £100k per month to the local economy. The Officer said that since the report was written the Authority has heard that it has been successful with a capital bid to develop childcare centres on schools sites the objective being to make it easier for parents to find childcare that fits around the working day and children's age range. The bid is worth £2.7m and will fund seven childcare centres across the Island. As part of the development attention will be given to the northern part of the Island which has not been assessed hitherto the aim having been to co-ordinate activity with the schools' modernisation process. Although a variety of provision is available on the Island childminders remains the most problematic aspect – the work can be demanding and involves long hours. Every effort is being made to generate interest and to support

businesses making sure the workforce is accessible and with the capital grant, making sure businesses are sustainable.

The Executive in noting the report acknowledged the importance of childcare in bringing parents to the workforce and consequently, in providing a boost to the local economy. Whilst the Executive noted that progress has been made which is a positive it accepted that there is still room to strengthen arrangements locally especially as regards increasing the number of childminders across the county, and that the revised action plan will take matters forward.

**It was resolved to accept the Childcare Sufficiency progress report and to approve the actions in the revised action plan.**

**Councillor Llinos Medi Huws  
Chair**

DRAFT

## THE EXECUTIVE

### Minutes of the extraordinary meeting held on 7 March, 2019

- PRESENT:** Councillor Llinos Medi Huws (Chair)
- Councillors Richard Dew, Carwyn Jones (*as a Local Member only for item 2*), R. Meirion Jones, Alun Mummery, R.G. Parry, OBE, FRAGS, Dafydd Rhys Thomas, Robin Williams.
- IN ATTENDANCE:** Chief Executive  
Assistant Chief Executive (Partnerships, Community and Service Improvement)  
Head of Function (Resources) & Section 151 Officer  
Head of Learning  
Programme, Business Planning and Performance Manager (GM)  
Programme Manager (Corporate Transformation) (EB)  
Programme Manager (Corporate Transformation) (CS)  
Solicitor (Social Care and Education) (SW)  
Committee Officer (ATH)
- APOLOGIES:** Councillor Ieuan Williams
- ALSO PRESENT:** Councillors Lewis Davies, John Griffith, Richard Griffiths, G.O. Jones, Dylan Rees, Alun Roberts, Dafydd Roberts, Nicola Roberts.
- 

#### 1. DECLARATION OF INTEREST

Councillor Carwyn Jones declared a personal and prejudicial interest with regard to item 2 on the agenda due to his cousin's employment in Ysgol Beaumaris and the employment of his mother and wife in Ysgol Llandegfan. Councillor Jones said that he had been granted dispensation by the Standards Committee on 18 July, 2017 to present the local viewpoint throughout the process.

Councillor Alun Roberts (not a member of the Executive) declared a personal interest with regard to item 2 on the agenda as a member of the Governing Body of Ysgol Beaumaris.

#### 2. SCHOOLS' MODERNISATION – REPORT FOLLOWING PUBLICATION OF STATUTORY NOTICE FOR CLOSING YSGOL GYNRADD BEAUMARIS, EXTENDING AND REFURBISHING YSGOL LLANDEGFAN AND YSGOL LLANGOED AND APPROVAL OF THE ORIGINAL PROPOSAL

The report of the Head of Learning incorporating an objection report (Appendix 1) following the publication of a Statutory Notice of the Authority's intention to close Ysgol Beaumaris, extend and refurbish Ysgol Llandegfan and refurbish Ysgol Llangoed, was presented for the Executive's consideration.

The Portfolio Member for Education, Libraries, Culture and Youth reported that in order to comply with the requirements of the School Standards and Organisation (Wales) Act 2013, the Authority issued a Statutory Notice of its intention to close Ysgol Beaumaris, to extend

and refurbish Ysgol Llandegfan and to refurbish Ysgol Llangoed. The Statutory Notice was issued on 14 January, 2019 following which there was a 28-day period in which to lodge objections to the proposal. Appendix 1 to the report provides a summary of the 50 objections that were received together with the Authority's response to each objection. The way in which the Council deals with objections to a statutory notice is in line with the procedure set out in the Schools' Organisation Code 2013 which requires the Executive to then decide whether the proposals should be approved, rejected or approved with adaptations. A statutory notice of the Authority's intention to implement the proposal was originally issued on 22 November, 2018 meaning that the 28-day objection period closed on 27 December, 2018 which coincided with the school holidays. To provide stakeholders with additional time in which to respond, a further statutory notice was issued on 14 January, 2019 with the objection period ending on 10 February, 2019.

The Portfolio Member said that the process of modernising the primary education provision in the Seiriol area began in June, 2017 with a non-statutory consultation after which a statutory consultation process was held. On 26 March, 2018 the Executive decided to delay a decision in order to undertake a new statutory consultation on the proposals for primary education in the area. The Portfolio Member said that today's meeting where the Executive must reaffirm, reject or amend the proposals which it approved on 18 July, 2018 whereby Ysgol Llandegfan would be extended and refurbished, Ysgol Beaumaris closed and Ysgol Llangoed refurbished therefore represents the culmination of a long process in which careful consideration has been given to the future of primary education provision in the Seiriol area, which has entailed extensive consultations along the way and which has also been paused in order to re-undertake consultation.

The Head of Learning referred to the objections set out in Appendix 1 to the report which could be summarised under the following themes –

- On the grounds of process including the conduct of the consultations and the issuing of the statutory notice.
- On the basis of the proposal's potential effects on the town of Beaumaris, and on its demography.
- Based on disagreement with the preferred option.
- On the basis that insufficient consideration has been given to alternative options.
- On the grounds that the proposals could lead to parents choosing to send their children to schools on the mainland.
- On the grounds that insufficient consideration has been given to the Well-being of Future Generations Act 2015
- On the basis that no post-decision stakeholder group has been established nor discussions held with the Little Puffins or Ti a Fi which formed part of the Executive's decision in July, 2018.
- On the basis of traffic and travel considerations.
- On the basis of the accuracy of data specifically the figure presented for maintenance backlog costs.

The Officer said that the Authority's response to each of the objections listed in the Objection Report sets out the basis of the Authority's actions with regard to each of the points raised. The Officer said that with some matters e.g. post-decision discussions with stakeholders i.e. Little Puffins and Ti a Fi, the Authority has considered it appropriate to wait until after the objection period to initiate such discussions. Likewise, with regards to travel and traffic considerations, the development of transport plans beforehand could have been seen as prejudging a decision on education provision in the area. A Traffic Impact Assessment will be carried out to address traffic and travel issues.

The Portfolio Member for Education, Libraries, Culture and Youth highlighted an e-mail which had been circulated to most of the Executive's members by Beaumaris Town Council the previous afternoon in which a number of points are raised. The contents of the e-mail which cannot be considered as part of the formal objections as they were presented after the expiry of the objection period, replicate the themes of the objections in the formal Objection Report. However, the Portfolio Member specifically referred to the objection raised at point 12 of the Objection report as a technical point which refers to the Scrutiny Committees of 2 October, 2017, 12 March, 2018, 13 July, 2018 and 2 August, 2018 as not being correctly constituted. This point is also raised in the e-mail from Beaumaris Town Council which refers to the Scrutiny Committee as having operated "ultra vires" or beyond its legal authority.

The Solicitor (Social Care and Education) clarified that "ultra vires" means "acting beyond their powers". It is the Scrutiny Committee's function as set out in the Council's Constitution to review, scrutinise and to make recommendations to the Council and/or Executive – it is not within its powers or scope to make a decision; with regard to schools' modernisation that is the function of the Executive. In this case therefore, as the Scrutiny Committee does not have any decision making powers conferred on it, it does not come within the definition of "ultra vires". The Executive is the decision-making body on school organisation matters and the constitution of the Executive is not under challenge.

The Chief Executive further confirmed that the Authority is in the process of addressing the point raised with regard to the composition of the Corporate Scrutiny Committee.

Councillors Alun Roberts, Lewis Davies and Carwyn Jones addressed the Executive in their capacity as Local Members. They reiterated their objections to the decision to close Ysgol Beaumaris as they had expressed previously in the process, believing it to be detrimental to the town and community of Beaumaris and to its future growth and prosperity as well as being the wrong solution for primary education provision in the Seiriol area. In asking the Executive to re-consider in favour of exploring in more depth the alternative options to closing Ysgol Beaumaris the Local Members made the following points -

- That the preferred option does not represent the best solution for all the children in the Seiriol area and lacks vision. Better to pause and to reconsider based on coming to a better understanding of what parents want taking into account all the factors. There are too many questions that remain unanswered - *this point is addressed at paragraph 37 of the Objection Report.*
- Neither is the preferred option a creative answer to reorganising primary education in the area ignoring as it does the opportunity to adopt a more innovative solution for example, a model based on combining the primary school and extra care facility on the same site which has parental and community support – *this point is addressed at paragraph 6 of the Objection report.*
- That the concerns raised by stakeholders have not been adequately addressed specifically the effects which closing Ysgol Beaumaris will have on Beaumaris in terms of diminishing the town's prospects as a vibrant, viable and resilient community of the future – *this point is addressed at paragraph 11 of the Objection report which confirms that the Well-being of Future Generations Act was considered as part of the statutory consultation.*
- That the improperly constituted Scrutiny Committee which met on four occasions to discuss the matter has had a negative effect on the whole consultation process – *this point is addressed at paragraph 12 of the Objection report and is confirmed by the Solicitor above that as the Scrutiny Committee does not have any decision-making powers, there are no implications in terms of the process.*
- That the cost of maintaining the empty Ysgol Beaumaris school building as a listed building would be greater than keeping the building open as a functioning school -

*the Head of Function (Resources)/Section 151 Officer said that the budget for Ysgol Beaumaris is around £250k; some of the costs after closure e.g. teacher costs will transfer to wherever the pupils re-locate. The budget for Ysgol Beaumaris minus teachers and pupils is £70k of which in the region of £61k are building related costs covering energy, rates, cleaning, and maintenance. Closing the school would therefore reduce the budget need by around £70k which is higher than the cost of letting the building lie empty. The cost of the latter after security costs, is low, and is less than the £70k saved by closing the school.*

- That not all the objections presented have been listed in the Objection Report which did include a petition against the proposed closure as well as additional letters of objection – *the Programme, Business Planning and Performance Manager said that the petition was dated historically and the matters raised therein have been addressed during the course of the process as a whole. The Officer clarified that in terms of the objections submitted it is the expectation of the Schools' Organisation Code 2013 that the Authority provides a summary of the those objections – the 50 objections listed in the report are representative of the themes raised by the objections in their totality.*

In considering the report and the objections raised, the Executive noted the following –

- That the decision on modernising the primary education provision in the Seiriol area has been close on two years in the making. In that time there has been a non-statutory consultation, two statutory consultations, a total of 9 public meetings in the Seiriol ward between June, 2017 and June, 2018 as well as meetings of the Scrutiny Committee at which all the options and the stakeholder responses to them were aired, discussed, weighed, balanced and scored against other alternative courses including options put forward by stakeholders and the Governing Body of Ysgol Beaumaris. The Executive in March, 2018 did decide to pause the process in order to re-undertake a new statutory consultation on the proposals for primary education in the area. The objections presented do not raise any new substantive matters that have not already been considered in the consultation processes held; neither do they propose a new option.
- That it is therefore now timely to bring the matter to a conclusion and that the uncertainty which is created by prolonging decision-making is unsettling for all stakeholders and does not take matters forward. The preferred solution has been proposed after extensive consultation on a wide range of options taking into account the needs of the area and is deemed the best solution in the existing circumstances and in terms of meeting the objectives of the schools' modernisation programme. It will provide the Seiriol area with two primary schools that will be refurbished to Twenty-First century school standards.
- That the Schools' Modernisation Programme in seeking to change the long-standing pattern of primary education provision on Anglesey does inevitably involve making difficult decisions and that this is one such decision.
- That the Executive in October, 2108 reviewed and updated its Education Strategy reaffirming its vision for Anglesey's schools as effective and efficient establishments which provide an education that is among the best nationally. The Executive remains committed to ensuring that the schools that come out of the modernisation process are the correctly sized schools in the right locations which provide the best learning environment for all children to succeed to the best of their ability.

The Chief Executive said that the Schools' Modernisation Strategy on Anglesey has been discussed with the Estyn Inspectorate which has recognised the work of the Council in this respect. The Chief Executive said that he was keen that the strategy should continue to be

implemented in order to realise what is also the whole Council's vision which is to ensure that all the Island's children have equal opportunity to the best education possible regardless of where on the Island they attend school.

**It was resolved -**

- **To approve the original proposal, namely to refurbish and extend Ysgol Llandegfan, close Ysgol Beaumaris and refurbish Ysgol Llangoed.**
- **To authorise Officers to continue with the process of refurbishing and extending Ysgol Llandegfan, closing Ysgol Beaumaris and refurbishing Ysgol Llangoed.**

*(Councillor Carwyn Jones did not take part in the voting on the matter)*

### **3. SCHOOL MODERNISATION – OBJECTION REPORT: YSGOL Y GRAIG AND YSGOL TALWRN**

The report of the Head of Learning incorporating an objection report (Appendix 1) following the publication of a Statutory Notice of the Authority's intention to increase the capacity of Ysgol y Graig to accommodate pupils from Ysgol Talwrn and to close Ysgol Talwrn was presented for the Executive's consideration.

The Portfolio Member for Education, Libraries, Culture and Youth reported that in order to comply with the requirements of the School Standards and Organisation (Wales) Act 2013, the Authority issued a Statutory Notice of its intention to increase the capacity of Ysgol y Graig to accommodate pupils from Ysgol Talwrn and to close Ysgol Talwrn. The Statutory Notice was issued on 14 January, 2019 following which there was a 28-day period in which to lodge objections to the proposal. Appendix 1 to the report provides a summary of the 23 objections that were received together with the Authority's response to each objection. The way in which the Council deals with objections to a statutory notice is in line with the procedure set out in the Schools Organisation Code 2013 which requires the Executive to then decide whether the proposals should be approved, rejected or approved with adaptations.

The Head of Learning referred to the objections set out in Appendix 1 to the report which could be summarised under the following themes –

- On the basis of school places stating that there will not be sufficient places at the proposed new school.
- On the basis that the number of pupils attending Ysgol Talwrn has increased since the consultation.
- On the basis of traffic and travel considerations.
- On the grounds of process including the conduct of the consultation, the impact assessments undertaken and the issuing of the statutory notice.
- On the grounds that standards at Ysgol Talwrn are good with the school having received a positive Estyn inspection report recently.
- On the grounds that the pupils' views were not taken into account as part of the consultation.
- On the grounds that the transition of children from a small rural school to a large town school will be difficult and will be a challenge for the children concerned.

The Officer said that the Authority's response to each of the objections listed in the Objection Report sets out the basis of the Authority's actions with regard to each of the points raised.

As in the previous case, a traffic and travel impact assessment will be undertaken following the objection phase and once a final decision is made.

In considering the report and the objections raised, the Executive noted the following –

- That although the number of pupils at Ysgol Talwrn has increased since the consultation, this coincides with a corresponding increase in the same period in the number of pupils attending the school from outside the catchment area as schools in Llangefni reach or exceed capacity. The number of out of catchment pupils registered at Ysgol Talwrn makes up a significant proportion of the total number of pupils at the school.
- That standards at Ysgol Talwrn are good and that it is the Executive's intention that those standards should be maintained within the education provision for this part of Llangefni.
- That the objection report raises no new issues that have not been considered during the consultation process.
- That it is timely that the modernisation process for this part of Llangefni should now be concluded having been of long duration since it originally commenced in December 2016.

**It was resolved to approve the original proposal, namely to increase the capacity of Ysgol y Graig to accommodate pupils from Ysgol Talwrn and that Ysgol Talwrn be closed.**

**This to be done by –**

- **Using the existing building for Key Stage 2 i.e. Years 3 to 6 and adapting it;**
- **Building a new Block for the Foundation Phase, namely Nursery, Reception, Years 1 and 2;**
- **Considering relocating the Flying Start provision within the Ysgol y Graig campus.**

**The new block to be part of Ysgol y Graig and not a separate unit. The new arrangement to operate as one school and not as two separate units.**

**Councillor Llinos Medi Huws  
Chair**



| ISLE OF ANGLESEY COUNTY COUNCIL          |  |
|--|--|
| <b>Report to:</b>                        | <b>The Executive</b>   |
| <b>Date:</b>                             | <b>25 March 2019</b>   |
| <b>Subject:</b>                          | <b>The Executive's Forward Work Programme</b>  |
| <b>Portfolio Holder(s):</b>              | <b>Cllr Llinos Medi</b>  |
| <b>Head of Service:</b>                  | <b>Lynn Ball<br/>Head of Function – Council Business / Monitoring Officer</b>  |
| <b>Report Author:</b><br>Tel:<br>E-mail: | <b>Huw Jones, Head of Democratic Services</b><br><b>01248 752108</b><br><a href="mailto:JHuwJones@anglesey.gov.uk">JHuwJones@anglesey.gov.uk</a> |
| <b>Local Members:</b>                    | <b>Not applicable</b>  |

| <b>A –Recommendation/s and reason/s</b>  |
|--|
| <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 <b>April – November 2019</b>;</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.

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

\* Key:

*Strategic – key corporate plans or initiatives*

*Operational – service delivery*

*For information*

2

| <b>F – Risks and any mitigation (if relevant)</b>              |                           |  |
|--|---------------------------|--|
| <b>1</b>   | <b>Economic</b>           |  |
| <b>2</b>   | <b>Anti-poverty</b>       |  |
| <b>3</b>   | <b>Crime and Disorder</b> |  |
| <b>4</b>   | <b>Environmental</b>      |  |
| <b>5</b>   | <b>Equalities</b>         |  |
| <b>6</b>   | <b>Outcome Agreements</b> |  |
| <b>7</b>   | <b>Other</b>              |  |
| <b>FF - Appendices:</b>  |                           |  |
| The Executive's Forward Work Programme: April – November 2019. |                           |  |

| <b>G - Background papers (please contact the author of the Report for any further information):</b> |
|---|
|   |

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

# THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2019

Updated: 14 March 2019



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 28 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 **April – November 2019** is outlined on the following pages.

**Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh.**

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2019

Updated: 14 March 2019

| 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)         |  |
|---|--|---|---|--|---|--|--|
| 1   | <b>Local Full Fibre Network (LFFN) Project</b><br><br>To delegate to another Council authority to implement the LFFN Project.                                  | Major Projects and Economic Development Portfolio Holder.   | Regulation and Economic Development / Council Business        | Dylan Williams<br>Head of Regulation and Economic Development/<br>Lynn Ball<br>Head of Function - Council Business / Monitoring Officer<br><br>Cllr Carwyn Jones                   |   | Delegated decision<br><br>March / April 2019 |  |
| <b>April 2019</b>                               |  |   |   |  |   |  |  |
| 2   | <b>The Executive's Forward Work Programme (S)</b><br><br>Approval of monthly update.   | The approval of the full Executive is sought to strengthen forward planning and accountability.   | Council Business  | Huw Jones<br>Head of Democratic Services<br><br>Cllr Llinos Medi   |   | The Executive<br><br>29 April 2019           |  |
| 3   | <b>Waste Management Contract</b><br><br>Approval of the timetable, process and budget for the delivery of the waste management service from April 2021 onwards | The approval of the Executive is sought in order to approve the budget required to fund the cost of the legal and technical advice that will be required. | Resources / Highways, Waste and Property                      | Marc Jones<br>Head of Function - Resources and Section 151 Officer /<br>Huw Percy<br>Interim Head of Highways, Waste and Property<br><br>Cllr Robin Williams<br>Cllr Bob Parry OBE |   | The Executive<br><br>29 April 2019           |  |

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# THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2019

Updated: 14 March 2019

Page 30

| 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) |
|---|--|------------------|---|---|---|--------------------------------------|
| 4   | <b>Further Education Trust – Annual Report</b>   | Resources        | Marc Jones<br>Head of Function – Resources / Section 151 Officer<br><br>Cllr Robin Wyn Williams |   | The Executive<br><br>29 April 2019                      |                                      |
| 5   | <b>Report on the statutory consultation on lowering the admission age for Ysgol Henblas</b><br><br>Approval. | Learning         | Arwyn Williams<br>Head of Learning<br><br>Cllr R Meirion Jones                                  |   | The Executive<br><br>29 April 2019                      |                                      |
| <b>May 2019</b>                                 |  |                  |   |   |   |                                      |
| 6   | <b>The Executive's Forward Work Programme (S)</b><br><br>Approval of monthly update.                         | Council Business | Huw Jones<br>Head of Democratic Services<br><br>Cllr Llinos Medi                                |   | The Executive<br><br>20 May 2019                        |                                      |
| <b>June 2019</b>                                |  |                  |   |   |   |                                      |
| 7   | <b>Welsh Language Standards Annual Report 2018/19</b><br><br>Approval of report.                             | Council Business | Huw Jones<br>Head of Democratic Services<br><br>Cyng Ieuan Williams                             | To be confirmed                         | Delegated decision<br><br>June 2019                     |                                      |

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2019

Updated: 14 March 2019

| 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) |
|---|--|--------------------------|---|--|---|--------------------------------------|
| 8<br><b>The Executive's Forward Work Programme (S)</b><br><br>Approval of monthly update.                                       | The approval of the full Executive is sought to strengthen forward planning and accountability.                    | Council Business         | Huw Jones<br>Head of Democratic Services<br><br>Cllr Llinos Medi                                |  | The Executive<br><br>17 June 2019                       |                                      |
| 9<br><b>Corporate Scorecard – Quarter 4, 2018/19 (S)</b><br><br>Quarterly performance monitoring report.                        | This is a matter for the full Executive as it provides assurance of current performance across the Council.        | Corporate Transformation | Carys Edwards<br>Head of Profession – HR and Transformation<br><br>Cllr Dafydd Rhys Thomas      | Corporate Scrutiny Committee<br>June 2019      | The Executive<br><br>17 June 2019                       |                                      |
| 10<br><b>2018/19 Revenue and Capital Budget Monitoring Report – Quarter 4 (S)</b><br><br>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<br>Head of Function – Resources / Section 151 Officer<br><br>Cllr Robin Wyn Williams | Finance Scrutiny Panel<br>Date to be confirmed | The Executive<br><br>17 June 2019                       |                                      |

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2019

Updated: 14 March 2019

| 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) |
|---|--|--|---|---|---|--------------------------------------|
| 11<br><b>Waste Management Contract</b><br><br>Final approval of the service delivery method for the delivery of the waste management service from April 2021 onwards. | Approval of the Executive is sought to ensure that the service specification that will be delivered from April 2021 onwards meets the Council's objectives in respect of waste management. | Resources / Highways, Waste and Property | Marc Jones<br>Head of Function - Resources and Section 151 Officer / Huw Percy<br>Interim Head of Highways, Waste and Property<br><br>Cllr Robin Williams<br>Cllr Bob Parry OBE |   | The Executive<br><br>17 June 2019                       |                                      |
| 12<br><b>CIW Inspection of Children's Services in Anglesey – Improvement Plan – Quarterly Progress Report</b>   |  | Children's Services                      | Fôn Roberts<br>Head of Children's Services<br><br>Cllr Llinos Medi  | Children's Services Improvement Panel<br>25 May 2019<br><br>Corporate Scrutiny Committee<br>3 June 2019 | The Executive<br><br>17 June 2019                       |                                      |
| <b>July 2019</b>  |  |  |   |   |   |                                      |
| 13<br><b>The Executive's Forward Work Programme (S)</b><br><br>Approval of monthly update.  | The approval of the full Executive is sought to strengthen forward planning and accountability.  | Council Business                         | Huw Jones<br>Head of Democratic Services<br><br>Cllr Llinos Medi  |   | The Executive<br><br>15 July 2019                       |                                      |

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2019

Updated: 14 March 2019

| 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) |
|---|---|--------------------------|--|--|---|--------------------------------------|
| 14  | <b>Learning Disabilities – Transformation of Daytime Opportunities</b><br><br>Consent regarding the engagement process. | Adults' Services         | Alwyn Jones<br>Interim Director of Social Services<br><br>Cllr Llinos Medi                 | Corporate Scrutiny Committee<br>Date to be confirmed | The Executive<br><br>15 July 2019                       |                                      |
| 15  | <b>Annual Report of the Statutory Director of Social Services</b>   | Adults' Services         | Alwyn Jones<br>Interim Director of Social Services<br><br>Cllr Llinos Medi                 | Corporate Scrutiny Committee<br>Date to be confirmed | The Executive<br><br>15 July 2019                       |                                      |
| <b>September 2019</b>                           |   |                          |  |  |   |                                      |
| 16  | <b>The Executive's Forward Work Programme (S)</b><br><br>Approval of monthly update.                                    | Council Business         | Huw Jones<br>Head of Democratic Services<br><br>Cllr Llinos Medi                           |  | The Executive<br><br>16 September 2019                  |                                      |
| 17  | <b>Corporate Scorecard – Quarter 1, 2019/20 (S)</b><br><br>Quarterly performance monitoring report.                     | Corporate Transformation | Carys Edwards<br>Head of Profession – HR and Transformation<br><br>Cllr Dafydd Rhys Thomas | Corporate Scrutiny Committee<br>September 2019       | The Executive<br><br>16 September 2019                  |                                      |

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2019

Updated: 14 March 2019

| 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) |
|---|---|---------------------|---|---|---|--------------------------------------|
| 18  | <b>2019/20 Revenue and Capital Budget Monitoring Report – Quarter 1 (S)</b><br><br>Quarterly financial monitoring report. | Resources           | Marc Jones<br>Head of Function – Resources / Section 151 Officer<br><br>Cllr Robin Wyn Williams | Finance Scrutiny Panel<br>Date to be confirmed.   | The Executive<br><br>16 September 2019                  |                                      |
| 19  | <b>CIW Inspection of Children's Services in Anglesey – Improvement Plan – Quarterly Progress Report</b>                   | Children's Services | Fôn Roberts<br>Head of Children's Services<br><br>Cllr Llinos Medi                              | Children's Services Improvement Panel<br>22 August 2019<br><br>Corporate Scrutiny Committee<br>11 Sept 2019 | The Executive<br><br>16 September 2019                  |                                      |
| <b>October 2019</b>                             |   |                     |   |   |   |                                      |
| 20  | <b>The Executive's Forward Work Programme (S)</b><br><br>Approval of monthly update.                                      | Council Business    | Huw Jones<br>Head of Democratic Services<br><br>Cllr Llinos Medi                                |   | The Executive<br><br>28 October 2019                    |                                      |

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2019

Updated: 14 March 2019

| 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) |
|---|---|--------------------------|---|--|---|--------------------------------------|
| <b>November 2019</b>                            |   |                          |   |  |   |                                      |
| 21  | <b>2020/21 Budget (S)</b><br><br>To finalise the Executive's initial draft budget proposals for consultation.             | Council Business         | Marc Jones<br>Head of Function –<br>Resources / Section 151<br>Officer<br><br>Cllr Robin Wyn Williams | Finance Scrutiny Panel<br>TBC<br><br>Corporate Scrutiny Committee<br>TBC | The Executive<br><br>11 November 2019                   |                                      |
| 22  | <b>The Executive's Forward Work Programme (S)</b><br><br>Approval of monthly update.                                      | Council Business         | Huw Jones<br>Head of Democratic Services<br><br>Cllr Llinos Medi                                      |  | The Executive<br><br>25 November 2019                   |                                      |
| 23  | <b>Corporate Scorecard – Quarter 2, 2019/20 (S)</b><br><br>Quarterly performance monitoring report.                       | Corporate Transformation | Carys Edwards<br>Head of Profession –<br>HR and Transformation<br><br>Cllr Dafydd Rhys Thomas         | Corporate Scrutiny Committee<br>TBC                                      | The Executive<br><br>25 November 2019                   |                                      |
| 24  | <b>2019/20 Revenue and Capital Budget Monitoring Report – Quarter 2 (S)</b><br><br>Quarterly financial monitoring report. | Resources                | Marc Jones<br>Head of Function –<br>Resources / Section 151<br>Officer<br><br>Cllr Robin Wyn Williams | Finance Scrutiny Panel<br>TBC  | The Executive<br><br>26 November 2019                   |                                      |

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2019

Updated: 14 March 2019

| 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) |
|--|--|-----------------|--|---|---|--------------------------------------|
| 25 <b>Learning Disabilities – Transformation of Daytime Opportunities</b><br><br>Stage 2 – to report on the findings of the engagement process and transformation proposals. |  | Adults Services | Alwyn Jones<br>Interim Director of Social Services<br><br>Cllr Llinos Medi | Corporate Scrutiny Committee<br>4 November 2019 | The Executive<br>25 November 2019                       |                                      |

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| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b>   |  |
|--|--|
| <b>REPORT TO:</b>                        | <b>EXECUTIVE COMMITTEE</b>   |
| <b>DATE:</b>                             | <b>MARCH 25<sup>th</sup> 2018</b>  |
| <b>SUBJECT:</b>                          | <b>SCORECARD MONITORING REPORT - QUARTER 3 (2018/19)</b>   |
| <b>PORTFOLIO HOLDER(S):</b>              | <b>COUNCILLOR DAFYDD RHYS THOMAS</b>   |
| <b>HEAD OF SERVICE:</b>                  | <b>CARYS EDWARDS</b>   |
| <b>REPORT AUTHOR:</b><br>TEL:<br>E-MAIL: | <b>GETHIN MORGAN</b><br>01248 752111<br><a href="mailto:GethinMorgan@anglesey.gov.uk">GethinMorgan@anglesey.gov.uk</a> |
| <b>LOCAL MEMBERS:</b>                    | <b>n/a</b>   |

| <b>A - Recommendation/s and reason/s</b> |  |
|--|--|
| <b>1.1</b>                               | This is the third scorecard of the financial year 2018/19.   |
| <b>1.2</b>                               | It portrays the position of the Council against its operational objectives as outlined and agreed at the start of the year. It recognizes the very good performance of our services, the best performance against our performance indicators at the end of quarter 3 since we began following and tracking performance as a Council in this form.  |
| <b>1.3</b>                               | 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"> <li><b>1.3.1</b> Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4. Particular emphasis is given to those indicators which have seen a declining trend quarter upon quarter to ensure performance does not decline further during Q4.</li> <li><b>1.3.2</b> A continued focus is made on maintaining/improving attendance at work with the support of the Corporate Sickness Absence Co-ordinator. Priority needs to be given to improving the sickness levels in: <ul style="list-style-type: none"> <li>• Adult Services,</li> <li>• Highways, Waste &amp; Property Services; and</li> </ul> </li> </ul> |

|  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>The Learning Service, which has refined its sickness improvement plan for Primary Schools that will be realized during quarter 4 and 1 of the new year.</li> </ul> <p><b>1.3.3</b> The newly established Transforming Business Processes Board should consider how the Customer Service Indicators should be monitored as part of their developing work on the Customer Service Strategy to ensure that there is a proactive approach to improving customer service.</p> <p><b>1.3.4</b> The new Children &amp; Family Services procedure for responding to complaints is implemented in order to reduce the number of complaints and improve the rate of written responses to complaints within timescales</p> <p><b>1.3.5</b> Continued scrutiny of corporate financial management and the remedial actions are undertaken by Heads of Service to in manage the budgets they can control</p> <p><b>1.4</b> The Committee is asked to accept the mitigation measures outlined above.</p> |  |   |
| <b>B - What other options did you consider and why did you reject them and/or opt for this option?</b>   |  |   |
| n/a  |  |   |
| <b>C - Why is this a decision for the Executive?</b>   |  |   |
| This matter is delegated to the Executive  |  |   |
| <b>CH - Is this decision consistent with policy approved by the full Council?</b>  |  |   |
| Yes  |  |   |
| <b>D - Is this decision within the budget approved by the Council?</b>   |  |   |
| Yes  |  |   |
| <b>DD - Who did you consult?</b>   |  | <b>What did they say?</b>   |
| 1  | <b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory) | This was considered by the SLT and their comments are reflected in the report                 |
| 2  | <b>Finance / Section 151</b> (mandatory)                             | No comment  |
| 3  | <b>Legal / Monitoring Officer</b> (mandatory)                        | No comment  |
| 4  | <b>Human Resources (HR)</b>  | HR comments incorporated within the report  |
| 5  | <b>Property</b>  |   |
| 6  | <b>Information Communication Technology (ICT)</b>                    |   |
| 7  | <b>Scrutiny</b>  | Comments following the Corporate Scrutiny Meeting on the 18/3 to be discussed at this meeting |

|   |                               |  |
|---|-------------------------------|--|
| 8   | Local Members                 |  |
| 9   | Any external bodies / other/s |  |
| <b>E - Risks and any mitigation (if relevant)</b>   |                               |  |
| 1   | Economic                      |  |
| 2   | Anti-poverty                  |  |
| 3   | Crime and Disorder            |  |
| 4   | Environmental                 |  |
| 5   | Equalities                    |  |
| 6   | Outcome Agreements            |  |
| 7   | Other                         |  |
| <b>F - Appendices:</b>  |                               |  |
| Appendix A - Scorecard Monitoring Report – Quarter 3, 2018/19 & Scorecard<br>Appendix B – Programmes and Projects Performance Dashboard – Quarter 3<br>Appendix C - Revenue Out-turn Forecast for the Financial Year ending 31 March 2019 – Quarter 3 |                               |  |
| <b>FF - Background papers (please contact the author of the Report for any further information):</b>  |                               |  |
| <ul style="list-style-type: none"> <li>2018/19 Scorecard monitoring report - Quarter 2 (as presented to, and accepted by, the Executive Committee in November 2018).</li> </ul>   |                               |  |

## SCORECARD MONITORING REPORT – QUARTER 3 (2018/19)

### 1. INTRODUCTION

- 1.1 This quarterly scorecard reporting has been developed in parallel with the annual work-stream of the performance report to identify and inform Council leaders of progress against indicators which explicitly demonstrates the successful implementation of the Council's day to day activities and assists in providing the evidential base from which the performance report is drafted.
- 1.2 This year's indicators included in the scorecard were decided upon by the Senior Leadership Team, the Executive and Shadow Executive following guidance from Head of Services and the scorecard (Appendix 1) portrays the current end of Q3 position and will be considered further by the Corporate Scrutiny Committee and the Executive during March 2019.

### 2. CONTEXT

- 2.1 This is the sixth year of collating and reporting performance indicators in a co-ordinated manner. The Council is seeing trends being established with regards to a number of those indicators and the comments by SLT / Scrutiny and the Executive are having an impact on operational delivery.
- 2.2 This impact is reflected in the way the Council compares favourably on a national basis against a number of indicators which are collated annually.
- 2.3 Further analysis of the overall performance can be gained through the Annual Performance Report which can be found by visiting the following website: <http://www.anglesey.gov.uk/councilplan>

### 2.4 PERFORMANCE MANAGEMENT

- 2.4.1 At the end of Q3 it is encouraging to note that the majority of performance indicators are continuing the good performance seen in the Q2 report. This is much improved to the same position at the end of Q3 in 2017/18. This continued good performance across our services into Q4 is now the priority.
- 2.4.2 Whilst this report portrays a positive story it is noted that 3 of the 30 indicators reported quarterly are underperforming against their annual target for the year. These are highlighted as being Red or Amber in colour on the scorecard itself and are discussed below.
- 2.4.3 Two indicators within Adult Services which had underperformed during Q3 –

- (i) 11) PM20a – RED - The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later. The performance here was 33% at the end of Q3 against a target of 50%.

This indicator deals with a small number of cases and therefore performance can fluctuate considerably from quarter to quarter. In Q3, as a result of the re-ablement intervention that the service has provided, there has been an increase in the package of care for an additional individual supported as opposed to a reduced package of care. This reflects the nature of their presenting illnesses.



Into Q4, we will review the current reablement service and will consider methods of data collection that provides more detailed outcomes and rationale for ongoing interventions.

- (ii) 07) PAM/025 (PM19) – RED - The Rate of people kept in hospital while waiting for social care per 1000 population aged 75+. The performance of this indicator was 5.61 at the end of Q3 against an annual target of 3.

It is acknowledged that there was a high rate of Delayed Transfer of Care (DTC) particularly during the first two quarters of the year. In the Q2 Scorecard report, it was anticipated that the newly commissioned patch based Domiciliary Care contract would make a positive impact in the figures. This can be seen in the performance in Q3 (1.53) where there was an improvement on the performance seen in Q2 (1.79) and Q1 (2.30). This is a significant improvement of 0.77 days on the Q1 rate and recognizes that the new home care contracts is having a favourable effect on the performance of this indicator.

We are currently working towards ensuring that we have sufficient reablement capacity to meet increasing demand to address any concern in performance during Q4. Increasing DTC figures could also be down to incorrect coding of clients, and we are working collaboratively with our Health Board colleagues to secure a more robust data coding process.

#### 2.4.4 One indicator within Regulation & Economic Development has underperformed during Q3 –

21) PAM/018 – AMBER- The percentage of all planning applications determined in time. The cumulative performance up to the end of Q3 was 82% against a target of 90%. The performance for Q3 alone was 74% and is the main reason for now being below target.

The main reasons for the underperformance was due to the absence of a Senior Planning Officer during a substantial proportion of the quarter and a heavy workload in shaping the new planning system while coping with the requirements of GDPR.

To improve the performance into Q4, we will ensure that systems are in place to agree on a definite timetable for any extension in time where applications can be brought to an early decision while deficient applications will be determined through refusal.

#### 2.4.5 The remaining indicators reported for Q3 are all ragged **GREEN** or **YELLOW** within the performance management section and have performed well against their targets. There continues to be a number of trend arrows that are declining despite an improvement in Q3 compared to Q2. These trends will need to be monitored by Services into Q4 to ensure that the good performance up to now is maintained.

#### 2.4.6 The Social Services national comparator data was published by the Welsh Government during Q3, however once again this year the publication was not statistically reliable and the release is an experimental release. The report states that *“these statistics are published as experimental statistics reflecting the scale of change continuing to happen in social services and ongoing system changes”*.

As a result we were unable to review the targets because of this, however the current targets remain challenging ones for the year.

**2.4.7** *In order to maintain and improve our national performance and standing as a good achieving council, the SLT recommends –*

**2.4.7.1** Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4. Particular emphasis is given to those indicators which have seen a declining trend quarter upon quarter to ensure performance does not decline further during Q4.

**2.4.8** Appendix B shows the whole programme of work which the two Corporate Transformation Programme Boards are overseeing. The issues highlighted are being managed and tracked accordingly via the Boards which meet on a quarterly basis.

## **2.5 PEOPLE MANAGEMENT**

**2.5.1** The management of our people is a crucial aspect of the Council's corporate management which enables us (when managed sufficiently) to continue with our aim of improving the delivery of our services for the people of Anglesey. A good and healthy workforce engenders a good and improving provision of service.

**2.5.2** Attendance at work is an area which is reported on monthly and analysed to ensure improvement. Quarter 3 showed a score of 2.69 Working Days Lost (WDL) per FTE which is a near identical score to that of Quarter 3 for 2017/18. The cumulative score of Q1 to Q3 is 7.44 WDL per FTE (indicator 3 on scorecard under people management).

**2.5.3** There continues to be assurance that Services are following procedures in line with the managing absence policy. This can be seen in the RTW and ARM Q3 results (items 6-8 on the scorecard under people management).

**2.5.4 The SLT therefore recommends –**

**2.5.4.1** A continued focus is made on maintaining/improving attendance at work with the support of the Corporate Sickness Absence Co-ordinator. Priority needs to be given to improving the sickness levels in:

- Adult Services,
- Highways, Waste & Property Services; and
- Learning Service, which has refined its sickness improvement plan for Primary Schools that will be realized during quarter 4 and 1 of the new year.

## **2.6 CUSTOMER SERVICE**

**2.6.1** Up to the end of Q3, users used AppMôn technology to submit 3k reports (including fly tipping, faulty street lighting, compliments or complaints, broken pavements, sports club database forms and ordering recycling bins). This is up from the 1.5k reports for Q3 17/18. 84% of these reports have come through the website which is in the process of being updated and refreshed.

**2.6.2** A new indicator for this year is the number of registered users we have on AppMôn and the Council Website which has increased by over 1700 users from the end of Q2 to 6607 at the end of Q3. This is positive as this has happened despite the new Council website release being delayed slightly due to technical difficulties. It is anticipated that

once the new website is in place this will encourage a greater use of online forms and online contact. It is also expected that online web payment numbers will also increase.

**2.6.3** Our social media presence increased once again during Q3 to 29k followers. This is shared between Facebook (13k followers), Twitter (15k followers) and Instagram (1k). These modes of communication are continuing to increase and the flow of information distributed and received via these channels will only increase further, changing the way by which residents and others communicate with us as a Council. A good example of the reach of Social Media was seen during the Initial Budget Proposals Consultation undertaken at the end of 2018 where over 5000 responses were received to the proposals, significantly higher than any previous year.

**2.6.4** Regarding Customer Complaints Management, due to long term sickness within the team who collates the statistics on behalf of the Council, we are unable to report on Customer Complaints or FOI for the quarter (excluding Social Services who report differently). Whilst we do not have the statistics available from the services collated on behalf of the Council, the Services continue to monitor the Complaints and FOI requests in the same manner as they have done in the past. The end of year figures will be presented in the Q4 report which will include the missing Q3 statistics.

**2.6.5** Within Social Services there were 5 Stage 2 complaints (Adult Services [4], Children & Family Services [1]) and 38 Stage 1 Complaints (Children's Services [27], Adult Services [11]) received up to the end of Q3. Of these complaints, a total of 50% (Red on the scorecard) have been responded to within timescale with 19 late responses (Children & Family Services [13] and Adult Services [6]). Although the Children & Family Services failed to send written responses within timescale for 13 of the 27 Stage 1 complaints, 22 of the 27 (81%) had held a discussion with the complainant within timescales.

**2.6.6 The SLT therefore recommends –**

**2.6.6.1** *The newly established Transforming Business Processes Board should consider how the Customer Service Indicators should be monitored as part of their developing work on the Customer Service Strategy to ensure that there is a proactive approach to improving customer service.*

**2.6.6.2** *The new Children & Family Services procedure for responding to complaints is implemented in order to reduce the number of complaints and improve the rate of written responses to complaints within timescales.*

## **2.7 FINANCIAL MANAGEMENT**

**2.7.1** A total overspend of £1.589m is projected for the year-ending 31 March 2019, a significant improvement on the forecast overspend of £2.660m at Quarter 2. £2.972m of the predicted overspend for 2018/19 is on service budgets, which are made up of a number of over and underspends. The Services that are still experiencing significant budgetary pressures are similar to 2017/18 (Children and Families Services and Learning). The Adults Services budgets are also under pressure due to increasing demand. The Heads of Service are aware of the issues and are working to reduce the level of overspending which is within their control by the year-end. Corporate Finance is expected to underspend by £1.210m and Council Tax, which includes the Council Tax Premium, is forecast to collect a surplus of £0.173m. The overall overspend is, therefore, reduced to £1.589m. The projected level of overspend is 1.21% of the

Council's net budget. There is concern about the impact of this level of overspend on general balances, should the overspend materialise.

- 2.7.2** The projected overspend is an improvement on quarter 2 but it should not be lost that there is still a predicted overspend of £3.5m on the Council's 3 main services (Education, Children's Services and Adult Services) and action needs to be taken to address the shortfall in funds, the cost of providing the service and to control the demand for services. Management are aware of the issues and are working to close the gap between the budget and the expenditure, through increasing the budget allocated in 2019/20, increasing the capacity in alternative, less costly forms of service delivery and looking to reduce the demand for services.
- 2.7.3** Although this level of overspending can be funded from general reserves in 2018/19, it will deplete the general reserves to a figure well below the generally accepted minimum. It will be necessary during the 2019/20 or 2020/21 budget setting process to fund the underlying level of overspending and to begin the process of replenishing the general balances. This is a prudent approach and is necessary to ensure the long-term financial viability of the Council.
- 2.7.4** Forecasts are subject to change as new information becomes available. However, with regular scrutiny from the SLT and if remedial action is taken by Heads of Services, these will help the services manage within the budgets they can control.
- 2.7.5** The SLT therefore recommends that –
- 2.7.5.1** Continued scrutiny of corporate financial management and the remedial actions are undertaken by the Heads of Service to assist the services in managing within the budgets they can control.

### **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 Q4. Particular emphasis is given to those indicators which have seen a declining trend quarter upon quarter to ensure performance does not decline further during Q4.
- 3.1.2** A continued focus is made on maintaining/improving attendance at work with the support of the Corporate Sickness Absence Co-ordinator. Priority needs to be given to improving the sickness levels in:
- Adult Services,
  - Highways, Waste & Property Services; and
  - Learning Service, which has refined its sickness improvement plan for Primary Schools that will be realized during quarter 4 and 1 of the new year.
- 3.1.3** The newly established Transforming Business Processes Board should consider how the Customer Service Indicators should be monitored as part of

their developing work on the Customer Service Strategy to ensure that there is a proactive approach to improving customer service.

**3.1.4** The new Children & Family Services procedure for responding to complaints is implemented in order to reduce the number of complaints and improve the rate of written responses to complaints within timescales

**3.1.5** Continued scrutiny of corporate financial management and remedial actions undertaken by the Heads of Service to manage the budgets they can control.

**3.2** The Committee is asked to accept the mitigation measures outlined above.

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3 2018/19

| Rheoli Perfformiad / Performance Management   | CAG / RAG      | Tuedd / Trend | Canlyniad / Actual | Targed / Target | Targed BI / Yr Target | Canlyniad 17/18 Result | Canlyniad 16/17 Result | Chwarter 17/18 Quartile       |
|---|----------------|---------------|--------------------|-----------------|-----------------------|------------------------|------------------------|-------------------------------|
| 01) PAM/029 (PM33) - Percentage of children in care who had to move 3 or more times   | Gwyrdd / Green | ↑             | 5.66%              | 8.25%           | 11%                   | 9%                     | 5%                     | -                             |
| 02) PAM/028 (PM24) - Percentage of child assessments completed in time  | Melyn / Yellow | ↓             | 89%                | 90%             | 90%                   | 67.57%                 | 89.17%                 | -                             |
| 03) SCC/025 - The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations                    | Melyn / Yellow | ↑             | 80%                | 83%             | 83%                   | 63.32%                 | 79.35%                 | -                             |
| 04) 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)               | Gwyrdd / Green | ↑             | 229                | 320             | 320                   | 326.5                  | 266                    | -                             |
| 05) SCC/010 - The percentage of referrals that are re-referrals within 12 months  | Melyn / Yellow | ↓             | 17%                | 15%             | 15%                   | -                      | -                      | -                             |
| 06) SCC/006 - The percentage of referrals during the year on which a decision was made within 1 working day   | Gwyrdd / Green | ↑             | 97%                | 94%             | 94%                   | -                      | -                      | -                             |
| 07) PAM/025 (PM19) - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+  | Coch / Red     | ↓             | 5.61               | 3               | 3                     | 6.58                   | 6.05                   | -                             |
| 08) SCA/018b - 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 | Gwyrdd / Green | ↑             | 94.70%             | 93%             | 93%                   | 96%                    | 94.40%                 | -                             |
| 09) 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 | ↓             | 16.45              | 19              | 19                    | 17.44%                 | 20.51%                 | -                             |
| 10) PM18 - The percentage of adult protection enquiries completed within statutory timescales   | Gwyrdd / Green | ↑             | 92.43%             | 90%             | 90%                   | 93.25%                 | 90.48%                 | -                             |
| 11) PM20a - The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later                     | Coch / Red     | →             | 33.33%             | 50%             | 50%                   | 59.26%                 | 62.60%                 | -                             |
| 12) PM20b - The percentage of adults who completed a period of reablement and have no package of care and support 6 months later                            | Melyn / Yellow | ↓             | 61.01%             | 62%             | 62%                   | 62.65%                 | 33.30%                 | -                             |
| 13) PAM/007 - Percentage of pupil attendance in secondary schools   | Melyn / Yellow |               | 93.14%             | 93.30%          | 93.30%                | 93.30%                 | 94.80%                 | Uchaf / Upper                 |
| 14) PAM/008 - Percentage of pupil attendance in primary schools   | Gwyrdd / Green |               | 95.12%             | 93.90%          | 93.90%                | 93.90%                 | 94.60%                 | Uchaf / Upper                 |
| 15) PAM/010 (STS/005b) - Percentage of streets that are clean   | Gwyrdd / Green | ↑             | 95.63%             | 94%             | 94%                   | 93%                    | 93%                    | Canolrif Isaf / Lower Median  |
| 16) PAM/030 (WMT/009b) - Percentage of waste reused, recycled or composted  | Melyn / Yellow | ↓             | 70.53%             | 74%             | 72%                   | 72.2%                  | 65.8%                  | Uchaf / Upper                 |
| 17) PAM/035 - Average number of working days taken to clear fly-tipping incidents   | Gwyrdd / Green | ↑             | 0.16               | 1               | 1                     | -                      | -                      | -                             |
| 18) PAM/043 - Kilograms of residual waste generated per person  | -              | →             | 180kg              | -               | 210kg                 | -                      | -                      | -                             |
| 19) PAM/017 (LCS/002b) - Number of visits to leisure centres per 1,000 population   | Gwyrdd / Green | ↑             | 404k               | 369k            | 515k                  | 508k                   | 464k                   | Canolrif Isaf / Lower Median  |
| 20) PAM/023 (PPN/009) - Percentage of food establishments that meet food hygiene standards  | Gwyrdd / Green | →             | 98%                | 95%             | 95%                   | 98%                    | 98%                    | Uchaf / Upper                 |
| 21) PAM/018 - Percentage of all planning applications determined in time  | Ambr / Amber   | ↓             | 82%                | 90%             | 90%                   | 86%                    | -                      | Isaf / Lower                  |
| 22) PAM/019 - Percentage of planning appeals dismissed  | Gwyrdd / Green | ↓             | 73%                | 65%             | 65%                   | 47%                    | -                      | Isaf / Lower                  |
| 23) PAM/041 - Percentage of NERS clients who completed the exercise programme   | Gwyrdd / Green | ↑             | 70%                | 50%             | 50%                   | -                      | -                      | -                             |
| 24) PAM/042 - Percentage of NERS clients whose health had improved on completion of the exercise programme  | Gwyrdd / Green | ↑             | 83%                | 80%             | 80%                   | -                      | -                      | -                             |
| 25) PAM/012 - Percentage of households successfully prevented from becoming homeless  | Gwyrdd / Green | ↑             | 57.08%             | 55%             | 55%                   | -                      | -                      | Canolrif Uchaf / Upper Median |
| 26) PAM/013 - Number of empty private properties brought back into use  | Gwyrdd / Green | ↓             | 61                 | 56              | 75                    | 75                     | -                      | Uchaf / Upper                 |
| 27) PAM/014 - Number of new homes created as a result of bringing empty properties back into use  | Gwyrdd / Green | ↑             | 8                  | 3               | 4                     | 4                      | -                      | -                             |
| 28) PAM/015 (PSR/002) - Average number of calendar days taken to deliver a Disabled Facilities Grant  | Gwyrdd / Green | ↓             | 172.7              | 175             | 175                   | 177                    | 238.8                  | Uchaf / Upper                 |
| 29) PAM/037 - Average number of days to complete repairs  | Gwyrdd / Green | ↑             | 9.95               | 12              | 12                    | -                      | -                      | -                             |
| 30) PAM/038 - Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)  | Gwyrdd / Green | →             | 100%               | 100%            | 100%                  | -                      | -                      | -                             |
| 31) PAM/009 - Percentage of Year 11 leavers not in Education, Training or Employment (NEET) [Annual]  | -              | -             | -                  | -               | -                     | -                      | -                      | Isaf / Lower                  |
| 32) PAM/032 - Average Capped 9 score for pupils in year 11 [Annual]   | -              | -             | -                  | -               | -                     | -                      | -                      | -                             |
| 33) PAM/033 - Percentage of pupils assessed in Welsh at the end of the Foundation Phase [Annual]  | -              | -             | -                  | -               | -                     | -                      | -                      | -                             |
| 34) PAM/034 - Percentage of year 11 pupils studying Welsh (first language) [Annual]   | -              | -             | -                  | -               | -                     | -                      | -                      | -                             |
| 35) PAM/040 - Percentage of Quality Indicators (with targets) achieved by the library service [Annual]  | -              | -             | -                  | -               | -                     | -                      | -                      | -                             |
| 36) PAM/024 (PM13a) - Percentage of adults satisfied with their care and support [Annual]   | -              | -             | -                  | -               | -                     | -                      | -                      | TBC Hydref / October          |
| 37) PAM/026 (PM15) - Percentage of carers that feel supported [Annual]  | -              | -             | -                  | -               | -                     | -                      | -                      | TBC Hydref / October          |
| 38) PAM/027 (PM13c) - Percentage of children satisfied with their care and support [Annual]   | -              | -             | -                  | -               | -                     | -                      | -                      | TBC Hydref / October          |
| 39) PAM/020 (THS/012a) - Percentage of A roads in poor condition [Annual]   | -              | -             | -                  | -               | 3%                    | 3.20%                  | 2.30%                  | Canolrif Uchaf / Upper Median |
| 40) PAM/021 (THS/012b) - Percentage of B roads in poor condition [Annual]   | -              | -             | -                  | -               | 5%                    | 4.40%                  | 3.20%                  | Canolrif Uchaf / Upper Median |
| 41) PAM/020 (THS/012c) - Percentage of C roads in poor condition [Annual]   | -              | -             | -                  | -               | 10%                   | 8.90%                  | 10.10%                 | Canolrif Isaf / Lower Median  |
| 42) PAM/039 - Landlord Services: Percentage of rent lost due to properties being empty [Annual]   | -              | -             | -                  | -               | -                     | -                      | -                      | -                             |

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3

| Gofal Cwsmer / Customer Service  | CAG / RAG  | Tuedd / Trend | Canlyniad / Actual | Targed / Target | Canlyniad 17/18 Result | Canlyniad 16/17 Result |
|--|------------|---------------|--------------------|-----------------|------------------------|------------------------|
| <b>Siarter Gofal Cwsmer / Customer Service Charter</b>                           |            |               |                    |                 |                        |                        |
| 01) No of Complaints received (excluding Social Services)                        | -          | -             | -                  | 53              | 71                     | 71                     |
| 02) No of Stage 2 Complaints received for Social Services                        | -          | -             | 5                  | -               | 9                      | 8                      |
| 03) Total number of complaints upheld / partially upheld                         | -          | -             | -                  | -               | 28                     | 25                     |
| 04a) Total % of written responses to complaints within 20 days (Corporate)       | -          | -             | -                  | 80%             | 92%                    | 93%                    |
| 04b) Total % of written responses to complaints within 15 days (Social Services) | Coch / Red | ⇒             | 50%                | 80%             | -                      | -                      |
| 05) Number of Stage 1 Complaints for Social Services                             | -          | -             | 38                 | -               | 51                     | 54                     |
| 06) Number of concerns (excluding Social Services)                               | -          | -             | -                  | -               | 112                    | 191                    |
| 07) Number of Compliments  | -          | -             | -                  | -               | 753                    | 566                    |
| 08) % of FOI requests responded to within timescale                              | -          | -             | -                  | 80%             | 78%                    | 77%                    |
| 09) Number of FOI requests received  | -          | -             | -                  | -               | 919                    | 1037                   |
| <b>Newid Cyfrwng Digidol / Digital Service Shift</b>                             |            |               |                    |                 |                        |                        |
| 10) No of Registered Users on AppMôn / Website                                   | -          | ↑             | 6607               | -               | -                      | -                      |
| 11) No of reports received by AppMôn / Website                                   | -          | ↑             | 3026               | -               | 2k                     | 1k                     |
| 12) No of web payments   | -          | ↓             | 8.6k               | -               | 11k                    | -                      |
| 13) No of telephone payments   | -          | ↓             | 4.1k               | -               | 5k                     | -                      |
| 14) No of 'followers' of IOACC Social Media                                      | -          | ↑             | 29k                | 25k             | 25k                    | 21k                    |
| 15) No of visitors to the Council Website  | -          | ↓             | 607k               | -               | 820k                   | 715k                   |

| Rheoli Pobl / People Management   | CAG / RAG      | Tuedd / Trend | Canlyniad / Actual | Targed / Target | Canlyniad 17/18 Result | Canlyniad 16/17 Result |
|---|----------------|---------------|--------------------|-----------------|------------------------|------------------------|
| 01) Number of staff authority wide, including teachers and school based staff (FTE)     | -              | -             | 2255               | -               | 2252                   | 2258                   |
| 02) Number of staff authority wide, excluding teachers and school based staff(FTE)      | -              | -             | 1260               | -               | 1244                   | 1303                   |
| 03a) Sickness absence - average working days/shifts lost                                | Ambr / Amber   | ↓             | 7.44               | 7.07            | 9.96                   | 11.68                  |
| 03b) Short Term sickness - average working days/shifts lost per FTE                     | -              | -             | 3.27               | -               | 4.63                   | 11.68                  |
| 03c) Long Term sickness - average working days/shifts lost per FTE                      | -              | -             | 4.17               | -               | 5.32                   | 6.79                   |
| 04a) Primary Schools - Sickness absence - average working days/shifts lost              | Coch / Red     | ↓             | 8.75               | 6.76            | 10.39                  | -                      |
| 04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE   | -              | -             | 3.61               | -               | 4.85                   | -                      |
| 04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE    | -              | -             | 5.14               | -               | 5.55                   | -                      |
| 05a) Secondary Schools - Sickness absence - average working days/shifts lost            | Gwyrdd / Green | ↓             | 6.39               | 6.76            | 9.67                   | -                      |
| 05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE | -              | -             | 3.37               | -               | 5.32                   | -                      |
| 05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE  | -              | -             | 3.02               | -               | 4.35                   | -                      |
| 06) % of RTW interview held within timescale  | Melyn / Yellow | ↓             | 79%                | 80%             | 73%                    | 84%                    |
| 07) % of RTW interview held   | Ambr / Amber   | ↓             | 88%                | 95%             | 85%                    | -                      |
| 08) % of Attendance Review Meetings held  | Ambr / Amber   | ↑             | 71%                | 80%             | 69%                    | -                      |
| 09) Local Authority employees leaving (%) (Turnover) (Annual)                           | -              | -             | -                  | -               | 11%                    | -                      |
| 10) % of PDR's completed within timeframe (Q4)  | -              | -             | -                  | 80%             | 90.50%                 | -                      |
| 11) % of staff with DBS Certificate (if required within their role)                     | -              | -             | -                  | -               | -                      | 98%                    |
| 12) No. of Agency Staff   | -              | -             | 12                 | -               | 12                     | 26                     |

| Rheolaeth Ariannol / Financial Management                                 | CAG / RAG      | Tuedd / Trend | Cyllideb / Budget | Canlyniad / Actual | Amrywiad / Variance (%) | Rhagolygon o'r Gwariant / Forecasted Actual | Amrywiad a Ragwelir / Forecasted Variance (%) |
|---|----------------|---------------|-------------------|--------------------|-------------------------|---|---|
| 01) Budget v Actuals  | Coch / Red     | ↑             | £99,185,657       | £102,306,176       | 3.15%                   | -   | -   |
| 02) Forecasted end of year outturn (Revenue)                              | Coch / Red     | ↑             | £130,900,250      | -                  | -                       | £132,490,051                                | 1.21%   |
| 03) Forecasted end of year outturn (Capital)                              | -              | -             | £45,560,000       | -                  | -                       | £23,472,000                                 | -48.48%                                       |
| 04) Achievement against efficiencies                                      | Ambr / Amber   | ↑             | £2,521,500        | -                  | -                       | £2,261,500                                  | -10.31%                                       |
| 05) Income v Targets (excluding grants)                                   | Gwyrdd / Green | -             | -£14,797,787      | -£17,642,382       | 19.22%                  | -   | -   |
| 06) Amount borrowed   | -              | -             | £11,063,000       | -                  | -                       | £7,194,000                                  | -34.97%                                       |
| 07) Cost of borrowing   | -              | ↓             | £4,494,993        | -                  | -                       | £4,030,882                                  | -10.33%                                       |
| 08) % invoices paid within 30 days  | -              | ↓             | -                 | 91.67%             | -                       | -   | -   |
| 09) % of Council Tax collected (for last 3 years)                         | Gwyrdd / Green | ↑             | -                 | 99.00%             | -                       | -   | -   |
| 10) % of Business Rates collected (for last 3 years)                      | Gwyrdd / Green | ⇒             | -                 | 98.70%             | -                       | -   | -   |
| 11) % of Sundry Debtors collected (for last 3 years)                      | Melyn / Yellow | ↑             | -                 | 97.30%             | -                       | -   | -   |
| 12) % Housing Rent collected (for the last 3 years)                       | -              | ↑             | -                 | 100.65%            | -                       | -   | -   |
| 13) % Housing Rent collected excl benefit payments (for the last 3 years) | -              | ↑             | -                 | 101.47%            | -                       | -   | -   |

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 -

- ***Transforming Services Programme Board and the;***
- ***Corporate Governance 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



| Transformation Services Programme Board |   |  |
|---|---|--|
| Programme/Project                       | Related Projects                                      | RAYG and brief Update  |
| School Modernisation                    | Bro Rhosyr a Bro Aberffraw                            | The completion date for building <b>Ysgol Santes Dwynwen</b> at Newborough is on track and it is set to open at the end of April 2019.   |
|   | Llangefni Area  | <b>Ysgol Bodffordd, Ysgol Corn Hir and Ysgol Henblas</b><br>Statutory notice was published and the Outline Business Case was accepted by Welsh Government.<br><b>Ysgol y Graig and Ysgol Talwrn</b><br>Design and cost are being developed. Statutory notice has been published. |
|   | Seiriol + South East                                  | Design and cost being developed to extend <b>Ysgol Llandegfan</b> and <b>Ysgol Llangoed</b> . Statutory notice has been published.   |
|   | Ysgol Syr Thomas Jones and the areas Primary schools. | Engagement meetings were held between 05/11/18 – 14/12/18. Working on analysing the results.   |
|   | Post 16   | Engagement meetings were held between the 19/11/18 – 16/12/18. Working on analysing the results.   |
| Adult Social Care -                     | Llangefni Extra Care                                  | Panel to continue to assess individuals for a code to be eligible for Hafan Cefni in accordance with the criteria.   |
|   | South of the Island Extra Care                        | The Executive agreed that the Ysgol Beaumaris site is used to develop an Extra Care Housing scheme within the Seiriol area.<br><br>Now that a decision has been agreed with regards to the future of Ysgol Beaumaris, the development of the site will be considered.            |
|   | Housing with Internal Support                         | The new aim of the project is to retain the service internally within the Council but to re-model in order to achieve financial savings.   |
|   | Housing with External Support                         | The aim of the project is to re-model and redesign the services in close consultation with the requirements of the Supporting People Programme.  |
|   | Re-tendering of Home Care Services                    | Completed the programme of transferring service users from the old provider to the new one (66 users). Initiating new monitoring arrangements in partnership with health.  |
|   | Internal Day Care                                     | Developing the vision for day opportunities and implementation timetable. Agreed to prioritise the action on raising the fate of HR clients involved in the savings programme for 2019.  |

|  |  |   |
|--|--|---|
| <b>Transformation of Libraries, Youth Services, Museums, Culture and Market Hall</b> | <b>Transformation of Museums and Culture</b> | Melin Llynonn and Roundhouses – Advertised in a specialist magazine in June 2018 to try and attract a commercial bid for the site.<br><br>Beaumaris Court and Goal – Work in partnership with Beaumaris Town Council to transfer the assets.  |
|  | <b>Remodelling of Library Service</b>        | The process for restructuring the workforce to be in place by Q2<br><br>Work is continuing with transferring the community libraries to Beaumaris and Rhosneigr.<br><br>Moelfre and Newborough Libraries have now been closed.<br><br>Cemaes will remain open for the year after the local community agreed funding to continue the library provision over the short term |
|  | <b>Market Hall, Holyhead</b>                 | Project to be completed in May 2019. Problems with Phase 2 works has delayed the project.   |
| <b>Gypsy Traveller sites</b>   |  | Star site – tender starting Feb 2019 and to be on site by May 2019.   |
| <b>Increase levels of recycling</b>  |  | Please see Scorecard KPIs 16 + 17 for Q1 achievement  |
| <b>Flood alleviation work</b>  |  | Building works have started in Beaumaris.<br><br>Nant y Felin, Pentraeth works have been postponed to start in March 2019.  |
| <b>Leisure Modernisation Strategy</b>  |  | Public Consultation has been completed and the responses are currently being analysed.  |

| <b>Corporate Governance Programme Board</b> |                         |   |
|---|-------------------------|---|
| <b>Programme/Project</b>                    | <b>Related Projects</b> | <b>RAYG and brief Update</b>  |
| <b>Resource Plan – Northgate</b>            |                         | MyView Dashboard – Considering opening training sessions in the new year to support staff who are yet to log in. Accessibility in Llangefni library is still outstanding, new computers are planned in Feb 2019.<br><br>Payslips – If staff have tried to print payslips in the library, project board have agreed to print payslips. |

|                                       |   |  |
|---------------------------------------|---|--|
|                                       |   | <p>Web Recruitment – live on the 09/11/18.<br/>Organised a 3 month review in Jan 2019 to see progress.</p> <p>Mileage and Expenses – full roll out of electronic travelling claims in Jan 2019 (excluding homecare).</p>   |
| <b>Customer Service Excellence</b>    | <b>Cyswllt Môn Expansion Programme / Face to Face Contact</b> | <p>Project back on track following the upgrade to all PC's in libraries.</p> <p>Pilot to commence Jan 2019 in Amlwch and Menai Bridge for 4 months followed by a review of the data which will be presented to the board with recommendations for future delivery.</p>   |
|                                       | <b>Telephone Contact and Channel Shift</b>                    | <p>(ON HOLD)Each Contact Centre has gone live successfully without disruption to the public.</p> <p>There is an evidenced improvement in the number of missed calls in those services who have gone live (up to 80% reduction in dropped calls.)</p>   |
|                                       | <b>CRM</b>  | <p>Telephony Integration – ShoreTel upgrade significantly changes the user experience.</p> <p>Waste Management – Specification developed. Awaiting quotation.</p> <p>Blue Badge Integration – Progressing well. Forms built and integrated.</p>  |
| <b>Alternative Delivery Models</b>    |   | <p>Work on ADM's is on-going and will be continuously be exploring new options available.</p> <p>School Taxi Contract – gone live January 19, project on time and completed.</p> <p>School Grass Cutting – gone live January 19, project in time and completed.</p> <p>Re-Tender Oriol Mon Café – out to tender and bids were closed w/c 14/01/19.</p> |
| <b>Energy Efficiency</b>              |   | <p>Plan for 2018/19 presented to Programme Board and being implemented.</p> <p>Further refit development work on-going to identify opportunities for future years.</p> <p>Refit Cymru programme has started following appointment of Larkfleet as the Refit partner.</p>   |
| <b>Implementation of ICT Strategy</b> |   | <p>The Digital IT Strategy – 'Digital Island' has been approved and covers 2016-2020.</p>  |

Attachment B

|                                  |  |   |
|----------------------------------|--|---|
|                                  |  | Current issues with the website – working with supplier to resolve all issues.                          |
| <b>Scrutiny Improvement Plan</b> |  | On track  |
| <b>Communication Strategy</b>    |  | Revised Communication Strategy being developed – adapting existing draft and awaiting further feedback. |

## APPENDIX C

**Projected Revenue Outturn for the Financial Year Ending 31 March 2019 – Quarter 3**

| Service/Function                                    | 2018/19 Annual Budget | Q3 2018/19 Budget Year to Date | Q3 Actual & Committed spend | Q3 2018/19 Variance | Q3 Actual & Committed Spend | Estimated Expenditure to 31 March 2019 at Q3 | Estimated Outturn 31 March 2019 over/ (under) at Q3 | Estimated Outturn 31 March 2019 over/ (under) at Q2 | Estimated Outturn 31 March 2019 over/ (under) at Q1 | 2018/19 Projected Over/ (Under)spend as a % of Total Budget | Draft Over/ (underspend) Last Year 2017/18 |
|---|-----------------------|--------------------------------|-----------------------------|---------------------|-----------------------------|--|---|---|---|---|--|
|   | £'000                 | £'000                          | £'000                       | £'000               | %                           | £'000  | £'000   | £'000   | £'000   | %   | £'000                                      |
| <b><u>Lifelong Learning</u></b>                     |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| Delegated Schools Budget                            | 43,129                | 32,845                         | 32,845                      | (0)                 | 0.00%                       | 43,129                                       | 0   | 0   | 0   | 0.00%   | 0  |
| Central Education                                   | 4,285                 | 4,347                          | 4,887                       | 540                 | 12.42%                      | 4,874  | 589   | 627   | 540   | 13.74%  | 893  |
| Culture   | 1,321                 | 1,131                          | 1,078                       | (53)                | -4.70%                      | 1,221  | (100)   | (113)   | (70)  | -7.57%  | (147)                                      |
|   |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| <b><u>Adult Services</u></b>                        | 24,599                | 18,068                         | 19,407                      | 1,339               | 7.41%                       | 25,634                                       | 1,035   | 866   | 112   | 4.21%   | 215  |
|   |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| <b><u>Children's Services</u></b>                   | 8,318                 | 6,802                          | 8,696                       | 1,893               | 27.83%                      | 10,327                                       | 2,009   | 2,032   | 1,283   | 24.15%  | 1,778                                      |
|   |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| <b><u>Housing</u></b>                               | 1,052                 | 1,538                          | 1,410                       | (128)               | -8.33%                      | 1,007  | (45)  | (15)  | 25  | -4.28%  | 7  |
|   |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| <b><u>Highways, Waste &amp; Property</u></b>        |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| Highways  | 6,340                 | 5,891                          | 6,206                       | 315                 | 5.35%                       | 6,233  | (107)   | (84)  | 5   | -1.69%  | (100)                                      |
| Property  | 978                   | 869                            | 906                         | 37                  | 4.27%                       | 1,014  | 36  | 70  | 142   | 3.68%   | 55   |
| Waste   | 7,490                 | 5,727                          | 5,305                       | (422)               | -7.37%                      | 7,233  | (257)   | 3   | 20  | -3.43%  | (63)                                       |
|   |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| <b><u>Regulation &amp; Economic Development</u></b> |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| Economic Development                                | 1,733                 | 1,700                          | 1,563                       | (137)               | -8.04%                      | 1,614  | (119)   | (50)  | 0   | -6.87%  | (10)                                       |
| Planning and Public Protection                      | 1,950                 | 1,534                          | 1,358                       | (176)               | -11.46%                     | 1,900  | (50)  | 45  | 46  | -2.56%  | 9  |
|   |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| <b><u>Transformation</u></b>                        |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| Human Resources                                     | 1,251                 | 959                            | 943                         | (16)                | -1.64%                      | 1,236  | (15)  | (8)   | 0   | -1.20%  | (61)                                       |
| ICT   | 2,354                 | 1,751                          | 1,872                       | 121                 | 6.91%                       | 2,466  | 112   | 247   | 327   | 4.76%   | 45   |



| Service/Function                                 | 2018/19 Annual Budget | Q3 2018/19 Budget Year to Date | Q3 Actual & Committed spend | Q3 2018/19 Variance | Q3 Actual & Committed Spend | Estimated Expenditure to 31 March 2019 at Q3 | Estimated Outturn 31 March 2019 over/ (under) at Q3 | Estimated Outturn 31 March 2019 over/ (under) at Q2 | Estimated Outturn 31 March 2019 over/ (under) at Q1 | 2018/19 Projected Over/ (Under)spend as a % of Total Budget | Draft Over/ (underspend) Last Year 2017/18 |
|--|-----------------------|--------------------------------|-----------------------------|---------------------|-----------------------------|--|---|---|---|---|--|
|  | £'000                 | £'000                          | £'000                       | £'000               | %                           | £'000  | £'000   | £'000   | £'000   | %   | £'000                                      |
| <b>Funding</b>                                   |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| NDR  | (22,574)              | (17,365)                       | (17,365)                    | (0)                 | 0.00%                       | (22,574)                                     | 0   | 0   | 0   | 0.00%   | 0  |
| Council Tax                                      | (34,440)              | 0                              | 0                           | 0                   | 0.00%                       | (34,395)                                     | 45  | (101)   | (55)  | -0.13%  | 116  |
| Council Tax Premium                              | (648)                 | 0                              | 0                           | 0                   | 0.00%                       | (866)  | (218)   | (247)   | (243)   | 33.54%  | 0  |
| Revenue Support Grant                            | (73,238)              | (56,337)                       | (56,337)                    | (0)                 | 0.00%                       | (73,238)                                     | 0   | 0   | 0   | 0.00%   | 0  |
| <b>Total Funding 2018/19</b>                     | <b>(130,900 )</b>     | <b>(73,701)</b>                | <b>(73,701)</b>             | <b>(0)</b>          | <b>0.00%</b>                | <b>(131,073)</b>                             | <b>(173)</b>  | <b>(348)</b>  | <b>(298)</b>  | <b>0.00%</b>  | <b>116</b>                                 |
|  |                       |                                |                             |                     |                             |  |   |   |   |   |  |
| <b>Total outturn including impact of funding</b> | <b>0</b>              | <b>25,484</b>                  | <b>28,605</b>               | <b>3,120</b>        | <b>12.24%</b>               | <b>1,590</b>                                 | <b>1,589</b>  | <b>2,660</b>  | <b>1,744</b>  | <b>1.21%</b>  | <b>1,456</b>                               |

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| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b> |  |
|--|--|
| <b>Report to:</b>                      | The Executive  |
| <b>Date:</b>                           | 25 March 2019  |
| <b>Subject:</b>                        | Children and Families Services Progress Report                               |
| <b>Portfolio Holder(s):</b>            | Councillor Llinos Medi   |
| <b>Head of Service:</b>                | Fôn Roberts, Head of Children and Families Services                          |
| <b>Report Author:</b>                  | Elin Williams, Children & Families Services Transformation Programme Manager |
| Tel:                                   | 01248 751813   |
| E-mail:                                | <a href="mailto:ElinWilliams@ynysmon.gov.uk">ElinWilliams@ynysmon.gov.uk</a> |
| <b>Local Members:</b>                  | Relevant to all Members  |

| <b>A –Recommendation/s and reason/s</b>  |
|--|
| <p><b><u>RECOMMENDATIONS</u></b></p> <ul style="list-style-type: none"> <li>➤ To confirm that the Executive Committee is satisfied with the steps taken to progress implementation of the Service Improvement Plan and the pace of progress and to confirm that it is satisfied for the service to move forward with a new Service Development Plan that will replace the current Service Improvement Plan.</li> <li>➤ To confirm that the Executive Committee is satisfied with the pace of progress and improvements made to date within Children and Families Services.</li> </ul> <p><b><u>Background</u></b></p> <p>As Elected Members you are fully aware of the background regarding the Service Improvement Plan and that this is regularly reviewed by the Children’s Services Improvement Panel and also of the recent re-inspection of the service by Care Inspectorate Wales (CIW).</p> <p>Since the last report the focus of the work within the Children &amp; Families Services has been:</p> <p><b>1. <u>CIW Inspection</u></b></p> <p>Following CIW returning to re-inspect Children and Families Services for two weeks during October 2018, the final CIW report was published on the 10<sup>th</sup> December 2018. The report highlights the <i>significant improvement</i> made by the Council in the previous 2 years and this report was welcomed. The report was consistent with the services’ self-assessment, which was submitted to CIW prior to the inspection and it also reflects the areas requiring further work already identified in the SIP i.e. matters in the amber and yellow of the RAYG rated</p> |

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SIP.

The report identifies improvements and also notes 14 areas that need development. All areas noted in the report are areas which were not 'new' to the service as it is felt that not only do we know the service well at this present time, we also have a clear and firm vision of where it should aim to be.

The table below shows the improvement made to address the actions in the SIP from February 2017 up until November 2018:

| <b>RAYG</b> | <b>February 2017</b> | <b>May 2018</b> | <b>September 2018</b> | <b>November 2018</b> |
|-------------|----------------------|-----------------|-----------------------|----------------------|
| Red         | 21                   | 0               | 0                     | 0                    |
| Amber       | 0                    | 5               | 3                     | 2                    |
| Yellow      | 0                    | 10              | 8                     | 6                    |
| Green       | 0                    | 6               | 10                    | 13                   |

Moving forward, it has been agreed to close down the current SIP and to produce a Service Development Plan for 2019-2022. This will include any outstanding actions from the current SIP that need to be further progressed and will incorporate the 14 areas for development as identified in the CIW re-inspection report. The whole service will be working under the new Service Development Plan, which will be agreed by the Service Senior Management Team; Children's Improvement Panel; Corporate Scrutiny Committee and the Executive Committee.

The service will also be taking the following steps:

- To actively engage more with children, young people and families to ensure that the voice of the child is central to all we do as a service.
- To review current policies to ensure that they are up to date and fit for purpose and to ensure that the voice of children, young people and families are included within service policies.
- To further review and strengthen Quality Assurance arrangements within the service.
- The Children's Improvement Panel to continue to meet and provide challenge to ensure that further improvements are made within the service.
- To continue holding Laming Visits so that members of the Children's Improvement Panel made up of members of the Senior Leadership Team and Elected Members have a deep understanding of the service.
- To continue working with partners and to continue strengthening relationships and joint working arrangements.

*Please refer to Appendix A for the Care Inspectorate Wales Report: Inspection of Children's Services Isle of Anglesey County Council December 2018 and Appendix B for the 'Care Inspectorate Wales Inspection Report on the Children and Families Services' report that was presented to the Executive Committee on the 28<sup>th</sup> January 2019 for more detailed information regarding the CIW re-inspection report.*

## **2. Recruitment and Retention**

The service continues with the campaign to advertise and recruit experienced Social Workers. New workers have started in the service and we currently only have one vacant post that needs to be filled.

The service has successfully appointed a Child Care specialist Solicitor who starts in post on the 1<sup>st</sup> April 2019. This is to enhance the current arrangements and have a Solicitor present at a much earlier point in the Public Law Outline (PLO) as per guidance.

## **3. Small Group Homes**

The Executive Committee agreed in November 2018 for the service to develop Small Group Homes (SGH) provision on the Island.

SGH involve children living together in 'homely' surroundings and functioning in a similar way to children at home i.e. going out to school, living in the community, having neighbours and friends and so on. They are designed to provide care in the least restrictive environment and to integrate children and young people into the community; improving their quality of life and to reduce stigma for children who are not living with their families or with Foster Carers. This will also ensure that key outcomes for children are met as far as possible in that they remain living on the Island and continue to attend local schools. This will also "de-institutionalise" care arrangements for children and young people who may otherwise be placed in residential settings which are a long way from Anglesey.

SGH may see some of the of children who are looked after currently living 'out of county' who are unlikely to be reintegrated or placed with family, friends, foster or adoptive families in the foreseeable future, return to the Island.

Each SGH will accommodate a maximum of two children. This is to allow the provision to fit in to the local community and not being considered as a children's home. Local (suitable) staff will be encouraged to apply to work at the SGH and it is recommended that jobs are created for local people who know the communities well.

The service is looking to open two SGH during the 2019/20 financial year and a further two in 2020/21. It is expected that SGH will bring considerable savings to the Local Authority. It is expected that around £115,116 of savings will be made in 2019/20 and around an additional £435,519 of savings in 2020/21. It is to be noted that the savings are based on two SGH homes opening from the 1<sup>st</sup> September 2019, which itself is dependent on suitable homes being confirmed and CIW registration not taking more than three months to

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complete. The savings figures do not include any costs of any alterations required to the properties identified.

Local Authority properties have been identified and work has started on making those homes suitable. Work is being completed in relation to identifying the children who will be considered suitable for SGH. We are also beginning the recruitment process for staff. The service is also engaging with staff and young people regarding a localised name for the scheme.

#### **4. Foster Carers Package**

The Council is looking to recruit and retain more Foster Carers so that there are more placements available to meet the increasing demand for placements for local looked after children. Currently, the Council in some instances, places children with private Foster Carers via private agencies, which results in the Council paying a premium due to not having enough Foster Carers on the Council's register to meet the demand. This means that the placements are more expensive.

The Executive agreed in November 2018 for the Council to offer a more competitive package in terms of allowances and benefits, which is envisaged to make it easier to recruit Foster Carers to the Council which will bring savings.

The Executive agreed for the package to provide:

- A 10% increase in the Foster Allowance;
- A 50% discount in Council Tax;
- Free Isle of Anglesey Leisure Services Membership Card;
- Free Council car parking ticket.

The changes will come into place in April 2019 and a marketing campaign is in place.

#### **Role of Director of Social Services**

Following the departure of Dr. Caroline Turner as Assistant Chief Executive, Mr. Alwyn Jones has been appointed as interim Director of Social Services on behalf of the Isle of Anglesey County Council. Alwyn will undertake this statutory role together with his current position as the Authority's Head of Adult Services.

Mr. Fôn Roberts has been appointed to the role of Deputy Director of Social Services.

**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 service needs confirmation by the Executive Committee that it is satisfied with the

steps taken to progress implementation of the Service Improvement Plan and improvements made to date within Children and Families Services.

The service also needs confirmation that the Executive Committee is satisfied for the service to move forward with a new Service Development Plan that will replace the current Service Improvement Plan.

**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.

| <b>DD – Who did you consult?</b> |  | <b>What did they say?</b>   |
|----------------------------------|--|---|
| 1                                | <b>Chief Executive / Senior Leadership Team (SLT)</b><br>(mandatory) | This has been approved by the SLT.  |
| 2                                | <b>Finance / Section 151</b><br>(mandatory)                          | As above.   |
| 3                                | <b>Legal / Monitoring Officer</b><br>(mandatory)                     | As above.   |
| 4                                | <b>Human Resources (HR)</b>  | N/A   |
| 5                                | <b>Property</b>  | N/A   |
| 6                                | <b>Information Communication Technology (ICT)</b>                    | N/A   |
| 7                                | <b>Procurement</b>   | N/A   |
| 8                                | <b>Scrutiny</b>  | The report is due to be presented to the Corporate Scrutiny Committee on the 19 <sup>th</sup> March 2019. |
| 9                                | <b>Local Members</b>   | N/A   |
| 10                               | <b>Any external bodies / other/s</b>                                 | N/A   |

| <b>E – Risks and any mitigation (if relevant)</b> |                           |     |
|---|---------------------------|-----|
| 1   | <b>Economic</b>           | N/A |
| 2   | <b>Anti-poverty</b>       | N/A |
| 3   | <b>Crime and Disorder</b> | N/A |
| 4   | <b>Environmental</b>      | N/A |
| 5   | <b>Equalities</b>         | N/A |
| 6   | <b>Outcome Agreements</b> | N/A |
| 7   | <b>Other</b>              | N/A |

**F - Appendices:**

Appendix A: *Care Inspectorate Wales Report: Inspection of Children's Services Isle of*

CC-016749-LB/229501

Anglesey County Council December 2018:

<https://careinspectorate.wales/sites/default/files/2018-12/181210-anglesey-childrens-services-en.pdf>



181210-anglesey-ch  
ildrens-services-en.p

Appendix B: *Care Inspectorate Wales Inspection Report on the Children and Families Services:*



CIW Inspection  
Report- The Executiv

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

# Inspection of Children's Services Isle of Anglesey County Council

December 2018

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.  
This document is also available in Welsh.



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## Introduction

Care Inspectorate Wales (CIW) last inspected children's services in Isle of Anglesey County Council in November (IoACC) 2016. The inspection found management oversight of safeguarding, access and assessment arrangements were insufficient and the pace of change in improving the provision of help, care and support and/or protection for children and families in Anglesey needed to be accelerated and improvement sustained. Due to the significant concerns identified, CIW undertook to re-inspect Isle of Anglesey children's services within 12 to 18 months from the publication of report.

IoACC developed an improvement programme and engaged an independent support team to monitor progress and offer consultancy advice.

CIW undertook this re-inspection of services for children during October 2018.

Our approach is underpinned by the eight well-being statements and associated well-being outcomes as outlined in the Welsh Government's *National Outcomes Framework for People who need Care and Support and for Carers who need Support* (March 2016). It builds upon the associated local authority quality standards set out in the *Code of Practice in Relation to Measuring Social Services Performance issued under section 145 of the Social Services and Well-being (Wales) Act*. In addition, the inspection considered the local authority's capacity to improve through an analysis of the leadership and governance of its social services functions.

This re-inspection focused on how 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.

We evaluated the quality of practice, decision making and multi agency work maintaining a clear focus on the impact of services for children and families, in respect of:

- access, including the provision of early help/prevention services
- assessment;
- safeguarding;
- care & support planning/review.

And

- quality of the leadership, management and governance arrangements in place that develop and support service delivery to maximise best outcomes for children and families.

Inspectors read case files, interviewed staff and administered a staff survey, interviewed managers, and professionals from partner agencies. Inspectors talked to children and their families wherever possible. We sought to engage children, young people and/or their families/carers with the purpose of listening to their views and experiences of the quality of services they have received.

## Overview of findings

- We found IoACC children's services able to demonstrate significant improvement in a number of key areas with some other areas still requiring further work. Staff morale is high and there is passion and commitment at all levels to continuing to work hard on the journey of improvement to deliver excellent services for children.
- The Information, Advice and Assistance (IAA) service has improved significantly since our last inspection and is now more in line with the Social Services and Well-being Act (SSWBA). Staffing levels have increased within this service and 'what matters' conversations are being undertaken with increasing confidence and success. Chronologies are routinely begun at this early stage and referrals passed to other teams appropriately. Decisions and case recording are mostly timely and proportionate.
- Safeguarding responses are mostly timely and proportionate. There is room for improvement in collation and recording of evidence and analysis of risk. We were not always confident all key pieces of information were available at the right time to consistently support managers to make good decisions. This can lead to unnecessary delays in formulating plans for children.
- The quality improvement service has benefitted from increased staffing and external professional support over the past year. This new impetus has led to the development of a number of policies and procedures. Some policies and procedures require more detail to ensure they maximise improvements. There is some evidence of a feedback loop between case audit and practice. However, we are not yet confident current case audit and supervision consistently identifies and improves practice that falls short of the standards expected within legislation.
- Improvements in management oversight and professional accountability at all levels is continuing to highlight cases where opportunities to support children have been missed in previous years. There is firm commitment and direct evidence of the local authority proactively and systematically responding to the needs of these children. This has led to a noticeable increase in the

number of children becoming looked after and corresponding increase in work load for teams.

- There is a lack of suitable placements for children. More work is required to ensure placement options meet the particular needs of children within their community. We heard about and spoke to children with complex needs who are receiving specialist support out of county. We were told these placements can be very expensive and how they need to be carefully commissioned and tightly monitored to ensure children's needs are met. The Service is considering specific measures designed to address this shortage.
- There is strong leadership and governance in IoACC. Members of the council were able to demonstrate their contribution to children's services improvement journey. They were able to demonstrate their knowledge of key challenges facing the council and how they interact to impact upon children and families. Senior officers are visible, available and driving improvements. Partners on the regional safeguarding board, North Wales Police and Health Board operational colleagues are positive about the changes they have seen in Anglesey, describing a new open culture and good joint working.

## **Areas for development**

### **Access arrangements: Information, Advice and Assistance**

1. The opportunity to provide feedback to people who make referrals should be maximised. There is an electronic form already available it could be used more consistently to improve communication with people who make referrals and build the reputation of the service.
2. Ensure chronologies are consistently updated to assist practitioners to access relevant and significant case information in a timely manner.

### **Assessment**

3. Ensure the individual child is not lost in the wider case discussion of the family circumstance. A greater focus must be held on individual children's needs and wishes, as well as impact and mitigation of risk(s) to them.
4. High quality, robust and timely supervision and audit of individual assessments must become routine within the service to drive the pace of service improvement. Supervision and audit need to include reflection on use of professional knowledge, evidence and social work skills

5. Evidence collection, recording and analysis must be brought up to a consistently high level to enable informed decision making and ensure cases where children are suffering significant harm are not allowed to drift. Managers need to be confident and supportive in critically appraising incomplete or inadequate written documentation.
6. Children need to be able to build relationships with social workers they can trust, the number of social workers to which each child has to repeat their story needs to be minimised. Social workers must ensure every interaction with a child counts and be able to evidence their work.

### **Care and support and review**

7. More work is required to support independent safeguarding and reviewing officers (IRSOs) to ensure they have capacity and confidence to effectively challenge where services fall short of standards required for individual children.
8. There needs to be early emphasis and priority given to improving consistency of contact and engagement of IRSOs with children before reviews to ensure children's voices are clearly and effectively heard.
9. Care planning and engagement with children and carers must be strengthened to ensure consistent development of co-produced plans. Children and carers must receive the support offered to them in care and support plans.
10. Continue to explore and hasten current opportunities to increase the number and range of placements options for children on the island. The provision of new placement opportunities needs to be based upon professional understanding of children's needs.
11. Develop mechanisms to ensure looked after children are not disadvantaged by pressures on staff to respond to new safeguarding concerns in other cases.

### **Leadership and governance**

12. Continue with development of robust quality assurance mechanisms across the service.
13. Encourage further joint working between children's services and education services to ensure all children have timely Personal Education Plans that reflect the importance of education to each child's ability to reach their potential.

14. Ensure there are opportunities to pause and reflect on the new structure including constructive challenge as to whether the experience and outcomes of children are being best served by the number of practice leaders who are non case holders and the number of changes in social worker experienced by each child.

**Next steps**

15. CIW view IoACC as having a good understanding of their strengths and areas for improvement. CIW expect the local authority to consider areas of development highlighted to be incorporated into their development plans.
16. CIW will monitor progress through its on-going engagement activity with the local authority. This may include desk top review of a small number cases audited in this inspection to track the progress of children.

## 1. Access arrangements: Information, Advice and Assistance

### What we expect to see

The authority works with partner organisations to develop, understand, co-ordinate, keep up to date and make best use of statutory, voluntary and private sector information, assistance and advice resources available in their area. All people, including carers, have access to comprehensive information about services and get prompt advice and support, including information about their eligibility and what they can expect by way of response from the service. Arrangements are effective in delaying or preventing the need for care and support. People are aware of and can easily make use of key points of contact. The service listens to people and begins with a focus on what matters to them. Effective signposting and referring provides people with choice about support and services available in their locality, particularly preventative services. Access arrangements to statutory social services provision are understood by partners and the people engaging with the service are operating effectively.

### Summary of findings

- 1.1 Teulu Mon, the Information, Advice and Assistance (IAA) service in Anglesey has benefitted from significant investment and development over the past year in line with the Social Services and Well Being (Wales) Act 2014 (SSWBA). We observed the service to be generally offering proportionate and timely responses at 'the front door'. Teulu Mon is an amalgamation of what were previously separate functions carried out by the Family Information Service, Team Around the Family (TAF) and the Children and Families service duty and assessment team.
- 1.2 We saw evidence of increased staffing in the service including an increase in practice leaders. The three practice leaders work together under one service manager and share the role of decision maker. Staff consistently told us this is a positive improvement, helping them to get timely advice and progress their work more efficiently.
- 1.3 We met with staff from the IAA service and heard about their positive experience of a range of training opportunities and witnessed commendable level of support for each other within the team. We observed staff using the "*what matters*" conversation and the five steps to eligibility in line with SSWBA guidance.
- 1.4 We found improved quality of recording of referrals and evidence gathering. We heard from staff how working alongside the Team Around the Family helped with analysis and signposting as information, practical knowledge and

skills were readily shared within the team. We heard how this cooperative approach appropriately facilitates prompt transfer to TAF allowing timely preventative work with children and families to take place.

- 1.5 Since its recent move into Children's services from education TAF has changed its thresholds for intervention, with the aim of providing a more targeted service for children and families who need support. Managers told us they believed this to be a better use of the resources available on the island.
- 1.6 We found improved communication and joint working between children's services and schools. One Head teacher told us they found Teulu Mon increasingly helpful when they needed to make a referral. They now feel able to pick up the phone and discuss potential referrals with the service. This improvement has followed presentations by the head of Children's Services to head teachers encouraging them to refer on the basis that services to support prevention are now available where needed.
- 1.7 We were told the clearer threshold and improved communication will deliver an improved preventative service for children and families on Anglesey who may be more reluctant to use services or may have been hard to reach. It is too soon to tell whether this level of targeting is appropriate to provide early intervention and prevent families and children reaching crisis.
- 1.8 Teulu Môn Practice Leader described how promoting the IAA service at parent's evenings and community events is providing information about services that are available to normalise families accessing support before they reach crisis. The impact of this approach will not become clear for some time.
- 1.9 Beginning chronologies in the IAA service when referrals are first made is a positive development that can support future timely and informed decision making. We found not all chronologies are up to date, we saw work is ongoing to ensure they are brought up to date and staff keep them updated.
- 1.10 Further work is required to enhance the newly established IAA service to enable workers to provide a comprehensive information service to the public. The Family Information Service is part of IAA and staff members are currently inputting Anglesey information on to the DEWIS web based resource directory. Resources will be required to ensure the information is kept up to date.
- 1.11 It was positive to see the Wellbeing and Inclusion worker included within service whose role is to respond to referrals, signpost to community and preventative services and map areas of need. The local intelligence gained by this worker should be a useful contribution to the population needs assessment.



1.12 The active offer of the Welsh language is fully embedded in the services offered. We heard on a regular basis staff regularly alternating between English and Welsh with a high level of accomplishment.

## 2. Assessment

### What we expect to see

All people entitled to an assessment of their care and support needs receive one in their preferred language. All carers who appear to have support needs are offered a carer's needs assessment, regardless of the type of care provided, their financial means or the level of support that may be needed. People experience a timely assessment of their needs which promotes their independence and ability to exercise choice. Assessments have regard to the personal outcomes and views, wishes and feelings of the person subject of the assessment and that of relevant others including those with parental responsibility. This is in so far as is reasonably practicable and consistent with promoting their wellbeing and safety and that of others. Assessments provide a clear understanding of what will happen next and results in a plan relevant to identified needs. Recommended actions, designed to achieve the outcomes that matter to people, are identified and include all those that can be met through community based or preventative services as well as specialist provision.

### Summary of findings

- 2.1 We were told and inspectors saw how the restructure implemented in October 2017 was positively impacting upon practice. Staff told us they found the new ' Practice Group arrangements with practice leaders to be a positive improvement. They told us they valued sitting in the same room as their practice leaders and how it provided easier access to support now that managers are much more visible.
- 2.2 There is a wide skill mix of social workers in IoACC. With a spread of experienced, newly qualified and agency workers. We saw evidence in supervision files of staff saying case loads were too high. We also spoke to staff who told us they felt very well supported and whose case loads were manageable.
- 2.3 We found many children with more than one social worker involved and were told complex cases were shared with practice leaders, and the social worker from the Resilient Families Team may also be actively working with the child. For this reason it was difficult for inspectors to say whether the caseloads were appropriate. Senior managers will want to consider concerns raised by workers and take steps to respond to staff.
- 2.4 We did hear about and witness the positive drive by senior managers for improvements in practice and professional accountability at all levels. We are

aware some staff have found this challenging while many told us they found the extra support and drive for improvement helpful.

- 2.5 The inclusion of a 'legacy team' as part of the re-structure has facilitated a concerted focus on cases where there had been significant 'drift'. We saw many cases where this team has brought a renewed focus to specific children and were taking action to ensure children receive the support they should have benefitted from in previous years. We saw this work was quite quickly making a positive difference to the lives of children.
- 2.6 We found the quality of assessments to be inconsistent ranging from very good to some requiring improvement. In the best examples we saw high quality evidence presented well with ongoing analysis. Very good examples provided a clear picture of the child and an understanding of what matters to them and identification of risk and strengths.
- 2.7 These very good assessments and plans provided a sharp contrast to others where statutory visits to children were undertaken by workers who had not previously met the child and the subsequent recording added little or nothing to the service's understanding of the child's immediate concerns or ambitions for the future.
- 2.8 We did not see a correlation between the quality of written work and the experience of the worker. We saw some very good assessments written by Newly Qualified Social Workers.
- 2.9 Regardless of the individuals experience or length of service, we did not see quality of recording or professional analysis challenged consistently enough to ensure past experiences are not repeated.
- 2.10 We found some examples of good direct work with children, focused on ensuring children could express their concerns and their voices were captured. We also audited cases with insufficient evidence of children's voices being sought or heard. Particularly when there was a sibling group or families were linked by marriage or complicated relationships. We found this unacceptable.
- 2.11 On these occasions we saw cases where the child was at risk of being missed in the wide ranging discussion going on around them. This included assessments where the child was only referred to once or twice in many pages of notes in their own case file. This was explained to us as being due to the nature and structure of regional forms. Regardless of the reason inspectors found this unacceptable.

- 2.12 We spoke to children and foster carers and saw within case notes how they had experienced many changes in social workers, we also saw many social workers being involved in the same cases. This may be an unintended consequence of the Practice Group within the new structure. We heard from some children how this caused them confusion and they were not sure who they should speak to if things went wrong. One child asked inspectors “what’s the point of having a named social worker if I never see them and other people keep turning up instead”.
- 2.13 In discussion with social workers it was evident they had a clear focus on children, however, written records did not always capture the quality of the positive work including direct work with children being undertaken as part of assessments.

### 3. Care and support and review

#### What we expect to see

People experience timely and effective multi-agency care, support, help and protection where appropriate. People using services are supported by care and support plans which promote their independence, choice and wellbeing, help keep them safe and reflect the outcomes that are important to them. People are helped to develop their abilities and overcome barriers to social inclusion.

#### Summary of findings

- 3.1 The local authority has further room for improvement to ensure looked after children and young people have timely care and support plan as required in SSWBA guidance. We found the quality of plans was variable. Staff report struggling with the regionally developed care planning documentation following implementation of the SSWBA. Inspectors were made aware there is work ongoing to review the forms and the new IT system.
- 3.2 IoACC struggles to find placements that match individual needs of children. This has resulted in some children being placed out of county placements and some children being placed in settings that are 'best fit' rather than setting of choice. We saw children placed with their own parents because of the lack of availability of an alternative placement which then require intensive support to manage risks.
- 3.3 There is a need to strengthen engagement and direct work with children to enable them to have an improved understanding of their care plans. There is also a need to improve engagement with children at a more strategic level. Discussions are underway with a national organisation to help move this work forward and ensure the service benefits from learning directly from children who rely on services.
- 3.4 We found the Resilient Families Team to be clear in its remit and confident in its abilities. The team were able to demonstrate the direct in-depth work they had undertaken with children and families and had good examples of 'reflective letters' used as a means of engaging with children and parents.
- 3.5 The local authority has developed a more robust approach to permanency planning for cases that have been subject to 'drift' as identified by CIW previous inspection. The legacy team was introduced during the restructure in October 2017 to provide a new focus on children where there has been an unacceptable tolerance of long term neglect. We saw evidence of refreshed planning, improved case management and management oversight, including

panel arrangements. These interventions were leading to more robust and longer term planning for children.

- 3.6 Managers accept that while most cases of this type have now been identified there may be others with unacceptable delays and there is a need to identify these as soon as possible.
- 3.7 Funding has been identified to engage an additional solicitor to increase the legal advice available to teams and the post is currently out to advert. This should increase timely support to social workers and directly improve outcomes for children.
- 3.8 The local authority demonstrated it was committed to successfully returning children and young people home where it was in their best interests. There were arrangements in place to support step up and step down of cases where it is safe to do so. Workers recognised the importance of parental and child bonds and were proactive in offering opportunities for children to remain with parents and offer substantial support.
- 3.9 The reviewing process should be child focused with any challenge in respect of children's rights to be escalated appropriately. We were shown a new policy that is being developed to support Independent Reviewing Safeguarding Officer's (IRSO's) to escalate concerns. Successful implementation of this and other support to IROs will be crucial to these officers having the confidence and ability to monitor the performance of the local authority as a corporate parent.
- 3.10 Reviews of children who are looked after are mostly held in line with guidance, however there is a need to strengthen reviewing arrangements and consistently offer children opportunities to meet with the reviewing officer prior to review. This would provide opportunity to have regard to a child's wishes in respect of how and where the review is held and the child's desired outcomes.
- 3.11 We saw occasions where life story work was planned but did not take place. Social workers told us this work is not prioritised because of competing demands on their caseload. Gaps in this type of work and limited opportunities to meet with IRSOs means opportunities for children to have their voices heard and make sense of their own stories are not being maximised. We heard some evidence from children and parents whose voices had been heard and recorded in assessments and care and support plans but the associated action by practitioners had failed to materialise. Individuals did not get the response they felt they needed and were expecting.
- 3.12 There was celebration of children who had been looked after and who had gone on to achieve in higher education or a chosen career with clear

expectation this should be the ambition for all looked after children. We found Personal Education Plans were not always in place and up to date for all children. Some managers told us they were already aware of this and understood the importance of ensuring this is addressed.

- 3.13 Advocacy services are commissioned for children in Anglesey by the local authority but take up was inconsistent. More work is required to ensure workers and children are aware of the opportunity for support and how to access the service. We were told by the advocacy service it was confident steps will be taken by the local authority to improve the workforce's understanding of the requirement of offering advocacy in certain cases.

## 4. Safeguarding

### What we expect to see

Effective local safeguarding strategies combine both preventative and protective elements. Where people are experiencing or are at risk of abuse neglect or harm, they receive urgent, well-coordinated multi-agency responses. Actions arising from risk management or safety plans are successful in reducing actual or potential risk. People are not left in unsafe or dangerous environments. Policies and procedures in relation to safeguarding and protection are well understood and embedded and contribute to a timely and proportionate response to presenting concerns. The local authority and its partners sponsor a learning culture where change to and improvement of professional performance and agency behaviours can be explored in an open and constructive manner.

### Summary of findings

- 4.1 Safeguarding children was prioritised within the department. Mostly we saw competent and supported workers providing timely and proportionate responses.
- 4.2 The local authority has recently re-introduced a new model of risk management to safeguard children, based on the Bruce Thornton model. Training including mentoring and coaching sessions for individual staff has accompanied the new approach and staff told us it is a positive improvement to their practice.
- 4.3 We saw the new risk documentation had been completed on many occasions. We found some assessments lacked detail of evidence and contained limited analysis of risk. We saw missed opportunity to complete home conditions assessments. Improved quality and completeness of assessments would inform decision making around risk.
- 4.4 Managers told us about the positive work they were undertaking on child sexual exploitation and adverse childhood experiences. We also spoke with North Wales Police, members of North Wales Regional Safeguarding Board and operational staff from Betsi Cadwaladr University Health Board. All were very positive about the new open working relationships with Isle of Anglesey County Council and very positive about the joint work being undertaken. They were all able to describe different case work that had been successful due to improved joint working. We saw evidence of joint working in the cases we audited.
- 4.5 The same partners told us about the development of a disputes escalation policy used by all six Local Authorities in North Wales. It has been used



successfully in Anglesey and achieved a positive outcome for the child and agencies involved.

- 4.6 We heard there was more work to do to improve the quality of referrals received from partners into children's services. Joint training is being planned to ensure sufficient and appropriate information is provided to enable social workers to make informed decisions and ensure children are safeguarded.

## 5. Leadership, management and governance

### What we expect to see

Leadership, management and governance arrangements comply with statutory guidance and together establish an effective strategy for the delivery of good quality services and outcomes for people. Meeting people's needs for quality services are a clear focus for councilors, managers and staff. Services are well-led, direction is clear and the leadership of change is strong. Roles and responsibilities throughout the organisation are clear. The authority works with partners to deliver help, care and support for people and fulfils its corporate parenting responsibilities. Involvement of local people is effective. Leaders, managers and elected members have sufficient knowledge and understanding of practice and performance to enable them to discharge their responsibilities effectively.

### Summary of findings

- 5.1 IoACC leaders and managers were able to demonstrate a good understanding and strong commitment to supporting the most vulnerable people in their community. They were able to clearly explain key existing and rising challenges in their communities and the opportunities and challenges presented by social care legislation.
- 5.2 Elected Members had a clear understanding of their role and with officers are aware of their responsibilities as Corporate Parents. Members were equally clear of the need for accountability at all levels and the importance of quality assurance systems and processes being able to identify any dips in performance or missed opportunities and support improvement before they escalate.
- 5.3 Children services benefits from a permanent and stable senior management team with a wide range of experience and knowledge. Staff told us in focus groups and through questionnaires they feel supported by managers and many told us how pleased they were with changes in the service and how they were enjoying being part of a positive culture with clear direction.
- 5.4 The lead member and other elected members demonstrated a good understanding of the preventative agenda inherent in the SSWBA and a commitment to supporting children and families to be resilient. We heard about free leisure membership cards and other practical opportunities being developed corporately to support children, young people and their families. Members were able to explain and weigh up their concerns about the unintended consequences of reduced funding in some areas impacting the

lives of children and the good work undertaken by the Resilient Families Team to keep families together.

- 5.5 Members suggested they were supporting joint working between education and children's services. Some members expressed their anxieties about children who do not attend school, are absent and children who may be 'lost' to the system. It was acknowledged this is an area that could benefit from more work.
- 5.6 Members demonstrated commitment to improving services for children by agreeing the terms of reference for the Children's Improvement Panel before the last election immediately after CIW last inspection. The improvement panel has continued to meet monthly and members report their confidence has grown and the panel is productive, giving them insight to progress being made in the service.
- 5.7 Leaders and managers recognise the progress that has been made by the local authority and clearly understand the need to continue to drive service improvements to a position where children's services are consistently good, cases are not allowed to drift, and every child is safeguarded from abuse.
- 5.8 There is recognition of the increasing numbers of looked after children and plans are being formulated to develop a leaving care service to meet rising demand. Given the increasing numbers of children who will be leaving care over the coming years, there is urgency for this work to be completed to ensure young people will be supported through what can be a difficult period of transition.
- 5.9 There are a number of key documents that have been freshly developed or reviewed including; workforce strategy, performance framework practice standards, prevention strategy and supervision policy. We found some of the policies could benefit from more work, however they do have the potential to contribute to improvement when implemented, supported and translated into daily practice.
- 5.10 Overall, staff were positive and enthusiastic about their experience of working for the local authority. They told us they felt supported by managers who were visible and approachable and were able to raise concerns as they arose. They were aware of the range of new documentation and although they recognised some needed further work, particularly the supervision policy, they welcomed them as positive steps on a journey of improvement.
- 5.11 Challenges remain around recruitment of experienced social workers and reliance on agency staff. While the numbers of agency staff are reducing and the situation improving, the frequent changes of staff is leading to poor

outcomes for children. Inspectors were told about recruitment plans and positive links with Bangor University which supports the local authority in attracting high quality newly qualified social workers. We were also told about new initiatives to 'grow our own' social workers. Together it is envisaged these projects will resolve the shortage of social workers in the local authority area.

5.12 We found the quality of case audit to be inconsistent. At times the focus was more upon key dates being adhered to rather than quality of the work or the outcome for the child. We also saw audits that had missed deficits in cases for example one case had been closed with work not completed. We found very little comment on quality of evidence or professional practice.

5.13 We are aware of a drive by senior managers for improved supervision and are aware a revised supervision policy is to be implemented. Staff told us they regularly receive supervision and managers are very supportive. In the cases we saw we found the quality of supervision to be variable and one file to be overly negative. We could not be confident that all supervision was effective at improving practice or confidence in social workers.

## **6. Methodology**

### **Fieldwork**

We undertook 10 days of fieldwork activity

We selected case files for tracking and review from a sample of cases. In total 48 case files were reviewed; of these 18 were followed up with tracking interviews with social workers and family members some were subject to a tracking focus group which involved multi agency partners.

We interviewed, children, parents and relatives.

We interviewed a range of local authority employees, members, senior officers, Director of Social Services and the Chief Executive.

We interviewed a range of partner organisations, representing both statutory and third sector.

We reviewed a sample of 9 staff supervision files.

We reviewed 74 staff survey results.

We reviewed supporting documentation sent to CIW for the purposes of the inspection.

We looked at a sample of complaints that were made about children's services.

### **Acknowledgements**

CIW would like to thank the following people who gave their time and contributed to this inspection: children and young people, parents and carers, staff, managers and members and partner organisations.

| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b> |   |
|--|---|
| <b>Report to:</b>                      | The Executive   |
| <b>Date:</b>                           | 28 January 2019   |
| <b>Subject:</b>                        | Care Inspectorate Wales Inspection Report on the Children and Families Services |
| <b>Portfolio Holder(s):</b>            | Councillor Llinos Medi  |
| <b>Head of Service:</b>                | Fôn Roberts, Head of Children and Families Services                             |
| <b>Report Author:</b>                  | Elin Williams, Children & Families Services Transformation Programme Manager    |
| Tel:                                   | 01248 751813  |
| E-mail:                                | <a href="mailto:ElinWilliams@ynysmon.gov.uk">ElinWilliams@ynysmon.gov.uk</a>    |
| <b>Local Members:</b>                  | Relevant to all Members   |

| <b>A –Recommendation/s and reason/s</b>   |
|---|
| <p><b><u>Background</u></b></p> <p>During October 2018, Care Inspectorate Wales (CIW) carried out a detailed re-inspection of the Children and Families Services. This re-inspection was undertaken following an inspection which was carried out during November 2016 which led to CIW having “significant concern” about the services provided to children in Anglesey.</p> <p>Following the 2016 inspection, the Isle of Anglesey County Council immediately embarked on a 3 year Service Improvement Plan (SIP) which was closely monitored by CIW. Several changes have been made during the journey to improvement, including establishing a Children’s Improvement Panel which has met monthly and consisted of not only Senior Officers from within the Council but also Elected Members. The Children and Families Services Senior Management Team has been strengthened and there has been a restructure of the service. The service has been able to recruit and retain staff during this period and has, as a result, increased staffing capacity. The service has a Quality Assurance Framework in place; a Performance Framework in place; a risk model and a new Supervision Policy has been implemented. There is now stronger management oversight and the service has worked with partners to improve joint-working arrangements. The Independent Support Team supported the service to make improvements during this period.</p> <p>The Service Improvement Plan incorporated the 14 recommendations made by CIW in March 2017. The SIP started with 21 priorities on Red in February 2017, and all have been taken forward, and none are currently on Red. The 21 priorities have now progressed to 13 being on Green (completed); 6 on Yellow (on track) and 2 on Amber (further work to be done):</p> |

| RAYG   | February 2017 | May 2018 | September 2018 | November 2018 |
|--------|---------------|----------|----------------|---------------|
| Red    | 21            | 0        | 0              | 0             |
| Amber  | 0             | 5        | 3              | 2             |
| Yellow | 0             | 10       | 8              | 6             |
| Green  | 0             | 6        | 10             | 13            |

### **Re-inspection of Children and Families Services, October 2018**

The re-inspection focused on how 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.

CIW evaluated the quality of practice, decision making and multi-agency work maintaining a clear focus on the impact of services for children and families, in respect of:

- access, including the provision of early help/prevention services;
- assessment;
- safeguarding;
- care & support planning/review.

And

- quality of the leadership, management and governance arrangements in place that develop and support service delivery to maximise best outcomes for children and families.

The report of the October 2018 inspection, which was published on 10<sup>th</sup> December 2018, highlights the *significant improvement* made by the Council in the previous 2 years and this report was welcomed. The report was consistent with the services' self-assessment, which was submitted to CIW prior to the inspection and it also reflects the areas requiring further work already identified in the SIP i.e. matters in the amber and yellow of the RAYG rated SIP.

The report identifies improvements which include:

- *Staff morale is high and there is passion and commitment at all levels to continuing to work hard on the journey of improvement to deliver excellent services for children;*
- *The Information, Advice and Assistance (IAA) service has improved significantly since our last inspection and is now more in line with the Social Services and Well-being Act (SSWBA). Staffing levels have increased within this service and 'what matters' conversations are being undertaken with increasing confidence and*

*success. Chronologies are routinely begun at this early stage and referrals passed to other teams appropriately. Decisions and case recording are mostly timely and proportionate;*

- The quality improvement service has benefitted from increased staffing and external professional support over the past year. This new impetus had led to the development of a number of policies and procedures;*
- Improvements in management oversight and professional accountability at all levels is continuing to highlight cases where opportunities to support children have been missed in previous years. There is firm commitment and direct evidence of the local authority proactively and systematically responding to the needs of these children;*
- There is strong leadership and governance in IoACC. Members of the council were able to demonstrate their contribution to children’s services improvement journey. They were able to demonstrate their knowledge of key challenges facing the council and how they interact to impact upon children and families. Senior officers are visible, available and driving improvements. Partners on the regional safeguarding board, North Wales Police and Health Board operational colleagues are positive about the changes they have seen in Anglesey, describing a new open culture and good joint working.*

### **Areas for Development**

The report notes 14 areas for development. The table below provides a service position on each area. As mentioned above, all areas noted below are areas which were not ‘new’ to the service as it is felt that not only do we know the service well at this present time, we also have a clear and firm vision of where it should aim to be:

| <b>No</b> | <b>Area for Development</b>   | <b>Service Position</b>  | <b>RAYG</b> |
|-----------|---|--|-------------|
| 1         | <p><b>Access arrangements: Information, Advice and Assistance</b></p> <p>The opportunity to provide feedback to people who make referrals should be maximised. There is an electronic form already available it could be used more consistently to improve communication with people who make referrals and build the reputation of the</p> | <p>It has been recognised that Teulu Môn <i>has benefitted from significant investment and development over the past year and that we observed the service to be generally offering proportionate and timely responses at the ‘front door’.</i> The service agrees with this and will continue to further develop Teulu Môn. We have already created an additional function in WCCIS and added capacity in Teulu Môn to make sure all relevant referrers are given feedback.</p> |             |



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|   | service.   |   |  |
| 2 | <p><b>Access arrangements: Information, Advice and Assistance</b></p> <p>Ensure chronologies are consistently updated to assist practitioners to access relevant and significant case information in a timely manner.</p>  | <p>Not all chronologies are up-to-date, but we are working to ensure that all chronologies will be consistently updated. This will support practice leaders to access information in a timely manner.</p>   |  |
| 3 | <p><b>Assessment</b></p> <p>Ensure the individual child is not lost in the wider case discussion of the family circumstance. A greater focus must be held on individual children's needs and wishes, as well as impact and mitigation of risk(s) to them.</p>  | <p>CIW stated that <i>we also audited cases with insufficient evidence of children's voices being sought or heard. Particularly when there was a sibling group or families were linked by marriage or complicated relationships...we saw cases where the child was at risk of being missed in the wide ranging discussion going on around them. This included assessments where the child was only referred to once or twice in many pages of notes in their own case file.</i> The service is working on addressing this as a priority. Issues around regional forms that are being used are being explored.</p> |  |
| 4 | <p><b>Assessment</b></p> <p>High quality, robust and timely supervision and audit of individual assessments must become routine within the service to drive the pace of service improvement. Supervision and audit need to include reflection on use of professional knowledge, evidence and social work skills.</p> | <p>The service is implementing a new Supervision Policy which addresses many of the issues identified by CIW. There are inconsistencies at present but the service is reviewing Quality Assurance arrangements and will ensure that CIW recommendations are implemented as part of the new arrangements. It will be expected that practice leaders will ensure that high quality, robust and timely supervision and audits will be carried out. All staff have now received training on the new Supervision Policy and this will become live as from February 2019.</p>   |  |

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| 5 | <p><b>Assessment</b></p> <p>Evidence collection, recording and analysis must be brought up to a consistently high level to enable informed decision making and ensure cases where children are suffering significant harm are not allowed to drift. Managers need to be confident and supportive in critically appraising incomplete or inadequate written documentation.</p> | <p>Work is being undertaken with practice leaders to ensure that evidence collection, recording and analysis is brought up to a consistently high level. The service is reviewing Quality Assurance arrangements and will ensure that CIW recommendations are implemented as part of the new arrangements. This will include supervision and audit arrangements between practice leaders and team members.</p>  |  |
| 6 | <p><b>Assessment</b></p> <p>Children need to be able to build relationships with social workers they can trust, the number of social workers to which each child has to repeat their story needs to be minimised. Social workers must ensure every interaction with a child counts and be able to evidence their work.</p>  | <p>Work is being undertaken with the different teams to ensure that social workers ensure that every interaction with a child counts. CIW recognised that there is <i>evidence of increased staffing in the service including an increase in practice leaders. The three practice leaders work together under one service manager and share the role of decision maker. Staff consistently told us this is a positive improvement, helping them to get timely advice and progress their work more efficiently. CIW also saw how the restructure implemented in October 2017 was positively impacting upon practice. CIW also stated that we found many children with more than one social worker involved and were told complex cases were shared with practice leaders, and the social worker from the Resilient Families Team may also be actively working with the child.</i> The service agrees with CIW's recommendation that <i>senior managers will want to consider concerns raised by workers and take</i></p> |  |

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|    |  | <i>steps to respond to staff.</i> The service will continue to stabilise the workforce which will ensure that children will be able to build relationships with social workers.  |  |
| 7  | <b>Care and support and review</b><br><br>More work is required to support independent safeguarding and reviewing officers (IRSOs) to ensure they have capacity and confidence to effectively challenge where services fall short of standards required for individual children. | The service is reviewing Quality Assurance arrangements and will ensure that CIW recommendations are implemented as part of the new arrangements. The capacity of the safeguarding and reviewing team has recently been increased which will support officers in terms of capacity.  |  |
| 8  | <b>Care and support and review</b><br><br>There needs to be early emphasis and priority given to improving consistency of contact and engagement of IRSOs with children before reviews to ensure children's voices are clearly and effectively heard.                            | CIW noted <i>reviews of children who are looked after are mostly held in line with guidance, however there is a need to strengthen reviewing arrangements and consistently offer children opportunities to meet with the reviewing officer prior to review.</i> The service agrees with this and is making arrangements to ensure that this is embedded in to the reviewing process. The additional capacity within the IRSO team will also enable the IRSO to engage with children prior or after their LAC Review. |  |
| 9  | <b>Care and support and review</b><br><br>Care planning and engagement with children and carers must be strengthened to ensure consistent development of co-produced plans. Children and carers must receive the support offered to them in care and support plans.              | The service agrees that more work needs to be undertaken around engaging with children and carers and to ensure consistent development of co-produced care and support plans. The approach to this is inconsistent at present.<br><br>The Service has already started work on this in relation to Child Protection Plans and work will start in January 2019 in relation to Care and Support and Looked After Care Plans.  |  |
| 10 | <b>Care and support and review</b>   | Increasing the number and range of   |  |

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|    | <p>Continue to explore and hasten current opportunities to increase the number and range of placements options for children on the island. The provision of new placement opportunities needs to be based upon professional understanding of children's needs.</p> | <p>placement options on the island is a priority for the service. A campaign will begin in the new year to attract more foster carers by introducing a new foster carer benefit package which includes a 50% reduction in Council Tax; free parking in Local Authority car parks; 10% increase in Fostering Allowance and free leisure card membership. We are also opening two Small Group Homes which will provide local placements and will hopefully see a return of some children and young people who are placed out of county back to the island.</p> <p>We are also, in conjunction with the Housing Service, currently planning the opening of a 'Leaving Care Trainer Flat' for young people who are ready to leave care but need additional support in a supported environment before taking on their own tenancy.</p> |  |
| 11 | <p><b>Care and support and review</b></p> <p>Develop mechanisms to ensure looked after children are not disadvantaged by pressures on staff to respond to new safeguarding concerns in other cases.</p>  | <p>CIW stated that <i>we found improved quality of recording of referrals and evidence gathering. We heard from staff how working alongside the Team Around the Family helped with analysis and signposting as information, practical knowledge and skills were readily shared within the team. We heard how this cooperative approach appropriately facilitates prompt transfer to TAF allowing timely preventative work with children and families to take place.</i> This is a mechanism to ensure that looked after children are not disadvantaged and the service will continue to develop other mechanisms.</p>   |  |
| 12 | <p><b>Leadership and governance</b></p>  | <p>CIW stated that <i>we found some examples of good direct work with</i></p>   |  |

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|    | Continue with development of robust quality assurance mechanisms across the service.   | <i>children, focused on ensuring children could express their concerns and their voices were captured.</i> The report also identifies that <i>in discussion with social workers it was evident they had a clear focus on children, however, written records did not always capture the quality of the positive work including direct work with children being undertaken as part of assessments.</i> The service accepts that there are inconsistencies and is reviewing Quality Assurance arrangements and will be strengthening/enhancing the current arrangements. |  |
| 13 | <b>Leadership and governance</b><br><br>Encourage further joint working between children's services and education services to ensure all children have timely Personal Education Plans that reflect the importance of education to each child's ability to reach their potential.  | The service in conjunction with colleagues from schools and the Learning Service are already working on this matter to ensure that a more robust procedure is in place in terms of ensuring that Personal Education Plans are in place for all children.  |  |
| 14 | <b>Leadership and governance</b><br><br>Ensure there are opportunities to pause and reflect on the new structure including constructive challenge as to whether the experience and outcomes of children are being best served by the number of practice leaders who are non-case holders and the number of changes in social worker experienced by each child. | CIW noted that <i>there is a wide skill mix of social workers in IoACC. With a spread of experienced, newly qualified and agency workers. We saw evidence in supervision files of staff saying case loads were too high. We also spoke to staff who told us they felt very well supported and whose case loads were manageable.</i> The service will be reviewing the effectiveness of the new structure, timescale to be agreed.   |  |

## Next Steps

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| 15 | <b>Next Steps</b><br><br>CIW view IoACC as having a good understanding of their strengths and areas for improvement. CIW expect the local authority to consider areas of development highlighted to be incorporated into their development plans. | The service agrees with CIW's statement that there is a good understanding of strengths and areas for improvement. A new Service Improvement Plan will consider and incorporate the areas of improvement to ensure that these will be developed further. The new Service Improvement Plan will continue to be monitored by the Children's Improvement Panel. |  |
| 16 | <b>Next Steps</b><br><br>CIW will monitor progress through its on-going engagement activity with the local authority. This may include desk top review of a small number cases audited in this inspection to track the progress of children.      | The service welcomes the opportunity to continue to work with CIW.   |  |

## Steps to be Taken

- To develop a new Service Improvement Plan that will be agreed by the Service Senior Management Team; Children's Improvement Panel; Corporate Scrutiny Committee and the Executive. This will include any outstanding actions from the current SIP that need to be further progressed.
- To actively engage more with children, young people and families to ensure that the voice of the child is central to all we do as a service.
- To review current policies to ensure that they are up to date and fit for purpose and to ensure that the voice of children, young people and families are included within service policies.
- To further review and strengthen Quality Assurance arrangements within the service.
- The Children's Improvement Panel to continue to meet and provide challenge to ensure that further improvements are made within the service.
- To continue holding Laming Visits so that members of the Children's Improvement Panel made up of members of the Senior Leadership Team and Elected Members have a deep understanding of the service.
- To continue working with partners and to continue strengthening relationships and joint working arrangements.

## **RECOMMENDATIONS**

- To confirm that the Executive accepts the Care Inspectorate Wales Inspection of Children's Services Isle of Anglesey County Council Report.
- To confirm that the Executive accepts and agrees with the Children and Families Services service position and steps to be taken to ensure that the service addresses areas for development.

### **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 is responsible for ensuring that the service provided to the people of Anglesey is of good quality. It is therefore for the Executive to consider and accept the Care Inspectorate Wales Inspection Report and note the proposed steps to be taken by the Children and Families Services.

### **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.

| <b>DD – Who did you consult?</b> |  | <b>What did they say?</b>              |
|----------------------------------|--|--|
| <b>1</b>                         | <b>Chief Executive / Senior Leadership Team (SLT)</b><br>(mandatory) | SLT members have approved this report. |
| <b>2</b>                         | <b>Finance / Section 151</b><br>(mandatory)                          | As above.                              |
| <b>3</b>                         | <b>Legal / Monitoring Officer</b><br>(mandatory)                     | N/A                                    |
| <b>4</b>                         | <b>Human Resources (HR)</b>  | N/A                                    |
| <b>5</b>                         | <b>Property</b>  | N/A                                    |
| <b>6</b>                         | <b>Information Communication Technology (ICT)</b>                    | N/A                                    |
| <b>7</b>                         | <b>Procurement</b>   | N/A                                    |

|    |                                      |  |
|----|--------------------------------------|--|
| 8  | <b>Scrutiny</b>                      | <p>Care Inspectorate Wales presented the findings of their recent inspection of Children and Families Services to a meeting of the Corporate Scrutiny Committee on 17<sup>th</sup> January, 2019.</p> <p>Members were pleased with the report by the Care Inspectorate and agreed with its content. It was noted that the report did not say anything that we were not already aware of. Assurances were given to Care Inspectorate Wales by members of the Committee that we will use the recommendations from their report as well as the self-assessment prepared by the Service to prepare a new Improvement Plan – in order to further improve.</p> <p>Following its consideration of the report by the Head of Children and Families Services, the committee resolved:</p> <p>To recommend to the Executive that the:</p> <ol style="list-style-type: none"> <li>1. Report by Care Inspectorate Wales on the recent inspection of Children and Families Services be accepted.</li> <li>2. Service position and steps to be taken to ensure that the Service addresses areas for development be agreed and accepted.</li> </ol> |
| 9  | <b>Local Members</b>                 | N/A  |
| 10 | <b>Any external bodies / other/s</b> | N/A  |

| <b>E – Risks and any mitigation (if relevant)</b> |                           |     |
|---|---------------------------|-----|
| 1   | <b>Economic</b>           | N/A |
| 2   | <b>Anti-poverty</b>       | N/A |
| 3   | <b>Crime and Disorder</b> | N/A |
| 4   | <b>Environmental</b>      | N/A |
| 5   | <b>Equalities</b>         | N/A |
| 6   | <b>Outcome Agreements</b> | N/A |
| 7   | <b>Other</b>              | N/A |



**F - Appendices:**

Care Inspectorate Wales Report: Inspection of Children's Services Isle of Anglesey County Council December 2018:

<https://careinspectorate.wales/sites/default/files/2018-12/181210-anglesey-childrens-services-en.pdf>



181210-anglesey-ch  
ildrens-services-en.p

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

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| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b>  |   |
|---|---|
| <b>REPORT TO:</b>   | <b>THE EXECUTIVE</b>  |
| <b>DATE:</b>  | <b>25 MARCH 2019</b>  |
| <b>SUBJECT:</b>   | <b>DISCRETIONARY HOUSING PAYMENT POLICY 2019/ 20 AND SUBSEQUENT YEARS</b> |
| <b>PORTFOLIO HOLDER(S):</b>   | <b>COUNCILLOR ROBIN WYN WILLIAMS (PORTFOLIO HOLDER – FINANCE)</b>         |
| <b>HEAD OF SERVICE:</b>   | <b>MARC JONES (HEAD OF FUNCTION (RESOURCES) AND SECTION 151 OFFICER)</b>  |
| <b>REPORT AUTHOR:</b>   | <b>RUSSELL WILLIAMS, BENEFIT MANAGER</b>                                  |
| TEL:  | <b>01248 752212</b>   |
| E-MAIL:   | <b>RussellWilliams@ynysmon.gov.uk</b>                                     |
|   | <b>NOT APPLICABLE</b>   |
| <b>A - Recommendation/s and reason/s</b>  |   |
| <p><b>RECOMMENDATIONS</b></p> <p>To approve the revised Local Discretionary Housing Payment Policy (DHP) Scheme for 2019/20 and for subsequent years (see Appendix A). To note that the approved scheme will apply for subsequent years and will only be brought back to the Executive if future amendments are required.</p> <p>To ensure that total DHP spend for the financial years remains broadly in line with the amount allocated for the scheme by the Department for Work and Pensions (DWP).</p> <p><b>REASONS AND BACKGROUND</b></p> <p>The purpose of this report is to inform the Executive on the operation of the DHP scheme during the financial year 2018/19 and advise of any changes for the future.</p> <p><b>DISCRETIONARY HOUSING PAYMENT</b></p> <p>DHPs provide claimants with ‘further financial assistance’ to meet their housing costs, in addition to any other welfare benefits they receive, where the Local Authority considers that such additional help is necessary.</p> <p>All DHP awards must be made within the overall cash limits as determined by the DWP. The DWP will award the Local Authority (LA) an annual sum (<i>Government Contribution</i>) towards administration of the scheme. LAs can top up the Government Contribution by an additional 150% (<i>permitted total</i>) if they so wish. Any awards in excess of the permitted total would be illegal.</p> <p><b>RECOMMENDED CHANGES TO THE DHP POLICY FOR 2019/20 (and subsequent years)</b></p> <p>Following the welfare reform measures of April 2013, demand for DHP increased substantially but now it seems to be reducing. To ensure the most effective use of this budget and the effects of revised DWP guidelines for making awards, the Council’s DHP policy has been updated and amended annually.</p> |   |

The Authority continues to receive a significant number of claims from claimants impacted by the Government's Welfare Reform Agenda but there has been a marginal reduction in the number of claims received. There has also been a reduction in central government funding. Last year, the Authority's policy was changed to provide assistance with clearing rent arrears where this was a barrier to moving to a more suitable accommodation. Experience during the year has demonstrated that the policy needs to be developed further in this respect to assist people to stay in their properties, where the tenancy is deemed sustainable, by contributing to pay rent arrears where beneficial to the claimant. This is the only change proposed for 2019/20 and is detailed in paragraph 2.10 of the policy.

### **2018/19 YEAR TO DATE ANALYSIS**

The DWP grant to the Council for DHP in 2018/19 was £153,307. Spending above this amount would be permitted but would have to be funded by the Council.

A combination of fluctuating demand and revised DWP guidance is making it increasingly difficult to achieve an appropriate balance between spending the entire DWP funding available for DHP and ensuring that there is no substantial overspend for which the Council currently has no budget provision.

The main factors to note during the current financial year's administration of DHP are:-

- There was a significant reduction in the number of awards as a result of the Social Size criteria. Down to 92 cases from 213 last year.
- There was a reduction in the number of cases received from claimants due to Local Housing Allowance restrictions in the private sector. However, their proportion of all DHP expenditure remained consistent, indicating a higher value per claim. For 2018/19, this accounted for 48% of all cases and 46% of all DHP expenditure. This compares to 38% of cases awarded and 47% of payments made for the previous year. In terms of actual increased expenditure, this relates to £6,916 extra awarded.
- The demand for 'one off' costs such as rent deposits, removal costs and rent in advance remains consistent.
- There was a reduction in the number of claims awarded due to the Benefit Cap (14 cases in comparison with 33 last year).
- There was only 1 case where payment in respect of rent arrears was paid as a result of the policy change allowing this last year. This resulted in a payment of £1,600 towards rent arrears allowing the claimant to move to a more affordable property. It was hoped that more claimants could have been assisted and this is why the policy changes for this year are being proposed.

At the 1st March 2019, overall expenditure on DHP (spent and committed) amounted to £142,433 (92% of available funding), this leaves a sum of £10,874 to be spent over the remainder of the current financial year. Projections indicate that we will be close to spending all of this budget.

The DWP grant for DHP for 2019/20 has again reduced and the Authority will receive £143,208.

DHP applications received up to the 1st March 2019 amounted to 457 (in comparison with 556 last year), of which:-

- 59% were approved for payment (45% in 2017/18).

The tables below show how Welfare Reform has impacted on DHP expenditure and for what purpose DHP was requested (this data is collected for, and requested by, the DWP) :-

**Table 1 – Impact of Welfare Reform**

| Reason for Payment  | No. Of Awards | Expenditure     |
|---|---------------|-----------------|
| Imposition of Benefit Cap under Welfare Reform  | 14            | £9,855          |
| Introduction of Social Size Criteria (Bedroom Tax) due to Welfare Reform in Social Housing Sector | 92            | £44,469         |
| Local Housing Allowance restrictions in the Private Sector due to Welfare Reform                  | 132           | £65,831         |
| Payments made not due to Welfare Reform   | 43            | £22,278         |
| <b>TOTAL</b>  | <b>281</b>    | <b>£142,433</b> |

**Table 2 – Purpose of DHP award**

| Purpose of DHP Award   | No. Of Awards |
|--|---------------|
| To help secure & move to alternate accommodation i.e. rent deposit                                     | 50            |
| To help with short term rental costs while the claimant secures and moves to alternative accommodation | 21            |
| To help with short-term rental costs while the claimant seeks employment                               | 162           |
| To help with on-going rental costs for foster carer  | 0             |
| To help with on-going rental costs for disabled person in adapted accommodation                        | 2             |
| To help with on-going rental costs (this covers any other relevant purpose)                            | 46            |
| <b>TOTAL</b>   | <b>281</b>    |

181 claims were received from claimants previously in receipt of DHP, indicating the level of dependency on this award. This equates to 39% of all claims received. Of these, 130 were awarded DHP. This shows an increase in the proportion of repeat applications from last year (which was 33%).

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

The Executive's intention, for a number of years, has been for DHP spend to be at, or near, the DWP grant awarded. There was an under-spend of the grant during 2017/18, for which the Authority received some negative publicity. Whilst the number of claims received has further reduced during the year, consideration should be given to further developing the policy to strive to be able to fully allocate all the budget on DHP. Not reviewing and amending the policy could result in questions being asked about how the Authority uses its DWP allocation. It is not expected that the policy changes will result in expenditure being above the DWP grant for 2019/20.

|  |  |
|--|--|
| <b>C - Why is this a decision for the Executive?</b>   |  |
| The welfare reform measures introduced in April 2013 has resulted in a significant increase in demand for DHP. Due to the uncertainty as to the extent and effect of the changes, the DHP policy was updated and amended by the Executive to take account of operational experience in each of the past five financial years. Changes in legislation, the pattern of applications and awards have necessitated further revisions (although minor) to the policy for 2019/20. |  |
| <b>CH - Is this decision consistent with policy approved by the full Council?</b>  |  |
| Is consistent with the Council's Corporate Plan 2017 – 2022 and contributes to Objectives 1 and 2 of the Plan.   |  |
| <b>D - Is this decision within the budget approved by the Council?</b>   |  |
| There is no specific budget for DHP expenditure above the level of the DWP grant. As was the case in previous years, the intention is to ensure that overall expenditure on the scheme is at, or near, the DWP grant award for 2019/20 of £143,208.  |  |
| <b>DD - Who did you consult?</b>   |  |
| <b>What did they say?</b>  |  |
| 1  | <b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)   |
| 2  | <b>Finance / Section 151</b> (mandatory)   |
| 3  | <b>Legal / Monitoring Officer</b> (mandatory)  |
| 4  | <b>Human Resources (HR)</b>  |
| 5  | <b>Property</b>  |
| 6  | <b>Information Communication Technology (ICT)</b>  |
| 7  | <b>Scrutiny</b>  |
| 8  | <b>Local Members</b>   |
| 9  | <b>Any external bodies / other/s</b>   |
| <b>E - Risks and any mitigation (if relevant)</b>  |  |
| 1  | <b>Economic</b>  |
| 2  | <b>Anti-poverty</b>  |
| 3  | <b>Crime and Disorder</b>  |
| 4  | <b>Environmental</b>   |
| 5  | <b>Equalities</b>  |
|  | The Service undertook an Initial Impact Assessment of its proposed DHP Scheme. The Initial Impact Assessment identifies the groups likely to get assistance under the DHP Policy based on the DWP's own Impact Assessments regarding the groups affected by the UK Government's Welfare Reforms.<br><br>The initial consultation and impact assessment assists the Council in satisfying the public sector equality duty in the Equality Act and are available from the Revenues and Benefits Section, Resources Function. |
| 6  | <b>Outcome Agreements</b>  |
| 7  | <b>Other</b>   |

**F - Appendices:**

Appendix A – Discretionary Housing Payment Policy 2019/20 and subsequent years.

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

- DWP's Discretionary Housing Payments Guidance Manual (including Local Authority Good Practice Guide) December 2016;
- Resources Function (Revenues and Benefits) Initial Impact Assessment, Outcome Report and Action Plan – October 2012.

DRAFT



**CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL**

## **DISCRETIONARY HOUSING PAYMENTS POLICY 2019/2020 (and subsequent years)**

| <b>Date</b>   | <b>Version</b> | <b>Name</b>      |
|---------------|----------------|------------------|
| January 2014  | 1.0            | Kevin Spice      |
| August 2015   | 1.1            | Kevin Spice      |
| January 2016  | 1.2            | Kevin Spice      |
| February 2017 | 1.3            | Russell Williams |
| February 2018 | 1.4            | Russell Williams |
| March 2019    | 1.5            | Russell Williams |



## 1. BACKGROUND

- 1.1 The Discretionary Housing Payment (DHP) scheme is intended to provide customers in receipt of Housing Benefit or the Housing Element of Universal Credit with '*further financial assistance*' with their housing costs, where the Local Authority (LA) considers that such help is necessary.
- 1.2 Regulations covering payment of DHP are The Discretionary Financial Assistance Regulations 2000. Whilst the regulations give LAs very broad discretion as to how they administer the scheme, decisions must be made in accordance with good principles of administrative decision making. In determining whether to make an award, the LA must always act fairly, reasonably and consistently.
- 1.3 All DHP awards must be made within the overall cash limits as determined by the Department for Work and Pensions (DWP). The DWP will award the LA an annual sum (*Government Contribution*) towards the administration of the scheme. LAs can top up the Government Contribution by an additional 150% (*permitted total*) if they so wish. Any awards in excess of the permitted total would be illegal.
- 1.4 The amount of money remaining in the DHP 'pot' should not be a factor in the decision making process; each decision must be made on its own merits, regardless of whether an award will be funded by the Government Contribution element or the LA contribution element of the overall Permitted Total. Decision making must be fair, transparent and consistent throughout the year.
- 1.5 DHP awards will always be tenure neutral. Applications will be treated equally regardless of whether they relate to private or social sector tenants. The prime determinant for making an award will always be the individual circumstances of the applicant.
- 1.6 Unspent DHP funds must be returned to DWP at the end of the financial year.
- 1.7 Universal Credit has now been implemented in Anglesey. For information purposes, it is noted that an award of Discretionary Housing Payment can only be made once entitlement to the Housing costs element of Universal Credit (or Housing Benefit) has been established.

## 2. WHAT CAN DHP BE USED FOR?

- 2.1 Housing costs are not defined in the regulations, so this gives LAs a broad discretion to interpret the term. In addition to rental liability, housing costs may also be interpreted to include:-
  - Rent in advance;
  - Deposits;
  - Lump sum costs associated with housing need, such as removal costs;
  - In certain situations payment towards Rent Arrears. This will not apply where the claimants was receiving enough Housing Benefit / Universal Credit Housing Costs to pay all their rent at the time. (see 2.9 and 2.10 for further details).

As long as they have been used for the purpose intended, there will be no requirement for 'lump sum' payments to be repaid by the recipient.

**2.2** Specific circumstances where DHP may be relevant will include:-

- Reductions in Housing Benefit (HB) or Universal Credit (UC) where the benefit cap has been applied;
- Reductions in HB or UC for under-occupation in the social rented sector;
- Reductions in HB or UC as a result of Local Housing Allowance (LHA) restrictions;
- Rent shortfalls to prevent a household becoming homeless whilst the Authority's Housing Service explores alternative options;
- Rent Officer restrictions, such as Local Reference Rent or shared room rate;
- Non dependant deductions;
- Claimants affected by the removal of the Spare Room Subsidy ("bedroom tax") who foster children;
- Claimants with specific medical issues that may result in them incurring additional expenditure or needing additional accommodation;
- Reduction of entitlement due to the effect of income tapers;
- Provision of lump sum payments in respect of 'one off' costs such as deposits, rent in advance or removal costs. When considering DHP awards for these costs, the assessing officer should be satisfied that the new property is affordable and suitable for the tenant's needs and that there is a valid reason for the move;
- Where rent can no longer be afforded due to a relevant change of circumstance which is beyond the control of the applicant, e.g. loss of employment;
- Where a claimant has taken on the tenancy at a new property but has not yet moved in and remains in receipt of Housing Benefit. The reasons why the claimant has not yet moved in will be considered to establish if this is reasonable. Conclusion will be made if they could have moved in at the onset of the tenancy;
- To prevent a household becoming homeless whilst the Housing Options team explores housing alternatives.

**2.3** DHPs are intended as a safety net for those experiencing difficulty in meeting their housing costs. The scheme should not be seen as a means of allowing applicants to maintain a certain level of lifestyle that they may have become accustomed to. To this end, the assessing officer may choose to reduce or refuse DHP where the applicant is clearly not prepared to make reasonable compromises with regards to their expenditure and lifestyle.

**2.4** When assessing DHP, applicants must complete a financial statement listing all household income and expenditure. Income from all sources will be taken into consideration regardless of whether they are normally disregarded in mainstream welfare benefits means testing. If it is noted that recovery of Housing Benefit overpayment is in place, then consideration will be given to whether the reduction rate can be reduced.

**2.5** DHP awards are normally a short term measure intended to allow the applicant sufficient time to:-

- Seek cheaper alternative accommodation (will not apply to tenants in social housing);

- Negotiate a lower rent with their landlord (will not apply to tenants in social housing);
- Seek employment;
- Modify their household expenditure.

DHP should not be viewed as an indefinite top up of shortfalls in rent; awards will normally be made for a period of 26 weeks. Second or subsequent awards will only be made where the applicant can show that they have made every effort to improve their financial situation and that any failure to do so has been for reasons beyond their control.

However, in some circumstances, the applicant's circumstances may require a longer term or indefinite award of DHP. In such circumstances, the award will be reviewed on a periodic basis in order to ensure that there has been no change in circumstances that would affect the award.

- 2.6** One area of difficulty in assessing eligibility for DHP may arise with regards to applicants with alcohol and/or substance abuse problems. The individuals concerned may lead chaotic lifestyles that result in poor decision making. This may include expenditure on items that would, to most people, appear to be unreasonable. However, this should not necessarily preclude making a DHP award.

The main criteria in making a decision in such cases will be to determine whether the applicant is receiving appropriate help to deal with their problems. If they are being supported on a formal programme delivered by an official service provider, it **may** be relevant to consider making an award of DHP. Awards in these circumstances should be supported by documentary evidence from the organisation working with the applicant.

Furthermore, the proportion of household income devoted to these items will also be a relevant factor in the decision making process.

- 2.7** DHP assessment officers must always take account of individual circumstances when assessing the reasonableness of household expenditure. For example, some medical conditions or disabilities may require high levels of expenditure on some items; this should not necessarily preclude making an award. However, where such situations apply, the assessing officer may require the applicant to provide documentary evidence in support of the stated expenditure.

- 2.8** Following the abolition of Council Tax Benefits in 2013, **DHP can no longer be made towards Council Tax Liability.** Discretionary reductions in Council Tax liability can be made under the Local Government Finance Act 1992 Section 13A (1)(C) and the full Council has adopted on 28 February 2018 a Council Tax Discretionary Relief Policy to consider requests for discretionary reductions in council tax liability.

- 2.9** Payment towards Rent Arrears, where the rent arrears is a barrier to moving to a smaller property, will only be considered where :-

- A breakdown of rent arrears is provided to establish when the rent account fell into arrears and the reason why there is rent arrears;
- A statement is provided to say for what period the request for payment towards the arrears is to be considered;
- The claimant is living at the property where the rent arrears is outstanding;

- The claimant must be able to provide proof of an offer of smaller more affordable accommodation;
- Payment of DHP would assist with moving to more affordable and sustainable accommodation where previously the rent arrears was a barrier to this;
- Details of the property that is more suitable and sustainable is provided by its landlord together with a statement confirming that the claimant is to be considered for this property;
- The DHP Officer will conclude if the new tenancy is affordable and only consider payment in cases where affordability is established.

**2.10** Payment towards rent arrears where the award will assist the claimant to remain in their current property can be made where :-

- A breakdown of rent arrears is provided to establish when the rent account fell into arrears and the reason why there is rent arrears;
- A statement is provided to say for what period the request for payment towards the arrears is to be considered;
- The claimant is living at the property where the rent arrears is outstanding;
- The landlord must state that recovery proceedings will be initiated / continue unless the rent arrears are reduced;
- Payment of DHP would assist the claimant to sustain their tenancy;
- The DHP Officer will conclude if the new tenancy is affordable and only consider payment in cases where affordability is established.

A payment of DHP towards Rent Arrears will usually be paid direct to the landlord. If the claimant was already in receipt of DHP towards a rent shortfall, then the award will be reviewed in considering the new financial situation. This will be considered to conclude if the tenancy is affordable or not, which is a basis for determining DHP awards. Any subsequent awards for the same reason will not usually be made.

### **3. CRITERIA FOR MAKING DHP AWARD**

**3.1** Before making an award, LAs must be satisfied that the claimant is entitled to:-

- HB; **or**
- Universal Credit containing a housing costs element; **and**
- Has a rental liability; **and**
- Requires further financial assistance with housing costs.

Since the introduction of Universal Credit, LAs must consider DHP claims from customers who are not receiving HB. Where a customer in receipt of UC makes a claim for DHP, the assessing officer should ensure that:-

- The UC award does include a housing costs element; **and**
- The amount of DHP awarded does not exceed the claimant's weekly eligible rent; **and**
- The value of the 'housing costs' included in the UC award is established.

#### **4. WHAT DHP CANNOT COVER**

**4.1** Certain elements of a claimant's rent cannot be included as housing costs for DHP because the regulations specifically exclude them. Excluded elements include:-

- Ineligible service charges;
- Increases in rent due to outstanding rent arrears;
- Certain sanctions and reductions in benefit.

**4.2** In addition to the above, DHP will not be paid in respect of shortfalls resulting from:-

- A claimant choosing to lead an unreasonably lavish lifestyle which is clearly beyond their means (determining lifestyle may require a home visit);
- Repayment of certain welfare benefits overpayments and fines (see also 6.13).

#### **5. THE APPLICATION PROCESS**

**5.1** Regulations require that there must be a claim for DHP before the LA can consider making an award.

**5.2** The LA will actively promote the DHP scheme with internal and external partners as well as with HB/UC claimants. The Council's DHP policy will be made available online and in hard copy form. Internal and external stakeholders will also be provided with hard copies of the policy. Where staff identify situations where DHP may be relevant, they should always invite the customer or their representative to make an application.

**5.3** Applications must be made in writing and may be received by the Revenues and Benefits Section or any department within the LA acting on their behalf. Where an application is made to a department other than the Revenues and Benefits Section, it will be passed to them for determination.

**5.4** Applications for DHP should be accompanied by a statement of the applicant's income and expenditure in order to determine if they are suffering financial hardship. If requested, the claimant may also be required to provide documentary evidence in support of stated expenditure. Applicants for 'one off' payments may be required to provide bank statements in support of their application for DHP.

**5.5** Where the DHP application relates to removal costs, the applicant will provide two quotes for the cost of the move.

**5.6** DHP applications will normally be made by the person entitled to HB or UC. However, claims can also be accepted from third parties such as appointees or advocates acting on behalf of the claimant if they are vulnerable.

#### **6. THE DECISION MAKING PROCESS**

**6.1** Each application for DHP should be considered on its own merits. Decisions should be fair and consistent throughout the year. The amount of funding available in the DHP 'pot' should not be a consideration in the decision making process.

- 6.2 When calculating DHP entitlement, welfare benefits and allowances that are normally disregarded during means testing **will** be treated as income for DHP purposes. The only exception will be the Mobility Component of Disability Living Allowance (DLA) if the claimant is using the allowance to pay for a vehicle under the Motability scheme. Whilst DLA and Personal Independence Payment (PIP) will be classed as income, the assessing officer should also ensure that any additional household expenditure attributable to the claimant's illness or disability is also taken into account when determining the application.
- 6.3 Where the applicant can show that benefits/allowances have been used for the specific purposes that they were intended, for example, additional expenditure required because of a disability or medical condition, the assessing officer can choose to disregard them as income when assessing DHP entitlement.
- 6.4 On occasion, the assessing officer may ask for a Revenues and Benefits Visiting Officer to call at the home of the applicant in order to obtain a clearer view of the applicant's circumstances and living conditions.
- 6.5 Should the assessing officer determine that an applicant's stated expenditure on certain items is **unreasonably** excessive, they have discretion to disregard part or all of that expenditure in the financial assessment. In determining this, an explanation of the decision must be given. Similarly, where the officer deems that the applicant is clearly living beyond their means in an unreasonable manner, they may choose to disregard such expenditure from the calculation. Again, an explanation of this must be given.
- 6.6 In some instances, an applicant will provide expenditure profiles that are clearly unrealistically low or do not include expenditure that would normally be present in any household. In such cases, the assessing officer should consider increasing the expenditure profile by an appropriate notional amount in order to ensure that the applicant is not unduly disadvantaged during the DHP assessment process.
- 6.7 The assessing officer should avail themselves of all relevant information relating to the application before reaching a decision. To this end, if a home visit is not conducted, every effort should be made to interview the applicant, either in person or by telephone, in order to obtain a more accurate picture of their circumstances.
- 6.8 DHPs are not intended as a long term solution to rent shortfalls. Consequently, 26 week awards of DHP will not normally be renewed unless there are exceptional circumstances.
- 6.9 When assessing entitlement to DHP, account must be taken of the affordability of the tenancy. In some instances, it will be clear that the applicant's financial circumstances are completely unsustainable; an award of DHP would have no impact on the claimant's ability to remain in their home regardless of any compromises that they may make. In such circumstances, the application **may** be refused on the grounds that it does not represent the best use of limited funding. Alternately, an initial award may be made in order to allow the applicant 'breathing space' to make alternative accommodation arrangements. However, repeat awards in such circumstances will be unlikely.

**6.10** Non-dependant charges will normally be treated as part of household income. However, the assessing officer **may**, in certain circumstances, choose to disregard the non-dependant charge as income. As a general rule, where the charge relates to a non-dependant who is employed, it should always be treated as income. However, where the charge relates to someone in receipt of welfare benefits, the assessing officer **may** choose to disregard it as income if they believe that there is no reasonable prospect that the non-dependant will contribute towards household costs **and** that the failure to do so will result in financial hardship to the DHP applicant.

**6.11** DHPs are not intended to be an indefinite top up of a shortfall in rent. Consequently, assessing eligibility for second, or subsequent, awards at the same address will require additional factors to be considered to those applied to an initial application. The assessing officer must consider whether the applicant has made all reasonable efforts to improve their circumstances since the initial DHP award. Factors to consider will include:-

- Efforts to reduce household expenditure – has household expenditure reduced since the original DHP award was made? If expenditure has not reduced, is there a valid reason?;
- Efforts to re-negotiate the contract rent. Has the tenant given permission for the Council to approach their landlord? (will not apply to social housing tenants);
- Efforts to downsize if they are over accommodated social housing tenants. For example:-
  - Have they asked their social landlord for a transfer to a smaller property?;
  - Are they on the housing provider's transfer list?;
  - If there is no alternative available in the social sector, could they consider moving to the private rented sector?

Assessing this element of repeat applications will be a subjective matter; each case must be considered on its own merits. Where it is accepted that the applicant has made every reasonable effort to improve their situation, **or** the circumstances preventing them from doing so were beyond their control, it may be appropriate to make a further award. However, where it is clear that the applicant has made no effort to improve their circumstances a further award will not normally be appropriate.

**6.12** There will be some cases where the applicant's circumstances are such that it would be neither reasonable nor feasible for the DHP applicant to move home, find work or reduce their household expenditure, for example, someone with disabilities living in a property adapted for their needs. In such cases, a longer term or an indefinite award may be appropriate. Awards of 12 months should be made and reviewed annually in order to determine whether there has been a change of circumstance that would preclude extending DHP for a further period.

**6.13** Expenditure on court fines or welfare benefit overpayments will not be considered in the financial calculation; DHP cannot be seen to be paying off such liabilities. An exception to this rule applies for Child Tax Credit and Working Tax Credit. Where recovery of previous years Child Tax Credit and Working Tax Credit overpayment is being recovered from current award, then the net payment of Tax Credit is treated as income. This is in line with the Housing Benefit rules. Payment of arrears of TV license is not classed as a fine for this purpose.

- 6.14** The question of whether or not to accept expenditure relating to the servicing of debts in the DHP calculation will often be a contentious one. Whilst the repayment of outstanding debts will clearly place additional financial pressure on many households, DHP should not be viewed as a means of paying off such debts. DHP assessing officers will need to consider the amount of the debt outstanding as well as how and when it was incurred before making their determination. Factors to be considered with regards to expenditure on the servicing of debt will include:-
- Has the claimant sought to re-negotiate non-priority debts? e.g. credit card agreements;
  - Have they sought professional advice on how to clear their debts or reduce repayments?
  - Could the claimant afford to service the debt before they began claiming benefits?
  - Have the debts been incurred as a result of irresponsible borrowing/expenditure whilst in receipt of welfare benefits?
  - The level of debt outstanding and the proportion of household income allocated to servicing the debt.
- 6.15** In cases where the applicant is at risk of becoming homeless, Revenues and Benefits staff should liaise with the Housing Options Team in order to determine whether there may be another course of action or alternative source of funding that may be more relevant than DHP.
- 6.16** Where the applicant is in imminent danger of eviction, the DHP application should be 'fast tracked'. Fast tracking will only be considered when the request is from an official body such as CAB, Housing Department and Social Services etc. Where fast tracking is appropriate, the matter should be fully resolved within three working days.
- 6.17** If all supporting information is not present when fast tracking is deemed necessary, DHP should be awarded for a period of one month pending receipt of the required supporting evidence. The applicant should be told that the award is an interim one and that there is no guarantee that DHP will continue once all required information is received.
- 6.18** If, following receipt of all information, it transpires that DHP would not have been awarded, any fast track payment already made should not be recovered.
- 6.19** Where a DHP application is made due to a shortfall between Housing Benefit and contract rent, every effort should be made to establish whether there is any prospect of the landlord agreeing to reduce the contract rent (this can only be done with the permission of the claimant). The DHP application will proceed as normal; however, if the negotiation of a rent reduction has been successful, the rate of DHP awarded will be reduced or extinguished as appropriate.
- 6.20** Where the DHP application is for help with a shortfall in private sector rent, the applicant should be asked to give their consent to allow the Council to contact the landlord to see if there is scope for negotiating a rent reduction. Where consent is refused, the applicant should be informed that failure to give consent without good cause may result in their application for DHP being refused.
- 6.21** In some instances, it may be necessary to discuss the DHP application with other departments or agencies before making a final determination on the matter. In such instances, the approval of the claimant to share information should always be obtained.



- 6.22** The length of the award will be determined by the person dealing with the claim. Normally, awards will be for a period of 26 weeks; however, in some circumstances, an open ended award may be relevant. Where an award is indefinite, it should be reviewed annually to ensure that there has been no material change in circumstances. A change in the DHP recipient's circumstances during the award period may lead to the reduction or termination of the award.
- 6.23** Payment will normally be made to the claimant; however, in some instances, payment to a third party may be appropriate:-
- Landlord in the case of rent in advance, deposit or payments towards rent arrears;
  - Landlord if the claimant is considered vulnerable and is already having HB payments made to the landlord;
  - Removal company for removal expenses;
  - By way of a credit on the rent account in respect of Rent Rebate shortfalls;
  - Landlord where there is already rent arrears equivalent to 8 weeks or more.
- 6.24** Under Universal Credit, the default method of payment will always be direct to the claimant. This will also apply to the 'housing allowance' element of UC award. However, payment to the landlord may be made if the claimant meets the relevant vulnerability criteria relating to Alternative Payment Arrangements. This provision applies to both private sector and social tenants. DHP applicants in receipt of UC will need to specify to who the 'housing allowance' element of UC payments are made.
- 6.25** DHP applications should be considered in the light of the applicant's current circumstances as well as their previous history. Factors to consider will include:-
- Have they received returned deposits from their previous tenancy?;
  - Was the applicant able to afford the rent liability when they first moved into the property?;
  - Do they frequently move to properties with unreasonably high rent?;
  - Do they have a history of renting properties larger than they need?;
  - Is the applicant or their partner expecting a child and is moving to a larger property in anticipation of the need for an additional bedroom?;
  - Do they have any medical or family circumstances that would warrant payment of DHP?;
  - Has the applicant demonstrated that they have made reasonable efforts to find cheaper alternative accommodation?;
  - Are there any exceptional or unforeseen circumstances that would warrant the award of DHP?;
  - Whether anyone in the household will be reaching a 'critical age'. For example, a child reaching an age where they qualify for the sole use of an additional bedroom; or a working age individual in a social tenancy becoming pensionable age.
- 6.26** In some instances, DHP awards may be conditional on the applicant agreeing to a course of action that may help alleviate their financial problems. The applicant cannot be compelled to undertake the suggested action. However, they should be informed that failure to agree to any suggested actions may lead to applications being refused despite there being a financial case for an award. Such circumstances may include:-

- Failure to accept a referral for help/advice to either internal or external stakeholders with regards to financial capability, budgeting, debt management etc.;
- Failure to give authority for the Council to contact their landlord to try and negotiate rent reduction.

Conditional DHP awards will be subjective and, potentially, contentious in nature; care should always be taken to ensure that any conditional actions placed upon the applicant are fair and reasonable and do not place unrealistic expectations upon them.

**6.27** With regards to lump sum payments, there will be no need to establish entitlement to HB/housing cost element of UC at the address for which the application is received. As long as the applicant was in receipt of HB/UC at their previous address (even if the property was outside the LA boundary), DHP may be paid. Checks should be carried out to establish whether or not the LA where the applicant previously resided have already paid DHP in respect of the move.

**6.28** When considering an application for a deposit, rent in advance or removal costs, the following should be considered:-

- Is there a valid reason for the applicant to move home? Applications for one-off costs may be for substantial amounts of money, especially if the applicant is applying for deposit, rent in advance and removal costs. Before applications can be considered, the assessing officer should be satisfied that there is a justification for the move. Reasons for moving may include:-
  - Medical reasons e.g. needing a property with no stairs;
  - Over accommodation or overcrowding;
  - Fleeing domestic violence;
  - Eviction from previous tenancy.

One-off DHP payments should not be used to cover the costs involved where the applicant simply wishes to move to another property without valid justification.

- Will the new property be affordable? DHP should only be considered when the new property is affordable and suitable for the claimant's needs;
- Is there a rent deposit due to be returned from the previous tenancy?;
- If there is an application for removal costs, was the applicant's previous address furnished or unfurnished? If it was furnished, is there a need for a full removal service?;
- Does the applicant have anyone who can help with the costs or removal?

If the DHP award does not fully meet the cost of the claim, it may be appropriate to refer the applicant to the Discretionary Assistance Fund for additional help by means of an Emergency Assistance Payment. Where such referrals are made, it is important to make the applicant aware that there is no guarantee that the application will be successful.

**6.29** If the application for deposit/rent in advance/moving costs is for a property outside Anglesey, payment can still be made if the claimant is currently entitled to HB or UC within the area.

**6.30** In certain circumstances, payment of DHP on two homes may be appropriate e.g. someone fleeing domestic violence.

**6.31** Backdated awards can be considered, however, backdated DHP cannot be awarded in respect of a period before 2<sup>nd</sup> July 2001. Any application for backdating must show continuous good cause.

## **7. TIMESCALES**

**7.1** DHPs are requested because the applicant is suffering hardship as a result of experiencing difficulty in meeting their housing costs. Consequently, it is essential that applications are dealt with as quickly as possible. Unless exceptional circumstances prevent it, all DHP applications should be determined within one month of receipt.

**7.2** Where the officer administering the DHP application deems a home visit to be appropriate, this should be undertaken as soon as is practical so as not to create unnecessary delay to the determination process.

**7.3** A home visit may not be required if all supporting evidence of income and expenditure is present with the DHP application **and** there is no indication of unreasonable expenditure or that the applicant is living beyond their means in an unreasonable manner.

## **8. THE AMOUNT OF DHP**

**8.1** The amount and length of an award will vary depending on individual circumstances. It may take the form of a 'one-off' payment or regular periodic payments. In some cases, an indefinite award may be appropriate. Where such an award is made, it should be reviewed on an annual basis in order to ensure that there has been no change in circumstances that may be relevant to the award.

**8.2** The level of award may cover all or part of a shortfall in rent or assist with the costs of taking up a tenancy. However, awards must not exceed the amount of the claimant's eligible rent (this will not apply in the case of 'one-off' payments such as deposits, rent in advance or removal costs).

**8.3** Where 'one-off' payments for rent in advance or rent deposits are made, the applicant should be made aware that the award must be used for the purpose stated. Failure to use the award for the stated purpose may result in the sum having to be repaid by the claimant.

## **9. APPEALS**

**9.1** DHP are not part of the HB scheme and are, therefore, not subject to normal appeal rights. However, the interests of natural justice dictate that there should be recourse to a formal review process where the applicant disagrees with the LA determination.

**9.2** Where the applicant disagrees with the decision not to award DHP, or the amount or length of award, they can request that the decision be reconsidered. The reconsideration will be undertaken by a different officer at a more senior level.

**9.3** Should the applicant disagree with the reviewing officer's determination, they can request that the matter be referred to a panel of the Council's elected Members for a final determination on the matter.

- 9.4** When considering their decision, elected Members should ensure that their decision is made in accordance with the Council's DHP policy and be mindful of the fact that any award must not result in the Council's 'permitted total' being exceeded.
- 9.5** Should the applicant disagree with the decision of the Council's Appeals Panel, the only recourse to further review will be to the Local Government Ombudsman service if they feel that the matter has been mishandled, or Judicial Review if they believe that the decision was incorrect in law.

## **10. NOTIFICATIONS**

- 10.1** Following determination of an application for DHP, the applicant must be notified of the outcome in writing. Notification letters must be sufficiently detailed so as to enable the applicant to put forward an appeal should they disagree with the decision. Notifications will include the following:-
- The amount of award;
  - Whether the award is to be paid as a lump sum or over a period;
  - The period of the award, including the date of termination, if relevant;
  - The method of payment;
  - To whom the payment is to be made;
  - Where the award is for less than the amount of shortfall, an explanation of how and why the figure was determined;
  - Explain that the award is intended to:-
    - Allow the applicant time to seek cheaper alternative accommodation;
    - Negotiate a lower rent with the landlord;
    - Help alleviate short/medium term financial hardship;
  - Explain that awards made on the grounds of error, misrepresentation or a failure to declare material facts may be recovered;
  - Explain that the applicant is required to notify the HB section if their financial circumstances change during the period of DHP award. Failure to notify changes may result in recovery of the DHP;
  - An explanation of the appeals process.
- 10.2** Where the award is for a deposit, it should include information about the landlord's legal obligations to protect the deposit in a government approved tenancy deposit protection scheme.
- 10.3** Where DHP has been refused, the notification must give sufficient information to allow the applicant to decide whether to request that the matter be reconsidered or to lodge an appeal. The notification should clearly state the reasons for the decision and the factors taken into account when reaching that decision.
- 10.4** The notification should also clearly distinguish that appeal rights relating to the determination for DHP are separate from the appeal rights relating to HB and UC.
- 10.5** Where DHP is paid with HB, notifications must clearly show how much is HB and how much is DHP.

**10.6** When a DHP award period is due to end, the claimant will be notified of the fact one month before the award is terminated. They will also be sent an application form for a repeat award. However, it should be made clear that there is no guarantee that a repeat application will be successful, even if the claimant's circumstances remain unchanged.

**10.7** Where the applicant has given their permission for the landlord to be made aware of the outcome of the DHP application, the Authority will notify the landlord of both successful **and** unsuccessful outcomes.

## **11. PAYMENT CYCLES**

**11.1** Payment cycles will vary depending on the circumstances of the applicant and the reason for the award. Where a 'one-off' payment is awarded, the notification should make that fact clear to the claimant.

**11.2** Periodic payments will normally be made on a four weekly basis; however, weekly payments may be relevant should the claimant indicate that they have problems with money management/budgeting.

**11.3** Where a claimant is in receipt of UC, the payment cycles will need to align with the monthly payment of UC.

## **12. OVERPAYMENTS AND RECOVERY**

**12.1** Where an award of DHP has been made as a result of an error, misrepresentation or failure to disclose a material fact, fraudulently or otherwise, any resulting overpayment may be recovered.

**12.2** Overpaid DHP awards cannot be recovered from other prescribed benefits. The only method of recovery is to request repayment of the debt from the claimant. This may be via the Council's sundry debtor system, debt collecting agencies or the courts.

**12.3** There is no requirement for DHP awards in respect of rent deposits to be repaid so long as the award has been used for the purpose stated.

**12.4** DHP awards made 'on account' under the fast track process should not be recovered.

## **13. RECORD KEEPING**

**13.1** Department for Work and Pensions are required to monitor how DHPs are being used by customers affected by welfare reform. Consequently, Local Authorities are required to record the main reasons for making awards. Each DHP award should be recorded under the following categories:-

- To support customers affected by the benefit cap;
- To support customers affected by the social rented sector size criteria;
- To support customers affected by LHA reforms;
- Any other reason.

DRAFT

| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b>            |  |
|---|--|
| <b>Report to:</b>                                 | <b>The Executive</b>                                   |
| <b>Date:</b>                                      | <b>25th March 2019</b>                                 |
| <b>Subject:</b>                                   | <b>Housing Revenue Account Business Plan 2019-2049</b> |
| <b>Portfolio Holder(s):</b>                       | <b>Alun Mummery</b>                                    |
| <b>Head of Service:</b>                           | <b>Ned Michael</b>                                     |
| <b>Report Author:</b><br>Phone Number:<br>E-mail: | <b>Ned Michael</b><br><b>01248 752289</b>              |
| <b>Local Member:</b>                              |  |

| <b>A – Recommendation/Recommendations and Reason/Reasons</b>  |
|---|
| <p>Recommend that the Executive approve:-</p> <p><b>R1.</b> The Housing Revenue Account (HRA) Business Plan 2019-2049, and in particular the HRA budget for 2019-2020 for submission to Welsh Government</p> <p><b>R2.</b> The proposed Housing Capital Programme for 2019-2020, as stated within the Capital Budget</p> <p><b>R3.</b> Delegated authority is given to the Housing Portfolio Holder, Head of Services, Housing and Head of Service, Resource / Section 151 Officer, to agree the format and final wording of the 2019 – 2049 Business Plan, prior to submission to Welsh Government.</p> <p><b>Reasons</b></p> <p><b>1.0 Background</b></p> <p><b>1.1</b> This Report and Business Plan has been prepared in conjunction with Officers from Finance Services, the Business Plan forms the primary tool for financial planning of the delivery and management of the Council’s housing stock. In particular, the Business Plan demonstrates:-</p> <ul style="list-style-type: none"> <li>- how the Council brings all its stock to Welsh Housing Quality Standards – there remains to be some properties that are classified as ‘acceptable fails’;</li> <li>- how the Council intends to maintain and exceed WHQS and</li> <li>- the investment needed to increase the housing stock.</li> </ul> <p><b>1.2</b> The Council, through its HRA, owns and manages 3,819 properties and just over 700 garages, across the Island. Throughout the period of this Business Plan we will see an increase in stock to over 5000 units.</p> |

**1.3** The HRA Business Plan (Appendix 1) contributes to all the fundamental themes within the Council's Corporate Plan. The main contribution is to the themes of Transforming Older Adult Social Care, Increasing our Housing Options and Reducing Poverty and Regenerating our Communities and Developing the Economy.

**1.4** As part of the Voluntary Agreement signed by the Local Authorities with the Welsh Government, borrowing negotiated and agreed to allow for new build and maintaining the Welsh Housing Quality Standards.

**1.5** The HRA continues to be ring-fenced for the Council's Landlord functions which relate to the Council's housing stock. The ring-fencing of the account means that the Council may not subsidise council housing from the general fund.

## **2.0 Welsh Housing Quality Standard (WHQS)**

2.1 The Council has achieved WHQS since 2012, we were the second Authority in Wales to achieve this standard.

The Welsh Housing Quality Standard states that all households should have the opportunity to live in good quality homes that are:

- 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).

## **3.0 Capital Programme 2019-2020**

3.1 Capital programme has been estimated at £11.792m has been included within the Business Plan. This includes provision for £7.4m internal / external works, fire risk works, asbestos, disabled adaptations and energy efficiency works. The budget also allows for achieving full WHQS compliance by targeting acceptable fails, environmental etc see Appendix 3 for more details.

3.2 A provision of £4.003m has been included within the revenue budget for repairs and maintenance works.

3.3 In addition £4.392m has been budgeted for in 2019-2020 for the development programme of new Council housing and acquisition of former council housing on the Island. The Business Plan assumes a development programme of 45 units in 2019-2020, following this 45 units in 2020-2021, 85 units in 2021-2022 which includes 40 Extra Care Housing units in the Seiriol area.



## **4.0 Financial Model and Assumptions**

4.1 The HRA Business Plan must be supported by a 30 year financial model and is detailed in chapter 7.

The Business Plan is accompanied by a sensitivity analysis, which demonstrates the robustness of the plan. These are based on key assumptions and parameters set by Welsh Government, and predict the resources available and required to maintain WHQS and capacity for new build, and aims to provide assurances on the long term sustainability of the HRA.

The Social Housing Rents Policy was introduced by Welsh Government in April 2015 for local authorities and is in place for a five year period. The policy aims to achieve rent convergence between Council and Housing Association rents over time. It is anticipated that we as a Council will reach rent convergence with Housing Association rent levels by 2022 – 2023.

4.2 Rental income and local rent setting policy are major factors in the future viability of the Business Plan. Welsh social rent policy is devolved from the United Kingdom Government and currently increased based on the published CPI inflation published annually for September plus 1.5% and up to £2 per week towards reaching rent convergence. For 2019/2020 Welsh Government agreed an inflation increase of 2.4% which was CPI published for September and did not agree the +1.5%.

4.3 A risk to the viability of the Business Plan is the roll-out of Universal Credit, which commenced in Anglesey in December 2018. The Business Plan demonstrates the actions we intend to take with partner organisations to support both current and future Tenants to mitigate the effects on the income collected.

4.4 The business plan has been stress tested to take account of the risks both individually and together and that the business plan remains viable over the 30 years.

4.5 Following exit from HRAS, all rental income is now retained by the Council, in the HRA, and is used to cover expenditure, service debt and for investment in services and additional homes.

The next 5 year capital and revenue budget is included with this Report in Appendix 2.

4.6 Welsh Government has provided details of the rent increase for 2019-2020 which was inflation of 2.4% together with up to £2 per week for properties which have a low rent than the target rent level. The Executive Committee approved the rent increases for 2019/20 during their meeting on the 18<sup>th</sup> of February. This increase has been included within the budgeted rental income for 2019/20.

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

|  |
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|  |
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**C – Why is this a decision for the Executive?**

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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?**

|  |
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|  |
|--|

| <b>DD – Who did you consult?</b> |  | <b>What did they say?</b>   |
|----------------------------------|--|---|
| <b>1</b>                         | <b>Chief Executive / Senior Leadership Team (SLT)</b><br>(mandatory) | Business Plan fully endorsed by the SLT.  |
| <b>2</b>                         | <b>Finance / Section 151</b><br>(mandatory)                          | S151 Officer is satisfied that the business plan assumptions are reasonable and comply to the published WG guidelines and that the business plan is viable and reflects the current financial situation facing the HRA. |
| <b>3</b>                         | <b>Legal / Monitoring Officer</b><br>(mandatory)                     | No comments.  |
| <b>4</b>                         | <b>Human Resources (HR)</b>  |   |
| <b>5</b>                         | <b>Property</b>  |   |
| <b>6</b>                         | <b>Information Communication Technology (ICT)</b>                    |   |
| <b>7</b>                         | <b>Scrutiny</b>  |   |
| <b>8</b>                         | <b>Local Members</b>   |   |
| <b>9</b>                         | <b>Any external bodies / other/s</b>                                 |   |

**E – Risks and any mitigation (if relevant)**

|          |                     |   |
|----------|---------------------|---|
| <b>1</b> | <b>Economic</b>     |   |
| <b>2</b> | <b>Anti-poverty</b> | All Council Housing households benefit from WHQS, |

Tud 4 o 2

|   |                           |  |
|---|---------------------------|--|
|   |                           | capital programme and support to prerare for welfare reform changes. |
| 3 | <b>Crime and Disorder</b> |  |
| 4 | <b>Environmental</b>      |  |
| 5 | <b>Equalities</b>         |  |
| 6 | <b>Outcome Agreements</b> |  |
| 7 | <b>Other</b>              |  |

**F - Appendices:**

Appendix 1 – Draft HRA Business Plan 2019-2049

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

Stock Condition Survey Report, 2017



# HOUSING REVENUE ACCOUNT BUSINESS PLAN

2019 - 2049



**CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL**

Page 124



Llywodraeth Cymru  
Welsh Government

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| <b>3.0</b> | <b>Business Plan Analysis</b>                            |                 |
| <b>4.0</b> | <b>Asset Management</b>                                  |                 |
| <b>5.0</b> | <b>Monitoring and Evaluation</b>                         |                 |
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| <b>7.0</b> | <b>HRA Financial Plan</b>                                |                 |
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**Appendix 1**

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**30 year financial model**

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**Environmental Statement**

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## 1.0 Introduction

The aim of the Housing Revenue Account Business Plan, which will be referred to in the document as the HRA, is to plan ahead to ensure that a financially viable plan is in place for our Council Housing stock of 3819 units (as at the end of December 2018).

First and foremost, the Business Plan clearly sets out our direction and priorities for the next 5 year period, whilst being mindful of the impacts of our short term decisions in the middle and long term. Our aim over the next 5 years is to continue to provide a quality, cost effective and continuously improving service, by working closer with our tenants, communities and development partners.

The HRA finances all of the Council's operations in its role as the landlord of the housing stock. This includes maintaining the housing stock, capital work and environmental improvements, maximising rental income, estate management and anti-social behaviour, maximising Tenant participation to influence our priorities, together with increasing our housing stock in order to contribute towards meeting the need for social housing on the Island.

The Council will continue to maintain a statutory, ring fenced HRA and account for income and expenditure on council housing separately from Council Fund income and expenditure.

The Business Plan confirms the Council's commitment to

- maintaining Welsh Housing Quality Standards and tackling 'acceptable fails',
- tackling areas where performance and service outcomes need to be improved, driving further service improvement for our tenants,
- delivering services for our tenants which offer value for money, during a period of increasing reductions in public spending,
- increasing accountability through increased engagement with staff, the Senior Leadership Team, Elected Members and key stakeholders,
- ensuring that there is adequate provision to best mitigate some of the potential impacts of Welfare Reform on the local communities, by giving them the tools to help themselves rather than creating a dependency culture, and
- delivering our development programme for new build Council homes.

It complies with the Welsh Government's Business Planning Requirements for the self-funding regime for Local Authority Housing Revenue Accounts issued in January 2016.

Through reading the Plan you will gain assurance that the HRA is being managed efficiently and effectively.

## **Service Vision**

Our Vision is:

### ***Quality homes : sustainable communities***

which is based on our service values that underpin our work and drive the delivery of our services, as follows:-

- ♣ to be customer focused and accountable
- ♣ to provide value for money
- ♣ to be committed to working in partnership
- ♣ to be innovative in our approach

### **Our Priorities will be:**

- Estate regeneration;
- New build, increasing the provision of affordable housing;
- Accommodation for specific groups, for example older people, people with mental health issues;
- Addressing the energy efficiency / fuel poverty agenda.

These priorities have been the subject of consultation with our Tenants and Elected Members.

The Plan has been presented to The Council's Executive Committee, the Senior Leadership Team and the Housing Services Board. The Council's Section 151 Officer has been involved in the process of developing the Plan.

The Plan aims to provide confidence to funders, tenants and Elected Members that HRA resources and services are managed efficiently and effectively.

Further information on all aspects of this plan is available from the Head of Housing Services, Isle of Anglesey County Council, Council Offices, Llangefni, Anglesey, LL77 7TW. E-mail [Housing@anglesey.gov.uk](mailto:Housing@anglesey.gov.uk)

## **Planning for the future**

Housing continues to be a priority for the Council in terms of “Place Shaping” and increasing the supply of quality housing. A Housing Services Board has been established which has representatives from the highest level across the Senior Leadership Team and Elected Members

We will consult appropriately with other Services and report regularly to the Housing Services Board and the Land and Asset Group in relation to any new council housing development opportunities. We will select new council housing development sites in collaboration with the Land and Assets Group as a key part of delivering our Place Shaping Strategy.

There is certainly greater emphasis of the Housing Act (Wales) 2014, the Social Services and Wellbeing Act 2015, the Wellbeing of Future Generations Act 2015, preventative work and outcomes focusing on wellbeing and which promote independence for the customer. Over time the linkages between the three Acts will become clearer through the joint planning of services. Housing is undoubtedly pivotal to achieving the outcomes of the three Acts.

Welsh Government has announced an ambitious target of providing 20,000 affordable homes during its next term. The Council has a crucial role to play in contributing towards this target. This is highlighted in the fact that the Welsh Local Government Association, Welsh Government and Local Authorities have all signed up to as a means of ensuring that this target is achievable.

## **The Local Housing Market**

A recent report on the North Wales Population Assessment demonstrates that we have a role in providing suitable housing for those who are vulnerable in our society. The gaps identified are:

- Lack of single person accommodation
- Limited hostel provision
- Shortage of specialist provision for individuals with ongoing medical conditions
- Gaps in support services

## **Strategic Objectives**

Housing plays a very important role in the Council's Corporate Plan and contributes to many of its objectives.

- Through building new houses and improving our existing stock we will create an impact locally and deliver community benefits.



- Extra Care Housing provision in the Seiriol area will ensure that older people are supported to live independently within their communities.
- We will provide opportunities for tenants to participate in improving services and give people the skills and confidence to be able to participate in their communities by establishing tenant participation groups.

Two Strategies will aid in delivering these objectives, namely the Housing Strategy and the Local Participation Strategy. These strategies set out how we will work together to provide a supply of affordable housing and how tenants can get involved.

### **The Strategic Context and Links with other Plans**

Developing our landlord services and increasing our housing stock continue to be strategic priorities for the Council, as demonstrated within the key strategic documents.

In addition to the Corporate Plan, evidence of this can be seen within the Transformation Plan, the Council's Asset Management strategy, the Treasury Management Strategy, the Joint Local Development Plan, the Vibrant and Viable Places Programme, the Corporate ICT Strategy and individual Service Plans.

### **Links with the Local Housing Strategy**

This Strategy sets out the Council's objectives for all housing tenures on the island to best meet identified housing need and to ensure high housing standards for all citizens. The HRA Business Plan is one important means of delivering these overall objectives and there will be close linkages between the two documents.

## **2.0 Business Plan objectives**

**2.1** As a landlord we want our tenants to live in good quality, affordable and energy efficient accommodation in safe and sustainable communities.

Housing makes an important contribution to our aim of reducing poverty and inequality in our communities. The Housing Department also has an important role to play in relation to the economy: building new homes and repairing existing homes generates jobs, apprenticeships and training opportunities.

Delivering consistently high quality and customer-focused services at reduced costs but which continue to meet performance expectations presents on-going challenges against a backdrop of increasing financial constraints.

We will continue to engage with our tenants to elicit their views about the services they want and how they want them to be delivered. We will involve them in work to improve services by reviewing and monitoring service standards. We will also make better use of customer feedback to drive further service improvement.

### **2.2 Our focus for 2018/2019 has been on :-**

- Working in preparation for Welfare Reform and Universal Credit changes across the Island during 2018/19 and which will impact upon a significant number of our tenants.
- Starting our new council house building programme with work having begun on 25 new homes on 5 sites along with the purchase of 15 former council properties lost from the Council housing stock through right to buy legislation.
- During the year a great deal of work has been done to improve Performance Management procedures and processes for our service managers.
- As a Service we have made significant progress in relation to the implementation of the Council's Language Standards.
- Completing the work of outsourcing the stores function in our Housing Maintenance Unit in Gaerwen.
- Following the adoption of an Anti-Social Behaviour Policy, we have addressed and resolved acute anti-social behaviour problems on two estates in particular during the year to improve the living environment for tenants on those specific estates.
- Continuing to invest significantly on external work and environmental improvements to estates in aiming to achieve the standards of WHQS+.

### **2.3 Our Key Housing priorities over the next 2 years (2019/2021) are set out below:**

- In conjunction with the Corporate Land and Assets Group, increase the supply of Council housing on the Island through the launch of our Council Housing Development Programme which will include a combination of new build on Council land and design and build packages with private developers and buying back former Council properties.
- We will agree the project plan for the development of the third Extra Care Housing Scheme on the Island that will be built in the Seiriol area and developed through the Housing Revenue Account.
- In conjunction with Children Services we will be looking at establishing two small group homes on the Island.
- Following the remodelling of the Llaur y Dref Scheme, moving forward with the new look scheme that will include 3 specialist units for Adult Services in order to assess the ability of individuals who are ready to move on from 24 hour support to live more independently.
- Preparing for the significant changes as a result of the Renting Homes (Wales) Act.
- During the year we will focus on improving preventative work in relation to the prevention of homelessness on the Island in accordance with the requirements of the Housing Act (Wales), 2014.
- We will undertake a local housing needs assessment and draw up our Local Housing Strategy for 2019 - 2024.
- Continuing to address units that do not meet the Welsh Housing Quality Standards as acceptable failures.
- Continuing to improve service provision in areas of poor performance and / or where the results of customer satisfaction surveys show the need to improve service outcomes, including improving void turnaround times.

## **2.4 Local Housing context**

### **Housing Need**

Information on Housing Need for the local authority is provided by the Local Housing Market Assessment (LHMA). The 2013 LHMA was updated in 2015 and the update approved by the Council in July 2016. The 2015 update identified that an additional 398 affordable dwellings are needed per year on Anglesey over the next 5 year period (including social housing and intermediate housing such as shared ownership and intermediate rental).

The Assessment does not take account of the possible impacts of Wylfa Newydd on the local housing market. Additional work is being undertaken by the Council in this respect.

## **2.5 The Common Housing Register**

The Housing Services maintains a Common Housing Register on behalf of the Ynys Môn Housing Partnership which includes our RSL (Registered Social Landlord) partners, namely Grŵp Cynefin, Pennaf and North Wales Housing.

In March 2019 the housing waiting list stands at :-

322 live applications currently on the housing register, 22 Urgent, 184 in Band 1, 1 in Band 2 and 115 in Band 3.

The Housing Services allocates approximately 250 units of its housing stock and Registered Social Landlords let 79 units).

Our Registered Social Landlords are able to gain on-line access to the Housing Waiting List to enable them to access nominations for their properties as and when they become available.

We have developed an Accessible Housing Register for the purpose of recording details of all applicants who need adapted properties. The register will assist us to make the best use of our stock by identifying properties that have been adapted and the most suitable tenants for such properties as and when they become available.

## **2.6 Provision of suitable housing**

It is inevitable that certain areas will see a high demand for properties whilst other properties will be more difficult to let. This is compounded by the location and size of the Council's stock.

Further information on the geographical profile of the housing stock in terms of type and size can be viewed by accessing the following link:

<http://www.angleseyhousing.co.uk/index.php?section=information&option=areas>

## **2.7 Gaps in the Social Housing/Council Housing Provision**

### **An analysis of the waiting list compared to stock**

The Isle of Anglesey County Council is the largest social landlord on Anglesey.

There are 4733 units of social housing on Anglesey. The percentage of stock owned by each landlord is as follows:

| Landlord                        | Number of Units | Percentage of all Stock |
|---------------------------------|-----------------|-------------------------|
| Isle of Anglesey County Council | 3819            | 81%                     |
| Grwp Cynefin                    | 524             | 11%                     |
| North Wales Housing             | 143             | 3%                      |
| Clwyd Alyn                      | 248             | 5%                      |
| <b>Total</b>                    | <b>4734</b>     | <b>100%</b>             |

The following is an analysis of the Council's stock compared to the register of one bedroom social housing.

| Age Restricted | Percentage | Non age Restricted | Percentage | Total Units |
|----------------|------------|--------------------|------------|-------------|
| 1451           | 38%        | 2367               | 62%        | 3818        |

| 1 Bed | % of Stock | % on waiting list | 2 Bed | % of Stock | % on waiting list | 3 Bed | % of Stock | % on waiting list | 4 Bed | % of Stock | % on waiting list |
|-------|------------|-------------------|-------|------------|-------------------|-------|------------|-------------------|-------|------------|-------------------|
| 720   | 19%        | 52%               | 1351  | 35%        | 34%               | 1664  | 44%        | 8%                | 68    | 2%         | 6%                |

The table demonstrates a substantial mismatch between the percentages on the waiting list needing 1 bed accommodation and 3 bed accommodation compared to the profile of the stock owned by the Council.

54% of all applicants on the waiting list require 1 bed accommodation and only 19% of the current stock comprises 1 bed properties. Although only 5% of applicants on the waiting list require 3 bed accommodation, 44% of the Council's current stock comprises 3 bed properties.

It should be noted that 627 of the 715 1 bed units are for persons aged over 60 (i.e. sheltered housing or properties for pensioners) – this represents 88% of the 1 bed stock. However, the percentage of people requiring 1 bed accommodation and who are aged over 60 is much lower than this.

### 3.0 Business Plan Analysis

As at 31 January 2019 the Council had a stock of 3,819 dwellings and 766 garages.

| Council Housing Stock    | 2017/18 | 2018/19 | Purchased during 2018/19 but yet to be allocated |
|--------------------------|---------|---------|--|
| 1 bed flats              | 320     | 321     | 1  |
| 2 bed flats              | 405     | 409     | 2  |
| 3 bed flats              | 16      | 17      |  |
| 1 bed house / bungalow   | 397     | 399     |  |
| 2 bed house / bungalow   | 943     | 945     | 1  |
| 3 bed house / bungalow   | 1637    | 1647    | 1  |
| 4/6 bed house / bungalow | 77      | 81      |  |
| TOTAL                    | 3784    | 3819    | 5  |

### 3.1 Delivery of Housing Management Services

#### 3.1.1 Tenant Participation

The 2018-23 Tenant Participation Strategy was adopted during 2018 and will be monitored through the annual Action Plan at the Môt Tenants and Officers Voice meeting (MTOV).

The strategy has identified the following key areas:

- Providing a range of meaningful options with regard to ensuring that tenants can influence decisions regarding housing policies, conditions and services.
- The use of digital technology to modernise the Tenant Participation service.
- Inform tenants of the services which affect them.

- Ensure that Tenant Participation is acknowledged as a core activity in the Department.
- Support tenants affected by Welfare reform.

### **3.1.2 Successful outcomes of Tenant Participation**

The key achievements of Tenant Participation during the period 2018-19 include the following:

- Participation in a family fun day with Môn Actif
- Working with Digartref Ynys Môn and Llais Ni to receive feedback on the Regional and Local Homelessness Strategy
- Promoting the Environmental Fund scheme
- Promoting and informing tenants that the Right to Buy is about to end
- 'Technology, Tea and Cake' events
- 17 clean-up days arranged and 27 skips filled
- Attendance at the Anglesey Show
- Publication of Tenants Newsletter
- 5 new tenants have volunteered to be members of Housing Services groups/panels
- The Tenants Repairs Forum held and the repairs policy reviewed
- A Digital Panel for tenants has been arranged

### **3.1.3 Enabling our tenants to pay their rent**

Rent is collectable through a variety of methods which include Direct Debit, Standing Orders, Paypoint, Post Offices, direct from salaries, debit card or credit card transactions over the telephone, automated touch tone, on-line payments.

We currently offer Direct Debit dates on any date of the month in preparation for Universal Credit. This will enable the tenants to pay their rent as and when they receive the Universal Credit payment. In excess of 1260 tenants pay by direct debit which is approximately 33% of our stock.

### **3.1.4 Poverty and Social Inclusion**

#### **Welfare Reform**

Tenants tells us they wish the Housing Services to continue supporting them through changes in Welfare benefits. Since December 2018, Universal Credit has been rolled out to all benefit claimants on the island. This will mean a culture change for benefit claimants and in order to support our Tenants through the changes, we will:

- Be the first point of contact for advice and practical help for both existing and prospective Tenants;

- Provide pre-tenancy support and early identification of Tenants who may struggle to pay their rent on time;
- Provide targeted support and advice to Tenants who are directly impacted by the changes in Universal Credit, working closely with other agencies such as Môn CF, CAB, Shelter Cymru;
- Work closely with the DWP and Job Centre Plus on the roll-out of Universal Credit;
- Help Tenants maximise their income and manage their household budget;
- Provide a range of convenient payment options to make it easier for Tenants to pay their rent;
- Work with Registered Social Landlords and Digartref to plan and pilot initiatives which will help with accommodation and support for single people, in particular those under 35 years old who are affected by Welfare Reform.

### **Fuel poverty**

Fuel poverty (where more than 10% of household income is spent on fuel bills) continues to be a problem for many families. To assist our Tenants save money on their fuel bills, we will:

- Promote a range of initiatives to support our Tenants to tackle fuel poverty;
- Continue to roll-out schemes which improve the energy efficiency of our homes, aiming to increase the number of properties with an energy rating of over 65.

### **Supporting people into training, volunteering and work opportunities**

Supporting People into training, volunteering and work opportunities not only increases household income but also benefits the health and wellbeing of individuals and their families. There are a number of work opportunities on the Island and numerous initiatives are being developed to help support tenants and their families to take advantage of future training and work opportunities. To support our Tenants, we will:

- Support tenants who have been long-term unemployed into employment through programmes such as Communities for Work and Opus;
- Continue to work, develop and promote life-long learning opportunities with Coleg Llandrillo-Menai, Môn CF and Opus, where Tenants may wish to take up opportunities and support;
- Work with Job Centre Plus to maximise opportunities for employment;

### **Digital inclusion**

Our Tenants tell us that they would like us to do more to help them increase their digital skills and abilities. To do this, we will:

- Promote access for Tenants to the 'My Home' portal, to enable access to view their rent accounts, make payments, report and monitor progress on outstanding repairs;
- Attempt to discover which services our Tenants would like to access through the internet;



- Work with colleagues in our Information and Technology Service, to roll-out the Council's digital strategy, and invest in wi-fi facilities across all our communal lounges over the next 12-18 months.

### 3.1.5 Rent Levels

Based on the revised 'target rent' in Welsh Government policy on Social Housing Rents, the Isle of Anglesey County Council's target rents for each type of property for 2019/20 are -

| Type of Property | Target Rent for 2019/20 |
|------------------|-------------------------|
| Bedsits          | £70.14                  |
| 1 Bedroom Flat   | £78.91                  |
| 2 Bedroom Flat   | £87.68                  |
| 3 Bedroom Flat   | £96.44                  |
| 4 Bedroom Flat   | £105.21                 |
| 1 Bedroom House  | £87.22                  |
| 2 Bedroom House  | £96.90                  |
| 3 Bedroom House  | £106.60                 |
| 4 Bedroom House  | £116.29                 |
| 5+ Bedroom House | £125.98                 |

Using the above figures, there are 3,805 (99.6%) properties below the target rent and 14 above target rent.

### 3.1.6 Safeguarding

Government legislation places a duty on all organisations to promote safeguarding. As Anglesey County Council staff, we have an important role to play in promoting the wellbeing and safeguarding of children and adults deemed to be either 'vulnerable' or at risk' within our communities, irrespective of our individual roles.

There is a statutory expectation that staff and the agencies we use to provide services/interventions on our behalf, follow the Wales Social Care safeguarding training package. This training is arranged through the Human Resources Department for the Council's internal services and external organisations commissioned by the Council.

This is the link to the training package and further information:-

<https://socialcare.wales/learning-and-development/safeguarding>

### **3.1.7 Supporting People Single Point of Access**

The Supporting People Single Point of Access / Gateway Officer post has been active since October 2017 to receive Supporting People referrals. The process has enabled us to:

- Identify, monitor and manage the transfer of the referral process into housing related support services funded through the Supporting People Programme;
- Facilitated easier and improved access to services for our most vulnerable service users;
- Provided a more robust management tool to improve monitoring of service providers;
- Facilitated and improved communication and working practices between the Supporting People and Housing Options teams and the Social Services Single Point of Access Team;
- Ensured a more strategic approach to the development of sustainable services and housing solutions and that the Supporting People Programme responds to current and emerging needs.

During the 2019/20 financial year we hope to build on the significant progress already made by:

- Working more closely with Homelessness Officers and support providers in order to identify cases, where housing related support is required for vulnerable people placed in temporary accommodation, e.g. bed and breakfast. Pre-tenancy support will be offered immediately following completion of a homelessness assessment in an attempt to reduce the period and cost of bed and breakfast accommodation.
- Facilitation of a better and more robust process with regard to the arrangements for moving on to alternative accommodation particularly when a vulnerable person is leaving supported accommodation such as a hostel or refuge.
- Build further on the work of providing support to Supporting People providers once the need to move on has been identified through the use of the Allocations Policy for social housing and refer cases where appropriate and in a timely manner to the Private Sector Landlord Liaison Officer in order to offer a range of accommodation options.
- Collaborate with Housing Options (Allocations) to develop a process to ensure that support providers for tenants in supported accommodation are aware that an offer of accommodation has been made and therefore avoid the possibility that the offer will be withdrawn or refused which could lead to moving down one band or suspending the application for six months. The prior permission of the tenant will be required to do this.

### **3.1.8 Floating Supporting**

A new contract was awarded to the Housing Services in November 2018, funded by the Supporting People Programme. The internal provision for housing related support involves housing across all tenures and can be extended beyond the current period of two years if an individual or family is still vulnerable. In addition, a person whose service terminated before the end of the two year period but is still likely to need another period of support can receive the service as a means of early and short-term intervention in order to avoid a crisis and higher level intervention.

This service can be accessed sporadically on condition that no more than one year has elapsed since the service was previously received. However, it is not intended to provide the service for an indefinite period and to create dependency but it is recognised that some people will require regular short-term intervention at sporadic periods in their lives. The people most likely to benefit from such a service would be those with learning difficulties who do not meet the statutory criteria for learning disability registration, low level mental health needs, such as anxiety and early signs of depression, older people who are isolated, and those with chaotic tendencies across service areas.

### **3.1.9 Remodelling the Domestic Abuse Service**

From April 2019, two prevention and early intervention grant programmes will come into force, i.e. the Housing Support Grant and the Children and Families Grant. Between them, 10 individual grants will be combined over both programmes. This should lead to closer collaboration between agencies such as Housing Services and Social Services. A Task and Finish Group comprising Council Officers and Managers, North Wales Police, specialist local providers etc has already been established to look at remodelling services for the survivors of domestic abuse.

A piece of work will be trialled and a pilot scheme will offer intensive intervention for a small number of families who are suffering, or who have survived domestic abuse. The model will be based on the Integrated Families Support Service model and the outcomes will be compared against the more traditional intervention currently provided for families. Following evaluation, a further decision will then be made regarding how we will move forward to remodel and commission services which will bring together the resources of the Housing and Social Services Departments and any other appropriate agency to provide an all-inclusive modern services which will provide better value for money, avoid duplication and will be fit for purpose.

We intend to invite tenders during quarter 2, 2019/20 with the aim that the new service will be implemented from 1<sup>st</sup> October 2019.

## 4 Asset Management

### The Key Drivers for the Repairs and Maintenance Service

Over the past few years the emphasis has been on transforming how the repairs and maintenance service is delivered and this has been achieved by:

- Ensuring assets are maintained in a more efficient, planned, sustainable and affordable manner
- Delivering a cost effective repairs and maintenance service with a 'right first time' ethos
- Ensuring homes are maintained to a high standard and meet all statutory requirements
- Developing the performance management framework for the repairs service to deliver real outcomes for customers
- Establishing an appointment based maintenance service

**Below are photographs of some of the oldest estates in our stock, built in 1900:**



Chapel Street, Brynsiencyn



Field Street, Bryngwran



Rhenc Newydd, Newborough

## Types and age of property in our stock by band:

|       |  | All HRA Properties |
|-------|--|--------------------|
| 4.1.1 | Houses and Bungalows                         |                    |
|       | Traditionally built pre-1945                 | 319                |
|       | Traditionally built 1945 - 1964              | 1221               |
|       | Traditionally built post 1965                | 1329               |
|       | All system built (non-traditionally built)   | 176                |
|       | New build or acquisitions since April 2015   | 34                 |
|       | Total Houses and Bungalows                   | 3079               |
|       | Flats and Maisonettes                        |                    |
|       | Pre 1945 low rise flats (1-2 storeys)        | 15                 |
|       | Post 1945 low rise and all medium rise flats | 624                |
|       | High rise flats (6 storeys +)                | 91                 |
|       | New build or acquisitions since April 2015   | 10                 |
|       | Total Flats and Maisonettes                  | 740                |
|       | Total Houses and Flats                       | 3819               |

### 4.1.1 Compliance with WHQS and the Investment Strategy

The Isle of Anglesey County Council was the one of the first Authorities to satisfy the WHQS standards back in 2012. “Better Homes for People in Wales” states that the Welsh Government’s vision is 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: Contain up to date kitchens and bathrooms
- Part 5: Are well managed (for rented housing)
- Part 6: Located in attractive and safe environments
- Part 7: As far as possible meet the specific needs of the household (e.g. specific disabilities)

Life cycles of key 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

We are satisfied that, wherever practicable, all properties meet WHQS with the exception of refusals or those satisfying acceptable fail criteria. Improvement works on past refusals are automatically carried out at Change of Tenancy. We can only

consider recording an acceptable fail if the cost of remedy was not economically viable.

The following table confirms our current position in connection with the replacement of key elements:

| Element  | Total included on original scoping survey | Total carried out during the WHQS (October 2008 – December 2012) | Completed at time of Changing Tenancy (January 2013 – July 2017) | Tenants Refusal (acceptable failure) | Total of properties not identified for renewal work |
|--|---|--|--|--------------------------------------|---|
| Kitchen  | 3073                                      | 3123   | 293  | 207                                  | 150   |
| Total number of bathrooms / Level access showers | 2271                                      | 3071   | 260  | 131                                  | 311   |
| Re-wiring  | 1543                                      | 2728   | 295  | 106                                  | 644   |

#### 4.1.2 Wales Audit Office (WAO)

During the Summer of 2017, confirmation was received that WAO would be conducting an audit to decide if we have effective arrangements in place to be able to continue to meet WHQS standards. WAO officers visited the Council during October.

An audit was held by reviewing documents, interviewing Councillors and Officers, and conducting door to door interviews with a proportion of our tenants. A variety of documents and information was sent to WAO for review before the site visit. The information included key documents such as the latest 30 year draft Business Plan, our WHQS Compliance Policy and the draft Asset Management Strategy which have since been adopted. In addition, WAO were given access to documents/databases which gave detailed information regarding all capital investment activities undertaken by the Housing Services.

During the audit, WAO focused amongst other things, on the following issues:

- Has the Council collected detailed information regarding the quality of its stock
- Does the Council have a stock maintenance programme

- Does the council monitor acceptable fails and attempt to reduce numbers in this category.
- Is the WHQS investment having a positive effect on the lives of housing stock residents.

### 4.1.3 Capital Investment Programme

The Planned Maintenance Programme for 2019/20 shown in the table below which is valued at £7.4 million earmarks the capital resources which have incorporated in the Business Plan. The programme is underpinned by independently collected stock condition data and will contribute towards our Housing Management Strategy and the Corporate Asset Management Strategy.

This Public Sector Investment Programme forms part of the Corporate Capital Plan for 2019/20. In principle, it will adopt the same annual capital bidding process as the Corporate Capital Plan, with delegated authority granted to the Housing Services Board to prioritise and financially evaluate individual schemes.

| <i>Scheme</i>   | <b>2019/20<br/>(£ '000)</b> | <b>2020/21<br/>(£ '000)</b> | <b>2021/22<br/>(£ '000)</b> |
|---|-----------------------------|-----------------------------|-----------------------------|
| <i>Internal WHQS Works &amp; Asbestos<br/>Commitments on current contracts<br/>Traditional Maintenance Programme<br/>Fire Risk Management<br/>Central Heating Works<br/>Environmental Works<br/>Energy Performance Work<br/>New Build<br/>Public Sector Adaptations</i> | 7,400                       | 6,695                       | 6,896                       |
|   | <b>11,792</b>               | <b>17,188</b>               | <b>17,704</b>               |
| <b>Financing:</b>   | <b>2018/19<br/>(£ '000)</b> | <b>2019/20<br/>(£ '000)</b> | <b>2020/21<br/>(£ '000)</b> |
| <i>Major Repair Allowance</i>   | 2,660                       | 2,660                       | 2,660                       |
| <i>Revenue Contribution</i>   | 7,600                       | 14,528                      | 9,544                       |
| <i>IHG Grant</i>  | 1,532                       |                             |                             |
|   | <b>11,792</b>               | <b>17,188</b>               | <b>17,704</b>               |

#### **4.1.4 Internal Investment Plan**

The budget allocates the sum of £750k in order to tackle WHQS refusals, capital elements upgraded at change of tenancy and for the continued replacement of kitchens, bathrooms and re-wiring systems as they reach the end of their life cycles.

This work will have a positive effect on the number of acceptable fails reported to Welsh Government.

This budget will also be utilised for the continued management of asbestos within the housing stock or, where appropriate, the removal of asbestos containing materials.

#### **4.1.5 Central Heating Works**

Since 2016/17 we commenced a boiler replacement programme to upgrade our older and increasingly unreliable heating boilers.

As part of the works a survey of the existing heating system will be undertaken and if new radiators are required, they will be replaced as part of the boiler renewal programme. This will allow us to ensure that the systems installed are fit for purpose, of the correct size and are as efficient as possible for our tenants. Once completed, we will expect to see a reduction in the call our costs for our heating engineers.

For 2019/20, we have allocated a budget of £500k to continue with this programme and we will attempt to replace approximately 250 gas boilers.

#### **4.1.6 Fire Risk Management**

To ensure continued compliance with the Regulatory Fire Reform Order 2005 we have allocated the sum of £200k towards upgrading and/or renewal of fire-fighting equipment and fire detection systems to comply with fire risk assessments. During 2018/19, our specialist contractor undertook fire risk assessments which will inform expenditure plans for 2019/20.

#### **4.1.7 Traditional Programme External Planned Maintenance**

The total budget allocated for traditional Planned Maintenance work is £3.5m. The Housing Service expects that a minimum of 2 contracts will be awarded during 2019/20 which will involve 100 properties.

Procurement of schemes valued at over £500k will continue to support the Welsh Government's Procurement Policy Statement and the impact on the local economy will be measured via the Value Wales Community Benefit Tool.

The Housing Service's aim is that the above contracts and procurement strategy will afford local contractors every opportunity to bid for capital investment works. The service is committed to maximising the money it spends within the local community



and by doing so promoting social, economic and environmental well-being. By using Value Wales we expect our contractors to deliver some of the following community benefits:-

- Work experience by working with Môn Communities First and Coleg Menai Llandrillo
- Employment of local labour
- Local apprentices/Trainees
- Opportunities for SME's
- Using local supply chains

The general scope of the work undertaken or currently on site typically involves re-roofing, the application of an insulated render system, replacement windows and doors where appropriate, external works to include paths, fencing and boundary walls.

Home improvements in all the schemes mentioned above will significantly improve the comfort and appearance of the homes and, where applicable, make them more affordable to heat. Traditional external planned maintenance will continue to form the basis of our capital investment plans going forward.

| <b>Contract</b>                                  | <b>Number of Properties</b> | <b>Estimate of Value</b> |
|--|-----------------------------|--------------------------|
| Min y Môr, Aberffraw and Awel y Môr, Rhosneigr   | 55                          |                          |
| Maes Gwyn, Llanddona and Pont y Brenin, Llangoed | 61                          |                          |
|  | 116                         |                          |

### **Bryn Tirion, Beaumaris**

An example of re-rendering work with an external insulation scheme together with new windows, re-roofing work and associated environmental work (new concrete paths, fences, boundary walls etc) on 17 homes.

In addition to this traditional work, the scheme included substantial work on providing new access roads and parking spaces for tenants.

The Isle of Anglesey County Council's investment programmes are supported by Welsh Government's Major Repairs Allowance and will contribute to WHQS.

## Photographs before, during and after the completion date



## Comments from our tenants noted on customer satisfaction form following completion of scheme:

It looks great, very polite workers. I am very pleased with the work

I have noticed that my home is much warmer

No complaints, fantastic workers

### 4.1.8 Adaptation Work in the Public Sector

The proposed budget includes a sum of £350k for considerable adaptation work for the disabled. Typical examples of the work include installing stair lifts, entry level showers and extensions.

### 4.1.9 Energy Performance Work

Following the visit of Wales Audit Office during October 2017, an Implementation Plan was developed to tackle acceptable fails in relation to energy performance. The

Energy Score determined as a target for conforming with the WHQS under the Standard Assessment Practice (SAP) is 65.

Following an audit of a representative sample of 20% of the stock in 2013, confirmation was received that 726 of our dwellings did not meet the energy score of 65. On this basis, we are reporting on acceptable fails in this category to Welsh Government.

Considering the work previously completed and the improved energy ratings in those dwellings where their energy performance was re-measured, we are confident that the majority of our properties serviced by mains gas or oil central heating have an energy score of 65 or higher. In order to check this statement, we intend to re-assess all properties where there was “acceptable failure” in this category during 2018/19. Any properties where their score is still under 65 will be individually assessed to decide if further work would be practical or economically viable.

We intend to focus on re-measuring energy performance of all properties serviced by electric storage heaters as the basic heating source during 2019/20.

During 2018/19, the intention is to target properties serviced by LPG heating systems with the intention of installing renewable energy systems, such as Solar PV. On average, it is property in this category which has the lowest SAP score within our housing stock. It should be noted that most of these properties are bungalows on sheltered housing estates or properties which have been designated specifically for pensioners.

As a result of the above surveys, we have prioritised properties in this category for Programmed Traditional Maintenance work during 2019/20. In addition, during quarter 4, 2018/19, a contract was let to install PV systems in a proportion of our properties serviced by LPG. It is intended to complete this work during 2019/20 and £250k has been included in the budget to this end.

#### **4.1.10 Environmental Works**

The WHQS Environmental Standard requires homes to be located in “attractive and safe environments to which residents can relate and in which they can be proud to live.”

In order to deliver environmental improvements, we will continue to fund the Environmental and Community Improvement Fund whereby tenants are invited to submit applications for funding towards community improvements of their choice. There were 8 successful applications during 2018/19 and 17 estate clean-up days.

A total of £500k is allocated towards environmental improvements in 2019/20. A significant proportion of this budget will be utilised to commence a 2 year programme involving the demolition of 202 garages which are no longer viable to maintain. This

programme will deliver environmental improvements in connection with parking, improving safety and generally improving the visual appearance of specific area.

## 4.2 Council House Building Programme

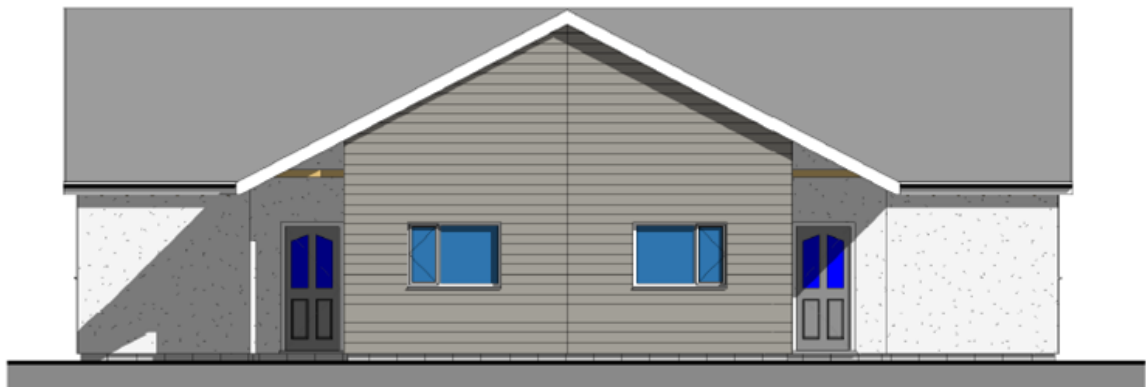
The Authority's Council House Development Programme for 2018-2022 includes targets to increase the housing stock by 170 units over the next 3 years.

The Council House Development Programme was launched in April 2018 and developers and landowners were invited to contact us if they has opportunities to develop housing and were interested in working with the Council. A number of responses were received and planning applications were submitted for sites in Holyhead, Moelfre and Amlwch.

During March 2018, building contracts were signed for 15 units, 12 in Holyhead and 3 in Moelfre.

Our applications for funding from the Wales Government Innovative Housing Programme during 2017/18 were successful for 4 bungalows in Holyhead and for 6 houses in Caergeiliog in 2018/19.

See below the types of units on site in Holyhead:



① PROPOSED FRONT ELEVATION  
1 : 100



④ PROPOSED REAR ELEVATION  
1 : 100

During 2018/19, we will have started work on 19 new units and will have completed the purchase of 12 former Council houses which had been previously sold under the right to buy scheme which brings the increase in our housing stock during the year to 31 units.

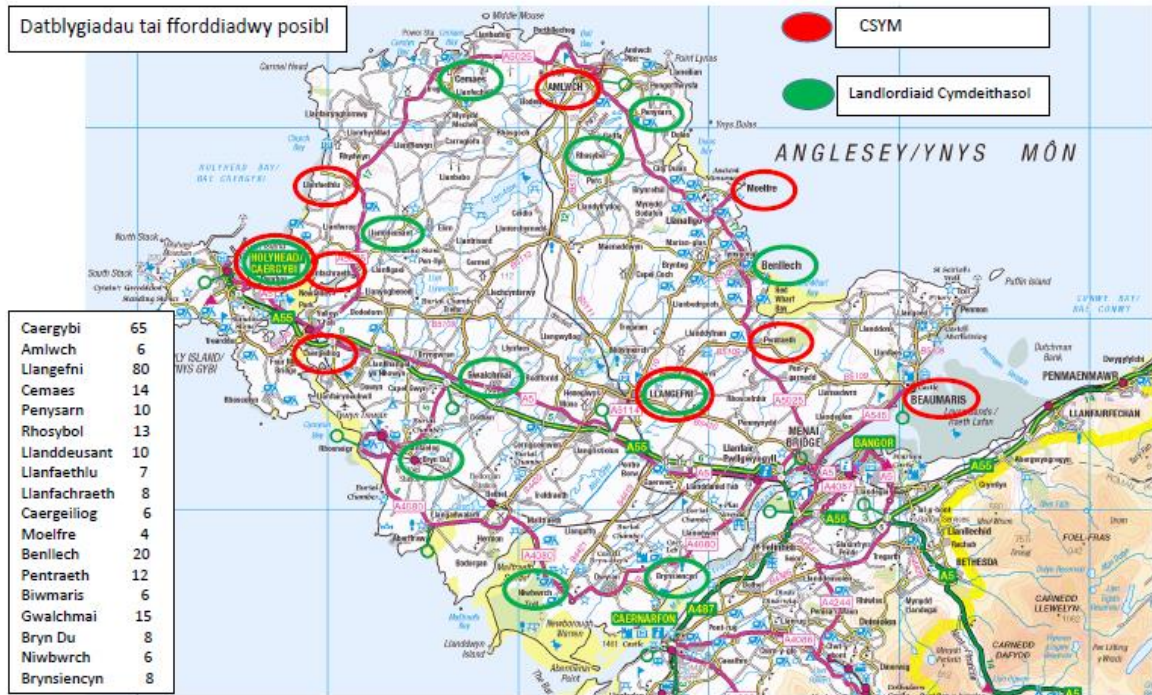
This will be our amended programme for the building of council houses over the next three years:

| Year    | Total |
|---------|-------|
| 2019/20 | 40    |
| 2020/21 | 45    |
| 2021/22 | 85    |
| Total   | 170   |

We will commence developing a third extra care scheme in the county during 2019/20, i.e. a 40 unit scheme in the Seiriol area which will be funded from the housing revenue account and we expect to see this scheme being complete in 2021/22.

During 2018/19, Wales Government removed the borrowing cap which had been applied to the Housing Revenue Account.

The map below highlights those areas where opportunities to develop new council houses have been identified.



## 5.1 Monitoring and Evaluation

### 5.1.1 Performance Management

A corporate approach is taken with regard to measuring quality of services and performance is reported on a quarterly basis through the Council's corporate performance scorecard and annually thereafter through its Annual Performance Report (APR). Both reports are scrutinised and challenged by Senior Officers and publicly through the Corporate Scrutiny Committee and the Executive / Council.

Service reviews take place twice a year and focus on their financial management (June) and their performance management (November).

The Housing Services Management Team monitor performance results quarterly against the targets set for the year.

## Key Performance Indicators – Housing Services

| Indicators  | 2017-18                | 2018-19                |                        | Target 2018/19 | Performance |
|---|------------------------|------------------------|------------------------|----------------|-------------|
|   | Result                 | Quarter 1              | Quarter 3              |                |             |
| The total amount of rent arrears owed by current tenants as a percentage of the total rent collectable for the financial year for Permanent accommodation | 2.07%<br>(£335,641.38) | 2.44%<br>(£423,326.63) | 1.81%<br>(£315,042.01) | 2.15%          | ↑           |
| The total amount of rent arrears owed by former tenants as a percentage of the total rent collectable for the financial year for Permanent accommodation  | 1.50%<br>(£243,098.59) | 1.45%<br>(£251,676.19) | 1.42%<br>(£247,559.70) | 1.40%          | ↑           |
| Proportion of tenants with more than nine weeks arrears (2017-18 was 7 weeks has been changed for 18-19 due to Universal Credit)                          | 5.49%                  | 3.60%                  | 3.52%                  | 5.00%          | ↑           |
| Average Arrears   | £281.54                | £236.20                | £265.75                | £275.00        | ↑           |
| Average arrears of tenancies when ended   | £528.41                | £432.44                | £527.14                | £500.00        | ↑           |
| The average number of calendar days taken to let lettable units of permanent accommodation during the financial   | 31.3                   | 27.0                   | 29.6                   | 30             | ↑           |
| The average number of calendar days taken to let lettable units of permanent accommodation during the financial (excluding DTL's)                         | 22.4                   | 19.1                   | 20.2                   | 21             | ↑           |
| Number of re-lets accepted on first offer   | 69.58%                 | 63.77%                 | 67.18%                 | 80.00%         | ↑           |
| % of Routine repairs completed within timescale   | 77.13%                 | 74.74%                 | 95.48%                 | 95.00%         | ↑           |
| % of tenants satisfied with responsive repairs  | 88.98%                 | 88.59%                 | 88.85%                 | 92.00%         | ↓           |
| % completed in one visit  | 99.39%                 | 93.60%                 | 95.22%                 | 90.00%         | ↓           |
| Average time taken to complete non-urgent responsive repairs (Calendar Days)  | 11.59                  | 11.44                  | 11.62                  | 20             | ↓           |
| Percentage of families successfully prevented from becoming homeless  | 55.75%                 | 56.75%                 | 58.00%                 | 55%            | ↑           |



|  |                  |                  |                |     |   |
|--|------------------|------------------|----------------|-----|---|
| The average number of calendar days taken to deliver a Disabled Facilities Grant | 171.4<br>(234.4) | 156.4<br>(213.8) | 174.5<br>(192) | 175 | ↓ |
|--|------------------|------------------|----------------|-----|---|

## 5.1.2 Benchmarking Performance and Costs

The table below provides a summary of our headline costs, performance and satisfaction measures for 2017/18. The quartile is our position in comparison to our peer group regarding these measures.

Note that we have provided Red, Amber and Green quartiles for measures regarding costs in this summary table for ease of interpretation.

| Headline Measure  | Our Result | Quartile     | Our Result | Quartile      | Trend |
|---|------------|--------------|------------|---------------|-------|
| Cost Headlines  |            |              |            |               |       |
|   | 2016-17    |              | 2017-18    |               |       |
| Overheads as a % of adjusted turnover                             | 7.04%      | Upper        | 7.27%      | Upper         | ↑     |
| Total Cost per Property (CPP) of housing Management               | £497       | Middle Lower | £552.18    | Lower         | ↓     |
| Total CCP of Responsive Repairs and Void Works                    | £1,073     | Lower        | £971.63    | Middle Lower  | ↑     |
| Total CCP of Major Works & Cyclical Maintenance                   | £2,574     | Lower        | £1,839.85  | Middle Lower  | ↑     |
| Operational performance headlines                                 |            |              |            |               |       |
| Rent arrears of current tenants net of unpaid HB as % of rent due | 2.4%       | Middle Lower | 2.12%      | Middle Lower  | ↑     |
| Average re-let time in days (standard re-lets)                    | 38.4 days  | Middle Lower | 31.3 days  | Middle Higher | ↑     |
| Rent loss due to empty properties (voids) as % rent due           | 1.19%      | Middle Lower | 1.26%      | Middle Lower  | ↓     |
| Average number of calendar days taken to complete repairs         | 12.26 days | Middle Lower | 10.27 days | Middle Lower  | ↑     |
| percentage of properties with a valid gas safety certificate      | 100%       | Upper        | 100%       | Upper         | ↔     |
| Staff turnover in the year %                                      | 3.8%       | Upper        | 6.8%       | Upper         | ↓     |
| Sickness absence average working days/shifts lost per employee    | 9.4        | Median       | 8.1        | Middle Higher | ↑     |
| Satisfaction headlines (*)  |            |              |            |               |       |
| Satisfaction with the service provided (%)                        | 84.0%      | Median       | 84.0%      | Median        | ↔     |



|   |       |              |       |              |   |
|---|-------|--------------|-------|--------------|---|
| Satisfaction that views being listened to (%)           | 67.0% | Middle Lower | 67.0% | Middle Lower | ↔ |
| Satisfaction with the repairs & maintenance service (%) | 76.0% | Middle Lower | 76.0% | Middle Lower | ↔ |
| Satisfaction with rent VFM (%)                          | 69.0% | Lower        | 69.0% | Lower        | ↔ |
| Satisfaction with quality of home (%)                   | 80.0% | Middle Lower | 80.0% | Middle Lower | ↔ |
| Satisfaction with neighbourhood (%)                     | 91%   | Upper        | 91%   | Upper        | ↔ |

\* Satisfaction Figures for 2016-17 taken from STAR Survey undertaken in 2015-16

### 5.1.3 Employment Status of the Council's Tenants

Information in relation to the profile of our tenants tells us that:

- 1065 of our tenants are retired
- 489 do not work as a result of long term illness or disability
- 352 are in receipt of benefits
- 2217 of our tenants say that they are Welsh and 1321 White British
- 2070 homes use English as their main language and 1559 use Welsh as their main language.
- 1131 households are single and 1045 are married

### 5.1.4 The Welsh Language

There is a statutory requirement on Public Bodies in Wales to conform with the 2011 Welsh Language Measure and Welsh Language Standards in various situations such as:

- Supplying services
- Drawing up policies
- Implementing
- Promoting
- Record Keeping

The duties that derive from the standards mean that Anglesey County Council and other organisations should not treat the Welsh language less favourably than the English language. The use of Welsh should also be promoted and facilitated (to make it easier for people to use Welsh in their everyday lives).

The purpose of these standards is to:

- Explain clearly to establishments their duties in relation to the Welsh language
- Explain more clearly to Welsh speakers the services they can expect to receive in Welsh
- Ensure more consistency as regards Welsh services and to improve their quality

Anglesey County Council recently announced that it is intending to work towards being an administration which works predominantly through the medium of Welsh, while still respecting the need for bilingual provision where required.

The Council faces many challenges in order to be able to achieve this aim and the work is already progressing with a number of plans in place and monitoring, scrutiny and good practice meetings are held regularly. One of the plans which is being implemented is a pilot scheme within Housing Services to encourage staff to make more use of their written and spoken Welsh in the workplace. The Service has been implementing this Scheme since February 2017.

Without doubt, progress has been made within the service in relation to the use of the Welsh language. More staff that are either second language or learners are now more willing to communicate with colleagues in the office and in meetings than previously. Also, more Welsh speakers that were previously reluctant to write a report or even e-mail in Welsh are now doing so.

## **6.0 Risk Management**

### **6.1 Corporate Risk Register**

The Corporate Risk Register identifies those risks which could impact on the Council's ability to meet its corporate aims and objectives. It identifies the source and consequences of the risk, the likelihood of it materialising, the impact it may have, and any mitigating action deemed necessary to manage the risk. The Corporate Risk Register is reviewed at least quarterly annually and in the light of any significant changes.

### **6.2 Housing Risk Register**

All Officers have responsibility for identifying risks that threaten their area of activity. The Housing Management Team is responsible and accountable for assessing and managing the risks.

Risk Management is applied to each identified risk – and any new risks are entered on the Services' Risk Register. The main risks within the Housing Risk Register are included within the Council's Corporate Risk Register.

The Key Operational Risks in Housing are:-

- Rent restriction – as a result of what is happening in England with regard to rents
- Increase in inflation – resulting in increasing costs
- Local inflation in costs
- Welfare Reform

The Business Plan has been stress tested to take into account of the individual and combined risks will remain viable throughout the 30 year period. (see appendix)

### **6.3 Housing Business Continuity Plan**

During 2018/19, Housing Services produced a Business Continuity Plan which complements the Council's Corporate Business Plan. The Housing Business Continuity Plan explains what we would do if something serious happened in the Housing Services. For example:

- If the Council office buildings were badly damaged or if we were to lose a lot of staff, due to illness perhaps.
- Anticipated threats to service delivery (such as ICT, data management, severe weather, major fault on the careline or BT faults).
- The approach to be taken in the event of an E-bola outbreak, flu epidemic.
- Ways of minimising the threat / risk
- Disaster recovery and priorities
- Initial actions to be taken

This plan is reviewed regularly.

## **7 HRA Financial Plan**

### **7.1.1 Underlying Financial Assumptions**

Financial assumptions for the Business Plan are based on the following information

- Inflation is calculated using the Government's target rate of 2% per annum.
- It is assumed that expenditure on maintenance and new construction will increase by 1% above the inflation target each year, except between 2022/23 and 2024/25 (when it is expected that there could be a shortage of contractors available) when the expenditure is expected to increase by 3% above the inflation target.
- It is anticipated that the target rent will increase 1% above inflation per annum from 2020/21. For 2019/20 it will increase by CPI only.
- The provision for bad debts is forecast to be 1.5% in 2019/20 (when Universal Credit is expected to be fully rolled out), reducing by 0.1% every 2 years until the level returns to the 0.6% level attained prior to the introduction of Universal Credit.
- Losses due to voids are expected to be 1.25% per annum.
- The capital plan is based on the new Stock Condition Survey, with component replacements being carried out as per schedule of component life cycles.
- It is assumed that a development programme of new build and acquisitions of former council houses will continue. In 2019/20 40 units are expected to be developed 25 new build and 15 acquisitions with a total of 45 units each year thereafter. There will be an additional 40 units extra care housing scheme being developed at a cost of £8m completing 2021/22.
- Other than the capital grants awarded during 2018/19 is assumed that the HRA will fully fund the development programme for the duration of plan.
- The interest rate on credit balances is assumed to be 0.33% per annum. New borrowing is assumed to be over 50 years at an interest rate of 2.65%.
- It is assumed that debts will not be re-paid early
- Other income includes feed in tariff income (National Grid), commission from selling insurance, sewerage charges and recoverable repairs.

### **7.1.2 Treasury Management Policy**

The Council has adopted a one-pool approach for loans which means that the costs of borrowing are averaged between the general fund and HRA in proportion to their respective capital financing requirements.

## 5 Year Capital & Revenue Budgets

### Draft Revenue Budgets

|                                   | 2019/20       | 2020/21       | 2021/22       | 2022/23       | 2023/24       |
|-----------------------------------|---------------|---------------|---------------|---------------|---------------|
|                                   | £'000         | £'000         | £'000         | £'000         | £'000         |
| Management Costs                  | 3,080         | 3,142         | 3,204         | 3,269         | 3,334         |
| Repairs and Maintenance           | 4,003         | 4,165         | 4,362         | 4,656         | 4,944         |
| Other Costs                       |               |               | 520           |               |               |
| Capital Financing Costs           | 2,926         | 2,851         | 2,949         | 3,006         | 3,113         |
| Contribution to Capital Programme | 7,600         | 14,528        | 9,544         | 11,742        | 11,405        |
| Loan repayment                    | 519           | 421           |               |               |               |
| <b>Total Expenditure</b>          | <b>18,128</b> | <b>25,107</b> | <b>20,579</b> | <b>22,673</b> | <b>22,796</b> |
| Net Rental Income                 | 17,696        | 18,505        | 19,791        | 21,091        | 21,967        |
| Other Income                      | 565           | 554           | 563           | 574           | 588           |
| Interest on Balances              | 30            | 20            | 10            | 8             | 6             |
| AHG Grant                         | 59            | 59            | 59            | 59            | 59            |
| <b>Total Income</b>               | <b>18,350</b> | <b>19,138</b> | <b>20,413</b> | <b>21,722</b> | <b>22,610</b> |
| Revenue Surplus/(Deficit)         | 222           | (5,969)       | (166)         | (951)         | (186)         |
| Balance Brought Forward           | 8,876         | 9,098         | 3,129         | 2,963         | 2,012         |
| Balance Carried Forward           | 9,098         | 3,129         | 2,963         | 2,012         | 1,826         |

## Draft Capital Budget

|  | 2019/20       | 2020/21       | 2021/22       | 2022/23       | 2023/24       |
|--|---------------|---------------|---------------|---------------|---------------|
|  | £'000         | £'000         | £'000         | £'000         | £'000         |
| WHQS Improvements & Maintenance              | 7,400         | 6,695         | 6,896         | 7,241         | 11,565        |
| New Build                                    | 4,392         | 10,493        | 10,808        | 6,761         | 7,099         |
| Regeneration / Remodelling of existing stock | -             | -             | -             | -             | -             |
| Other Expenditure                            | -             | -             | -             | 400           | -             |
| <b>Total Capital Expenditure</b>             | <b>11,792</b> | <b>17,188</b> | <b>17,704</b> | <b>14,402</b> | <b>18,665</b> |
| Capital Funding                              |               |               |               |               |               |
| Major Repairs Allowance                      | 2,660         | 2,660         | 2,660         | 2,660         | 2,660         |
| Borrowing                                    | -             | -             | 5,500         | -             | 4,600         |
| Capital Expenditure funded by HRA            | 7,600         | 14,528        | 9,544         | 11,742        | 11,405        |
| IHG Grant                                    | 1,532         | -             | -             | -             | -             |
| <b>Total Capital Funding</b>                 | <b>11,792</b> | <b>17,188</b> | <b>17,704</b> | <b>14,402</b> | <b>18,665</b> |

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## 8.0 HRA Key Priorities ACTION PLAN 2019/20

| <b>Actions</b>  | <b>Responsible Officer</b>                        | <b>Target Date</b>  |
|---|---|---------------------|
| Collaborate with the Children's Services to identify 2 suitable properties to be established as Group Homes for children placed out of county                             | <b>Development Manager Council Housing</b>        | <b>April 19</b>     |
| Following the re-modelling of Llawr y Dref move forward with letting the scheme in its new format   | <b>Community Housing Service Manager</b>          | <b>April 19</b>     |
| Pilot scheme to release 4 bed properties in our housing stock   | <b>Community Housing Service Manager</b>          | <b>April 19</b>     |
| Create apprenticeship opportunities within our maintenance service in order to increase the supply of technical officers  | <b>Technical Services Manager</b>                 | <b>May 19</b>       |
| Adapt the Allocations Policy in order to give priority to local connection with specific areas  | <b>Strategy and Commissioning Service Manager</b> | <b>June 19</b>      |
| Formalise Customer Service arrangements in order to ensure an outstanding services for our tenants and service users  | <b>Community Housing Service Manager</b>          | <b>June 19</b>      |
| Review the condition survey of the Council's garages held in 2016 with a view to combining the priorities with regard to the improvement and change of use of some units. | <b>Technical Services Manager</b>                 | <b>June 19</b>      |
| Agree on a project plan for the development of a thirdExtra Care Scheme on the island in the Seiriol Area   | <b>Council Housing Development Manager</b>        | <b>August 2019</b>  |
| Develop ways of enabling tenants to communicate digitally by introducing Digital Services for Tenants   | <b>SG Manager</b>                                 | <b>August 2019</b>  |
| Undertake a STAR survey amongst our tenants in order to establish satisfaction levels   | <b>Community Housing Service Manager</b>          | <b>September 19</b> |
| Develop a temporary stopping place for Gipsies and Travellers in Staf   | <b>Technical Services Manager</b>                 | <b>September 19</b> |

|   |   |   |
|---|---|---|
| Review the administration of the waiting list and the expected contribution of RSLs   | <b>Strategy and Commissioning Service Manager</b> | <b>September 19</b>                     |
| Create regular report on the allocation of Social Housing and reports highlighting housing need in areas  | <b>SG Manager</b>                                 | <b>September 19</b>                     |
| Prepare to implement changes associated with the Wales Rent Act   | <b>Strategy and Commissioning Service Manager</b> | <b>October 19</b>                       |
| Review our sheltered housing schemes in order to ensure that they are still fit for purpose and look at innovative ways of meeting the need       | <b>Community Housing Service Manager</b>          | <b>December 19</b>                      |
| Make arrangements for “zero based” budgeting from 2020/21 forwards  | <b>Management Team</b>                            | <b>December 19</b>                      |
| Prepare an assessment of local housing need and formulate the 2019-2024 Local Housing Strategy  | <b>Strategy and Commissioning Service Manager</b> | <b>January 20</b>                       |
| Conduct a survey of the needs of Gypsies and Travellers by means of GTAA  | <b>Strategy and Commissioning Service Manager</b> | <b>January 20</b>                       |
| Prepare a Carbon Reduction Strategy in order to ensure that we conform with the MRA grant requirements  | <b>Technical Services Manager</b>                 | <b>January 20</b>                       |
| Improve performance with regard to Homelessness in accordance with the Housing Act (Wales) 2014   |   | <b>Continuously throughout the year</b> |
| Continue with the improvement programme for units which do not fulfil WHQS based on acceptable fails  | <b>Technical Services Manager</b>                 | <b>Continuously throughout the year</b> |
| Prepare to increase the Council’s housing stock by means of a development programme for new Council housing and buying back former council houses | <b>Council House Development Manager</b>          | <b>Continuously throughout the year</b> |



| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b>   |  |
|--|--|
| <b>Report to:</b>                        | <b>Pwyllgor Gwaith</b>   |
| <b>Date:</b>                             | <b>25.3.2019</b>   |
| <b>Subject:</b>                          | <b>Approval of the Supporting People Programme<br/>Commissioning Strategy and Grant Expenditure Scheme</b> |
| <b>Portfolio Holder(s):</b>              | <b>Councillor Alun Mummery</b>   |
| <b>Head of Service:</b>                  | <b>Ned Michael</b>   |
| <b>Report Author:</b><br>Tel:<br>E-mail: | <b>Arwel Jones, Principal Development Officer, Housing<br/>Services<br/>01248 752064</b>                   |
| <b>Local Members:</b>                    |  |

| <b>A – Recommendation/s and reason/s</b>  |
|---|
| <p>1. To approve the recommendations of the Supporting People Commissioning Plan 2019-20<br/>and,</p> <p>2. To approve the funding allocation for every Service area, as outlined on page 13 of the Supporting People Commissioning Plan.</p> <p><b>Reasons</b></p> <p><b>1.0 Introduction</b></p> <p>1.1 The Supporting People Programme is a policy framework and funding initiative by the Welsh Government, which provides Housing-related Support for a variety of groups of people who are equally vulnerable. The services do not include the funding of accommodation costs or the provision of health or care costs.</p> <p>1.2 In a letter received from the Welsh Government in December 2018, it was stated that Anglesey’s Indicative Allocation for 2019-2020 would be £2,643,866. This will be operational from 1.4.19.</p> <p>1.3 Following the Welsh Government’s decision to combine the Supporting People Programme Grant, the Homelessness Prevention Grant and the Rent Smart Wales (Enforcement) Grant, all three grants will be provided under the name of ‘Housing-</p> |

related Support Grant' from April 2019 onwards. £64,923 is allocated for the Homelessness Prevention Programme and £6,209 for the Rent Smart (Wales) Enforcement Grant. Therefore, the total amount of Housing-related Support Grant for Anglesey during 2019-20 is £2,714,998.

1.4 As well as the Housing-related Support Grant Programme, the Welsh Government have combined another 7 individual grants under the name 'Children and Communities Grant' Programme. From 1<sup>st</sup> April 2019, this programme will include the following Grants.

- Flying Start;
- Families First;
- The Legacy Fund;
- Communities for Work Plus;
- Promoting Positive Engagement for Young People;
- Childcare and Play;
- St David's Day Fund.

1.4 By transferring 10 individual grants into two specific programmes, which reflect and promote a preventative approach, there is an expectation by the Welsh Government that we as an Authority will work closer across both programmes to meet the needs of some of our most vulnerable and needy individuals and families within our society.

1.5 The 2019/20 financial year is considered to be a transitional year, and consequently the governance procedure and the arrangements for reporting on the Supporting People Programme outcomes, will remain the same for the next twelve months. It is expected that further work will be carried out during the year on the arrangements for implementing the Housing-related Support Programme, which will have a direct impact on the Supporting People Programme and will be operational from April 2020. It is expected that a new Guidance Document will be produced for the Combined Programme, which will be operational from April 2020.

1.6 The Supporting People Programme focuses on the planning, commissioning and monitoring of supported accommodation and floating support services provided by different providers across a variety of tenures including accessible and affordable accommodation, council housing stock, housing associations' stock, private rental, sheltered housing, owner occupiers, supported living, supported tenancies and extra care housing.

1.4 Common types of Housing-related Support provisions include:

- Assisting someone who is homeless or is at risk of homelessness to find somewhere to live, within 56 days of them presenting in such a situation.

- Providing a support package to enable the vulnerable person to maintain a tenancy and mitigate the risk that the tenancy will break down and / or that the person will be evicted from the house.
- Providing support with rent arrears, debt management and budgeting skills.
- Supporting the service user to claim welfare benefits and help and enable the individual to continue to receive the benefits that he or she is eligible to receive and deal with the relevant agencies.
- Supporting service users to keep their accommodation safe, e.g. explain how to lock their property and manage appropriate access.
- Encourage the service user to keep any appointments that are relevant to improving their ability to manage their own accommodation.
- Encourage and stimulating the service user to develop social skills and gain the necessary confidence to feel part of the community and to participate in activities of interest.
- Promoting, encouraging and stimulating service users to develop the necessary life skills such as cooking, cleaning and washing clothes.
- Providing the necessary support to enable service users to access appropriate education, training and / or employment opportunities.
- Providing advice regarding move-on opportunities or opportunities for permanent housing.

1.5 Amongst the Supporting People funding requirements is the need to prepare a Commissioning Plan to inform the Welsh Government and all partners and stakeholders of our commissioning intentions and priorities. In accordance with the Welsh Government's Guidance, the proposed Scheme includes a commissioning cycle for 2018/21 and is reviewed annually.

1.6 Once again the Welsh Government has protected the grant funding levels for the Supporting People Programme for 2019/20 across Wales and has halted the redistribution programme, for the time being, which saw the funding for North Wales decreasing 23% during the previous 6 years. Nevertheless, it is highly likely that a new redistribution programme will be reintroduced in 2020, and this could cause uncertainty for providers in terms of the sustainability of particular schemes and a financial risk to the future of the programme and the Council, at a time where homelessness is increasing significantly. Should there be a further reduction in the grant, it would certainly not be possible to maintain the current provision, and it is likely that we would have to make very difficult decisions on the future of some schemes.

## Background

2.0 The Commissioning Plan attached is a reflection of the substantial work that has been carried out since 2012, where the Supporting People Grant Programme was transformed to focus on services that address matters relating to accommodation and preventing homelessness, rather than focusing on services that leaned towards social care. As a result, the Commissioning Plan and the Expenditure Plan is a continuation and consolidation of the previous year, with minor amendments rather than substantial changes in the commissioning and contracting arrangement for meeting needs on Anglesey.

2.1 It can be noted that the changes in the Plan this year, affect Service User Groups as follows:

- **Mental Health** – Increase the expenditure from £183,771 to £225,931. This change will involve moving 5 units from the service area designated for Single People, 25-54 years old requiring support with regard to Mental Health. This provision will still be delivered, as part of the same agreement, namely Housing First by The Wallich, but for the purpose of reporting and submitting the Expenditure Plan to the Welsh Government, it will be recorded under Mental Health service users. One additional unit of Supported Accommodation will be provided in the Llawr Y Dref scheme, Llangefni at a cost of £8,666. The other provision of supported accommodation will be in Heddfan, Llangefni for 8 individuals and one family in Cybi Street, Holyhead and the Floating Support for 50 individuals will remain unchanged.
- **25-54 Year Olds requiring Support** – The amount for this Service Group will reduce from £169,972 to £135,978, due to the change outlined above with regard to increasing the Mental Health provision.
- **Generic Service** – Despite the fact that Housing-related Support can extend to two years, we now have strong evidence that some of our service users remain vulnerable after this period. Therefore, in order to alleviate concerns and avoid such situations becoming crises that require high-level and costly intervention, such as a statutory provision, we now have an additional provision which will be of benefit to our users and more intensive interventions. The Housing Service which already provides a generic service for up to 80 people a week, will also provide this continuous intervention to an extra 60 people. The service will be available to people who have left a previous provision with positive outcomes, no longer than

12 months previously, and who require access to further support. This will enable people to access a service repeatedly for short periods, in order to prevent the risk of a further crisis happening. These arrangements will be monitored through the Single Point of Access in order to ensure that the intervention does not become long-term and does not create a dependence.

- **Community Alarms.** In 2017 the Supporting People Local Planning Group decided to decommission the funding of a community alarms provision using Supporting People funding. This decision was made in order to ensure that we fully complied with the recommendations in the Aylward Review, and in order to redirect money towards Schemes that are specifically related to preventing homelessness. This transition period will come to an end on 31.3.19, and from 1.4.19, users will either have to fund the provision from their own income or receive a benefit or support from Continuing Health Care funding, if they are eligible.

### **3.0 New Areas for Development**

#### **3.1 Domestic Abuse**

Domestic Abuse is viewed as a priority area locally on Anglesey and regionally in North Wales. At present there is a refuge for 4 families, together with a dispersed single refuge, of which the latter can provide emergency supported accommodation for women or men. In addition to this, we commission 6 units of floating support for survivors of abuse, together with an IDVA service for up to 14 people a week. Due to an unfortunate increase in the number of victims/survivors of domestic abuse, we have increased the numbers that receive floating support to up to 30 a week. This means that an additional £31k has been allocated to the provider to enable them to employ another officer.

As we look ahead towards remodelling the current and historical provision, we have already established a Task and Finish Group of key stakeholders, which includes representation from the Children and Adults Services, the Probation Service, North Wales Police, the Community Safety Partnership and the local providers to look at identifying gaps in the existing services. We are working on a multi-agency basis and attempting to bring together resources from the Children and Families Grant and the Housing-related Support Grant programmes, in order to develop a new service that will:

- Be modern and fit for purpose, giving consideration to using the 'safe houses' model;
- Offer different options to families and individuals who are victims or survivors of domestic abuse;
- Offer a holistic service and avoid duplication;

- Provide value for money;
- A 24/7 provision in refuges.

To begin with, we aim to pilot a scheme for 3 months, which will offer an all-inclusive service through intensive intervention on a model that is based on the IFSS Plan (Integrated Family Support Services). We will then compare outcomes and results against the traditional model, and consider options for going out to tender. We hope to invite applications for providing the service through an open tender on the Sell2Wales site, with the aim that the newly-designed service will be operational by 1.10.19.

3.2 The redevelopment of the Sheltered Housing scheme at Llawr Y Dref has provided opportunities to be innovative and inclusive. As a landlord, the Council has already agreed to let two properties for meeting the needs of people with Learning Disabilities, with one additional property for mental health needs. Initial support is provided here for the purpose of moving on to live independently within the community, therefore the turnover figures within these three properties might be higher than for the other units in the Scheme. It is acknowledged that Housing-related Support is a key factor in terms of achieving the objective for vulnerable individuals to be able to maintain their tenancy. Therefore, within this commissioning cycle, following approval by the Supporting People Local Planning Group, it is proposed that Supporting People should contribute towards the cost of the support provision, and that the impact of terminating the floating support funding, as outlined above, is reduced by commissioning support as previously mentioned, up to a value of £26,000, which is commensurate to £8,666 a year for each of the service users.

3.7 We will continue to fund the post of the Single Point of Access Officer, which has existed since October 2017. Between 1<sup>st</sup> October and 31 December 2018, over 1,200 referrals were received from various agencies, for receiving housing-related support through the Supporting People funding. We have also seen a 77% increase in referrals since 1.1.19, with 159 cases having been referred, and should this trend continue the number of cases will have increased from a monthly average of 60 individuals to 106 for the same period. Although it might be slightly premature to be completely certain, this concerning and high increase should not be disregarded as being due to the introduction of Universal Credit to replace mainstream benefits on the Island since 4.12.18.

3.8 We will also continue to employ the post of the Prison Leavers Rehabilitation Officer within the Housing Service. This scheme has proved successful, and the current officer has built a meaningful relationship with the four main prisons, namely HMP Berwyn, HMP Altcourse, HMP Stoke Heath and HMP Styall. This has meant that:

- a high number of prison leavers have received a homelessness assessment before leaving prison, which has reduced the pressure on housing options officers, by preventing the need for the individual to present at the Council.
- It enabled an earlier decision to establish whether the Housing Service had a duty to accommodate or not.
- The Officer can work with private sector landlords and find a suitable and affordable property, when the individual returns from prison to the community.
- It reduces the risk of reoffending and offers a temporary or permanent address that the police and other criminal justice agencies have also approved.

#### **4.0 Regional Collaborative Committee**

4.1 Members of the North Wales Regional Collaborative Committee, which includes Portfolio Holders and Heads of Service or Senior Service Managers (Housing / Social Services) are keen to continue with the regional arrangement of using Supporting People Grant money for the possibility of purchasing some commissioned services on a regional basis within particular fields, such as domestic abuse, or needs relating to offending. In order to achieve this aim, it has been proposed at a Regional Level and approved at Local Planning Group Boards across North Wales that every Local Authority should make a 0.5% contribution directly from the Supporting People annual allocation.

4.2 Based on a contribution of 0.5%, Anglesey's grant for local provision would reduce by £13,219.00.

4.3 The priorities of the North Wales Regional Collaborative Committee for the year are.

- Learning Disabilities
- People Leaving Prison or Those with a History of Offending
- Rough Sleepers
- Domestic Abuse
- Mental Health

#### **5.0 Increase in Number of Referrals to the Supporting People Single Point of Access From 1<sup>st</sup> January to 28<sup>th</sup> February 2019**

It should be noted that core Supporting People Services, provide core support for 613 service users per week, with 54 additional units currently being provided via Hafan Cymru and Digartref (Slippage Funding). Currently there are only 2 units out of the (667) 613 +54

that are vacant, and it is as a result of being unable to place 2 people within one designated CAIS accommodation, resulting in only one occupying, and that another referral fell through, over the past few days, following re-admission into custody. It is likely that we will have waiting lists for services in the very near future, unless the current trend decreases considerably. The likelihood is that the situation will be further exacerbated, once the impact of Universal Credit take a further grip amongst our most vulnerable citizens.

#### **6.0 Details of Presentations Made to Housing Options Team between 1<sup>st</sup> April 2018 and 28<sup>th</sup> February 2019**

In addition it should be noted that 670 people have presented to the Housing Service during the current financial year, for either information, advice or direct support.

The 670 presentations noted above, have been disaggregated as follows, and in accordance with the respective Sections of the Housing (Wales) Act 2014.

- 244 presentations made in accordance with Section 66 of the Act, where there is a duty on the Housing Service to prevent homelessness ( 'preventative duty') when eligible and at risk of homelessness within 56 days.
- 181 presentations under Section 73, where there is a duty on the Housing Services to assist in finding accommodation, including the Private Sector for the eligible person and homeless at the time of presenting.
- 95 presentations under Sections 73 and 68, where the homeless person needs to be placed in temporary accommodation, which could include bed and breakfast.
- 136 presentations made under Section 60 of the Act, where there is a duty on the Council to provide information, advice and assistance.
- 14 presentations made where the relevant Duty in accordance with the Act is yet to be established .

It should be noted that the information relating to the above presentations are based upon the initial circumstances, and that individual circumstances are likely to change at any time, which subsequently influences which Section within the Housing (Wales) Act 2014, should be applied in each separate case.



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| <b>B – What other options did you consider and why did you reject them and/or opt for this option?</b> |
|--|

The decisions were based on a strategic approach which focused on:

- Eligibility in accordance with the Grant Conditions of the Supporting People Programme
- Strategic relevance in accordance with the Corporate Aims of the Isle of Anglesey County Council's and those of the Housing Services
- Service Quality as verified in the programme of detailed reviews that were undertaken during the past year and the previous three years. Monitoring reports are held every six months and comprehensive service reviews every three years.
- Value for money following a detailed exercise that was undertaken across all providers and the levels of need identified by providers when service users have a range of varying and complex issues requiring support.
- Ensuring that the aims and objectives of the Housing (Wales) Act 2014, the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015 are satisfied.

The above factors outline the reasoning used in considering various options for reducing funding in particular services, remodelling others and in some cases, fully decommissioning.

|  |
|--|
| <b>C – Why is this a decision for the Executive?</b> |
|--|

It is one of the requirements of the Supporting People Programme Grant Conditions stipulated by the Welsh Government, that the Annual Plan is approved at the level of Local Elected Members.

|   |
|---|
| <b>CH – Is this decision consistent with policy approved by the full Council?</b> |
|---|

Not applicable.

|  |
|--|
| <b>D – Is this decision within the budget approved by the Council?</b> |
|--|

Not applicable – Supporting People is a Welsh Government Grant Programme.

| <b>DD – Who did you consult?</b> |   | <b>What did they say?</b>   |
|----------------------------------|---|---|
| <b>1</b>                         | <b>Chief Executive / Strategic Leadership Team (SLT)</b><br>(mandatory) | Agree with recommendations and stating that Supporting People funded Services are a core necessity to meet the needs of vulnerable Anglesey citizens.   |
| <b>2</b>                         | <b>Finance / Section 151</b><br>(mandatory)                             | See above   |
| <b>3</b>                         | <b>Legal / Monitoring Officer</b><br>(mandatory)                        | Include additional data demonstrating the significant increase in referrals to the Supporting People Single Point of Access and presentations to the Housing Services. This data became available following the completion of the spend plan within the required time limit for submission to Welsh Government. – it was felt that including it would make it easier to relate to the report and become more meaningful to the target audience. |
| <b>4</b>                         | <b>Human Resources (HR)</b>   | No comments   |
| <b>5</b>                         | <b>Property</b>   | Not applicable  |
| <b>6</b>                         | <b>Information Communication Technology (ICT)</b>                       | Not applicable  |
| <b>7</b>                         | <b>Scrutiny</b>   | Not applicable  |
| <b>8</b>                         | <b>Local Members</b>  | Not applicable  |
| <b>9</b>                         | <b>Any external bodies / other/s</b>                                    | We have consulted with all our providers regarding the proposed plans and developments  |

| <b>E – Risks and any mitigation (if relevant)</b> |                     |  |
|---|---------------------|--|
| <b>1</b>  | <b>Economic</b>     | It is anticipated that fully decommissioning the alarms will have no economic impact, as it was the capital cost of the monitoring and equipment that was paid from Supporting People funding, which will continue, whether from another source, or self-funded by the service user. |
| <b>2</b>  | <b>Anti-poverty</b> | We do not anticipate any direct impact as a result of changes, although social policy changes, particularly welfare reform, could exacerbate circumstances for some vulnerable individuals and/or chaotic  |

|          |                           |   |
|----------|---------------------------|---|
|          |                           | individuals and families. A significant increase has been recorded in the number of cases presented during January and February. This is consistent with the experience of other areas and it follows and gives us reason to believe that it could be as a result of the roll-out of Universal Credit into the mainstream system.   |
| <b>3</b> | <b>Crime and Disorder</b> | No direct impact from the strategy. However, an increase in crime and disorder as a result of a change in social policy and increased poverty could mean that demand is greater than supply, leading to an inability to satisfy increasing needs. This could have a significant impact on service users and providers, especially when considering the complex and chaotic needs of some service users who require multiagency support and intervention. Over the past few months we have already seen an increase in the numbers leaving prison who need support, together with an increase in domestic abuse. |
| <b>4</b> | <b>Environmental</b>      | Not applicable  |
| <b>5</b> | <b>Equalities</b>         | An Equality Impact Assessment has been included within the Local Commissioning Strategy that was shared previously.   |
| <b>6</b> | <b>Outcome Agreements</b> | Supporting People providers must conform to the mandatory outcomes framework prescribed by the Welsh Government.  |
| <b>7</b> | <b>Other</b>              | Not applicable  |

|   |
|---|
| <b>F - Appendices:</b>  |
| Supporting People Programme Grant – Local Commissioning Strategy Update 2019-20 |

|  |
|--|
| <b>FF - Background papers (please contact the author of the Report for any further information):</b> |
|  |

| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b> |  |
|--|--|
| <b>Report to</b>                       | <b>Pwyllgor Gwaith</b>   |
| <b>Date</b>                            | <b>25.3.19</b>   |
| <b>Subject</b>                         | <b>Annual Update Supporting People Commissioning Strategy 2019/20</b>  |
| <b>Head of Service</b>                 | <b>Ned Michael</b>   |
| <b>Lead Officer(s)</b>                 | <b>Elliw Llyr Service Manager Policy, Commissioning and Housing Strategy</b><br><br><b>Arwel Jones, Principal Development Officer, Housing Services.</b> |
| <b>Contact Officer</b>                 | <b>Arwel Jones, Principal Development Officer, Housing Services Dept,</b>  |

## **1.0 Purpose**

The purpose of this paper is threefold and provides the following:

- A profile of the current expenditure based on the current Supporting People Programme Grant allocation for Anglesey, of £2,643, 866. Currently 99.71% (£2,636,198.79) has been committed and it is anticipated that there will be an underspend of £7,599 which is commensurate with 0.29% of the total grant allocated.
- To provide a proposed spend Plan for 2019/20, based upon the same allocation as the previous 4 years, this being £2,643,866.
- To act as the Supporting People Local Commissioning Plan for 2019/20

## **2.0 2018/19 Budget.**

**2.1** A breakdown of current expenditure profile and proposed Spend Plan for 2019/20 can be seen in Appendix1 of this document.

## **3.0 Service User Needs and other key data**

**3.1** A breakdown of the needs at the point of presenting for services, as well as other key data relating to demographics, homelessness and other key social factors can be seen in Appendix 2 of this document.

## 4.0 Service Groups

### 4.1 Domestic Abuse

Domestic Abuse, has been identified as both a local and regional priority area for development during 2019/20. Following the introduction of the VAWDASV Act 2015, and subsequent regional North Wales Commissioning and Governance Boards. Work remains on going at national, regional and local levels to remodel services for survivors of domestic abuse, whilst also recognising the need to work across agencies with perpetrators. The following diagram taken from the North Wales Regional Strategic Plan, for 19/20 provides an overview of the recommendations, achievements and progression made at regional level during 2018.

Recommendations agreed at the November 2017 Regional Collaborative Committee:



Achievements / Progression in 2018



RCC Sub Group and Domestic Abuse Colleagues to meet further to discuss the outcomes from the Needs Assessment and gaps identified against current provision available.

•Chair of RCC now a member of the VAWDASV Board, VAWDASV Board now have a Joint Commissioning Task and Finish Group with Supporting People Lead Officers, the VAWDASV Needs Assessment that formed the VAWDASV Strategy has been shared at this group. The Regional Domestic Abuse Coordinator attends the RCC Sub Group. Links have been made and the VAWDASV Strategy has been widely consulted on across the RCC.

For each local authority to allocate a percentage of Supporting People Programme Grant going forward for any future regional priorities

•Each local authority has committed to allocating a percentage of their Supporting People grant for joint working with the VAWDASV Board, this commitment will be allocated to the Regional IDVA service and target hardening.  
•**THIS IS PENDING SP PLANNING GROUPS SIGN OFF**

Regional Independent Domestic Violence Advisors Service – for the RCC to agree for this avenue to be explored further by the RCC Sub Group

•Proportion of Supporting People Grant committed to a Regional IDVA Service and Target Hardening  
**PENDING AGREEMENT**  
•Regional IDVA Service set to commence in 2019

Discussions remain ongoing regarding the commissioning of IDVA Services, for which £12,000 is allocated from the Anglesey SP budget. It is anticipated that this service will be provided at regional level during 2019/20. The exact date is yet to be confirmed and any transfer shall be subject to full a procurement process, which will be led the Office of the Police and Crime Commissioner North Wales.

From a local perspective, discussions have commenced with key stakeholders, such as Social Services, Education, Health, Probation and 3<sup>rd</sup> Sector Providers, in terms of remodelling the current services on the Island. It is envisaged that key stakeholders within the Housing Support Grant and Children and Communities Grant will agree to pool funding resulting in a jointly commissioned holistic service, which will encompass both accommodation and support based services, in conjunction with statutory intervention involving child protection work, currently undertaken by our Social Services Colleagues.

Submissions of CID 16's from the Police along with performance management data from Gorwel (see appendix 2), indicate that domestic abuse incidents continue to increase, with a number of cases indicating the existence of complex and challenging needs amongst the survivors. It has been apparent for some considerable time that Gorwel have been delivering in the region of 25 to 30 units of floating support per week, despite being contracted for only six. Slippage funding within the current budget has been granted to Gorwel to employ additional staffing capacity to deal with escalating need. It is anticipated that the number of incidents will further increase during 2019, as a result of escalating socio economic issues, and the high number of families subsequently living below the poverty line on the Island. There is a necessity, to retender this service area during the 2019/20 financial year, both in terms of ensuing that the current service delivery arrangements meet local needs, as well as the legal requirement to comply with European Procurement Rules.

A timetable for the tendering of future provision for domestic abuse services is scheduled to be drafted during Qtr 1 of 2019/20, with the aim of delivering the remodelled delivery from around October 2019. In the meantime, it is recommended that core Supporting People funding for this service area remains unchanged at £162,752 per annum.

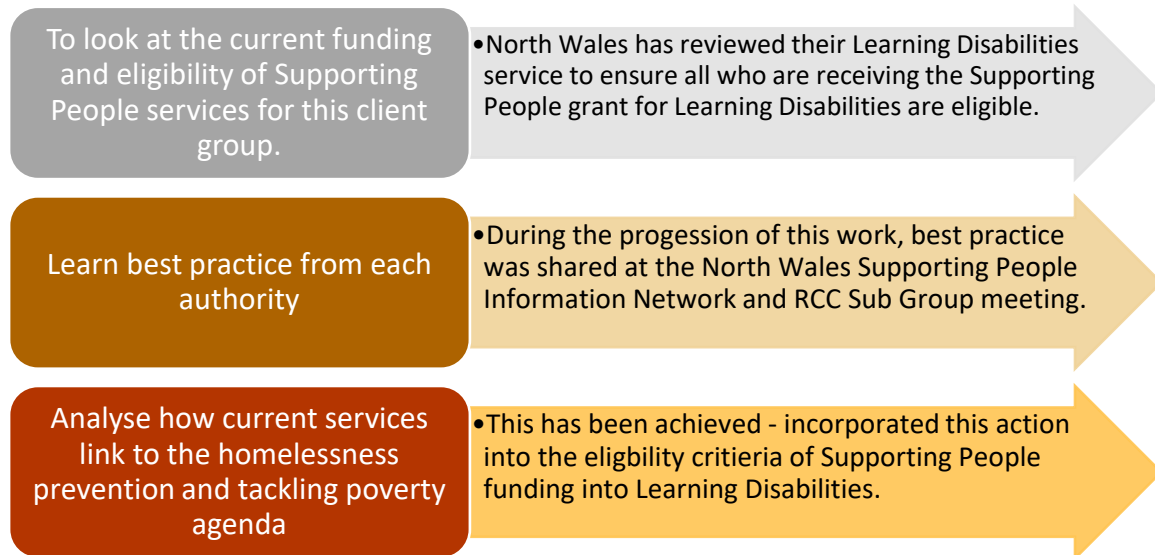
**Lead Officer Recommendation – Continue funding arrangements as shown above.**

**SPPG Decision: Recommendation approved**

## **4.2 Learning Disabilities**

The level of Supporting People investment within Learning Disabilities has been substantially reduced, over the past 5 years. Learning disabilities currently accounts for 18% of the total Supporting People expenditure, compared with 33% 5 years ago.

Despite the considerable work undertaken across the majority of North Wales Local Authorities since 2017 (as shown in the diagram below) Welsh Government remain committed to reviewing the expenditure levels invested within this service group. A new guidance document is expected during the next financial year, which may present further risks of additional reductions being made to Supporting People funded services for people with Learning Disabilities.



Whilst we await further clarification and guidance from Welsh Government, work remains ongoing at a corporate and local level to remodel the existing provision for both internal and external provision for this service user group

At the time of writing, two units of move-on accommodation are currently being refurbished and are near completion, within a council owned sheltered housing scheme, with the intention of being made available to people with learning disabilities to be supported towards independence.

The budget allocated for people with learning disabilities for 2018/19 amounted to £479,266. However, due to one service user being transferred into continuing health care provision, whilst remaining in the supported property, along with reductions in provision for another service user, and the decision by Adult Social Care not to utilise Helidon, resulting in a further 22 hours being de-commissioned, the actual expenditure is expected to decrease by £48,531. This amount will be offset by the two new units at Llawr y Dref, at a combined cost of £17,333. The budget allocated in accordance with current contracts will therefore be £27,996 higher than the current anticipated spend for 2018/19, but will still be less than the sum initially allocated for 2018/19, because of the factors outlined above.

**Lead Officer Recommendation – In line with current contractual arrangements and including 2 further units of Supported Accommodation at Llawr y Dref, invest £458,730 for people with Learning Disabilities.**

**SPPG Decision: Recommendation approved**

### **4.3 Mental Health**

At the time of writing, the designated service for people with mental health related housing support needs is being reviewed as part of a 3 year cycle. The current contract has an option to extend provision for a further 3 years on a year on year arrangement, based upon contract compliance, satisfactory service delivery and available funding.

Monitoring visits undertaken during the past twelve months, along with performance data, have indicated that demand remains extremely high. Indeed needs associated with mental health is the highest recorded reason for referring into the Supporting People SPoA (see appendix2). The service has achieved a number of positive outcomes to its service users, many of which have been as a result of the effective use of Wellbeing Hubs within the community, which are led by the user themselves.

In addition, 5 units of Housing First provision has been transferred from the Services for Single People Aged 25-54 on the Spend Plan to Mental Health, as the former rather than the latter is the designated lead need, despite both being provided by The Wallich as part of the same project. Given the strong correlation between mental health needs and homelessness or risk of homelessness, it remains without doubt, a strategically relevant service area within the homeless prevention agenda.

It was initially agreed that three units of supported accommodation would be made available for People with Learning Disabilities at the soon to be re-opened and refurbished Llawr Y Dref project. Unfortunately, it has only been possible for Social Services to allocate units for two people with Learning Disabilities, therefore following further discussions with Housing and Social Services, it has been agreed to allocate the remaining property for an individual with mental health needs, again for move-on purposes.

#### **Lead Officer Recommendation –**

**Extend provision for further 12 months pending satisfactory review.**

**Increase the level of investment shown on the Spend Plan for people with mental health needs from £183, 771 to £225,931 to reflect the 5 units which shall be transferred from the Support Services for Single People aged 25-54 and a further 1 unit of move-on at Llawr y Dref.**

**SPPG Decision: Recommendation approved**

### **4.4 Offending / Substance Misuse / Generic**

At the time of writing, the designated service for people with Offending, Substance Misuse and Generic housing support needs, is being reviewed as part of a 3 year cycle. The current contract has an option to extend provision for a further 3 years on



a year on year arrangement, based upon contract compliance, satisfactory service delivery and available funding.

Monitoring visits undertaken during the past twelve months have indicated that demand remains high and at a time where the above needs are clearly associated with increasing levels of homelessness. It is therefore reasonable to assume that the service remains strategically relevant. Furthermore, the Prison Resettlement Officer post previously commissioned via the Homeless Prevention Grant has since April 2018, been directly commissioned via the Supporting People Grant. This arrangement has worked well and has enabled CAIS to concentrate on targeted support for those offenders living in the community and at risk of reoffending. In comparison, the Prison Resettlement Officer, who is a Council employee, is able to undertake pre-release work with both the prisons and the offender, and work closely with Housing Options to find suitable accommodation prior to the release date. For further details see paragraph on the Prison Resettlement Officer.

**Lead Officer Recommendation – Continue current level of funding as per contractual agreement £48,625.39, £135,065.88, and £102,439.00 for generic provision. Total contract value = £286,130.27. Extend provision for further 12 months pending satisfactory review.**

**Include the Prison Resettlement Officer Post within the Offending Group Category.**

**SPPG Decision: Recommendation approved**

#### **4.5 Young People**

Following the tender exercise held in November 2017, which determined that the contractual value from 1.4.18 -131.3.2021 will be £487,697.13, the current financial year has been one of further consolidation for this service area. Demand remains extremely high, with anecdotal evidence from SPoA referrals received, indicating that those presenting within this age group, particularly for Supported Accommodation services, appear to be exhibiting increasing levels of multi-complex and needs and challenging behaviour. Substance misuse, mental health and offending history, appear to be the major issues amongst this vulnerable service user group.

**Lead Officer Recommendation – Continue to deliver Contract at agreed price £497,697**

**SPPG Decision: Recommendation approved**

#### **4.6 Young Vulnerable Single Parents**

The vast majority of young vulnerable single parents supported as part of this contract have experienced domestic abuse, which is noted as a secondary need. Given the volume of secondary needs directly linked with domestic abuse, consideration needs to be given to whether or not funding for this service should be merged within a dedicated domestic abuse model.

This service was reviewed as part of a three yearly cycle prior to deciding future commissioning arrangements. Following the recommendations of the Reviewing Officer, the number of units delivered per week, have been increased from 12 to 15, at no extra cost to the SP Programme, whilst the number of supported accommodation remains as 4 units.

A decision will however need to be made during Quarter 1 and 2 of 2019, as to whether or not we continue with a dedicated service for young vulnerable single parents, or if we redistribute part or all funding into domestic abuse provision and other services.

In the meantime it is recommended that the 2019/20 spend plan includes the current levels of funding and unit provision for this service user/ group.

**Lead Officer Recommendation – Continue to deliver the service at the current agreed contract price of £74,189.00, until the domestic abuse model is finalised. This may result in either re-commissioning re-modelling or full decommissioning of this service during the 2019/20 financial year.**

**SPPG Decision: Recommendation approved**

#### **4.7 Support for Single People Aged 25-54 via Housing First Delivery Model –**

The Housing First service was re-awarded to the Wallich from April 2018, for a period of 3 years at £169,972.44 per annum. A total of 25 units of support is provided.

Since its introduction, Housing First has demonstrated its value in ensuring that the single people aged 25 -54 presenting with support needs are assisted and encouraged to maintain their tenancies, with 79% from a sample of the first 119 people supported, recorded as living independently post cessation of support. Such was the success of the model -in enabling highly vulnerable individuals to succeed within their accommodation and not re-present as homeless- that delivery has now been extended to support people with mental health as a lead need. A total of 5 units from the 25 delivered per week are now designated for people with mental health needs. Although, the Wallich receive one monthly payment for all 25 units delivered, it is necessary that the 2019/20 Spend Plan, be amended, to reflect the additional resources invested in mental health with a corresponding decrease in the number of single people aged 25-54 receiving support.

**Lead Officer Recommendation – Decrease the level of investment shown on the Spend Plan for services for Single People Aged 25-54 by £33,994 and transfer to the Mental Health category.**

**SPPG Decision: Recommendation approved**

#### **4.8 Older People –**

At the time of writing, plans are underway to commence the three yearly review of the tenure neutral service for older people. Pending a satisfactory outcome to the review, the current arrangements can be extended for a further three years, on a year on year basis, subject to contract compliance, available funding and provision of a quality service. Since commissioning this service to replace the previous warden service which was exclusive to council tenants only, the project has grown in popularity, offering equal access to any person or couple over 55 years old and in need of support to live independently or are at risk of homelessness. The service has also allowed equal access and added value to other social activities such as a vegetable allotment, craft and sewing club projects as well as promoting access and signposting to the 3 Age Well Clubs located in Llangefni, Amlwch and Brynsiecyn. The project is commissioned to deliver two hours targeted support for a minimum of 150 people per week. However, due to the demand and varying levels of need, it has been established from performance management information received from the SPoA that in excess of 180 people have been supported per week for a sustained period of time.

Following a service review of the Clwyd Alyn, Sheltered Housing Schemes at Bro Trehinon, Amlwch and Min-Yr Afon, Benllech, it was recommended in the Reviewing Officer's report that these services be decommissioned, from 1.4.19, on the grounds that neither scheme met the eligibility criteria for Housing Related Support and was delivering a service which was more housing management orientated. A saving of £8,877 to invest in alternative service provision has been noted.

#### **Lead Officer Recommendation -**

**1. Pending a satisfactory service review, extend period of funding for the targeted support for people over 55 years old for a further 12 months initially as per contractual agreement for the sum of £340,853,59.**

**2 As previously agreed at the SP Planning Group, complete decommissioning process for the Clwyd Alyn Warden Service, thus reducing investment in this service user group by £8,877.00**

**SPPG Decision: Recommendation approved**

#### **4.9 Generic Services –**

A new Generic On-going Service has been commissioned from 1.11.18 and is provided by the internal Housing Service. In addition to the 80 unit core generic tenancy related support, provided by Housing, the new on-going support will offer support for a further 50 people who are deemed as vulnerable, following cessation of their designated lead need period of support. In addition, service users can access this new service, should a trigger occur, providing they have been supported by this service, or other housing related provider during the previous 12 months. Such early intervention at this point may result in preventing escalation into a situation of crisis and costly statutory intervention.

A further 34 units of housing related support is provided by CAIS as part of their flexible contract to meet the needs of people with substance misuse, and or those with a criminal offending history, and /or generic tenancy need.

The total combined cost of the generic provision, including the ongoing support amounts to £403,990

**Lead Officer Recommendation - Continue funding arrangements as per above.**

**SPPG Decision: Recommendation approved**

**4.10 Alarms –** The Aylward Review determined that all Supporting People services should be based on need rather than tenure. All direct support provision is now compliant with this requirement. However, in some properties, community alarms ‘remain’ live where there is no requirement, and consequently a charge is levied by Galw Gofal for the Call Monitoring Fee and a maintenance charge which is not eligible for SP funding is paid to Tunstall.

Following discussions with key stakeholders including Senior Managers from the Housing Service, it has been agreed that the Supporting People Programme Grant **should not** be utilised to subsidise what in effect is an ineligible service. As part of the 2018/19 it was recommend and agreed that an incremental reduction be implemented from April 2018. It is therefore recommended that a reduction of 50% be introduced from April 2018 and the remaining 50% subsidy abolished from 2019/20. The agreed recommendation provided a 12 month period to undertake the necessary consultation and engagement with service users who would be impacted upon and allow sufficient time to manage the change in arrangements, for implementation of a service charge. Notification of the intention to withdraw funding has previously been shared in writing with the Head of Housing Services, Head of Adults Services, Grŵp Cynefin Officials and Tenants in respect of Penucheldre and Llys Mair, Y Gilfach and Pont Y Brenin.

**Lead Officer Recommendation – Reduce contract by a further £56,749.92, thus ending all SP investment in Community Alarms and any other Telecare equipment.**

**SPPG Decision: Recommendation approved**

**4.11 Single Point of Access (SPoA)** – The SPoA service has been operational since 1<sup>st</sup> October 2017. The effectiveness and success of the SPoA can be highlighted by the fact that there have been no waiting lists, as well as low to nil level of voids across all providers for both floating support and supported accommodation projects during the year. Furthermore, given the increased complexities of the number of referrals received, it is testament to the effectiveness of the project, that there have been only two complex needs panels convened, despite the number of referrals exceeding 1,200.

In addition we have witnessed lower eviction rates, quicker access to services and have also been able to cease the need for providers to complete monthly performance management data, which can now be captured and analysed via the SPoA database. In addition, the project has succeeded in raising the profile of housing related support and the Supporting People Programme Grant in particular, and now generates referrals from agencies such as DWP, Education, and some Health related disciplines who were previously unaware of the grant's existence. A monitoring exercise of the SPoA was undertaken during Oct 2018, with the subsequent report highlighting the effectiveness of this project, as noted above.

**Lead Officer Recommendation – Continue to fund the SPoA Officer's post as a Supporting People project. (£35,432.27).**

**SPPG Decision:**

**4.12 Prison Resettlement Officer (PRO)** – As previously mentioned the role of The Prison Resettlement Officer has been funded via the Supporting People Grant since April 2018, having previously been part of the Homeless Prevention Grant (S180) allocation.

The designated officer for this post is directly employed by the IoACC and is directly accountable to the Team Leader of the Generic Housing and On-going Support provided in House. A key part of the role is to develop working relationships with Prisons, namely, HMP Berwyn (Wrexham), HMP Altcourse, (Liverpool) HMP Styal, (Manchester) and HMP Stoke Heath (Young Persons) to facilitate details of discharge and to undertake support and pre-tenancy work with those due to leave prison, well prior to release. This is seen as a key aspect of the role, where the homelessness assessment will have been completed and shared with housing options prior to the date of discharge, enabling housing options to decide whether or not there is a duty to accommodate. Unfortunately, this does not occur in all cases, particularly those serving short sentences of three months or less, where prison leavers may present as homeless, at the local authority prior to the notification of

discharge being received. Discussions are continuing with the various prisons to improve arrangements around timely information sharing, and it is hoped that this will also have positive impact in reducing the need for placement in temporary and costly accommodation such as bed and breakfast.

At the time of writing, the post-holder was supporting in excess of 30 people. In most cases the officer will support on average for a period of up to twelve weeks, before either closing the case or transferring to another designated provider, which more often than not will be CAIS, given the nature of lead needs for which they provide support.

**Lead Officer Recommendation – Continue to fund the Post via the Supporting People Programme Grant at an annual cost of £35,432.27**

**SPPG Decision: Recommendation approved**

**4.13 Regional Funding Pot (0.5%)** – Circa April 2017, the Regional Collaborative Committee agreed that all six North Wales Local Authorities should contribute 0.5% (£13,219 for Ynys Môn) of its annual funding, in order to facilitate opportunities for enhanced joint working with a view to increasing regional and or sub regional commissioning arrangements. An example of this included the commissioning of the report detailing services available to Prison Leavers. It is envisaged that some of the funding in 2019 will be used for regional domestic abuse purposes, which may include focussing on establishing a regional service for male victims of domestic abuse.

**Lead Officer Recommendation – Agree to a ‘top- sliced’ contribution of 0.5% (£13,219) towards the Regional Pot, which shall be administered by the North Wales RCC.**

**SPPG Decision: Recommendation approved**

## **5.0 Proposed New Funding Arrangements –**

### **5.1 Learning Disability – Llawr y Dref Project.**

The redevelopment of Llawr Y Dref, Sheltered Housing Scheme has provided opportunities for innovation and inclusion. The Council’s Housing Services as landlords have agreed to make 3 properties available for supported accommodation purposes. Initially all 3 properties were intended for people with Learning Disabilities to be supported to live independently within the community. However, it will now only be possible to allocate two properties for this purpose, whilst the other following agreement with Housing Services, will be allocated for people with mental health needs, with all three being for move on purposes towards permanent accommodation. It is recognised that Housing Related Support will be a key factor in reaching the objective of a vulnerable person’s ability to maintain his or her tenancy. It is therefore proposed that Supporting People contribute towards the cost of

support, and that the cost will be cost neutral to the programme, following identified savings in other areas as noted above.

**Lead Officer Recommendation - Utilise Grant to fund a minimum of 3 Units of Support to the value of £26,000 pa.**

**SPPG Decision: Recommendation approved**

## **6.0 Conclusion**

The Supporting People Programme continues to be surrounded with uncertainty, and despite the assurances of the Grant being ring-fenced until May 2021, the future of the programme beyond the current term of government remains unclear. The decision by the Welsh Government to merge ten grants into two programmes rather than one, was generally welcomed, with the former focussing on children and community needs and the later concentrating on housing and Support and in particular homeless prevention.

Moving forward, it is now a requirement from Welsh Government, that as Housing practitioners, our homeless prevention Strategy is reflected within our Supporting People Programme and vice versa. Furthermore as strategic commissioners, we must work in partnership with colleagues and stakeholders who commission and provide Services via the Children and Communities Grant, to ensure that we provide strategically relevant quality services, which offer value for money and reduce unnecessary duplication.

At the time of writing, we await a revised outcomes framework which will apply across both the Housing Support and the Children and Communities Grant and will be based upon the goals of the Wellbeing of Future Generations Act 2015. It is anticipated that the implementation of this new outcomes framework will reduce the bureaucratic burden in terms of reporting mechanisms for service commissioners from ten separate grants into two specific targeted programmes. Local Authorities, should consequently be granted greater autonomy to plan and commission services to meet the needs of its most vulnerable citizens, which should in turn enable us to adopt a joint approach to meet our corporate goals of:

- Creating the conditions for everyone to achieve their long-term potential
- Support vulnerable adults and families and keep them safe, healthy and as independent as possible

Arwel Jones  
Principal Development Officer  
Housing Services  
Isle of Anglesey County Council

11.1.18.

## Appendix 1

### SP Budget Proposal "2019/20

Total Budget Allocation for Year = £2,643,866

| Service Area                | Actual Spend 2017/18          | Budget 2018/19 | Proposed Funding 2019/20                  | Adjustment |
|-----------------------------|-------------------------------|----------------|---|------------|
| Domestic Abuse              | £191,317                      | £162,752       | £162,752                                  | Nil        |
| Learning Disabilities       | £493,030                      | £479,266       | £458,730                                  | £20,536    |
| Mental Health               | £204,956                      | £183,771       | £225,931                                  | £42,160    |
| Offending                   | £48,625                       | £83,698        | £83,698                                   | Nil        |
| Substance Misuse            | £135,066                      | £135,066       | £135,066                                  | Nil        |
| Young People                | £504,645                      | £497,697       | £497,697                                  | Nil        |
| Vul Single Parents          | £74,189                       | £74,189        | £74,189                                   | Nil        |
| Housing First               | £122,670                      | £169,972       | £135,978                                  | £33,994    |
| Older People                | £349,179                      | £349,731       | £340,854                                  | £8,877     |
| Generic F/S                 | £284,544                      | £284,535       | £403,990                                  | £119,455   |
| Alarms                      | £114,160                      | £54,178        | Nil                                       | £54,178    |
| SPOA Service                | £39,782<br>(including Set up) | £35,532        | £35,532                                   | Nil        |
| Regional Contribution 0.5%  | £13,219                       | £13,219        | 13,219                                    | Nil        |
| Virement Mon CF             | £18,000                       | £0.00          | Nil                                       | Nil        |
| Prison Resettlement Officer | £0.00                         | Nil            | Nil (£35,432.27<br>Included in Offending) | Nil        |
| Ongoing Floating Support    | Nil                           | £33,459        | Nil (included in Generic above)           | Nil        |
| Slippage Projects           | Nil                           | £113,196       | Nil                                       |            |
| Totals                      | £2,593,382                    | £2,636,267     | £2,643,866                                |            |
| Underspend                  | £50,484                       | £7,599.        | £76,331                                   | N/A        |



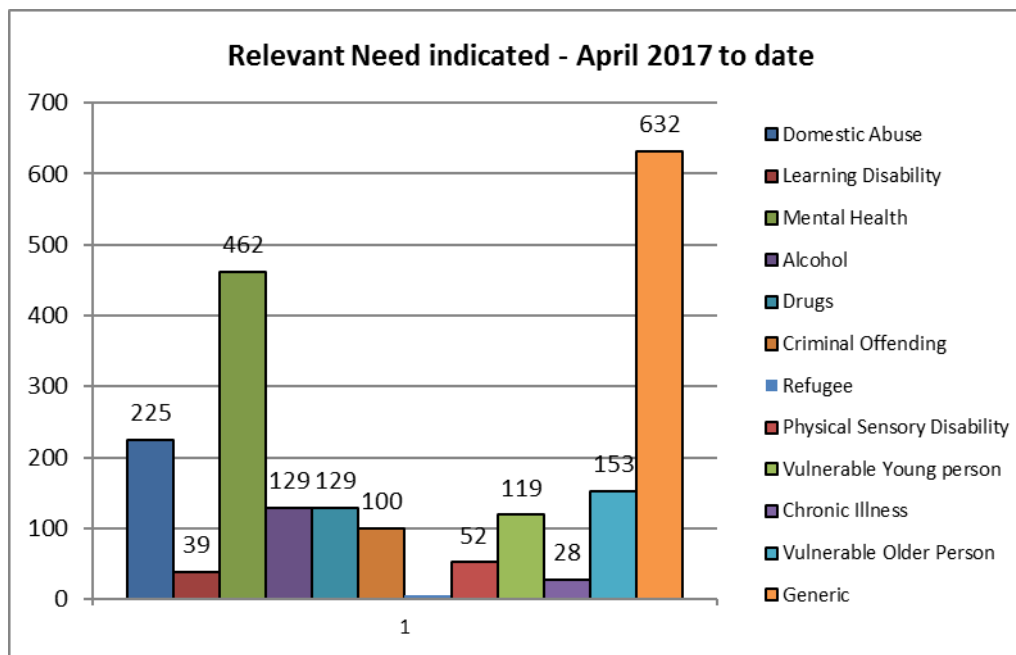
## Appendix 2

### NMEs input online for year 2017-2018

Prepared 20.04.2018

Analysis completed of a total of **1157** NMEs input online for the period 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018:-

#### Relevant Needs indicated



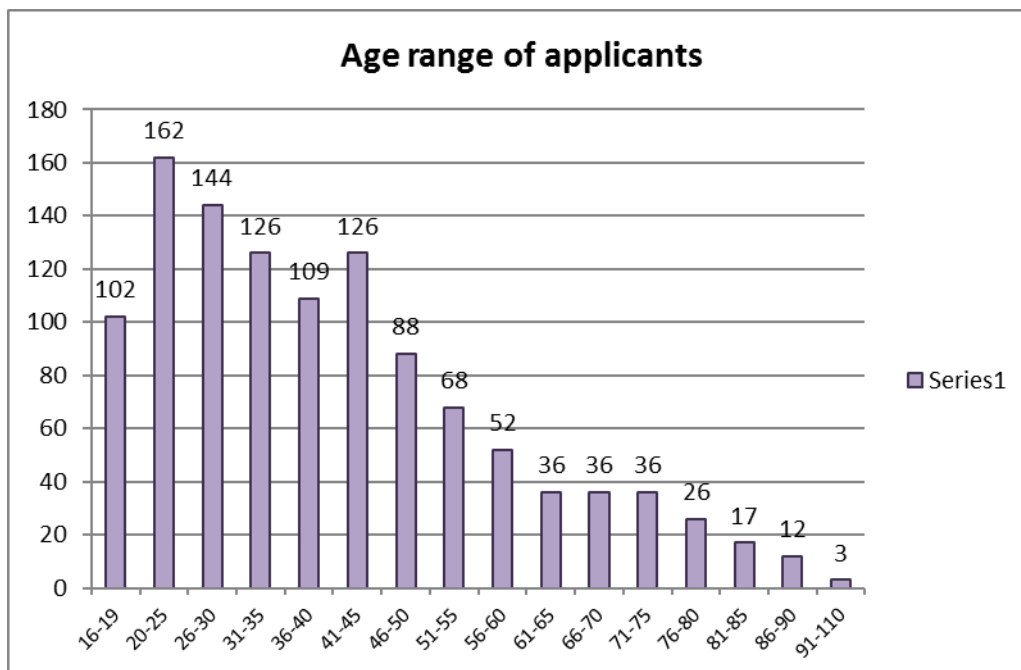
- For of the year to date the “Generic” category has the highest recorded number of “Relevant Need” at 632 (30%) followed by “Mental Health” 462 (22%) with “Domestic Abuse” as the third highest recorded at 225 (11%) over this period. \*

**Lead Needs**



- Overall the highest “Lead Need” is recorded as being “Generic” at 471 (41%), followed by “Mental Health” 192 (17%) and “Domestic Abuse” 171 (15%).
- There remains a number of NMEs (18) which have no recorded Lead need although some will have indicated a number of “relevant needs” on the form without specifying which is actually the lead need.

**Age Range of Applicants**



- Over the period the age range with the highest number of applicants is the 20-25 year olds **162** which represents 14% of the total NMEs input.

**Geographically** the following areas have the highest number of applications recorded:-

**Holyhead – 409 (35.78%)**

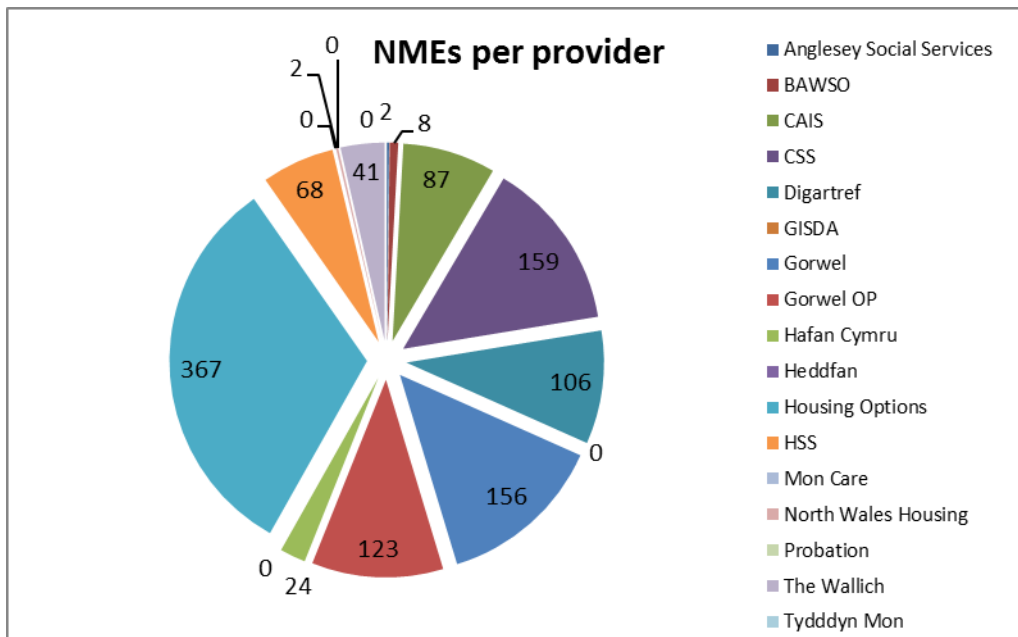
**Llangefni – 113 (9.89%)**

**Amlwch– 49 (4.29%)**

**Menai Bridge – 47 (4.11%)**

**Provider Input numbers**

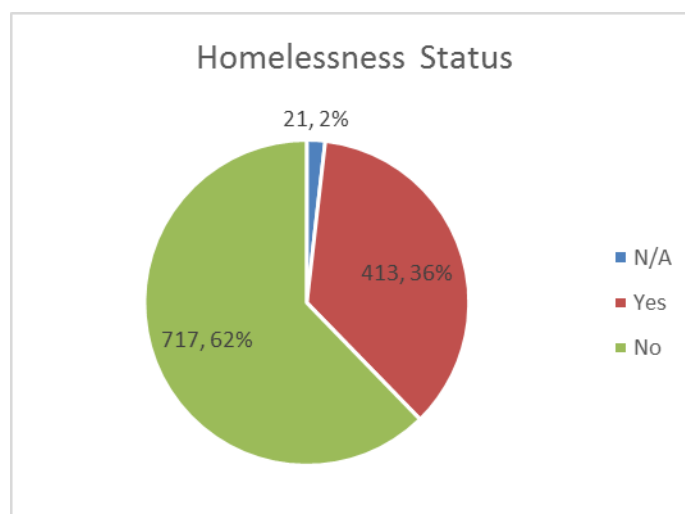
- The numbers of NMEs input per provider are displayed below, in line with the high Relevant and Lead needs indicated; Housing Options (Generic) and CSS (Mental Health) and Gorwel (Domestic Abuse) are highest.



**Homelessness Status of people presenting:-**

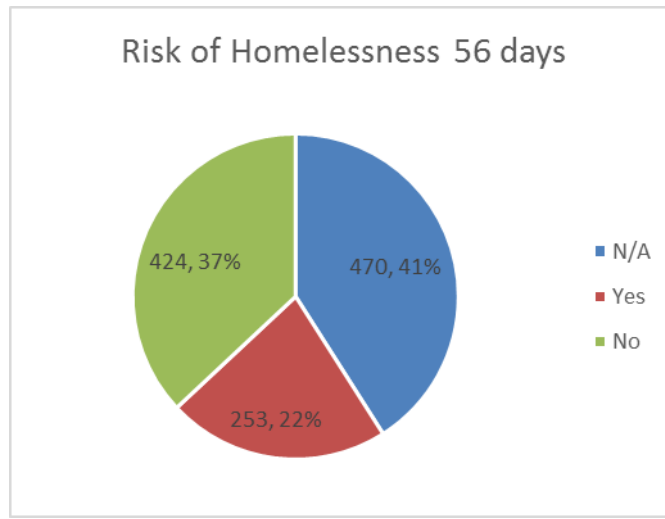
Analysis of all submissions

**Homelessness Status**



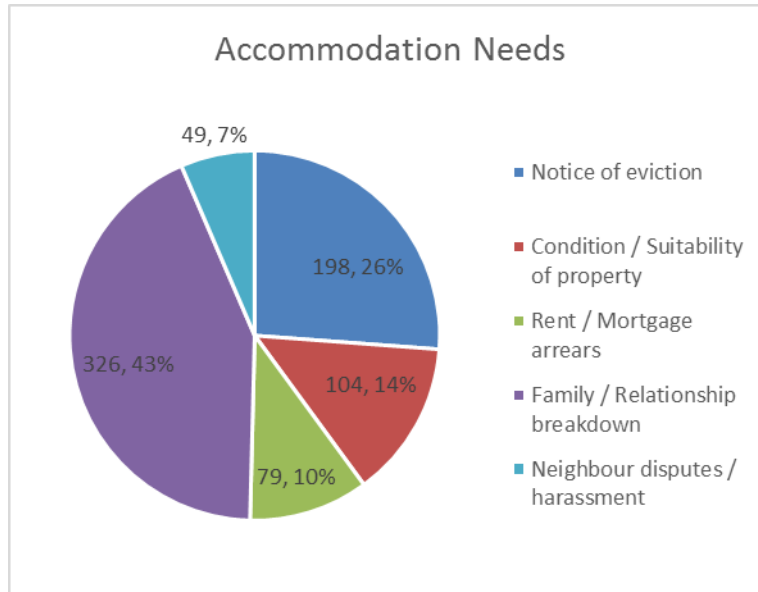
- From the **1157** persons presenting the homelessness status was recorded as  
**21** – Not applicable  
**413** – as being homeless  
**717** – were not homeless.  
**6** – Did not have a homelessness status recorded.
- Out of the **413** presenting as homeless, **122** had no place to stay that night (**30%** of those presenting as homeless had no place to stay that night).

**At Risk of Homelessness 56 days**



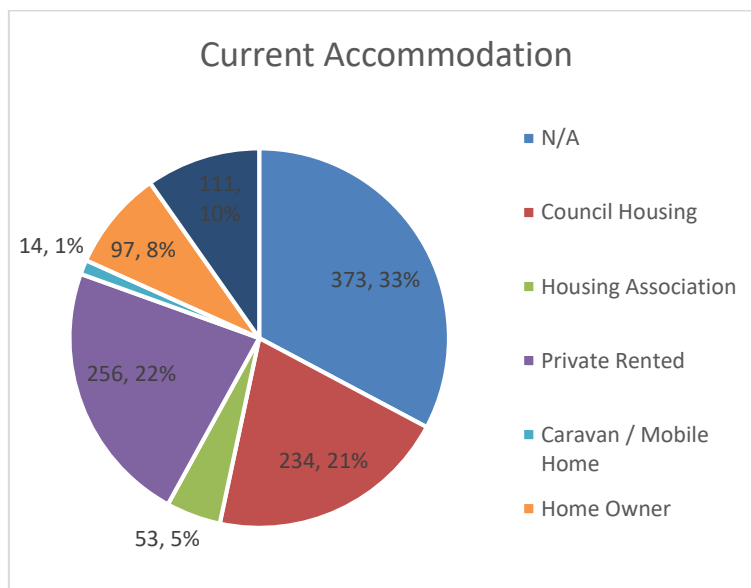
- From the **1157** persons presenting their risk of homelessness was:  
**470** – N/A (**413** of those would be homeless already)  
**253** – At risk of being homeless within 56 days  
**424** – Not at risk of being homeless within 56 days
- Out of the **424** not at risk of being homeless within 56 days, **109** were at risk of homelessness in the long term. (10% at risk of homelessness in long term, 27% at no risk of homelessness)

**Accommodation Needs**



- The Accommodation needs were recorded as above, the highest need was recorded as being due to “Family / Relationship breakdown” with a total of **326 (43%)** of all submissions.

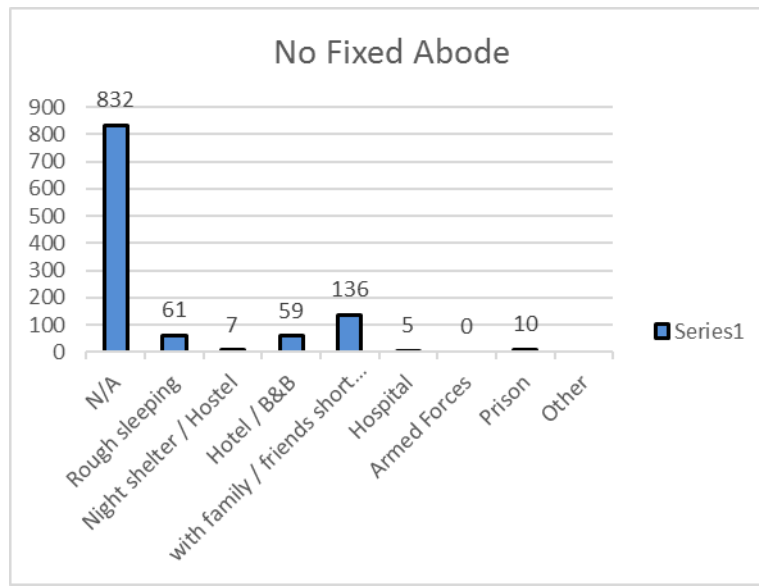
#### Current Accommodation



- 33% (373)** of submissions are recorded as Not Applicable, this may be due to the fact that some providers were not completing the homelessness data on the input forms, and accordingly the remaining categories may have been understated.
- 256 (22%)** of the submissions are for people currently in private rented accommodation and **234 (21%)** in Council Housing

There are **142** people recorded as living in the home of family or friends on a long term basis.

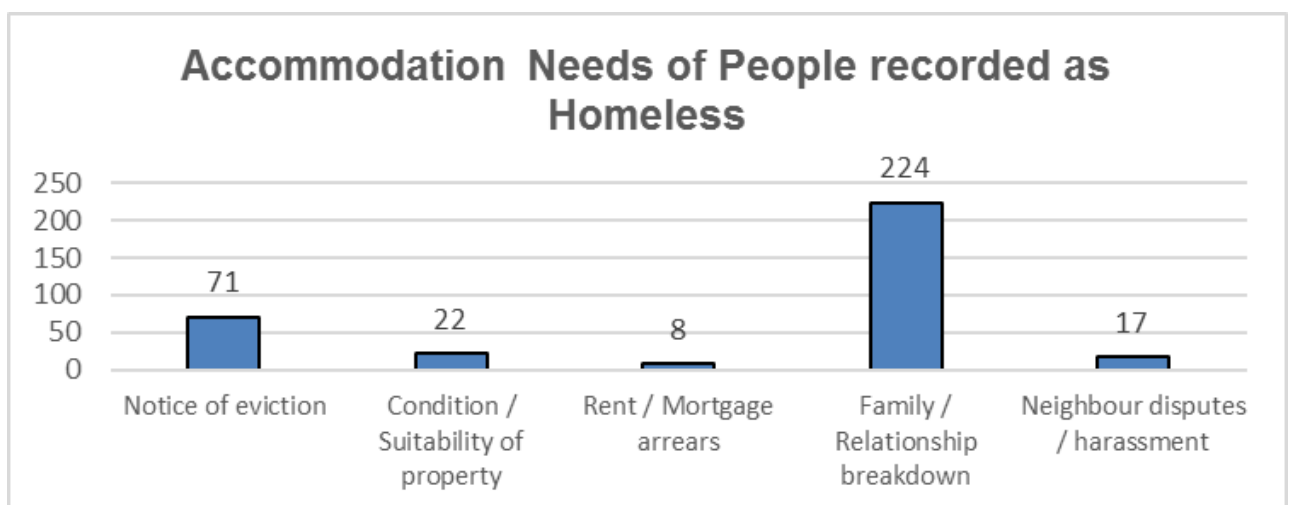
#### No Fixed Abode



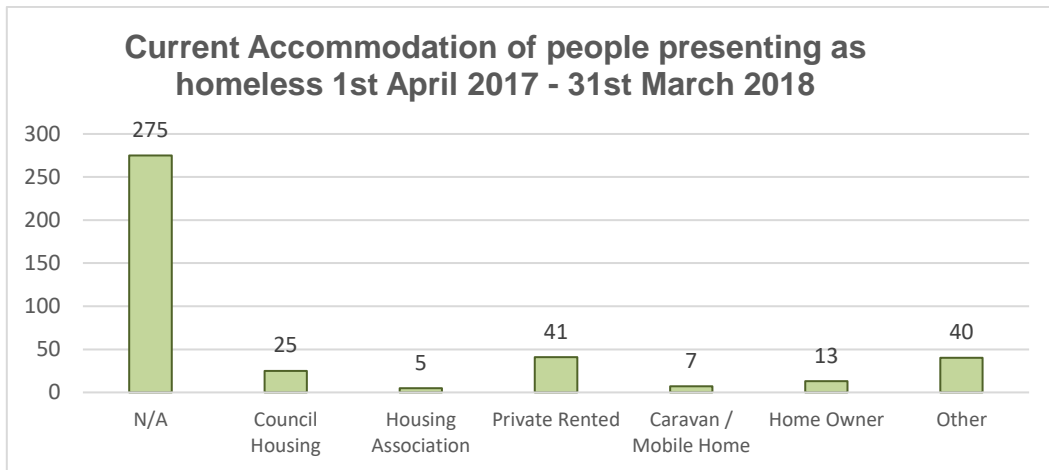
- As with the “Current Accommodation” section above a high proportion of the submissions have been recorded as “Not Applicable”. This may be correct if this category does not apply to the applicants or may be the case that providers have not completed this section; there may therefore be a degree of understatement in the remaining categories.
- Only 278 people were described as being of “No Fixed Abode” despite 407 people having been listed as “Homeless”.
- 136 people are staying with family and friends on a temporary basis
- 61 people are recorded as “Rough Sleeping”
- 

### **Breakdown of applicants presenting as being homeless.**

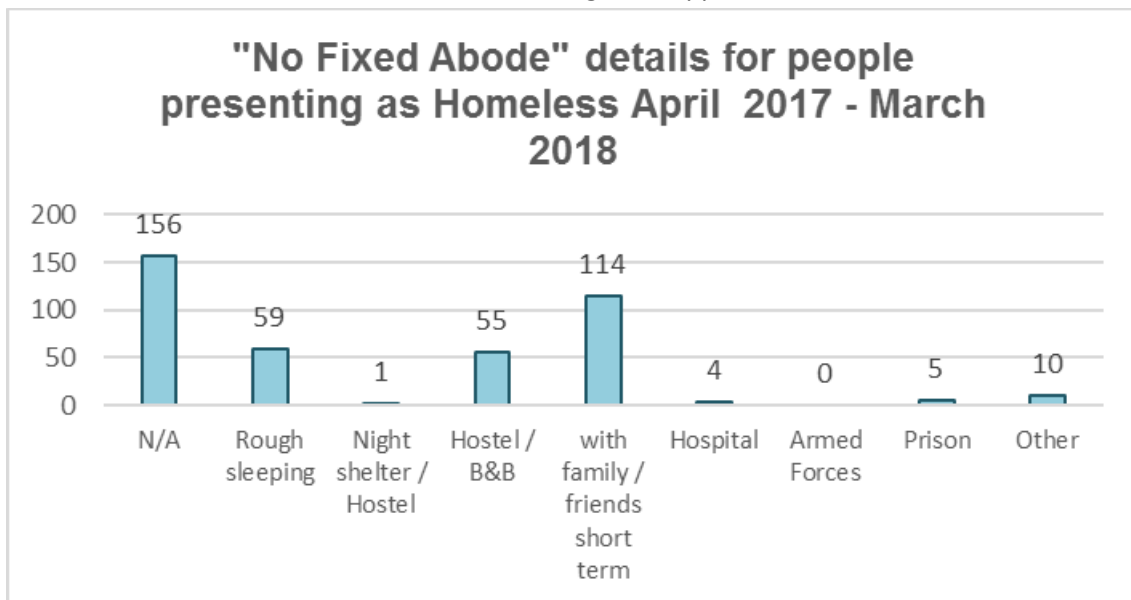
Of the 407 people Recorded above as being Homeless 119 of these indicated that they had no place to sleep that same night.



- 55.04% (224) of presentations as homeless were as a result of Family / Relationship breakdown.



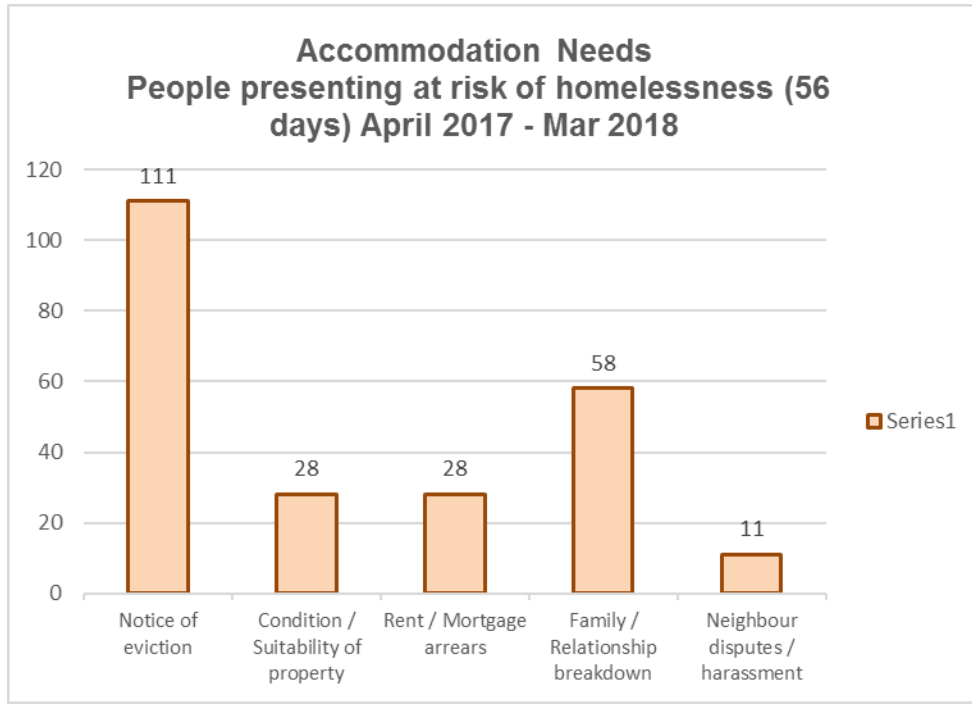
- **275** record current accommodation as being “Not Applicable”...



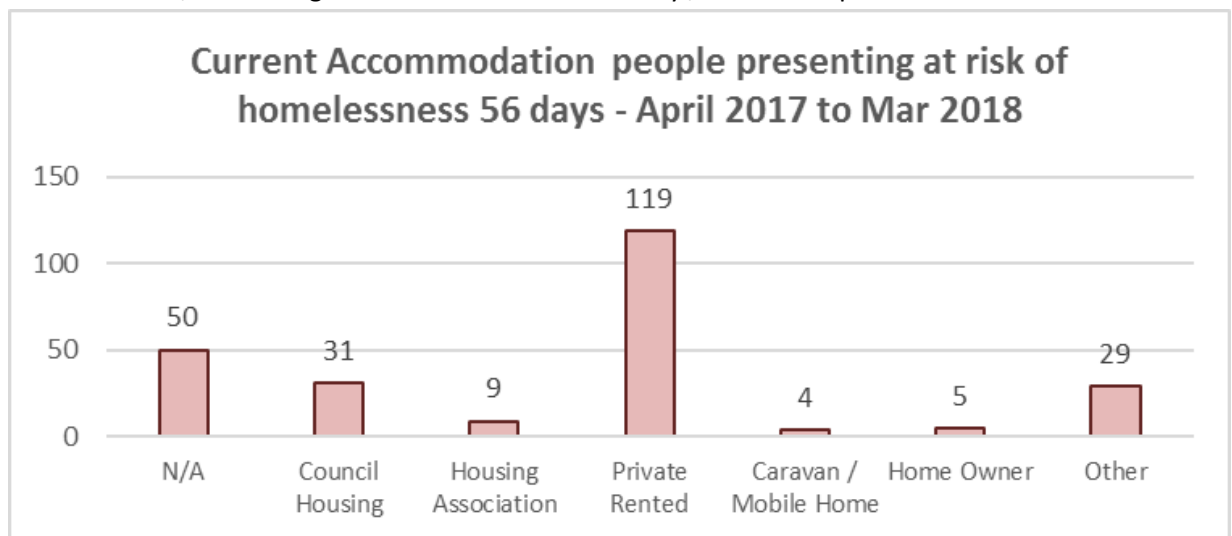
- There are **114** people recorded as living with family / friends on a long term basis which accounts for some of the number recorded in the Not Applicable category. An additional **50** are with family / friends on a short term basis.
- There are **59** people recorded as rough sleeping

**Breakdown of applicants presenting as potentially being homeless within 56 days.**

There are **248** people recorded as being at Risk of Homeless within 56 days (**3** of these had also been recorded as being Homeless)

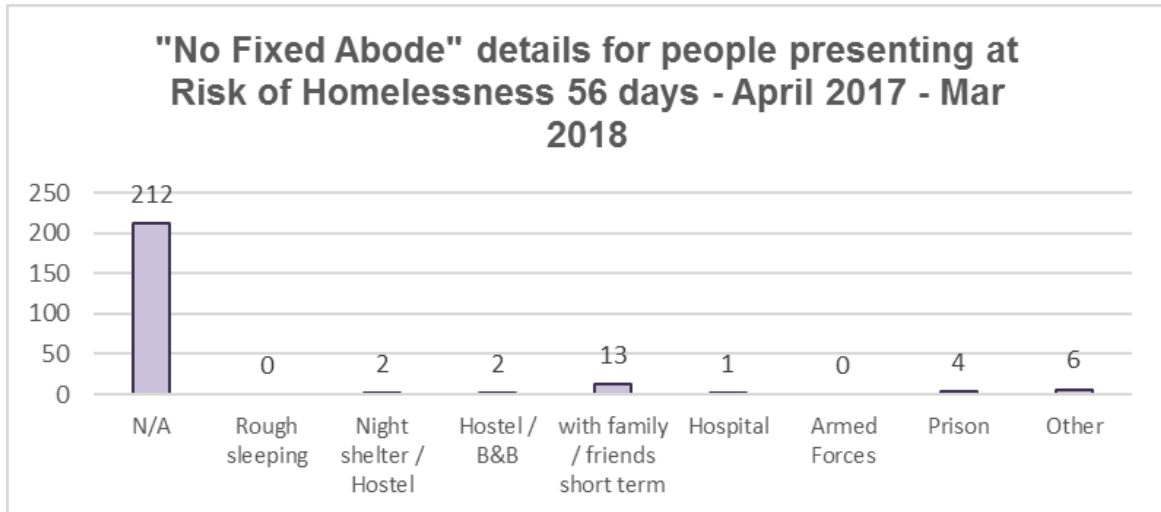


- The majority of people at risk of homelessness within 56 days are at risk as a result of Notice of Eviction, second highest recorded is due to Family / Relationship breakdown.



- **44** people are recorded as living with family / friends on a long term basis
- The majority at risk of homelessness within 56 days are in private rented accommodation.

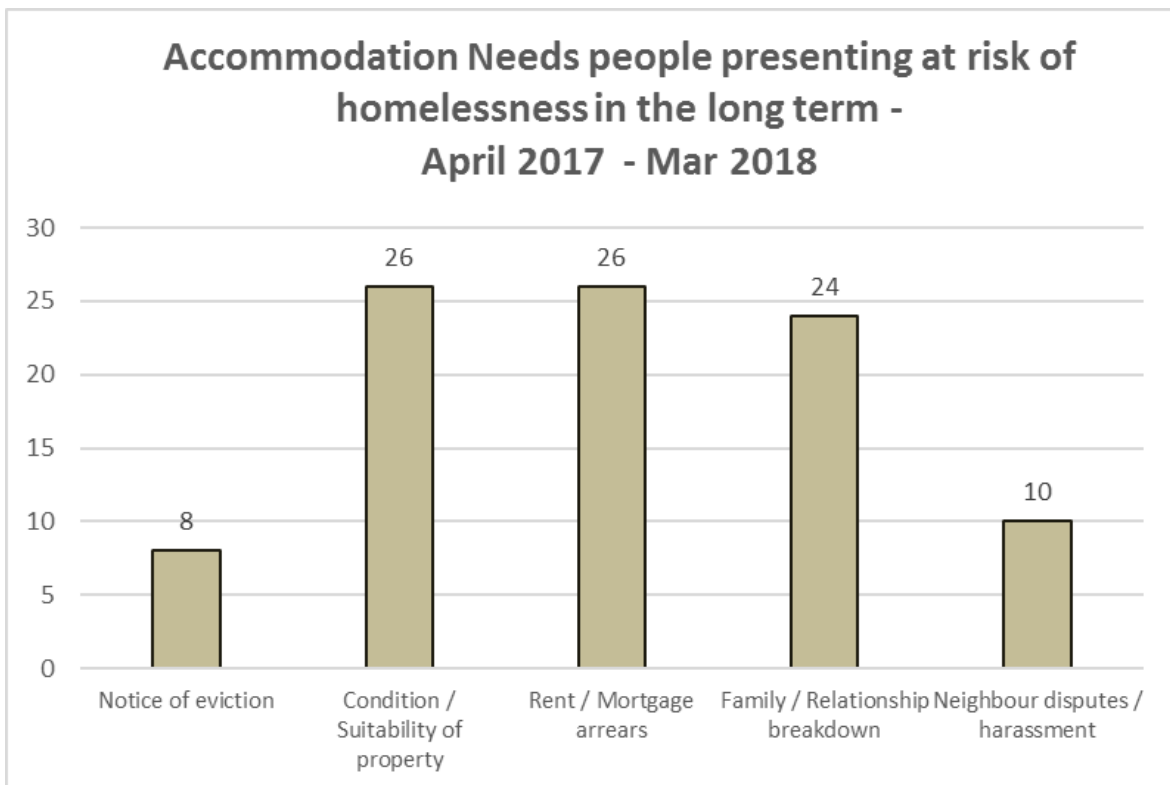




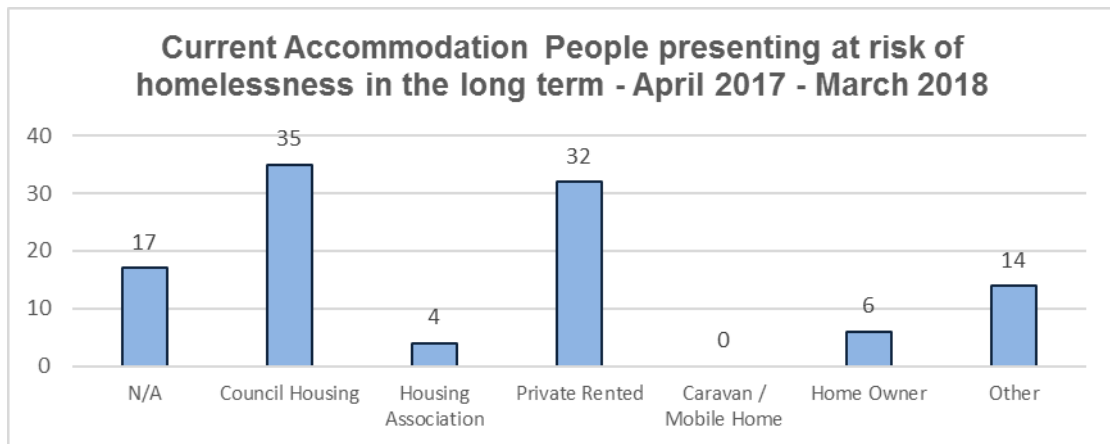
- No Fixed abode accounts for the majority of these applicants, this could be that the clients are currently in accommodation but are at risk of becoming homeless.

### **Breakdown of applicants presenting as potentially being homeless in the long term.**

There are **101** people recorded as being at Risk of Homeless in the Long Term.



- The majority of people at risk of homelessness in the long term is due to Rent / Mortgage arrears and Condition / Suitability of property.



- Most of the people at risk of homelessness in the long term are in Private Rented or Council accommodation.

| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b>   |  |
|--|--|
| <b>Report to:</b>                        | <b>Executive Committee</b>   |
| <b>Date:</b>                             | <b>25<sup>th</sup> March 2019</b>  |
| <b>Subject:</b>                          | <b>Flexible Funding – Children and Communities Grant 2019 – 2020</b>   |
| <b>Portfolio Holder(s):</b>              | <b>Councillor R. Meirion Jones – Flying Start/ Out of School Childcare Grant<br/>Councillor Llinos Medi Hughes – Families First / St.David’s Day Fund/Promoting Positive Engagement for Young People<br/>Councillor Alun Mummery – Legacy Fund</b> |
| <b>Head of Service:</b>                  | <b>Mr Arwyn Williams – Learning<br/>Mr. Fon Roberts – Children and Families<br/>Mr. Ned Michael – Housing</b>  |
| <b>Report Author:</b><br>Tel:<br>E-mail: | <b>Bethan H Jones, Supporting Families Unit Manager<br/>01407767784<br/><a href="mailto:bethanhjones@ynysmon.gov.uk">bethanhjones@ynysmon.gov.uk</a></b>   |
| <b>Local Members:</b>                    | <b>All Elected members</b>   |

| <b>A –Recommendation/s and reason/s</b>  |                    |                           |                |              |             |                               |                     |
|--|--------------------|---------------------------|----------------|--------------|-------------|-------------------------------|---------------------|
| <p>We refer to a previous document to the Executive : Corporate Prevention Strategy, discussed on the 28<sup>th</sup> January 2019 which referred to a number of Welsh Government grants obtained by Anglesey County Council and the Welsh Government’s intention to amalgamate these into 2 larger grants. One is the above, titled Children and Communities Grant which includes the following:</p> <table border="1" style="margin-left: 20px;"> <tr><td>Childcare and Play</td></tr> <tr><td>Communities for Work Plus</td></tr> <tr><td>Families First</td></tr> <tr><td>Flying Start</td></tr> <tr><td>Legacy Fund</td></tr> <tr><td>Promoting Positive Engagement</td></tr> <tr><td>St David's Day Fund</td></tr> </table> <p>Whilst each programme continues to plan independently and report independently to the Welsh Government, in accordance with the new Flexible Funding initiative, the authority</p> | Childcare and Play | Communities for Work Plus | Families First | Flying Start | Legacy Fund | Promoting Positive Engagement | St David's Day Fund |
| Childcare and Play   |                    |                           |                |              |             |                               |                     |
| Communities for Work Plus  |                    |                           |                |              |             |                               |                     |
| Families First   |                    |                           |                |              |             |                               |                     |
| Flying Start   |                    |                           |                |              |             |                               |                     |
| Legacy Fund  |                    |                           |                |              |             |                               |                     |
| Promoting Positive Engagement  |                    |                           |                |              |             |                               |                     |
| St David's Day Fund  |                    |                           |                |              |             |                               |                     |

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now have to submit one grant application for the above grants, entitled the Children and Communities Grant.  
 This year is seen by all as a transition year, and further work is being undertaken to map and align services to improve customer focus and outcomes.

The Executive's approval is sought for the 2019 – 2020 plan with a view to returning to the Executive with a plan for 2020 onwards which will see grant programmes better align and target specific groups/provide certain services in accordance with local demographics.

**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?**

To ensure compliance with Welsh Government grant conditions.

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

This is not contrary to council policy.

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

No additional budget considerations

| <b>DD – Who did you consult?</b> |  | <b>What did they say?</b> |
|----------------------------------|--|---------------------------|
| <b>1</b>                         | <b>Chief Executive / Senior Leadership Team (SLT)</b><br>(mandatory) | .                         |
| <b>2</b>                         | <b>Finance / Section 151</b><br>(mandatory)                          |                           |
| <b>3</b>                         | <b>Legal / Monitoring Officer</b><br>(mandatory)                     |                           |
| <b>4</b>                         | <b>Human Resources (HR)</b>  |                           |

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|    |  |  |
|----|--|--|
| 5  | Property                                   |  |
| 6  | Information Communication Technology (ICT) |  |
| 7  | Procurement                                |  |
| 8  | Scrutiny                                   |  |
| 9  | Local Members                              |  |
| 10 | Any external bodies / other/s              |  |

| <b>E – Risks and any mitigation (if relevant)</b> |                    |  |
|---|--------------------|--|
| 1   | Economic           |  |
| 2   | Anti-poverty       |  |
| 3   | Crime and Disorder |  |
| 4   | Environmental      |  |
| 5   | Equalities         |  |
| 6   | Outcome Agreements |  |
| 7   | Other              |  |

| <b>F - Appendices:</b>                          |  |
|---|--|
| Children and Communities draft Plan 2019 – 2020 |  |

| <b>FF - Background papers (please contact the author of the Report for any further information):</b> |  |
|--|--|
|  |  |



Llywodraeth Cymru  
Welsh Government

Children and Communities Grant  
REQUEST FOR FUNDING 2019-20

PLEASE NOTE ALL REQUESTS FOR FUNDING MUST BE CLEARED AND  
ENDORSED BY THE CHIEF EXECUTIVE BEFORE SUBMISSION.

**Section 1 – Endorsement and Compliance**

Local Authority Area: Isle of Anglesey County Council

Indicative Award (£): £2,633,00.00

Signature:

Date

8/2/19

Name in Block  
Capitals:

Dr. Gwynne Jones

Organisation and Position:

Anglesey County Council – Chief Executive

Contact details:

Vicky Jones, Chief Executive's PA,

[VickyLJones@ynysmon.gov.uk](mailto:VickyLJones@ynysmon.gov.uk)

01248 752102

## **Section 2 – Purpose and guidance to complete this form**

### **Purpose:**

The purpose of the Children and Communities grant will be to address the support needs of the most vulnerable children and adults in our communities through a range of early intervention, prevention and support mechanisms. It will seek to mitigate or remove disadvantage to vulnerable people to enable them to have the same life chances as others, and therefore contribute to a more equal Wales.

### **Guidance:**

Please refer to the 'Children and Communities Grant Guidance document' for more information.

Please complete Sections 3 to 10 and 12 using the boxes below.

Please focus on the changes that are expected as a result of the flexible funding approach in the Children and Communities Grant. You will note there is no upper word limit on Sections 3 and 4, recognising the importance of these sections.

Section 11 explains which other delivery plans you are expected to complete.

There is no need to duplicate or repeat responses in different sections. If relevant, please cross-refer to other areas of the plan if you have already provided the information.

The money allocated for the Children and Communities grant for 2019-20 must only be spent on delivering against this grant (and the seven programmes within it).

### **Section 3 – Vision**

**What is the high level local authority vision supporting the use of this grant?**

**Response:**

*(No word limit)*

The High level vision for Anglesey Local Authority is ensuring the provision of effective preventative and early intervention services to vulnerable adult's children and their families who reside within our communities.

The overarching ethos behind our vision is rooted in the aspiration of preventing adverse childhood experiences, and providing response and services which are trauma informed.

In recent discussions with our communities, staff and elected members the following priorities have been identified:

- Creating the conditions for everyone to achieve their long-term potential
- Support vulnerable adults and families and keep them safe, healthy and as independent as possible
- Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment.

In recent years, we have noticed that the Welsh Government's grant funding structures for the programmes can sometimes restrict the way they would like to deliver services for vulnerable people, children and families. We therefore welcome the move towards a greater flexibility in order for us to maximise the potential of the funding available to allow us in partnership with our key stake holders and residents for us to plan for and deliver improved services to meet the needs of people in our communities.

### **Section 4 – New Approaches**

**A key objective of amalgamating these programmes into a single grant is to enable local authorities to respond with innovative approaches to improve service delivery.**

**Better outcomes:**

**Please demonstrate how you plan to use the flexibilities to drive innovative ways of working to achieve better outcomes for people. Please show:**

- which approaches are new and being tested
- which are already developed and
- how the learning is being transferred.

**Achieving administrative efficiencies:**

**Please demonstrate your approach to minimising the administrative support required to support these grant programmes including what you are doing to achieve efficiencies through improved commissioning (where applicable).**



- **New approaches being tested**
- Commissioning has been taking place to map services and gaps in relation to statistical information that individuals and families are susceptible to domestic violence, alcohol and drug misuse and mental health difficulties when they are referred to various programmes and agencies.
- This report will address how individuals and families are supported to access early assistance, what staffing structures need to be in place across agencies to support this, financial constraints and priorities identified to a strategic level especially in terms of the LSB.
- Across the island the Council is taking new community based approaches to the preventative agenda by utilising community venues/schools, creating community hubs, co-locating strategic staff, employing community asset coordinators in tandem with the Third Sector.
  
- **Developments.**  
Parenting :Aligning programmes such as parenting courses and co-delivering where possible,  
Training Strategy : train staff to deliver the same courses, talk in the same way with clients, e.g. all staff in Social Services and Flying Start completed Building Stronger Families course in 2018.
- Mapping provision across a range of services, not only the grant programmes, but strategically across the Council's services and in collaboration with the Third Sector. This will further allow us to plan for services post 2020 and utilise this transitional year to ensure that the overarching plan and services meet the needs of Anglesey citizens for the medium to long term.
  
- **How the learning is being transferred.**
- Strategically via the Strategic Board and governance structure, to include the Council's departments but also external agencies, in particular Health and Police. The Ace Hub (Early Action Together project) in Anglesey is already leading the way in this new way of aligning services and providing for targeted, early intervention.
- Staff information days : in 2019 we will have a number of staff events to consult and develop services with staff, ensuring that staff delivering services to individuals and families shape the services across their communities.
- Community information days: in 2019 we will have community engagement events to ensure that communities are aware of their local assets/ develop community resilience, and working with the third sector.

## **Section 5 – Community Engagement**

**How have you and how will you engage with and involve local communities and use their responses to inform your long term vision and delivery plan?**

**Response:**  
*words)*

*(Up to 500*

The local Authority's strategy for engagement with our communities is varied and includes the Local Needs Assessment, Gwynedd and Anglesey Well-Being Plan and the regional North Wales Population Needs Assessment. The process of public consultation in drawing up these documents is significant with both public meetings and online consultation taking place across communities. All of these documents will be used as a reference point for the long term vision as they identify the issues which are important to local communities and indicate where resources need to be concentrated.

In addition services have engaged with communities on the following fields;

- a. ACE's. Through the Early Action Together programme communities will be shown a film called the Biology of stress and the Science of hope. This will present the communities with an introduction into ACE's and how we can respond as agencies, individual's families and communities to those adverse childhood experiences. The audience's response will be used to formulate our future plans to share this message.
- b. Communities will be involved in developing a local plan to combat obesity in children. The programme will be led by the Local Authority and Public Health Wales.
- c. Families will be provided with an opportunity to evaluate the services that they have received from all preventative services. This will also provide communities with an opportunity to share their ideas on how our services could be improved, what's working well and what needs to be improved.

At a more local level the Authority has recently been working in partnership with Medrwn Mon and Town and Community Councils across a number of wards in Anglesey to deliver a Place Shaping Programme. Public meetings have been held and a process of engagement with local communities undertaken to identify priorities for local communities and gaps in service provision which will eventually lead to communities commissioning their own provision. The ongoing work and consultation results could provide a useful source of information in the shaping of future delivery plans.

With some of the key programmes under the Children and Communities Grant communities are already very much involved in influencing delivery. Communities for Work Plus is delivered in community venues and feedback from clients is used to tailor the service to suit individual needs.

Service users of Families First, Flying Start and Communities for Work Plus in 2019/20 will be asked for their feedback on service provision and future needs. The amalgamation of the funding will lead to changes in how services are delivered going forward but it is vital that they are appropriate to needs.

## **Section 6 – Partnership Working**

**Please demonstrate how your use of the grant aligns with the wellbeing objectives of the Public Services Board and the aims of other key partners and how evidence from the wellbeing plans and needs assessments have been incorporated. It is important to demonstrate that this grant is not replacing something that should already be happening, but is providing additional support for the most disadvantaged.**

**Response:**  
words)

*(Up to 500*

The PSB is a joint board with Gwynedd. A Well-being Assessment was undertaken in 2015 in accordance with the Well-being and Future Generations (Wales) Act 2015. A comprehensive needs assessment was undertaken, which has been considered as part of the development of the Council's Plan for 2017 – 2022. The use of all the grants align with the Council Plan and the PSB Well-Being Plan 2015 as follows:

- Creates the conditions for everyone to achieve their long-term potential.
- Supports vulnerable adults and families and keep them safe, healthy and as independent as possible.
- Works in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment.

The overarching aim is to work “towards an Anglesey that is healthy, thriving and prosperous”. The use of the Welsh language was also identified as a key factor for Anglesey residents and we aim to promote the use of Welsh language by delivering the active offer across all the programme, employing Welsh speaking staff to deliver our services bilingually.

The PSB Plan identified similar themes:

the key messages of the assessment were as follows:

1. The need to maintain a healthy community spirit
2. The importance of protecting the natural environment
3. Understanding the effect of demographic changes
4. Protecting and promoting the Welsh language
5. Promoting the use of natural resources to improve health and well-being in the long-term

6. Improving transport links to enable access to services and facilities
7. The need for good quality jobs and affordable homes for local people
8. The effect of poverty on well-being
9. Ensuring an opportunity for every child to succeed

The PSB have 6 key priorities which are poverty, Welsh language, climate change, homes for local people, and the health and care of the young and old. We will aim to align the work undertaken across these priorities, focusing on a local level and how the programmes contribute across the county.

Each of the grant programmes will identify how and what contributes to the outcomes in the Council / PSB Plans. These will be agreed upon by the Executive Committee in April 2019 and progress monitored quarterly.

### **Section 7 – Third Sector Involvement**

**Describe how this overarching plan involves and supports the third sector within the local authority area.**

**Response:**

*(Up to 500 words)*

The Strategic Group within our Governance structure will incorporate representative from the Third Sector.

Currently across the childcare and Flying Start programmes of work, we work with the childcare umbrella organisations to assist with our legal duty under the Childcare Act 2006 and the 30-hour childcare programme. The programmes also contribute to the work agenda on Anglesey.

The Health Authority and Public Health Wales are working collaboratively with the Authority across a wide age ranges and services which aim to prevent, support and challenge service delivery methods currently in place. There is an appetite to co-deliver and plan services across the programmes and wider in Anglesey and this is an area for continued development.

Both Communities for Work Plus and the Legacy Funding is delivered through Mon Communities Forward which is a Charity and Company Limited by Guarantee with 100% of the funding delegated directly to them. Mon CF are a key delivery organisation for the Local Authority on a number of employment support projects and an important third sector organisation.

The families First programme funding commission services from Gorwel who support victims of domestic abuse, Action For Children who support children with the emotional wellbeing, and for the next two years we will be developing the posts of two local asset coordinators who will be working with families ensuring that they access preventative services across the island.

## **Section 8 – Equalities**

**Please outline how you are ensuring this plan focuses on achieving equality of access to services for all, including addressing barriers facing particular groups of people. Please include a copy of your Equality Impact Assessment and Children’s Rights Impact Assessment, if produced. If not yet produced, please include details of their development.**

**Response:**  
*words)*

*(Up to 500*

As this is a transition year with few changes to delivery, we aim to complete an EIA and a CRIA by December 2019 when we are in a better position to determine what the services and programmes across the Council and externally will look like.

## **Section 9 – Governance and communication arrangements**

**Please outline the governance arrangements in place to ensure this plan is agreed/ delivered and aligned to your transformation agenda (as identified in the independent evaluation). Please also outline the plan you have for communicating with staff within your authority (at all levels).**

**Response:**  
*words)*

*(Up to 500*

The programmes and other strategic developments within the Council will be overseen by the Strategic Board which has been operational for 2 years under the supervision of the Assistant Chief Executive. The structure is provided as an appendix.

The Board will be held to account by the Senior Leadership Team and the Executive Committee. Mechanism will be adopted to report to the Executive Committee both with programme outcomes and finance.

Consultation with staff and service users will form part of the next financial year’s work programme.



Appendix D  
governance.docx

## **Section 10 – Links with Housing Support Grant**

**Please outline how this CCG delivery plan links with your plans for the Housing Support Grant.**

**Response:**

*(Up to 500 words)*

The Isle of Anglesey's local vision and aspiration in delivering the Housing Support Grant is to:

Empower vulnerable people with support needs to live independently through the provision of appropriate high quality housing related support services and to achieve this through working in partnership with service users and other stakeholders so that we can enhance quality of life, maximise choice and ensure value for money.

Homeless prevention services will be at the forefront of the Housing Support Grant's planning and commissioning agenda. Whilst adhering to the legal requirement of conforming to both the Housing (Wales) Act 2014 and the Social Services and Wellbeing Act 2014, we will at every opportunity, work in partnership with colleagues and stakeholders, who are responsible for administering and delivering the Housing Support Grant. It is our intention to supplement key early intervention and delivery of preventative services, within the Children and Communities Grant, by providing essential tenancy related support, along with appropriate information, advice and assistance to vulnerable people. Such services will be tailored towards those aged 16 or older within family settings, as well as individuals who lead chaotic lifestyles, are isolated and hard to reach within the community and may present as homeless, or be at risk of homelessness within 56 days. We will also extend our joint working arrangements to deliver support to those accommodated in institutional settings as a temporary measure, such as hostels, refuges, designated supported accommodation for identified service groups such as Mental Health and or Substance Misuse, and in extreme cases, those and awaiting release from prison back into the community.

Work has already commenced amongst Programme Managers from both Grants, along with key stakeholders, including current service providers, N.Wales Police, Probation Services, BCUHB Health Board, Community Safety Partnership etc to remodel the provision of services to people with domestic abuse needs. We will




aim to pool funding from both grants in order to maximise efficiencies, develop a holistic approach to service delivery, which will include engaging with whole families where appropriate, as well as providing key intervention to both survivors and perpetrators to reduce the risk of repeated patterns of behaviour. It is also our aim to reduce duplication of provision across the services with increased co-ordination, and the possible establishment of an integrated service, which will encompass all relevant agencies.

If successful, we will consider similar delivery models in future when commissioning services for other service user groups such as older people, mental health, and vulnerable young people.

### **Section 11 – Programme specific plans**

**Please also return the individual plans for each of the programmes included in the table below. We have attached the templates for completion.**

**Please note that for programmes with an overall spend (pan Wales) of less than £10m, you do not need to submit separate plans. Delivery actions relating to these should be built into this overarching delivery plan.**

| <b>Programme</b>          | <b>Application / Delivery Plan</b>   |
|---------------------------|--|
| Flying Start              | <br>Plan 2019 .20 MOn<br>DDeg.v1.doc        |
| Families First            | <br>FF - 2019-20<br>Delivery PlanFINAL.d    |
| Communities For Work Plus | <br>Communities for<br>Work Plus Delivery F |

**Section 12 – Plans for Legacy Fund, St David’s Day Fund,  
Childcare & Play and Promoting Positive Engagement for Young  
People**

**Please confirm your plans for the programmes above and how you will integrate these with the other programmes in CCG (e.g. will they be a continuation of 2018-19 activities?)**

**For Promoting Positive Engagement for Young People, which operates on a regional basis, please detail how you will maintain the working arrangements regionally, if relevant.**

**Response:**

*(No word limit)*

The Out of School Childcare grant will continue to be funded as in 2018 – 19 and continue to support WG 30 hour free childcare programme development.

The Legacy Funding will continue to support the core operational costs of Mon CF, a third sector organisation which was established to deliver the Communities First Programme. Mon CF is a key third sector organisation based within the community and provides the infrastructure for the delivery of Communities for Work and Communities for Work Plus. As 2019-20 is a transitional year the Authority has agreed that the existing delivery arrangements for 2018-19 will continue for a further 12 months.

Whilst the Promoting Positive Engagement for Young People funding is being directly awarded to Anglesey Council the delivery of services will continue to be managed by the Youth Justice Service in Gwynedd as it is currently.

St. Davis Day Fund - The fund has been used to support young people who are or have been in local authority care to access opportunities that will lead them towards independent and successful lives.

During 2018-18 the fund has been used for one off payments for course equipment, help with travel arrangements and expenses, to pay for driving lessons and financial support for setting up home including bonds/deposits and advice on how to budget and pay bills.

There will be an increase in our allocation for 2019-20 and we aim to use part of the fund to establish a participation group for care leavers with support from Voices from Care.



| <b>ISLE OF ANGLESEY COUNTY COUNCIL</b>   |  |
|--|--|
| <b>Report to:</b>                        | <b>Executive Committee</b>   |
| <b>Date:</b>                             | <b>25<sup>th</sup> March, 2019</b>   |
| <b>Subject:</b>                          | <b>Revised School Transport Policy</b>   |
| <b>Portfolio Holder(s):</b>              | <b>Cllr R Meirion Jones</b>  |
| <b>Head of Service:</b>                  | <b>Arwyn Williams</b>  |
| <b>Report Author:</b><br>Tel:<br>E-mail: | <b>Arwyn Williams</b><br><b>01248 752916</b><br><b>ArwynWilliams2@ynysmon.gov.uk</b> |
| <b>Local Members:</b>                    | <b>Not applicable</b>  |

| <b>A –Recommendation/s and reason/s</b>  |
|--|
| <p><b>Recommendations:</b></p> <p>The Executive Committee is requested to:</p> <p><b>R1</b> Adopt the revised School Transport Policy with effect from the beginning of the new academic year ( September 2019)</p> <p><b>R2</b> Note the comments of the Finance Scrutiny Panel.</p> <p><b>1. Background / Context:</b></p> <p>1.1 An audit report was published on School Transport in September 2017 which highlighted areas for improvement. One of these areas included a revision of the School Transport Policy.</p> <p>1.2 There have been no fundamental changes to the eligibility criteria for school transport. The revised policy provides detailed clarification on :-</p> <ul style="list-style-type: none"> <li>• Qualifying Schools</li> <li>• Distance Criteria</li> <li>• Measurement of Distance</li> <li>• Parental/Carer Preference of School</li> <li>• Hazardous Routes</li> <li>• Additional Learning Needs</li> <li>• Looked After Children</li> </ul> <p>1.2.1 The Local Authority will provide free transport to learners who meet the entitlement criteria. The criteria includes :-</p> <p><b>1) Distance Criteria outlines how the local authority complies with the Learner Travel</b></p> |

(Wales) by only providing free transport to learners of compulsory school age if the distance from the home to their nearest suitable school is at least:

- a) 2 miles for Primary School pupils
- b) 3 miles for Secondary School pupils

#### 1.2.2 Measurements of Distance –

For learners who are eligible under the above criteria, the route to school will be measured from the home boundary to the nearest school gate, and may include public footpaths and other pathways, as well as adopted roads. It is not necessarily the shortest distance by road.

For learners who are not eligible under the distance criteria mentioned above, the distance from home to the nearest suitable school will be measured along the shortest available road route, i.e. from the home boundary to the nearest school gate using the Authority's chosen software package.

#### 1.2.3 Hazardous Routes –

For learners who live below the statutory qualifying distance mentioned above the Authority will provide transport to school if the route is deemed hazardous. Hazardous routes are assessed by an appropriate Isle of Anglesey County Council officer following the guidance provided in the Learner Travel: Statutory Provision and Operational Guidance June 2014.

#### 1.2.4 Additional Learning Needs –

The Local Authority will make suitable and relevant educational provision for all children with additional learning needs to ensure they are able to develop to their maximum potential. However, free transport may not be provided if parents / carers exercise their right to preference of school which is not the nearest suitable.

#### 1.2.5 Looked After Children –

Looked after children (as defined in the Children's Act 1989) have the same access to the assistance with travel as any other child. When transport is requested by Children's Services, transport will be provided unless Children's Services opts to retain the child at the former school even though appropriate provision can be found at a nearer school within the catchment area. In such cases, transport costs will fall to Children's Services.

#### 1.2.6 Parental / Carer Preference of School

Parents / carers have the right to express a preference for admission of their child to any school, subject to availability of places. If the application is accepted, the parent / carer lose their entitlement to free transport if it is not their nearest suitable school or, the designated secondary school for the primary feeder school they attended.

#### 1.2.7 Post 16 Transport

There has been no change in the Local Authority's policy on the provision of post 16 transport. The revised policy therefore states that free transport is not available for 16 to 19 year old learners.

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

Option 1 – Do nothing – This was not considered a viable option because our current School Transport Policy requires revision.

Option 2 – Creating a new policy – This wasn't considered as an option since the need was to expand the current policy's information.

Option 3 – Reviewing the current policy – This option was chosen in order to fulfil the requirements of the Learner Travel (Wales) Measure 2008 and to provide stakeholders with a comprehensive understanding of transport eligibility. It will also ensure that the Education and Transport Departments act effectively to provide the service, and it will confirm their transport provision procedures. In addition to this, it will ensure value for money and a quality service for stakeholders.

**C – Why is this a decision for the Executive?**

In order to comply with the Council's constitution.

**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 – It is envisaged that full implementation of the revised School Transport Policy will result in efficiencies.

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

| <b>DD – Who did you consult?</b>                                       | <b>What did they say?</b>   |
|--|---|
| <b>1 Chief Executive / Senior Leadership Team (SLT)</b><br>(mandatory) | Members of the Senior Leadership Team have been consulted and their comments have been reflected. |
| <b>2 Finance / Section 151</b><br>(mandatory)                          | As a member of the Senior Leadership Team the Section 151 has been consulted.                     |
| <b>3 Legal / Monitoring Officer</b><br>(mandatory)                     | As a member of the Senior Leadership Team the Monitoring Officer has been consulted.              |
| <b>4 Human Resources (HR)</b>  | N/A   |
| <b>5 Property</b>  | N/A   |
| <b>6 Information Communication Technology (ICT)</b>                    | N/A   |
| <b>7 Procurement</b>   | The Service consistently liaised with the   |

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|           |                                      |  |
|-----------|--------------------------------------|--|
|           |                                      | Council's Procurement officers (since October 2017) in working on this work stream.  |
| <b>8</b>  | <b>Scrutiny</b>                      | <p>Detailed consideration was given to the financial impact of the prospective reformed transport policy by the Finance Scrutiny Panel in its meeting on 14 February 2019, and the following points were noted:</p> <ul style="list-style-type: none"> <li>• A great deal of taxi route reconciliation had occurred over the past period in order to confirm that only eligible children received the service in accordance with the policy</li> <li>• The number of children receiving the service has decreased from 347 to 297 as a result of the reconciliation work. The Service now has a clear picture of the true need for transport services</li> <li>• True to say that the historical budget is inadequate to meet the demand costs for services</li> <li>• Substantial partnership work is now afoot between the Learning, Highways and Resources Services.</li> </ul> <p>The panel also looked at any scope of the One System to create more savings for the future school transport budget</p> |
| <b>9</b>  | <b>Local Members</b>                 | N/A  |
| <b>10</b> | <b>Any external bodies / other/s</b> | TBC by the service   |

| <b>E – Risks and any mitigation (if relevant)</b> |                           |   |
|---|---------------------------|---|
| <b>1</b>  | <b>Economic</b>           |   |
| <b>2</b>  | <b>Anti-poverty</b>       |   |
| <b>3</b>  | <b>Crime and Disorder</b> |   |
| <b>4</b>  | <b>Environmental</b>      |   |
| <b>5</b>  | <b>Equalities</b>         | A full Equality Impact Assessment has been completed and mitigation measures will be implemented to minimize any risks identified (see Appendix 2 for a copy of the Equality Impact Assessment) |
| <b>6</b>  | <b>Outcome Agreements</b> |   |
| <b>7</b>  | <b>Other</b>              |   |

**F - Appendices:**

1. Revised School Transport Policy
2. Equality Impact Assessment

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

Arwyn Williams, Head of Learning, Isle of Anglesey County Council, Council Offices,  
Llangefni LL77 7TW



**Learning Department**

# **School Transport Policy**

**February 2019**

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## 1.0 INTRODUCTION

- 1.1 The Isle of Anglesey County Council has a duty to provide school transport in accordance with Learner Travel (Wales) Measure 2008 and the Learner Travel: Statutory Provision and Operational Guidance 2014. This Learner Transport Policy outlines how the Authority provides transport for Isle of Anglesey County Council's school and college pupils, and the eligibility criteria.
- 1.2 To meet this requirement, the Authority will have regard to the following when making arrangements for learners who are ordinarily resident within Anglesey:
- The age of the learner;
  - The distance from home to school;
  - The nature of the route from home to school;
  - Requests for Faith based education;
  - The needs of learners with disabilities or additional learning needs;
  - The needs of learners who are 'looked after' by the Local Authority;
  - The needs of learners with dual residency.
- 1.3 This list is not exhaustive and the Authority must consider each learner's individual circumstances, taking into account any representations made by parents/carers and relevant professionals. In certain circumstances the Measure permits the Local Authority to apply discretion in relation to the services provided. These discretionary elements are outlined in section 3 of this policy.
- 1.4 Transport for post 16 students to Further Education (F.E.) Colleges is provided under the policy as a **discretionary** arrangement. See section 3.4.
- 1.5 The Authority must provide free home to school transport in certain circumstances. These are outlined in section 2. The duty to provide such transport only applies if a child is ordinarily resident in the Authority's area.
- 1.6 The Local Authority will endeavour to provide safe, efficient and cost effective transport to those learners who qualify under this policy at all times.
- 1.7 There may be circumstances where additional or alternative transport arrangements would prove more cost effective than the provision stated in the policy. **The Local Authority therefore reserves the right**

**to apply discretion where appropriate if it can be demonstrated that the alternative is more cost effective and efficient.**

- 1.8 Home to school transport is provided for eligible learners between their **home address or allocated pick-up point**, and the qualifying school where they are registered. **Free transport is not provided from or to addresses of other family members or friends, parents' work addresses or child care facilities of any sort.**
- 1.9 This Policy is effective from **August 2019**. Transport arrangements assessed and provided under Isle of Anglesey County Council's previous policy will continue unless there is a material change in circumstances which would necessitate a new application being made, e.g. moving home or school / F.E. College. Details of how to make an application are outlined in section 4.

## **2.0 HOME TO SCHOOL TRANSPORT**

### **2.1 Qualifying Schools**

The Isle of Anglesey County Council will provide free transport to learners who meet the entitlement criteria set out in this policy. The policy refers to transport to and from qualifying schools in the following categories:

- a community, controlled or voluntary aided school;
- a non-maintained special school;
- an independent school named in a statement of special educational needs;
- a voluntary aided trust school.

### **2.2 Distance Criteria**

The Learner Travel (Wales) Measure 2008 stipulates that free transport will only be provided to learners of compulsory school age if the distance from home to their nearest suitable school is at least:

- (a) 2 miles for Primary School pupils;
- (b) 3 miles for Secondary School pupils.

### **2.3 Nearest Suitable School**

The nearest suitable school is a school that provides education appropriate to the age, ability and aptitude of the learner, and any learning needs that they may have. It will normally be a school in the area the learner resides, or another school, if this is closer to home.

Anglesey residents can find their nearest local school by visiting [https://mapiau.ynysmon.gov.uk/anglesey\\_cy.aspx](https://mapiau.ynysmon.gov.uk/anglesey_cy.aspx)

## 2.4 Feeder Schools

The Authority recognises that certain Primary Schools are natural feeders for certain Secondary Schools. The relationships between these schools are shown in Appendix 1.

## 2.5 Measurement of Distance

For assessments under the distance criteria in section 2.2, the calculation from home to school will adhere to guidance provided in the Learner Travel: Statutory Provision and Operational Guidance 2014. The route to school will be measured from the home boundary to the nearest school gate, and may include public footpaths and other pathways, as well as adopted roads. It is not necessarily the shortest distance by road.

Where learners are reasonably expected to walk to school, the distance is measured by the shortest available route along which a child, accompanied as necessary by a responsible adult, may walk in reasonable safety; whilst having regard to the age and needs of the child. If the property is on an un-adopted road it will be measured from where the property meets the adopted highway or adopted path. All calculations of distance will be made using the Authority's chosen software package.

For assessments over the distance criteria mentioned in section 2.2, the distance from home to the nearest suitable school will be measured along the shortest available road route, i.e. from the home boundary to the nearest school gate using the Authority's chosen software package. However, if the property is on an un-adopted road it will be measured from where the un-adopted road meets the adopted highway.

For all calculations the measurement of distance will be to the nearest 0.1 of a mile, as measured by the Authority's chosen software package.

**Note:** Parents / carers should also refer to section 5.6 for information on sustainable modes of transport to school.

## 2.6 Primary and Secondary School Transport

For Primary and Secondary Schools, the Authority will provide free transport to the nearest suitable school in line with the criteria of this policy. Discretionary provision may also apply, by virtue of the criteria shown in section 3.

## 2.7 Parental / Carer Preference of School

Parents / carers have the right to express a preference for admission of their child to any school, subject to availability of places. If the application is accepted, the parent / carer lose their entitlement to free transport if it is not their nearest suitable school or, the designated secondary school for the primary feeder school they attended.

This is consistent with meeting the requirements as outlined in the Learner Travel: Statutory Provision and Operational Guidance June 2014.

**IMPORTANT – Parents / carers are advised to consider the school transport implications before making an expression of preference for a school place. See section 2.3 on nearest suitable school and section 5.5 on the impact of transport.**

## 2.8 School Admissions

If parents / carers have been unable to secure a place for their child at their nearest suitable school, or if their designated secondary school (from the appropriate feeder primary school) is full, then free transport will be provided to the next nearest suitable school, providing the distance criteria in section 2.2 is met.

## 2.9 Pick-up Points

The Isle of Anglesey County Council considers that, in general, the provision of shared pick-up points can be part of a suitable transport arrangement within the meaning of section 3 of the Learner Travel (Wales) Measure 2008.

For learners who qualify for transport there will be an expectation that they will depart from a pre-determined pick-up point, unless otherwise stated when the application is processed. The Authority will endeavour to locate pick-up points reasonably close to learners' homes, and no more than the statutory distances shown in section 2.2. This is in expectation that parents / carers will be able to make use of their designated pick-up point in order to ensure for their child a

safe and timely journey to and from school. Any measurement of distance will follow the principles as outlined in section 2.5. The assessment will also have regard to hazardous routes, following the principles set out in section 2.10.

**It is the parent's / carer's responsibility to ensure that their child reaches the pick-up point in a timely manner and that they board the vehicle safely. They must also ensure there is a responsible adult to meet their child on the return journey, if the age or needs of the child call for the provision of a Passenger Assistant.**

**If a responsible adult is not there to meet a child, whose age or needs call for the provision of a Passenger Assistant, then additional costs will be recharged; as it may be necessary for Officers to seek guidance from Children's Services and, if required, arrange for the child to be taken to a Local Authority place of care.**

**Note:** Nothing in this Policy creates an expectation that all children should walk to the pick-up points, as in some cases this will be inappropriate. The Authority keeps a register of known hazardous routes, and this forms part of the consideration given when assessing transport applications. However, if a parent / carer believes that the use of a pick-up point is not suitable for their child, they should bring their concerns to the attention of the Authority, which will then investigate the circumstances to determine whether any additional or alternative transport arrangements are required for that child; to ensure that the requirements of the Learner Travel (Wales) Measure 2008 are met.

The Local Authority reserves the right to review the pick-up points to ensure a safe route is maintained at all times and subject to ensuring the most cost effective provision is in place.

Once eligibility for school transport has been confirmed, the Transportation Section will inform the school with a request that the school share relevant information with the parents / carers.

Where feeder services are used to transport learners to pick-up points, learners must stay with the taxi until the ongoing vehicle has arrived. Drivers are expected to report any learners refusing to do this to the Transportation Section.

Contractors providing these services have been instructed to wait with learners to ensure they access the ongoing vehicle. Parents / carers

are also encouraged to report any instances where drivers are not doing this to the Transportation Section.

## 2.10 Hazardous Routes

For learners who live below the statutory qualifying distance shown in section 2.2, the Local Authority will provide transport to school if the route is deemed hazardous. Hazardous routes are assessed by an appropriate Isle of Anglesey County Council officer following the guidance provided in the Learner Travel: Statutory Provision and Operational Guidance June 2014.

Where pick-up points are used, the Local Authority will also consider if there are hazardous routes which could reasonably prevent learners walking to these locations, accompanied as necessary by a responsible adult. In such instances the Local Authority, after assessment, will provide transport from home to the pick-up point, or directly to school (whichever is more efficient).

It is noted that where parents / carers have exercised their right to a school by parental / carer preference (see section 2.7), the requirement for arranging home to school transport is the responsibility of the parent / carer.

The Local Authority will maintain a register of all Anglesey routes which have been assessed, and as new routes are evaluated these will be added to the register. The Authority will review the completed register every 5 years to ensure that all routes are still categorised correctly.

If a parent / carer believes that a particular route is hazardous they should bring their concerns to the attention of the Authority, which will then investigate to determine whether any additional or alternative transport arrangements are required.

## 2.11 Additional Learning Needs (ALN)

The Local Authority will make suitable and relevant educational provision for all children with additional learning needs to ensure they are able to develop to their maximum potential.

The level of need is assessed by relevant professionals in the Isle of Anglesey County Council's Learning Department, and this informs the type of transport provided. Transport will then be provided in line with the advice given and **reviewed on a regular basis.**

If a child has a Statement of Special Educational Needs, an Individual Development Plan (IDP) or an Education Health and Care Plan (EHC Plan), school transport **may** be included as part of the non-educational provisions made for the child as part of their Statement/EHC/IDP Plan. If it is, then transport will be provided.

**However, free transport may not be provided if parents / carers exercise their right to preference of school which is not the nearest suitable (See section 2.7).**

If school transport is not included in a child's Statement/EHC/IDP Plan then they may still be entitled to home to school transport under the policy provided that the school they are attending is the nearest appropriate school with a place or if they have attended a designated primary feeder school for a particular secondary school; subject to the eligibility criteria being met.

## 2.12 **Looked After Children (LAC)**

A Looked After Child is the term used within the Children's Act 1989 to describe children who are under the age of 18 and are provided with care and accommodation by the Local Authority's Children's Services department; often with foster carers.

Looked after children (as defined in the Children's Act 1989) have the same access to the assistance with travel as any other child. When transport is requested by Children's Services, transport will be provided unless Children's Services opts to retain the child at the former school even though appropriate provision can be found at a nearer school within the catchment area. In such cases, transport costs will fall to Children's Services.

If the only appropriate educational provision for a LAC pupil with a Statement of Special Educational Needs is continued attendance at the same school, special needs transport will be provided at no cost to Children's Services.

If the Looked After Child attends a school closer than the minimum distance shown in section 2.2, free transport will not be provided.

## 2.13 **Dual Residency**

The Local Authority will provide transport for learners who, due to their family circumstances, may reside in more than one residence; with at least one residence being in Anglesey. However, this is provided that the school attended is the nearest suitable school from the main

residence, or agreed to be the most suitable school, taking account of the locations of both residences. **Proof of dual residency must be provided and the main residence is usually the property to which child benefit is paid.**

**If the second residence is in a different Local Authority area, then it is the responsibility of that Authority to consider transport arrangements for that route to school. Parents / carers should therefore apply to the relevant Local Authority.**

### **3.0 DISCRETIONARY SCHOOL TRANSPORT**

#### **3.1 Discretionary Arrangements**

Within the Learner Travel (Wales) Measure 2008, discretionary arrangements can be made under section 6 of the Measure. In some instances the cost of such arrangements can be charged to the parent / carer responsible.

#### **3.2 Faith Schools**

On a **discretionary basis**, the Authority will consider applications for transport to the nearest suitable Faith school if this is the parental / carer's preference. This will apply even if the school is not their nearest suitable school but is within the Local Authority area. The Local Authority will have regard to all relevant information when making its final decision.

The distance criteria in section 2.2 will still apply.

#### **3.3 Feeder School Arrangements**

On a discretionary basis, the Authority recognises that certain Primary Schools are natural feeder schools for certain Secondary Schools. Therefore in regard to Secondary education, free school transport may be provided to either the nearest suitable Secondary School or the recognised feeder Secondary School; providing that the learner lives over the distance criteria in section 2.2, and the journey is agreed to be reasonable; this criteria is shown below.

The Authority reserves the right to apply a test of reasonableness to those parents / carers requesting secondary school transport on the basis of feeder schools. To receive free transport on this basis the learner must:



- Have been attending their nearest suitable primary school from their home location as assessed at the point of admission;
- Meet the distance criteria in section 2.2 for secondary schools.
- If learners move house before commencing secondary school, their entitlement will require re-assessment, as per the criteria shown in section 2;
- **In instances where learners have not attended their nearest suitable primary school by parental / carer preference, section 3.3 will not apply.** The assessment of school transport applications will then be based solely on the nearest suitable secondary school.

### 3.4 Post-16 Transport

**Free Transport is not available for 16 to 19 year old learners.**

However, students may be able to purchase a Vacant Seat Pass from the education authority. They will be required to pay a fee (The fee is reviewed annually so please see the most up to date Information to Parents for the current fee).

Pupils with SEN who were provided with free transport to school, whose assessment of need continues to indicate that they cannot safely use the usual transport provided, despite being given mobility/independence training, are provided with transport to and from the nearest educational establishment offering an appropriate course. The LA does not provide mobility/independence training for learners who face difficulty with transport but such training is provided by the school/college when deemed necessary.

College students' passes are issued by the appropriate site of Grŵp Llandrillo Menai (Llangefni, Bangor and Glynllifon).

School pupil passes are issued by the Transport Officer for Education in the Transportation Section, Highways Department - Telephone 01248 752458.

Transport may be available from the home to the nearest appropriate school/college for learners who:

- are residents of Anglesey;

- are full-time students (i.e. who receive formal instruction for a minimum of 15 hours per week);
- are under 19 years old on 31 August or are on a course which started before they reached the age of 19;
- who live 3 miles or more from the nearest appropriate school/college as measured by the shortest route.

The nearest appropriate school/college is deemed to be:

- The catchment area secondary school;
- The nearest secondary school to the home if it is not the catchment area school;
- To an approved further education establishment within the county or located within 15 miles (measured along roads).

Transport is provided to and from the school/college at the normal start and end of the day. Students who travel to school/college on vehicles operated by operators who run other services on the same route may be offered travel outside these hours.

School sixth-formers applying for a bus pass must do so once they have received their GCSE results.

Pupils from low-income families who wish to remain in education beyond the statutory school leaving age may be able to claim the Welsh Government's Education Maintenance Allowance. This can then be used to contribute towards transport costs. EMA Wales website at [www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk) / Helpline 0845 602 8845.

### 3.5 School Reorganisation

In cases where school reorganisation has taken place, the Local Authority will consider the most appropriate options for school transport. This may include providing free transport for a specified period of time dependant on circumstances. Such arrangements will be provided on a **discretionary basis** and will be documented within the reorganisation process; so that relevant schools, governing bodies, parents / carers, and any other stakeholders are all aware of the terms of the arrangement.

### 3.6 Moving Home

In cases where a learner, who has been in receipt of free school transport, moves home part way through the academic year, transport will cease if they are no longer attending their nearest suitable school.

If part way through a GCSE year (school years 10 and 11) the Authority will continue to provide **discretionary** transport until the academic years have been completed, i.e. until the end of year 11.

This undertaking is dependant upon the learner being ordinarily resident in the Authority's area. **Note: The Local Authority also reserves the right to test the reasonableness of the transport requested under this condition, having regard to the distance, time of journey and the proximity of other suitable establishments.**

All other reassessments of eligibility will follow the criteria set out in section 2. This section shall not apply where parents / carers have previously exercised a preference as detailed in section 2.7.

### 3.7 Managed School Transfers

Where managed school transfers are supported by both the new destination school head teacher and Education Services, parents / carers will be aware of this action and be included in these discussions at school level. School transport in these circumstances may be supported on a **discretionary basis** where it forms part of the action and agreement of all parties to pursue a change of school in the interests of the learner.

It is the parent's / carer's responsibility to ensure that they fully engage with the Authority and the school when pursuing a managed transfer. These matters need to be verified and evidence available. This allows the Learning Department to make an informed decision based upon the evidence supporting the transport request.

Where no evidence is available, and/or where parents / carers refuse to engage in the process with the school and Education Services, the transport request will be refused. This will be based upon the lack of evidence available for an informed decision to be made.

### 3.8 Withdrawal of Discretionary Transport

A Local Authority can withdraw the provisions of discretionary school transport, provided it has agreed and published the relevant changes

to the policy before 1<sup>st</sup> October of the year preceding the academic year in which the changes will come into force.

### 3.9 Other Discretionary Provisions

Other discretionary arrangements regarding school transport can be made under section 6 of the Measure. The Head of Learning may apply these powers for free transport in cases such as:

- The safeguarding of a learner, or where there is likely to be significant detrimental impact to that learner's welfare;
- Transport on medical grounds may also be applicable under this criteria, including cases where the parent has a disability that restricts the ability of a learner to travel to school without transport **for period of time**; or where a learner is **temporarily** incapacitated through illness or injury;
- Temporary housing of a family outside of the previous residential area due to emergency, normally through the Authority's Housing Service, to minimise disruption of education.

This list is not exhaustive and there may be other circumstances where discretion can be applied; however, to ensure consistency of approach regarding discretion **evidence may be requested from relevant professionals and the assessment will be recorded.**

Where short term discretionary transport arrangements are put in place the Authority will inform parents / carers when these arrangements are to end.

### 4.0 MAKING A TRANSPORT APPLICATION

4.1 A school / F.E. College transport application is required when:

- Starting Primary School (**not nursery**);
- Starting Secondary School;
- Going from year 11 to sixth form / F.E. college; or
- Changing home location or school.

4.2 Applications for bus passes can be made through obtaining the relevant form from the school or, alternatively, by contacting the Transportation Section on 01248 752458 / 01248 752456.

Applications for taxi transport are made **through the school/college** – **applications for taxi transport made directly to the Authority by parents/carers will not be accepted.**

- 4.3 The Authority will inform you (or inform the school/college if the application is in respect of taxi transport) of the outcome of the application within **15 working days** of receiving the application.
- 4.4 If your circumstances change during the school year, you must inform the Local Authority. If, for example, you move home or change school then your current transport arrangements will be terminated and you will need to reapply for school transport at that time. If you are applying for transport during the school year, please do so as soon as you can after your new address is confirmed.

**IMPORTANT** – Parents / carers are advised to consider the school transport implications. Section 2.3 provides information on nearest suitable school and section 3.6 on moving home.

- 4.5 Full details of all transport related issues can be found in the Isle of Anglesey County Council's Information for Parents document.

## **5.0 OTHER INFORMATION**

### **5.1 Nursery Education**

The Authority does not provide transport for children attending nursery school or nursery classes at the age of 3 or 4. Transport is provided for eligible children from the commencement of the school year in which the child attains the age of 5 and starts full-time education, normally in reception class.

### **5.2 Out of School Clubs**

The Authority will not provide transport to or from out of school clubs (i.e. breakfast club, after school clubs etc.) or extra-curricular activities that fall outside the statutory curriculum. It is the parent's / carer's responsibility to ensure that appropriate transport arrangements are put in place if these services are accessed.

### **5.3 Length of Journey**

Where possible, the Authority adheres to the Learner Travel Operational Guidance issued by the Welsh Government. This allows for a maximum 60 minute journey time for secondary school pupils,

and a maximum 45 minute journey time for primary school pupils. A walk of 1 mile to the bus stop is deemed reasonable.

#### **5.4 Policy Changes**

Should it be required to amend this policy, the Authority must follow the requirements as set out in the Learner Travel Information (Wales) Regulations 2009. This requires that the Authority consult, agree and publish changes to the policy before the 1st October of the year preceding the academic year in which the changes come into force.

Should it be required, the Authority can also issue additional clarification guidance alongside this policy. Any such guidance will be available on the Authority's website.

#### **5.5 Impact of Transport**

Parents / carers should consider the implications of their school choice on the use of private cars and the effect this could have on traffic outside their chosen school. The Authority urges parents / carers to consider active and sustainable transport to their school of choice. See section 5.6 below.

Schools are also encouraged to work with parents / carers and the Authority to consider options for developing active and safe 'walking bus' facilities to school. Parents / carers should contact their school to enquire about such provisions. The Authority's Road Safety and Sustainable Transport officers are also available to provide guidance.

#### **5.6 Sustainable Modes of Travel**

Parents / Carers should consider options for active travel to school. Relevant links are provided in section 9 to information on Active Travel Routes in Isle of Anglesey and Sustrans website; which shows cycle routes throughout the county.

### **6.0 TRANSPORT PROVISION**

#### **6.1 Council Transport Provision**

The Authority will endeavour to provide the most suitable mode of transport for all eligible learners that is safe and provides the most cost effective method of transport. This may be via bus, coach, minibus, or taxi school contracts, or existing public transport. These services and the associated contracts are arranged and managed by Isle of Anglesey's Transportation Section.

## 6.2 Concessionary Transport

If a learner does not qualify for free school transport as set out in this policy, and there are spare seats available on an Authority bus service these may be offered as concessionary seats. The following conditions will apply:

- A reasonable charge per term will be applied. This will be reviewed annually before the new school year. If the Authority grants a concession parents / carers will be charged on a termly basis. If a learner only partially uses the service, e.g. in the morning or afternoon or on particular days, then a full termly charge is payable.
- Parents / carers may apply for a concession at any time for their child. Applications will be dealt with in the order in which they were received and those agreed must be paid for termly. If a parent / carer successfully applies during a previous academic year, their ongoing requirement is recorded ahead of new applications. However, concessions cannot be granted until the number of spare seats has been determined, once entitled learners are accounted for on a specific vehicle. The Transportation Department cannot therefore confirm concessions before the start of the academic year and it may take a number of weeks to determine spare seat availability on any given service.
- Concessions may be withdrawn at short notice when seats become unavailable or if they are required for an eligible learner. In such cases a proportional refund will be calculated and given back to the parent / carer. In such circumstances seven days' written notice will be given.
- Concessionary passes cannot be issued at short notice at the start of the academic year as it is necessary to identify whether there are spare seats on contract vehicles.
- Concessionary seats would not normally be offered where public transport runs alongside school transport or where public transport is the only available option. In such circumstances, parents / carers are expected to use existing public transport.

### 6.3 Transport Payments

There may be circumstances where parents can be offered a nominal payment towards the cost of transporting their children. This is an option used only in **exceptional circumstances**, and if there are difficulties in arranging school transport for eligible learners. Parents / carers are under no obligation to accept the offer of reimbursement which would usually be a set mileage rate for the miles travelled during two return journeys per day; however this may be deemed the most reasonable mode of transport.

### 6.4 Right to Withdraw Transport

If it is subsequently found that free transport has been provided in error, e.g. route measured incorrectly, the Council has the right to withdraw the transport subject to reasonable notice (normally to the end of the term in which the error is discovered).

Where circumstances have changed e.g. following a review of transport provision, where new footpaths are provided etc. the council also has the right to withdraw free transport at the end of the academic year.

### 6.5 Behaviour on Transport

Learners travelling on service or contract vehicles provided by the Authority are expected to behave well at all times and comply with the requirements of the School Travel Code, see Appendix 2.

**Any learners who misbehave, cause, or risk causing damage or injury to the vehicle, driver or passengers, or in any way threaten the safety of the other passengers and/or vehicle, may have their transport eligibility withdrawn.** Any learners who are not entitled to free school transport but travel on contract services on a concessionary basis, will also be subject to the same rules.

The behaviour of learners on school transport services is of the utmost importance, so parents / carers are therefore expected to support the Authority, the schools, transport operators and their staff in maintaining good behaviour. **It should be clearly understood that in cases of misbehaviour the ultimate sanction is the removal of the right to receive transport. In such cases the responsibility and full cost of transport to and from school will then fall to the parent / carer.**



The Authority encourages feedback from service providers and schools regarding use of the school transport services provided. A log will be maintained of incidents and any related investigation. If necessary, parents / carers will be informed of incidents if it can be shown that a child or children have been causing problems.

**Parents should be aware that school buses may be fitted with CCTV cameras and operated in accordance with current legislation.**

## **6.6 Conditions of Use of Travel Passes**

Travel passes must be presented to the bus driver at the start of each journey made. Transport may be refused if the pass is not shown. Travel passes are not transferrable, and are valid only for the learner named on the pass and for the journey(s) shown on the pass. Misuse or fraudulent use of a travel pass is treated very seriously, and may result in the learner being subject to the school/college's disciplinary procedure in addition to losing their right to travel.

If any details change from the original application form, you must contact the Authority's Transportation Section immediately, so that the details can be amended and eligibility for transport reassessed if necessary. If a new travel pass is required as a result of such change, the existing pass must be returned along with the application. If the travel pass is no longer required, please return it to the Authority's Transport department as there may be other learners wishing to take up the allocated seat.

## **6.7 Monitoring of Services**

The Authority reserves the right to randomly check school transport services to ensure that those travelling are all eligible. Where learners are found to be travelling who are not eligible, the Transportation Section will record these instances and contact the relevant parents / carers to inform them of their options.

## **6.8 Disclosure and Barring Service (DBS) Checks**

The Isle of Anglesey County Council's Transportation Section manage and arrange all the necessary school transport contracts with the appropriate service providers. This includes undertaking DBS checks for all drivers and school Passenger Assistants. Note: school Passenger Assistants are only employed on Primary School Services where it is deemed appropriate, or if the child's additional learning needs make it appropriate.

## 6.9 Adverse Weather Conditions

Adverse weather can have an impact on school transport services and their continued provision; therefore, with safety paramount, the transport providers will take the ultimate decision as to whether a service will operate. In severe weather, especially if forecasts are predicting worsening weather, contractors will be advised not to run services.

The Transportation Section will make every effort to inform schools when home to school transport is likely to be disrupted. Details of such changes will also be available on the Council's website. The Authority is aware that some schools have the ability to text parents / carers with information once the Transportation Section have informed them. It is therefore important that the parents / carers ensure their contact details with the school are always up to date.

Those contractors which provide feeder taxi services to school / pick-up points are also required to contact parents / carers directly with any changes to services during adverse weather, or for any other reason. Information on school closures due to adverse weather, or for any other reason, will also be posted on the Isle of Anglesey's website. Parents / carers are encouraged to look at the website for such updates.

## 7.0 APPEALS

7.1 The parent / carer will normally be notified in writing within 15 working days of an unsuccessful school transport application. The Authority will also offer the parent / carer an opportunity to appeal the decision and advises on the process below.

### 7.2 Stage 1 – Review of Decision

A request to review a Learner Transport decision must be sent to the Authority within 20 working days after the date of initial refusal. Parents / carers should write to the Authority indicating their wish to review the decision.

This request should be sent to [addysg@ynysmon.gov.uk](mailto:addysg@ynysmon.gov.uk) stating the reasons and raising any relevant circumstances which may impact the decision. Additional evidence in support of these circumstances should also be provided to the Local Authority. This additional information and the appeal may also be posted to the following address:

**Learning Department  
Isle of Anglesey County Council,  
Council Offices  
Llangefni  
LL77 7TW**

Within 20 working days of receipt of the written request, a Senior Officer from Education Support will review the original decision and will respond detailing the outcome. This response will outline:

- The nature of the decision reached;
- How the review was conducted;
- Information about other departments / agencies consulted as part of the process;
- What factors were considered;
- The rationale for the decision reached;
- Information about escalation to Stage 2, if appropriate

It is noted that records of previous reviews and appeals will be maintained by Education Support to ensure consistency of approach. If any additional supportive information provided by the parents / carers is consistent with previous reviews which have been upheld, then a Stage 2 appeal stage may not be required and after assessment the relevant parent / carer will be informed of the outcome.

### **7.3 Stage 2 – Appeal**

Within 20 working days of receiving a Stage 1 decision notification, parents / carers can make a request to escalate the matter to a Stage 2 Appeal.

Within 40 working days of receipt of a Stage 2 request, an independent appeal panel will be convened to consider the appeal.

A panel of independent officers will consider the appeal against the School Transport Policy and make a decision based on the information provided. No member of the appeal panel will have been involved in the original transport decision. The panel meeting will be recorded and the minutes available. The panel will consider all the evidence provided in support of the appeal. If they so wish, parents / carers may attend to provide a summary of their appeal. Education Support officers will also have the opportunity to provide details of their assessment to the panel.

After the appeal hearing the parent / carer will be notified by Education Support of the outcome of their appeal in writing. The response will set out the following information:

- The nature of the decision reached;
- How the review was conducted;
- Information about other departments and/or agencies that were consulted as part of the process;
- What factors were considered;
- The rationale for the decision reached;
- Information about escalation to the Local Government Ombudsman.

Following this decision there are no further grounds for appeal to the Local Authority. Any further escalation would be to the Local Government Ombudsman.

## **8.0 CONTACT DETAILS**

### **8.1 Transport Applications**

For queries related to applications:

Bus Passes: [IWHHT@ynysmon.gov.uk](mailto:IWHHT@ynysmon.gov.uk) / [ampht@ynysmon.gov.uk](mailto:ampht@ynysmon.gov.uk)

Taxi: please contact the relevant school or [addysg@ynysmon.gov.uk](mailto:addysg@ynysmon.gov.uk)

### **8.2 Transportation Section**

For queries relating to operational service issues please email [IWHHT@ynysmon.gov.uk](mailto:IWHHT@ynysmon.gov.uk) / [ICXPL@ynysmon.gov.uk](mailto:ICXPL@ynysmon.gov.uk) or telephone 01248 752458 / 01248 752455.

### **8.3 14-19 Transport**

For queries related to inter-establishment transport for the 14-19 learning network, please email: [ElfedMorris@gwynedd.llyw.cymru](mailto:ElfedMorris@gwynedd.llyw.cymru) or telephone 01286 679925.

### **8.4 Transport Complaints**

If you wish to make a complaint, please email [IWHHT@ynysmon.gov.uk](mailto:IWHHT@ynysmon.gov.uk) / [ICXPL@ynysmon.gov.uk](mailto:ICXPL@ynysmon.gov.uk) or telephone 01248 752458 / 01248 752455.

## 8.5 School Admissions

For queries related to School Admissions please email [DAJED@ynysmon.gov.uk](mailto:DAJED@ynysmon.gov.uk) / 01248 752915.

## 8.6 ALN Transport

For queries related to ALN Transport please contact 01286 679007.

## 9.0 LINKS TO RELEVANT DOCUMENTATION

### **The Learner Travel (Wales) Measure 2008**

[http://www.legislation.gov.uk/mwa/2008/2/pdfs/mwa\\_20080002\\_en.pdf](http://www.legislation.gov.uk/mwa/2008/2/pdfs/mwa_20080002_en.pdf)

Available by clicking here

### **Mesur Teithio gan Ddysgwyr (Cymru) 2008**

[http://www.legislation.gov.uk/mwa/2008/2/pdfs/mwa\\_20080002\\_we.pdf](http://www.legislation.gov.uk/mwa/2008/2/pdfs/mwa_20080002_we.pdf)

Available by clicking here

### **Learner Travel Statutory Provision and Operational Guidance 2014**

<http://gov.wales/docs/dcells/publications/140616-ltog-en-v2.pdf>

Available by clicking here

### **Teithio gan Ddysgwyr Darpariaeth Statudol a Chanllawiau Gweithredol Mehefin 2014**

<http://gov.wales/docs/dcells/publications/140616-ltog-cy-v2.pdf>

Available by clicking here

### **The Travel Behaviour Code**

<http://gov.wales/topics/educationandskills/allsectorpolicies/LArner-travel/travel-code/?lang=en>

Available by clicking here

### **Côd Ymddygiad wrth Deithio**

<http://gov.wales/topics/educationandskills/allsectorpolicies/LArner-travel/travel-code/?skip=1&lang=cy>

Available by clicking here

### **Learner Travel Information (Wales) Regulations 2009.**

### **Rheoliadau Gwybodaeth am Deithio gan Ddysgwyr (Cymru) 2009**

[http://www.legislation.gov.uk/wsi/2009/569/pdfs/wsi\\_20090569\\_mi.pdf](http://www.legislation.gov.uk/wsi/2009/569/pdfs/wsi_20090569_mi.pdf)

Available by clicking here

**Dolenni i dudalennau teithio llesol ar wefan Ynys Môn:**

**Active Travel (Wales) Act 2013**

<http://www.anglesey.gov.uk/transport-and-roads/active-travel/>

Ar gael yma

**Deddf Teithio Llesol (Cymru) 2013**

<http://www.ynysmon.gov.uk/trafnidiaeth-a-ffyrdd/teithio-llesol?redirect=false>

Ar gael yma

**Road Safety / cycling pages:**

**Road Safety - Cycling**

<http://www.anglesey.gov.uk/transport-and-roads/public-rights-of-way/walking-cycling-and-horseriding/road-safety-cycling/100346.article>

Available by clicking here

**Diogelwch ar y Ffordd - Beicio**

<http://www.ynysmon.gov.uk/trafnidiaeth-a-ffyrdd/hawliau-tramwy-cyhoeddus/cerdded-beicio-a-marchogaeth/diogelwch-ar-y-ffordd-beicio/346.article?redirect=false>

Available by clicking here

**10.0 APPENDIX 1 – FEEDER SCHOOLS**

**11.0 APPENDIX 2 – SCHOOL BUS BEHAVIOUR CODE**



## Anglesey County Council – Equality Impact Assessment

| <b>Revision history:</b> |             |                           |
|--------------------------|-------------|---------------------------|
| <b>Version</b>           | <b>Date</b> | <b>Summary of changes</b> |
|                          |             |                           |
|                          |             |                           |
|                          |             |                           |

| <b>Step 1: Background</b>  |   |
|--|---|
| <b>1 – What is being assessed?</b>   | The impact of a new Transport Policy  |
| <b>2 – Is this a new proposal or one that already exists?</b>                | New   |
| <b>3 – What are the aims and purpose of this proposal?</b>                   | Update the current policy in accordance with Welsh Government Guidelines in order to ensure consistency, fairness, and value for money in terms of carrying out our statutory duties. |
| <b>4 – Who is responsible for the proposal being assessed?</b>               | Learning Service  |
| <b>5 – Who is the leading officer for the conduction of this assessment?</b> | Enid Christie / Arwyn Williams  |
| <b>6 – Who else is participating in this assessment?</b>                     | Bethan Edwards  |



| <b>Step 1: Background</b>  |  |
|--|--|
| <p><b>7 – Is there any link between this proposal and other work areas?</b></p> <p>For example, are there any other proposals or policies that should be considered in assessing the impact?</p> | -  |
| <p><b>8 – Who would be affected by the proposal(s) (negatively or positively, directly or indirectly)?</b></p>   | Families who no longer qualify for free transport. |

| <b>9 – Is the proposal relevant to how the Authority conforms to the general duty of the public sector in relation to people whom are protected under the Equality Act 2010?</b> | <b>Yes'</b> | <b>No'</b> |
|--|-------------|------------|
| <b>Elimination of discrimination and harassment</b>  | √           |            |
| <b>Promotion of equal opportunities</b>  | √           |            |
| <b>Nurturing of good relationship</b>  | √           |            |
| <b>Safeguarding and promotion of human rights</b>  | √           |            |
| Note: Usually, any proposal that impacts people is likely to be relevant across all protected groups.  |             |            |

| <b>Step 2: Collection of Information</b>  |   |
|---|---|
| <b>10 – Does this proposal ensure that the Welsh language isn't treated less favourably than English in accordance with the County Council's Welsh Language Policy?</b>   | Yes   |
| <b>11 – Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language in their everyday lives?</b>   | Not applicable  |
| <b>12 – Will this work area make a proactive attempt to provide Welsh services to users?</b>  | Language applicability is a criterion in the tender process |
| <b>13 – Is this proposal likely to protect and promote the Welsh language within the community?</b>   | Yes, will also employ local companies                       |
| <p><b>Appendix 1</b> of the Impact Assessment Guidelines list a series of questions that should be considered when looking at how proposals will generally affect the Welsh language. The degree of which these questions are relevant depends of the proposal at issue. The intention is to make you think about impact or possible wider contribution and there are means to use them as a basis to consider questions 10 – 13 above.</p> <p>However, whilst looking at how the Council's <b>main</b> policies and strategies impact the Welsh language, it is recommended that these questions should be considered in more detail in order to conduct a comprehensive assessment – <b>a separate template is available with these papers on MonITor for completion if relevant.</b></p> |   |
| <b>14 – Are there any matters that require consideration in terms of Human Rights? If so, what are these matters?</b><br>(For example, would the proposal lead to failure to safeguard privacy rights?)<br><br>(The 16 basic rights are listed in Appendix 1).  | N/A   |

| <b>Step 2: Collection of Information</b>   |  |   |
|--|--|---|
| <b>15 – Does the proposal fulfil any of the seven well-being goals outlined in the Well-being of Future Generations Act (Wales) 2015?</b><br><br>(Descriptions of the well-being goals are listed in Appendix 2) | A prosperous Wales                                     | √ |
|  | A resilient Wales                                      | √ |
|  | A healthier Wales                                      | √ |
|  | A more equal Wales                                     | √ |
|  | A Wales of cohesive communities                        | √ |
|  | A Wales of vibrant culture and thriving Welsh language | √ |
|  | A globally responsible Wales                           | √ |
| <b>16 – What has been done up to now in terms of participation and consultation in relation to this proposal?</b>  | Have consulted with stakeholders                       |   |
| <b>17 – Have you used any other information relevant to your proposal as part of your assessment? If so, please provide details here.</b>  | -  |   |
| <b>18 – Are there any spaces in the information collected up to now? If so, how will these be addressed?</b>   | -  |   |

### Step 3: Assessing the probable impact and identifying alleviation steps

19 – Note below any probable effect on individual groups in terms of equality, alongside identifying which steps can be taken to reduce or improve these effects.

\*In order to decide on the nature of the probable impact, please select one of the following – **Negative / Positive / No effect**

| Protected group  | *The probable impact | Details of impact                            | Steps to alleviate negative impact |
|--|----------------------|--|------------------------------------|
| Age  |                      | No particular impact on any individual group |                                    |
| Disability   |                      |  |                                    |
| Gender   |                      |  |                                    |
| Transgender  |                      |  |                                    |
| Pregnancy and Maternity  |                      |  |                                    |
| Race / Ethnicity / Nationality   |                      |  |                                    |
| Religion or Beliefs  |                      |  |                                    |
| Sexual Orientation   |                      |  |                                    |
| The Welsh language   |                      |  |                                    |
| Human Rights   |                      |  |                                    |
| Marriage or Civil Partnership  |                      |  |                                    |
| Any other relevant matter, e.g. poverty, access to services in rural areas |                      |  |                                    |

**Step 4: Result of assessment**

|  |  |
|--|--|
| <b>20 – Note the main effects identified and how it is intended to alleviate the negative effects</b> (namely a summary of the table above).   | No effect  |
| <b>21 – Is there a strategy for dealing with any effects that aren't illegal but cannot be avoided nor alleviated?</b>   | Pupils' needs and Additional Learning Needs (ALN) are discussed by the education forum. And appropriate transport is provided as required. |
| <b>22 – Describe any action that has been taken or is intended to be taken to make the most of the opportunity to promote equality and/or the Well-being of Future Generations Act (Wales) 2015 goals (sustainability).</b><br>(The seven well-being goals are listed in Appendix 2)                           | Actions match the goals.   |
| <b>23 – Does the proposal need to be reconsidered following the conduction of this assessment?</b><br>(Evidence of negative impact could make the proposal illegal. If you have identified a negative effect, it should be considered whether there are means to move forward with the proposal at this stage) | No   |
| <b>24 – Will the proposal be adopted / forwarded for approval? Who will make the decision?</b>   | Learning Service is in consultation with the Senior Leadership Team / Elected Members  |
| <b>25 – Are there monitoring arrangements in place? What are those arrangements?</b>   | Learning Service continues with monitoring   |

## Step 5 – Action Plan

Give details here of any actions planned following completion of the assessment. Any changes made to reduce or eliminate a probable or actual negative effect should be included, in addition to any arrangements to collect data or to carry out further research.

| Ref | Planned actions | Leading officer | Timetable |
|-----|-----------------|-----------------|-----------|
|     | No changes      |                 |           |
|     |                 |                 |           |
|     |                 |                 |           |

## Appendix 1 – Human Rights

Human rights mean rights and freedom for all individuals, no matter what their nationality or citizenship. There are 16 basic rights in the Human Rights Act – all extracted from the European Convention for Human Rights. For the purpose of the Act, they're referred to as 'Convention Rights'. They are listed below:

(Article 1 is an Introduction – it hasn't been incorporated into the Human Rights Act)

- Article 2: Right to life
- Article 3: Freedom from torture and inhuman or degrading treatment
- Article 4: Freedom from slavery and forced labour
- Article 5: Right to liberty and security
- Article 6: Right to a fair trial
- Article 7: No punishment without law
- Article 8: Respect for your private and family life, home and correspondence
- Article 9: Freedom of thought, belief and religion
- Article 10: Freedom of expression
- Article 11: Freedom of assembly and association
- Article 12: Right to marry and start a family
- Article 14: Protection from discrimination in respect of these rights and freedoms
- Protocol 1, Article 1: Right to peaceful enjoyment of your property
- Protocol 1, Article 2: Right to education
- Protocol 1, Article 3: Right to participate in free elections
- Protocol 13, Article 1: Abolition of the death penalty

## Appendix 2 – Well-being of Future Generations (Wales) Act 2015

This Act pertains improving the social, economic, environmental and cultural well-being of Wales. Public bodies must ensure that they consider the impact of their decisions on people of whom will live their lives in Wales in the future.

The act determines seven well-being goals:

| Goal  | Description of goal   |
|---|---|
| <b>A prosperous Wales</b>                                       | An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work. |
| <b>A resilient Wales</b>  | A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).  |
| <b>A healthier Wales</b>  | A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.  |
| <b>A more equal Wales</b>                                       | A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).   |
| <b>A Wales of cohesive communities</b>                          | Attractive, viable, safe and well-connected communities.  |
| <b>A Wales of vibrant culture &amp; thriving Welsh language</b> | A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.   |
| <b>A globally responsible Wales</b>                             | A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.   |



DDIM I'W GYHOEDDI

# NOT FOR PUBLICATION

**Moderneiddio Ysgolion Môn – Ysgol gynradd newydd yn Llangefni yn lle Ysgol Bodffordd ac Ysgol Corn Hir**

**Modernising Anglesey Schools – New primary school in Llangefni to replace ysgol Bodffordd and Ysgol Corn Hir**

## PRAWF BUDD Y CYHOEDD PUBLIC INTEREST TEST

|   |  |
|---|--|
| <p>Paragraff 14 Atodlen 12A Deddf Llywodraeth Leol 1972<br/>Paragraph 14 Schedule 12A Local Government Act 1972</p>   |  |
| <p>Y PRAWF – THE TEST</p>   |  |
| <p>Mae yna fudd i'r cyhoedd wrth ddatgan oherwydd / There is a public interest in disclosure as:-</p> <p>Mae'r ABLI sy'n atodol yn cynnwys gwybodaeth masnachol sensitif am y prosiect.</p> <p>The attached FBC contains commercially sensitive information.</p>  | <p>Y budd y cyhoedd with beidio datgelu yw / The public interest in not disclosing is:-</p> <p>Gwybodaeth yn ymwneud â materion ariannol neu fasnachol unigolyn penodol (gan gynnwys yr Awdurdod sy'n dal yr wybodaeth).</p> <p>Information relating to the financial or business affairs of any particular of any particular person (including the authority holding that information).</p> |
| <p>Argymhelliad: *Mae budd y cyhoedd wrth gadw'r eithriad yn llai o bwys na budd y cyhoedd wrth ddatgelu'r wybodaeth [* dilewch y geiriau nad ydynt yn berthnasol]</p> <p>Recommendation: *The public interest in maintaining the exemption does not outweigh the public interest in disclosing the information. [*delete as appropriate]</p> |  |

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