

Public Document Pack



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Dr Gwynne Jones.
Prif Weithredwr – Chief Executive

CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfeydd y Cyngor - Council Offices
LLANGFNI
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LL77 7TW

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR GWAITH	THE EXECUTIVE
DYDD LLUN 17 MEHEFIN 2019 10.00 o'r gloch	MONDAY 17 JUNE 2019 10.00 am
SIAMBR Y CYNGOR SWYDDFEYDD Y CYNGOR LLANGFNI	COUNCIL CHAMBER COUNCIL OFFICES LLANGFNI
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Plaid Cymru/Party of Wales

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

COPI ER GWYBODAETH / COPY FOR INFORMATION

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

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

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

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

A G E N D A

1 DECLARATION OF INTEREST

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

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

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

3 MINUTES (Pages 1 - 4)

To submit for confirmation, the draft minutes of the meeting of the Executive held on 20 May 2019.

4 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 5 - 16)

To submit a report by the Head of Democratic Services.

5 SCORECARD MONITORING REPORT - QUARTER 4, 2018/19 (Pages 17 - 38)

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

6 ANNUAL DELIVERY DOCUMENT 2019/20 (Pages 39 - 56)

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

7 REVENUE BUDGET MONITORING - QUARTER 4, 2018/19 (Pages 57 - 86)

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

8 CAPITAL OUTTURN REPORT 2018/19 (Pages 87 - 98)

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

9 HOUSING REVENUE ACCOUNT BUDGET MONITORING - FINANCIAL YEAR 2018/19 (Pages 99 - 106)

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

10 CORPORATE DEBT RECOVERY POLICY (Pages 107 - 150)

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

11 LOWERING THE AGE OF ADMISSION AT YSGOL HENBLAS (Pages 151 - 156)

To submit a report by the Head of Learning.

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12 CHILDREN AND FAMILIES SERVICES PROGRESS REPORT (Pages 157 - 168)

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

13 EXCLUSION OF THE PRESS AND PUBLIC (Pages 169 - 170)

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”.

14 PROVISION OF THE WASTE COLLECTION AND STREET CLEANSING SERVICE (Pages 171 - 222)

To submit a joint report by the Head of Function (Resources)/Section 151 Officer and the Interim Head of Highways, Waste and Property Services.

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THE EXECUTIVE

Minutes of the meeting held on 20 May, 2019

- PRESENT:** Councillor Llinos Medi (Chair)
Councillor Ieuan Williams (Vice-Chair)
- Councillors Richard Dew, Carwyn Jones, R. Meirion Jones,
Alun Mummery, R.G.Parry, OBE, FRAGS, 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
Head of Learning
Head of Democratic Services (for item 4)
Housing Service Strategy, Policy and Commissioning Manager (ELI)(for item 7)
Solicitor (Social Care and Education) (SW)
Committee Officer (ATH)
- APOLOGIES:** Councillor Dafydd Rhys Thomas
- ALSO PRESENT:** Councillors Lewis Davies, Bryan Owen, Alun Roberts, Dafydd Roberts, Dylan Rees
-

1. DECLARATION OF INTEREST

Councillor Richard Dew declared a personal and prejudicial interest in item 6 on the agenda.

Councillor Carwyn Jones declared a personal and prejudicial interest in item 6 on the agenda but referred to the dispensation which he had been granted by the Standards Committee in June, 2017 which allowed him to make representations as a Local Member but not to vote on the matter.

Councillor Ieuan Williams declared a personal interest in item 5 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 29 April, 2019 were presented for the Executive's consideration.

It was resolved that the minutes of the previous meeting of the Executive held on 29 April, be confirmed as correct.

4. THE EXECUTIVE'S FORWARD WORK PROGRAMME

The report of the Head of Democratic Services incorporating the Executive's Forward Work Programme for the period from June, 2019 to January, 2020 was presented for the Executive's consideration.

The Head of Democratic Services updated the Executive on items that were new to the Work Programme as presented to the meeting (items 7 and 14) or had been re-scheduled, (item 22 from September, 2019 to October, 2019) and in addition, advised that it was intended to convene an extraordinary meeting of the Executive on 10 June, 2019 to consider Council Business matters.

It was resolved to confirm the updated Forward Work Programme for June, 2019 to January, 2020 as presented.

5. FORMALISING THE PARTNERSHIP BETWEEN YSGOL GORONWY OWEN AND YSGOL MOELFRE THROUGH THE PROCESS OF FEDERALISATION

The report of the Head of Learning regarding a request made by the Governing Bodies of Ysgol Goronwy Owen and Ysgol Moelfre to formalise the partnership between the two schools by federalising the two Governing Bodies was presented for the Executive's consideration.

The Head of Learning confirmed that Officers are supportive of the request and recommend moving forward to consult on the proposal in accordance with process. The Portfolio Member for Education, Libraries, Culture and Youth commended the recommendation to the Executive.

It was resolved to authorise Officers to proceed with the process of consulting on formalising the partnership between Ysgol Goronwy Owen and Ysgol Moelfre by federalising the two Governing Bodies.

6. MODERNISATION STRATEGY – LLANGEFNI AND SEIRIOL AREAS

The report of the Head of Learning requesting the Executive to rescind its previous decisions on the future of education provision in the Llangefni and Seiriol areas was presented for the Executive's consideration.

As he had declared a personal and prejudicial interest in this matter, Councillor Richard Dew withdrew from the meeting during the consideration and determination thereof.

The Chief Executive reported that as a result of a number of comments and concerns about the consultation process in relation to the modernisation of schools in the Llangefni and Seiriol areas and the submission of a complaint regarding non-compliance with the Schools' Organisation Code (006/2013), Officers conducted an internal review of the statutory consultation process held in both areas. Findings from the internal review highlighted technical concerns regarding compliance with the School Organisation Code (006/2013) specific instances of which are set out in the report. Due to those concerns, the risks associated with the process and the need to be able to demonstrate that the process has been wholly thorough and transparent, and because of the Council's respect for the communities involved, Officers recommend that the Executive's previous decisions on the future of education in the Llangefni and Seiriol areas are rescinded.

The Chief Executive said that this slip is not the responsibility of the Executive nor Elected Members who have acted on the advice of Officers; it has arisen as a result of specific points where the Council's consultation process did not comply with the requirements of the Code

which were not identified at the time. As Chief Executive and as the Officer who had overall responsibility for the programme at that time, he regretted and was very disappointed that this had occurred especially as the Schools' Modernisation process is among the most challenging of the Council's programmes requiring at times very difficult decisions to be made. He apologised for the slippage particularly to all the stakeholders who had taken the time to participate in the consultation processes held in the Llangefni and Seiriol areas. The objective of the Schools' Modernisation Programme remains the provision of a first rate learning environment for the Island's pupils, teachers and Head Teachers thereby creating the circumstances in which they can achieve and succeed. The Chief Executive said that both he and the Executive regard the success of the Island's school children and the success of education on the Island as a matter of paramount importance.

The Portfolio Member for Education, Libraries, Culture and Youth said that he shared the Chief Executive's disappointment by this development because of all the work that has been undertaken on behalf of the Council and everyone associated with the schools in the two areas and particularly as it is due to a slip in process. Although the relevant matters were given attention and were debated in scrutiny and other meetings, this did not take place in strict conformance with the Code. Whilst the lapse is a lapse in process, the Council including its elected members, apologise to all those connected with the schools in the Llangefni and Seiriol areas. In light of the details in the report, he proposed the Officers' recommendation that the previous decisions on education provision in the Llangefni and Seiriol areas be rescinded. He also proposed that the Officers be asked to look afresh at the various issues in relation to schools' modernisation and the requirements under the Schools' Organisation Code 2018 in the Llangefni and Seiriol areas and bring an appropriate report back to the Executive in due course.

The Executive concurred with the Portfolio Member's proposals.

It was resolved –

- **To rescind the previous decisions made by the Executive with regard to the future of education in the Llangefni and Seiriol areas.**
- **To ask the Officers to look afresh at the various issues in relation to schools' modernisation and the requirements under the Schools' Organisation Code 2018 in the Llangefni and Seiriol areas and to bring an appropriate report back to the Executive in due course.**

(Councillor Carwyn Jones did not vote on the matter)

7. LETTINGS POLICY – CONSULTATION ON INCLUDING LOCAL CONNECTION WITHIN THE BANDING SYSTEM

The report of the Head of Housing Services requesting the Executive's approval to consult on including local connection within the housing allocation banding system was presented for consideration.

The Portfolio Member for Housing and Supporting Communities commended the report and recommendations therein to the Executive.

The Housing Service Strategy, Policy and Commissioning Manager said that the Service is keen to examine the implications of including local connection within the Common Allocations Policy. The current policy requires that an applicant has a minimum of 5 years' connection with the Island; the further research proposed as well as the consultation would look at the implications of introducing a connection with a particular parish, village or town. A

work programme and engagement plan have been prepared to be implemented with the Executive's approval.

The Executive was supportive of the proposal recognising local connection as a factor in building sustainable communities.

It was resolved –

- **That following further research, a period of consultation takes place on including local connection within the current Common Allocations Policy and,**
- **That the consultation period provides an opportunity to improve the administration of the Register.**

**Councillor Llinos Medi
Chair**

DRAFT

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	17 June 2019
Subject:	The Executive's Forward Work Programme
Portfolio Holder(s):	Cllr Llinos Medi
Head of Service:	Lynn Ball Head of Function – Council Business / Monitoring Officer
Report Author: Tel: E-mail:	Huw Jones, Head of Democratic Services 01248 752108 JHuwJones@anglesey.gov.uk
Local Members:	Not applicable

A –Recommendation/s and reason/s
<p>In accordance with its Constitution, the Council is required to publish a forward work programme and to update it regularly. The Executive Forward Work Programme is published each month to enable both members of the Council and the public to see what key decisions are likely to be taken over the coming months.</p> <p>The Executive is requested to:</p> <p>confirm the attached updated work programme which covers July 2019 – February 2020;</p> <p>identify any matters for specific input and consultation with the Council's Scrutiny Committees and confirm the need for Scrutiny Committees to develop their work programmes further to support the Executive's work programme;</p> <p>note that the forward work programme is updated monthly and submitted as a standing monthly item to the Executive.</p>

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

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

-

C – Why is this a decision for the Executive?

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

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

Yes.

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

Not applicable.

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

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For information

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F – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
FF - Appendices:		
The Executive's Forward Work Programme: July 2019 – February 2020.		

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

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: July 2019 – February 2020

Updated: 7 June 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 8 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 **July 2019 – February 2020** 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: July 2019 – February 2020

Updated: 7 June 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 Briefing Session or Full Council (if applicable)
July 2019						
1	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 15 July 2019	
2	Draft Final Accounts 2018/19	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams		The Executive 15 July 2019	
3	Welsh Church Act Fund Approval of new arrangements.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams		The Executive 15 July 2019	
4	Supported Living (Learning Disabilities) – Commissioning Options	Adults' Services	Alwyn Jones Interim Director of Social Services Cllr Llinos Medi	Partnerships and Regeneration Scrutiny Committee 11 July 2019	The Executive 15 July 2019	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: July 2019 – February 2020

Updated: 7 June 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 Briefing Session or Full Council (if applicable)
5	Annual Report of the Statutory Director of Social Services		Adults' Services Alwyn Jones Interim Director of Social Services Cllr Llinos Medi	Corporate Scrutiny Committee 8 July 2019	The Executive 15 July 2019	
6	Federalisation Request - Ysgol Carreglefn and Ysgol Llanfechell Approval to go to consultation.		Learning Arwyn Williams Head of Learning Cllr R Meirion Jones		The Executive 15 July 2019	
7	Council Housing - Development of 10 or more units		Housing Ned Michael Head of Housing Cllr Alun Wyn Mummery		The Executive 15 July 2019	
September 2019						
8	The Executive's Forward Work Programme (S) Approval of monthly update.		Council Business Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 16 September 2019	
9	Corporate Scorecard – Quarter 1, 2019/20 (S) Quarterly performance monitoring report.		Corporate Transformation Carys Edwards Head of Profession – HR and Transformation Cllr Dafydd Rhys Thomas	Corporate Scrutiny Committee 11 September 2019	The Executive 16 September 2019	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: July 2019 – February 2020

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10	2019/20 Revenue Budget Monitoring Report – Quarter 1 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 16 September 2019	
11	2019/20 Capital Budget Monitoring Report – Quarter 1 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 16 September 2019	
12	2019/20 HRA Budget Monitoring Report – Quarter 1 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 16 September 2019	
13	Medium Term Financial Strategy	This is a matter for the Executive as it falls within the Council's Budget Framework.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed	The Executive 16 September 2019	

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Period: July 2019 – February 2020

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14 Treasury Management Review 2018/19	This is a matter for the Executive as it falls within the Council's Budget Framework.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams		The Executive 16 September 2019	
15 Learning Disabilities – Transformation of Daytime Opportunities Consent regarding the engagement process.		Adults' Services	Alwyn Jones Interim Director of Social Services Cllr Llinos Medi	Partnerships and Regeneration Scrutiny Committee w/c 9 September 2019	The Executive 16 September 2019	
16 CIW Inspection of Children's Services in Anglesey – Improvement Plan – Quarterly Progress Report		Children's Services	Fôn Roberts Head of Children's Services Cllr Llinos Medi	Children's Services Improvement Panel 22 August 2019 Corporate Scrutiny Committee 11 Sept 2019	The Executive 16 September 2019	
October 2019						
17 The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 28 October 2019	

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Period: July 2019 – February 2020

Updated: 7 June 2019

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18 Council House Lettings Policy (Local Connection) Approval of policy following public consultation.		Housing Services	Ned Michael Head of Housing Services Cllr Alun Wyn Mummery	Corporate Scrutiny Committee 11 Sept 2019	The Executive 28 October 2019	
19 Annual Monitoring Report - Joint Local Development Plan		Regulation and Economic Development	Dylan Williams Head of Regulation and Economic Development Cllr Richard Dew	Partnership and Regeneration Scrutiny Committee Date to be agreed	The Executive 28 October 2019	
November 2019						
20 2020/21 Budget (S) To finalise the Executive's initial draft budget proposals for consultation.	This is a matter for the Executive as it falls within the Council's Budget Framework.	Council Business	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel 3 & 5 Sept 2019 Corporate Scrutiny Committee 23 October 2019	The Executive 11 November 2019	
21 The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 25 November 2019	

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Period: July 2019 – February 2020

Updated: 7 June 2019

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22	Corporate Scorecard – Quarter 2, 2019/20 (S) 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 Head of Profession – HR and Transformation Cllr Dafydd Rhys Thomas	Corporate Scrutiny Committee 4 November 2019	The Executive 25 November 2019	
23	2019/20 Revenue Budget Monitoring Report – Quarter 2 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed	The Executive 25 November 2019	
24	2019/20 Capital Budget Monitoring Report – Quarter 2 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed	The Executive 25 November 2019	
25	2019/20 HRA Budget Monitoring Report – Quarter 2 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed	The Executive 25 November 2019	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: July 2019 – February 2020

Updated: 7 June 2019

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December 2019						
26	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 16 December 2019
27	CIW Inspection of Children's Services in Anglesey – Improvement Plan – Quarterly Progress Report		Children's Services	Fôn Roberts Head of Children's Services Cllr Llinos Medi	Children's Services Improvement Panel 18 November 2019 Corporate Scrutiny Committee Date to be confirmed	The Executive 16 December 2019
January 2020						
28	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 27 January 2020

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February 2020						
29	2020/21 Budget (S) Adoption of final proposals for recommendation to the County Council.	This is a matter for the Executive as it falls within the Council's Budget Framework.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed Corporate Scrutiny Committee 3 February 2020	The Executive 17 February 2020 25 February 2020
30	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 17 February 2020

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	EXECUTIVE COMMITTEE
DATE:	JUNE 17th 2019
SUBJECT:	SCORECARD MONITORING REPORT - QUARTER 4 (2018/19)
PORTFOLIO HOLDER(S):	COUNCILLOR DAFYDD RHYS THOMAS
HEAD OF SERVICE:	CARYS EDWARDS
REPORT AUTHOR: TEL: E-MAIL:	GETHIN MORGAN 01248 752111 GethinMorgan@anglesey.gov.uk
LOCAL MEMBERS:	n/a

A - Recommendation/s and reason/s	
1.1	This is the final scorecard of the financial year 2018/19.
1.2	It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and in consultation with the Shadow Executive.
1.3	The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –
1.3.1	Underperformance is recognised and managed with mitigation measures completed to aide improvement during 2019/20. Particular emphasis is given to those indicators which have seen a declining trend year upon year to ensure performance improves during 2019/20
1.3.2	To hold a workshop with the SLT, Executive and Shadow Executive during Q1 to confirm relevant indicators for inclusion on the 2019/20 scorecard
1.3.3	To revise the 19/20 targets to ensure they are challenging yet achievable and where targets are not met in the year that a year on year improvement is the minimum expectation

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n/a																								
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?																								
Yes																								
D - Is this decision within the budget approved by the Council?																								
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DD - Who did you consult? What did they say?																								
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		discussed at this meeting
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
F - Appendices:		
Appendix A - Scorecard Quarter 4 Appendix B – Programmes and Projects Performance Dashboard – Quarter 4 Appendix C – Revenue Outturn for the Financial Year Ending 31 March 2019 – Quarter 4		
FF - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> • 2018/19 Scorecard monitoring report - Quarter 3 (as presented to, and accepted by, the Executive Committee in March 2019). 		

SCORECARD MONITORING REPORT – QUARTER 4 (2018/19)

1. INTRODUCTION

- 1.1 This is the final quarter scorecard for the financial year ending 31st March, 2019.
- 1.2 This scorecard report and scorecard (Appendix A) will be considered further by the Corporate Scrutiny Committee and the Executive during June, 2019.
- 1.3 By undertaking this work, 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.

2.1 PERFORMANCE MANAGEMENT

- 2.1.1 The Performance Management section of the scorecard shows performance against indicators outlined and prioritised by the Senior Leadership Team, Executive and Shadow Executive.
- 2.1.2 At the end of another challenging year for the public sector, it is encouraging to note that the majority of indicators performed well against their targets and that these achievements should be celebrated in the drafting of the Annual Performance Report which will be scrutinised during the autumn.
- 2.1.3 For comparative purposes and **based on 17/18 quartile results**, our end of year performance would achieve an improved change in quartile for 5 of our indicators (only 16 indicators can currently be compared nationally) and a decline in 1 of our indicators. In total 94% of these comparable indicators would have seen an improvement or maintained their current quartile –

The 5 which would improve on their 17/18 quartile result are noted as follows;

- a) PAM/017 – Number of visits to leisure centres where an increase of 45 thousand visits was seen compared to 17/18. This performance would have seen the indicator in the Upper Median quartile during 2017/18.
- b) PAM/019 – The Percentage of planning appeals dismissed which improved from 47% in 17/18 to 74% in 18/19. This performance would have seen the indicator move from the lower quartile to the Upper Median quartile during 2017/18. However, as this indicator deals with a small number of applications the performance can fluctuate greatly year on year.
- c) PAM/008 – Percentage of pupil attendance in primary schools with a performance of 93.9% in the 17/18 academic year. This indicator has already been published through the Welsh Government and this is the basis for benchmarking in this years' benchmarking results (18/19 PAM Results). Despite a decline in pupil attendance from the 94.6% seen during the 16/17 academic year (released in 17/18 PAM results), a large number of local authorities saw an even larger decline and because of this our performance has seen the indicator placed in the top quartile during 2018/19.
- d) PAM/032 – Average Capped 9 score for pupils in year 11 with a performance of 349.1 in the 17/18 academic year. Like above, the

results have already been published through the Welsh Government which has the indicator placed in the Upper Median quartile.

- e) PAM/009 – Percentage of year 11 leavers not in Education, Training or Employment (NEET) with a performance of 1.1% at the end of 2018, an improvement from the 4.2% in 2017. This indicator has been published by Careers Wales and has seen the indicator move from the lower quartile to the Upper quartile in 2018/19.

The 1 indicator which would have seen a decline in their quartile result was;

- a) PAM/012 – Percentage of households successfully prevented from becoming homeless which saw a decline from 65.2% in 17/18 to 52.93% in 18/19. This performance would have seen the indicator move to the lower quartile in 17/18.

- 2.1.4** The Social Services indicators (01-11) PI results for 2017/18 were released by the Welsh Government during Q3. Because of the inconsistencies of the statistics provided by Authorities across Wales, this release was released as experimental statistics once again this year and therefore not available for comparator purposes. Therefore our Social Services data will not be able to be compared at a national level for the time being.
- 2.1.5** We can however state that 75% of comparable indicators measured from Children Services have improved year on year, whilst Adult Services saw a 67% decline in performance year on year with 4 of the 6 indicators measured declining.
- 2.1.6** The Education indicators which are available (indicators 13,14,31,32,33 and 34 on the scorecard) have performed well over the year with 67% of the indicators improving year on year and where the year on year indicators have declined from the 16/17 academic year, other councils have declined further, as explained above (2.1.3). There was also evidence that all Key Stages have shown an improvement during the 2017/18 academic year.
- 2.1.7** Our year on year performance for all comparable indicators (32 in total) demonstrates that 69% have either improved or maintained performance during the year (19 improved and 3 maintaining performance).
- 2.1.8** This performance is in general pleasing to see and is a reflection of the picture seen throughout the year in the scorecard reports. We will however not officially know how we have performed in comparison with others until the results for 18/19 are published by Data Cymru in September. The overall picture will be discussed in the Annual Performance Report (as noted in 2.1.2), to be considered by the Corporate Scrutiny Committee and The Executive prior to adoption by the Council in the autumn.
- 2.1.9** In the light of a continuous improvement mind set embedded within Council services however, it is deemed necessary to provide some narrative about the 3 indicators which have underperformed as Amber or Red against their annual targets for the year.
 - 2.1.9.1** Two indicators within Adult Services which underperformed for the year

- (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 30.87% at the end of Q4 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 Q4, 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 2019/20, 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 7.78 at the end of the year 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. It was anticipated that the newly commissioned patch based Domiciliary Care contract would make a positive impact in the figures. This could 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 improvement has not been seen in Q4 however where an additional 2.17 was seen over the period.

We are currently working towards ensuring that we have sufficient reablement capacity to meet increasing demand to address any concern in performance during 2019/20. Further analysis of the increasing DTC figures during Q4 noted that the increase 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, particularly in one hospital which was responsible for 89% of the figures. Further training will take place at this hospital to ensure the correct procedures are being completed into 2019/20.

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

21) PAM/018 – RED- The percentage of all planning applications determined in time. The cumulative performance up to the end of the year was 81% 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 over the year was due to the absence of a Senior Planning Officer during a substantial proportion of the year and a heavy workload in shaping the new planning system while coping with the requirements of GDPR.

To improve the performance into 2019/20, we will continue to ensure that new systems adopted in Q4 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.

2.1.10 The remaining indicators are all ragged as GREEN or YELLOW within the performance management section which is encouraging to note. It is however concerning that 53% of the comparable indicators from Q3 saw a downward trend in Q4 which resulted in 3 indicators dropping to a lower RAG status.

2.1.11 *In order to continually improve our standing as an achieving council, the SLT recommends –*

2.1.11.1 *Underperformance is recognised and managed with mitigation measures completed to aide improvement during 2019/20. Particular emphasis is given to those indicators which have seen a declining trend year upon year to ensure performance improves during 2019/20*

2.1.11.2 *To hold a workshop with the SLT, Executive and Shadow Executive during Q1 to confirm relevant indicators for inclusion on the 2019/20 scorecard.*

2.1.11.3 *To revise the 19/20 targets to ensure they are challenging yet achievable and where targets are not met in the year that a year on year improvement is the minimum expectation.*

2.1.12 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.

2.1.13 2018/19 has seen achievements for the Council with regards to its transformation programme. For example (non-exhaustive list) we have –

2.1.13.1 Completed the build on Ysgol Santes Dwynwen;

2.1.13.2 Opened Hafan Cefni, our first extra care provision;

2.1.13.3 Retendered the Home Care Provision on the Island;

2.1.13.4 Agreed on and gained planning permission for the location of a temporary stopping site for Gypsy Travellers;

2.1.13.5 Updated the look and feel of our website in order to drive our digital channel shift agenda;

2.1.13.6 Improved our Scrutiny arrangements and received a positive review by the Wales Audit Office (WAO);

2.1.13.7 Completed the build and let the new business units at Pen-Yr-Orsedd, Llangefni

2.2 PEOPLE MANAGEMENT

2.2.1 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.

2.2.2 Attendance at work is an area which is reported on monthly and analysed to ensure improvement. Quarter 4 showed a score of 2.91 Working Days Lost (WDL) per FTE which is an improvement on that seen in the 3.08 WDL in Quarter 4 for 2017/18. The cumulative score for the year is 10.34 WDL per FTE (indicator 3 on scorecard under people management). This is however over the target of 9.75WDL per FTE for the year and also over the 9.96 WDL per FTE seen in 2017/18. As a result, our overall end of year performance should see our national ranking drop one quartile to the Lower Median Quartile when compared to the 2017/18 results. However early indications from a number of authorities positioned similar to Ynys Mon in 2017/18 also show an increase in WDL per FTE.

2.2.3 In order to improve performance of our sickness rates further during 2019/20, service targets have been identified for the forthcoming year based on the 2018/19 trends.

2.2.4 The SLT therefore recommends –

2.2.4.1 A continued focus is made on maintaining and/or improving attendance at work with the responsibility for this sitting with service managers supported by the Corporate Sickness Absence Co-ordinator and HR staff. Challenge panels should also be utilised as and when required.

2.2.4.2 A corporate target of 9.75 days sickness per FTE for 2019/20 is adopted once again.

2.3 CUSTOMER SERVICE

2.3.1 Up to the end of Q4, users used AppMôn technology to submit close to 4700 reports (including fly tipping, faulty street lighting, compliments or complaints, broken pavements, sports club database forms and ordering recycling bins). This is over double of the 2000 reports seen in 17/18. 84% of these reports have come through the website which has seen an updated look and feel during Q4.

2.3.2 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 1500 users from the end of Q3 to 8155 at the end of Q4. This is positive and it is anticipated that now the new website is in place this will encourage a greater use of online forms and online contact which will drive our digital channel shift to enabling resident to be able to pay and request services online. Because of this it is expected that online web payment numbers will also increase further in 2019/20.

2.3.3 Our social media presence increased once again during Q4 to 29.5k followers. This is shared between Facebook (13.5k 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.

2.3.4 Regarding Customer Complaints Management, by the end of the year 76 Complaints were received (compared to 71 in 17/18). 74 of the complaints that

required a response have received a response and of these complaints 16 were upheld in full (Housing [4], Highways, Waste & Property [4], Resources [4], Learning [2], Regulation & Economic Development [1], and Transformation [1]), 7 were partially upheld (Resources [2], Resources + Transformation [1], Learning [1], Regulation & Economic Development [1] and Regulation & Economic Development + Highways, Waste & Property [1]) whilst the remaining 49 were not upheld.

2.3.5 Lessons learnt from the upheld and partly upheld complaints this year include:

- Reviewing administration of benefit claims
- A better explanation of planning processes was required
- Internal procedures to be reviewed when dealing with LPE1 form submissions; and
- Services were reminded of the requirement to respond fully and promptly to correspondence

2.1.2 Within Social Services there were 8 Stage 2 complaints (Adult Services [6], Children & Family Services [2]) and 44 Stage 1 Complaints (Children's Services [30], Adult Services [14]) received for 2018/19. Of these complaints, a total of 57% (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 30 Stage 1 complaints, 24 of the 30 (80%) had held a discussion with the complainant within timescales. It should be noted that 100% of the complaints seen in Q4 were responded to in time.

2.3.6 The % of FOI requests responded to within timescale performed at 81% (Green on the scorecard) at the end of 2018/19 compared to 78% at the end of 2017/18. This is encouraging as the Council has dealt with 1052 requests, or 7532 questions, during 2018/19, up from the 919 seen in 2017/18.

2.3.7 Of the 1052 requests there were 200 late responses in 2018/19. The majority of the late responses came from Social Services (Adult Services and Children & Family Services) which equated to 31% of the late responses (53% of the 117 received by the services), Learning with 18% (29.5% of the 122 received by the service), Regulation & Economic with 18% (21.5% of the 163 received by the service), Resources with 8.5% (9% of the 195 received by the service) and Transformation with 8% (8% of the 92 received by the service). Our response to FOIs is important and the SLT and Heads of Service continue to monitor the performance of FOIs closely.

2.3.8 *The SLT therefore recommends –*

2.3.8.1 *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.*

2.3.8.2 *The new Children & Family Services procedure for responding to complaints is embedded into day to day activities in order to reduce the*

number of complaints and improve the rate of written responses to complaints within timescales.

2.4 FINANCIAL MANAGEMENT

- 2.4.1** There is an overspend of £633k for the year ending 31 March 2019. This is better than expectation and reports made throughout the year. The service budgets overspend was £2.287m Corporate finance underspends of £1.654 have reduced the overall overspend. The Services that are still experiencing significant budgetary pressures are similar to 2017/18 (Children and Families Services and Learning). The Adults Service budgets are also under pressure due to increasing demand. The Heads of Service were requested to limit their expenditure to essential only and have responded positively to the request during the year. Going forward the level of corporate finance underspends will not be sustained and therefore it is important that the issues of demand led budgets are addressed.
- 2.4.2** This is a provisional outturn report and is subject to change as new information becomes available between now and when the final Statement of Accounts is reported on in September
- 2.4.3** Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q4' which has been discussed in The Executive meeting on the 17th June.

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 2019/20. Particular emphasis is given to those indicators which have seen a declining trend year upon year to ensure performance improves during 2019/20.
- 3.1.2** To hold a workshop with the SLT, Executive and Shadow Executive during Q1 to confirm relevant indicators for inclusion on the 2019/20 scorecard.
- 3.1.3** To revise the 19/20 targets to ensure they are challenging yet achievable and where targets are not met in the year that a year on year improvement is the minimum expectation.
- 3.1.4** A continued focus is made on maintaining and/or improving attendance at work with the responsibility for this sitting with service managers supported by the Corporate Sickness Absence Co-ordinator and HR staff. Challenge panels should also be utilised as and when required.

- 3.1.5** A corporate target of 9.75 days sickness per FTE for 2019/20 is adopted once again.
 - 3.1.6** 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.
 - 3.1.7** The new Children & Family Services procedure for responding to complaints is embedded into day to day activities in order to reduce the number of complaints and improve the rate of written responses to complaints within timescales
- 3.2** The Committee is asked to accept the mitigation measures outlined above.

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q4 2018/19

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 17/18 Result	Tuedd Bl i Bl / Yr on Yr Trend	Chwarter 17/18 Quartile	*Chwarter 18/19 Quartile
01) PAM/029 (PM33) - Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	↓	9.52%	11%	9%	↓	-	-
02) PAM/028 (PM24) - Percentage of child assessments completed in time	Melyn / Yellow	↓	86.17%	90%	67.57%	↑	-	-
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	↑	81%	83%	63.32%	↑	-	-
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	↓	241	320	326.5	↑	-	-
05) SCC/010 - The percentage of referrals that are re-referrals within 12 months	Melyn / Yellow	↑	16.87%	15%	-	-	-	-
06) SCC/006 - The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	↑	98%	94%	-	-	-	-
07) PAM/025 (PM19) - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	Coch / Red	↓	7.78	3	6.58	↓	-	-
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	↓	93.30%	93%	96%	↓	-	-
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	↓	17.35	19	17.44	⇒	-	-
10) PM18 - The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↓	90.91%	90%	93.25%	↓	-	-
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	↓	30.87%	50%	59.26%	↓	-	-
12) PM20b - The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	↑	62.84%	62%	62.65%	⇒	-	-
13) PAM/007 - Percentage of pupil attendance in secondary schools (Termly)	Melyn / Yellow	↓	92.91%	93.30%	93.3%**	↓	Uchaf / Upper	Uchaf / Upper**
14) PAM/008 - Percentage of pupil attendance in primary schools (Termly)	Gwyrdd / Green	↓	94.98%	93.90%	93.9%**	↓	Canolrif Isaf / Lower Median	Uchaf / Upper**
15) PAM/010 (STS/005b) - Percentage of streets that are clean	Gwyrdd / Green	↓	95.29%	94%	93%	↑	Canolrif Isaf / Lower Median	Canolrif Isaf / Lower Median
16) PAM/030 (WMT/009b) - Percentage of waste reused, recycled or composted	Melyn / Yellow	↑	69.86%	72%	72.2%	↓	Uchaf / Upper	Uchaf / Upper
17) PAM/035 - Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	↓	0.2	1	-	-	-	-
18) PAM/043 - Kilograms of residual waste generated per person	Melyn / Yellow	⇒	240kg	210kg	236kg	↓	-	-
19) PAM/017 (LCS/002b) - Number of visits to leisure centres	Gwyrdd / Green	↑	553k	515k	508k	↑	Canolrif Isaf / Lower Median	Canolrif Uchaf / Upper Median
20) PAM/023 (PPN/009) - Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	⇒	98%	95%	98%	⇒	Uchaf / Upper	Uchaf / Upper
21) PAM/018 - Percentage of all planning applications determined in time	Coch / Red	↓	80%	90%	86%	↓	Isaf / Lower	Isaf / Lower
22) PAM/019 - Percentage of planning appeals dismissed	Gwyrdd / Green	↑	74%	65%	47%	↑	Isaf / Lower	Canolrif Uchaf / Upper Median
23) PAM/041 - Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green	↓	67%	50%	-	-	-	-
24) PAM/042 - Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green	↑	85%	80%	-	-	-	-
25) PAM/012 - Percentage of households successfully prevented from becoming homeless	Melyn / Yellow	↓	52.93%	55%	65.20%	-	Canolrif Uchaf / Upper Median	Isaf / Lower
26) PAM/013 - Number of empty private properties brought back into use	Gwyrdd / Green	↑	78	75	75	↑	Uchaf / Upper	Uchaf / Upper
27) PAM/014 - Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	⇒	9	4	4	↑	-	-
28) PAM/015 (PSR/002) - Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green	↑	161.9	175	177	↑	Uchaf / Upper	Uchaf / Upper
29) PAM/037 - Average number of days to complete repairs	Melyn / Yellow	↓	13.63	12	-	-	-	-
30) PAM/038 - Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Gwyrdd / Green	⇒	100%	100%	-	-	-	-
31) PAM/009 - Percentage of Year 11 leavers not in Education, Training or Employment (NEET) [Annual]	-	-	1.1%	-	4.20%	↑	Isaf / Lower	Uchaf / Upper**
32) PAM/032 - Average Capped 9 score for pupils in year 11 [Annual]	-	-	349.1	-	335.9	↑	Isaf / Lower	Canolrif Uchaf / Upper Median**
33) PAM/033 - Percentage of pupils assessed in Welsh at the end of the Foundation Phase [Annual]	-	-	88.3%	-	72.6%	↑	-	-
34) PAM/034 - Percentage of year 11 pupils studying Welsh (first language) [Annual]	-	-	65%	-	63.7%	↑	-	-
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]	Gwyrdd / Green	-	97%	92%	92%	↑	-	-
37) PAM/026 (PM15) - Percentage of carers that feel supported [Annual]	Gwyrdd / Green	-	94%	90%	90%	↑	-	-
38) PAM/027 (PM13c) - Percentage of children satisfied with their care and support [Annual]	Gwyrdd / Green	-	89%	83%	83%	↑	-	-
39) PAM/020 (THS/012a) - Percentage of A roads in poor condition [Annual]	Gwyrdd / Green	-	3%	3%	3.20%	↑	Canolrif Uchaf / Upper Median	Canolrif Uchaf / Upper Median
40) PAM/021 (THS/012b) - Percentage of B roads in poor condition [Annual]	Gwyrdd / Green	-	3.80%	5%	4.40%	↑	Canolrif Uchaf / Upper Median	Canolrif Uchaf / Upper Median
41) PAM/020 (THS/012c) - Percentage of C roads in poor condition [Annual]	Gwyrdd / Green	-	8.60%	10%	8.90%	↑	Canolrif Isaf / Lower Median	Canolrif Isaf / Lower Median
42) PAM/039 - Landlord Services: Percentage of rent lost due to properties being empty [Annual]	-	-	1.30%	-	-	-	-	-

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q4

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 17/18 Result	Canlyniad 16/17 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	↓	76	71	71	71
02) No of Stage 2 Complaints received for Social Services	-	↓	8	-	9	8
03) Total number of complaints upheld / partially upheld	-	↑	27	-	28	25
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↑	93%	80%	92%	93%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	↑	57%	80%	-	-
05) Number of Stage 1 Complaints for Social Services	-	↑	44	-	51	54
06) Number of concerns (excluding Social Services)	-	↑	62	-	112	191
07) Number of Compliments	-	↓	513	-	753	566
08) % of FOI requests responded to within timescale	Gwyrdd / Green	↑	81%	80%	78%	77%
09) Number of FOI requests received	-	↓	1052	-	919	1037
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website	-	↑	8155	-	-	-
11) No of reports received by AppMôn / Website	-	↑	4680	-	2k	1k
12) No of web payments	-	↑	11.2k	-	11k	-
13) No of telephone payments	-	↑	5.2k	-	5k	-
14) No of 'followers' of IOACC Social Media	-	⇒	29.5k	25k	25k	21k
15) No of visitors to the Council Website	-	↓	798k	-	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)	-	-	2243	-	2252	2310
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1252	-	1244	1303
03a) Sickness absence - average working days/shifts lost	Coch / Red	↓	10.34	9.75	9.96	11.68
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	4.68	-	4.63	11.68
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	5.66	-	5.32	6.79
04a) Primary Schools - Sickness absence - average working days/shifts lost	Coch / Red	↓	12.21	9.5	10.39	-
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	4.97	-	4.85	-
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	7.24	-	5.55	-
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Melyn / Yellow	↓	9.57	9.5	9.67	-
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	5.26	-	5.32	-
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	4.31	-	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	Melyn / Yellow	↑	74%	80%	69%	-
09) Local Authority employees leaving (%) (Turnover) (Annual)	-	⇒	11%	-	11%	-
10) % of PDR's completed within timeframe (Q4)	Gwyrdd / Green	↓	84%	80%	90.50%	-
11) % of staff with DBS Certificate (if required within their role)	-	-	-	-	-	98%
12) No. of Agency Staff	-	↑	10	-	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 (Controllable Budget Lines)	Coch / Red	↑	£130,566,193	£130,897,516	0.25%	-	-
02) End of year outturn (Revenue)	Coch / Red	↑	£130,899,873	£131,533,355	0.48%	-	-
03) End of year outturn (Capital)	-	-	£46,520,951	£21,649,188	-53.46%	-	-
04) Achievement against efficiencies	Ambr / Amber	↓	£2,521,500	£2,063,500	-18.16%	-	-
05) Income v Targets (excluding grants)	Gwyrdd / Green	↑	-£11,752,829	-£13,488,420	14.77%	-	-
06) Amount borrowed	-	-	£5,783,000	£15,563,536	169.13%	-	-
07) Cost of borrowing	-	-	£4,494,993	£4,035,324	-10.23%	-	-
08) % invoices paid within 30 days	-	↓	-	90.87%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	↑	-	99.10%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	↑	-	98.80%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	↑	-	97.60%	-	-	-
12) % Housing Rent collected (for the last 3 years)	-	↓	-	100.23%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	↑	-	100.57%	-	-	-

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	Ysgol Santes Dwynwen at Newborough opened on the 29 th April 2019. Official opening end of Summer / beginning of September 2019.
	Llangefni Area	Ysgol Bodffordd, Ysgol Corn Hir and Ysgol Henblas Original decision rescinded and requested of Officers to consider the possibilities of the area under the new School Organisation Code (11/2018) Ysgol y Graig and Ysgol Talwrn Original decision rescinded and requested of Officers to consider the possibilities of the area under the new School Organisation Code (11/2018)
	Seiriol + South East	Original decision rescinded and requested of Officers to consider the possibilities of the area under the new School Organisation Code (11/2018)
	Ysgol Syr Thomas Jones and the areas Primary schools.	Engagement meetings were held between 05/11/18 – 14/12/18. Work on analysing the results and developing a consultative proposal progressing.
	Post 16	Engagement meetings were held between the 19/11/18 – 16/12/18. Work on analysing the results has been completed and further time awarded to research future models.
	Adult Social Care -	Llangefni Extra Care
South of the Island Extra Care		Following the recommendation to rescind the decision on the future of Ysgol Beaumaris, further exploratory work needed in order to see what can be achieved.
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. Prepare Project Closure Report and present to the Adult Care Board in May 2019.
Re-tendering of Home Care Services		Project complete. Initiating new monitoring arrangements in partnership with health.

		Project Closed – Report presented to the Adult Care Board in February 2019.
	Supported Living (External)	The aim of the project is to re-model and redesign the services in close consultation with the requirements of the Supporting People Programme. Ongoing discussions with providers at present
	Day Care Services	Developing the vision for day opportunities and implementation timetable. Engaging on day opportunities strategy currently. Report to Scrutiny and Exec in Q3
Transformation of Libraries, Youth Services, Museums, Culture and Market Hall	Transformation of Museums and Culture	Melin Llynonn and Roundhouses – License given to a local man / Michelin Star, Richard Holt. Beaumaris Court and Goal –The Council have transferred the assets to Beaumaris Town Council, awaiting agreement to be processed.
	Remodelling of Library Service	Project complete. Related workstreams being managed by the Librarians & Heritage Programme Board
	Market Hall, Holyhead	Project to be completed in May 2019. Problems with Phase 2 works has delayed the project – phase 2 work is ongoing.
Gypsy Traveller sites		Star site – Project behind schedule, Tender in place by Q1 beginning Q3, foreseen date of completion September 2019.
Increase levels of recycling		Please see Scorecard KPIs 16 + 17 for Q1 achievement
Flood alleviation work		Beaumaris – new contractors to be on site by late May 2019. Nant y Felin, Pentraeth - works have been postponed to start towards the end of the year. Llanfairpwll – Outline business case due to be submitted to WG end April 2019. Once receive – will arrange drop in sessions for the residents. Valley – Outline business case submitted to the WG, awaiting update. Dwyran – Joint working plan with Natural Resources Wales ongoing, project behind schedule and is expected to be completed mid-July 2019.

		Llangefni – Joint working plan with Natural Resources Wales ongoing, expected to be completed end of May 2019
		Bodffordd - Completed
Leisure Modernisation Strategy		Public Consultation has been completed and the responses have been analysed.

Corporate Governance Programme Board		
Programme/Project	Related Projects	RAYG and brief Update
Resource Plan – Northgate		Project closed on the 31.03.19 and carrying on as business as usual. Project Closure Report presented to the Board in May 2019.
Transforming Business Processes	Cyswllt Môn Expansion Programme / Face to Face Contact	All PC's are currently being upgraded in the libraries as well as the software links to enabling printing and scanning. Project behind schedule - Pilot started after Easter in Amlwch and Menai Bridge for 4 months followed by a review of the date which will be presented to the Board with recommendations for future delivery.
	Telephone Contact and Channel Shift	(ON HOLD) Each Contact Centre has gone live successfully without disruption to the public. 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.)
	CRM	Telephony Integration – ShoreTel upgrade significantly changes the user experience. Waste Management – Specification developed. Awaiting quotation. Blue Badge Integration – Progressing well. Forms built and integrated. No links from Council website to the National yet due to non-compliance with Welsh Language Standards.
Alternative Delivery Models		Work on ADM's is on-going and will be continuously be exploring new options available.

Attachment B

		<p>School Taxi Contract – contract up and running.</p> <p>School Grass Cutting – contract up and running.</p> <p>Re-Tender Oriel Mon Café – contract up and running.</p> <p>Payment for parking in some car parks on the island – ongoing</p>
Energy Efficiency		<p>Plan for 2018/19 presented to Programme Board and being implemented.</p>
Implementation of ICT Strategy		<p>Website went live in February 2019.</p> <p>Digital Strategy 2017-2021 has been updated (Version 2.0).</p> <p>On-going work with the CRM under direction of Transformation of Business Processes Project Board.</p>
Scrutiny Improvement Plan		<p>Programme was put in place 18 months ago and is now complete and closed down with a new development programme in place.</p>
Communication Strategy		<p>Strategy approved by the Executive, document to be published on Monitor. 19/20 work-plan being developed.</p>
Waste Collection & Cleansing Contract		<p>Started the process of retendering for our Waste Collection & Cleansing Contract.</p>
School Meals Contract		<p>Prepare for and tender the School Meals contract ensuring a healthy and locally sourced menu for 2020-2025.</p>

Projected Revenue Outturn for the Financial Year Ending 31 March 2019 – Quarter 4

Service/Function	2018/19 Annual Budget	Provisional Outturn	Provisional Total Outturn Variance	Provisional Uncontrollable Variance (Exceptions)	Provisional Controllable Variance (Non-Exceptions)	Estimated Outturn 31 March 2019 over/(under) at Q3
	£'000	£'000	£'000	£'000	%	£'000
<u>Lifelong Learning</u>						
Delegated Schools Budget	43,216	43,216	0	0	0	0
Central Education	4,411	4,760	349	220	327	589
Culture	1,332	1,207	(126)	(2)	(124)	(100)
<u>Adult Services</u>	24,921	26,094	1,173	(5)	1,178	1,035
<u>Children's Services</u>	8,729	10,565	1,837	7	1,830	2,009
<u>Housing</u>	1,091	802	(289)	15	(304)	(45)
<u>Highways, Waste & Property</u>						
Highways	6,385	6,101	(284)	38	(322)	(107)
Property	1,009	1,136	128	92	35	36
Waste	7,490	7,453	(37)	291	(328)	(257)
<u>Regulation & Economic Development</u>						
Economic Development	1,750	1,679	(71)	36	(107)	(119)
Planning and Public Protection	2,070	1,967	(103)	18	(121)	(50)
<u>Transformation</u>						
Human Resources	1,251	1,195	(56)	(2)	(54)	(15)
ICT	2,354	2,483	128	(7)	135	112
Corporate Transformation	826	644	(182)	0	(183)	(155)

Service/Function	2018/19 Annual Budget	Provisional Outturn	Provisional Total Outturn Variance	Provisional Uncontrollable Variance (Exceptions)	Provisional Controllable Variance (Non-Exceptions)	Estimated Outturn 31 March 2019 over/(under) at Q3
	£'000	£'000	£'000	£'000	%	£'000
Resources	2,840	2,886	46	85	(39)	(34)
Council Business	1,464	1,411	(53)	0	(53)	(4)
Corporate & Democratic costs	3,290	3,115	(175)	6	(181)	(138)
Corporate Management	657	659	3	0	2	15
-						
Estimated Impact of Uncontrollable Costs						200
Total Service Budgets	115,086	117,373	2,287	596	1,692	2,972
Levies	3,361	3,361	0	0	0	0
Discretionary Rate Relief	0	0	0	0	0	2
Capital Financing	7,541	6,356	(1,185)	0	(1,185)	(1,056)
General & Other Contingencies	0	0	0	0	0	(93)
Support Services contribution HRA	(693)	(845)	(152)	(152)	0	0
Benefits Granted	5,606	5,558	(48)	127	(175)	(63)
Total Corporate Finance	15,815	14,429	(1,385)	(25)	(1,360)	(1,210)
Total 2018/19	130,900	131,802	902	570	331	1,762

Service/Function	2018/19 Annual Budget	Provisional Outturn	Provisional Total Outturn Variance	Provisional Uncontrollable Variance (Exceptions)	Provisional Controllable Variance (Non-Exceptions)	Estimated Outturn 31 March 2019 over/(under) at Q3
	£'000	£'000	£'000	£'000	%	£'000
Funding						
NNDR	(22,574)	(22,574)	0	0	0	0
Council Tax	(34,440)	(35,357)	(269)	191	(460)	45
Council Tax Premium	(648)	0	0	0	0	(218)
Revenue Support Grant	(73,238)	(73,728)	0	0	0	0
Total Funding 2018/19	(130,900)	(131,168)	(269)	191	(460)	(173)
Total outturn including impact of funding	0	633	633	761	(128)	1,589

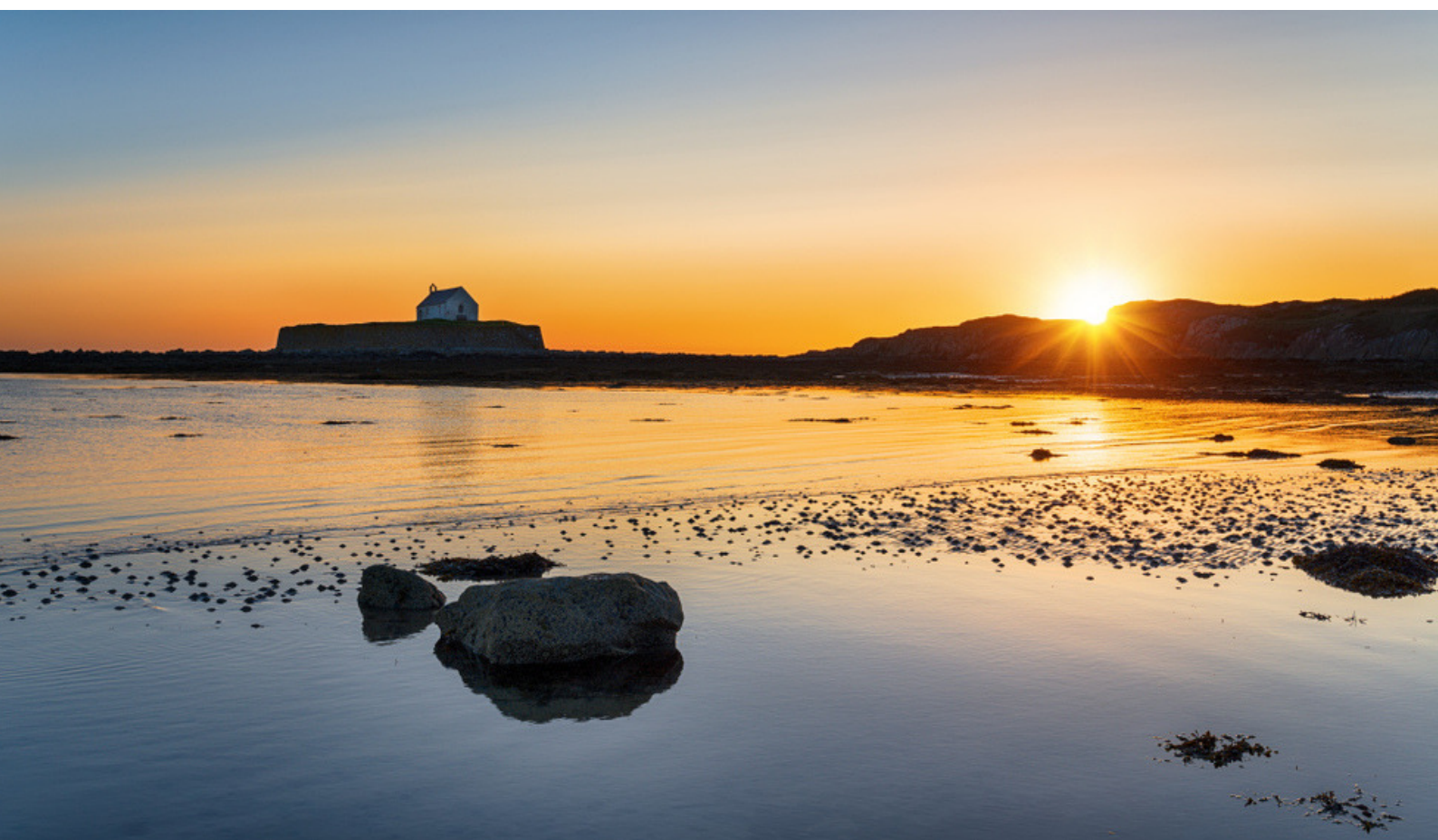
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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	EXECUTIVE COMMITTEE
DATE:	JUNE 17th 2019
SUBJECT:	ANNUAL DELIVERY DOCUMENT (2019/20)
PORTFOLIO HOLDER(S):	COUNCILLOR DAFYDD RHYS THOMAS
HEAD OF SERVICE:	CARYS EDWARDS
REPORT AUTHOR: TEL: E-MAIL:	GETHIN MORGAN 01248 752111 GethinMorgan@anglesey.gov.uk
LOCAL MEMBERS:	n/a

A - Recommendation/s and reason/s
<p>The Executive is asked to authorize Officers through the Portfolio Holder to undertake the task of completing the final draft and recommend for adoption the Annual Delivery Document for 19/20 by full Council at their meeting on the 15th of July, 2019.</p> <p>The Executive is also asked to confirm the deliverability of the said document as a plan which identifies the work of the Council aligned to the priorities of the Council's Plan scheduled for delivery during 2018/19.</p> <p>For the purposes of clarity - the Annual Delivery Document is otherwise known as the Improvement Plan (outlined in the Constitution).</p>
B - What other options did you consider and why did you reject them and/or opt for this option?
<p>No other options were considered as it is part of the Policy Framework which identifies the need for such a document to be adopted by Full Council.</p>
C - Why is this a decision for the Executive?
<p>This is a decision for the Executive as it outlines the main areas for improvement and delivering the council's priorities during 2018-19 which discharges our duty for continuous improvement under the Local Government Measure – Wales and the 'Wales Programme for Improvement'.(2009, 2011)</p>

CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Yes		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	Agreed in principle with operational direction for 19/20.
2	Finance / Section 151 (mandatory)	No comment
3	Legal / Monitoring Officer (mandatory)	No comment
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	Not applicable
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
F - Appendices:		
Annual Delivery Document 2019/20		
FF - Background papers (please contact the author of the Report for any further information):		
Council Plan 2017-22 as adopted by full Council in September 2017		

Isle of Anglesey
County Council
**Annual Delivery Document
2019 - 2020**



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INTRODUCTION

I am privileged to present our annual delivery document which focuses on the work we are undertaking to accomplish the ambitious aspirations set in the Council's Plan for 2017-2022. The Plan sets targets that we as a Council will be targeting to achieve during 2019/20.

This document demonstrates how we will achieve our key priorities over the next twelve months and highlights our motivation to ensure continuous improvement in the services as expected by Welsh Government. We will also make the improvements while always bearing in mind the principles of sustainability and equality at a time of extreme financial austerity.

Recent news regarding the suspension of the Wylfa Newydd development has highlighted the importance of the development. Despite this news, we continue to work for the benefit of Anglesey with regard to the planning process and have presented evidence in order to safeguard the island's interests and the section 106 agreement is testament to our efforts to mitigate the impacts. We will continue to put pressure on the governments in Cardiff and London to do everything they can to ensure the realisation of the Wylfa Newydd development.

In the meantime we will work with the North Wales Ambitions Board to bring forward other projects that will be of benefit to Anglesey and the North Wales Economy, some of which are outlined in this plan.

During the last year we positive feedback from our regulators. We received a good report from Estyn on our schools and none of Anglesey's schools are now in the red category and needing urgent attention. We also received a positive report from Care Inspectorate Wales (CIW) which points to significant improvement in the Children & Family Service. We believe that both Services are in a good position to respond to the current challenges facing them.

INTRODUCTION CONTINUED

In collaboration with Medrwn Môn, considerable progress has been made with regard to Place Shaping. The initial areas have started to identify their priorities in order to create strong and prosperous communities. I am very grateful to the areas for their support and look forward to further developments during the year.

We have agreed on the 19/20 budget but it is important to note that this was not an easy process as the financial pressure on the Council is greater than ever again this year. The extra funding for Social Services and Education secured during this challenging time has enabled us to go ahead with the planned activity in this document.

Finally, I wish to thank all the residents and partners who have collaborated with the Council to ensure the best services for the people of Anglesey during the last year and I look forward to your continued support into 2019/20.



Llinos Medi
Council Leader

OBJECTIVE 1

2019 - 2020

Ensure that the people of Anglesey can thrive and realise their long-term potential

What will we deliver in 2019 - 2020

Jobs and work opportunities

We will:

1. Capitalise upon the North Wales Growth Deal and New Nuclear Sector deal to drive local and regional economic growth by securing funding for Holyhead Gateway, Morlais and the Nuclear Energy Centre for Excellence projects amongst others

2. Draft, consult and adopt a North Anglesey Economic Regeneration Plan to improve the prosperity of Amlwch and North Anglesey and secure funding to implement the plan

3. Complete the work of regenerating the Market Hall in Holyhead for the purpose of housing local businesses and re-locating the current library

4. Seek funding to improve town centres by developing underused, empty or run down properties into businesses or commercial premises

5. Commence the construction of the Holyhead Strategic Infrastructure project which will deliver 2616m² of new business premises in Penrhos Industrial Park

6. Following the suspension of Wyfla Newydd we will continue to co-ordinate the Energy Island programme to mitigate the effects and improve the benefits which result from large energy projects

7. Continue to work with Welsh & UK Government's to ensure the merits of Wylfa Newydd are clearly understood on a national and international basis



What will we deliver in 2019 - 2020

Education and skills

We will:

1. Open the new 21st Century school in Newborough – Ysgol Santes Dwynwen
2. Explore the options available to us regarding school modernisation in the Llangefni & Seiriol areas and thereafter consult on the best way forward
3. Consult and decide upon the future education provision in the Amlwch Catchment area
4. Continue to implement our strategy to develop the Welsh language within our schools by increasing the number of pupils undertaking teacher assessments in Welsh in all key stages and increasing the number of pupils sitting the Welsh 1st language GCSE

5. Aim to maximise the opportunities available for young people by continuing with the Denu Talent (Attracting Talent) initiative this year. This programme provides opportunities for up to 10 people 16 years old and over to have up to 12 weeks of paid work experience with the Council over the summer. This will be a valuable opportunity for them to get a flavour of the work of a modern local authority by completing specific projects and tasks
6. Co-ordinate our provision for promoting the well-being of pupils, particularly those that are vulnerable, by appointing a lead officer on well-being, co-ordinating the work of the Education and Children & Family Services and improving the integration of Mental Health grants for children and young people



What will we deliver in 2019 - 2020

Health and Wellbeing

We will:

1. Continue to work to increase the participation of our residents (with the emphasis on young people) in sport and leisure activities
2. Collaborate with Swim Wales, the RNLI and Welsh Government amongst other partners to progress health and well-being community activities including the Swim Safe Event in Trearddur Bay and the School Holiday Enhancement Programme
3. Work with owners and other partners to bring 75 long term empty privately owned homes back into use, by using the intervention methods available within the Empty Homes Toolkit



OBJECTIVE 2

2019 - 2020

Support vulnerable adults and families to keep them safe, healthy and as independent as possible

What will we deliver in 2019 - 2020

Support for older and vulnerable adults

We will:

1. Continue to work on planning for a new extra care housing provision in the South of the Island which will offer a home for life for people over 60 years of age who wish to live independently in a safe and welcoming community with care and support services on site

2. Develop the Shared Lives programme to support people living with dementia and their carers as well as design a Dementia Strategy which is in line with the Welsh Government Dementia Plan

3. Develop opportunities for people with mental health needs to participate in community based group activities

4. Increase participation levels in the community hub models by promoting and developing the hubs held across the Island

5. Establish 3 Community Resource Teams, located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll, that will bring Council and Betsi Cadwaladr Staff together to improve access to our care and support services at the earliest opportunity

6. Engage and consult with users on the Adult Learning Disability Day Opportunity Strategy so that we create a greater range of high quality day opportunities for individuals in their communities



What will we deliver in 2019 - 2020

Support for families and children

We will:

1. Increase the Housing Stock available to our tenants by 40 properties including a 25 new builds and purchasing 15 previously owned Council Houses

2. Continue with the work of promoting Teulu Môn so that all families on Anglesey have a specific place where they can access information, advice and support in relation to children and families who have children and young people under the age of 25

3. Ensure that quality and timely assessments, care planning, interventions and decision making that protect, support and manage the risks are in place to safeguard the children and young people of the Island

4. Improve the adoption service by strengthening the skills of our workers and appointing an Adoption Champion as well as developing a more comprehensive after adoption support package in an effort to attract more adoptive parents on the Island

5. Continue to support children and young people to remain living at home safely by offering intensive support through a variety of interventions rather than bring children into care

6. Work towards increasing the number of Local Authority Foster Carers by offering a high level of professional support as well as enhancing the package to include a 10% increase in foster care allowance, a 50% reduction in Council Tax, free leisure services membership cards and a free parking ticket for use in our car parks

7. Open Cartrefi Clyd, or family-style homes, on the island which will enable looked after children from Anglesey to receive care on the Island, attend local schools and participate in community life as opposed to potentially being placed in accommodation further away from the local community they are used to

8. Open a 'training flat' for young people leaving care so that we can support them to live independently for the first time

OBJECTIVE 3

2019 - 2020

Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment

What will we deliver in 2019 - 2020

Development and Promotion

We will:

1. Work towards increasing the number of tourists visiting the Island by mainly concentrating on the digital marketing of the Island in collaboration with the annual Visit Wales campaign – ‘Year of Discovery’
2. Prepare a new Destination Management Plan that will co-ordinate public and private sector efforts with tourism on the Island for the 2020-2024 period
3. Welcome 38 cruise ships to Holyhead and encourage visitors to visit local tourist attractions and to receive a typical Welsh welcome
4. Continue with our intention and achievement of ensuring that over 70% of all household waste is recycled which in turn, prevents waste from going to landfill sites
5. Continue to monitor progress on the energy efficiency strategy, invest a further £250,000 in new energy efficiency projects and seek external funding and support for new energy efficiency initiatives
6. Work with others to prepare for and develop the most appropriate offering for the ‘Island Games’ 2025
7. Complete flood defence plans at Beaumaris this year as well as commence flood alleviating works in Pentraeth and Llansadwrn. We will also continue to develop plans and seek funding from the Welsh Government to reduce the risks of flooding in Valley, Menai Bridge and Llanfairpwll as well as designing and developing schemes in Red Wharf Bay and Brynsiencyn to address the risks of coastal flooding resulting from the effects of climate change
8. Continue with our successful beach cleaning events which are held throughout the year

What will we deliver in 2019 - 2020

Transformation

We will:

1. Provide opportunities for people to work with us by working in partnership with Medrwn Môn and the wards of Twrcelyn, Llifon, Rhosyr, Aethwy and Canolbarth Môn regarding the shaping of place with the aim of enabling them to take more responsibility and ownership for their own communities
2. Continue to motivate and support the Housing, Public Protection and Leisure functions and support staff to maximise their use of the Welsh language
3. Assist 20 businesses to increase the use of Welsh Language through the Arfor project
4. Start the process of re-tendering for our waste management collection services, considering all options available
5. Prepare for and tender the island wide school meals contract ensuring a healthy and nutritiously supplied menu is ready for September 2020
6. Prepare a long-term capital investment programme to improve the flexibility of use and appeal of the County Council Leisure Centres
7. Move closer towards realising our digital first agenda by facilitating a 24/7 online self-service provision allowing citizens to contact the Council at a time that is convenient to them from any location, device or digital channel by further developing our customer relationship management system



Further Information

For more information on any element of this document or if you have any comments, please contact:

Human Resources and Transformation

Anglesey County Council

Council Offices

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This document is available in Welsh and can be made available on disk or in braille upon request by visiting the Council's website:

www.anglesey.gov.uk/councilplan

Further information may also be obtained as follows:

Policies, plans and strategies published by the Council and can be accessed at: www.anglesey.gov.uk

The Annual Improvement Plan is available available on the Council website: www.anglesey.gov.uk/councilplan

Audit and Inspection Reports produced by the Council's Regulators are available from their respective websites, as follows:

- Wales Audit Office: www.audit.wales
- Care Inspectorate Wales: www.careinspectorate.wales
- Estyn: www.estyn.gov.wales



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COUNTY COUNCIL

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ioacc



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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	EXECUTIVE COMMITTEE
DATE:	17 JUNE 2019
SUBJECT:	REVENUE BUDGET MONITORING, QUARTER 4 2018/19
PORTFOLIO HOLDER(S):	COUNCILLOR ROBIN WYN WILLIAMS
HEAD OF SERVICE:	MARC JONES
REPORT AUTHOR:	BETHAN HUGHES-OWEN
TEL:	01248 752663
E-MAIL:	bethanowen2@anglesey.gov.uk
LOCAL MEMBERS:	n/a

A - Recommendation/s and reason/s

1. In February 2018, the Council set a net budget for 2018/19 with net service expenditure of £130.870m to be funded from Council Tax income, NDR and general grants. An additional £0.075m was approved for expenditure on unplanned items as contingencies. The budget for the Council Tax Premium was reduced subsequently by £0.045m. The total budget for 2018/19 is, therefore, £130.900m.
2. The budget for 2018/19 included required savings of £2.522m. These have been incorporated into the individual service budgets and achievement or non-achievement of these is reflected in the net (under)/overspends shown. While significant savings were once more required to balance the budget, £0.707m of additional budget was allocated for additional budget pressures.
3. This report sets out the provisional outturn of the financial year which relates to the period 1 April 2018 to 31 March 2019.
4. In monitoring the budget, the vast majority of income and expenditure is allowed for in the budget and is controlled by services. However a number of adjustments are made at the year end which are outside the control of the service e.g provision for bad debts and these are identified separately in the Table below:-

	Variance on Budgets Controlled by Services	Variance outside the control of Budget Holders	Total Variance
	£'000	£'000	£'000
Service Budgets	1,692	596	2,287
Corporate Budgets	(1,360)	(25)	(1,385)
Funding	(460)	191	(269)
Total Variance	(128)	762	633

5. The outturn for 2018/19 shows that the overall position is an overspend of £633k which will be funded from general reserves. Pressure still remains on a number of service budgets with a net overspend of £2,287k, which was mainly due to overspending in Childrens Services, Adult Services and Central Education services. These overspends were offset by one off savings on corporate budgets, mainly capital financing costs and on a surplus in the collection of Council Tax. As budgets have been reviewed in 2019/20 these one off savings are unlikely to re-occur in 2019/20 and without the increases in service budgets that were included in the 2019/20 budget a significant overspend would occur in 2019/20.

<p>6. Looking forward to 2019/20, the Council will hold a reasonable level of general reserves £5.9m and service budgets have been increased to reflect the increased demand. Along with the continued close monitoring of the budget position during the year, this should ensure that the risk of a significant overspend during 2019/20 is limited.</p> <p>7. It is recommended that:-</p> <p>(i) To note the position set out in appendices A and B in respect of the Authority's financial performance to date and expected outturn for 2018/19;</p> <p>(ii) To note the summary of Contingency budgets for 2018/19 detailed in Appendix C;</p> <p>(iii) To note the position of the invest to save programmes in Appendix CH;</p> <p>(iv) To note the position of the efficiency savings for 2018/19 in Appendix D;</p> <p>(v) To note the monitoring of agency and consultancy costs for 2018/19 in Appendices DD and E.</p> <p>(vi) That the outturn reported in this document remains provisional until the completion of the statutory audit.</p>		
B - What other options did you consider and why did you reject them and/or opt for this option?		
n/a		
C - Why is this a decision for the Executive?		
This matter is delegated to the Executive.		
CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Yes		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	n/a – this is the Section 151 Officer's report
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:

- Appendix A - Revenue Budget Monitoring Report – Provisional Outturn, 2018/19
- Appendix B – Table of Provisional Outturn 2018/19
- Appendix C – Summary of Contingency Budgets 2018/19
- Appendix CH – Review of the Invest-to-Save projects 2018/19
- Appendix D - Review of Efficiency Savings 2018/19
- Appendix DD - Information regarding monitoring of Agency Staff 2018/19
- Appendix E - Information regarding monitoring of Consultants

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

- 2018/19 Revenue Budget (as recommended by this Committee on 19 February 2018 and adopted by the County Council on 28 February 2018).

REVENUE BUDGET MONITORING – PROVISIONAL OUTTURN 2018/19

1. General Balance

The Council had a final audited balance of £7.601m of earmarked reserves and school reserves amounting to £1.869m at the start of the financial year. The final audited general reserve balance was £6.899m following post-audit adjustments.

The Executive approved the following items to be funded in 2018/19 from the General Reserve:-

Executive Meeting	Amount £000	Purpose
Draft opening balance	-6,899	Final audited general reserve at 31 March 2018
6 November 2017	125	To fund the Energy Island team.
30 April 2018	42	A budget to fund the costs of operating Melin Llynnon for 2018, to be funded from General Reserve.
21 May 2018	268	For this funding to be released from the Council's reserves to fund experienced agency social workers for 12 months to support and mentor 7 newly qualified social workers.
Section 151 Officer's Delegated Powers	24	Virement to Capital Reserve for Mill Bank Car Park.
Section 151 Officer's Delegated Powers	131	Amendment of treatment of HRA reserve for Pensions Lump Sum
Revised Council Fund General Balance	-6,309	As mentioned above, this may change following any post-audit adjustments.

During the close down period a review of earmarked reserves was undertaken and £236k was written back to general reserves as the earmarked reserves were no longer needed. This, combined with the outturn for 2018/19 following accounting adjustments being an overspend of £633k, means that the general balances as at 31 March 2019 is £5.912m. This is below the recommended minimum balance of the general reserve, which has been set at £6.76m, as approved by full Council on 27 February 2019.

2. Financial Performance by Service

2.1 A net overspend of £1.692m on controllable service budgets is an improvement on the estimated outturn reported at Quarter 3, which predicted an overspend on services of £2.972m. However, an underspend of £1.360m on corporate finance will fund the overspend on services. In addition, there has been a surplus on the collection of Council Tax £460k. This then gives a total revenue outturn for 2018/19, excluding accounting adjustments, of an underspend of £128k. Following the accounting adjustments of £761k, the total overspend that will be transferred to the general fund for 2018/19 is £633k.

- 2.2** At the end of Quarter 2, when a significant overspend was forecast, Services were requested to reduce expenditure wherever possible. The actions included delaying the appointment of new staff to vacant posts, not attending training courses and conferences, delaying the purchase of new assets until 2019/20 and postponing non-essential repairs and maintenance. Although the individual savings were small, because they were actioned across all the services, the combined amount contributed significantly to reducing the overspend. However, it should be noted that these type of savings can only be implemented for a short period of time because it places additional work demands on staff and results in the deterioration of the Council's assets. The financial position was also helped by the receipt of additional grant funding during the final quarter.
- 2.3** The table below summarises the significant variances (£100k or higher). Please note that these figures relate to the position in respect of the controllable budgets within each service.

Summary of provisional controlled budget outturn variances at 31 March 2019	
	(Under) / Overspend £000
Learning	327
Culture	(124)
Children and Families Services	1,830
Adults	1,178
Highways, Waste and Property	(615)
Regulation and Economic	(228)
Housing	(304)
Corporate and Democratic Costs	(181)
Corporate Transformation	(183)
Benefits Granted	(175)
Corporate Finance	(1,185)
Council Tax, including Council Tax Premium	(460)
Other (total of variances less than £100k)	(8)
Total Variance over/(under)spend	(128)

3. Explanation of Significant Variances

3.1 Lifelong Learning

3.1.1 Central Education

- 3.1.1.1** This service was overspent by £327k (12.42%) at outturn, which is slightly better than the forecast for the year-end an overspend of £589k (13.74%) in Quarter 3
- 3.1.1.2** There are a number of over and underspends across the Service. The most significant budgetary pressures are: School Transport – Taxis which overspent by £342k. The implementation of the 'One Transport System' took place during the financial year has meant that savings have been made as it has been estimated that the overspend would have been in the region of £437k should the system not have been implemented. The Anglesey and Gwynedd Joint SEN Strategy was overspent by £137k due to underachievement of income, project management costs for stage 2 of the strategy and additional central recharge costs to Gwynedd for hosting the joint service. Secondary integration's final position was an overspend of £51k. There was an underspend of £104k on out of county which has been the result of the number of placements decreasing as well as the average cost per placement.

3.1.2 Culture

3.1.2.1 This service was £124k (9.7%) underspent at outturn, it was predicted at Quarter 3 that the underspend at the year end was £100k (7.57%). The majority of the underspend, £106k, within the Library Service due to vacant posts. There was an underspend of £24k on Museums and Galleries due to improved performance of Oriel Ynys Môn.

3.2 Adults Social Care

3.2.1 This service was £1,178k (4.76%) overspent at outturn. The forecasted outturn for the year at Quarter 3 was an overspend of £1,035k (4.21%), which is an increase of £143k.

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

- Services for the Elderly: Overspend of £352k as a whole - there are various over and underspends within the Service, however, the largest overspend is within Nursing Care for Older People. This is mainly due to an increase in client numbers and £242k which relates to increased costs at Hafan Cefni and Penucheldre due to increased twenty-four hour care for individuals with complex needs. (A corresponding underspend can be seen against the Provider Unit as a result of the opening of Hafan Cefni).
- Physical Disabilities (PD): Overspent by £335k. The main areas of overspend within this section are in residential care (£127k) and home support (£237k). The costs here have increased as new clients have transitioned from Children's Services as well as a general increase in demand.
- Learning Disabilities (LD): Overspent by £521k. The reason behind this are (i) the Service has a small number of expensive clients and (ii) an increase in Supported Living Fees.
- Mental Health (MH): Overspent by £282k. This is due to a small number of expensive clients and an increase in a placement cost.
- Provider Unit: Underspent by £256k. This is mainly due to the underspends within the Residential Homes section, partly due to the opening of Hafan Cefni.
- Management and Support: Underspend of £56k, which mainly relates to a vacant post.

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

3.3 Children's Services

3.3.1 The service was overspent by £1,830k (20.96%) at outturn compared to a prediction of £2,009k (24.15%) for the year as a whole in Quarter 3. This is a reduction of £179k since Quarter 3. The majority of the overspend is within the Looked-after-Children (LAC) £2,281k. All other sections within Children's Services are underspending with the exception of an overspend of £13k on Children and Families Services and Family Support £13k. Additional funds have been provided for in the 2019/20 budgets to help the service address its increasing costs within the Looked-after Children section.

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

3.4 Housing (Council Fund)

3.4.1 This service was underspent by £304k (29.33%) during the period. Homelessness (B & B) costs continue as budgetary pressures with an overspend of £55k. However, staff vacancies and delays in recruiting (£143k) and additional grants at year end (£90k) along with various other small underspends make up the total underspend.

3.5 Regulation and Economic Development

3.5.1 Economic and Community (includes Maritime and Leisure)

3.5.1.1 The service, overall, was underspent by £107k at outturn (6.38%). The service was projected to be underspent by £119k (6.87%) at Quarter 3.

3.5.1.2 The Economic Development element of the service was underspent by £57k at year-end. This is compared to an estimated balanced budget during Quarter 3. This is due to vacant posts, which will become efficiency savings in 2019/20. The service has also been able to recharge staff time against various projects in order to save on the core budget.

3.5.1.3 The Maritime section was underspent by £51k. This underspend has occurred due to increases in income and the staffing budget not being fully utilised during the summer months.

3.5.1.4 The Leisure section was £38k overspent at year-end. Improvements have been made in relation to the income at the centres, with income targets over achieving by £56k. There have been issues in relation to staffing budgets throughout the year, however, it is hoped that this will rectify itself during 2019/20.

3.5.2 Planning and Public Protection

3.5.2.1 This service was £121k underspent (6.20%) at outturn. The forecast outturn for the year at Quarter 3 was an underspend of £50k (2.56%). This is due to overspends in certain areas and compensating underspends on others.

3.5.2.2 The Public Protection Section was underspent by £5k, which is a reduction from the overspend of £10k estimated during Quarter 3. There are small overspends on a number of services provided by Public Protection. Dog and pest control income targets were not met by £26k, however, it was compensated by a vacant post within the same section £24k. Markets and fairs was overspent to the sum of £17k as a result of the Menai Bridge Fair and Car Boot sales. There was also a vacant post within the corporate health and safety team, £26k.

3.5.2.3 The Planning Section was underspent by £116k for 2018/19. Previously, the section was expected to be underspent by £60k. All sections within Planning, except for the new planning system which came in with an overspend of £4k, were underspent. Planning Administration £23k, Planning Control £24k, Building Control £33k, Planning Policy Unit £9k, Implementation and Conservation £30k and Planning and Environment Grant (PEG) £1k.

3.6 Highways, Waste and Property

3.6.1 Highways

3.6.1.1 This service was £322k (5.25%) underspent at outturn, which is higher than the predicted underspend of £107k (1.69%) at the end of Quarter 3. This change has been the result of increased income, additional grants and reduced expenditure as a result of the unexpected administration of the main contractor.

3.6.1.2 The Street Works Management budget was underspent to the sum of £163k, departmental support was £63k underspent, public transport was also £64k underspent. These were the combination of improved income receipt, reduced expenditure and staff turnover along side not having a main contractor for works projects during March. There are various other small compensating overspends and underspends within the service.

3.6.2 Waste

3.6.2.1 The Waste service was £328k (4.38%) underspent at outturn, the service was predicted to underspend by £257k (3.43%) at the end of Quarter 3. This is an increase of £71k.

3.6.2.2 Waste Management responded positively to the corporate request to delay spending where possible and to bring forward any income collection so that the Authority's financial outlook as a whole improved. This, and an improved rate per tonne on some materials, meant that there was a combined underspend of (£208k) on the recycling service. There were also underspends on waste administration £42k, Penhesgyn Transfer Station £88k and cleansing service £26k as a result of reduced expenditure, improved income and part year staff vacancies. There are various other small compensating overspends and underspends within the service.

3.6.3 Property

3.6.3.1 The Service was £35k (3.58%) overspent at outturn. The service was predicted to be overspent at year-end of £36k (3.68%).

3.6.3.2 There were overspends on repairs and maintenance within smallholding, admin building and sundry properties of £28k, however, utilities saving compensated for this with an underspend of £26k. The Cleaning Service was overspent by £20k due to ongoing sickness, overtime payments and staff cover. An additional one off payment relating to the termination of a lease agreement contributed to the overspend. The budget for professional fees and consultants was underspent by £21k. There are other small over and underspends.

3.7 Transformation

3.7.1 The Transformation function underspent by £102k (2.30%) at outturn. Which is a significant difference from the expected to underspend of £58k (1%) at Quarter 3.

3.7.1.1 The ICT Section was overspent by £135k, this is an increase from an overspend of £112k forecasted at Quarter 3. All software and hardware budgets across the Council, excluding schools, have been centralised and are now managed within the ICT Service. The software budgets are perceived to be historically insufficient though, once centralisation is fully embedded, a reduction in these costs are expected. The overall overspend was £84k. There was an overspend on Anglesey Connected of £39k and small overspends on supplies and services.

3.7.1.2 The HR function was underspent by £54k for the year, mainly on staffing costs and training

3.7.1.3 The Corporate Transformation underspent by £183k (22.2%) at year-end, an increase of £28k on the underspend of £155k predicted during Quarter 3. The main underspends are on staffing £93k and an underspend of £78k from the Ynys Môn & Gwynedd Partnership.

3.8 Resources (excluding Benefits Granted)

3.8.1 The Resources function budget is £39k (1.37%) under budget at outturn. The function predicted to underspend by £34k (1.2%) for the financial year at Quarter 3.

3.8.2 Revenues and Benefits was overspent by £108k. This is an improvement of £19k from the overspend reported for Quarter 3. The main overspends are £26k on staffing, £64k on software and administration costs and a shortfall of £55k in court costs income. The Audit Section was underspent by £47k. This is due to several vacant posts, however, these post have now been recruited to. The Accountancy Section was overspent by £18k . The most significant cost in Accountancy is bank charges which was overspent by £40k. Civica consultancy costs are also putting pressure on the budget by overspending by of £21k. A credit card rebate of £24k and grant recharges of £12k, along with underspend on salary costs £27k help fund the Accountancy overspends. Procurement underspent by £120k. This is due to continuing savings from centralised budgets.

3.9 Council Business

3.9.1 The function was £53k (3.63%) underspent at outturn. The function was predicted to underspend £4k (0.26%) at Quarter 3.

3.9.2 Legal Services was overspent by £8k. This was the result of varying over and underspends throughout the section. These include overspends on agency staff and software licences, however, the section over achieved on their income targets. Democratic Services were underspent by £61k, which is largely due to a surplus on the final settlement for the 2017 Election £40k and an underspent in the Translation Section of £21k.

3.10 Corporate and Democratic Costs

3.10.1 The function was underspent by £181k (5.50%) at outturn, which is higher than what was projected at Quarter 3, £138k (4%).

3.10.2 The main budgetary pressure affecting the function was staff counselling costs, which were overspent by £23k and coroners' fees of £33k. However, there are several areas which were underspending. There is also an underspend on the pension contributions to Gwynedd £56k. The decision was also taken to transfer excess funds from the insurance provision and to keep the insurance reserve at £1.25m, which resulted in an underspend in corporate insurance to the sum of £203k

3.11 Corporate Management

3.11.1 The function was £2k (0.30%) overspent at outturn. Salaries was underspent due to the departure of one of the Assistant Chief Executives towards the end of the financial year. There was also small overspend on transport and supplies and services.

4. Corporate Finance (including Benefits Granted)

- 4.1** Corporate Finance, including Benefits Granted, has underspent by £1,385k (8.75%) at year-end. Benefits Granted has underspent by £175k. This includes £143k underspend on the Council Tax Reduction Scheme and an overspend of £24k on Discretionary Housing Payments. There is an overspend of £84k on housing benefits from increased demand for Bed and Breakfast Accommodation, which is not fully recoverable through the Housing Benefit subsidy.

There was an underspend of £1,185k on capital financing costs due to savings made from internal borrowing, delaying the refinancing of loans and selecting the lowest borrowing options which comply with the Treasury Management Strategy Statement 2018/19. This is a significant improvement from Quarter 3 due to the implementation of the new Minimum Revenue Provision (MRP) Policy now that the consultation with External Audit is concluded.

- 4.2** Appendix C summarises the financial position on contingency budgets at Outturn. A total contingencies budget of £1.789m was approved as part of the 2018/19 budget. A net of £1,789k has been vired to/from services to fund specific projects, budgetary issues or to release savings from voluntary redundancies. There was pressure on the salary and grading contingency due to the volume of redundancies, with the deficit being £476k. The Executive, in November 2018, approved that the deficit be funded from the equal pay reserve to cover this. The general contingency underspend was utilised before the Equal Pay reserve.

5. Collection of Council Tax

- 5.1** The Council Tax Fund budget is determined using the estimated collectable debt for the current year only, based on the tax base figure set in November 2017. It does not provide for arrears collected from previous years, adjustments to liabilities arising from previous years (exemptions, single person discounts etc.), changes to the current year's tax-base or the provision for bad and doubtful debts. These changes cannot be estimated and, invariably, lead to a difference between the final balance on the Council Tax Collection Fund and the original budget. The Council Tax Fund (before increasing the bad debt provision) overachieved the target figure by £96k, however, after applying an increase in the bad debt provision, the Council Tax Fund underachieved by £95k (as compared to a Quarter 3 projection of £45k underachievement). In addition, the Council Tax Premium budget, which is an additional Council Tax charge on second homes on Anglesey (since 1 April 2017), this overachieved the budget by £363k (as compared to a Quarter 3 overachievement of £218k). In total, therefore, a surplus of £269k was achieved on the collection of Council Tax by Quarter 4 (as compared to a projected £173k in Quarter 3). The underachievement on the Council Tax Fund (excluding premiums) is solely due to an increase in the provision for bad debt made at year end.

6. Budget Savings 2018/19

- 6.1** Budget savings of £2.522m were removed from service budgets for 2018/19. £2,064m of the savings have been achieved, however, £458k has not been achieved. The most significant shortfall was in Adult Services, where the service underachieved the target by £320k, due to demand pressures and delay in the construction of Hafan Cefni. A full detailed analysis can be seen for each Service in Appendix D.

7. Invest-to-Save

7.1 An invest to save programme was undertaken in 2016/17 with an allocation of £983k for individual projects. To date, £212k has been spent or committed from this allocation of funding during 2018/19. All projects are at various stages of development, with some closer to completion than others. The full detail of the expenditure and progress on each of the projects can be seen in Appendix CH. Where the projects are not completed at year-end, they will continue into 2019/20 and the funding will still be available within the invest-to-save reserve.

8. Agency and Consultancy Costs

8.1 During the year, £1.067m was spent on Agency staff. These were, in the main, part-funded from staffing budgets as they related to staff vacancies, while £685k was related to staff cover within Children's Services, while the service undergoes a restructure. The Waste Service spent £204k for site agents at the recycling centres. The full details can be seen at Appendix DD.

8.2 Expenditure on consultancy services in Quarter 4 was £1.145m, with £769k of this funded externally from grants or contributions. The total expenditure on consultancy during the year amounted to £2,915,528, with over £2m relating to costs incurred on the Wylfa Newydd and related projects, the costs of which were funded from external contributions. There are a number of reasons for the use of consultants, therefore, a summary of expenditure per service and additional details of the expenditure can be seen at Appendix E.

9. Conclusion

9.1 There is an overspend of £633k for the year ending 31 March 2019. This is better than the expected results which had been forecasted throughout the year. The improved position during the final quarter resulted from additional income and unexpected additional grant funding and the positive response from Service Heads to the request to limit expenditure to the most essential items during the final quarter. The service budgets overspend was £2.287m, Corporate finance underspends of £1.654m have reduced the overall overspend. 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. Going forward, the level of corporate finance underspends will not be sustained and it is difficult to limit expenditure to the essential only in 2019/20 and, therefore, it is important that the issues of demand led budgets are addressed.

9.2 This is a provisional outturn report and is subject to change as new information becomes available between now and when the final Statement of Accounts is reported on in September.

Projected Revenue Outturn for the Financial Year Ending 31 March 2019 – Quarter 4

Service/Function	2018/19 Annual Budget	Provisional Outturn	Provisional Total Outturn Variance	Provisional Uncontrollable Variance (Exceptions)	Provisional Controllable Variance (Non-Exceptions)	Estimated Outturn 31 March 2019 over/(under) at Q3
	£'000	£'000	£'000	£'000	%	£'000
<u>Lifelong Learning</u>						
Delegated Schools Budget	43,216	43,216	0	0	0	0
Central Education	4,411	4,760	349	220	327	589
Culture	1,332	1,207	(126)	(2)	(124)	(100)
<u>Adult Services</u>	24,921	26,094	1,173	(5)	1,178	1,035
<u>Children's Services</u>	8,729	10,565	1,837	7	1,830	2,009
<u>Housing</u>	1,091	802	(289)	15	(304)	(45)
<u>Highways, Waste & Property</u>						
Highways	6,385	6,101	(284)	38	(322)	(107)
Property	1,009	1,136	128	92	35	36
Waste	7,490	7,453	(37)	291	(328)	(257)
<u>Regulation & Economic Development</u>						
Economic Development	1,750	1,679	(71)	36	(107)	(119)
Planning and Public Protection	2,070	1,967	(103)	18	(121)	(50)
<u>Transformation</u>						
Human Resources	1,251	1,195	(56)	(2)	(54)	(15)
ICT	2,354	2,483	128	(7)	135	112
Corporate Transformation	826	644	(182)	0	(183)	(155)
<u>Resources</u>	2,840	2,886	46	85	(39)	(34)
<u>Council Business</u>	1,464	1,411	(53)	0	(53)	(4)

Service/Function	2018/19 Annual Budget	Provisional Outturn	Provisional Total Outturn Variance	Provisional Uncontrollable Variance (Exceptions)	Provisional Controllable Variance (Non-Exceptions)	Estimated Outturn 31 March 2019 over/(under) at Q3
	£'000	£'000	£'000	£'000	%	£'000
Corporate & Democratic costs	3,290	3,115	(175)	6	(181)	(138)
Corporate Management	657	659	3	0	2	15
Estimated Impact of Uncontrollable Costs						200
Total Service Budgets	115,086	117,373	2,287	596	1,692	2,972
Levies	3,361	3,361	0	0	0	0
Discretionary Rate Relief	0	0	0	0	0	2
Capital Financing	7,541	6,356	(1,185)	0	(1,185)	(1,056)
General & Other Contingencies	0	0	0	0	0	(93)
Support Services contribution HRA	(693)	(845)	(152)	(152)	0	0
Benefits Granted	5,606	5,669	48	127	(175)	(63)
Total Corporate Finance	15,815	14,429	(1,385)	(25)	(1,360)	(1,210)
Total 2018/19	130,900	131,802	902	570	331	1,762
Funding						
NDR	(22,574)	(22,574)	0	0	0	0
Council Tax	(34,440)	(35,357)	(269)	191	(460)	45
Council Tax Premium	(648)	0	0	0	0	(218)
Revenue Support Grant	(73,238)	(73,728)	0	0	0	0
Total Funding 2018/19	(130,900)	(131,168)	(269)	191	(460)	(173)
Total outturn including impact of funding	0	633	633	761	(128)	1,589

Summary of the Outturn Position on Contingency Budgets 2018/19

	Original Budget	Virements	Amended Budget YTD	Final Over/(Underspend)
	£	£	£	£
General Contingency	359,166	(128,770)	230,396	230,396
Salary and Grading	300,000	(775,980)	(475,980)	(475,980)
Edge of Care	240,000	(144,420)	95,580	95,580
Earmarked Contingency	739,890	(739,890)	-	0
Pay Inflation	150,000	0	150,000	150,000
Total General and other Contingencies	1,789,056	(1,789,060)	(4)	(4)

Review of Invest-to-Save Projects 2018/19

Service	Title	Description	Amount Approved £	Total Spend to 31 March 2018 £	Balance at 1 April 2018 £	Spend to date 2018/19 £	Remaining budget 2019/20 £	Project Update
Resources	Electronic Document Management System for Revenues and Benefits	Provide scanning solution and workflow for Revenues and Benefits	170,000	127,856	42,144	42,089	55	The project has now been successfully completed, within budget, although it over-ran against the original timescales for a number of reasons. The project had to be re-planned as the supplier had not provided the service with the complete picture in terms of the required hardware and software to run the solution. The design from the supplier was incorrect and the installation engineer insisted that the specification of all of the servers be increased by 50%, this required the purchase of additional elements and a subsequent delay. Ultimately the project successfully delivered the critical success factors - supporting the need for good document management, improving customer service, reducing storage requirements, meeting legal requirements, modernising administrative processes & making data a corporate asset.
I.T	Local Land and Property Gazetteer	Implement a LLPG system across the Council	10,800	10,800	0	0	0	Project completed in 2017/18. The actual project cost was £15,261 with the project overspend of £4.5k being funded by the service budget.
I.T / Transformation	Customer Relationship Management System	Purchase and implementation of a CRM system	255,000	33,597	221,403	68,988	152,415	CRM is now well established and the linkages with the new website are clear and effective. IT are working with services to drive more forms online and available via the CRM. There are also clear opportunities to further the use of the CRM internally to drive process improvement and efficiencies by removing Word and PDF forms from the Website and drive them directly through the CRM.
I.T. / Resources	Payment Gateway	Purchase and implement a payment gateway which will enable payments to be received via the App	27,000	6,000	21,000	7,418	13,582	Payment Gateway is complete and being tested by the Revenues service prior to being delivered on the Council's website. Once in, the plan is then to work with Revenues.

Service	Title	Description	Amount Approved £	Total Spend to 31 March 2018 £	Balance at 1 April 2018 £	Spend to date 2018/19 £	Remaining budget 2019/20 £	Project Update
Regulation & Economic Development	Improve the Resilience of the Planning Systems	New automated planning systems	118,000	40,464	77,536	39,084	38,452	The Building Control Project has now commenced, with an intended completion date of between March and June 2019. The overspend on the revenue side has been funded.
Resources	Improving Income Collection Systems	Purchase and implement a new income management system which links to the current income streams and allows new income collection methods (AppMôn etc.) to link into the cash management system	150,000	59,078	90,922	31,403	59,519	Some parts of the project were put on hold during Q4 due to a focus on closing the accounts. The largest remaining aspect of the project is due to resume in July - bank reconciliation, changing ledger codes, bringing in e-returns - and encompasses all services. Work is continuing to automate the import of payments from the DWP for Council Tax and Housing Rents, but the benefit overpayment work is complete. This is essential to deal with the increase in payments through Universal Credit. Encrypted, contactless Chip & Pin machines have been introduced in a number of services and, in the next few weeks, 3 spare devices will be reconfigured to be used with different services and so that a spare one is available in case of a malfunction. By December 2019, the Income Management system will be updated to a more recent version. The project will be working alongside the Payment Gateway project to introduce the ability to pay other types of income, such as property management fees, planning fees etc. Payments through AppMôn also need to be developed.
Lifelong Learning	Modernisation of business and performance processes	Implement unused modules in the ONE Management Information system	72,000	52,529	19,471	22,997	0	The project was completed in January 2019. Less than £1k additional expenditure expected. The overspend will be funded from the Oriel Invest to Save budget.
Lifelong Learning	Modernisation of business	Website for the Oriel	15,000	0	15,000	0	11,474	The work is linked to the wider project on the corporate website. Expected to be fully utilized in 2018/19 - work is on hold until the ONE System project is complete and the amount of budget remaining is known.

Service	Title	Description	Amount Approved £	Total Spend to 31 March 2018 £	Balance at 1 April 2018 £	Spend to date 2018/19 £	Remaining budget 2019/20 £	Project Update
I.T. / Transformation	Digital First / Digital By Default	Employ a Digital Lead Officer and Digital Services Analyst	£70,000 in year 1 and £50,000 in year 2	0	120,000	0	120,000	Digital First lead has been agreed to move forward to speed up adoption of digital channels and integration of CRM with Customer Access Portal for Resources and the Digital Tenancy Portal for Housing. This role was delayed to ensure the investment wasn't wasted until the CRM became more established and services themselves were ready for more digital adoption.
Public Protection	Improved Digital Connectivity within the Public Protection Service	Implementation of a cloud based system to record inspection visits. The software is an all Wales solution and has been procured via a framework agreement supported by 19 out of 22 councils in Wales.	£10,000 per year for 4.5 years	0	45,000	0	45,000	The initial soft market testing completed in Spring this year revealed no current software providers could meet our user spec and deliver a new back-office and/or mobile solution. Furthermore, the I2S fund would not cover the initial licence costs and annual maintenance fee. A decision has been made by the Project Board to present a new Business Case exploring the benefits of tapping into the Corporate CRM system and evaluating options to procure a bolt-on mobile solution. The Business Case will highlight the costs of this project and the aim is to utilising some of the I2S Fund before the end of the financial year.
Total			982,800	330,324	652,476	211,979	440,497	

Review of Efficiency Savings 2018/19

Service/Function	Budget Savings 2018/19 £'000	Achieved 2018/19 £'000	Unachieved 2018/19 £'000	Comments
Lifelong Learning	358	274	84	The savings proposal for the reduction of the management costs for music tuition achieved £60k of the proposed £79k, the saving is expected to be achieved from September onwards in full. The service has been unable to retender the schools' grass cutting contracts until later than expected, resulting in an expected shortfall of savings. Savings have been achieved from 2019/20 onwards. Income Collected was £12k (23%) higher than 2017/18, but the target is still significantly underachieved. Schools are responsible for collecting this income, and the 2017/18 Schools Forum has discussed the possibility of delegating this budget. The Forum decided not to delegate the budget for now, and to give schools a 1 year period to improve income collection. There will be further discussions with schools to consider how this budget could be managed more effectively. Savings of £100k have been fully achieved on the delegated schools budget, although it should be noted that School balances has fallen significantly during 2018/19. 16/49 schools finished the financial year in a deficit position.
Regulation and Economic Development	125	120	5	The Authority was unable to Outsource the Café, and achieve the £5k savings proposal, therefore, will be moving towards a Vending only service from 2019/20 onwards.
Highways, Waste and Property	366	332	34	An overspend has arisen on the Public Convenience cost centre as the Service is unable to achieve its savings target pending a Committee decision regarding future provision. As agreed, the Service has been attempting to transfer the running of Public Conveniences to the third sector for the past three years and, although some have been transferred, minimal interest has been shown in others and some that were transferred have subsequently been returned to the Authority. Property are continuing to attempt to facilitate the outsourcing of the Public Conveniences.

Service/Function	Budget Savings 2018/19 £'000	Achieved 2018/19 £'000	Unachieved 2018/19 £'000	Comments
Adults' Services	350	30	320	The Social Care model focussing on supporting people to maintain their independence and with a greater focus on their assets, continues to be operated through the social work teams. The position at the end of Q4 shows that demand pressures during the year worked against our efforts to reduce overall costs. Therefore, £130k has been unachievable, which relate to the proposals for £92k enabling clients to be supported in their own homes or in extra care provision rather than being placed into residential care, and £38k through promoting greater community and personal support networks to enable people to remain independent. Welsh government grants are assisting us to manage some of these costs. There was a delay of several months in the opening of Hafan Cefni due to delays in construction. It has now been open since the start of October. Our focus on ensuring that those being accepted for flats in the development are those that would otherwise have required placement or care, means that we have suffered void costs of £88k for 2018/19. Hafan Cefni is now almost full and we are working to fill the flats with appropriate individuals as soon as possible. The delayed opening and void costs for 2018/19 mean that the saving for 2018/19 has not been achieved.
Housing	23	19	4	The staff member responsible for the work in relation to the increase of the fee for EPC work has since submitted an application for voluntary redundancy, making it difficult to verify the achievability of this savings proposal. However, the service has mitigated this savings shortfall by overachieving on the savings delivered on the charge of management fees on grants with statutory activities.
Transformation	40	29	11	Following the Anglesey Show, there is an overspend of £2k, meaning the savings proposal of £2k relating to the presence at the show has not been achieved. Zero income has been generated during 2018/19 through selling advertising space on the Council's website and therefore the savings target of £6k has been unachieved. Zero income has been generated during 2018/19 through the provision of external consultancy work, therefore, the savings proposal of £1k has not been achieved this year. Travelling allowances for HR overspent by £2k, meaning the savings put forward on this have not been achieved this year.
Corporate	1,236	1,236	0	Relevant budgets have been removed and expenditure is currently within budget, and on target to achieve savings. The savings proposed as a result of the review of the MRP policy have been achieved.
Resources	24	24	0	
Total	2,522	2,064	458	

Agency costs April to March 2019

	Amount £	Source of Funding (Specific Core Budget / Un-utilised staffing budget / Grant / External Contribution)	Reason for Cover
Economic & Regeneration	4,213	Core (funded from previous underspend)	Achieving food hygiene inspections requirements
	8,206	Core	Achieving food hygiene inspections requirements
	12,419		
Waste	8,652	Specific Core Budget	Staff Vacancy - Employment Ceased
	662	Specific Core Budget	Specific Work - One Off
	75,055	Specific Core Budget	Additional tasks required short term during Summer period. Staff not available via HR Matrix
	90,550	Specific Core Budget / Grant / External Contribution	Additional tasks required short term during Summer period. Staff not available via HR Matrix
	29,374	Specific Core Budget / Grant / External Contribution	Additional tasks required short term during Summer period. Staff not available via HR Matrix
	204,293		
Children's Services	685,079	Core budget, Un-utilised staffing budget & reserves approved by Executive	To cover vacant posts whilst re-structure taking place
	685,079		
Adult Services	130,093	Core Budget	To cover vacant posts
	10,075	Grant funded	To work on a specific project
	140,170		
Transformation	24,606	Staff budget	Unable to fill vacancy
	24,606		
Total	1,066,567		

Summary Consultancy Expenditure Q1-4 per Department					
	Qtr1 (£)	Qtr 2 (£)	Qtr 3 (£)	Qtr 4 (£)	Total (£)
Central Education	8,133	16,111	41,971	46,007	112,222
Culture	6,070	2,686	5,350	2,405	16,511
Economic & Regeneration	286,501	534,864	535,549	865,348	2,222,262
Property	640	0	0	0	640
Highways	20,289	6,263	24,482	156,458	207,492
Schools	0	490	1,500	2,659	4,649
Waste	7,911	23,819	16,378	8,362	56,470
Housing	0	14,303	0	0	14,303
HRA	9,215	7,440	555	8,434	25,644
Adult Services	3,400	2,450	594	4,000	10,444
Children's Services	0	19,032	6,896	11,289	37,217
Transformation	2,136	18,360	7,172	24,992	52,660
Council Business	10,711	19,129	1,026	0	30,866
Resources	45,911	9,459	53,400	15,379	124,149
Total	400,917	674,406	694,872	1,145,333	2,915,528

A more detailed breakdown of this is provided below.

Breakdown of Consultancy Costs Quarter 4 2018/19

	Amount Q4 (£)	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Total Q1 - April to June	400,917					
Total Q2 - July to September	674,406					
Total Q3 - October to December	694,872					
Central Education	6,450	✓	☐		Grant	Strategic direction for WG Flexible funding grants
	907	✓	☐		Grant	Workshop and travel for conference
	4,833	✓	☐		Core	Annual hosting, maintenance and support
	15,225	✓	☐	✓	Core	Professional Fees as an Education Officer
	5,950	☐	☐	✓	Core	Investigate and produce reports 'Addysg Môn'
	281	✓	☐		Core	Costs for attendance in meeting Undebau Môn 2018/19 forum
	1,726	☐	☐	✓	Core	Professional charges Closure of Ysgol Bodorgan
	4,335	✓	☐	✓	Invest to Save	Advise project manage implementation of address cleaning/school/trans
	6,166	☐	☐	✓	Grant	Play Sufficiency Assessment
	135	✓	☐		Grant	Website design and creation
Total Central Education	46,007					

	Amount Q4 (£)	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Culture	470	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Life Drawing Classes
	500	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Workshop & Fess
	750	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Printing workshop and materials
	160	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Criw celf assistant
	100	✓	<input type="checkbox"/>	<input type="checkbox"/>	Invest to Save	Declaration of trust and legal confirmation of trust deed
	175	✓	<input type="checkbox"/>	<input type="checkbox"/>	Grant	Workshop
	250	✓	<input type="checkbox"/>	<input type="checkbox"/>	Grant	Workshop Criw Celf OYM
Total Culture	2,405					
Economic & Regeneration	8,222	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Steam licence fee Data Mangement fee
	13,309	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Professional fees - Wylfa Newydd project
	13,796	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Strategy Support - Landscape support Development Consent Order
	323,379	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Professional fees - Development Consent Order
	5,967	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	IACC QGIS GIS Support
	14,551	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Curatorial monitoring work
	6,950	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	IACC Highways Consultancy Support - Development Consent Order
	8,565	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Wylfa Newydd project SPC and A5025 TCPAS

	Amount Q4 (£)	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
	1,656	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	IACC Ecological Support - HRA meetings
	18,093	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	North Anglesey Partnership
	22,800	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Employment and Skills impact assesement in relation to Wylfa Newydd
	60,109	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Developmental Consent Order Support
	32,797	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Development Consent Order LIR support
	34,692	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Anglesey Housing Study
	4,995	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	IPC Membership 2018/19
	1,055	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	Social Care Displacement
	195	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	Wylfa Newydd Env Lighting
	13,129	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	Responding to PINS questions
	10,587	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	Assesement of safeguarding impact
	57,201	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	Tourism Impact Assessment
	14,926	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	Preperation and responses on reports re. major energy developments

	Amount Q4 (£)	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
	2,331	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Consultancy - National Grid Connection Project
	21,240	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Professional fees - North Wales Connection project
	30,794	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	IACC North Wales Connection project
	387	✓	<input type="checkbox"/>	<input type="checkbox"/>	External Contribution	Wylfa to Pentir Archeological work
	15,647	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	North Anglesey Place Plan
	9,606	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	Feasibility Study Berth 8 HP
	2,616	✓	<input type="checkbox"/>	<input type="checkbox"/>	Reserve	IACC North Wales Connections Project
	3,834	✓	<input type="checkbox"/>	<input type="checkbox"/>	Reserve	North Wales Connection Project
	2,850	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	Ynys Cybi Archaeology
	2,475	<input type="checkbox"/>	<input type="checkbox"/>	✓	External (HLF)	Ynys Cybi Landscape Partnership
	6,250	<input type="checkbox"/>	<input type="checkbox"/>	✓	External Contribution	Audit on Ynys Cybi
	4,416	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	IT consultancy and project management
	11,317	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Development Management Support
	300	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Services in relation to Rural Enterprise Dwelling at Ty'n y Buarth, Dothan
	5,000	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Gwynedd Arch Trust MoU 2018-19

	Amount Q4 (£)	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
	15,000	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Annual fee towards shared Minerals & Waste Services 2018/19
	6,268	<input type="checkbox"/>	✓	<input type="checkbox"/>	Core	DEV MGMNT SPP
	7,618	<input type="checkbox"/>	✓	<input type="checkbox"/>	Core	DEV MGMNT SPP
	3,544	<input type="checkbox"/>	✓	<input type="checkbox"/>	Core	DEV MGMNT SPP
	195	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Electrical Installation Inspection
	561	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Engineering services
	342	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Horizon, Ravenspoint Road Trearddur Bay
	1,000	<input type="checkbox"/>	<input type="checkbox"/>	✓	Grant	Advise and Support for the recovery of outstanding debts under the Building Act at Crown site Holyhead
	1,393	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Supply mains water and power
	30	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Experian Minimum Usage charge
	775	<input type="checkbox"/>	<input type="checkbox"/>	✓	Reserves	Draft and issue legal papers for court case
	41,917	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	3 Year Capital Inv Programme & Assesment
	338	<input type="checkbox"/>	<input type="checkbox"/>	✓	Grant	Lifeguard Review
	134	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	L2 Qualification
	196	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Provision of extra curricular football sessions
Total Economic and Regeneration	865,348					
Highways	1,362	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	PCN charge
	1,586	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	PCN levy contribution
	3,300	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Representation at Public Inquiry

	Amount Q4 (£)	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
	3,375	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	THS reports RCI data and WGA reporting
	1,200	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Upload SCRIM survey re results Horizon software
	950	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Works order report
	7,500	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	CSSW Asset Management Project contribution
	1,869	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Outline plan Dalar Hir Park and Ride site
	43,440	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Llanfair PG PAR drainage
	33,955	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Memai Bridge Surface Water
	40,919	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Valley Surface Water
	17,002	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Nant y Felin drainage
Total Highways	156,458					
Schools	950	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Play Therapy Service
	1,709	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	Mediation services
Total Schools	2,659					
Waste	133	✓	<input type="checkbox"/>	Specific Work	Specific Core Budget	Duos offtake only
	211	✓	<input type="checkbox"/>	Specific Work	Specific Core Budget	Metering and Settlement Fee
	300	✓	<input type="checkbox"/>	Specific Work	Specific Core Budget	Perimeter Gas monitoring at Penhesgyn
	3,950	✓	<input type="checkbox"/>	Specific Work	Specific Core Budget	Landfill Gas technical support
	875	✓	<input type="checkbox"/>	Specific Work	Specific Core Budget	Remediation Works

	Amount Q4 (£)	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
	600	✓	<input type="checkbox"/>	Specific Work	Specific Core Budget / Grant / External Contribution	Works done at Penhesgyn IVC
	1,856	✓	<input type="checkbox"/>	Specific Work	Specific Core Budget / Grant / External Contribution	Bioaerosol Monitoring
Total Waste	8,362					
HRA	600	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	SOR Consultancy
	7,234	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Orchard housing messaging implementation and project management
	600	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Specific work for a potential new build project
Total HRA	8,434					
Adult Services	4,000	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Production of Adult Services care manual
Total Adult Service	4,000					
Children's Services	9,238	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Audit of cases
	2,051	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Research and Development of Small Group Homes
Total Children's Service	11,289					

	Amount Q4 (£)	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Transformation	2,085	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	MobileIron - Security
	10,200	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	IT - Infrastructure and Development Support
	4,046	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Engineering labour for Anglesey Connected
	4,587	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	Provision of Anglesey Connected services
	4,074	✓	<input type="checkbox"/>	<input type="checkbox"/>	Grant	Assessments
Total Transformation	24,992					
Resources	2,093	✓	<input type="checkbox"/>	<input type="checkbox"/>	Core	VAT Consultancy Service
	1,000	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	CIVICA consultancy costs
	1,000	<input type="checkbox"/>	<input type="checkbox"/>	✓	Reserves	R21 Upgrade test only
	2,865	<input type="checkbox"/>	<input type="checkbox"/>	✓	Core	CIPFA Benefits and Revenues Services
	8,421	<input type="checkbox"/>	<input type="checkbox"/>	✓	Reserves	IT Project Management Costs
Total Resources	15,379					
Total Q4 - January to March	1,145,332					
Cumulative total - April to March	2,915,528					

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ISLE OF ANGLESEY COUNTY COUNCIL		
REPORT TO:	EXECUTIVE COMMITTEE	
DATE:	17 JUNE 2019	
SUBJECT:	CAPITAL OUTTURN REPORT 2018/19	
PORTFOLIO HOLDER:	COUNCILLOR R WILLIAMS	
HEAD OF SERVICE:	MARC JONES (EXT. 2601)	
REPORT AUTHOR:	GARETH ROBERTS	
TEL:	01248 752675	
E-MAIL:	GarethRoberts@ynysmon.gov.uk	
LOCAL MEMBERS:	n/a	
A - Recommendation/s and reason/s		
<ul style="list-style-type: none"> To note the draft outturn position of the Capital Programme 2018/19 that is subject to Audit; and To approve the carry-forward of £3.065m to 2019/20 for the underspend on the programme due to slippage. The funding for this will also carry-forward to 2019/20 (Appendix A – paragraph 4.2). 		
B - What other options did you consider and why did you reject them and/or opt for this option?		
n/a		
C - Why is this a decision for the Executive?		
<ul style="list-style-type: none"> This report sets out the financial performance of the Capital Budget for the 2018/19 financial year, that is subject to Audit; Budget monitoring is a designated Executive function. 		
CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Yes		
DD - Who did you consult?		
What did they say?		
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	n/a – this is the Section 151 Officer's report
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	

E - Risks and any mitigation (if relevant)	
1	Economic
2	Anti-poverty
3	Crime and Disorder
4	Environmental
5	Equalities
6	Outcome Agreements
7	Other
F - Appendices:	
<p>Appendix A - Capital Outturn Report – 2018/19 Appendix B – Summary of the Capital Expenditure against the Capital Budget and the slippage into 2019/20</p>	
FF - Background papers (please contact the author of the Report for any further information):	
<ul style="list-style-type: none"> • 2018/19 Capital Budget, as recommended by the County Council on 28 February 2018; • 2018/19 Capital Monitoring report for the first quarter 2018/19 presented to this Committee on 17 September 2018; • 2018/19 Capital Monitoring report for the second quarter 2018/19 presented to this Committee on 26 November 2018; • 2018/19 Capital Monitoring report for the third quarter 2018/19 presented to this Committee on 18 February 2019. 	

1. INTRODUCTION

- 1.1 This is the Capital Outturn report for the financial year 2018/19 which allows Members to note the progress of Capital Expenditure and Capital Receipts against the Capital Budget. The figures in this report are subject to Audit.

In 2018/19, the Council approved a Capital Programme for non-housing services of £37.017m and approved a Capital Programme for the HRA of £12.417m. In addition, in June 2018, the Council approved Capital Slippage of £9.348m to be brought forward from 2017/18. Since the budget setting process, there have been additional schemes added onto the programme, most of which are grant funded which amounted to £5.058m, and revision of certain budgets amounting to a reduction of £0.959m. This brings the total Capital Budget for 2018/19 to £62.881m.

2. CAPITAL EXPENDITURE 2018/19

- 2.1 Summary Table of the spending to 31 March 2019:-

Service	Annual Budget £'000	Total Expenditure £'000	(Under) / Overspend £'000	% Annual Budget Spent
Housing General Fund	3,483	1,108	(2,375)	32
Housing HRA	16,360	9,028	(7,332)	55
Lifelong Learning	12,226	7,233	(4,993)	59
Economic and Regeneration	6,645	4,017	(2,628)	60
Highways	18,645	6,055	(12,590)	32
Waste Management	86	84	(2)	98
Property	871	697	(174)	80
Transformation	535	448	(87)	84
Planning	2,275	1,839	(436)	81
Adult Services	1,755	168	(1,587)	10
Total	62,881	30,678	(32,204)	49
Funded By:				
Capital Grant	34,771	18,557	(16,213)	53
Capital Receipts	1,312	726	(586)	55
Supported Borrowing	5,064	402	(4,662)	8
Unsupported Borrowing	5,999	4,266	(1,733)	71
Revenue Contribution	13,691	6,357	(7,334)	46
Reserves	661	-	(661)	-
Loan	374	369	(5)	99
Underspend from 2017/18	1,010	-	(1,010)	-
Total Funding	62,881	30,678	(32,204)	49

- 2.2** The Budget for the General Fund was £46.521m with Expenditure of only £21.650m incurred at 31 March 2019, which equated to 47% of the budget. The main reason for the underspend was the large underspend against these six projects: the Holyhead Strategic Infrastructure, New Highway to Wylfa Newydd, Ysgol Newydd Llangefni, Residential Site for Gypsies and Travellers, Tourism Gateway and the Extra Care in Seiriol. The Holyhead Strategic Infrastructure only spent £0.211m of its £1.370m budget due to a retendering process, and will now carry forward into 2019/20, with the New Highway to Wylfa Newydd not spending any of its £12.000m budget and all work on this scheme is now suspended. Ysgol Newydd Llangefni only spent £0.421m of its £5.233m budget, with the underspend being the result of a delay to the programme due to a repeat in consultation process. The Residential Site for Gypsies and Travellers only spent £0.053m of its planned £1.858m expenditure due to the preparation of detailed plans and associated reports in connection with securing Planning Consent. Tourism Gateway's expenditure was only £0.092m against a budget of £1.398m due to the timing of receiving the grant approval and the Extra Care Seiriol did not spend any of its £1.000m budget, and is likely to go ahead in future years through a different funding source. A full list of the capital schemes' expenditure against the budget can be seen in Appendix B of this report.
- 2.3** The Housing Revenue Account has spent 55% of its total budget. The main reason that the total budget was not spent is due to the underspend in the Acquisition of Existing Properties and Development of New Properties, where only £1.525m of its £7.964m budget was spent (19%), due to the delay in commencing our new build projects. Energy Performance Improvement only spent 1.6% of its budget (£0.016m against a budget of £1.000m), with Environmental Works not spending any of its £0.500m budget. These schemes will now be completed in 2019/20.
- 2.4** The smallholdings programme of improvements, financed from the ring-fenced capital receipts from the sale of smallholdings and rental income, has been ongoing for a number of years. A deficit of £0.078m was brought forward from 2017/18, and capital receipts to the end of the financial year amounted to £0.285m, with expenditure of £0.224m incurred to 31 March 2019. As a result, there is now a deficit of £0.078m. We also received client contribution towards one of the works £0.012m, which means the smallholdings programme has now been completed with a balanced budget.
- 2.5** As can be seen from Table 2.1 (above), there is a significant difference in funding for Capital Grants, Supported Borrowing, Unsupported Borrowing and the Revenue Contributions. The main reason for the underspend in grants is mentioned in paragraph 2.2, where large Capital Grants projects in Holyhead Strategic Infrastructure, New Highway to Wylfa Newydd, Ysgol Newydd Llangefni and Tourism Gateway have underspent significantly. The Holyhead Strategic Infrastructure, Ysgol Newydd Llangefni and Tourism Gateway will all slip into 2019/20 along with the grant funding. The main reason for the variance in the Unsupported Borrowing is the underspend in the 21st Century Schools programme. This is also a reason for the variance in Supported Borrowing, along with the underspend in Extra Care Seiriol and the underspend on the Residential sites for Gypsies and Travellers which were both at least partially funded by Supported Borrowing. As mentioned in paragraphs 3.1.14 and 3.1.15, the Authority received extra grant funding which replaced local funding in 2018/19, and this is the reason that no reserves were used to fund the 2018/19 capital programme. Finally, the variance in Revenue Contribution is down to the underspend in the HRA, which is mainly funded by revenue contributions.

3. FUNDING

3.1 Capital Grants

- 3.1.1** There are a number of Capital Grant schemes in the Capital Programme for 2018/19. There are some annual schemes that were completed during the year, such as the Road Safety Capital and Enable Grant. There were also some schemes that were awarded grant funding in previous years that were completed during the year, such as the Llangefni Link Road. Some schemes are ongoing and will carry on into 2019/20, such as the 21st Century Schools and the Market Hall. There were also new Capital Grants schemes awarded during the year, including the Targeted Regeneration Investment Programme (TRIP) and Local Transport Fund Holyhead Port Infrastructure.
- 3.1.2 Market Hall, Holyhead** - The contractor had anticipated being off site before the end of March but, due to a number of issues relating to delivery of specialised materials an extension of time until the end of May has been agreed. The final fitting out and the installation of the lift is scheduled for June, with its occupation by the library service in the summer.
- 3.1.3 Llangefni Link Road** - Work on Section 3 continued during Quarter 4 and surfacing was completed. Some landscaping works was completed in January as well as lines and signs. The road was completed and opened officially by the Minister for Economy and Transport (Ken Skates AM) on 7th February 2019.
- 3.1.4 Llangefni Strategic Infrastructure** – The scheme involves the construction of 5 (five) new industrial units on the old Môn Training site and an extension to the Business Centre for letting to the private sector. The new industrial units have now been completed, and all five have been let. The construction work at the Business Centre has been completed, however, due problems with the contractor the internal fit will now be completed in the early part of 2019/20.
- 3.1.5 Local Transport Fund Holyhead Port Infrastructure** - Funding has been secured totalling £0.604m for design and preparation work at Holyhead Gateway Hub, and for preparation works to develop new infrastructure at Holyhead Port. The works on the Holyhead Port Infrastructure were completed at a cost of £596k funded 50% through the Welsh Government and 50% through Stena. The design works and tender preparation are ongoing with grant of £287k being utilised in 2018/19 and Stena match funding being carried forward to 2019/20.
- 3.1.6 21st Century Schools** - The funding for Ysgol Cybi and Ysgol Rhyd y Llan has been fully drawn down as part of the 21st Century Schools programme. Works have been completed on the new build for Ysgol Santes Dwynwen and the school opened in April after the Easter Holidays. The grant was fully drawn down in Quarter 2 and any additional expenditure will be funded by the Council as part of their match funding. The works at Ysgol Brynsiencyn and Ysgol Parc Y Bont have been completed. The programme for Band A was due to complete in 2020, however, the New Build Llangefni project, which is due to complete in 2022, is to remain as part of the Band A programme. A decision whether to undertake the schemes is dependent on the outcome of the consultation on the modernisation of the school provision in the Llangefni Area.
- 3.1.7 Road Safety Capital** – This scheme will involve capital works on the A5025 road from Menai Bridge to Amlwch. Work has started on the scheme, with expenditure for the year being £0.200m against a budget of £0.220m.

- 3.1.8 Beaumaris Flood Alleviation** – WG have now received the Tender Assessment Report and approved the full cost of the scheme, approximately £1.700m, and the contract for these works has been awarded. However, following the main contractor entering administration, a delay has been incurred in the progress of the works. Following negotiations, a new contractor has now been appointed and work has recommenced on site. It is now anticipated that works will be complete by the end of the calendar year, there will be some additional costs and these are currently being quantified. Welsh Government are aware of the situation.
- 3.1.9 Pentraeth Flood Alleviation** - Welsh Government has allocated funding for the Nant y Felin, Pentraeth Flood Alleviation scheme within their programme for 2019/20 financial year. However, a formal offer is subject to an application being made by the Authority once all consents and tender prices are in place to begin works. Currently, it is anticipated these works will go out to tender in June/July and construction begin in October.
- 3.1.10 Holyhead Strategic Infrastructure** – This scheme is to construct 10 (ten) new industrial units at Penrhos, Holyhead. However, due to delays with the procurement process, works won't start on site until 2019/20 and completed in 2020. European Regional Development Funding has been secured and a Joint Venture has been entered into with Welsh Government, which will provide the match funding for the scheme. Contractors are due to be appointed by the end of May early June.
- 3.1.11 Tourism Gateway** – The Holy Island Visitor Gateway TAD (Tourism Attractor Destination) Project is a mainly European Regional Development Fund, Welsh Government and Heritage Lottery Fund funded package of projects taking place over several years. It includes the installation of Promotional Branding Materials of iconic visitor destinations at the Port and Station, enhancing the visitor experience at the St Cybi's Roman Fort, the Breakwater Park and Holyhead Mountain. The design of the installation at the port has commenced during the quarter 4 and will be implemented during 2019/20.
- 3.1.12 New Highway to Wylfa Newydd** – All works are currently suspended on this project.
- 3.1.13 Funding has been approved by Welsh Government for the Targeted Regeneration Investment Programme (TRIP).** The purpose of the funding is to bring 108 empty properties back into use through four schemes, being First Time Buyers Support, Vacant Homes Landlord Assistance, Empty Homes Direct Intervention and Town Centre Living. These schemes will be delivered by both the Isle of Anglesey County Council, as the lead authority, and Gwynedd Council as their joint delivery partner. The total funding will be £3.250m, with Anglesey's share being £1.800m over three years. In 2018/19, the budget is £0.295m. 18 First Time Buyer Grants were awarded totalling £295k and a property was purchased by the Authority. In total, £733k was spent across Anglesey and Gwynedd.
- 3.1.14 Additional Highways Grant** – In the latter part of 2018/19, the Authority was awarded £0.603m of additional grant funding for improvements to the island's roads. The grant funding was used to fund locally determined capital schemes in 2018/19, replacing funding from the Authority's own resources. The funding saved by the Authority from this grant will now be used to fund the additional highways refurbishment in 2019/20.

3.1.15 Additional School Maintenance Grant - In the latter part of 2018/19, the Authority was awarded £0.970m of additional grant funding for school Capital maintenance works. The grant funding was used to fund locally determined capital schemes in 2018/19, replacing funding from the Authority's own resources. The funding saved by the Authority from this grant will now be used to fund school Capital maintenance works in 2019/20.

3.2 Capital Receipts

3.2.1 The Capital Receipts for the 2018/19 Financial Year was:-

	Budget 2018/19 £'000	Received to 31-Mar-19 £'000	Variance (Under) / Over budget £'000
Council Fund:			
Smallholdings	264	285	21
General	1,431	961	(470)
Industrial	105	20	(85)
Schools	1,246	326	(920)
Total	3,046	1,592	(1,454)

3.2.2 The Useable Capital Receipts for 2018/19 was £1.592m against the budget of £3.046m, which is 52% of the budget. The main reason for the variance is that not all the Capital Receipts were received in the year, such as an asset in Llangefni for £0.500m and three schools totalling £1.047m. It is expected that all of these assets will be sold during 2019/20. As can be seen in Appendix B, some Capital schemes will be completed in the next financial year, with the funding for these schemes also being forwarded to 2019/20, and these Capital receipts slippage will part fund the capital programme slippage. Any surplus capital receipts, after funding any overspend and the further works, will be transferred to the General Fund Capital Receipts.

3.2.3 Overall, it was a fairly quiet financial year with regards to Capital Receipts, with only £1.592m being received, which included the sales of a smallholding (£0.264m), a generator (£0.140m), three former school sites (£0.326m), the Enterprise Centre (£0.150m) and the sale of workshops (£0.140m).

4. FUTURE YEARS

4.1 The Capital Budget Report for 2019/20 was considered and approved by the full Council on 27 February 2019. The total capital programme for 2019/20 (including 21st Century Schools and Housing Revenue Account) totals £30.392m. This can be broken down to: Existing Commitment from the 2018/19 Capital Programme (£6.429m), Investing in Existing Assets (£2.539m), Highways Resurfacing (£1.359m), 21st Century Schools (£4.809m), new capital schemes for 2019/20 (£2.146m) and the HRA (£13.110m). The proposed funding will be £13.579m (45%) from external funding sources such as Capital Grants and £16.813m (55%) from internal sources. This includes £3.666m of supported borrowing, £1.402m of unsupported borrowing, £1.098m of brought forward funding, £1.197m of replaced funding with the remaining £9.450m being funded from the Council's own reserves.

- 4.2 As can be seen in Appendix B, it is proposed that £3.065m will be carried forward into 2019/20 as slippage for capital schemes that did not complete by the end of March 2019. In total, there are schemes in the General Fund totalling £2.388m and HRA schemes for £0.677m. The funding for these schemes will also slip into 2019/20 and, for the General Fund, this comprises £0.477m Capital Receipts, £1.614m of Capital Grants, Supported Borrowing £0.111m and £0.186m from Reserves, with the HRA element made of Revenue Contribution from HRA. As can be seen in Table 2.1 and paragraph 2.5 of this report, there is sufficient underspending against these funding streams that can be carried forward to 2019/20.
- 4.3 If the slippage in Appendix B to this report is approved by this Committee, the total Capital Programme for 2019/20 will be £33.457m, of which £19.670m will be General Fund and £13.787m HRA. Additional schemes may be added onto the Capital Programme during 2019/20 if additional grant funding becomes available.

5. **IMPACT ON THE TREASURY MANAGEMENT STRATEGY**

- 5.1 The Capital Finance Requirement at 31 March 2019 is £138.662m, which is the underlying need for the Authority to borrow to be able to fund its Capital Programme. The External borrowing currently stands at £132.461m, meaning the Authority essentially needs to borrow £6.201m, either internally or externally, to fund the current Capital Programme. If this borrowing is undertaken externally, the Authority will still be within its authorised borrowing limits as per the 2018/19 Treasury Management Strategy Statement (Appendix 11 of that statement).

6. **CONCLUSION**

- 6.1 Although the level of underspending is significant (51% of the funding available), the majority of the underspending relates to large projects, where the timing of the work has not followed the planned timetable (21st Century schools, Gypsy and Traveller sites, Infrastructure projects and Acquisition of Existing Properties and Development of New Properties for the HRA) or the programming of the work is outside the Council's control (Wylfa road improvements). With large capital projects, unexpected delays do normally occur and it is not unusual to see expenditure on these types of projects slipping. In all cases, the funding for the projects has been secured and will be carried forward to 2019/20, with no loss of resources for the Council.

Summary of the Capital Expenditure against the Capital Budget and the slippage into 2019/20

Service	Annual Budget (£)	Total Expenditure (£)	Total (Under) / Overspend (£)	% Annual Budget Spent	% Variance	Underspend to be carried forward to 2019/20 (£)	Comments
Housing General Fund							
Disabled Facilities Grants	1,006,790	482,552	(524,238)	48	52	150,000	Due to new allocation awarded in 2019/20, only £0.150m of slippage is required, which will be funded by capital receipts. Underspend is a result of fewer than expected private sector adaptations. A significant number of initial enquiries did not proceed to grant award.
Residential Site for Gypsies and Travellers	1,858,000	52,873	(1,805,127)	3	97		Due to new allocation awarded in 2019/20, no slippage is required. Expenditure restricted due to the preparation of detailed plans and associated reports in connection with securing Planning Consent. Work scheued to commence on a Temporary Stopping Place during
Compulsory Purchase Scheme	199,100	176,364	(22,736)	89	11	22,736	Slippage to be funded by Capital Receipts
Enable Grant	93,200	100,997	7,797	108	(8)		
Affordable Housing	30,650	0	(30,650)	0	100	30,650	Slippage to be funded by Capital Receipts
TRIP Grant - First time buyer	295,000	295,000	0	100	0		
Total	3,482,740	1,107,786	(2,374,954)	32	68	203,386	
Housing HRA							
Central Heating Contract	500,000	411,218	(88,782)	82	18		Underspend mainly due to the planned deferment of works into the 2019/20 financial year
Planned Maintenance Contract	3,983,500	4,838,159	854,659	121	(21)		Overspend attributable to additional work such as the retrospective installation of fire supression systems at Plas Tudur and Queens Park Court. In addition, progress and subsequent expenditure on site exceeded preliminary expectations.
Energy Performance Improvement	1,000,000	16,048	(983,952)	2	98		Energy performance works to commence on site during Q1 2019/20. Solar PV Scheme approval has and remains subject to approval by the Network Operator (Scottish Power). In addition, energy performance measures have been incorporated within planned maintenance Capital expenditure in connection with proposed garage demolitions has slipped and will be undertaken during 2019/20.
Environmental Works	500,000	0	(500,000)	0	100		
Acquisition of Existing Properties and Development of New Properties	7,964,780	1,524,910	(6,439,870)	19	81		The budget allowed for the purchase of 15 former Right to Buy properties and the development of 25 new properties. At the end of the financial year, the expenditure amounted to £1.525m. 25 new build developments will be on site as at 31st March; these are 6 houses in Caergelliog, 3 Bungalows in Moelfre, with the remaining at three sites in Holyhead, Due to the delay in commencing our new build projects,
Remodelling Llaw y Dref	500,000	756,164	256,164	151	(51)		This overspend is due to additional works being identified at the scheme following commencement of the work. This work involved the incorporation of the former warden house into the scheme.
Public Sector Adaptations	350,000	374,038	24,038	107	(7)		Demand led service in connection with the provision of adaptations such as chairlifts and level access showers to enable residents to
Fire Risk	200,000	130,187	(69,813)	65	35		
WHQS	1,000,000	737,148	(262,852)	74	26		Expenditure lower than anticipated following a contractor appointed to carry out kitchen, bathrooms and re-wiring upgrades going in to liquidation. Works to be re-tendered during 2019/20.
Remediation Work HRA	362,000	240,579	(121,421)	66	34	677,000	This is the net underspend required for slippage into 2019/20 for the whole HRA programme, funded by Revenue contributions. There is a new allocation for HRA in 2019/20 of £13.110m, and the planned expenditure as per the 30 year business plan for 2019/20 is £13.787m,
Totals for : Housing HRA	16,360,280	9,028,451	(7,331,829)	55	45	677,000	

Service	Annual Budget (£)	Total Expenditure (£)	Total (Under) / Overspend (£)	% Annual Budget Spent	% Variance	Underspend to be carried forward to 2019/20 (£)	Comments
Lifelong Learning							
Disabled Access in Education Building	397,330	305,609	(91,721)	77	23		Due to new allocation awarded in 2019/20, no slippage is required.
Refurbish Education Building	543,950	688,144	144,194	127	(27)		The overspend was funded by additional grant
21st Century Schools - Ysgol Cybi	132,000	131,182	(818)	99	1		
21st Century Schools - Ysgol Rhyd Y Llan	178,000	169,784	(8,216)	95	5		
21st Century Schools - Ysgol Parc Y Bont	7,000	12,093	5,093	173	(73)		
21st Century Schools - Ysgol Santes Dwywnen	5,082,748	5,184,505	101,757	102	(2)		
21st Century Schools - Ysgol Brynsiencyn	203,000	258,443	55,443	127	(27)		
21st Century Schools - Ysgol Esgeifiog	50,000	0	(50,000)	0	100		Due to reprofile of scheme and new allocation awarded in 2019/20, no slippage is required. The underspend is the result of a delay to the programme due to repeat in consultation process
21st Century Schools - Ysgol Y Graig Extension	350,000	10,813	(339,187)	3	97		Due to reprofile of scheme and new allocation awarded in 2019/20, no slippage is required. The underspend is the result of a delay to the programme due to repeat in consultation process
21st Century Schools - Ysgol Bro Seiriol	0	1,525	1,525	0	100		
21st Century Schools - Llangedfni New Build	5,233,000	421,172	(4,811,828)	8	92		Due to reprofile of scheme and new allocation awarded in 2019/20, no slippage is required. The underspend is the result of a delay to the programme due to repeat in consultation process
Flying Start Capital Grant	31,767	32,446	679	102	(2)		
Female Hygiene in Schools	17,016	17,145	129	101	(1)		
Total	12,225,811	7,232,863	(4,992,948)	59	41	0	
Economic and Regeneration							
Tourism Gateway	1,397,980	92,574	(1,305,406)	7	93	280,000	Due to reprofile of scheme and new allocation awarded in 2019/20, only £280k of slippage required, which will be funded by grants. The reason for the underspend in 2018/19 was due to the timing of receiving the grant approval
Holyhead Strategic Infrastructure	1,370,000	211,018	(1,158,982)	15	85	299,000	Due to reprofile of scheme and new allocation awarded in 2019/20, only £299k of slippage required, which will be funded by grants. The reason for the underspend in 2018/19 was due to the retendering process
Llangedfni Strategic Infrastructure	3,357,000	3,250,214	(106,786)	97	3	106,000	Excellent progress made in 2018/19. Scheme to be completed in the early part of 2019/20. Slippage of £106k required which is funded by
Planning System Invest to Save	69,350	12,224	(57,126)	18	82	57,000	Scheme to be completed in 2019/20, therefore, full slippage of £57k required to be funded by reserves
Breakwater Park	41,000	41,718	718	102	(2)		
Salix LED Lights Leisure Centre - Retention	5,000	5,194	194	104	(4)		
Llangedfni Golf Course - Mowers	4,500	4,500	0	100	0		
Llangedfni 3G pitch	200,000	200,913	913	100	(0)		
Holyhead Fitness Equipment	200,000	198,966	(1,034)	99	1		
Total	6,644,830	4,017,321	(2,627,509)	60	40	742,000	
Highways and Transportation							
Car Parks	12,920	0	(12,920)	0	100		
Vehicles	150,000	118,045	(31,955)	79	21	31,955	Slippage funded by Capital receipts
County Prudential Borrowing Initiative	1,532,800	1,529,626	(3,174)	100	0		
Beaumaris Flood Alleviation Works (WG)	954,290	414,764	(539,526)	43	57	539,526	Underspend is due to the main contractor entering administration. The scheme will carry on in 2019/20 with the slippage funding being 85% external grants and 15% Supported borrowing
Pentraeth Flood Alleviation Works (WG)	200,000	0	(200,000)	0	100	200,000	Welsh Government has allocated funding for the Nant y Felin, Pentraeth Flood Alleviation scheme within their programme for 2019/20 financial year. However, a formal offer is subject to an application being made by the Authority once all consents and tender prices are in place to begin works. Currently, it is anticipated these works will go out to tender in June/July and construction begin in October. The Underspend is due to all works currently being suspended on this project.
New Highways to Wylfa Newydd	12,000,000	0	(12,000,000)	0	100		The reason for the underspend was the late acceptance by Welsh Government of Anglesey's Active Travel Integrated Network Map. This was not received until late in the year which did not allow the budget to be fully utilised. Anglesey has received new funding for Active Travel in 2019/20 so the project is ongoing.
Active Travel	175,000	56,913	(118,087)	33	67		The underspend is due to the purchase of Land which was funded by additional grant
Llangedfni Link Road	1,671,000	2,078,552	407,552	124	(24)		
Tais Grant Oriol Môn, Lôn Las & Dingle	128,000	129,811	1,811	101	(1)		
A545 Beaumaris	120,000	104,091	(15,909)	87	13	15,909	Slippage funded by Capital receipts
Road Safety Grant	220,000	200,997	(19,003)	91	9		Underspend due to contractor entering administration
A545 Resilience Study	95,000	42,094	(52,906)	44	56	52,906	Slippage funded by Capital receipts
Flooding work Llangedfni	75,000	73,912	(1,088)	99	1		
Gaerwen Park & Ride	59,000	59,000	0	100	0		
Holyhead Gateway Hub	287,000	287,144	144	100	(0)		
Holyhead Port Infrastructure	596,000	596,000	0	100	0		
Salix Phase 2 - Street Lights	105,130	104,881	(249)	100	0		
Salix Phase 3 - Street Lights	264,000	258,971	(5,029)	98	2		
Total	18,645,140	6,054,801	(12,590,339)	32	68	840,296	

Service	Annual Budget (£)	Total Expenditure (£)	Total (Under) / Overspend (£)	% Annual Budget Spent	% Variance	Underspend to be carried forward to 2019/20 (£)	Comments
Waste Management							
New Weighbridge	30,590	28,995	(1,595)	95	5		
New Equipment in Penhesgyn	55,000	55,000	0	100	0		
Total	85,590	83,995	(1,595)	98	2	0	
Property							
Refurbish Existing Assets	406,930	234,395	(172,535)	58	42	172,535	Slippage funded by Capital receipts
Invest To Save Property	250,000	225,683	(24,317)	90	10	24,317	Slippage to be funded by Capital reserve
Shire Hall - New Training Room	7,400	7,365	(35)	100	0		
Llandona Cemetery	0	6,155	6,155	0	100		
Smallholdings	207,000	223,708	16,708	108	(8)		Overspend was funded by external contributions
Total	871,330	697,306	(174,024)	80	20	196,852	
Transformation							
ICT- Core Infrastructure	182,700	189,462	6,762	104	(4)		
ICT - Desktop Refresh	121,000	123,657	2,657	102	(2)		
ICT - Legacy System Migration	20,000	29,924	9,924	150	(50)		
ICT - MS Licensing	106,000	104,870	(1,130)	99	1		
CRM System Invest to Save	105,640	0	(105,640)	0	100	105,000	Scheme to be completed in 2019/20, therefore, full slippage of £105k required to be funded by reserves
Total	535,340	447,914	(87,426)	84	16	105,000	
Planning							
Holyhead Market Hall Hub Project	2,225,000	1,788,291	(436,709)	80	20	300,000	Due to reprofile of scheme and new allocation awarded in 2019/20, only £300k of slippage required, which will be funded by grants. The reason for the underspend in 2018/19 was due to construction delays
THI Phase 2	50,000	50,860	860	102	(2)		
Total	2,275,000	1,839,151	(435,849)	81	19	300,000	
Adult Services							
ICF	731,000	137,991	(593,009)	19	81		There were no grants lost on this project. One scheme did not go ahead, therefore, the grant funding was substituted to fund another Capital Project. The remaining underspend was relating to Local Health Board expenditure.
Invest to Save Wifi Canolfan Byron	8,750	11,484	2,734	131	(31)		
Seiriol	1,000,000	0	(1,000,000)	0	100		This Capital scheme is likely to go ahead in future years and will be funded from other sources
Garreglwyd	15,420	18,577	3,157	120	(20)		
Total	1,755,170	168,051	(1,587,119)	10	90	0	
Total	62,881,231	30,677,638	(32,203,593)	49	51	3,064,534	

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	THE EXECUTIVE
DATE:	17 JUNE 2019
SUBJECT:	HRA BUDGET MONITORING, FINANCIAL YEAR 2018/19
PORTFOLIO HOLDER(S):	COUNCILLOR ROBIN WILLIAMS
HEAD OF SERVICE:	MARC JONES
REPORT AUTHOR:	STEPHEN MOORE
TEL:	01248 752634
E-MAIL:	StephenMoore@ynysmon.gov.uk
LOCAL MEMBERS:	n/a
A - Recommendation/s and reason/s	
<p>1. The Executive is requested to note the following:-</p> <ul style="list-style-type: none"> (i) The position set out in respect of the financial performance of the Housing Revenue Account (HRA) for the Financial Year 2018/19. <p>2. Background</p> <ul style="list-style-type: none"> (i) In March 2018, the Council agreed a revenue budget for 2018/19 that showed a planned surplus of £7.3m. (ii) The capital budget for 2018/19 was £12.4m but it should be noted that £3.6m of expenditure planned for 2017/18 had not been completed and had slipped into the 2018/19 capital programme. The budget has been revised by a further £362k to cover the remediation work at Amlwch (see below). This gives a total capital budget of £16.4m. (iii) The combination of both the revenue budget and adjusted capital budget gave a planned budget deficit of £6.4m which would be funded from the HRA reserve. (iv) The HRA is 'ringfenced', and its reserves cannot be transferred to the General Fund. <p>3. This report sets out the financial performance of the HRA for the Financial Year from 1st April 2018 to 31st March 2019.</p> <p>4. Overview</p> <ul style="list-style-type: none"> (i) The revenue financial position for the year shows an overspend of £121k. The income was £55k lower than the original budget, and the expenditure was £66k above the original budget. More detail is shown in Appendix A. (ii) The capital expenditure was £7.3m below budget, as explained below. More detail is shown in Appendix B. (iii) The surplus (combining both revenue and capital) is £7.2m better than the budget, largely the result of lower than budgeted capital expenditure. 	

5. Income

- (i)** At the end of the financial year, the level of income received was £55k less than the budget, as noted below.
- (ii)** Income from tenant rents was £250k below budget. The budget assumed a level of new properties being let during the first half of the year but the numbers have been lower than the figure allowed for in the budget. The latest HRA 30 year plan has addressed this issue in order to provide a realistic budget for 2019/20.
- (iii)** The budget assumed that the remodelling of the garage stock would be complete and fewer garages would be available to let. In the event, the pace of remodelling has been slower and the number of garages still let is higher than planned. The income achieved was £25k better than the original budget.
- (iv)** Service Charges, which are based on the actual costs incurred, were £80k better than the original budget.
- (v)** Other income was £42k below the budget, mostly due to lower than expected income from grants during the year.
- (vi)** The bad debt provision was increased by £89k, £130k less than budgeted for. The budget had provided for the roll out of Universal Credit being more advanced than has actually occurred, and the debt recovery team has been successful in reducing the level of arrears owed by former tenants.
- (vii)** Therefore, the overall shortfall in income was £55k.

6. Non Repairs and Maintenance Expenditure

- (i)** At the end of the financial year, non repairs and maintenance expenditure was £60k above budget. £200k has been spent on preparatory work for the building of new homes, which cannot be capitalized until work actually commences. There has also been expenditure on computer equipment and software. These overspends were offset by the decision to delay the stock survey.

7. Repairs and Maintenance

- (i)** The Housing Maintenance Unit (HMU) shows an overspend of £320k, although this includes exceptional one-off costs following the outsourcing of the stores. There has also been increased activity around day to day maintenance and gas repairs and servicing. Expenditure on non HMU building maintenance staff was £133k below the original budget due to staff vacancies during the year.
- (ii)** Other Repairs and Maintenance costs were overspent by £56k due to additional work around fire protection and grounds maintenance.

8. Year End Adjustments

- (i) Expenditure in this heading was £237k below the budget. £389k was the result of lower than anticipated capital financing charges as a result of the lower level of capital expenditure during the year. Charges to the HRA from Central Services were £152k higher than the original budget due the revised policy to charge for Cyswllt Môn, policy and complaints services and additional office overheads. The Council continues to review the charging policy to ensure that there is a fair distribution of costs to the HRA.

9. Capital Expenditure

- (i) The original capital programme approved by the Council in March 2018, totalled £12,417k which was to be funded by the Major Repairs Allowance (£2,665k) and contribution from the HRA reserve (£9,752k). Planned capital expenditure of £3,581k was brought forward as slippage from 2017/18 to give a revised capital programme of £15,998k. An additional £362k has been added to the programme to cover remediation works (see below) giving a total programme of £16,360k. The actual expenditure was £9,028k, £7,332k below the budget. Further details are shown in Appendix B.
- (ii) The central heating contract was £89k below budget, mainly due to the planned deferment of works into the 2019/20 financial year.
- (iii) The energy performance improvement programme was delayed due to discussions with the utility provider with regards to upgrading the infrastructure required before the full programme can commence.
- (iv) The environmental works programme, the majority of which relates to the remodeling of garages, was delayed due to delays in obtaining statutory consents.
- (v) The majority of the capital expenditure budget relates to the acquisition of former council houses and the development of new properties, with £7,964k allocated. The budget allowed for the purchase of 15 former Right to Buy properties and the development of 25 new properties. At the end of the financial year, the expenditure amounted to £1,525k. 25 new build developments will be on site as at 31st March; these are 6 houses in Caergeiliog, 3 Bungalows in Moelfre, with the remaining at three sites in Holyhead, Due to the delay in commencing our new build projects, there was an underspend of £6.4m at the end of the financial year.
- (vi) The programme of remodeling of existing stock, namely the Llawr y Dref project, showed an overspend of £256k. This overspend is due to additional works being identified at the scheme following commencement of the work. This work involved the incorporation of the former warden house into the scheme.
- (vii) The remediation work on 7 HRA dwellings at Craig y Don, Amlwch has now been incorporated into the HRA capital programme.
- (viii) The underspend on the capital programme will be carried forward to future years.

10. HRA Balance

- (i) The opening balance of the HRA reserve stood at £7,380k. The revised budget allowed for the use of £6,412k of this balance, however, the underspend on the capital budget combined with the overspend on the revenue budget resulted in a surplus of £1,007k. This will give a reserve balance of £8,387k at the end of the financial year. This balance is ringfenced, so is available to fund future HRA expenditure only.

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

n/a

C - Why is this a decision for the Executive?

This matter is delegated to the Executive.

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

Yes

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

Yes

DD - Who did you consult?

What did they say?

	Who did you consult?	What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	n/a – this is the Section 151 Officer's report
3	Legal / Monitoring Officer (mandatory)	Will be consulted as part of SLT
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	

E - Risks and any mitigation (if relevant)

1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:

Appendix A – Revenue expenditure to the end of the Financial Year
Appendix B – Capital expenditure to the end of the Financial Year

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

- 2018/19 HRA budget (as approved by this Committee in March 2018).
- HRA 30 Year Business Plan 2018/48 (as approved by this Committee in March 2018).

APPENDIX A

HRA ACCOUNT 2018/19			
	Annual Budget 2018/19	Outturn	Variance
	£	£	£
REVENUE ACCOUNT			
Income			
Dwellings	(17,339,000)	(17,089,211)	249,789
Garages	(190,000)	(215,431)	(25,431)
Service Charges	(99,000)	(179,808)	(80,808)
Other	(311,000)	(269,405)	41,595
Bad Debt Provision	219,000	88,918	(130,082)
TOTAL INCOME	(17,720,000)	(17,664,937)	55,063
Non Repairs & Maintenance Expenditure			
Tenant Participation	115,820	106,052	(9,768)
Rent Administration	135,360	164,902	29,542
Estate Management	369,560	370,662	1,102
Other Revenue Expenditure	1,167,040	1,206,010	38,970
Total Non Repairs & Maintenance Expenditure	1,787,780	1,847,626	59,846
Repairs and Maintenance			
Housing Maintenance Unit (HMU)	3,016,840	3,337,021	320,181
Building Maintenance Staff (non HMU)	852,560	719,242	(133,318)
Other Repairs and Maintenance	463,730	520,559	56,829
Total Repairs & Maintenance	4,333,130	4,576,822	243,692
Year End Adjustments			
Capital Financing Charges	2,987,000	2,597,979	(389,021)
Recharge from Housing Services	635,120	634,872	(248)
Recharge from Central Services	693,360	845,213	151,853
Total Year End Adjustments	4,315,480	4,077,664	(237,416)
TOTAL REVENUE EXPENDITURE	10,436,390	10,502,512	66,122
TOTAL REVENUE (SURPLUS) / DEFICIT	(7,283,610)	(7,162,425)	121,185

	Annual Budget 2018/19	Outturn	Variance
	£	£	£
CAPITAL EXPENDITURE ACCOUNT			
2018/19 Expenditure	16,360,280	9,028,451	(7,331,829)
Major Repairs Allowance	(2,665,000)	(2,671,000)	(6,000)
TOTAL CAPITAL (SURPLUS) / DEFICIT	13,695,280	6,357,451	(7,337,829)
NET (INCREASE) / DECREASE IN HRA RESERVE	6,411,670	(804,974)	(7,216,644)
Adjustment to Reserve		(202,000)	
Opening HRA Balance	(7,380,000)	(7,380,000)	
Net (Increase) / Decrease in HRA Reserve	6,411,670	(1,007,974)	
Closing HRA Balance	(968,330)	(8,387,974)	

APPENDIX B

Service	Annual Budget (£)	Outturn (£)	Variance (£)
Housing HRA			
Central Heating Contract	500,000	411,218	(88,782)
Planned Maintenance Contract	3,983,500	4,838,159	854,659
Energy Performance Improvement	1,000,000	16,048	(983,952)
Environmental Works	500,000	0	(500,000)
Acquisition of Existing Properties/Development of New Properties	7,964,780	1,524,910	(6,439,870)
Premises - Remodelling of Existing Stock	500,000	756,164	256,164
Public Sector Adaptations	350,000	374,038	24,038
Fire Risk	200,000	130,187	(69,813)
WHQS	1,000,000	737,148	(262,852)
Remediation Work	362,000	240,579	(121,421)
Total for Housing HRA	16,360,280	9,028,451	(7,331,829)

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	THE EXECUTIVE
Date:	17 JUNE 2019
Subject:	CORPORATE DEBT RECOVERY POLICY
Portfolio Holder(s):	COUNCILLOR ROBIN WYN WILLIAMS – PORTFOLIO MEMBER (FINANCE)
Head of Service:	MARC JONES – HEAD OF FUNCTION (RESOURCES) / SECTION 151 OFFICER
Report Author: Tel: E-mail:	GERAINT H JONES – REVENUE & BENEFITS SERVICE MANAGER 01248 752651 GeraintH.Jones@ynysmon.gov.uk
Local Members:	N/A
A –Recommendation/s and reason/s	
<p>RECOMMENDATION</p> <ul style="list-style-type: none"> • That the Executive approves the Corporate Debt Recovery Policy. <p>BACKGROUND</p> <p>On 16 July 2018, the Executive approved the Isle of Anglesey Anti-Poverty Strategy. The policy set a baseline of actions that would take place across services in the short, medium and long term using the 5 strategic themes. Short term was defined as within 1 year, medium term as 2 – 3 years and long-term as 4 – 5 years.</p> <p>Under priority 4 of the baseline of objectives, the Revenue & Benefits Service was required to adopt the Corporate Debt Collection Policy in the medium term. The policy to be approved by the Executive details the principles to be adopted by the Isle of Anglesey County Council in the collection of debts owed to the Council. It also explains how the Council will attempt to recover as many debts as possible whilst treating people and businesses fairly and with respect.</p> <p>The corporate debt recovery policy also includes procedural notes relating to the income areas collected by the Council which provide more details about debt collection procedures. Protocols have also been created governing the use of enforcement agencies and/or debt collectors by the Council and how the Council looks for people who have run away. There is a protocol on the Council’s use of Credit Checking Agencies and compliance with the Data Protection Act 1998 and the General Data Protection Regulations. This ensures that financial information about individuals is only used where permission exists to use that information to identify or recover some forms of debt. There are also protocols on the use of jail sentences, insolvency orders and charges to recover debts.</p> <p>The Head of Function (Resources)/Section 151 Officer has also committed to the “Council Tax Protocol for Wales – Good Practice in Collection of Council Tax” published in January 2019 and the policy to be approved builds on the guidelines set out in this protocol and the extensive research commissioned by the Welsh Government, relating to local authorities’ approaches to council tax debt recovery and the current good practice protocol supported by the National Citizens Advice Service.</p>	

The policy to be approved refers to and builds on, the guidance of the Ministry of Justice relating to standards to be used by enforcement agencies that are used to recover debts by main creditors, such as the Council, when dealing with vulnerable people. The policy also refers to reports from the Financial Conduct Authority (FCA) requiring organisations to exercise extra care when dealing with users who may be vulnerable. Currently, this area is being addressed by the government in Cardiff and Westminster. Further guidance on vulnerability is expected from the Welsh Government in the collection of council tax debts and new guidance from the FCA on how financial service providers are expected to deal with a vulnerable user, how to recognise vulnerability and establish basic training for front-line staff to support a vulnerable user.

Between 29 October 2018 and 29 January 2019, HM Treasury has consulted and sought views on its "Breathing space" policy and statutory debt repayment plan. This Council responded to this consultation through the Wales Revenue & Benefits Managers Group and Welsh Local Government Association (WLGA). The Treasury is considering these responses at the moment.

The policy to be approved is being presented earlier than set out in the Anti-poverty Strategy's timetable of baseline actions as a result of requirements placed on councils by the Welsh Government and the Westminster Government.

The Finance Scrutiny Panel considered the draft policy on 1 May 2019 and it was agreed that the policy should be presented to the Executive for adoption at its meeting in June 2019.

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

Not to introduce a corporate debt recovery policy. This would be contrary to the wishes of the Executive in July 2018. The Council also collects income from individuals and businesses for a number of reasons. This policy shows how the Council manages and collects debts to ensure consistency and fairness under all circumstances.

C – Why is this a decision for the Executive?

The Head of Function (Resources) / Section 151 Officer has responsibility for the correct administration of the Council's financial affairs under Section 151 of the Local Government Act 1972. Income collection is one of these areas of administration and the responsibilities of other officers, in terms of income collection, is outlined in the Council's Constitution (which includes the Council's Financial Procedure Rules and the Scheme of Delegation to Officers).

It is requested that the Executive, through this policy, establish a framework to ensure consistency and fairness in income collection.

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

This policy contributes to the Authority's corporate aims and objectives.

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

Not applicable in this case.

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	Author of the report
3	Legal / Monitoring Officer (mandatory)	
5	Human Resources (HR)	
6	Property	
7	Information Communication Technology (ICT)	
8	Scrutiny	This report has been before the Finance Scrutiny Panel on 1 May 2019.
9	Local Members	
10	Any external bodies / other/s	
E – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	See Appendix B
6	Outcome Agreements	
7	Other	
F - Appendices:		
<ul style="list-style-type: none"> • Appendix A – Corporate Debt Recovery Policy. • Appendix B – Equalities Impact Assessment. 		
FF - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> • Isle of Anglesey Anti-Poverty Strategy – July 2018; • Council Tax Protocol for Wales – Good Practice in Collection of Council Tax – January 2019 (Welsh Government, WLGA and Welsh local authorities); • Local authorities' approaches to council tax debt recovery in Wales – Social Research Number: 57/2017; • Council Tax Protocol for Wales – Revised Collection of Council Tax Arrears Good Practice Protocol – June 2017 – (CAB, WLGA); • Taking Control of Goods: National Standards – April 2014 (Ministry of Justice); • Our Future Approach to Consumers – 2017 (Financial Conduct Authority); • Breathing Space Scheme: Consultation on policy proposal – 29 Hydref 2018 (HM Treasury). 		



RESOURCES FUNCTION

Revenues and Benefits

CORPORATE DEBT RECOVERY POLICY

Date	Version	Name
17 th June 2019	1 st	Geraint Jones

Summary of Policy:

The Corporate Debt Recovery Policy details the principles to be adopted by the Isle of Anglesey County Council when undertaking the collection of debt owed to the Council. It explains how the Council will attempt to maximise debt recovery while treating people and businesses fairly and with respect.

The Corporate Debt Recovery Policy has regard to the key objectives in the Isle of Anglesey County Council Plan 2017 – 2022, the Isle of Anglesey County Council's Well-Being Statement and Objectives 2017 – 18 and the Isle of Anglesey County Council's Tackling Poverty Strategy 2018.

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SECTION 1

INTRODUCTION AND PURPOSE OF THIS POLICY

The Council is committed to treating people fairly while collecting income which is owed to the Council.

The Head of Function (Resources)/Section 151 Officer has responsibility under Section 151 of the Local Government Act 1972 for the proper administration of the financial affairs of the Council. One such area of administration relates to the collection of income due to the Council. The Head of Function (Resources)/Section 151 Officer's responsibility, along with other officers, in the collection of income due to the Council is outlined in the Council's Constitution (which includes the Council's Financial Procedure Rules and Scheme of Delegation to Officers).

The Council is required to collect income from individuals and businesses for a variety of reasons and, inevitably, this will require pursuing outstanding debt from individuals and businesses that might experience difficulty in paying. Therefore, an agreed policy on how the Council manages and collects debts should ensure consistency and fairness in all circumstances.

The over-arching principles of the Council's Corporate Debt Recovery Policy (the Policy) on debt collection are:-

- To promote payment in advance or concurrent with delivery (where possible), thereby preventing debt from arising, avoiding the need to recover debt;
- Where credit cannot be avoided, to maximise debt collection to fund the delivery of services by prompt rendering of invoices/bills, reminders etc.;
- To provide and promote a variety of cost effective methods of payments, but primarily Direct Debit;
- For individuals in genuine financial difficulty, advice and support is available to maximise welfare benefit entitlement, as well as debt and financial advice. Realistic payment schedules can then be agreed or decisions made as regards the recoverability of the debt;
- Support is provided for vulnerable people to manage their financial affairs effectively which will include payment of debt;
- Protocols governing the use of enforcement officers (commonly called bailiffs) and/or debt collectors and when instigating insolvency and committal action are clearly set out and available to those who need to access them.

This Policy covers all debts owed to the Council, with the exception of penalty charge notices (parking contraventions) which is dealt with under separate statutory arrangements and administered by the "Wales Penalty Processing Partnership" (WPPP) which is part of Denbighshire County Council on behalf of the Council (and currently 10 other Welsh authorities). To view the "Civil Parking Enforcement Procedures" of the WPPP, please use the link below –

<https://www.wppp.org.uk/pdf/WPPP%20CPE%20Procedures.pdf>

This Policy states the over-arching principles applying to debt collection within the Council. It is mainly supplemented by four additional set of procedural policies (although further procedural policies may be added) covering the areas of income collected by the Council –

- council tax & business rates;
- housing rents;
- sundry debtors; and
- overpaid housing benefit / local council tax reduction.

The Policy explains the Council's principles that will be applied in the recovery of all debt and the additional procedural policies will provide more details on arrangements for collecting debts in each of the specific areas.

There are also Protocols governing the use of enforcement agents and/or debt collectors and when instigating insolvency and committal action, which also support this Policy. The Protocols for using debt collectors or enforcement agents, will also apply to the appointment of enforcement agents in recovering penalty charge notices (parking contraventions).

The Protocols also explain the circumstances under which the Council will use enforcement agents/debt collectors to recover debt. They go on to explain how the Council will trace people who have absconded, the use of Credit Reference Agencies by the Council and how insolvency and charging orders are used to recover debt. A Protocol for committing a person to prison for non-payment of a debt refer to Business Rates only, as this method of recovery only applies to these debt types.

Where individuals have multiple debts with the Council, the Policy explains how the various income collection services within the Council will work together to ensure a coordinated, consistent and fair approach to the recovery of multiple debts.

The Council recognises and accepts that some individuals and businesses might have difficulty making payments and vulnerable individuals might need help in managing their affairs. Therefore, a wide range of support mechanisms have been built into the Policy along with practices that will ensure individuals are offered as much support as is reasonably possible to be able to meet their financial obligations.

Management controls, along with regular performance monitoring and independent review processes, are in place to ensure compliance with the Policy, subsidiary procedural policies and the Protocols.

The remainder of this Policy covers:-

- Section 2: How the Council will deal with individuals and businesses
- Section 3: Ability to pay
- Section 4: Arrangements for managing multiple debts
- Section 5: Standards, complaints and where to find more information.

SECTION 2

HOW THE COUNCIL WILL DEAL WITH INDIVIDUALS AND BUSINESSES

Anyone getting into debt or expecting to face financial difficulties with the Council should contact the Council at the earliest opportunity. This will give individuals or businesses, along with the Council, the best possible chance of finding an early and effective solution to any problem.

Operational principles:-

- Invoices/bills will be produced and recovery action undertaken in accordance with the Council's statutory obligations or procedures;
- Fully trained staff will at all times act in a friendly, professional and non-judgmental manner within agreed procedures;
- Staff will make every effort to maximise income and reliefs, such as benefits/other entitlements or discounts/exemptions for individuals and businesses;
- Staff will ensure that individuals and businesses are directed to recognised welfare, money and debt advice services;
- In cases of genuine hardship, staff will assist individuals and businesses in identifying and maintaining realistic payment plans;
- The debt collection and recovery service aims to contribute to the "One Council" approach to service delivery, where possible. The debt and collection service seeks to achieve a high quality service being delivered in a cost effective manner and will look to modernise and introduce delivery models best suited to the customer in the most cost effective manner;
- The Council's web site will be developed to provide advice on welfare and debt recovery procedures, informing customers of what is expected of them as regards debt liabilities that they may incur with the Council, the implications of non-payment and assistance that is available.

The Isle of Anglesey County Council will try to prevent individuals and businesses from getting into debt with the Council. However, when debt arises, the Council will provide support to help people pay off arrears over a reasonable timescale. Formal legal recovery action will only be taken when all other reasonable avenues have been taken but **the cost of bringing such recovery action will be borne by the relevant individuals or businesses and not the Island's council taxpayers.** The level of recovery costs agreed or requested to the courts by the Council to recover debt will be lawful, reasonable and appropriate. The Council will also ensure the level of costs raised by its enforcement agents or other enforcement agencies are lawful, reasonable and appropriate when undertaking duties on behalf of the Council.

For any debt owed to the Council, individuals and businesses will be advised of the amount due and the payment options available including the timescales for making payments including, where relevant, the right to payment by instalments. Where certain type of debts are subject to discounts, reliefs or reductions, individuals and businesses will be advised of these when the invoices/bills are issued.

If payments are not made by the due date(s), the Council will issue reminder notices with the aim of bringing payments back “on track”. Advice and information will be provided by the Council of agencies that can help individuals struggling to manage their financial obligations to help them reach repayment arrangements with the Council and other organisations to whom they owe money. (Details of such agencies are provided in **Appendix 1** to this Policy).

When an individual or business fails to respond to the Council’s reminders or persistently defaults on payment agreements made with the Council, the Council can and will choose to instigate legal proceedings to recover the debt through magistrates, county or the high courts dependant on the type and value of the debt. The Council can then refer debts to debt collectors, enforcement agents or high court enforcement officers for recovery of the debt. (Protocols for instructing debt collectors, enforcement agents or high court enforcement officers to recover debts are available and will be available to those who need to access them).

How does this policy relate to other Council policies?

The Council has published its Well-Being Statement and Objectives for 2017 – 2018 which links into the Council Plan for 2017 – 2022 which details the main priorities for the Council for the next 5 years, which are –

- Ensure that the people of Anglesey can thrive and realise their long-term potential;
- Support vulnerable adults and families to keep them safe, healthy and as independent as possible; and
- Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment.

The Council’s Executive formally adopted its “Anti –Poverty Strategy” in July 2018.

The Corporate Debt Recovery Policy will support such plans, objectives and strategies as they are developed. This will mean, for example, helping people manage their own financial affairs, obtaining access to mainstream banking and help for those who may require temporary or ongoing help with managing their financial affairs. This will include balancing their income and payments to ensure that they can pay their bills regularly and improving general educational knowledge of debt liabilities that may arise in life, responsibilities that arise from this and the potential outcome as regards non-payment with regard to priority and non-priority debts.

The Universal Credit Implementation Action Plan 2017 produced by Housing Services (as the lead service on Universal Credit) provides a useful example of the type of actions being planned and for example, required to develop financial support, improve financial inclusion, develop digital skills, raise awareness of implications of non-payment and improve knowledge on debt generally.

This Policy will, therefore, have to be adapted to take account of various policies that will be developed in the future.

Communication:-

The Council will ensure that all written communications as regard debt owed to the Council will be in Welsh and English using plain language wherever possible. The Council will respond to a written communication in the language used by the individual. We will explain complex terminology when this is required to be used by law. All necessary documents will be issued in a timely manner in accordance with statutory deadlines or procedures. We will explain the legal options open to the Council to collect debts, taking into account the recovery stage achieved. All communications, verbally or in writing, will comply with the Council's Welsh Language Policy, May 2016, and Welsh Language Standards, March 2016.

Data Protection and Human Rights:-

The Council will ensure that information regarding a debt that an individual or business owes to the Council will be kept secure and will not be divulged to any other person(s) without the specific authority of the individual or business concerned. The Council's policies and procedures for debt recovery will strive to be fair and equitable, acknowledging human rights and natural justice in all aspects of debt recovery.

Equalities and Diversity:-

The Council aims to provide services to the inhabitants of the Island in an open, fair and equal manner, thereby ensuring that every individual or business is treated with respect. When recovering a debt to the Council, there will be no discrimination against an individual for cultural, ethnicity or national origin, gender, disability, age, sexual orientation, political or religious beliefs (including lack of belief), socio-economic status, appearance or lifestyle.

The Council understands that some customers require additional advice and assistance in order to access services and to exercise their rights. Where available, information will be provided in Braille or audiotape as well as interpreters being arranged when required along with help for people with impaired hearing or vision.

Vulnerable individuals:-

The Council is committed to supporting individuals who may be classed as vulnerable to manage their financial affairs effectively, including the payment of debt. Individuals may be classed as vulnerable for a variety of reasons. The Council has included in this Policy a Code of Practice to its own staff, its enforcement agents and/or debt collectors and any other person or organisation used by the Council to collect debt where care and discretion should be taken when dealing with persons falling into the groups listed in **Appendix 2** which may be considered to be vulnerable for the purposes of this Policy.

If an individual believes that they are vulnerable or a person is acting on behalf of someone who is vulnerable, please tell the Council. This will ensure that the Council can deal with the individual sensitively and appropriately.

SECTION 3

ABILITY TO PAY

The Council will operate a supportive approach to debt recovery which meets the needs of each individual and offers sign posting to independent support agencies.

The Council, in pursuing debt recovery, will act in accordance with statutory regulations and professional standards. Practical steps will be undertaken to:-

- Raise awareness of debt with customers;
- Identify how much/how it has occurred;
- Raise awareness of the implications of non payment.

Ability to pay will be assessed on the basis of the amount of disposable income in proportion to the level of debt overall and debts owed to the Council. Regard will be taken that some, though not all, of the debt owed to the Council are treated as “priority debts”.

Arrangements for individuals who are in debt to the Council and who can pay:-

The Council will provide information on how to pay by advising on methods, payment frequencies and at which locations individuals can pay.

Arrangements for repaying debt will be agreed that, as a rule of thumb, ensure that **an individual’s indebtedness to the Council does not worsen**. In practice this may mean ensuring that the current or most recent account is cleared, while making the maximum contribution to clearing other debts. We will also prioritise which debts are repaid first to ensure that the debtor’s personal circumstances do not worsen, for example, housing rents or council tax will be highest priority so that the risks of the debtor losing their tenancy or being made bankrupt are minimised.

Staff will always seek to make realistic arrangements to pay outstanding debts by regular payments, in preference to taking legal action for recovery. A financial statement, identifying an individual’s household income and expenditure, may be required to support a request for a regular payment arrangement. A financial statement can be completed with the help of an independent advice agency or on-line by the individual (see **Appendix 3** of this Policy).

Arrangements for individuals who are in debt to the Council and cannot pay:-

- The Council will advise what happens if debts are not paid;
- The Council will inform who can give help/advice;
- The Council will encourage individuals to get help from a range of sources;
- The Council will make referrals to appropriate agencies.

The Council recognises that certain individuals will require more sympathetic and sensitive treatment e.g. in the case of recent bereavement, major illness or where the individual requires special assistance in handling their financial affairs. The Council will assist all individuals or businesses struggling to pay their debts to obtain appropriate advice and support.

Arrangements for debts which the Council deem to be irrecoverable:-

The Council recognises that not all debts are collectable and, therefore, it will be appropriate in certain circumstances to classify debts as irrecoverable, where pre determined criteria are met. The Council will satisfy itself that one or more of the following apply before it accepts that a debt is irrecoverable:-

- All appropriate recovery methods have been exhausted;
- The debt is uneconomical to pursue;
- To recover the debt would cause individual hardship;
- The amount is uncollectable where the debtor is bankrupt or a company in liquidation;
- The debt has been remitted or deemed non-recoverable by a court at a hearing to recover the debt;
- The debtor has been imprisoned in respect of the debt;
- The debtor has absconded and cannot be traced or a business has ceased trading;
- The debt is statute barred from being recovered;
- It is not in the best interests of the Council to pursue the debt.

Arrangements for irrecoverable debts to be written off:-

Arrangements for the writing off of debts are detailed in the Council's Financial Procedure Rules. The Council's Executive may, from time to time, review and determine the delegated authority, value and circumstances allowing the writing off of debts.

This was last reviewed and determined by the Executive on 30 November 2010 and is currently as follows –

- Head of Function (Resources)/Section 151 Officer
 - Up to £5,000; and
 - Unlimited where the debtor is bankrupt; or the debtor is a company in liquidation; or the debt has been remitted by a court; or the debtor has been imprisoned in respect of the debt.
- Delegated Executive Decision to Head of Function (Resources) and Portfolio Holder (Finance)
 - Over £5,000.

The Head of Function (Resources) from 5 June 2017 has delegated write off of debts to other officers -

- Revenues Manager – can write off outstanding balances of up to £10 where a debt has been mostly paid but a small balance remains. The power to write off debts does not extend to debts where the invoice was for a sum of less than £10 and no payment has been received.
- Revenues and Benefits Service Manager – can write off any debt up to £250 without having to refer the case to the Head of Function (Resources)/ Section 151 Officer.

SECTION 4

ARRANGEMENTS FOR MANAGING MULTIPLE DEBTS OWED TO THE COUNCIL

The Council will adopt a coordinated approach to dealing with anyone having multiple debts with the Council, taking into account the individual's circumstances and the level and type of debt owed to the Council.

In terms of efficiency and effectiveness, experience shows that collection is maximised by pursuing debts on an individual service basis in a timely manner. In addition, the existence of different recovery legislation in relation to Council Tax, Housing Rents, Sundry Income etc., tends to support this approach.

However, when it is apparent that a customer is unable to pay a debt, or a number of like debts, the aim will be to agree an arrangement to pay (where appropriate), which takes into consideration the specific circumstances of the individual and the types of debts owed to the Council. The Council, when agreeing an arrangement for payment of multiple debts owed to it by an individual or business, will prioritise debts as follows (in descending order)–

For individuals:-

- Council Mortgage/Housing Rent/Small Holdings Rent/Debt due to fraud;
- Council Tax/Business Rates;
- Overpaid Housing Benefits;
- Sundry Debtors/Former Housing Tenant Rent Arrears.

For businesses:-

- Commercial Rent/Small Holdings Rent/Debt due to fraud;
- Council Tax/Business Rates;
- Sundry Debtors.

(Pre charge registration Penalty Charge Notices (parking contraventions) on their own are excluded from the arrangement process for multiple debts owed to the Council, although they are treated as a priority debt for purposes of calculating the ability to pay off debts by an individual).

To improve the efficiency of the Council's approach to helping individuals, in particular, cope with multiple debts, staff from the relevant services will liaise closely on cases where debts exceed minimum levels and advanced stage recovery action is being considered, such as:-

Housing Rents - Notice to seek Possession issued

Council Tax - Consideration of petitions in bankruptcy or charging orders

Business Rates - Consideration of pre-committal summons or insolvency petitions

Sundry Debtors/ - Relevant cases considered for referral for legal action
Commercial Rent/ (minimum value £600)
Small Holdings Rent/
Former Housing
Tenants Arrears

Overpaid Housing - Relevant cases considered for referral for legal action
Benefit (minimum value £600)

Where any individual reaches the debt recovery stage outlined above in any of the areas, the relevant officer will contact the other services to facilitate a coordinated consideration of any multiple debts and undertake a financial statement covering income and expenditure.

SECTION 5

STANDARDS, COMPLAINTS AND WHERE TO FIND MORE INFORMATION

The Council will adopt a flexible approach, while complying with its own or prescribed standards of service.

What Services will customers receive?

In determining how residents and businesses can best be supported and encouraged to address debt issues, the Council's service provision at the first point of contact will be delivered in a sensitive way.

Once a resident or business has made contact, it is imperative that they are referred on to the most appropriate source of debt management support, if required.

Residents or businesses presenting with a single debt will be able to make a payment or, where the debt cannot be cleared, a realistic agreement to pay via the relevant service.

Residents or businesses presenting with multiple debts need to believe that there is a solution to their debt problems and will be actively encouraged to share with staff information on all monies owed, in order for the most appropriate referral to be made, if required.

This Policy does not promote a "one size fits all" approach, but rather looks to work with the resident or business to take agreed steps to help address multiple debts.

Each service collecting debt for the Council has established comprehensive procedural policies they will follow when collecting debt.

Complaints:-

In the first instance, residents and businesses should make any complaint about any debt recovery actions taken by the Council direct to the service collecting the debt. Contact details are detailed later in this section.

If any complainant is dissatisfied with the response received, they should use the Council's formal complaints procedure. For details please visit the Council's website at:-

<http://www.anglesey.gov.uk/en/Get-involved/Comments-compliments-and-complaints/Making-an-official-complaint.aspx>

Where to find out more:-

More details relating to the application of this Policy for council tax, business rates, housing rents, sundry debts and overpaid benefits, please use the following contact details in the first instance:-

Council Tax – Billing & Recovery

Resources Function (Revenues)

Council Offices

LLANGEFNI

Anglesey

LL77 7TW

Telephone: (Billing 01248 750057) (Recovery 01248 752214)

Email: revenue@ynysmon.gov.uk

For Business Rates – Billing & Recovery

Resources Function (Revenues)

Council Offices

LLANGEFNI

Anglesey

LL77 7TW

Telephone: (Billing 01248 750057) (Recovery 01248 752214)

Email: revenue@ynysmon.gov.uk

For Housing Rents -

Housing Service

Council Offices

LLANGEFNI

Anglesey

LL77 7TW

Telephone: (01248 752200)

Email: ADRANTAI@ynysmon.gov.uk

For Sundry Debtors – Billing & Recovery

Resources Function (Revenues)

Council Offices

LLANGEFNI

Anglesey

LL77 7TW

Telephone: (Billing 01248 750057) (Recovery 01248 752214)

Email: income@ynysmon.gov.uk

For Overpaid Housing Benefits – Billing & Recovery

Resources Function (Benefits & Revenues)

Council Offices

LLANGEFNI

Anglesey

LL77 7TW

Telephone: (Billing 01248 750057) (Recovery 01248 752214)

Email: benefits@ynysmon.gov.uk

HELP WITH MANAGING YOUR MONEY AND DEBT

It is often the case that customers do not know where to turn if they are concerned about managing their money or they have debts and many customers are not opting for advice that is available. Customers are still unwilling to access the services of a financial adviser or debt advisor which means customers make complex choices without support.

Ignoring the problem will not make it go away. Customers must ask for help and there are many organisations that can provide advice on welfare, debt and money problems.

In the Financial Conduct Authority's "Our Financial Lives Survey 2017", this showed that very few consumers are 'ideal'. Low levels of financial capability, financial resilience and confidence in their ability to make financial decisions, coupled with behavioural biases, make it difficult for firms and organisations to expect consumers to always take responsibility for their decisions and actions.

The Authority uses part of its budget to ensure that welfare advice, along with financial advice and debt advice, is available on the Island for individuals and businesses. The Authority has agreed to provide funding to –

- **Its own J.E.O'Toole Centre**

This primarily provides a welfare rights service involving practical help, advice and information. This is located at –

Trearddur Square
Holyhead
Anglesey
LL65 1NB

<https://www.anglesey.gov.uk/en/Residents/Benefits-and-grants/Welfare-Rights-and-other-organisations-that-can-help.aspx>

cathp@anglesey.gov.uk

01407 760208

- **The Citizens Advice**

Citizens Advice (CAB) to offer advice on financial advice and debt problems. The CAB also provide a very wide range of advice on other money and non-money topics. Your local Citizens Advice can be contacted at –

a) 6 Victoria Terrace, HOLYHEAD, Anglesey, LL65 1UT.

<https://www.citizensadvice.org.uk/local/ynys-mon/contact-us/?serialnumber=561457>

AngleseyCA@gmail.com

03444 772020

b) Canolfan Ebeneser, Bridge St, LLANGEFNI, Anglesey, LL77 7PN.

<https://www.citizensadvice.org.uk/local/ynys-mon/contact-us/?serialnumber=102150>

AngleseyCA@gmail.com

03444 772020

c) Town Council Offices, Llawr y Llan, Lôn Goch, AMLWCH, Anglesey, LL68 9EN.

<https://www.citizensadvice.org.uk/local/ynys-mon/contact-us/?serialnumber=102146>

03444 772020

For its own housing tenants, the Authority provides its **Housing Support Services** to help people live in their home enabling people to deal with their affairs – but not doing it for them. For example, managing money, accessing welfare rights and services, avoiding falling in arrears and debt. This service is located at -

9a Peibio Close, HOLYHEAD, Anglesey, LL65 2EG.

<https://www.anglesey.gov.uk/en/Residents/housing/housing-support-service.aspx>

Customer Services 01248 752200 or directly on 01407 765912.

housingsupport@anglesey.gov.uk

Business support services is also available on the Island. As the Authority manages or administers direct business support services, such as grants, premises etc. and ensuring a transparent separation of duties, the Authority recommends that business.wales.gov.uk (<http://business.wales.gov.uk>) is the first point of contact if you are thinking of starting a business or for general business enquiries.

The various links to this website and other external web sites providing advice to businesses is –

<https://www.anglesey.gov.uk/en/Business/Business-Finance-and-Grants/Advice-on-Grants-and-Finance.aspx>

Authority's own staff will, therefore, direct individual customers to organisations on the Island which have been provided support from the Authority's budget to provide welfare and financial advice as well as debt advice and for businesses to business.wales.gov.uk. However, the Authority also recognises that there are many organisations that can give advice about debt and money problems and that customers may wish to make their own choices who to seek help from and are more suited to their specific requirements.

The organisations listed below are a guide only. The Authority has tried to make sure that the information is correct at the date shown on the cover of this Policy, it is possible that there may be incorrect information which need updating.

Isle of Anglesey County Council

There is a specific web page <https://www.anglesey.gov.uk/en/Residents/Benefits-and-Grants/Welfare-Rights-and-other-organisations-that-can-help.aspx> which provides information or directs you or provides links to various organisations who provide welfare, financial and debt advice. There are also useful web links for businesses on the Authority's web site –

<https://www.anglesey.gov.uk/en/Business/Business-Finance-and-Grants/Advice-on-Grants-and-Finance.aspx>.

British Bankers' Association (BBA)

The BBA produce some useful leaflets on proving your identity and a range of banking services. For more information: visit www.bba.org.uk.

Money Advice Service (MAS)

This is an independent service set up by the Government. The MAS provide a financial health check service. For more details: visit <https://www.moneyadviceservice.org.uk/en/tools/health-check>. This can help you work out your financial priorities and make decisions about your money.

The MAS also have a budget calculator to help you to think about your spending and to work out whether you have enough money coming in to cover your outgoings. For more details: visit

<http://www.moneymadeclearwales.org/>
<https://www.moneyadviceservice.org.uk/>

0800 1387777

Step Change Debt Charity

The Step Change provides free debt advice over the phone. Everything is free and confidential, from budgeting advice to practical Debt Management Plans. This service is available to everyone in the UK. For more details: look on their website www.stepchange.org or ring them on 0800 1381111 or write to them at: Step Change Debt Charity, Wade House, Merrion Centre, Leeds. LS2 8NG.

Shelter Cymru

This is mainly a telephone and on-line advice service. The local Shelter Cymru office is at Menai Office, PO Box 172, Y Felinheli, Gwynedd, LL56 4RX. Support Line – 0845 0755005 or email advicenorth@sheltercymru.org.uk. or details of appointments services on the Island <https://sheltercymru.org.uk/get-advice/advice-near-you/anglesey/>

National Debtline

This is a telephone based service and is a national helpline for people with debt problems in England, Wales and Scotland. They will discuss debt problems with you and explain the options available to you. For more details: look on their website www.nationaldebtline.co.uk, ring them on 0808 808 4000 or have a web chat with an advisor. They are located at National Debtline, Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham B16 8TP.

Payplan

Payplan provide free debt advice and management. For more details: look on their website www.payplan.com, ring them on 0800 278 6944 or write to them at: Payplan Ltd, Kempton House, Dysart Road, Grantham, NG31 7LE.

Insolvencyhelpline.co.uk

This is a not for profit debt advisory service for debt advice and debt management. For more details: look on their website <https://www.gov.uk/the-insolvency-service>, email insolvency.enquiryline@insolvency.gsi.gov.uk or ring them on 0300 678 0015.

Government Services and Information – Money and Tax

The UK Government information service provides advice on money and tax matters which includes advice on what to do if you receive, for example, a call from an enforcement agent (formerly called bailiff), County Court judgment or options to pay off your debts. This information is available on – <https://www.gov.uk/browse/tax/court-claims-debt-bankruptcy>.

Age Concern

Age Concern provides information on income and benefits for older people. For more details: look on their website www.ageuk.org.uk/cymru, ring them on 0800 223 444 or write to them at: Age Concern Cymru, Tŷ John Pathy, 13/14 Neptune Court, Vanguard Way, Cardiff, CF24 5PJ.

The Money Charity

The Money Charity provides information and guidance for people with debt or money worries. For more details: look on their website www.themoneycharity.org.uk, email hello@themoneycharity.org.uk, ring them on 0207 7062 8933 or write to them at: The Money Charity, 15 Prescott Place, London, SW4 6BS.

Advice UK

Advice UK is a registered charity and is the UK's largest support network for free, independent advice centres. For more details: look on their website www.adviceuk.org.uk, ring them on 0300 777 0107 or write to them at: Advice UK, 101E Universal House, 88 – 94 Wentworth Avenue, London, E1 7SA.

CODE OF PRACTICE - Guidance on Vulnerable Cases

Defining vulnerability can be difficult

The **Ministry of Justice** issued in April 2014 its “Taking Control of Goods: National Standards”. These standards are intended for use by all enforcement agents, public and private, the enforcement agencies that employ them and the major creditors who use their services e.g. local authorities.

This national guidance does not replace local agreements, existing agency codes of practice or legislation; rather, it sets out what the Ministry of Justice, those in the industry and some major users regard as minimum standards. It is recognised that this document is not legally binding, but it was offered as a helpful tool for the industry and for creditors which, it is hoped, will inform their own arrangements and against which they may benchmark their professional standards.

These standards place obligations on creditors in respect of appropriateness of enforcement referral and in alerting an enforcement agency of vulnerability, having agreed protocols in place and, as a creditor, prepared to take control back from the enforcement agent. It lists (though not a definitive list) in the National Standards, people who can be considered to be vulnerable –

- Older people;
- Disabled people;
- Mentally ill;
- The seriously ill;
- The recently bereaved;
- Single parent families;
- Pregnant women;
- Unemployed people;
- Those who have obvious difficulty in understanding, speaking or reading English.

These standards also place obligations as regards enforcement agents to alert creditors of identified vulnerabilities and act in accordance with the legislation, enforcement agents are also trained to recognise vulnerability and know when to withdraw and have ability to use their discretion.

The Taking Control of Goods (Fees) Regulations 2014 also stipulates where the debtor is a vulnerable person, the fee or fees due for the enforcement stage are not recoverable **unless** the enforcement agent has, **before proceeding to remove goods** which have been taken into control, given the debtor an adequate opportunity to get assistance and advice in relation to the exercise of the enforcement power.

The Taking Control of Goods Regulations 2013 defines a disabled person as a person –

- a)** Whose sight, hearing or speech is substantially impaired;
- b)** Who has a mental disorder;

c) Who is physically substantially disabled by any illness or any impairment present since birth, or otherwise.

The **Financial Conduct Authority (FCA)** expects firms and organisations to exercise extra care where consumers may be vulnerable, although the FCA recognises that it may be challenging for firms and organisations to identify vulnerability in some cases.

Firms and organisations expect consumers to take reasonable responsibility for their choices and decisions. However, the precise degree of reasonableness will depend on the circumstances. A consumer who has taken regulated advice should be able to rely on it being appropriate but, as mentioned above, extra care should be exercised for consumers who are vulnerable not recognising that they are experiencing difficulties and / or are reluctant to discuss personal matters.

The FCA, in its mission statement “Our Future Approach to Consumers” 2017, recognise that they must also regulate for real consumers and not just the “ideal” consumer. Before deciding on what makes a consumer potentially vulnerable, it will be beneficial to describe what an “ideal” consumer is. The FCA states –

“The ‘ideal’ consumer would always behave rationally, meaning that they would take a keen interest in their financial services products and always read the small print in full. They would switch when their research showed they were not getting the best possible deal and they would be capable of making the complex calculations and trade-offs to understand and compare the value of products. They would prioritise researching the best deals and act on their findings to reward competitive firms with their business.” They go on to state –

“Our Financial Lives Survey 2017 shows that very few consumers are ‘ideal’. Low levels of financial capability, financial resilience and confidence in their ability to make financial decisions, coupled with behavioural biases, make it difficult for firms to expect consumers to always take responsibility for their decisions and actions.”

Their survey also showed that 50% of consumers show characteristic of potential vulnerability but potential harm does not necessarily develop into real harm for the majority of them. This means, for this Authority, from the FCA’s conclusions, it requires a careful balancing act between itself and wider stakeholders to ensure a balanced approach to these issues so that vulnerable consumers are not only helped and protected but also able to participate in the same markets as everyone else i.e. the fact that a consumer is deemed ‘vulnerable’ is not an excuse not to pay a debt owed but that extra care is exercised in the collection of debt when a consumer is deemed vulnerable and that consumer is provided with debt advice, in particular the prioritisation of different debt types.

In addition to the list provided by the Ministry of Justice, the FCA’s overall definition of vulnerable consumers is particularly useful. They define vulnerable consumers as –

- **“people who can readily be identified as significantly less able to engage with the market; and/or**
- **people who suffer disproportionately if things go wrong”.**

The FCA then goes on to divide the causes of vulnerability into 4 categories –

- 1. Health.** In the FCA's Financial Lives Survey 2017, 5% of UK adults fell into this category, stating that their ability to carry on day-to-day activities was reduced a lot due to ill-health.
- 2. Resilience.** 30% of UK adults have been identified as having low financial resilience based on their own replies to the survey. Consumers in this category are exposed to plausible increases in interest rates, taxation and prices or a small change in their circumstances e.g. a consumer would struggle to pay their mortgage if it increased by less than £50 a month.
- 3. Life events.** These are usually major events that have happened in the last 12 months, such as divorce, redundancy or death of a close family member. Such an event, according to the FCA survey, happened to 19% of UK adults or their partner.
- 4. Capability.** This is defined as very low knowledge of financial matters or low confidence in managing their money. 17% of people were identified as having low capability.

Potentially vulnerable consumers may be able to 'cope' if they suffer from one cause, but they may become more susceptible to harm if they suffer from more than one cause at the same time. The FCA's own research has identified that as many as 2.2 million consumers are at risk of increased harm from financial shocks and have also experienced a life event in the last 12 months.

All consumers can be vulnerable at some point in their life, for example through serious illness or bereavement. The FCA expects firms and organisations to have to pay attention to possible indicators of vulnerability and have policies in place to deal with consumers who may be at greater risk of harm.

The Authority will use the following as indicators of vulnerability for debt collection purposes –

- **Need for care and support:** consumers that require physical, emotional or psychological care and support;
- **At risk of abuse or neglect, being unable to protect themselves from exploitation:** consumers who may be under the psychological control of a third party, where there has been a withdrawal of freedom of movement, humiliation, being blamed or intimidated;
- **Already living in accommodation other than general needs such as sheltered housing, extra care and long term care accommodation;**
- **Already receiving domiciliary or auxiliary health care;**
- **Having prescribed physical or mental health problems;**
- **Requiring assistance to conduct their affairs;**
- **Low communication skills:** being unable to communicate, poor articulation, limited expressive skills, assistive devices, language difficulties;

- **Poverty:** where poverty limits or prevents access to assistive devices or living in a safe environment or prioritising debts over human needs or not heating the home or not eating properly;
- **Social isolation:** this can give rise to feeling of ineptitude, reluctance to seek advice, fear of rejection, low self-esteem, questioning reality and anxiety.

In general, the Authority will consider a person to be vulnerable for debt collection purposes, if it would be unreasonable to expect that person to be able to deal with the debt problem themselves.

As the Authority uses internal or external enforcement agents and/or internal and external debt collectors, disability equality duty specifications must be included in procurement contracts. Enforcement agents or debt collectors, when acting for a local authority, assume the role of a public body and are bound by all the rules of conduct that apply.

What would the Authority then deem to be a vulnerable consumer for the purposes of debt recovery?

The Authority will initially have to make judgements on what are its reasonable expectations of its consumers with regard to payment of debt owed to the Authority and also demonstrate that decisions regarding debt recovery is based on a clear understanding of the consumers that use and pay for their services. For example, with regard to Council Tax, an 'ideal' taxpayer would advise the Authority of liability at a property within a reasonable time (usually less than 1 month) of moving in and advise of the people who live there over 18 years in age. They would ensure that all discounts, exemptions or disregards are applied for in a reasonable time and establish if they could be eligible, based on their income, for a Council Tax Reduction.

The taxpayer would then chose the preferred method of payment, preferably by Direct Debit, and then make payments in accordance with the agreed statutory instalments. The taxpayer would contact the Authority to elect to pay by 12 months. The taxpayer would then, within a reasonable time (usually within 1 month), advise of any changes to liability and pay in accordance with the revised demand.

Having regard to the Ministry of Justice's National Standards, the FCA's reports and the Authority's own consumer base, the Authority has decided that care and discretion should be taken when dealing with persons falling into the following groups which may be considered to be vulnerable for the purposes of this Code of Practice in respect of collecting debts owed to the Authority. Where the following circumstances are encountered, the approach expected by the Authority is outlined below:-

Elderly Persons

An elderly person is not necessarily vulnerable and a great many elderly people are financially secure and both mentally and physically healthy. However, some elderly people are frail, confused, ill and living on fixed and limited incomes and, therefore, are considered to be vulnerable.

If it is evident when seeking to recover a debt that the debtor falls into the latter categories, staff should consult with their line manager on the best way to proceed and, for Authority's enforcement officers, no attempt to levy or remove goods should be made without first consulting the Authority and that Authority debt collectors should contact the Authority for advice.

Disabled Persons

A person with a disability is not necessarily vulnerable for the purposes of this Code of Practice. However, where the disability affects the person's ability to deal with their financial affairs, they should be considered to be vulnerable.

Where a staff member believes that the debtor's disability is affecting the person's ability to deal with financial matters, guidance should be sought from their line manager. Regardless of the severity of the disability, an Authority enforcement officer should never remove or levy distress on goods that are necessary to the wellbeing of the person due to their disability. If it is evident that the debtor has a disability that is anything other than a relatively minor disability, no action should be taken without consulting the Authority. Authority debt collectors should also consult with the Authority in such circumstances.

Persons with Mental Impairment or Learning Difficulties

If it is evident that the debtor has mental impairment or learning difficulties, they should be considered to be vulnerable and no action should be taken without consulting a line manager or, for external agencies, the Authority.

Persons Experiencing Serious Illness, including Mental Illness

Where the debtor (or the debtor's partner) appears to be suffering from any condition which is serious or life threatening, they could be considered to be vulnerable. No action should be taken if the debtor (or the debtor's partner) is suffering from any condition which is serious, life threatening, or where the staff member, the Authority's enforcement agent or debt collector has concern that further action may be seriously detrimental to the person's welfare.

A Person Recently Bereaved

A person suffering the recent bereavement of a close relative could be considered to be a vulnerable person.

Bereavement affects different people in different ways and staff members, enforcement agents and debt collectors will need to exercise discretion in determining whether a person that has experienced recent bereavement is vulnerable based on the individual circumstances. Where the debtor (or the debtor's partner) is obviously still extremely distressed, the staff member, the Authority's enforcement officer or debt collector should seek guidance from a line manager or the Authority before proceeding, even though some time may have passed.

Lone Parents

A lone parent is not necessarily a vulnerable person and it is recognised that some lone parents are financially secure. However, lone parents, and in particular those with very young children, may have difficulty in undertaking employment and, therefore, rely on Welfare Benefits. A staff member, the Authority's enforcement agent or debt collector should exercise discretion and consult a line manager or the Authority before taking action where there is reason to believe that a lone parent may be vulnerable.

Pregnancy

A person in the latter stages of pregnancy may find dealing with serious financial issues stressful, particularly if they are not supported by a partner, or if they are on a low income or benefits. This may be compounded by any additional essential expenditure due to the pregnancy or birth of a child.

Where it is evident that a debtor or their partner, is pregnant, the staff member, the Authority's enforcement officer or debt collector should take care to avoid causing stress as this could be detrimental to the person's wellbeing. Where the staff member, Authority's enforcement officer or debt collector has concerns that further action may be detrimental to the person's welfare, they should seek further advice from their line manager or the Authority.

Persons receiving Income Support, Job Seeker's Allowance (Income Based), Employment and Support Allowance (Income Related) or Pension Credit (or where a benefit application has been made for such welfare payments but not yet determined)

Those on Income Support, Job Seeker's Allowance, Employment and Support Allowance or Pension Credit are living on a subsistence level benefit.

An Authority staff member should seek alternative recovery remedies that are available before instructing the Authority's enforcement officer or debt collector.

Generally, an Authority's enforcement officer should withdraw automatically where the debtor provides evidence they are in receipt of Income Support or Job Seekers Allowance and advise the Authority immediately, as alternative recovery remedies are available to the Authority (e.g. attachment of benefits). In this event, the liability order should be returned to the Authority. If it appears to the Authority's enforcement officer that the debtor may be claiming benefit fraudulently, the Authority's enforcement officer should contact the Authority to report their concerns before taking any action. If the debtor is awaiting the result of a benefit application, the Authority's enforcement officer should contact the Authority before taking any action.

In some circumstances, the Authority may request the Authority's enforcement officer to take enforcement action, for example where the amount that may be deducted from benefits is less than the accruing liability. In such cases, the Authority will provide explicit instructions to its enforcement company.

The Authority's debt collector can return the debt to the Authority if the debt collector deems that the recovery of the debt having regard to the person's circumstances is low or nil.

Unemployed Persons

Unemployment does not automatically mean the debtor is vulnerable. For example, a person may have received a substantial redundancy payment and be financially secure in the short-term. However, loss of employment may result in serious financial difficulties if a person is suddenly unable to meet their existing financial commitments.

A person who has recently become unemployed after a long period of employment may be unfamiliar with processes for claiming benefits and may need additional assistance to understand their entitlements.

If it is evident from the staff member, the Authority's enforcement officer or debt collector's observation of the debtor's circumstances that the debtor may be vulnerable, no action should be taken without consulting a line manager or the Authority.

A Person who has Difficulty Understanding Welsh or English

Where a person does not understand either spoken or written Welsh or English, they should be considered to be vulnerable, particularly if they do not have support from family members who can speak and read Welsh or English.

Where a staff member, the Authority's enforcement officer or debt collector has reason to believe a person may have difficulty understanding Welsh or English, this should be reported to the line manager or the Authority who will provide advice on how to proceed.

Persons Aged Under 18

It is unlikely that a person aged less than 18 years will owe any sums to the Authority; however, it is possible that a person may assist or care for a parent or other older person and could contact the Authority on their behalf. A person aged less than 18 years may be the only person at home when a visit is made. Anyone aged less than 18 years should automatically be considered to be vulnerable.

A person that has difficulty reading or writing

A person who has difficulty reading or writing should usually be regarded as vulnerable because they will have difficulty in understanding written notices. People who have difficulty reading or writing are often reluctant to reveal their difficulties and where there is concern that a person has such difficulties, the issue should be addressed in a sensitive manner.

Where the staff member, Authority's enforcement officer or debt collector has reason to believe a person may have difficulty reading or writing, this should be reported to the line manager or the Authority who will provide advice on how to proceed.

Cases where the welfare of children would be put at risk

If it appears to the staff member, Authority's enforcement officer or debt collector that the welfare of young children may be put at risk by the Authority's actions, or where the staff member, Authority's enforcement officer or debt collector has reason to be concerned about the welfare or safety of a child, the concerns should be reported to the Authority immediately who will provide advice on how to proceed.

People who have experienced recent marital break-up

If it is evident to the staff member, Authority's enforcement officer or debt collector that non-payment may be due to a recent marital break-up, the staff member, Authority's enforcement officer or debt collector should consult with the line manager or the Authority.

Possible Job Losses

In any case where there is evidence that job losses may result through the non-payment of a debt or removal of goods, the staff member, Authority's enforcement officer or debt collector must consult with the line manager or the Authority before undertaking enforcement action to recover the debt or before removing goods.

Other Unusual Circumstances

If the staff member, Authority's enforcement officer or debt collector finds unusual circumstances that are not covered by any of the above categories, the staff member, Authority's enforcement officer or debt collector should take no action without consulting the line manager or the Authority.

Incwm & Gwariant / Income & Expenditure

Rhowch yr HOLL ffigyrau fel symiau wythnosol NEU symiau mis calendr
 Please give ALL figures as either weekly OR calendar monthly amounts

Enw / Name:

Rhif Cyf / Ref No:

Cyfeiriad / Address:

..... Côd post / Post Code:

WYTHNOSOL / MISOL* (*Dileu fel sy'n briodol)	Incwm / Income		WEEKLY / MONTHLY* (*Delete as appropriate)
	£	p	
Eich enillion	-		Your earnings
Enillion eich partner	-		Partner's earnings
Cyfraniadau rhai nad yw'n ddibynnol	-		Non-dependent contributions
Credyd Cynhwysol	-		Universal Credit
Cymhorthdal Incwm	-		Income Support
Budd-dal Tai	-		Housing Benefit
Lwfans ceisio gwaith	-		Jobseeker's Allowance
Budd-dal analluogrwydd	-		Incapacity Benefit
Tâl salwch statudol	-		Statutory Sick Pay
Credyd treth gwaith	-		Working Tax Credit
Credyd treth plant	-		Child Tax Credit
Budd-dal plant	-		Child Benefit
Tâl Cynnal a dderbynnir	-		Maintenance received
Lwfans Byw Anabledd	-		Disability Living Allowance
Budd-dal arall 1:	-		Other benefit 1:
Budd-dal arall 2:	-		Other benefit 2:
Ffi llety	-		Lodging fee
Arall 1:	-		Other 1:
Arall 2:	-		Other 2:
CYFANSWM INCWM	A	-	A TOTAL INCOME

Gwariant/Outgoings

	£	p	
Rhent	-		<i>Rent</i>
Morgais/benthyciadau a sicrhawyd	-		<i>Mortgage / secured loans</i>
Rhent tir / tâl gwasanaeth	-		<i>Ground rent / service charge</i>
Dreth Gyngor	-		<i>Council Tax</i>
Treth dŵr	-		<i>Water rates</i>
Trydan	-		<i>Electricity</i>
Nwy	-		<i>Gas</i>
Olew / tanwydd arall	-		<i>Oil / other fuel</i>
Cynnal a chadw	-		<i>Maintenance</i>
Dirwyon Ynadon	-		<i>Magistrates fines</i>
Yswiriant bywyd	-		<i>Life assurances</i>
Yswiriant adeiladau	-		<i>Buildings insurance</i>
Yswiriant cynnwys	-		<i>Contents insurance</i>
Yswiriant iechyd	-		<i>Health insurance</i>
Iechyd (e.e. deintydd, profion llygaid)	-		<i>Health (e.g. dentists, eye tests)</i>
Ffôn	-		<i>Telephone</i>
Trwydded deledu	-		<i>Television licence</i>
Treth car	-		<i>Car tax</i>
Yswiriant car	-		<i>Car insurance</i>
Car, MOT, trin ac atgyweirio	-		<i>Car MOT, service & repairs</i>
Petrol	-		<i>Petrol</i>
Costau teithio eraill	-		<i>Other travelling expenses</i>
Dillad ac esgidiau	-		<i>Clothes & shoes</i>
Bwyd a chadw tŷ	-		<i>Food & housekeeping</i>
Bwyd anifeiliaid anwes	-		<i>Pet food</i>
Yswiriant Anifeiliaid anwes / biliau Milfeddyg	-		<i>Pet insurance / veterinary bills</i>
Deunydd glanhau a phethau ymolchi	-		<i>Cleaning materials & toiletries</i>
Prydau ysgol	-		<i>School meals</i>
Tripiau ysgol	-		<i>School trips</i>
Gofal / Gwarchod plant	-		<i>Childcare / child-minding</i>
Arian poced plant	-		<i>Children's pocket money</i>
Eitemau cartref (trwsio ayyb.)	-		<i>Household items (repairs etc.)</i>
Papurau newydd a chylchgronau	-		<i>Newspapers & magazines</i>
Mynd allan / adloniant	-		<i>Going out / entertainment</i>
Alcohol/sigarêts/melysion	-		<i>Alcohol / cigarettes / sweets</i>
Arall 1:	-		<i>Other 1:</i>
.....		
Arall 2:	-		<i>Other 2:</i>
.....		
			...
CYFANSWM GWARIANT	B	-	B
			TOTAL OUTGOINGS

**ARIAN AR ÔL YN DILYN
GWARIANT WYTHNOSOL /
MISOL (ar gael ar gyfer
credydwyr â blaenoriaeth)**

$$A - B = C$$

C **C**

**MONEY LEFT AFTER
WEEKLY / MONTHLY SPEND
(available for priority
creditors)**

**Dyledion â
blaenoriaeth / Priority
Debts**

£ p

Ôl-ddyledion rhent
Ôl-ddyledion morgais
Ôl-ddyledion benthyciadau a
sicrhawyd
Ôl-ddyledion Dreth Gyngor
Ôl-ddyledion nwy
Ôl-ddyledion trydan
Dirwyon
Dyfarniadau Llys Sirol
Ôl-ddyledion tâl cynnal
Treth / Yswiriant gwladol (dim
PAYE)

-

-

-

-

-

-

-

-

-

-

-

-

Rent Arrears

Mortgage arrears

Secured loan arrears

Council Tax arrears

Gas arrears

Electricity arrears

Fines

County Court judgments

Maintenance arrears

Tax / National insurance (non-PAYE)

Arall:

Other:

**CYFANSWM
DYLEDION Â
BLAENORIAETH**

D **D**

**TOTAL
PRIORITY DEBTS**

$$C - D = E$$

**ARIAN AR ÔL (os o gwbl) ar
gyfer credydwyr sydd ddim yn
cael blaenoriaeth**

E **E**

**TOTAL MONEY LEFT
(if any) for non-priority
creditors**

**Dyledion sydd ddim
yn cael blaenoriaeth /
Non-priority Debts**

£ p

Cardiau credyd
Catalogau
Benthyciadau dydd tâl/rhyngwyd
Cardiau siopau
Credydwr arall 1:
.....
Credydwr arall 2:
.....
Credydwr arall 3:
.....

-

-

-

-

-

-

-

-

-

Credit cars

Catalogues

Pay day / internet loans

Store cards

Other creditor 1:

.....

Other creditor 2:

.....

Other creditor 3:

.....

**CYFANSWM DYLEDION
SYDD DDIM YN CAEL
BLAENORIAETH**

TOTAL NON-PRIORITY DEBTS

Ticiwch **UN** o'r blychau isod Please tick **ONE** of the boxes below:

Mae hwn yn gofnod cywir o fy sefyllfa ariannol ar
This is a true record of my financial situation on:

/ / 20

NEU / OR

Mae hwn yn amcangyfrif cywir o beth
fyddai fy sefyllfa ariannol, pe bawn yn
symud i:

*This is a true estimate of what my financial
situation shall be, if I were to take up
occupation of:*

.....
(cyfeiriad / address)

Llofnodi / Signed:

Isle of Anglesey County Council - Equality Impact Assessment Template

Revision history:		
Version	Date	Summary of changes
0.1	28 May 2019	
Step 1: Background		
1 - What are you assessing?	Corporate Debt Recovery Policy (Policy)	
2 - Is this a new or existing proposal?	New	
3 - What are the aims and purpose of this proposal?	<p>The Policy details the principles to be adopted by the Isle of Anglesey County Council when undertaking the collection of debt owed to the Council. It explains how the Council will attempt to maximise debt recovery. It also aims to -</p> <ul style="list-style-type: none"> • Treat people fairly while collecting income which is owed to the Council; • Achieve the best possible chance of finding an early and effective solution to a person/business getting into a debt or expecting to face financial difficulties with the Council; • Achieve a coordinated approach to dealing with a person having multiple debts with the Council; • Provide a supportive approach to debt recovery meeting individual needs and signposting to independent support agencies; • Provide a code of practice to Council staff, its enforcement agents and/or debt collectors and any other person or organisation use by the Council to collect debt with care and discretion from persons considered to be vulnerable. 	
4 - Who is responsible for the proposal you are assessing?	All Council services	
5 - Who is the Lead Officer for this assessment?	Resources Function	

Step 1: Background	
6 - Who else is involved in undertaking this assessment?	Services and partners
7 - Is the proposal related to other areas of work? For example, are there other proposals of policies that should be taken into consideration as part of this assessment?	<p>Council Plan 2017 – 2022, Well-Being Statement and Objectives, Anti-Poverty Strategy July 2018, Universal Credit Implementation Action Plan 2017.</p> <p>Set of more detailed procedural policies supporting the Policy, covering areas of income collected by the Council and protocols governing use of enforcement agents/debt collectors, tracing of absconders, use of credit agencies and protocols for use of committal, insolvency and charging orders in recovery of debt.</p> <p>The proposal also takes into account and builds upon the Council Tax Protocol for Wales “Good Practice in Collection of Council Tax”, January 2019 – Welsh Government, Welsh Local Government Association and Welsh Councils; “Taking Control of Goods: National Standards, April 2014 – The Ministry of Justice and “Our Future Approach to Consumers”, 2017 and “Our Financial Lives Survey, 2017 – Financial Conduct Authority.</p>
8 - Who would be affected by the proposal(s) (adversely or positively, directly or indirectly)?	Debtors who owe money to the Isle of Anglesey County Council

Step 1: Background			
9 - Is the proposal relevant to how the Authority complies with the public sector general duty relating to people who are protected by the Equality Act 2010?		Yes	No
The elimination of discrimination and harassment		✓	
The advancement of equality of opportunity		✓	
The fostering of good relations		✓	
The protection and promotion of human rights		✓	
Note: As a general rule, any policy that affects people is likely to be relevant across all protected groups			
Step 2: Information Gathering			
10 - Does this proposal ensure that the Welsh language is treated no less favourably than the English language, in accordance with the Council's Welsh Language Policy?	Yes. However, it should be noted that debtors who wish to make their own choices who to seek help from, which may be suited to their own specific requirements, such help in all probability, may only be through the English Language.		
11 - Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?	Yes – but note comment above.		
12 – Will this area of work proactively offer services in Welsh for users?	Yes – but note comment above.		
13 – Is this proposal likely to protect and promote the Welsh language within communities?	Yes – but note comment above.		

Step 2: Information Gathering		
<p>Appendix 1 to the Impact Assessment Guidance lists a series of questions which should be considered when assessing how proposals impact on the Welsh language in general. The extent to which these questions are relevant will depend on the proposal in question. The purpose of these questions is to make you think about the wider impact or contribution and these questions could be used as a prompt when responding to questions 10 – 13 above.</p> <p>However, when assessing how the Council's main policies and strategies impact on the Welsh language, it is recommended that these questions are considered in more detail so that comprehensive assessment is undertaken – a separate template is available with these papers on MonITor, for you to complete, if appropriate.</p>		
<p>14 - Are there any Human Rights issues? If so, what are they? (For example, could this proposal result in the failure to safeguard the right to privacy?)</p> <p>(The 16 basic rights are listed at Appendix 1).</p>	No.	
<p>15 – Does this proposal meet any of the seven national well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015?</p> <p>(Discriptions of the wellbeing goals are listed at Appendix 2)</p>	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	
<p>16 - What has been done to date in terms of involvement and consultation with regard to this proposal?</p>	<p>This details the policy and principles in the collection of debt owed to the Council already governed by legislation and good practice protocols. The Policy takes account of comments made by services and by scrutiny.</p>	
<p>17 – Have you used any other information that is relevant to the proposal to inform your assessment? If so, please detail:</p>	<p>Review of other local authority policies and national protocols.</p>	
<p>18 - Are there any gaps in the information collected to date? If so, how will these be addressed?</p>		

Step 3: Considering the potential impact and identifying mitigating action

19 — Note below any likely impact on equality for each individual group, and identify what action could be taken to reduce or improve the impact. *For determining potential impact, please choose from the following: **Negative / Positive / No impact**

Protected group	*Potential Impact	Details of the impact	Actions to mitigate negative impact
Age	Positive	Consideration of vulnerability for some elderly people on the grounds of being frail, confused, ill and living on fixed and limited incomes. Persons under 18 years will be considered as 'vulnerable' for the purposes of the Policy.	
Disability	Positive	Consideration of vulnerability for certain disabilities that affect the ability to deal with financial affairs and protection of goods from distraint. Persons with mental impairment or learning difficulties considered as vulnerable under the Policy.	
Gender	No impact		
Gender Reassignment	No impact		
Pregnancy & Maternity	Positive	Consideration of vulnerability in the latter stages of pregnancy particularly if not supported by a partner or on low income or benefits.	
Race / Ethnicity / Nationality	No impact		
Religion or Belief	No impact		
Sexual Orientation	No impact		

Protected group	*Potential Impact	Details of the impact	Actions to mitigate negative impact
Welsh language	Positive	Compliance with Council's Welsh Language Policy, May 2016, and Welsh Language Standards, March 2016 under the Policy.	
Human Rights	Positive	Security of information and recovery of debt in accordance with legislation and no discrimination.	
Marriage or Civil Partnership	No impact		
Any other relevant issue, e.g. poverty, access to services in rural areas	Positive	Consideration of vulnerability for those living on subsistence level benefits, unable to speak Welsh or English, difficulty and writing and reading, welfare of children etc.	
Step 4: Outcome of the assessment			
20 - Note the impacts identified and how it is intended to mitigate any negative impact (i.e. a summary of the above table)		No adverse impacts identified.	
21 - Is there a strategy for dealing with any unavoidable but not unlawful negative impacts that cannot be mitigated?			
22 - Describe any actions taken to maximise the opportunity to promote equality and/or the goals of the Well-being of Future Generations (Wales) Act 2015 (sustainability). (The seven well-being goals are listed in Appendix 2)		Policy	

Protected group	*Potential Impact	Details of the impact	Actions to mitigate negative impact
23 – Is there a need to reconsider the proposal as a result of conducting this assessment? (Evidence of negative impact could render the proposal or decision unlawful. If you have identified negative impact, you should consider at this stage whether it is possible to proceed with the proposal).		No	
24 - Will the proposal be adopted / forwarded for approval? Who will be the decision-maker?		Scrutiny Committee to recommend approval by the Executive Committee.	
25 - Are there monitoring arrangements in place? What are they?		Management controls, along with regular performance monitoring and independent review processes, are in place to ensure compliance with the Policy, subsidiary procedural policies and protocols.	
Step 5: Action Plan			

Please detail any actions that are planned following completion of your assessment. You should include any changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or to carry out further research.

Ref	Proposed actions	Lead officer	Timescale

Appendix 1 – Human Rights

Human rights are rights and freedoms that belong to all individuals, regardless of their nationality and citizenship. There are 16 basic rights in the Human Rights Act – all taken from the European Convention on Human Rights. For the purposes of the Act, they are known as ‘the Convention Rights’. They are listed below:

(Article 1 is introductory and is not incorporated into the Human Rights Act)

Article 2: The right to life

Article 3: Prohibition of torture

Article 4: Prohibition of 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: Right to respect for private and family life

Article 9: Freedom of thought, conscience and religion

Article 10: Freedom of expression

Article 11: Freedom of assembly and association

Article 12: Right to marry

Article 14: Prohibition of discrimination

Article 1 of Protocol 1: Protection of property

Article 2 of Protocol 1: Right to education

Article 3 of Protocol 1: Right to free elections

Article 1 of Protocol 13: Abolition of the death penalty

Appendix 2 - Well-being of Future Generations (Wales) Act 2015

This Act is about improving the social, economic, environmental and cultural well-being of Wales. Public bodies need to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future. The Act puts in place seven well-being goals:

Goal	Description of the goal
A prosperous Wales	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.
A resilient Wales	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).
A healthier Wales	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.
A more equal Wales	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).
A Wales of cohesive communities	Attractive, viable, safe and well-connected communities.
A Wales of vibrant culture and thriving Welsh language	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.
A globally responsible Wales	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.

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive Committee
Date:	17th of June, 2019
Subject:	Lowering the age of admission at Ysgol Henblas
Portfolio Holder(s):	Councillor R. Meirion Jones
Head of Service:	Mr Arwyn Williams
Report Author: Tel: E-mail:	Meinir Hughes 01248752947 MeinirHughes@ynysmon.gov.uk
Local Members:	Councillor Dafydd Roberts Councillor Eric Wyn Jones

A –Recommendation/s and reason/s

A request was received from the Governing Body of Ysgol Henblas for the Authority to consider lowering the school’s age of admission to admit pupils part time from the September following their 3rd birthday.

On 29th of April, 2019, the responses received from stakeholders during the statutory consultation were reported to the Executive Committee. No objections to the proposal were received and the supportive responses were discussed within the report. In its meeting on the 19th of April, the Council’s Executive Committee decided as follows:

- i. To approve the proposal to lower the age of admission at Ysgol Henblas to admit pupils part time from the September following their 3rd birthday, to take effect from 31 August 2019.
- ii. To approve the issuing of a statutory notice in regards to the proposal in (i) above in accordance with the requirements of Section 48 of the School Organisation Code (Wales) 2013.

In accordance with the School Standards and Organisation (Wales) Act 2013, the Organisation Code 011/2018 and alongside the Executive Committee’s decision in its meeting on the 29th of April, a statutory notice was issued on 13 May 2019. Following this, a statutory objection period of 28 days was held on this proposal.

Since no objections were received, the Authority officers recommend for the Council’s Executive Committee to conclusively confirm the proposal to lower the age of admission at Ysgol Henblas from 31 August 2019.

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

The other option is to continue with the current arrangements, however, no objections to the proposal were received.

C – Why is this a decision for the Executive?

Changing the age range of a school is a “regulated alteration” within school reorganisation and within the requirements of the School Organisation Code, 011/2018.

It is a decision for the Executive Committee, who is required to publish proposals on the change whilst considering the responses.

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

Yes, the authority has followed the process with other schools over the past few years.

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

Yes.

DD – Who did you consult?

What did they say?

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	Equality impact assessments must be has been completed .
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	
9	Local Members	
10	Any external bodies / other/s	

E – Risks and any mitigation (if relevant)

1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:

Report on the Consultation.

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

None

Appendix 1

22/05/19

REPORT ON THE OBJECTION PERIOD FOR THE PROPOSAL TO LOWER THE AGE OF ADMISSION AT YSGOL HENBLAS

1. Background

The purpose of this document is to report, following a statutory consultation period, on the proposal to lower the age of admission at Ysgol Henblas, Llangristiolus, Bodorgan so that they admit pupils part time from the September following their 3rd birthday from 31st of August 2019.

On 29th of April, 2019, the responses received from stakeholders during the statutory consultation were reported to the Executive Committee. No objections to the proposal were received and the supportive responses were discussed within the report. In its meeting on the 19th of April, the Council's Executive Committee decided as follows:

- iii. To approve the proposal to lower the age of admission at Ysgol Henblas to admit pupils part time from the September following their 3rd birthday, to take effect from 31 August 2019.
- iv. To approve the issuing of a statutory notice in regards to the proposal in (i) above in accordance with the requirements of Section 48 of the School Organisation Code (Wales) 2013.

In accordance with the School Standards and Organisation (Wales) Act 2013, the Organisation Code 011/2018 and alongside the Executive Committee's decision in its meeting on the 29th of April, a statutory notice was issued on 13 May 2019. Following this, a statutory objection period of 28 days was held on this proposal.

Under Section 49 of the School Standards and Organisation (Wales) Act 2013, proposers must issue a summary of objections and must respond to those objections in this report, namely the 'Objection Report'.

A copy of the notice was placed at the main entrance of the school and of the neighbouring playgroup. Electronic and hard copies of the notices were distributed in accordance with the School Organisation Code requirements. It was noted clearly in the notices that there were means for anyone to object and how to do so.

The objection period expired on the 10th of June 2019.

No objections were received during the objection period.

2. Next Steps

Since no objections were received, the Lifelong Learning Department recommends for the Council's Executive Committee to conclusively confirm the proposal to lower the age of admission at Ysgol Henblas on the 31st of August, 2019.

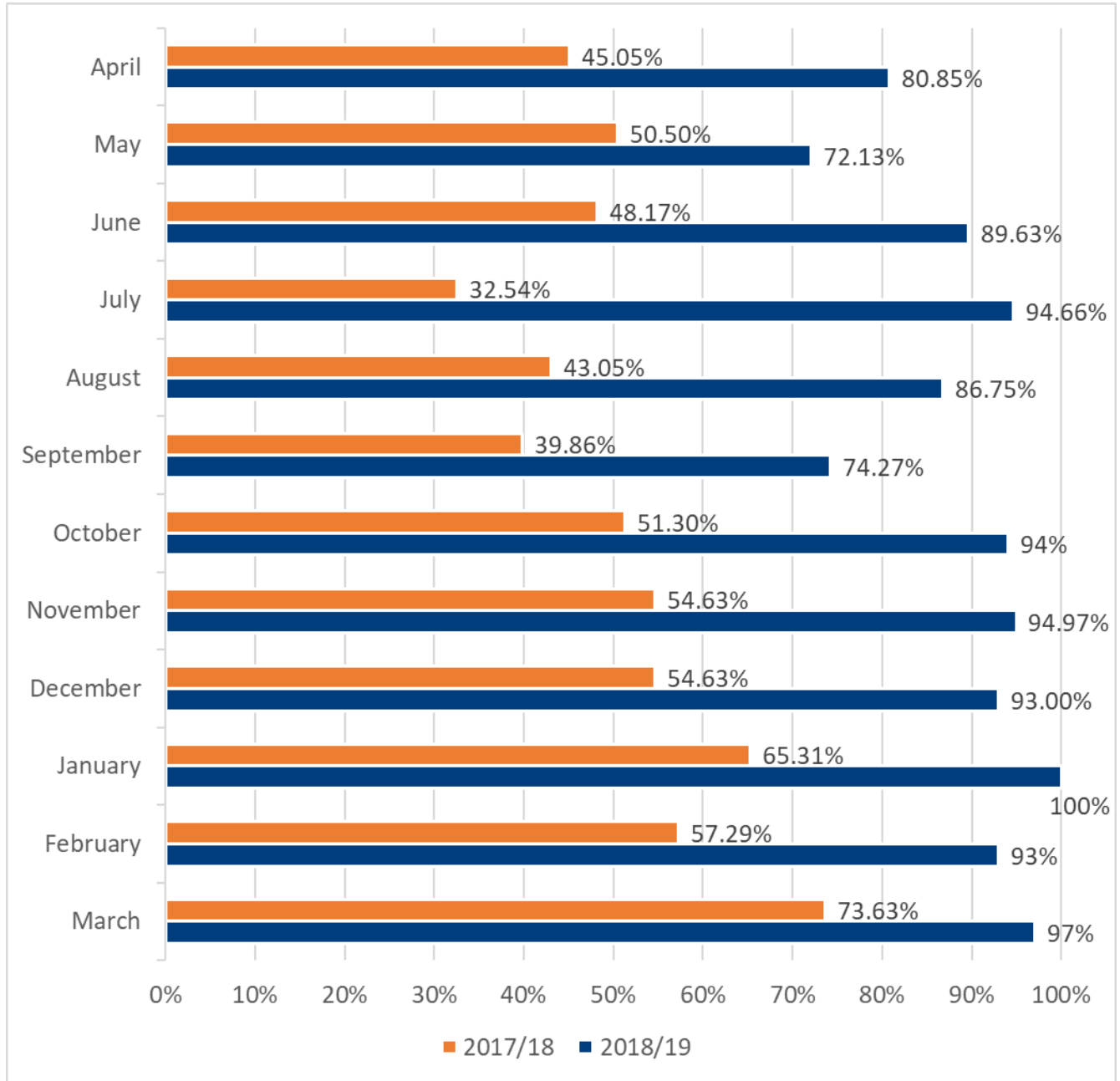
ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	17 June 2019
Subject:	Children and Families Services Progress Report
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Fôn Roberts, Head of Children and Families Services
Report Author:	Elin Williams, Children & Families Services Transformation Programme Manager
Tel:	01248 751813
E-mail:	ElinWilliams@ynysmon.gov.uk
Local Members:	Relevant to all Members

A –Recommendation/s and reason/s
<p><u>RECOMMENDATIONS</u></p> <ul style="list-style-type: none"> ➤ To confirm that the Executive Committee is satisfied with the pace of progress and improvements made to date within Children & Families Services. <p><u>Background</u></p> <p>As Elected Members you are fully aware of the background regarding the Service Improvement Plan and that this was regularly reviewed by the Children’s Services Improvement Panel. Following the recent re-inspection of the service by Care Inspectorate Wales (CIW), the service is now working to a new Service Development Plan that is replacing the previous Service Improvement Plan.</p> <p>The Service Development Plan is a 3 year plan and consists of the following 5 themes:</p> <ol style="list-style-type: none"> 1. A confident and competent workforce to provide a consistent and effective service; 2. Quality and timely assessments, care planning, interventions and decision making to protect, support and manage the risks for children: good quality chronologies, record keeping and research evidence and tools; 3. Quality assurance and performance framework that supports the local authority in effectively managing its responsibilities towards children; 4. Appropriate social work intervention ‘at the right time’ in order to enhance family life and support families at times of trauma; 5. Improve outcomes for children in care. <p>The service is enthusiastic about its Service Development Plan moving forward.</p> <p>Since the last report the focus of the work within the Children & Families Services has been:</p>

1. Performance

A marked improvement can be seen within the Quarter 4 Performance Indicators (PIs) within the service. Performance has continued to improve within most areas that are measured which is an indicator of the positive changes and developments that are happening within the service as a whole.

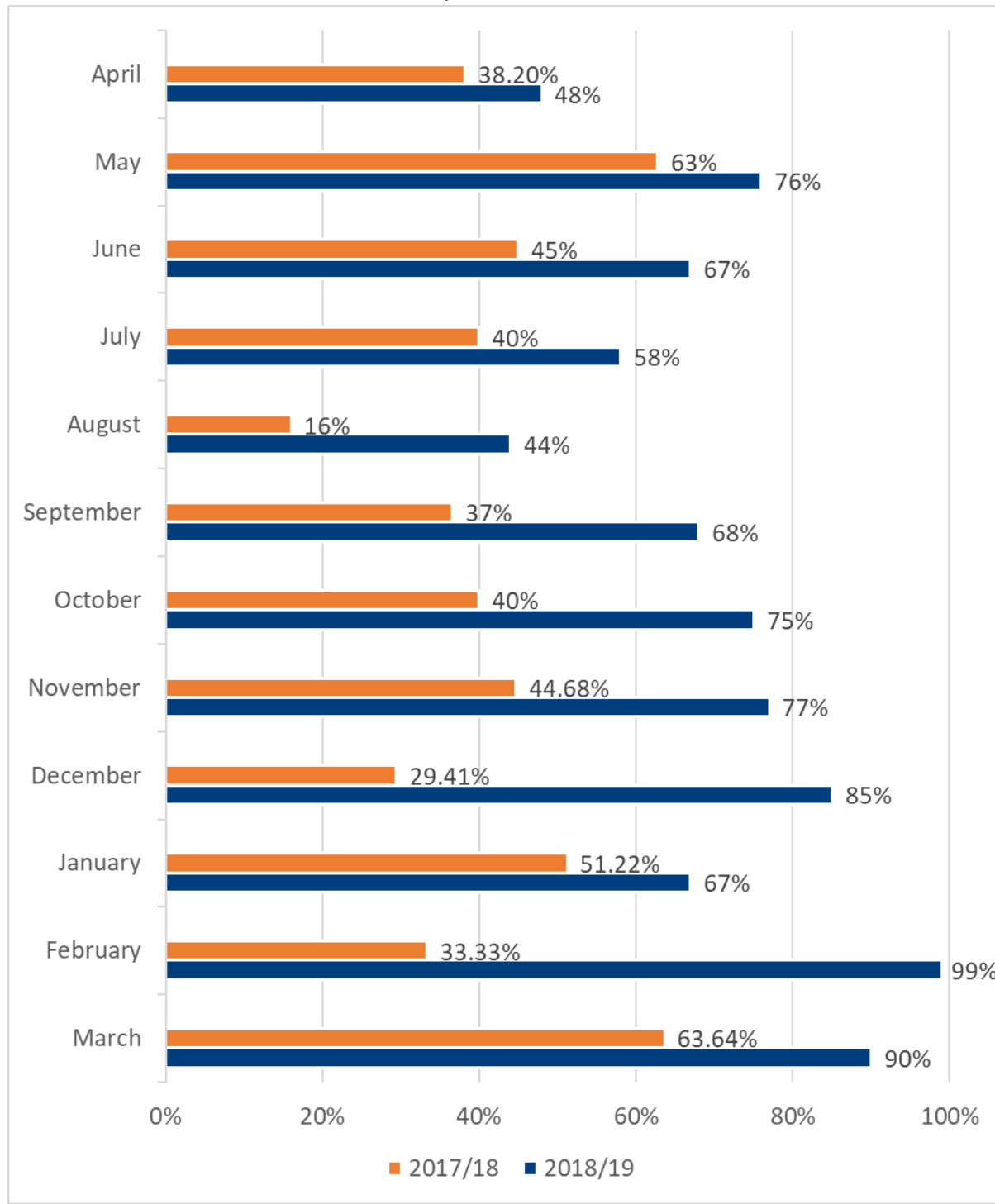
1.1. Child Protection Statutory Visits



This Performance Indicator measures the number of Child Protection Statutory Visits held within timescale.

Quarter four is the best quarter of the year with a score of **96.69%** (17 missed out of 514). We missed **185** visits for the year which is **660** less than the previous year. This is a significant improvement. The end of year score is **89.80%**.

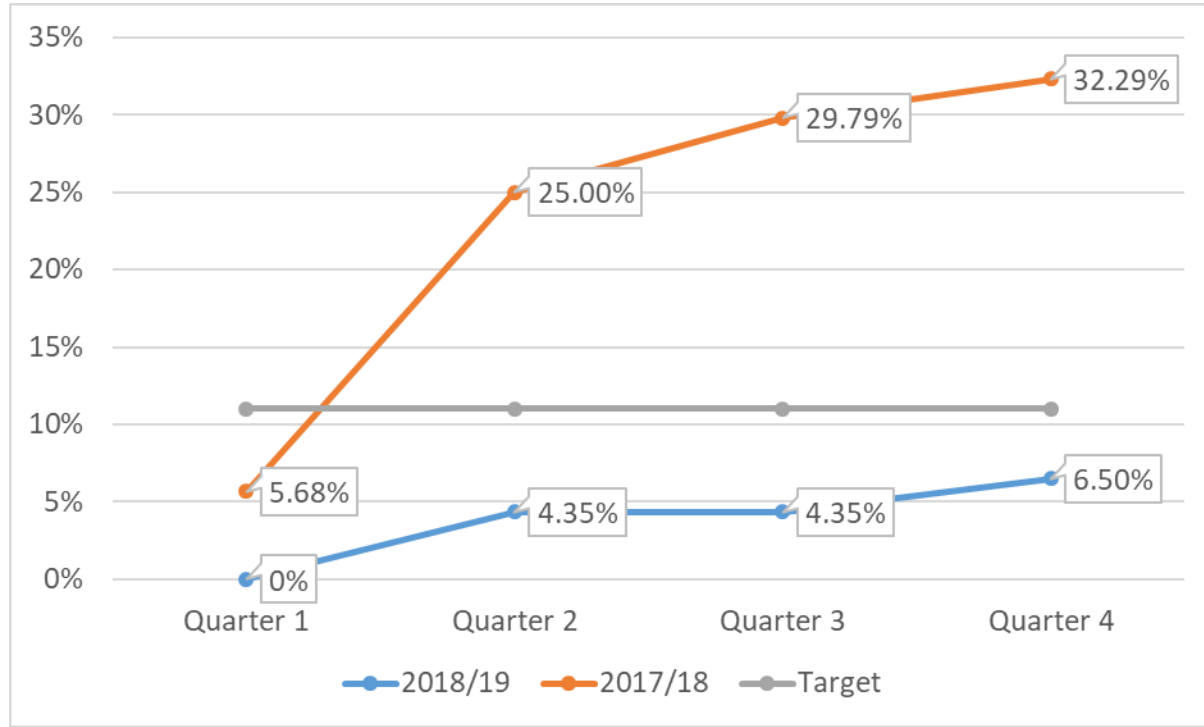
1.2. Child Protection Core Groups



This Performance Indicator measures the number of Child Protection Core Groups held within timescale.

This PI has continued to improve since August and has significantly improved in the last two months with **99%** being achieved in February. This is very encouraging and the service is aiming to achieve **100%** going forward.

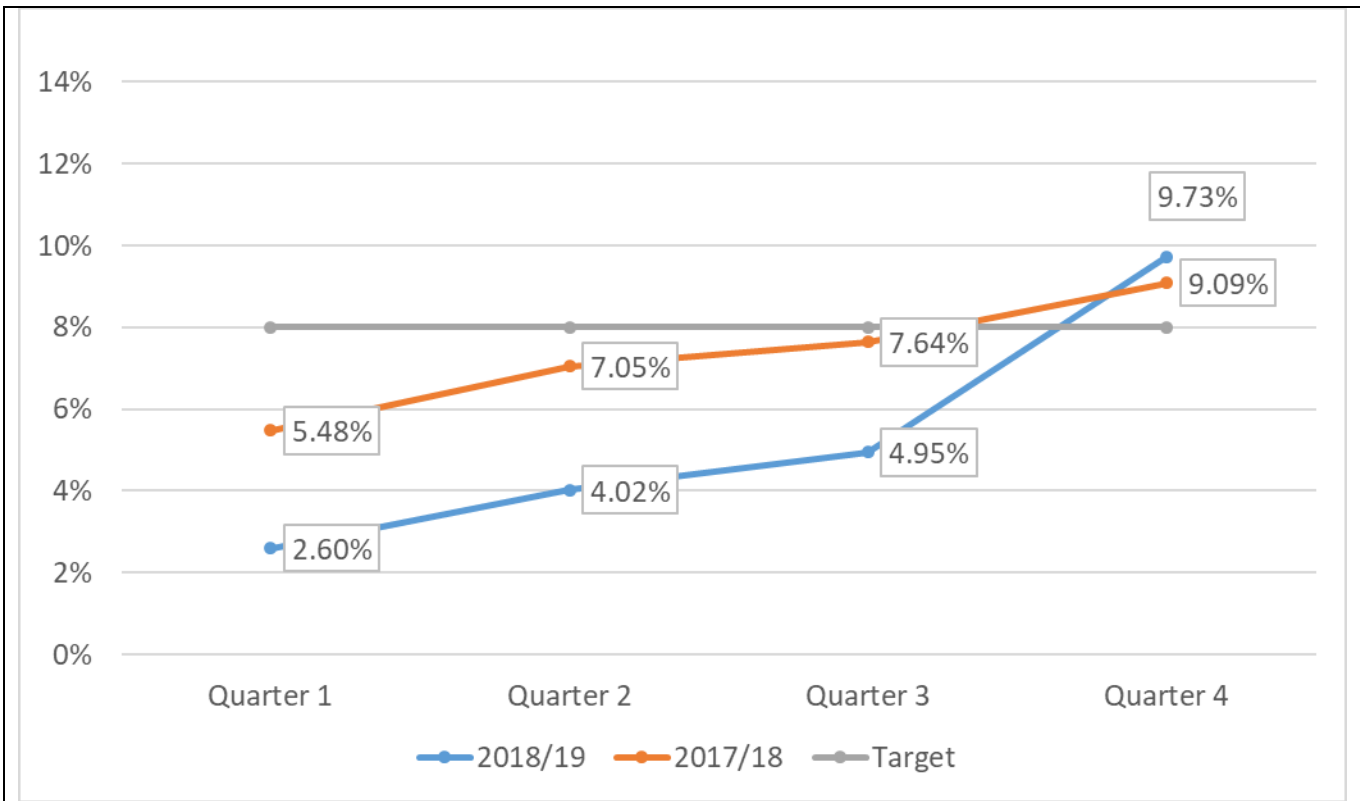
1.3. Children that have Changed School due to Change in Placement



This Performance Indicator measures the number of looked after children in school that have changed school for non-transitional reasons.

Last year nearly a **third** of school aged children had to change school for non-transitional reasons with **19** in September alone which was its highest in at least 5 years. In 2016/17 and 2015/16 we were **17%** respectively so this year's figure (**6.50%**) is significantly lower and is below the target level.

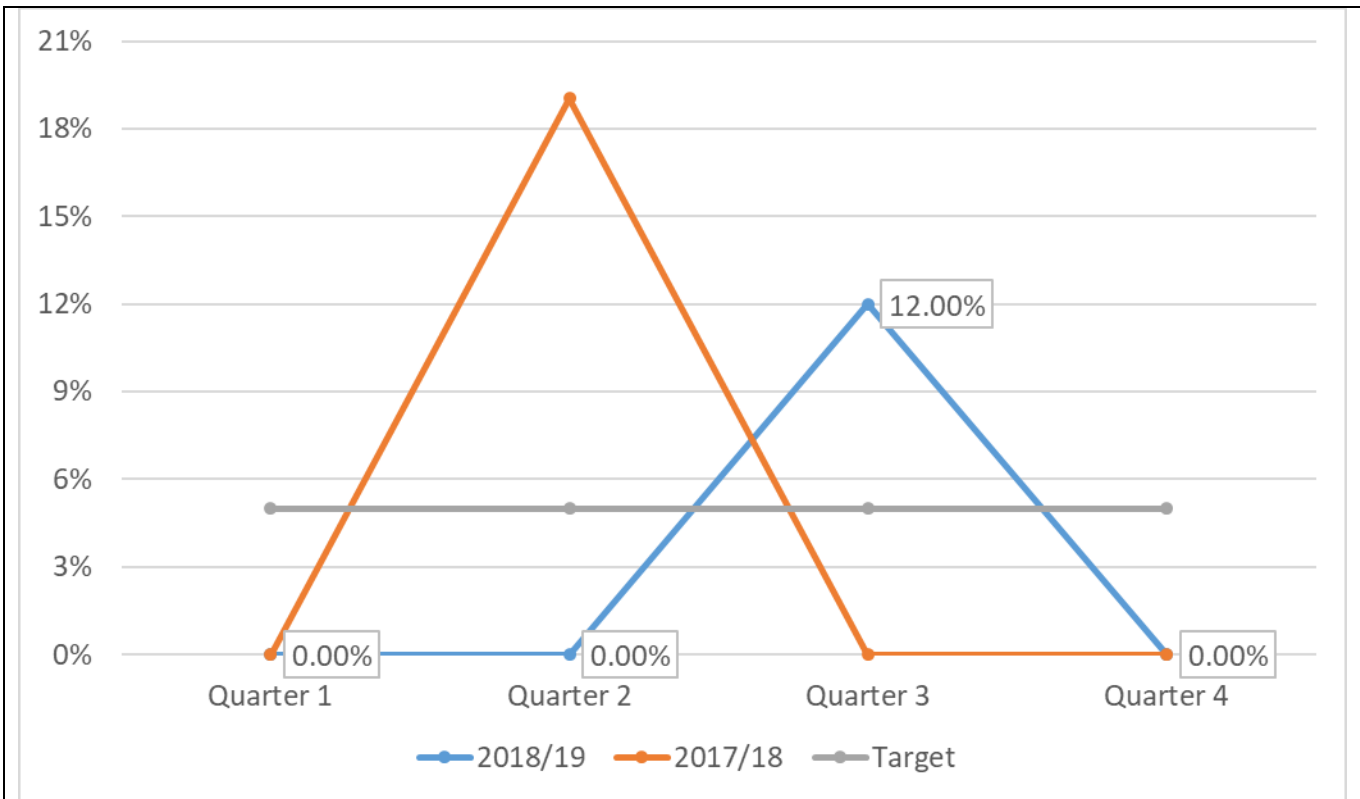
1.4. Looked After Children Returned Home



This Performance Indicator measures the number of children returned home.

We had a high number of children return home in quarter 4 which is an improvement on last year with **9.73%** this year compared to **9.09%** last year.

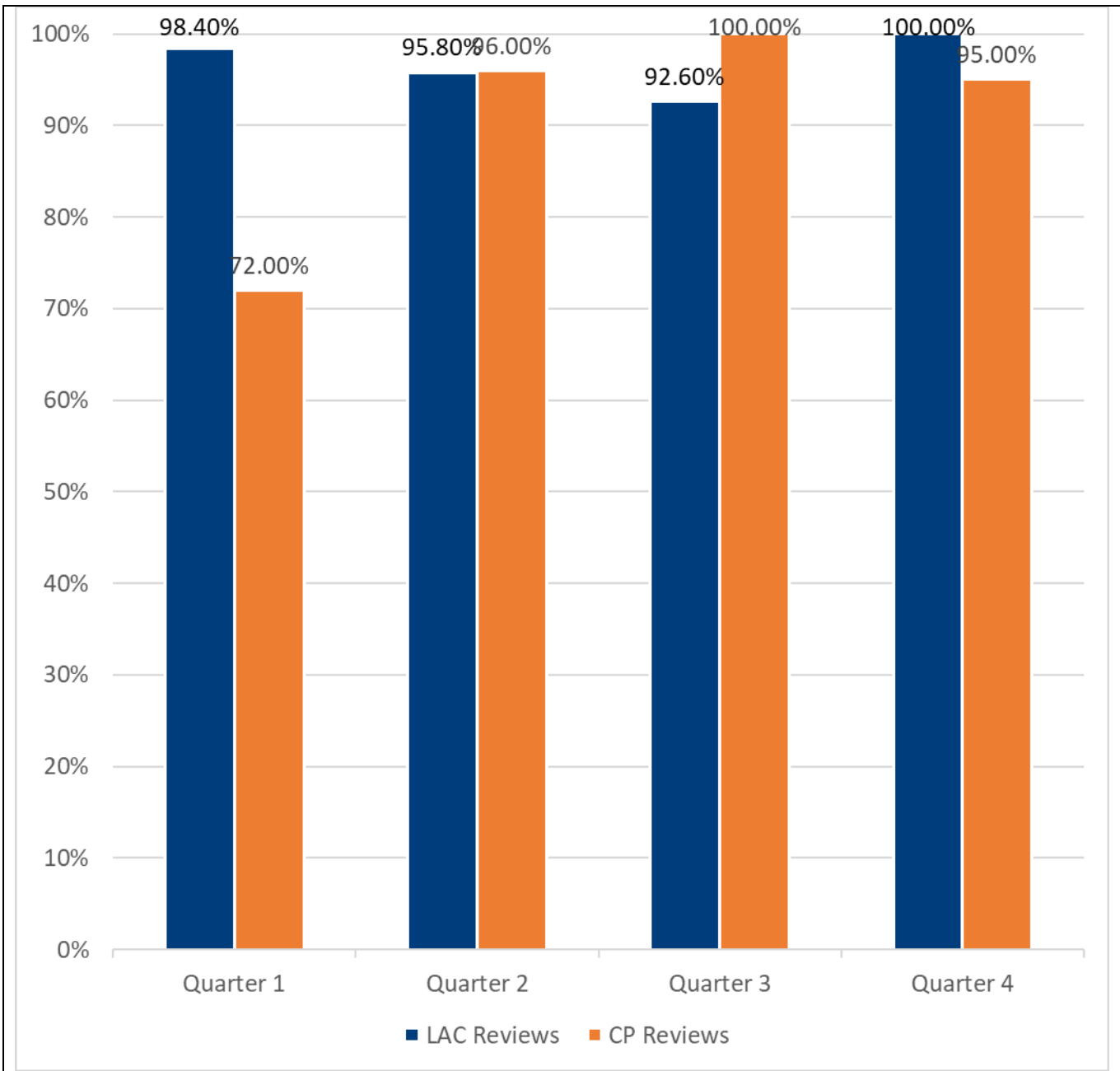
1.5. Children Re-Registered within 12 Months



This Performance Indicator measures the number of children that have re-registered within 12 months.

There is an improvement compared to the previous year. This year the service had **122** registrations and of the 122 only **3** had re-registered within 12 months with this being one family. The final score for this year was **2.46%**.

1.6. Child Protection & LAC Reviews



This Performance Indicator measures the number of LAC reviews and child protection reviews held within timescale.

Performance relating to reviews has been good this year despite a low score in quarter 1 in child protection reviews. The rest of the year has been very consistent with the highlight being in quarter 3 achieving **100%** in child protection reviews and in quarter 4 achieving **100%** in LAC reviews. This is very encouraging.

The service continues to strive to achieve the best outcomes possible against all Performance Indicators.

2. Complaints and Positive Comments

The following is a summary of the complaints and positive comments received for Children & Families Services for Quarter 4:

- There was a decrease in the number of Stage 1 complaints logged (**3** during the quarter).
- There were **10** concerns / negative comments logged during the quarter.
- **12** compliments were logged during the quarter. The **7** compliments from families show gratitude for the way the service has benefitted families and how workers have developed positive relationships with children. The **5** compliments from professionals show positive views of the involvement of social workers in cases where there were court proceedings, and appreciated how a clear, high quality child protection plan helped parents make changes.

The following provides an overview of the number of complaints and positive comments received for Children & Families Services for the 2018-19 financial year:

There were **30** Stage 1 complaints, **2** Stage 2 complaints and **0** Ombudsman investigations.

The **68** compliments received show appreciation of:

- the way staff communicate and listen;
- support received and the difference this has made to families, including causing confidence to increase;
- staff behaving in a professional, knowledgeable and efficient manner;
- positive relationships formed with service users, including children.

It is positive to see that there was a decrease in the number of Stage 1 complaints during Quarter 4 and that there are a number of compliments and positive comments.

3. Aftercare Policies

The Aftercare Service has recently produced new policies relating to young people who have left the service. The following three policies have been approved and are implemented:

- Joint Protocol for the Young People and Care Leavers of Anglesey between Housing Services and Children & Families Services;
- Leaving Care Policy;
- Young Person's Guide to Financial Help & Support.

The policies provide guidance regarding what support is available to young people who are leaving care or have left care in terms of finances and benefits; housing and accommodation; roles and responsibilities; education, employment and training; health and well-being and keeping in contact with the service.

4. Pocket Money, Bank Account and Savings Policy for Looked After Children

A new policy regarding financial matters for looked after children has been created following consultation with Mōn Foster Carers, Independent Providers and other local authority Fostering Agencies. The policy provides a clear direction as to the expectation of the local authority in terms of pocket money, bank accounts, savings and Junior ISA for looked after children.

5. Fostering Package

The Council is now offering a more competitive package in terms of allowances and benefits to support with the recruitment of more Foster Carers to the Council.

The package includes:

- 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.

Since the announcement of the new fostering package in January 2019, **15** have enquired and have shown an interest in becoming Foster Carers for the Council; **12** have started on the assessment process, and **3** have been approved as Foster Carers by the Fostering Panel. An on-going marketing campaign is in place to continue with recruitment of Foster Carers to ensure there is a sufficient number of local foster placements for local children.

6. Social Services Improvement Panel

At the Adults Social Care Transformation Board on 22nd May 2019 and the Children and Families Service Improvement Panel on 23rd May 2019 it was recommended to establish a Social Services Improvement Panel. This would enable the Adult Services to have the same level of scrutiny as the Children and Families Services has had in recent years. It would also allow Elected Members to have more detailed knowledge of the processes and challenges within Adult Services. It is recommended that the newly constituted panel commences on its work with immediate effect. The next scheduled meeting will therefore be the new meeting of the Social Services Improvement Panel which is the 27th June 2019.

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 pace of progress and improvements made to date within Children & 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.

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	This was approved by the SLT on the 28 th May 2019.
2	Finance / Section 151 (mandatory)	As above.
3	Legal / Monitoring Officer (mandatory)	As above.
4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny Committee 3rd Jun 2019	Confirms that is it satisfied with the pace of progress and improvements made to date in Children and Families' Services and congratulates the Service thereon. Approves the establishment of a Social Services Improvement Panel to commence work with immediate effect.
9	Local Members	N/A
10	Any external bodies / other/s	N/A

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

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



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PRAWF BUDD Y CYHOEDD

PUBLIC INTEREST TEST

Eitem 14 – Contract Rheoli Gwastraff Item 14 – Waste Management Contract

<p>Paragraff 14 o Atodlen 12A Deddf Llywodraeth Leol 1972 Paragraph 14 of Schedule 12A Local Government Act 1972</p>	
<p>Y PRAWF – <i>THE TEST</i></p>	
<p>Mae yna fudd i'r cyhoedd wrth ddatgelu oherwydd / <i>There is a public interest in disclosure as:-</i></p> <ul style="list-style-type: none"> • Mae'r adroddiad Pwyllgor amgaeedig a'r atodiadau yn rhoi manylion mewn perthynas â'r opsiynau ar gyfer casglu gwastraff a glanhau strydoedd i'r dyfodol. • <i>The enclosed Committee Report and accompanying appendices provide details in relation to future waste collection & street cleansing options.</i> 	<p>Y budd i'r cyhoedd with beidio datgelu yw / <i>The public interest in not disclosing is:-</i></p> <ul style="list-style-type: none"> • Mae'r wybodaeth yn adroddiad Pwyllgor amgaeedig yn cynnwys trafodaeth am yr opsiynau ar gyfer darparu i'r cyhoedd gwasanaeth casglu gwastraff a glanhau strydoedd i'r dyfodol. Gall datgelu'r wybodaeth yn yr adroddiad amharu ar fuddiannau masnachol y Cyngor o ran sicrhau'r telerau ac amodau mwyaf manteisiol mewn unrhyw ymarfer caffael yn y dyfodol. Yn ei dro, gallai hyn gael effaith negyddol ar y gwasanaethau a ddarperir i'r cyhoedd. • <i>The information contained within the enclosed Committee Report includes discussion about the options for the future delivery of the waste collection & street cleansing a service to the public. Disclosing the information in the report may prejudice the Council's commercial interests in securing the most advantageous terms and conditions in any future procurement exercise. In turn, this may have a negative impact on service delivery to the public.</i>
<p>Argymhelliad: Mae'r budd i'r cyhoedd wrth gadw'r eithriad o bwys mwy na'r budd i'r cyhoedd wrth ddatgelu'r wybodaeth</p> <p>Recommendation: <i>The public interest in maintaining the exemption outweighs the public interest in disclosing the information.</i></p>	

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