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CYNGOR SIR
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ISLE OF ANGLESEY
COUNTY COUNCIL

Mrs Annwen Morgan
Prif Weithredwr – Chief Executive

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

Ffôn / tel (01248) 752500
Ffacs / fax (01248) 750839

RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR GWAITH	THE EXECUTIVE
DYDD LLUN 23 MAWRTH 2020 10.00 o'r gloch	MONDAY 23 MARCH 2020 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 HER APPOINTED OFFICER

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

3 MINUTES (Pages 1 - 18)

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

- 17 February 2020
- 2 March 2020 (Budget)

4 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 19 - 30)

To submit a report by the Head of Democratic Services.

5 SCORECARD MONITORING - QUARTER 3 2019/20 (Pages 31 - 42)

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

6 DEVELOPING LEISURE PROVISION FOR FUTURE GENERATIONS PLAN (Pages 43 - 60)

To submit a report by the Interim Head of Regulation and Economic Development.

7 PUBLIC SPEAKING PROTOCOL FOR SCRUTINY (Pages 61 - 72)

To submit a report by the Director of Function (Council Business)/Monitoring Officer.

8 SOCIAL SERVICES' PANEL PROGRESS REPORT (Pages 73 - 80)

To submit a joint report by the Director of Social Services and the Head of Children and Families Services.

9 EXCLUSION OF THE PRESS AND PUBLIC (Pages 81 - 84)

To consider adoption of the following:-

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

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10 COMPULSORY PURCHASE ORDER BEAUMARIS SPORTS AND SOCIAL CLUB (Pages 85 - 116)

To submit a report by the Head of Housing Services.

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THE EXECUTIVE

Minutes of the meeting held on 17 February, 2020

- PRESENT:** Councillor Llinos Medi (Chair)
Councillor Ieuan Williams (Vice-Chair)
- Councillors Richard Dew, Carwyn Jones, R. Meirion Jones,
Alun Mummery, Dafydd Rhys Thomas, Robin Williams.
- IN ATTENDANCE:** Chief Executive
Deputy Chief Executive
Director of Function (Resources) & Section 151 Officer
Director of Social Services (for item 5)
Director of Education, Skills and Young People
Head of Democratic Services (for item 4))
Legal Services Manager (RJ)
Rent, Income & Finance Inclusion Team Manager (for item 7)
Policy and Strategy Manager (CWO) (for item 5)
Committee Officer (ATH)
- APOLOGIES:** Councillor R.G.Parry, OBE, FRAGS
- ALSO PRESENT:** Councillors G.O. Jones (Chair of the Partnership and
Regeneration Scrutiny Committee), Dafydd Roberts.
-

Prior to considering the business of the meeting, the Chair thanked all the Council's staff who had been involved in responding to the severe weather over the previous two weekends and she commiserated with all householders and businesses who had suffered flood damage as a consequence of the recent storms.

1. DECLARATION OF INTEREST

No declaration of interest was received.

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

None to report.

3. MINUTES

The minutes of the previous meetings of the Executive held on 13, 20 and 27 January, 2020 were presented for confirmation.

It was resolved that the minutes of the previous meetings of the Executive held on the following dates be approved as correct –

- 13 January, 2020
- 20 January, 2020
- 27 January, 2020

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 March to October, 2020 was presented for consideration and the following changes were noted -

- **New Item**
 - Item 18 – Public Speaking Protocol for Scrutiny (for the 23 March, 2020 meeting)
- **New Items to be included on the Forward Work Programme**
 - Treasury Management Practices (for the 2 March, 2020 meeting)
 - Compulsory Purchase Order Beaumaris Sports and Social Club (for the 23 March, 2020 meeting)
 - Learning Disability Services Joint Budgets

It was resolved to confirm the Executive's updated Forward Work Programme for the period from March to October, 2020 with the additional changes outlined at the meeting.

5. STRATEGIC EQUALITY PLAN 2020-2024

The report of the Head of Function (Council Business)/Monitoring Officer incorporating the Strategic Equality Plan for the period 2020-2024 was presented for the Executive's consideration and comment.

The Director of Social Services as Lead Officer reported that all local authorities are statutorily required to publish a Strategic Equality Plan comprising of equality objectives for each of the protected characteristics – age, disability, gender reassignment, sex, pregnancy and maternity, sexual orientation, race, religion/belief, marriage and civil partnerships. The Plan and its objectives must be reviewed at least every four years. The Authority's current Plan covering the period from 2016 to 2020 comes to an end on 31 March, 2020 by which time a new plan for the period 2020-2024 must be published. The Purpose of the Plan is to set out the steps the Council is taking to fulfil its specific equality duties.

The Policy and Strategy Manager elaborated on the objectives of the Plan which are based on the Equality and Human Rights Commission's report *Is Wales Fairer? 2018*. This report recognises the challenges that need to be addressed on an all Wales basis and defines the long-term ambition which the Council will work towards fulfilling. During 2011/12, the North Wales Public Sector Equality Network developed a set of shared regional objectives which were reviewed to coincide with the preparation of Strategic Equality Plans for 2016-20; work on meeting these objectives is ongoing. In addition, local objectives have been developed with the support of Medrwn Mon's Well-being Engagement Network. Although there are numerous objectives, they are based on identified needs and have been apportioned to services in a balanced way meaning that everyone including Elected Members, has a contribution to make to ensure they are realised. The aim ultimately is to make sure that equality is mainstreamed into the Council's day to day work and is not seen as something separate whilst ensuring also that the Council complies with its duty not to discriminate. An annual report on progress in meeting the priorities/objectives will be prepared with a view to its being scrutinised by the relevant Scrutiny Committee.

Councillor G.O.Jones, Chair of the Partnership and Regeneration Scrutiny Committee reported from the Committee's 4 February, 2020 meeting to which the Strategic Equality Plan had been presented. In considering the report the Committee had noted the statutory

expectations on the Council in terms of publishing equality objectives and how it was proposed these would be met in the next 4 year Strategic Plan. The Committee was advised of and noted the three elements on which the Plan is based - the "Is Wales Fairer?" report; a set of regional objectives, and local objectives, and that draft priorities have been identified under each objective based on local needs which are also aligned with the Council's Corporate Plan. The Committee was also apprised of the Council's procedures for educating staff to ensure they do not discriminate. The Committee had further noted that as they are based on population needs equality plans will vary from county to county. Reference was made during the course of the Committee's discussion to the processes for meeting any new needs that are identified. Having discussed the matter, the Committee had resolved to recommend the Equality Strategic Plan for 2020/24 for the Executive's approval and had also recommended that arrangements are put in place to enable the Partnership and Regeneration Scrutiny Committee to monitor progress on equality annually.

The Chair thanked Scrutiny for its feedback.

It was resolved to recommend to the County Council -

- **That the draft Strategic Equality Plan for 2020-2024 be approved and to authorise Officers in consultation with the Portfolio Holder to complete and publish the Plan by 31 March, 2020.**
- **That arrangements are put in place for the Partnership and Regeneration Scrutiny Committee to monitor progress on equality on an annual basis as a matter of course.**

6. BUSINESS DISCRETIONARY RATES RELIEF POLICY

The report of the Director of Function (Resources)/Section 151 Officer regarding the adoption of a Discretionary Business Rates Relief Framework for Charities and Non-Profit Making Organisations for the financial years up to 31 March, 2026 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the Discretionary Business Rates Relief Framework has been presented for the Executive's approval on an annual basis and as the document states, Local Authorities in Wales must grant mandatory rate relief to charities provided for within the Local Government Finance Act 1998 (LGFA88) as amended by the Local Government Act 2003. Under the LGFA88, local authorities can also grant discretionary relief or remission from rates up to 100% of the rates payable for properties occupied by charities (20% top-up in addition to 80% mandatory relief) and other non-profit making organisations. On 18 February, 2019 the Executive decided to extend its Discretionary Business Rates Relief Framework – Charities and Non-Profit Making Organisations for the 2019/20 financial year and to conduct a public consultation on the framework with a view to implementing a revised framework (if applicable) on 1 April, 2020. A 3 tier consultation was undertaken under the Council's Consultation and Engagement Plan Quarter 1 which closed on 31 August, 2019 and contact was made with all taxpayers eligible for discretionary relief under the current policy. Although the response was disappointing (only 4 respondents with 2 of those doing so anonymously) the lack of response suggests that there is a general acceptance of the current policy with no aspects being seriously challenged. Having regard to the limited response received, it is therefore proposed that the current policy is not changed but that the practice of extending the policy on an annual basis be replaced by a fixed term period aligned to the quinquennial revaluation cycle. (Although the next non-domestic rates revaluation in Wales will take place in 2021 the proposal is to adhere to the current policy until the subsequent revaluation in 2026). Members can elect to amend the framework during this period but notice of at least one full financial year has to be given to ratepayers.

The Director of Function (Resources)/Section 151 Officer confirmed that the current cost of the scheme to the Council is £64,338 which is covered by a £70k provision in the draft budget for 2020/21.

It was resolved –

- **To adopt a Discretionary Business Rates Relief Framework – Charities and Non-Profit Making Organisations as detailed in Appendix C to the report.**
- **That the Discretionary Business Rates Relief Framework will apply for the financial years up to 31 March, 2026.**
- **To instruct the Director of Function (Resources)/Section 151 Officer to ensure that the administrative procedures before 31 March, 2020 advise relevant charities and non-profit making organisations that the policy will apply from 1 April, 2020 and will cease on 31 March, 2026.**

7. HOUSING RENT HRA AND HOUSING SERVICE CHARGES 2020/21

The report of the Head of Housing Services seeking the Executive's approval for increases in rent and service charges for 2020/21 was presented for consideration.

The Portfolio Member for Housing and Supporting Communities reported that Welsh Government had on 18 December, 2019 confirmed that it had agreed the Welsh Government Policy for Social Housing Rents for 2020/21. The Affordable Housing Supply Review has recommended that a 5 year rent policy be implemented to provide stability and certainty for tenants and it is recommended also that landlords consider value for money alongside affordability. The formula for the annual rent increases will be set at the consumer price index (CPI) of 1.7% as was the value in September, 2019 plus 1%. As the Council's current rent levels are significantly below the intended policy target rents, to achieve convergence with other social housing providers will require that Council housing rents (which currently fall below the policy target rents) are subject to an additional weekly increase of up to a maximum of £2 above inflationary rent increase.

The Portfolio Member for Housing and Supporting Communities highlighted that all local authorities as instructed by the Welsh Government are required to implement the Rent Policy – not to do so would ultimately mean a loss of income for the Authority and affect the services provided. It would also undermine the HRA Business Plan and potentially leave the Authority subject to intervention by Welsh Government. Rejecting this policy could also jeopardise the annual Major Repairs allowance income of £2.66m received from Welsh Government as it could be seen as the Authority not maximising its income generating opportunities.

In response to questions about affordability and potential impact on tenants' ability to pay, the Executive was advised that the proposed increase is lower than in previous years. Additionally, Housing Services have three Financial Inclusion Officers who are available to provide information, advice and support to tenants on financial inclusion issues with a strong focus placed on increasing financial capability and budgeting skills to manage their finances and to access mainstream financial services. Links have also been developed to improve working practices at a strategic and operational level with both internal and external partners such as support and advice organisations, charities and utilities.

It was resolved –

- **To approve the rent increase in line with the Welsh Government target rent based on collection over 51 weeks.**

- That all rents below target of between £0.41 - £4.47 be increased by 2.7% plus an amount up to the maximum of £2.00 per week to bring to target rent towards convergence.
- That all rents below target rent of between £3.87 - £5.01 be increased by 2.7% plus £2.00 per week.
- That the rent for the 3 properties that are above target rent should remain at their current levels.
- That the rent of all garages be increased by 22p per week.
- That the service charges costs as noted within section 3.3 of the report be applied to all tenants who receive the relevant services.

8. EXCLUSION OF THE PRESS AND PUBLIC

It was resolved –

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

9. RISK BASED VERIFICATION POLICY – BENEFIT

The report of the Director of Function (Finance)/Section 151 Officer seeking the Executive’s support for the introduction of a risk based verification process for the administration of Housing Benefits and Council Tax Reduction was presented.

The Portfolio Member for Finance reported that currently the Benefit Section undertakes the same level of verification in all cases which is the basic level of checks as stipulated by the now redundant Department for Work and Pensions (DWP). As this is labour intensive it makes it more difficult to give extra focus and ability to review cases where the risk of fraud/error is highest. Whilst the DWP has allowed authorities the discretion to implement their own risk based verification processes since 2011, it is not something the Authority has wished to undertake until now. A recent review of processes which has been accompanied by a reduction in Housing Benefit cases has resulted in risk based verification being considered once more. The Benefit Section has also undertaken a review to establish whether processes were being undertaken in the most effective way. The Benefit Section undertook a risk analysis of sample claims over a period which identified categories of claimant where there was a greater risk of changes resulting in claimant error overpayment. The report at Appendix B details the methodology used and the findings therefrom. An Equality Impact Assessment has also been undertaken and is shown in Appendix C to the report.

The Director of Function (Resources)/Section 151 Officer confirmed that the proposal to introduce a risk based verification policy was considered by the Audit and Government Committee at its December, 2019 meeting and the comments made are reflected in the report, policy and methodology. The Officer clarified that as Universal Credit is implemented and the DWP’s grant reduces the Council is seeking to make better use of the remaining resources by concentrating attention on those cases deemed to be at high risk of involving fraud or error. However, the policy will have to be kept under review to ensure it remains effective and that the classification of risk groups remains valid.

In response to questions by the Executive about other authorities’ practices, systems capability, staff training and impact in terms of claims processing times, the Director of Function (Resources)/Section 151 Officer clarified that a number of authorities have now adopted a risk verification process; the Northgate IT system currently used by the Authority

includes a provision that can be used for this purpose and notwithstanding that Benefits staff undertake regular training as a matter of course, a programme of training will be undertaken in preparation for the implementation of the policy. The aim is to see a reduction in the number of documents handled, and improved administration and processing times.

The Executive confirmed that it would wish the Audit and Governance Committee to review the policy.

It was resolved –

- **To note and endorse the proposal for the Benefits Section to introduce a risk based verification process for the administration of Housing Benefit and Council Tax Reduction.**
- **To approve the Risk Based Verification Policy as detailed in Appendix A to the report and to note that the Audit and Governance Committee will review the policy annually.**
- **To instruct the Director of Function (Resources)/Section 151 Officer to ensure that the necessary arrangements are made for the introduction of risk based verification in accordance with an agreed timetable.**

**Councillor Llinos Medi
Chair**

DRAFT

THE EXECUTIVE

Minutes of the extraordinary meeting held on 2 March, 2020

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, Dafydd Rhys Thomas, Robin Williams.
IN ATTENDANCE:	Chief Executive Director of Function (Resources) & Section 151 Officer Director of Function (Council Business)/Monitoring Officer Director of Social Services (for items 9,10,11) Head of Democratic Services Committee Officer (ATH)
APOLOGIES:	None
ALSO PRESENT:	Councillors Glyn Haynes, Richard Owain Jones, Nicola Roberts

1. DECLARATION OF INTEREST

No declaration of interest was made at this point.

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

None to report.

3. REVENUE BUDGET MONITORING – QUARTER 3 2019/20

The report of the Director of Function (Resources)/Section 151 Officer setting out the financial performance of the Council's services at the end of Quarter 3 of the 2019/20 financial year was presented for the Executive's consideration.

The Portfolio Member for Finance reported that based on information to the end of Quarter 3 the overall projected financial position for 2019/20, including Corporate Finance and the Council Tax is an overspend of £1.246m or 0.92% of the Council's net budget for 2019/20. This is due to similar pressures experienced in 2018/19 which have been reported upon in budget updates throughout the current financial year, the most significant of which are the costs of Adults' Services and School Transport. The pressures in these service areas need to be addressed in the Budget for 2020/21.

The Director of Function (Resources)/Section 151 Officer advised that a projected overspend of £1.246m is a matter of concern since it will have to be met from the Council's General Reserves Fund which it is anticipated will further deplete the reserves to a level under £5m by the end of the financial year. This is well below the minimum balance of the general reserve which has been set at £6.7m as approved by Full Council on 27 February, 2019. An increase over the year in the number of clients requiring high cost provision has

put pressure on Adults Social Care budgets – it is planned that these pressures are recognised in the 2020/21 Budget.

The Executive in noting the information inquired whether the overspend is a case of the service spending more than its core budget or whether it is a case of not enough resources being allocated to meet demand when the core budget is being set. The Executive sought further clarification of whether it is possible to more accurately forecast demand which would take the pressure off budget planning.

The Director of Social Services clarified that whilst it is not possible to predict each and every high cost case, the Service is aiming to put in place a 3 year plan which will cover all areas from Learning Disability to Mental Health and which will set out the steps that can be taken to project the likely number of referrals and to manage the costs as those referrals come in. This will enable the Service to consider the challenges in terms of funding, commissioning and collaborating with the Health Board to establish how best to manage demand down as much as possible within the overall requirement to meet people's needs. The Service will never be in a position to be able to predict demand 100% accurately as some individuals deteriorate rapidly thereby requiring more intensive provision whilst there will always be individuals coming to the Island some of whom will need support.

The Portfolio Member for Finance highlighted that the additional funding of £1.4m provided in the 2019/20 Budget to support Children's Services which last year were in a similar position of overspend has contributed to a significant improvement in that Service's budgetary position in 2019/20. However, due to the difficulty in predicting demand, the situation in Adults' and Children's Social Care is fluid. An ageing population and increasing demand mean that a national strategy is ideally required to resolve the funding issues in Adults' Social Care otherwise councils will continue to find themselves spending time "firefighting" instead of planning ahead.

It was resolved to note the following –

- **The position set out in appendices A and B in respect of the Authority's financial performance and expected outturn for 2019/20.**
- **The summary of contingency budgets for 2019/20 as detailed in Appendix C to the report.**
- **The position of the invest to save programmes in Appendix CH to the report.**
- **The position of the efficiency savings for 2019/20 in Appendix D to the report.**
- **The monitoring of agency and consultancy costs for 2019/20 in Appendices DD, E and F of the report.**

4. CAPITAL BUDGET MONITORING – QUARTER 3 2019/20

The report of the Director of Function (Resources)/Section 151 Officer setting out the financial performance of the Capital Budget at the end of Quarter 3 of the 2019/20 financial year was presented for the Executive's consideration.

The Portfolio Member for Finance reported that to the end of the third quarter, for the general fund actual expenditure amounts to 88% of the profiled budget, however only 39% of the annual budget has been spent to date the reason being that a number of the capital schemes are weighted towards the latter part of the financial year. The Portfolio Member confirmed that no funding will be lost but will rather slip into 2020/21.

The Director of Function (Resources)/Section 151 Officer advised that although the underspend of £13.492m against a budget of £42.392m appears high, it involves only a few schemes. The Council has been utilising the ICF grant instead of core funding for disabled

facilities/adaptations leading to an underspend of £0.450m on the core budget. Notwithstanding work has now commenced on the Gypsies and Travellers temporary stopping place in Star, Gaerwen, there was an initial delay and the scheme will carry forwards into the next financial year. The Housing Revenue Account has spent 73% of its profiled budget and 54% of the annual budget and whilst there has been some delay with purchasing, refurbishing and building new houses, it is anticipated that 19 additional units will come into use in the next few months. The final Band A scheme under the 21st Century Schools' Modernisation Programme in relation to the school provision in the Llangefni area is currently out to re-consultation after the original decisions were rescinded and this delay accounts for approximately £5m capital underspend. The Holyhead Strategic Infrastructure project and the Tourism Gateway project have experienced delay pending clarification of the details of the grant process - both projects are now underway. Likewise the Red Wharf Bay flood defence scheme has been delayed pending resolution of the design details and will not go ahead this year. Where there has been slippage some of those schemes are now underway and others will commence next year which will be reflected in the 2020/21 Capital Programme.

It was resolved to note the progress of expenditure and receipts against the capital budget at Quarter 3 2019/20.

5. HOUSING REVENUE ACCOUNT BUDGET MONITORING – QUARTER 3 2019/20

The report of the Director of Function (Resources)/Section 151 Officer setting out the financial performance of the Housing Revenue Account (HRA) Budget for Quarter 3 2019/20 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the revenue financial position of the HRA for Quarter 3 shows an overspend of £220k. The forecast for income is now £146k below the original budget and expenditure is now forecast to be £75k above the original budget. The capital expenditure is £2,896k below the profiled budget. The forecast expenditure is £3,117k below budget. The forecast deficit (combining both revenue and capital) is £2,896k less than the budget (producing a surplus of £789k), compared £40k higher for Quarter 2, largely the result of lower than budgeted capital expenditure.

The Director of Function (Resources)/Section 151 Officer advised that the HRA's expected end of year reserve balance of £9,176k will be used to contribute towards funding new housing developments and the resulting change in the balance will be reflected in the HRA Business Plan to be submitted to Welsh Government.

It was resolved to note the following –

- **The position set out in respect of the financial performance of the Housing Revenue Account (HRA) for Quarter 3 2019/20.**
- **The forecast outturn for 2019/20.**

6. USE OF RESERVES AND BALANCES

The report of the Director of Function (Resources)/Section 151 Officer on the use of reserves and balances was presented for the Executive's consideration. The report sets out the Section 151 Officer's assessment on the level of general balances and reserves for 2020/21 along with recommendations as to the allocation of general balances for use during 2020/21.

The Portfolio Member for Finance reported that as at 31 March, 2019 the level of general balances stood at £5.192m, a decrease of £987k on the previous year. Although there is no hard and fast rule as to the level of general balances that a Council should maintain, a rule of thumb exists which indicates that the level of general balances should be 5% of the net revenue budget which for the Isle of Anglesey County Council for 2020/21 is £7.1m. The current projection is that the Revenue Budget will overspend by £1.24m in 2019/20 which will need to be funded from the general reserves. In addition, £425k will be moved to a service reserve if approved by the Executive following the adoption of a new approach which will allow services to transfer unspent funds (where the underspending is on controllable budgets which are non-demand led) into a service reserve to help manage future pressures or fund future projects where no budget provision exists. Taking all these into consideration, it is estimated that the level of general balances will fall to approximately £4.6m at 31 March, 2020. The Council also holds a number of earmarked reserves for specific purposes as listed in section 4.1 of the report – the Portfolio Member said that he had asked the Section 151 Officer to review the earmarked reserves to establish whether some can be released or transferred to the general fund balance.

The Portfolio Member added that realistically given the current financial circumstances, it is not possible to budget for a budget surplus in order to bring the general reserves balance back to a minimum level and the increase in general reserve must be done more gradually over a period of 3 to 5 years.

The Director of Function (Resources)/Section 151 Officer advised that the Wales Audit Office has undertaken a study on the financial resilience of each of Wales's 22 local authorities and in initial feedback to the Council in Anglesey ahead of the publication of the formal report, has highlighted the Council's reducing reserves as a financial risk to the Council which will need to be addressed over the course of the next few years. The Officer confirmed that an initial review of the earmarked reserves has identified two reserves that can be transferred back into the general reserve fund. Whilst Anglesey's school balances reserve has historically been high compared to that of schools in the rest of Wales, it has reduced significantly over recent years and at 31 March, 2019 school balances stood at £0.631m. It is highly likely that the remaining balance on this reserve will have reduced again during the 2019/20 financial year although this will only be confirmed on the closure of the 2019/20 accounts following which a further report will be presented to the Executive around July, 2020.

It was resolved –

- **To note the general policy on reserves and balances adopted on 1 March, 2016 as set out in Appendix A to the report.**
- **To approve the amendments to the general policy on reserves and balances adopted on 1 March, 2016 in Appendix A.**
- **To set the minimum level of general balances for 2020/21 as £7.11m in accordance with the Section 151 Officer's assessment.**
- **To plan for an increase in general balances over a 3 to 5 year period in order that the actual level of reserves reaches the minimum level. This increase will be achieved by budgeting for planned annual surpluses.**
- **To confirm the continuation of the existing earmarked reserves.**
- **To approve the transfer of both Foster Carer Mortgage and Policy Management System reserves from the earmarked reserves to the General Reserves.**

7. TREASURY MANAGEMENT STRATEGY STATEMENT 2020/21

The report of the Director of Function (Resources)/Section 151 Officer incorporating the Treasury Management Strategy Statement for 2020/21 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the report is presented to ensure that the Council is implementing best practice in accordance with the CIPFA Code of Practice for Treasury Management and he confirmed that in terms of updates to the Treasury Management Strategy Statement there are no proposed amendments to the core principles and policies of the 2019/20 Statement.

The Director of Function (Resources)/Section 151 Officer advised that the Statement has been scrutinised by the Audit and Governance Committee at its February, 2020 meeting where it was accepted without further comment. In summary there is no change in the Council's approach to borrowing meaning that it will only borrow where necessary, and where feasible it will borrow internally i.e. it will use the cash it holds. The Council will not borrow more than or in advance of its needs solely to profit from the investment of the extra sums borrowed. As regards investment, the TM Strategy continues to advocate a cautious approach based on ensuring the security of investments as a primary consideration hence the Council will only invest with highly creditworthy counterparties including with other local authorities over the short-term as they are seen as low-risk investment. Early repayment of debt is unlikely since the penalties for early settlement are higher than the savings made on interest payments. However, it is foreseen that the Council's borrowing requirement will increase over the next few years to meet the needs of the schools' modernisation programme and also in order to fund Housing Revenue Account expenditure.

It was resolved to accept and note the Treasury Management Strategy Statement for 2020/21 and to forward the Statement to Full Council without further comment.

8. TREASURY MANAGEMENT PRACTICES (TMPS)

The report of the Director of Function (Resources)/Section 151 Officer incorporating the Council's revised Treasury Management Practices was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the report is presented to ensure that the Council is implementing best practice in accordance with the CIPFA Code of Practice for Treasury Management. The Code recommends that the Council documents its treasury management procedures as Treasury Management Practices.

The Director of Function (Resources)/Section 151 Officer advised that the treasury Management Practices as documented show how the Council manages and controls its treasury activities. The current TMPs were completed and approved in 2016. They have been reviewed and updated and include a section (TMP13) on non-treasury investments held by the Council, as required by the revised CIPFA Code. The Council's non-treasury management investments are the investment properties which are managed by the Property Service and which generate additional rental income for the Council at a time when Government funding is reducing. They comprise of retail properties, office units and commercial units with the latter making up the significant share of the portfolio. The Treasury Management Practices were scrutinised and were endorsed by the Audit and Governance Committee at its meeting on 11 February, 2020.

It was resolved –

- **To note the content of the covering report.**

- To endorse the revised Treasury Management Practices (TMPs) included in Appendix 1 to the report and to recommend the TMPs to the Full Council at its meeting on 10 March, 2020.

9. COMMUNITY BASED NON-RESIDENTIAL SOCIAL CARE SERVICES – 2020/2021 FEES AND CHARGES

The report of the Director of Social Services seeking the Executive's approval for proposed fees and charges for community based non-residential social care services for 2020/21 was presented for consideration.

The Chair and Portfolio Member for Social Services reported that it is usual practice to review the charges in respect of domiciliary services annually to coincide with Central Government's revision of benefit and pension levels. The report sets out proposed community based non-residential social care fees and charges for 2020/21 in accordance with the Social Services and Well-Being (Wales) Act 2014.

It was resolved to approve the following –

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

Tier 1 everyone will be paying £47.97

Tier 2 and 3 everyone will be paying £95.55

- **The Telecare Annual Charges as outlined in Table 5 of the report**

Services and Maintenance £114.12

Services only £73.76

One off installation £45.63

- **A rate for Direct Payments of £11.65/hour**
- **To maintain a charge of £10 for the administration of Blue Badge requests and replacements as outlined.**
- **To increase the fee for purchasing day care services in independent residential homes by 3% to £34.18**

10. LOCAL AUTHORITY HOMES FOR OLDER PEOPLE – SETTING THE STANDARD CHARGE

The report of the Director of Social Services seeking the Executive's approval to set the level of the Authority's Standard Charge for local authority care homes for the year April, 2020 to March, 2021 was presented for consideration.

The Chair and Portfolio Member for Social Services presented the report outlining the basis on which the standard charge is calculated and highlighting that as in previous years, the cost of all the homes has been pooled to calculate an average standard charge for the homes in accordance with national guidance. However, in calculating the Standard Charge for 2020/21 Garreglwyd has again been omitted from the calculation as the home has been re-modelled and now provides a specialist service. Based on the calculations and taking account of inflation the estimated cost per resident week for the year to 31 March, 2021 is £760.38.

The Director of Social Services confirmed that the charge that is being proposed reflects the Executive's decision that fees be increased in line with the actual cost of provision gradually over a 3 year period thereby avoiding the impact which a significant fee rise i.e. from £664.11 in 2019/20 to £760.38 for 2020/21 would entail for residents.

It was resolved –

- **That whilst the Council acknowledges the costs incurred within residential care, the actual cost of delivery is not fully reflected in the charge to residents.**
- **That in line with the savings proposal made to remove the subsidy given to self-funders between 2019-20 and 2021-22, the increase for those contributing towards the cost of care is set at 3% plus each user's share of the reduction in the subsidy given to self-funders.**
- **That the fee for 2020-21 be therefore set at £722.21 ($£664.11 + 3\% + (\frac{1}{2} \times £76.35)$)**

11. INDEPENDENT SECTOR CARE HOME FEES FOR 2020/21

The report of the Director of Social Services seeking the Executive's approval for proposed independent sector care home fees for 2020/21 was presented for consideration.

The Chair and Portfolio Member for Social Services presented the report and recommendations therein to the Executive stating that the Local Authority is required to review independent sector care home fees annually to coincide with Central Government's changes to benefits and pension levels.

The Director of Social Services advised that in setting levels for independent sector care homes, the Council needs to show that it has fully considered the costs of the provision in determining its standard care fees. This is done in collaboration with the other Authorities in North Wales and the Health Board by utilising a Regional Fee Methodology as done in previous years. The Authority will continue to use this model for 2020/21 which has reflected legislation changes in terms of pensions, national living wage and inflation. As part of fee setting for 2020/21, Ynys Môn consulted on the North Wales fees methodology and no feedback was received. Following discussion with the Section 151 Officer, the Authority is proposing to use the Regional methodology for EMI Residential; and Basic Nursing Care Social Care element. The Service is recommending an increase in ROI on Nursing EMI placements of 12% in recognition of the pressures in this area and in line with fees offered by nearby local authorities. Consistent with the strategic direction the Council is taking in developing alternatives to residential care in the form of Extra Care Housing and care at home, and having due regard to the affordability of the increase proposed for residential care homes, it is proposed to set a rate for residential (Adults) care based on a lower return of investment of 9%. The Ynys Môn proposed fees for 2020/21 are set out in Table 2 of the report.

The Officer clarified also that it may be necessary to consider individual submissions from providers regarding the fees proposed. Exceptions to the fee rates will be considered if there is clear evidence to indicate that the fee set is not sufficient in any individual case.

It was resolved –

- **To acknowledge the North Wales Fee Methodology as implemented hitherto by the Authorities in North Wales as a basis for setting fees in Ynys Môn during 2020/21 (Appendix 1 to the report).**
- **To approve the recommendation to increase the fee level as set out in Table 2 of the report.**

- **In line with other authorities, to authorise the Social Services and Finance Departments to respond to any request from Homes to explore their specific accounts and to utilise the exercise as a basis to consider any exceptions to the agreed fees. Any exceptions to be agreed with the Portfolio Holder, the Director of Function (Resources) and the Director of Social Services from within current budgets. If no agreement can be made, the matter will be referred back to the Executive.**

12. MEDIUM TERM FINANCIAL STRATEGY AND BUDGET 2020/21

The report of the Director of Function (Resources)/Section 151 Officer seeking the Executive's views on the Council's Revenue Budget and resulting Council Tax for 2020/21; the updated Medium Term Financial Strategy and the use of one off funds to support the budget was presented.

The Portfolio Member for Finance at this point declared a personal but not prejudicial interest in respect of the Council Tax Premium.

The Portfolio Member for Finance reported that whilst the Council welcomes the additional funding made available as part of the 2020/21 revenue settlement, the financial outlook remains challenging. It is also difficult to comprehend how the funding formula is applied given that it has led to noticeable variations in the increases which the councils in Wales have received. As it is, Anglesey's settlement has increased by 3.8%. In referring to the public consultation on the draft revenue budget proposals which was not as extensive this year due to the shortened timescale, the Portfolio Member said that although there was a majority in favour of investing in Adults' Services in response to the increase in demand; in protecting school budgets and in implementing the proposed savings, there was less support for a Council Tax increase of between 4.5% and 5% with 69.88% of respondents opposing such an increase. The Portfolio Member said that the Authority is legally bound to balance its budget.

The Director of Function (Resources)/Section 151 Officer advised that the final funding settlement confirmed on 25 February, 2020 was unchanged from the provisional settlement of £101.005m for Anglesey announced in December, 2019 which was reported to the Executive at its 13 January, 2020 meeting but was accompanied by additional information which sought to clarify the difference in settlement increases between authorities. After taking into account the final settlement figure, the revised standstill budget requirement of £142.175m would require £41.172m in Council Tax funding equivalent to a 4.58% increase in the level of Council Tax.

The proposed budget incorporates a number of assumptions in terms of likely levels of income and expenditure in future years meaning there are therefore a number of financial risks inherent in the proposed budget. These are highlighted in section 5 of the report with the main risks being the staff pay award and the demand for services. The teachers' pay award up to September, 2020 has been agreed and the required sum included in the budget proposal. However, the pay award for the period September 2021 onwards has not and although a 2% increase has been allowed for, it may not be sufficient. A greater risk is posed by the non-teaching pay award effective from 1 April, 2020 which has not been agreed. The Employers have offered a 2% increase but the Unions are seeking a 10% increase. Additional funding has been included in the budget to cover a 2% pay rise. Each 1% above this rate increases the annual cost by approximately £450k. The other major risk is around demand in particular in Adults' Services, Children's Services and additional special education services. The standstill budget for 2020/21 has taken into account the increased

demand experienced during 2019/20 but any further increases would be unfunded and would increase the risk of further overspending in 2020/21.

Normally in setting the budget, the Medium Term Financial Plan would also be updated; however, given the uncertainty surrounding future funding, any update at this point would be speculative at best and could misrepresent the true position that will materialise. The situation is expected to become clearer over the coming months and the Executive will receive an update on the Council's financial position in September, 2020.

Councillor Richard Owain Jones, Vice-Chair of the meeting of the Corporate Scrutiny Committee held on 27 February, 2020 reported on the Committee's deliberations at the meeting. The Committee had discussed the 2020/21 final Revenue Budget proposals taking into consideration the feedback from the public consultation and a detailed verbal presentation given by the Director of Function (Resources)/Section 151 Officer on the budget options and how they might impact on the level of Council Tax increase. In noting the final funding settlement which was positive, the Committee had nevertheless expressed its disappointment that Welsh Government had not set a funding floor which would have meant that no council would have had a settlement increase of less than 4% (Anglesey's increase being 3.8%). The Committee was supportive of the proposed additional investment in Adults' Services to meet increase demand and of protecting schools' budgets by not implementing the £800k reduction in the schools' delegated budget deferred from 2019/20. The Committee also endorsed implementing the identified savings proposals apart from the increase in town centre car park fees (which it felt could be counterproductive in economic terms) but did favour abolishing the 50p tariff. The Committee acknowledged the risks to the 2020/21 Budget especially in relation to the staff pay award and service demand and on that basis it recommended a 5% increase in Council Tax.

The Executive considered the information presented and the report from Scrutiny. The Portfolio Member for Finance said that having been party to Scrutiny's discussions at its 27 February meeting he was prepared to accept Scrutiny's recommendations with regard to not increasing town centre car park charges and abolishing the 50p tariff but could not support a Council Tax increase of 5% which he believed would be too much to ask of Anglesey's residents especially after last year's Council Tax increase of 9.5%. He therefore proposed a net revenue budget of £142.146m for 2020/21 and a Council Tax increase of 4.5% which raises the Band Council Tax by £56.16 to £1,304.73. In endorsing the proposal the Executive further noted that it would be helpful were the Welsh Government, Unions and Employers to conduct pay negotiations in advance of budget setting so that councils are informed by the end of January each year about the level of the pay award and can budget for the increase with some certainty thereby eliminating the risk to the budget that an undetermined pay award poses. It was also suggested that in view of the legal requirement on councils to balance their budgets, Welsh Government should be asked to consider funding additional commitments/cost pressures that fall to councils which they have not been able to influence.

It was resolved –

- **To note the formal consultation meetings on the budget and the resulting feedback as outlined in Section 2 of Appendix 1 and in Appendix 2 to the report.**
- **To agree the final details of the Council's proposed budget including the revised funding in response to budget pressures and the proposed savings as shown in Section 8 of Appendix 1 and in Appendix 3 with the exception of increasing car park fees for town sites which shall remain unchanged apart from the 50p rate which shall be abolished making £1 the minimum payment.**
- **To note the Section 151 Officer's recommendation that the Council should be working towards achieving a minimum of £7.1m general balances.**

- To note the comments made by the Section 151 Officer on the robustness of the estimates made as set out in section 6 of Appendix 1.
- To recommend a net budget for the County Council of £142.146m and resulting increase in the level of Council Tax of 4.5% (£56.16 – Band D) to the Full Council, noting that a formal resolution, including the North Wales Police and Community Council precepts, will be presented to the Council on 10 March, 2020.
- To authorise the Section 151 Officer to make such changes as may be necessary before the submission of the final proposals to the Council.
- To agree that any unforeseen pressures on demand led budgets during the financial year will be able to draw upon funding from the general contingencies budget.
- To request the Council to authorise the Executive to release up to £250k from general balances if the general contingencies budget is fully committed during the year.
- To delegate to the Section 151 Officer the power to release funding from the general contingency up to £50k for any single item. Any item in excess of £50k not to be approved without the prior consent of the Executive.
- To confirm that the level of Council Tax Premium for second homes remains at 35% and for empty homes remains at 100%.

13. CAPITAL STRATEGY AND CAPITAL PROGRAMME 2020/21 TO 2022/23

The report of the Director of Function (Resources)/Section 151 Officer incorporating the Capital Strategy and Capital Programme for 2020/21 to 2022/23 was presented for the Executive's consideration.

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

The Director of Function (Resources)/Section 151 Officer advised that the document as presented updates the Capital Strategy approved in 2019 for the period 2019/20 to 2021/22 and reiterates the objectives and principles that form the basis of the capital programme including investing annually in improving and/or replacing existing assets; making capital provision for disabled facilities grants; funding a level of road improvement each year and also reaffirming the Council's commitment to the 21st Century Schools Programme. The Strategy also sets out the capital resources available to the Council over the stated period, how these will be used and the constraints/risks that could impact on its delivery. The Capital Strategy is one of the key strategic documents which align with the Council Plan; the Strategy is also integrated with the Treasury Management Statement and the Medium Term Financial Plan.

It was resolved to recommend the Capital Strategy for 2020/21 to 2022/23 for the Full Council's approval.

14. FINAL PROPOSED CAPITAL BUDGET 2020/21

The report of the Director of Function (Resources)/Section 11 Officer incorporating the final proposed capital budget for 2020/21 to be presented to Full Council on 10 March, 2020 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the proposed capital budget of £37.305m represents a capital investment in the future of Anglesey and should be seen as such. As with the revenue budget the draft capital budget for 2020/21 was the subject of public consultation and the small number of comments received are reflected in the report.

The Director of Function (Resources)/Section 151 Officer advised that apart from updating the figures for the slippages from 2019/20, the final proposed capital budget for 2020/21 is unchanged from the provisional draft presented to the Executive in January, 2020.

Councillor Richard Owain Jones reported from the meeting of the Corporate Scrutiny Committee held on 27 February and confirmed that having considered the information presented at the meeting with regard to the Capital Budget for 2020/21 including the outcome of the public consultation and confirmation by the Director of Function (Resources)/Section 151 Officer of there being no change from the provisional capital budget position apart from having to update the figures for slippage from 2019/20, the Committee had resolved to reaffirm its recommendation of the provisional capital budget as presented to the Committee on 13 January updated for slippage.

It was resolved to recommend the following Capital Programme for 2020/21 to the Full Council –

	£
2019/20 Schemes Brought Forward	5,829
Refurbishment/Replacement of Assets	6,192
New One Off Capital Projects	2,174
Smallholdings funded from capital receipts	100
21st Century Schools	2,755
Housing Revenue Account	20,255
Total Recommended Capital Programme 2020/21	37,305
Funded By:	
General Capital Grant	2,165
Supported Borrowing General	2,364
Supported Borrowing 2019/20 brought forward	1,034
Capital Receipts	245
Capital Reserve	500
21st Century Schools Supported Borrowing	721
21st Century Schools Unsupported Borrowing	1,145
HRA Reserve & In Year Surplus	14,228
HRA Unsupported Borrowing	250
HRA brought forward from 2019/20	3,117
External grants	5,782
2019/20 Council Funding Brought Forward	5,754
2020/21 Total Capital Funding	37,305

The Chair and Portfolio Member for Finance on behalf of the Executive thanked the staff of the Council's Finance Service for all their work on the reports to this meeting.

**Councillor Llinos Medi
Chair**

DRAFT

Isle of Anglesey County Council	
Report to:	The Executive
Date:	23 March 2020
Subject:	The Executive's Forward Work Programme
Portfolio Holder(s):	Cllr Llinos Medi
Head of Service / Director:	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 April – November 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>

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.

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

Yes

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

Not applicable.

E – Impact on our Future Generations(if relevant)

1	How does this decision impact on our long term needs as an Island	Not relevant.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority. If so, how:-	
3	Have we been working collaboratively with other organisations to come to this decision, if so, please advise whom:	
4	Have Anglesey citizens played a part in drafting this way forward? Please explain how:-	
5	Outline what impact does this decision have on the Equalities agenda and the Welsh language	

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior 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)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	Monthly joint discussions take place on the work programmes of the Executive and the two Scrutiny Committees in order to ensure alignment.
9	Local Members	Not applicable.

F - Appendices:

The Executive's Forward Work Programme: April – November 2020.

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

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2020

Updated: 11 March 2020



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

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

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

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

The Executive's draft Forward Work Programme for the period **April – November 2020** is outlined on the following pages.

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

* Key:

S = Strategic – key corporate plans or initiatives

O = Operational – service delivery

FI = For information

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2020

Updated: 11 March 2020

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
April 2020						
1	Regulation of Investigatory Powers Act 2000 (RIPA) Policy To accept the policy.	Corporate Portfolio Holder	Council Business	Lynn Ball Director of Function (Council Business) / Monitoring Officer Cllr Dafydd Rhys Thomas		Delegated decision April 2020
2	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 27 April 2020
3	Housing Revenue Account Business Plan		Housing	Ned Michael Head of Housing Cllr Alun Wyn Mummery		The Executive 27 April 2020
May 2020						
4	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 18 May 2020

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June 2020						
5	Welsh Language Standards Annual Report 2019/20 Approval of report.	Portfolio holder with responsibility for the Welsh language.	Council Business	Huw Jones Head of Democratic Services Cyng Ieuan Williams	To be confirmed	Delegated decision June 2020
6	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 15 June 2020
7	Corporate Scorecard – Quarter 4, 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 Date to be confirmed.	The Executive 15 June 2020
8	2019/20 Revenue Budget Monitoring Report – Quarter 4 (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 Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 15 June 2020

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9 2019/20 Capital Budget Monitoring Report – Quarter 4 (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 Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 15 June 2020	
10 2019/20 HRA Budget Monitoring Report – Quarter 4 (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 Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 15 June 2020	
11 Introducing Galw Gofal – Care Connect charges for Council Housing Tenants Confirmation of proposals and approval to undertake engagement.		Housing	Ned Michael Head of Housing Cllr Alun Wyn Mummery	Corporate Scrutiny Committee 1 June 2020	The Executive 15 June 2020	
July 2020						

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12	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 13 July 2020	
September 2020						
13	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 28 September 2020	
14	Corporate Scorecard – Quarter 1, 2020/21 (S) Quarterly performance monitoring report.	Corporate Transformation	Carys Edwards Head of Profession – HR and Transformation Cllr Dafydd Rhys Thomas	Corporate Scrutiny Committee Date to be confirmed.	The Executive 28 September 2020	
15	2020/21 Revenue Budget Monitoring Report – Quarter 1 (S) Quarterly financial monitoring report.	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 28 September 2020	

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16 2020/21 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 Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 28 September 2020	
17 2020/21 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 Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 28 September 2020	
18 Progress Report from the Social Services Improvement Panel		Social Services	Alwyn Jones Director of Social Services / Fôn Roberts Head of Children and Families Services Cllr Llinos Medi	Social Services Improvement Panel Date to be confirmed Corporate Scrutiny Committee Date to be confirmed	The Executive 28 September 2020	

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October 2020						
19	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 26 October 2020
November 2020						
20	2021/22 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 Date to be confirmed Corporate Scrutiny Committee 2 November 2020	The Executive 9 November 2020
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 30 November 2020

Page 28

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22	Corporate Scorecard – Quarter 2, 2020/21 (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 Date to be confirmed.	The Executive 30 November 2020	
23	2020/21 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 Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 30 November 2020	
24	2020/21 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 Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 30 November 2020	
25	2020/21 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 Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel Date to be confirmed.	The Executive 30 November 2020	

Page 29

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26	Statement of Licensing Policy	This is a matter for the Executive as the policy falls within the Council's Policy Framework.	Regulation and Economic Development	Christian Branch Interim Head of Regulation and Economic Development Cllr Richard Dew		The Executive 30 November 2020	Full Council 8 December 2020

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O = Operational – service delivery

FI = For information

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	EXECUTIVE COMMITTEE
Date:	23RD MARCH 2020
Subject:	SCORECARD MONITORING REPORT - QUARTER 3 (2019/20)
Portfolio Holder(s):	COUNCILLOR DAFYDD RHYS THOMAS
Head of Service / Director:	CARYS EDWARDS
Report Author:	GETHIN MORGAN
Tel:	01248 752111
E-mail:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

A –Recommendation/s and reason/s
<p>1.1 This is the third scorecard of the financial year 2019/20.</p> <p>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.</p> <p>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.</p> <p style="padding-left: 40px;">These can be summarised as follows –</p> <p style="padding-left: 80px;">1.3.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4 and that continuous scrutiny of financial performance is undertaken with particular emphasis and support given to the services under pressure due to the increasing demand so that their management of performance does not decline or underperform into Q4.</p> <p>1.4 The Committee is asked to accept the mitigation measures outlined above.</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

E – Impact on our Future Generations(if relevant)		
1	How does this decision impact on our long term needs as an Island	<p>The Corporate Scorecard Report gives a snapshot of the KPI performance against the Council Plan’s 3 objectives at the end of each quarter.</p> <p>All 3 objectives, below, consider the long term needs of the Island</p> <ol style="list-style-type: none"> 1. Ensure that the people of Anglesey can thrive and realise their longterm potential 2. Support vulnerable adults and families to keep them safe, healthy and as independent as possible 3. Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment <p>The measurement of the KPIs against each objective demonstrates how decisions are making an impact on our current performance.</p>
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority. If so, how:-	Performance of some KPIs could potentially have an impact on future costs however mitigation measures proposed look to alleviate these pressures.

3	Have we been working collaboratively with other organisations to come to this decision, if so, please advise whom:	Elements of the work monitored within the Scorecard is undertaken in a collaborative manner with other organisations such as Betsi Cadwaladr University Health Board, Welsh Government, Keep Wales Tidy, Careers Wales, Sports Wales, GWE, amongst others.
4	Have Anglesey citizens played a part in drafting this way forward? Please explain how:-	N/A
5	Outline what impact does this decision have on the Equalities agenda and the Welsh language	N/A

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	This was considered by the SLT and their comments are reflected in the report
2	Finance / Section 151 (mandatory)	No comment
3	Legal / Monitoring Officer (mandatory)	No comment
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	<p>The Q3: 2019/20 Corporate Scorecard was considered by the Corporate Scrutiny Committee at its meeting on 9th March, 2020.</p> <p>During its consideration of the report, the Committee raised the following matters:</p> <ol style="list-style-type: none"> 1. Members noted that local performance during Q3 was the best that it has been since the Council first introduced the Corporate Scorecard reporting framework 2. A reported decline in aspects of performance in Housing, Planning, Leisure and Adult Services during Quarter 3 was noted and the Committee supported the mitigation measures introduced in

		<p>order to have a positive impact on performance over the coming months</p> <ol style="list-style-type: none"> 3. Timely response to complaints by Social Services was reported as an issue in Qtr 3 and the Committee expressed concerns regarding this decline in performance 4. Concerns were expressed by the Committee regarding a dip in local performance against Performance Indicator 38 → % of waste reused, recycled or composted. The Committee supported the mitigation measures in place to impact positively on performance 5. The Committee also noted its concern about managing expenditure in Adults' Services because of increasing demand for care services <p>Having considered all the information presented as well as the clarifications provided by the Portfolio Holders / officers on the points raised, it was resolved that the Committee –</p> <ul style="list-style-type: none"> • Notes the areas which the Senior Leadership Team is managing to secure improvements into the future as outlined in the report – in order to address underperforming areas and Complaints Management in Social Services • Recommends the mitigation measures for those areas set out in the report
9	Local Members	

F - Appendices:
Appendix A - Scorecard Quarter 3

FF - Background papers (please contact the author of the Report for any further information):
<ul style="list-style-type: none"> • 2019/20 Scorecard monitoring report - Quarter 2 (as presented to, and accepted by, the Executive Committee in November 2019).

SCORECARD MONITORING REPORT – QUARTER 3 (2019/20)

1. INTRODUCTION

- 1.1. One of the Council's duties under the Wales Programme for Improvement is to make arrangements to secure continuous improvement in the exercise of our services. We are required to put in place arrangements which allow us effectively to understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2. Our Council Plan for 2017 to 2022 identifies the local needs and priorities and sets out our aims for the period. The delivery of the Council Plan is delivered through the realization of the Annual Delivery Document (ADD).
- 1.3. This scorecard monitoring report is used as part of this process to monitor the success of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. The report also identifies any mitigating actions identified by the Senior Leadership Team (SLT) to drive and secure improvements.
- 1.4. The scorecard monitoring report has been in use since 2013 and the development of this report amongst other performance related improvements have contributed to the Council's current performance management framework. This embedded performance management approach has resulted in a continuous improvement culture within the council, improvements in performance against targets, as well as an improvement in our performance nationally.
- 1.5. The scorecard (appendix 1) portrays the current end of Q3 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during March.

2. CONTEXT

- 2.1. It was agreed as part of the previously noted workshop that some changes were required of the Scorecard this year to ensure a greater strategic approach. To that end, the performance monitoring KPIs have been aligned to the Councils' three strategic objectives:
 - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
 - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
 - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 2.2. It will not be possible to publish information for all KPIs on the Scorecard on a quarterly basis due to the nature of data collection methods. When this is the case, a note will indicate how often the KPI is monitored and when the data will be available for collection, e.g. (annual) (Q4), (termly) (Q3).

3. CORPORATE HEALTH PERFORMANCE

- 3.1. It is encouraging to note that the majority (71%) of the indicators monitored are continuing to perform well against targets (Green or Yellow RAG) as was the case at the end of Q2. Some of the highlights are noted below.
- 3.2. Attendance at work is GREEN at the end of Q3.
- 3.3. The digital strategy continues to see the main developments progress during Q3 where the majority of indicators under the digital service shift subheading sees an upward trend compared to Q3 of 2018/19 where all but 1 indicator (No of visits to Council Website) demonstrate an increase, although this is predicted to increase in Q4 due to the consultations currently being undertaken on School Modernisation and the Budget. The number of web and telephone payments (items 12+13) see an increase of over 2700 payments compared to the same period in 2018/19. As explained previously, this is positive as studies undertaken by SOCITM (Society for innovation, technology and modernisation) demonstrate that digital transaction costs are lower than face to face contact costs.
- 3.4. There continues to be no cause for concern with the customer service charter sub heading where the majority (75%) of indicators are performing well against targets. The only indicator which is RED against target is item 04b - the % of written complaints responded to by Social Services within 15 days. 29 of the 31 (94%) complaints were discussed with the complainant within timescale whilst 20 of the 31 (65%) complaints were written to within timescale.
- 3.5. Some of the lessons learnt from complaints upheld include:
- Internal co-ordination required when an enquiry relates to other services,
 - Process of making adjustments or write offs to be reviewed and the need to recognise and record a complaint,
 - System to be put in place for bus companies to inform the Council of any issues with school buses.
- 3.6. The financial management section currently forecasts, on the basis of the financial position at the end of the third quarter, that the Council will overspend its revenue budget, for the year-ending 31 March 2020, by £1.246m. The service budgets are expected to overspend by £1.096m and corporate finance is forecast to overspend by £0.008m. A shortfall of £0.142m is expected on the standard Council Tax. The historic trend over the last few years has been that Corporate Finance and Council Tax Council had significant underspends/surplus of income which has helped to reduce the overspends in service costs. Unfortunately, for 2019/20 these budgets are also under pressure and will not be available to fund service overspends.
- 3.7. The Adults Service budgets are under significant pressure due to increasing demand and the transition of a costly placement from Children's Services. This increasing demand is something that can be seen on a Wales and UK basis due to an ageing population.

- 3.8. It is the normal pattern for the final outturn position to be better than the first few quarters estimate, however, if the projected overspend transpires, it would be funded from the Council's general balances which would reduce to £5.035m.
- 3.9. This reduction weakens the Council's financial position but vindicates the decision not to use general balances to fund part of the 2019/20 budget. Previously the Executive agreed to the introduction of Service Reserves where any Service that has an underspend at year-end is permitted to retain up to 2.5% of their net annual budget or £75k (whichever is highest) in order to reinvest in their Service to improve future resilience. Based on the position at the end of Quarter 3, this would result in Services retaining £0.427m reducing the general reserve to £4.608k. This is well below the minimum balance of the general reserve which has been set at £6.7m as approved by full Council on 27th February 2019.
- 3.10. Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q3' which will be discussed in The Executive meeting on the 2nd March.
- 3.11. What this demonstrates therefore is the reasonable assurance which can be provided through the use of the scorecards analysis that the Council's day to day activities in managing its people, its finances and serving its customers are delivering against their expectation to a standard which is appropriate and agreed by Members. This is also reflected in the fact that the indicators from a performance management perspective are also demonstrating good performance.

4. PERFORMANCE MANAGEMENT

- 4.1. At the end of Q3 it is encouraging to note that a high majority (86%) of performance indicators continue to perform above target or within 5% tolerance of their targets. This once again compares favourably to the performance seen during the first half of the year as well as to Q3 in 2018/19. We do note however that five indicators are underperforming against their targets and are highlighted as being Red or Amber in the Scorecard.
- 4.2. Performance for **Objective 1** at the end of Q3 has been good where only two indicators against the objective are currently underperforming, an additional one compared to Q2. This equates to 17% of the 12 PIs monitored this quarter.
- Indicator 8 – Number of visits to leisure centres – which is AMBER with a performance of 385k visits against a target of 396k visits. This is a decrease of 19k compared to the 404k seen in Q3 2018/19, however it remains 21k higher than the 364k seen in Q3 2017/18.

The number of visits has been lower this year when compared to the performance of 2018/19, however this was a particularly busy year compared to the previous 5 years. The target set for this year was based on the performance of a busy 2018/19. Due to some essential maintenance and upgrades to the leisure centres, it has not been possible to reach the proposed targets so far this year. However, the number of direct debit payments have increased over the last year, thereby ensuring that a

consistent income stream is received when visitor numbers don't reach targets.

An increase in the figures in the January to March period is expected which should result in a performance closer to the target. However upgrades to the Plas Arthur fitness room, the sports hall at Holyhead Leisure Centre, and the repair of storm damage caused by Storm Ciara at David Hughes Leisure Centre will have an impact on Q4 performance.

Into Q4, we will continue to promote the activities available in our Leisure Centres via MonActif as well as ensure that all activities are accurately recorded on the electronic computer systems.

- Indicator 17 – Landlord Services: Average number of days to complete repairs – which is RED with a performance of 15.49 days against a target of 12 days. This is higher than the 9.95 days seen in Q3 2018/19 and the 15.14 days seen at the end of Q2.

As explained in the Q2 report, following a change in the Repairs and Maintenance Policy in October 2018 there has been an impact on this indicator. Work orders are now prioritised for completion within 12 hours, 48 hours, 5 days, 20 days and 3 months dependant on the urgency of the work. Previous work orders could also be set for 10 days and 15 days which is no longer an option.

The Housing Service will continue to monitor this indicator and take action as necessary with a view to improving the performance.

We are pleased that 94% of the works orders have been completed on time in relation to the Repairs and Maintenance Policy, October 2018.

4.3. Performance against the indicators for **Objective 2** demonstrate that only two indicators of the 17 monitored in Q2 (12%) are currently underperforming for the objective.

- Indicator 19 – Rate of people kept in hospital while waiting for social care per 1000 population aged 75+ is RED with a performance of 6 against a target of 3. This performance is similar to the 5.6 seen in Q3 2018/19.

Our challenges with regards to reablement performance have become clearer since we implemented our area based domiciliary care contracts. Those contracts are generally supporting people to be discharged quickly when they have established packages in place. However due to the pressure of ensuring that we provide reablement to all people new to services we are at present struggling to ensure sufficient capacity. To address this we are both aiming to ensure those receiving reablement do actually require it, and that our service works to move individuals when they reablement period is complete at the right time.

Capacity to support those with EMI (Elderly Mental Illness) in the residential and nursing sector has also contributed to this overall picture

We continue to strengthen our partnership with BCUHB to facilitate swift discharges from all hospitals, with particular attention turning to our Community Hospitals. Additionally we will be reviewing our internal processes by having weekly meetings with our reablement provider to ensure timely discharges from all hospitals.

- Indicator 36 - Landlord Services: Percentage of rent lost due to properties being empty is RED on the scorecard with 1.55% lost against a target of 1.15%

This indicator is directly linked with indicator 35 on the Scorecard, the average number of calendar days to let lettable units of accommodation which improved during the last two quarters. The poor performance of that indicator in Q1 had an impact on this KPI and it has not been possible to claw back as much as hoped.

We will continue to implement the new streamlined process identified in Q1 to improve the performance of this indicator.

4.4. The indicators to monitor **Objective 3** have also performed well in Q3, however one indicator of the seven (14%) monitored for the objective has underperformed against target.

- Indicator 43 - Percentage of planning enforcement cases investigated within 84 days – which is AMBER with a performance of 69% against a target of 80%. This is a new indicator for the Scorecard this year. Performance of this indicator was 17% during Q4 2018/19, 55% at the end of Q1 and 69% at the end of Q2.

There continues to be good progress being made given the historic backlog of work in this area and the current performance demonstrates a significant increase as new processes are embedded, capacity and expertise is improved, and the backlog is cleared. It is anticipated that this improvement will continue for the remainder of the financial year with an expectation of starting at a stronger position in 2020/21.

4.5. Overall the performance in Q3 compares favourably to the performance seen during the first half of the year and it is encouraging that 86% of performance indicators continue to perform above target (Green) or within 5% tolerance (Yellow).

5. RECOMMENDATIONS

5.1. 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 –

- Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q4 and that continuous scrutiny of financial performance is undertaken with particular emphasis and support

given to the services under pressure due to the increasing demand so that their management of performance does not decline or underperform into Q4.

5.2. The committee is asked to accept the mitigation measures outlined above.

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3 2019/20

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed Ch/ Q Target	Targed Bl / Yr Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential							
1) Percentage of pupil attendance in primary schools (tymhorol) (Q3)	Gwyrdd / Green	↑	94.60%	93.90%	93.90%	94.20%	93.90%
2) Percentage of pupil attendance in secondary schools (termly) (Q3)	Melyn / Yellow	↓	91.42%	92.70%	92.70%	92.70%	93.30%
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)	-	-	-	-	-	1.10%	4.20%
4) Average Capped 9 score for pupils in year 11 (annual) (Q3)	Melyn / Yellow	-	345.4	349	349	349.1	335.9
5) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q4)	-	-	-	-	-	0.883	72.60%
6) Percentage of year 11 pupils studying Welsh [first language] (annual) (Ch4)	-	-	-	-	-	0.65	63.70%
7) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q3)	Gwyrdd / Green	-	75%	75%	75%	-	-
8) Number of visits to leisure centres	Ambr / Amber	↓	386k	396k	-	553k	508k
9) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green	⇒	98%	95%	95%	98%	98.00%
10) Percentage of high risk businesses that were subject to planned inspections that were inspected to ensure compliance with Food Hygiene Legislation	Gwyrdd / Green	↑	96%	90%	90%	-	-
11) Percentage of NERS clients who completed the exercise programme	Gwyrdd / Green	↓	74%	50%	50%	70%	-
12) Percentage of NERS clients whose health had improved on completion of the exercise programme	Gwyrdd / Green	↓	84%	80%	80%	83%	-
13) Number of empty private properties brought back into use	Gwyrdd / Green	↑	88	56	75	78	75
14) Number of new homes created as a result of bringing empty properties back into use	Gwyrdd / Green	↑	3	3	4	9	4
15) Number of additional affordable housing units delivered per 10,000 households (annual) (Q4)	-	-	-	-	-	-	-
16) Landlord Services: Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	Gwyrdd / Green	⇒	100%	100%	100%	100%	-
17) Landlord Services: Average number of days to complete repairs	Coch / Red	↓	15.49	12	12	13.63	-
18) Percentage of tenants satisfied with responsive repairs (annual) (Q4)	-	-	-	-	-	-	-
Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible							
19) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	Coch / Red	↓	6	3	3	7.78	6.58
20) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green	↑	91.07%	90.00%	90.00%	90.91%	93.25%
21) The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	Gwyrdd / Green	↑	44.4%	35.00%	35.00%	30.87%	59.26%
22) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green	↑	63.43%	62.00%	62.00%	62.84%	62.65%
23) 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	↑	18.3	19	19	17.35	17.44
24) 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	↑	97.40%	93.00%	93%	93.30%	96.00%
25) Percentage of child assessments completed in time	Gwyrdd / Green	↑	92.51%	90.00%	90.00%	86.17%	67.57%
26) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green	↑	5.88%	7.50%	10%	10%	9.00%
27) The percentage of referrals of children that are re-referrals within 12 months	Melyn / Yellow	↑	12.68%	10.00%	10%	16.87%	-
28) 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	↓	232	270	270	241	326.5
29) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green	↑	98.69%	95%	95%	98%	-
30) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow	↑	86.52%	90.00%	90.00%	86.17%	63.32%
31) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green	↑	75.11%	60.00%	60.00%	-	-
32) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green	↑	80.30%	60.00%	60.00%	55%	65.20%
33) Average number of calendar days taken to deliver a Disabled Facilities Grant	Gwyrdd / Green	↑	157.2	170	170	161.9	177
34) Decision Made on Homeless Cases within 56 days (annual) (Q4)	-	-	-	-	-	-	-
35) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Melyn / Yellow	↓	22.4	21	21	-	-
36) Landlord Services: Percentage of rent lost due to properties being empty	Coch / Red	↑	1.55%	1.15%	-	1.3%	-
Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment							
37) Percentage of streets that are clean	Melyn / Yellow	↓	94.77%	95%	95%	95.60%	93.60%
38) Percentage of waste reused, recycled or composted	Melyn / Yellow	↓	68.02%	70%	70%	69.86%	72.20%
39) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green	↓	0.99	1	1	0.2	-
40) Kilograms of residual waste generated per person	Gwyrdd / Green	↑	154.84kg	180kg	240kg	240kg	236kg
41) Percentage of all planning applications determined in time	Gwyrdd / Green	↓	90%	90%	90%	80.0%	86.0%
42) Percentage of planning appeals dismissed	Gwyrdd / Green	↑	67%	65%	65%	74.0%	47.0%
43) Percentage of planning enforcement cases investigated within 84 days	Ambr / Amber	↓	69%	80%	80%	-	-
44) Percentage of A roads in poor condition (annual) (Q4)	-	-	-	-	2.90%	2.90%	0.029
45) Percentage of B roads in poor condition (annual) (Q4)	-	-	-	-	3.80%	3.80%	0.042
46) Percentage of C roads in poor condition (annual) (Q4)	-	-	-	-	8.70%	8.70%	0.089

Red - more than 10% below target and/or needing significant intervention Amber - between 5% & 10% below target and/or requiring some intervention
 Yellow - within 5% of target Green - on or above target

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q3 2019/20

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	↓	53	57	76	71
02) No of Stage 2 Complaints received for Social Services	-	↑	8	-	8	9
03) Total number of complaints upheld / partially upheld	-	↓	19	-	27	28
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	↓	92%	80%	93%	92%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	↑	65%	80%	57%	-
05) Number of Stage 1 Complaints for Social Services	-	↓	31	-	44	51
06) Number of concerns (excluding Social Services)	-	↓	65	-	62	112
07) Number of Compliments	-	↑	434	-	513	753
08) % of FOI requests responded to within timescale	Gwyrdd / Green	↓	84%	80%	81%	78%
09) Number of FOI requests received	-	↓	644	-	1052	919
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website	-	↑	13k	-	8.2k	-
11) No of reports received by AppMôn / Website	-	↑	5.7k	-	4.7k	2k
12) No of web payments	-	↑	10.1k	-	-	-
13) No of telephone payments	-	↑	5.3k	-	-	-
14) No of 'followers' of IOACC Social Media	-	↑	32.5k	29.5k	29.5k	25k
15) No of visitors to the Council Website	-	↓	566k	-	-	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 18/19 Result	Canlyniad 17/18 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2177	-	-	-
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1230	-	-	-
03a) Sickness absence - average working days/shifts lost	Gwyrdd / Green	↓	6.72	6.98	-	-
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	2.89	-	-	-
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	3.82	-	-	-
04a) Primary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	5.72	6.87	-	-
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	2.71	-	-	-
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	3.01	-	-	-
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Ambr / Amber	↓	6.48	6.12	-	-
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	2.76	-	-	-
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	3.72	-	-	-
06) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)	-	-	-	11%	11%	-
07) % of PDR's completed within timeframe (Annual) (Q4)	-	-	-	80%	84%	90.50%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiad a Ragwelir / Forecasted Variance (%)
01) Budget v Actuals	Coch / Red	↓	£98,676,313	£99,298,170	0.63%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	↑	£135,210,190	-	-	£136,456,183	0.92%
03) Forecasted end of year outturn (Capital)	-	-	£28,240,000	-	-	£17,941,000	-36.47%
04) Achievement against efficiencies	Ambr / Amber	↓	£2,561,000	-	-	£2,133,800	-16.68%
05) Income v Targets (excluding grants)	Gwyrdd / Green	↓	-£8,078,896	-£9,005,732	11.47%	-	-
06) Amount borrowed	-	→	£2,184,000	-	-	£0	0.00%
07) Cost of borrowing	Gwyrdd / Green	→	£4,262,730	-	-	£4,260,516	-0.05%
08) % invoices paid within 30 days	Melyn / Yellow	↓	-	82.55%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	↑	-	99.10%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	↑	-	98.90%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	↑	-	97.30%	-	-	-
12) % Housing Rent collected (for the last 3 years)	Melyn / Yellow	↑	-	99.84%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	↑	-	99.63%	-	-	-

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	23rd March 2020
Subject:	Developing Leisure Provision for Future Generations
Portfolio Holder(s):	Cllr Carwyn Jones (Major Projects and Economic Development)
Head of Service:	Christian Branch (Interim)
Report Author: Tel: E-mail:	Christian Branch 01248 752491 ChristianBranch@ynysmon.gov.uk
Local Members:	Relevant to all Members

A –Recommendation/s and reason/s
<p>To formally adopt the draft Developing Leisure Provision for Future Generations Plan.</p> <p>This will enable the County Council to proceed to with a structured programme of investment in the Island’s leisure facilities to improve their flexibility, accessibility, appeal and performance.</p>

B – What other options did you consider and why did you reject them and/or opt for this option?
<p>The County Council is responsible for the provision and management of Amlwch, David Hughes, Holyhead and Plas Arthur leisure centres (as well as other leisure facilities). The centres are popular and well-used, attracting over 530,000 visits in 2018/19. The centres provide many opportunities for physical activity, and they encourage healthy lifestyles.</p> <p>Anglesey is facing increasing levels of obesity and diabetes, mental health illnesses and other conditions linked to a culture of inactivity (especially in terms of young people and the elderly). The County Council believes that investment in leisure provision is required to improve the flexibility, accessibility, appeal and performance of all current facilities to support an improvement in customer well-being and health.</p> <p>The Island’s leisure centres are ageing (40 years+), and increasingly, inefficient assets. Customers recognise that the leisure centres are in need of investment – and that their needs are continuously changing which requires the centres to provide increasingly flexible facilities that can accommodate a range of activities.</p> <p>Over the last 12 months, the County Council has undertaken extensive assessments to fully understand the condition of its four leisure centres. It has been estimated that it would cost circa £21M to partially refurbish the leisure centres in line with modern building practices. The costs of constructing three new replacement leisure centres (Amlwch, Holyhead and Plas Arthur) would be circa £37M.</p> <p>The new Leisure Plan therefore represents an affordable and realistic solution to maintain the existing centres over the short to medium term (until the current financial climate improves.)</p>

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It is the Council's intention to retain the four current leisure centres. The current demand for swimming, coupled with the identification of unmet demand levels for fitness provision justifies the ongoing provision of four leisure centres on the Island. These demands could not be met appropriately by fewer, or even, one centrally located leisure centre.

The Plan's vision is to **'Maintain, improve and provide high quality, flexible, accessible and affordable facilities to meet the current and future well-being needs of Anglesey'**.

Its objectives are:

Maintain:

- Retaining the number of existing leisure centres, and safeguarding facilities from further decline.
- Ensuring an appropriate balance of leisure facilities where needs assessments have identified a current, continuing or latent (unmet) demand.

Improve:

- Delivering an affordable capital investment programme to ensure all facilities are transformed to be more modern, inspiring and fit for the future (including IT and Self Service improvements).
- Ensuring facilities are accessible and flexible to encourage an increase in participation levels.
- Encouraging greater participation by all sectors and age groups of the community.
- Integrating community use of leisure facilities on education sites in a cohesive, co-ordinated and safe manner (to enhance community provision).

Provide:

- Ensuring sufficient facilities exist to enable residents to be pro-active in terms of sporting activities and support positive health impacts.
- Offering facilities to reduce inactivity and passive lifestyles.
- Supporting the training and development of the workforce to improve performance and customer service.
- Supporting (local and regional) partnership working to enable greater use of existing sports facilities and the sharing of skills, expertise and resources.

Given the County Council's current financial situation, it is proposed that a smaller scale investment programme (focusing initially on essential maintenance work) is required to maintain current provision for the short to medium term. The value of these works is circa £1M (the majority of which has already been secured). Without appropriate investment and maintenance, the leisure centres will become increasingly difficult to operate as a result of unplanned closures due to failing electrical, mechanical and heating systems (leading to loss of income and an increase in health and safety risks).

To deliver a meaningful improvement in each leisure centre's current facilities to enhance their appeal, performance, accessibility and flexibility, the County Council has also identified a series of priority capital investments, including new fitness rooms, changing villages and 3G pitches. The costs of these improvements is circa £3M. These improvements will deliver a range of multi-purpose facilities to increase participation and footfall to maximise income generation.

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Despite a clear focus on leisure centres, the Plan, where applicable, also refers to the need to maintain and improve other leisure facilities which make a direct and significant contribution to community well-being and vibrancy. This demonstrates an integrated corporate approach to the provision of leisure facilities on Anglesey.

C – Why is this a decision for the Executive?

The approval of the Executive is required as the draft Developing Leisure for Future Generations Plan involves significant financial (primarily capital) investment considerations.

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

The Leisure Plan supports the realisation of the Council Plan by demonstrating an integrated approach to preventative health care on Anglesey by ensuring the provision of sustainable and high quality leisure facilities to enable residents to live active lives, to prevent ill health and improve well-being.

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

Applications have been submitted to secure capital funding from a variety of internal and external funding sources to implement the essential maintenance works.

The following mechanisms will also be exploited (if and when the opportunity arises) to secure further funding to deliver the proposed capital improvements:

- Income generated by the leisure centres.
- Leisure Function financial reserves.
- External capital funding (from regional and national funds).
- County Council prudential borrowing.
- Capital receipts from the disposal of County Council assets.
- Developer contributions (S106 payments) from new developments on Anglesey.
- Any voluntary community benefit contributions arising from major (energy) projects on the Island.

F – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The draft Leisure Plan has been prepared under the direction of a Project Board which consists of the Deputy Chief Executive, the Director of Function (Resources) / Section 151 Officer, the Head of HR and Transformation and a representative from Legal.
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	No comments
6	Information Communication Technology (ICT)	No comments

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7	Scrutiny	<p>The draft version of the Plan was considered by the Partnership and Regeneration Scrutiny Committee on the 11th of March, 2020. The Plan was considered and following the discussion, it was decided:</p> <ul style="list-style-type: none"> that the Partnership and Regeneration Scrutiny Committee recommends to the Executive that it approves the Leisure Plan, and it's content, and more specifically the maintenance and improvement proposals as outlined in it.
8	Local Members	<p>The draft Leisure Plan has been presented at a Members Briefing session and consideration has been given to the comments raised.</p>
9	Any external bodies / other/s	<p>Sport Wales and Betsi Cadwaladr University Health Board have both expressed support for the Plan's objectives and proposed capital investments.</p>

G – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	<p>The Plan's maintenance and improvement proposals will contribute towards a reduction in the leisure centres energy demands, consumption and carbon emissions</p>
5	Equalities	<p>The proposals reflect a need to fully consider and integrate issues such as safeguarding, equality of opportunity and the promotion of the Welsh language</p>
6	Outcome Agreements	
7	Other	

H - Appendices:
Draft Developing Leisure for Future Generations Plan (February 2020)

I - Background papers (please contact the author of the Report for any further information):
Not Applicable



Regulation & Economic Development

Developing Leisure Provision for Future Generations

Official

February 2020

**Christian Branch
Interim Head of Service –
Regulation & Economic Development**

Leisure facilities help shape attractive places to live, work and visit, promote the enjoyment of more healthy lifestyles and are integral to the physical and mental well-being of a community

1) Introduction

The Isle of Anglesey County Council (IACC) is responsible for the provision and management of many leisure facilities on Anglesey.

Current provision consists primarily of Amlwch, David Hughes, Holyhead and Plas Arthur leisure centres. These are popular and well-used facilities (attracting over 530,000 visits in 2018/19), and they provide many opportunities for physical activity and encourage healthy lifestyles.

The County Council believes that investment in leisure provision is required to improve the flexibility, accessibility, appeal and performance of all facilities. It is the County Council's intention to retain the Island's four leisure centres.

The discretionary status of leisure should not detract from the value and opportunities the County Council's facilities provide for the Island's communities. Anglesey is facing increasing levels of obesity and diabetes, mental health illnesses and other conditions linked to a culture of inactivity (especially in terms of young people and the elderly). Leisure centres provide vital facilities to help support a fitter and healthier population.

This Leisure Plan, which fully aligns with the current [Council Plan](#) aims to demonstrate an integrated approach to preventative health care on Anglesey by ensuring the provision of sustainable and high quality leisure facilities to enable residents to live active lives, to prevent ill health and improve well-being.

The Plan identifies the need for significant capital investment to improve current provision. The County Council also recognises the need to invest in its workforce to support the delivery of the Plan - ensuring they are suitably trained to provide a high-quality customer service which can capitalise upon opportunities to increase income generation and improve performance.

Despite a clear focus on leisure centres, the Plan, where applicable, also refers to the need to maintain and improve other leisure facilities which make a direct and significant contribution to community well-being and vibrancy. This demonstrates an integrated corporate approach to the provision of leisure facilities on Anglesey.

The Plan also aims to align with the vision and anticipated outcomes and benefits arising from the County Council's School Modernisation Programme. Inspirational, modern and inclusive school facilities will be key to motivating young people to participate in physical activity for life – as well as being of benefit to local communities.

2) IACC's Vision for Leisure Provision

Maintain, improve and provide high quality, flexible, accessible and affordable facilities to meet the current and future well-being needs of Anglesey

A Vision is required to inform the IACC's priorities - ensuring current and future resources can be utilised effectively and appropriately to realise the desired outcome. The County Council intends to achieve this Vision by focussing upon the following objectives:

a) Maintain:

- Retaining the number of existing leisure centres, and safeguarding facilities from further decline.
- Ensuring an appropriate balance of leisure facilities where needs assessments have identified a current, continuing or latent (unmet) demand.

b) Improve:

- Delivering an affordable capital investment programme to ensure all facilities are transformed to be more modern, inspiring and fit for the future (including IT and Self Service improvements).
- Ensuring facilities are accessible and flexible to encourage an increase in participation levels.
- Encouraging greater participation by all sectors and age groups of the community.
- Integrating community use of leisure facilities on education sites in a cohesive, co-ordinated and safe manner (to enhance community provision).

c) Provide:

- Ensuring sufficient facilities exist to enable residents to be pro-active in terms of sporting activities and support positive health impacts.
- Offering facilities to reduce inactivity and passive lifestyles.
- Supporting the training and development of the workforce to improve performance and customer service.
- Supporting (local and regional) partnership working to enable greater use of existing sports facilities and the sharing of skills, expertise and resources.

3) Current challenges, threats and opportunities

The scale and natures of the challenges, threats and opportunities currently facing the IACC are well documented. Those of specific relevance to the Island's leisure centres include:

Challenges:

- a) The County Council needs to reduce its expenditure, in particular with regard to discretionary services.
- b) The IACC is under increasing pressure to deliver better services, with fewer resources.
- c) The Island's demographics are changing, in particular its age profile.
- d) Anglesey's geography, rurality and the low levels of car ownership makes travelling difficult.
- e) Customer needs and tastes change continuously – and the leisure centres need to provide flexible facilities that can accommodate new activities (but be affordable within the IACC's financial constraints).
- f) An ambition to reduce the cost to the IACC of all leisure provision to as close as £nil as possible.
- g) A reduction in the leisure centres' running costs can only be achieved through an integrated programme of investment to address uneconomical heating systems – together with an improvement in core facilities.
- h) The need for some income streams to support the sustainability and viability of other, less popular facilities (to maintain local/ community provision).
- i) The current condition of the leisure centre precludes the County Council from considering potential alternative delivery models.

Threats:

- a) The leisure centres are ageing (40 years+), and increasingly, inefficient assets.
- b) Without investment and maintenance, the leisure centres will become increasingly difficult to operate as a result of unplanned closures due to failing electrical, mechanical and heating systems(leading to loss of income and an increase in health and safety risks).
- c) Customers recognise that the leisure centres are ageing and in need of investment.
- d) The IACC's scope to invest is restricted by the limited availability of (internal and external) capital funding, together with the constraints of its VAT partial exemption limit (which, if exceeded, means a significant repayment to the HMRC).
- e) Uncertainty following the suspension of the Wylfa Newydd new nuclear build project and its potential leisure demands and impacts during its construction and operation.

Opportunities:

- a) The Well-being of Future Generations (Wales) Act 2015 requires the IACC to actively increase participation in sport and recreation, as well as improve residents' physical and mental health.
- b) Leisure Centres contribute positively to the delivery and achievement of many corporate priorities and objectives.
- c) The County Council's Schools Modernisation Programme provides an opportunity to better integrate and/ or co-locate leisure centres with education facilities.
- d) Need to capitalise and build upon the recent international success of Anglesey athletes at the 2019 Island Games – in particular the development of facilities to enable and support any future hosting of the games on Anglesey (with the Island being named as the preferred host for 2025).
- e) The current demand for swimming in each of the pool catchment areas; together with a latent (unmet) demand for fitness provision across the Island and swimming in south east Anglesey (based upon independent assessments).

4) Principles

In implementing this Plan to maintain and improve its leisure centres, the IACC will adhere with the following principles:

- a) Supporting an improvement in the social, economic, environmental and cultural well-being of customers.
- b) Providing flexible and multi-purpose facilities that are responsive to future leisure trends, changing customer needs and an anticipated increase in demand.
- c) Delivering a range of quality leisure facilities that increase participation, usage and footfall to maximise income generation.
- d) Minimising all revenue costs to an affordable/ sustainable level.
- e) Aspiring to be carbon neutral by reducing energy demand, consumption and carbon emissions.
- f) Maximising the benefits of technology to improve customer experience.
- g) Supporting the co-location of facilities that are important to surrounding communities.
- h) Strengthening existing links with local by schools by investing in facilities to inspire the next generation.
- i) Integrating need for sustainable development, high quality design, equality of opportunity, safeguarding and the promotion of the Welsh language.

5) Progress to date

Over the last 12 months, the IACC has undertaken extensive assessments to fully understand the condition of its four leisure centres.

It has been estimated that it would cost circa £21M to partially refurbish the leisure centres in line with modern building practices. The costs of constructing three new replacement leisure centres (Amlwch, Holyhead and Plas Arthur) would be circa £37M. The value of the annual repayments of any capital loans required to deliver this scale of investment are considered to be unaffordable and unrealistic given the County Council's current, and anticipated medium term, financial position.

The County Council has also undertaken an assessment of current and future community leisure and fitness demands; customer demographics; and existing and potential participation trends to better inform its future facility planning and provision.

The current demand for swimming, coupled with the identification of latent and unmet demand levels for fitness provision across Anglesey justifies the ongoing provision of four leisure centres on the Island. These demands could not be met appropriately by fewer, or even, one centrally located leisure centre.

Extensive stakeholder engagement has also been undertaken to establish the views of customers and residents. These views have been fully considered to inform the preparation of this Plan. Important feedback includes:

- Most leisure centre customers are aged 35-54.
- Holyhead is the leisure centre with the largest number of regular users.
- Fitness suites are the most commonly used facilities.
- 25% of respondents rated facilities as being of poor quality or below the acceptable standard.
- The most requested improvements include changing facilities; studio spaces; fitness equipment; 3G pitches; children's facilities; swimming pools and cafés

Whilst developing this Plan, that IACC has already been able to secure some investment to deliver meaningful improvements (which have had a positive impact in terms of customer numbers, participation and income generation). These investments consist of the installation of a new, modern fitness room at Holyhead, and the provision of the Island's first full size 3G pitch at Plas Arthur.

6) Maintenance Proposals

Given the County Council's current financial challenges, it is proposed that a smaller scale investment programme (focussing initially on essential maintenance work) is required to maintain current provision for the short to medium term (i.e. the next 5-10 years). This strategy is designed to enable the IACC to continue to respond to the ongoing challenges of austerity, whilst providing important facilities and opportunities to support and improve the physical and mental well-being of the Island's communities.

As part of the IACC's approach to maintaining facilities, opportunities currently exist to apply for modest levels of external funding (c. £1M) to improve each leisure centres' fabric, features and energy efficiency. Given their age and condition, it is anticipated that other maintenance issues could arise during the delivery of this Plan.

Leisure Centre	Proposed Maintenance	Estimated Cost	Anticipated Funding Source	Timescales	Anticipated Impact
Amlwch	New boiler and associated repairs to pool ventilation system	£283,000	Phase 1 of Re-fit Scheme (confirmed)	2020/21	Reduction in running costs Improvement in energy efficiency
	Repairs to roof and new energy efficiency measures	£218,000	Phase 1 of Re-fit Scheme (confirmed) & IACC Capital Funding	2020/21	Improvement in energy efficiency
David Hughes	Repairs to reception flooring	£12,000	Repairs and Maintenance Funding (IACC)	2020/21	Reduced H&S risk
	Refurbishment of entrance columns (sand blasting and new powder coating)	£10,000	Repairs and Maintenance Funding (IACC)	2020/21	Structural and aesthetic improvements

Holyhead	New boiler and associated repairs to pool ventilation system	£283,000	Phase 2 of Re-fit Scheme (awaiting confirmation)	2021/22	Reduction in running costs Improvement in energy efficiency
	energy efficiency improvements	£84,000	Phase 1 of Re-fit Scheme (confirmed) & IACC Capital Funding	2020/21	Improvement in energy efficiency
Plas Arthur	Repairs to sports hall steel frame and nearby roof, and new energy efficiency measures	£177,000	Phase 1 of Re-fit Scheme (confirmed) & IACC Capital Funding	2020/21	Improvement in energy efficiency

7) Improvement and Provision Proposals

To deliver a meaningful improvement in each leisure centre's current facilities as a means to enhance their appeal, performance, accessibility and flexibility (and therefore support community fitness, health and well-being), the IACC has identified the following priority investments.

Leisure Centre	Proposed Investment	Estimated Cost	Anticipated Funding Source	Timescales	Anticipated Impact
Amlwch	New leisure provision to be considered as part of School Modernisation Programme (including new 3G Pitch)	TBC	TBC	TBC	Greater integration and co-ordination of facilities
	Refurbish fitness room (to create a modern and inclusive fitness facility)	£100,000	Applications for IACC and external capital funding to be submitted in 2020	2021	Investment to improve customer offer Increased income Increased participation by target groups (i.e. over 55s)
David Hughes	New 3G 7 a side pitch to replace tennis courts	£72,000	Collaboration Grant Funding (confirmed)	March 2020	Investment to improve customer offer Increased income
	Refurbish fitness room (to create a modern and inclusive fitness facility)	£100,000	Applications for IACC and external capital funding to be submitted in 2021	2022	Investment to improve customer offer Increased income Increased participation by target groups (i.e. over 55s)

Holyhead	New changing village	£400,000	TBC	TBC	Increased customer satisfaction Improved safeguarding arrangements
Plas Arthur	Relocation of café; new soft play area, improved reception area and new changing village	£1,500,000 - £2,000,000	TBC	TBC	Investment to improve customer offer Increased income Better integration of facilities and improve safeguarding arrangements
	Refurbish fitness room (to create a modern and inclusive fitness facility)	£130,000	IACC Capital Funding of £90,000 & Places for Sport Grant Funding of £40,000 (confirmed)	March 2020	Investment to improve customer offer Increased income Increased participation by target groups (i.e. over 55s)

Other leisure related sites

Holyhead	New 3G Pitch	TBC	TBC	TBC	Investment to improve customer offer Better integration of facilities Increased customer satisfaction
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8) Delivering the Plan

To deliver the Plan, the IACC will look to exploit the following mechanisms (if and when the opportunity arises):

- a) Income generated by the leisure centres.
- b) Leisure Function financial reserves.
- c) External capital funding (from regional and national funds).
- d) County Council prudential borrowing.
- e) Capital receipts from the disposal of County Council assets.
- f) Developer contributions (S106 payments) from new developments on Anglesey.
- g) Any voluntary community benefit contributions arising from major (energy) projects on the Island.

9) Management of Leisure Facilities

Management of the leisure centres will remain with the County Council's Regulation and Economic Development Service.

The Service will continue to engage with other County Council Directorates and Services to support the ongoing management of its facilities.

Potential alternative deliver models have been assessed, however no model has been identified which meets the needs of the County Council or safeguards leisure provision for the benefit of the Island's communities.

10) Monitoring the Plan

The Plan will be reviewed and updated on an annual basis under the direction of the existing Project Board.

The review will evaluate progress in relation to the Plan's Vision – in particular in terms of activities, achievements, potential funding opportunities and alignment with the 2017-22 Council Plan.

Progress will be reported to the County Council's Partnerships, Communities and Service Improvement Transformation Programme Board.

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Corporate Scrutiny Committee, Partnership and Regeneration Scrutiny Committee, Executive and full Council
Date:	09.03.2020 / 11.03.2020 / 23.03.2020 / 19.05.2020
Subject:	Public Speaking Protocol for Scrutiny
Portfolio Holder(s):	Councillor Dafydd Rhys Thomas Corporate Business Portfolio Holder
Head of Service:	Lynn Ball Director of Function (Council Business) / Monitoring Officer
Report Author: Tel: E-mail:	Mared Yaxley 01248 752566 mwyys@ynysmon.gov.uk
Local Members:	Not a ward specific matter

A –Recommendation/s and reason/s
<p><u>Purpose of the report:</u></p> <ol style="list-style-type: none"> To seek the views of the Scrutiny Committees and Executive, prior to Council resolution on whether or not to adopt the Public Speaking at Scrutiny Protocol attached at Appendix 1 to this report. <p><u>Background:</u></p> <ol style="list-style-type: none"> In accordance with section 62 of the Local Government (Wales) Measure 2011, County Councils must ensure that those who live or work in their area are able to contribute their views on any matter that is to be considered by a Scrutiny Committee. The Isle of Anglesey County Council (IOACC) is committed to this principle. Whilst there are already arrangements for public participation in the work of the Scrutiny Committees, the aim of introducing the Public Speaking Protocol is to provide the public with a clear and accessible process for making their views known to the Scrutiny Committees as part of their deliberations . The current arrangement for public speaking at Scrutiny Committee meetings is not set out transparently in a simple document. The introduction of the Public Speaking Protocol will assist the public to understand the process that needs to be followed and will ensure that a consistent process is adopted, which manages the public’s expectations in relation to their contribution.

General:

5. Officers will undertake the administrative work under the Protocol.
6. Recent legislative developments have emphasised a legal requirement to listen to the voice of the public and that public involvement is imperative when Councils are making decisions.

6.1 Under the Local Government and Elections (Wales) Bill (published on 18/11/2019) which is anticipated to receive Royal Assent during the Summer of 2020, section 46 includes a duty to encourage local people to participate in local government. Paragraph 46(1) details: “A principal council must **encourage local people to participate in the making of decisions by the council** (including the making of decisions in partnership or in conjunction with any other person).” (my emphasis).

6.2 Section 47 of the Bill outlines a duty for Councils to prepare a “participation strategy” with the aim of making it easier for members of the public to understand how local government functions, how it makes decisions and **how local people can** follow proceedings, **input their views**, and have them taken into account” (my emphasis – WLGA paper on the Bill). Paragraph 47(2)(e) details: “A public participation strategy must, in particular, address arrangements made, or to be made, for the purpose of the council’s duty in section 62 of the 2011 Measure (bringing views of the public to attention of overview and scrutiny committees)”.

6.3 In addition, under the Well-being of Future Generations (Wales) Act 2015, there is a requirement to consider the importance of involving people with an interest in achieving the wellbeing goals, and ensuring that those people reflect the diversity of the area which the body serves.

The adoption of a Public Speaking Protocol for Scrutiny would go some way to achieving these statutory objectives.

7. The Protocol will be published on the Council’s website and can be shared on social media.

Protocol details:

8. The Protocol details:

8.1. Members of the public can request to speak at a Scrutiny Committee meeting if they have submitted a written request to the Scrutiny Officer at least 3 working days prior to the Committee meeting. The written request must be made using the relevant form from the Council’s website and electronic submissions are encouraged. Applications will be dealt with in the order they are received. All those who have qualified to speak will be notified via email or through their contact telephone number.

8.2. The number of speakers are to be limited so that only one person from each group or party, where each group or party has a different perspective on an

item, to address the meeting. Only in exceptional cases will the Chairperson allow a second/third speaker with the same perspective to speak; such discretion will be exercised in consultation with the Scrutiny Officer and the Monitoring Officer.

8.3. The right of the public to speak applies to all items on the agenda with the exception of the following: Apologies; Declarations of Interest; Minutes; and items on the Agenda which have been declared as not for publication (in accordance with the Public Interest Test). When exempt items are under consideration by Scrutiny the Chairperson will ask all members of the press and public to vacate the meeting room.

8.4. The right does not include the right to ask any questions of any IOACC member, officer of the Council, invited attendees or any other speaker.

8.5. In order for members to give full consideration to any points made, speakers must provide any supporting information/documentation they intend to refer to in their presentations when registering to speak. No additional information / documentation may be produced at the meeting itself. The draft Protocol addresses the issue of suitability of any material produced.

8.6. Each speaker will be given five minutes to make their oral contribution in relation to an agenda item. Only in exceptional circumstances will the Chairperson allow speakers a little more time and if this is allowed for one individual, all individuals in relation to the same agenda item will be allowed the same amount of additional time.

8.7. The Chairperson has the discretion to stop a speaker before their allotted time has concluded if, in the Chair's view, the speaker is behaving improperly, offensively, trying to prevent the Committee from doing its work or makes comments which are defamatory, vexatious, discriminatory or offensive.

8.8. Speakers may be asked to clarify any of the comments they make and may be asked questions by members. Speakers must not enter into debate with the members of the Committee.

8.9. The Committee will consider the comments made by the speaker and thereafter determine whether to make any recommendations arising from those comments/issues raised.

Recommendations:

9. For the Scrutiny Committees to agree to adopt the Protocol at **Appendix 1** to this report, subject to formal approval of the Council;

10. For the Executive to recommend whether or not the Protocol at **Appendix 1** be adopted and, if so, to recommend its inclusion in the Council's Constitution

11. For the Council to adopt the Protocol and agree that the Constitution be amended to include the Public Speaking at Scrutiny Protocol (as it appears in **Appendix 1**)

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

The Council may decide to maintain the status quo i.e. public speakers at the Chairperson’s discretion with no published/documented procedure. However, the adoption of a Public Speaking Protocol for Scrutiny will provide awareness and guidance for the public and enable, and encourage, public participation and engagement with the Council’s decision making process.

C – Why is this a decision for the Executive?

Paragraph 2.15.2.1 of the Constitution stipulates that “*Changes to the Constitution will only be approved by the full Council after consideration of the proposal by the Executive...*”.

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

N/A

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

Has no budgetary implications

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Supportive
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	Author of the report
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	<p>Consultees on the first draft of the Protocol. Comments included as part of the Protocol and / or Report.</p> <p>Feedback from the Scrutiny Committees is included as Appendix 2 to the report.</p>
9	Local Members	Not a ward specific matter
10	Any external bodies / other/s	

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

F - Appendices:
Appendix 1 – A Guidance on Public Speaking Arrangements in Scrutiny Committee Meetings
Appendix 2 – Scrutiny Committees’ Feedback on the Draft Protocol.

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

A Guidance on Public Speaking Arrangements in Scrutiny Committee Meetings

1.0 Introduction

- 1.1 Under section 62 of the Local Government (Wales) Measure 2011, County Councils must ensure that those who live or work in their area are able to contribute their views on any matter which is to be considered by a Scrutiny Committee. The Isle of Anglesey County Council (IOACC) is committed to this principle.
- 1.2 IOACC encourages the active participation of the public whenever possible (see link to "[Getting Involved with Scrutiny](#)") and an opportunity exists for members of the public to speak at Scrutiny Committee meetings in respect of an item on the agenda. This Guidance is intended as a means of ensuring that the voice of local people and communities in Anglesey will be heard as part of the decision making process.
- 1.3 In doing this, IOACC must ensure that the procedure is fair and organised. This Guidance has been developed to assist those wishing to speak at a Scrutiny Committee meeting. It contains information on the process to be followed. It is also hoped that encapsulating this information in a Guidance will ensure that, as far as possible, members of the public have a positive and stress-free experience when addressing a Scrutiny Committee.

2.0 Background

- 2.1 There are two Scrutiny Committees at IOACC. One being the [Corporate Scrutiny Committee](#) and the other the [Partnership and Regeneration Scrutiny Committee](#). The Terms of Reference for both Committees is included in the Constitution in [Article 6](#) and in [Part 4](#).
- 2.2 The role of the Scrutiny Committee is to make recommendations to the Executive/Council. As appropriate, the Executive/Council will make the final decision.
- 2.3 Scrutiny Committee meetings are open to the public (see 2.4 below).
- 2.4 However, on occasions, the Committees will consider confidential matters e.g. personal information about individuals or commercially sensitive data and, on these occasions, members of the press and public will be asked to leave the meeting whilst that item is being considered. Such exclusion must be in the public interest.
- 2.5 The Committee members receive written reports on issues being discussed by the Scrutiny Committees at their meetings. These reports are available to the public on the website for the [Corporate Scrutiny Committee](#) and the [Partnership and Regeneration Scrutiny Committee](#) at least three working days before the day of the meeting (unless a decision is taken to exclude public access to the papers). If that is the case, a public interest test will be included on the website; this explains why access is being restricted.
- 2.6 Part of the Scrutiny Committees' remit is to "call in" decisions which have been taken by the Executive but not yet implemented. However, the right to "call in" will

be excluded where a matter considered by the Executive is deemed urgent. In those circumstances, it will not be possible for the matter to be considered by a Scrutiny Committee and so public participation will also not be available.

3.0 Public attendance and speaking at Scrutiny Committee Meetings

3.1 General Points

- 3.1.1 Scrutiny Committee meetings are held in public and any member of the public or the press may attend and listen to the debate. There is no need to make any arrangements for this; you are entitled to just turn up.
- 3.1.2 The public have no express right to speak in a Scrutiny Committee meeting, but may ask for prior agreement to do so in accordance with this Guidance.
- 3.1.3 Some items are discussed in closed session, when the Committee is considering confidential information that has been declared as not for publication (subject to the public interest as mentioned in 2.4 above). The public and press will be asked to leave for these items. It follows that there will not be any public speaking in relation to these items.
- 3.1.4 Clearly, public speaking will not be appropriate on agenda items such as apologies for absence, declarations of interest and minutes.
- 3.1.5 The right to speak does not include the right to ask any questions of any IOACC member, officer of the Council, invited attendees or any other speaker.

3.2 Required Steps

- 3.2.1 In order to speak at a Scrutiny Committee meeting, a member of the public must have submitted a **written request**, using the available form and sent to the Scrutiny Officer. Verbal requests to speak will not be registered. The written request should be made using the form on this [link](#) and may include photographs or diagrams. A contributor must do this as soon as possible and at the latest **3 clear working days prior to the Committee meeting** (electronic submissions are encouraged). Any requests received after this time will be automatically rejected. Contact details, together with a copy of the relevant application form, can be found on the Council's [website](#).
- 3.2.2 One person may speak from each group or party where each group or party has something different to say in relation to an item. Individuals who are experts in a particular field, or hold a particular view which is not represented by a group or party, may also register their interest in speaking at a meeting. The Chair of the Committee will only allow a second/third etc. speaker, with the same perspective, in exceptional cases, and where there are clearly different arguments to be heard. This will be at the discretion of the Chair in consultation with the Scrutiny Officer and the Monitoring Officer.

For example, in relation to a report discussing several schools, it is reasonable that one speaker may be allowed from each school, but it is not reasonable to have all parents make an individual contribution. Or where an item discusses Leisure

Centres, it would be reasonable to allow different speakers from the different public groups that use the Leisure Centres, on the basis they all have something different to say, and they would not each be repeating the same points. The point is to ensure that the Committees hear all points of view, but that contributions are not repetitive.

- 3.2.3 All written requests will be recorded by the Council's Scrutiny Officer. The request will include details of who that individual is representing (if applicable). When arrangements are being made for a Committee meeting, the individual whose name first appears on the list i.e. the first person to register their interest to speak at the Committee meeting, in relation to each group / party of people, will be given the first opportunity to confirm if they still wish to speak. If the first registered person no longer wishes to speak, the offer will be made to the second registered person and the first registered person's place will be forfeited. Similarly, if the second registered person no longer wishes to speak, the offer will be made to the third registered person, and so forth. Once an offer is made to the next registered person on the list, and that person confirms they will attend to speak, the previous registered person cannot reassert their request to speak. The offer will only ever revert to the first registered speaker if every other person on the list has confirmed that they no longer wish to speak. Clearly, this does not apply to those contributors who are not representing groups/parties.
- 3.2.4 Those wishing to speak at Committee meetings should register their interest to do so as soon as possible by confirming their name and whom are they representing, (if applicable) and not delay for the Committee papers to be published, so as to avoid a situation where they miss the deadline noted in 3.2.1 above and/or other individuals have already registered to speak. Matters will usually be part of a wider consultation and so the public will be aware of the matters due to be considered. However, in order to ensure the public are fully aware, individuals are encouraged to review the [Forward Work Programme](#) (FWP) for the Scrutiny Committees which detail the matters that are scheduled to be discussed.
- 3.2.5 The Scrutiny Officer will give those who have registered to speak at Committee meetings as much notice as possible of the time, date and place of the meeting at which the item will be discussed. Committee agendas are published at least three clear working days before the Committee meeting and will include details of all matters to be discussed at that meeting.

3.3 At the Scrutiny Committee Meeting

- 3.3.1 As stated, meetings of Scrutiny Committees are usually held in public, they are open to the press and all reports are public documents unless they contain confidential information.
- 3.3.2 Prior to the start of the meeting contributors should introduce themselves to the Scrutiny Officer or the Committee Officer and they will arrange an introduction to the Chair. Public speakers should allow enough time for this to happen by aiming to arrive at Cyswllt Môn (Council's main HQ reception) about 15 minutes before the start of the meeting.

- 3.3.3 Speakers may communicate with the Committee in either Welsh or English (translation facilities are available at each meeting).
- 3.3.4 It is important that any speaker at a Scrutiny Committee meeting should talk in a responsible and respectful way in order to maximise the benefit of their contribution.
- 3.3.5 The Chair will introduce each speaker to the Committee when it is their turn to speak.
- 3.3.6 Each speaker will be asked to move to a specific location within the meeting room where they can be best seen and heard by all members of the Committee. Each speaker will be given **five minutes** to make their contribution.
- 3.3.7 Speakers are encouraged to consider the following:
- 3.3.7.1 Ensure comments are clear and concise, and directly related to the report on which they have asked to speak.
 - 3.3.7.2 Avoid repeating points made by any earlier speaker.
 - 3.3.7.3 Limit their views to the advantages or disadvantages of the proposals in the report and highlighting how the report could affect the delivery of services to specific user groups. Suggest alternative proposals.
- 3.3.8 Speakers are not allowed to hand out supporting documents at the Scrutiny Committee meeting or use visual / oral aids (such as photographs or diagrams or sound recordings). Any material received from the speaker under paragraph 3.2.1 shall be circulated by the Scrutiny Officer in advance, to the members of the Committee; subject to the caveat that the material is suitable for publication. This decision will be at the discretion of the Scrutiny Officer in consultation with the Monitoring Officer and the relevant lead service officer.
- 3.3.9 If a speaker is still talking after five minutes the Chair will usually wait for them to finish their sentence and then will let them know that they have reached their time limit. Contributors are not allowed to go over time so as to ensure fairness to any other speakers. In exceptional circumstances, the Chair may allow speakers a little more time; if so, other speakers in relation to the same item will be allowed the same amount of extra time.
- 3.3.10 Once the speaker has concluded their contribution, the Chair may allow Committee members to ask the speaker questions to clarify any points arising. The speaker must not enter into a debate with the members of the Committee.
- 3.3.11 The speaker will then return to their seat in the public gallery.
- 3.3.12 The Committee will discuss the issue before making a decision, and will take into account any information provided by all the speakers.
- 3.3.13 The Chair will ensure that all speakers are treated with courtesy and respect. The Chair will have the discretion to stop a speaker at any time in proceedings if, in the Chair's view, the speaker behaves improperly, offensively or tries to prevent the Committee from doing its work or makes comments which are defamatory, vexatious, discriminatory or offensive. In presiding over the meeting, the Chair will exercise his/her powers and duties in an active, fair and impartial manner so that

business can be carried out efficiently and with regard to the interests of the community.

3.3.14 The speaker may leave the meeting at any time after they have spoken.

4.0 Data Protection

4.1 Contact details, including email addresses and telephone numbers, are essential in order to allow the proper functioning of this Guidance and to allow speakers to attend the Scrutiny Committee meetings. Personal details are only collected for the purpose of administering public speaking at Scrutiny Committee meetings. Once an item has been determined at Committee, contact details will be deleted in accordance with the Council's published Retention Policy.

5.0 Summary

Any members of the public wishing to speak on a particular item in a Scrutiny Committee, should:

- Regularly review the Forward Work Programme available **[**HERE**](#)** in order to see what matters are coming up;
- Submit a written request using the form available **[**HERE**](#)**;
- The written request must be received by the Scrutiny Officer, **at least 3 clear working days** before the Committee meeting;
- Any queries should be directed to the individuals named in section 6 below.

6.0 Contact Details

Scrutiny Support Officer 01248 75xxxx
abc@ynysmon.gov.uk

Committee Services Officer 01248 75xxxx
def@ynysmon.gov.uk

APPENDIX 2 – Feedback from the Scrutiny Committees

The Public Speaking Protocol was considered by the Corporate Scrutiny Committee on the 9th of March and the Partnership and Regeneration Scrutiny Committee on the 11th of March and below is a summary of the comments / recommendations of both committees:

Scrutiny Committee Comments

The following points in particular were noted:

- The importance of raising public awareness of the existence of the Protocol as a framework to support them to contribute to meetings of scrutiny committees
- Discussion regarding the 5 minute time limit for speakers to contribute to scrutiny committees, especially on strategic or complex matters.
- A discussion was held regarding the intention to set a timetable of 3 working days for members of the public to request to speak at Council Scrutiny Committee meetings. It was noted that the discretion of the Chair would be implemented in relation to any requests that were not received within the published timetable, within special circumstances.

Corporate Scrutiny Committee, 09/03/20

Even though the majority of the Committee were supportive of the Protocol as it was presented and accepted that it was attempting to formalise and provide clarity regarding public speaking arrangement at Council Scrutiny Committees, some Members were concerned that the proposed Protocol placed an excessive constraint on the time given to people to make an application and to address the meeting and could therefore add to the pressure on individuals who are already nervous about speaking publicly or who are feeling emotional about the matter they wish to speak about. Those Members felt that the current informal arrangements, under the direction of the Chair, had served the Scrutiny Committee well so far.

Following a discussion and the subsequent vote, the Corporate Scrutiny Committee decided to agree to the Scrutiny Public Speaking Protocol as it was presented and to propose it be accepted by the Executive (Councillors Aled Morris Jones, Lewis Davies and Bryan Owen voted against).

Partnership and Regeneration Scrutiny Committee, 11/03/20

Following the discussion, it was unanimously decided:

That the Partnership and Regeneration Scrutiny Committee recommend to the Executive that the Public Speaking Protocol be adopted on the condition that it is approved formally by the County Council and on the condition that there is an expectation in the Protocol that Chairs receive advice from the Scrutiny Officer and the Monitoring Officer before making a decision to allow speakers to speak for more time than the five minutes noted in the Protocol.

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	23 March 2020
Subject:	Social Services Progress Report
Portfolio Holder(s):	Councillor Llinos Medi
Head of Service:	Alwyn Rhys Jones, Director of Social Services, and Head of Adults Services Fôn Roberts, Deputy Director of Social Services, Head of Children and Families Services
Report Author:	Emma Edwards Deputy Business Manager, Adults' Services
Tel:	01248 751887
E-mail:	Emmaedwards@ynysmon.gov.uk
Local Members:	Relevant to all Members

A –Recommendation/s and reason/s
<p><u>RECOMMENDATIONS</u></p> <p>➤ To confirm that the Executive Committee is satisfied with the pace of progress and improvements made to date within both Adult Services and the Children & Families Services.</p> <p><u>Background - Social Services Improvement Panel</u></p> <p>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.</p> <p>This report supports the first meeting of the Joint Social Services Improvement Panel.</p> <p>1. Care Inspectorate Wales (CIW) Local Authority Performance Review</p> <p><i>(Full copy of the letter can be found in Section FF below - 1)</i></p> <p>The Council received their Annual CIW Local Authority Performance Review letter during late October 2019. The purpose of the letter, which is published under the CIW Code of Practice is to:</p> <ul style="list-style-type: none"> • provide feedback on inspection and performance evaluation activity completed by us during the year;

- report on progress the local authority has made in implementing recommendations from inspections and/or child and adult practice reviews;
- outline our forward work programme.

This letter summarises CIW review of Isle of Anglesey County Council's performance in carrying out its statutory social services functions. It follows the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) and our increasingly collaborative and strengths based approach to supporting improvement.

The four principals are 1) Wellbeing 2) People – Voice and Choice 3) Prevention, and 4) Partnerships. The letter addresses each of the headings across both Services. The key messages are:

a) *The recent changes in senior leadership are being covered by interim arrangements for the statutory role of director of social services. Leaders of the council will want to ensure recent improvements in performance in children's services are not negatively impacted by changes in leadership.*

UPDATE: IOACC Senior Leadership team reorganisation has now been completed, with Alwyn Rhys Jones becoming the permanent Director of social Services.

b) *The need to maintain continued improvements in Children's services.*

UPDATE: Please see Point 2 below, which outlines the feedback by CIW of the focused monitoring of our Children's Services in September 2019.

c) *CIW monitoring of the deprivation of liberty safeguards has identified the local authority, in common with many others in Wales, is unable to assure itself people's human rights are not being breached by being deprived of their liberty unlawfully.*

UPDATE: Adult Services are working to improve on this point, and has provided training to staff in November 2019.

d) *Accommodation for children with complex needs who need to be looked after by the local authority is a challenge. Colleagues in social care and housing are working closely with elected members to provide opportunities for living accommodation on the isle of Anglesey for children who are eligible for support.*

UPDATE: In order to promote de-institutionalisation and reduce significant overspends and allow for the children and young people who are from Anglesey to continue to receive care on the Island, a range of alternative care provision is required. There are a number of children currently living "Out of County" who are unlikely to be reintegrated or placed with family, friends, foster or adoptive families in the foreseeable future. In order to ensure that these children are not 'left behind', and to make significant savings, there is a need to develop alternative residential care services.

Cartrefi Clyd Môn means no more than two children living together in 'homely'

surroundings and functioning in a similar way to children at home i.e. going out to school, living in the community, having neighbours and friends and so on.

The houses will be dispersed throughout the community enabling the resident children to merge more easily into the community. Each home will be staffed by a small team of residential care workers, ensuring continuity of care for the resident children. There are currently 2 Cartrefi Clyd properties being registered by CIW with a view to them both opening by 1st April 2020.

The letter also summarises CIW Performance Review Plan for 2019-20 (thematic inspection programme), which included the now completed prevention and promoting independence for older people.

It also refers to a pilot joint inspection of child protection arrangements which was scheduled for late 2019. We have not received any further information with regard to this at the time of writing.

2. CIW - Feedback on 2 days monitoring in IOACC Children's Services Letter (dated 25/10/19)

(Full copy of the letter can be found in Section FF below - 2)

During the 19 & 20 September 2019 a total of 13 case files were evaluated, and interviews were carried out with five Operational team managers and two Independent Reviewing Officers (IRO's). Again the four principals (Wellbeing, People – Voice and Choice, Prevention, and Partnerships) formed the basis of the monitoring and letter.

The letter states “our findings indicate a service on a positive journey of improvement underpinned by leaders and managers who are taking responsibility for driving improvements. We highlight some good pieces of work and areas requiring improvement.”

Areas for improvement:

- a) *“The local authority will want to continue to create opportunities to support children to remain within their own communities and reduce high cost out of county placements.”*

UPDATE: see the Small Group Homes – Catrefi Clyd above (1d).

- b) *“IROs have a key role in ensuring children have their voices heard and the quality of services are achieved and maintained. The local authority will want to ensure the potential of the IRO role is maximised.”*

UPDATE: Working is ongoing in order to ensure every child has their Voice heard. This work will be linked to our update below on Voices From Care Wales Update.

- c) *“The local authority will want to assure itself it is maximising every opportunity to*

address the reasons social workers are increasingly declining to undertake court work.”

UPDATE: *The Local Family Justice Board, which is sponsored by the Welsh Government is holding a workshop in December 2019 in order to look at this. This is a national issue and work is ongoing with the Judiciary in order to address this.*

d) *“We did see evidence in one case file of the positive benefits to the child of social services and children’s mental health teams (CMHS) working closely together. However, we are aware this is not always the situation. The local authority acknowledges the risk of children falling through the gap between children’s mental health services and children’s social services are high. Work is underway to address the challenges, making use of ‘Transformation’ money.”*

UPDATE: *Regional work is being undertaken in order to look at how best agencies can support children and young people with mental health issues. Also, the regional transformational ICF bid for children is aimed to address some issues in this area.*

3. Voices from Care Wales Update

The CIW Performance Review letter referred to the fact that “*Senior Managers are aware that there is more work to do to ensure children have their voices heard in the planning and development of services*”. As a result we are pleased to be able to update the Panel on the progress made with working with Voices from Care Wales:

We have established a project with Voices From Care regarding establishing a participation group for looked after children and young people on Ynys Mon. The project has 3 elements;

- Developing a Participation group,
- Young Person led local campaign,
- Corporate Parenting support.

Voices From Care Cymru is an All Wales voluntary agency who works with looked after children on promoting their rights and improving services provided for them. We have agreed to establish a targeted approach in establishing monthly participation group for looked after children and young people aged between 14-22. The purpose of the participation group is support Ynys Mon in the development of their Children Looked After and Care leavers’ strategy and provide a platform that supports relationship building between looked after children young people and their corporate parents in Ynys Mon. The group would develop their own identity and coproduce a range of promotional and

marketing material and will develop a series of resources and local campaigns, unique to Ynys Mon. As an organisation Voices From Care Cymru have appointed a project worker who will be based with Children and Families staff who will offer advice and support as a 'critical friend' on participation and corporate parenting. This project is a direct result of joint funding provided from services within the Local Authority – Children Services, Housing and Education – with the aim of listening to the voices of looked after children which will shape services that will strengthen our corporate parenting responsibilities towards them.

4. Quality Assurance Update

As part of the improvement programme there has been an acute focus, on strengthening quality improvement work in Children and Families Service. As a result of this work, a Safeguarding and Improvement Unit has been established. Considerable attention has been given to developing clear statements of the methodology underpinning the Unit's work and to its arrangements for systematic and well evidenced reporting on its findings and recommendations for improvement in the management and delivery of services.

The implementation of the Quality Improvement Framework has been gathering pace, and the Unit has been able to report in an increasingly focused way the on its findings and to draw out areas in respect of which improvement work should be targeted. A draft protocol setting out the relationship between the Unit's work and the response of operational service managers has been developed. This shows how any responses to identified weaknesses or recommendations for improvement would be implemented by operational managers and reported to Senior Managers and to Members. In this way, an Improvement Cycle is strengthened and the work of the Unit placed at the very heart of the service's functioning.



Adroddiad Anwen
Huws - QA.docx

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 both Adult Services and 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)	10 th February 2020
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	Corporate Scrutiny 9 th March 2020
9	Local Members	
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):

1.



Local authority
annual performance



Llythyr adolygu
perfformiad blynydc

2.



Anglesey letter -
ENG - 20191025.pdf



Anglesey Letter -
CYM - 20191025.pdf

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PRAWF BUDD Y CYHOEDD PUBLIC INTEREST TEST

**Gorchymyn Pryniant Gorfodol ar gyfer yr hen Glwb Chwaraeon a Chymdeithasol,
Steeple Lane, Biwmares, Ynys Môn / Proposed Compulsory Purchase Order of the
former Sport and Social Club, Steeple Lane, Beaumaris, Anglesey**

Paragraff(au) 14 Paragraph(s) 14	Atodlen 12A Deddf Llywodraeth Leol 1972 Schedule 12A Local Government Act 1972
Y PRAWF – THE TEST	
<p>Mae yna fudd y cyhoedd wrth ddatgelu oherwydd / There is a public interest in disclosure as:-</p> <p>Mae yna fudd i'r cyhoedd mewn tryloywder am wariant awdurdodau lleol, yn enwedig mewn perthynas â thai fforddiadwy.</p> <p>There is a public interest in transparency about local authority spending, especially with regard to the provision of affordable housing.</p>	<p>Budd y cyhoedd wrth beidio datgelu yw / The public interest in not disclosing is:-</p> <p>Mae'r adroddiad hwn yn cynnwys manylion am faterion ariannol gyda busnes penodol ar gyfer adeiladu tai fforddiadwy. Mae datgelu'r wybodaeth hon yn debygol o amharu ar allu'r Cyngor i ymgymryd â busnes gyda phartneriaid masnachol mewn ffordd a fyddai'n andwylol i fuddiannau masnachol y Cyngor.</p> <p>This report contains details regarding financial matters with a specific business for building new affordable housing. Disclosure of this information is likely to prejudice the ability of the Council to undertake business with commercial partners in a way that would be detrimental to the commercial interests of the Council.</p>

Argymhelliad - Mae budd y cyhoedd wrth gadw'r eithriad o bwys mwy na budd y cyhoedd wrth ddatgelu'r wybodaeth. [* - dilëwch y geiriau amherthnasol]

Recommendation - The public interest in maintaining the exemption outweighs the public interest in disclosing the information. [* - delete as appropriate]

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