

# Public Document Pack



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

Mr Dylan J. Williams  
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

<b>RHYBUDD O GYFARFOD</b>	<b>NOTICE OF MEETING</b>
<b>PWYLLGOR SGRIWTINI CORFFORAETHOL</b>	<b>CORPORATE SCRUTINY COMMITTEE</b>
<b>DYDD MERCHER, 19 HYDREF, 2022 am 2.00 o'r gloch yp</b>	<b>WEDNESDAY, 19 OCTOBER 2022 at 2.00 pm</b>
<b>CYFARFOD HYBRID – YN YSTAFELL BWYLLGOR 1, SWYDDFEYDD Y CYNGOR, LLANGFNI AC YN RHITHIOL DRWY ZOOM</b>	<b>HYBRID MEETING – IN COMMITTEE ROOM 1, COUNCIL OFFICES, LLANGFNI AND VIRTUALLY VIA ZOOM</b>
<b>Swyddog Pwyllgor</b>	<b>Ann Holmes 01248 752518</b>
	<b>Committee Officer</b>

## **AELODAU/MEMBERS**

Cynghorydd/Councillor:

## **PLAID CYMRU / THE PARTY OF WALES**

Geraint Bebb, Neville Evans, Dyfed Wyn Jones (***Vice-Chair***), Jackie Lewis, Llio A. Owen, Alwen Watkin, Arfon Wyn

## **Y GRWP ANNIBYNNOL / THE INDEPENDENT GROUP**

Dafydd Roberts

## **LLAFUR CYMRU/ WELSH LABOUR**

Keith Roberts

## **ANNIBYNNWYR MÔN / ANGLESEY INDEPENDENTS**

Douglas M. Fowlie, Aled Morris Jones (Democratiaid Rhyddfrydol Cymru/Welsh Liberal Democrats)  
R. Llewelyn Jones (***Chair***)

## **AELODAU CYFETHOLEDIG (Gyda hawl pleidleisio ar faterion Addysg) / CO-OPTED MEMBERS (With voting rights when dealing with Educational matters)**

Mr John Tierney (Yr Eglwys Gatholig / The Catholic Church),  
Gwag/Vacant (Yr Eglwys yng Nghymru/The Church in Wales)  
Gwag/Vacant (Rhiant Llywodraethwr – Sector Ysgolion Cynradd/Parent Governor- Primary Schools Sector)  
Llio Johnson (Rhiant Llywodraethwr – Sector Ysgolion Uwchradd ac ADY/Parent Governor- Secondary Schools Sector and ALN)

*Please note that meetings of the Committee are streamed 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 live stream 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 by any Member or Officer in respect of any item of business.

### **2 MINUTES OF THE PREVIOUS MEETING (Pages 1 - 8)**

To present the minutes of the previous meeting of the Corporate Scrutiny Committee held on 26 September, 2022.

### **3 POVERTY AND THE CHALLENGES OF THE COST OF LIVING CRISIS (Pages 9 - 26)**

To present the report of the Chief Executive.

### **4 ANNUAL PERFORMANCE REPORT 2021/22 (Pages 27 - 58)**

To present the report of the Head of Profession (HR) and Transformation.

### **5 FORWARD WORK PROGRAMME (Pages 59 - 66)**

To present the report of the Scrutiny Manager.

## CORPORATE SCRUTINY COMMITTEE

### Minutes of the hybrid meeting held on 26 September, 2022

- PRESENT:** Councillor R. Llewelyn Jones (Chair)  
Councillor Dyfed Wyn Jones (Vice-Chair)
- Councillors Neville Evans, Aled M. Jones, Jackie Lewis, Llio A. Owen, Dafydd Roberts, Keith Roberts.
- Co-Opted Member – Mr John Tierney (The Catholic Church)
- Portfolio Members**
- Councillors Dafydd Rhys Thomas (Portfolio Member Highways, Waste and Property), Gary Pritchard (Portfolio Member for Children - Social Services and Youth Services), Alun Roberts (Portfolio Member for Adults' Services – Social Services), Councillor Ieuan Williams (Portfolio Member for Education and the Welsh Language)
- IN ATTENDANCE:** Chief Executive  
Deputy Chief Executive  
Director of Function (Resources)/Section 151 Officer  
Director of Function (Council Business)/Monitoring Officer  
Director of Social Services  
Director of Learning, Skills and Young People  
Head of Adults' Services  
Head of Housing Services  
Head of Profession (HR) and Transformation  
Programme, Business Planning and Performance Manager (GM)  
Business Manager (Highways, Waste and Property) (GP)  
Scrutiny Manager (AGD)  
Committee Officer (ATH)
- APOLOGIES:** Councillors Geraint Bebb, Llinos Medi Huws (Leader), Carwyn Jones (Portfolio Member for Economic Development, Leisure and Tourism), Robin Williams (Portfolio Member for Finance, Corporate Business and Customer Experience)
- ALSO PRESENT:** Mr John R. Jones (Chair of the Standards Committee), Mr Rhys Davies (Member of the Standards Committee (present as observers))

---

The Chair welcomed everyone present this hybrid meeting of the Corporate Scrutiny and he extended a particular welcome to Mr John Tierney who was present for the first time as representative of the Catholic Church.

#### 1 DECLARATION OF INTEREST

Councillor Llio Angharad Owen declared a personal but not prejudicial interest with regard to item 4 due to the nature of her employment.

## **2 MINUTES OF THE PREVIOUS MEETING**

The minutes of the previous meeting of the Corporate Scrutiny Committee held on the 20 June, 2022 were presented and were confirmed as correct.

## **3 MONITORING PERFORMANCE: CORPORATE SCORECARD Q1 2022/23**

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Scorecard for Quarter 1 of the 2022/23 financial year was presented for the Committee's consideration and comment.

The Chief Executive in presenting the report said that the scorecard monitoring report is used to monitor the performance of the Council's identified key performance indicators – a combination of local and nationally set indicators - in delivering its day to day activities. It provides the intelligence to enable the Council to take a proactive approach to performance management and equips it with the information it needs to make changes and to implement mitigating actions agreed by the Leadership Team to drive and secure improvements into the future. The performance monitoring KPIs are aligned with the Council's three current wellbeing objectives as set out in the report and they will be developed and aligned with the new Council Plan for 2023 to 2028 when that is adopted later in the year. The outcomes within the scorecard are cumulative meaning that the trends column will inform performance trends from quarter to quarter starting from Quarter 2.

The Chief Executive in saying that the scorecard reflects an encouraging picture overall highlighted that there are areas in which the performance can be further improved and that those improvements have to take place in a climate of uncertainty where demand is rising in some service areas but capacity and resources are not. The financial management section of the report identifies the financial risks and challenges facing the Council and these will be closely monitored as the year unfolds. The report also brings to the fore areas of positive performance including the number of visits to leisure centres; the number of empty homes brought back into use; the homelessness indicators; three of the four waste management indicators exceeding target; Adults' Services indicators all performing above target for the quarter and continuing improvement in the road condition of the Island's A, B and C roads. The Council will continue to be alert to and monitor risks and/or areas where performance can be bettered for example, the number of child assessments completed within time. However, the scorecard at Quarter 1 provides assurance that the Council's day to day activities in managing its people, finances and its customer services are delivering against their expectations to an appropriate standard.

The Officers and Portfolio Members responded to points raised by the Committee and advised as follows -

- Acknowledged that maintaining this positive level of performance amid increasing challenges and uncertainties could be difficult especially in light of growing demand for the Council's services as more people face cost of living pressures. Individuals as well as children and families who might not previously have needed to access Council services are coming to the Council for advice and support which in turn puts pressure on services in meeting those needs. Maintaining the performance percentage levels set out in the report will therefore be a challenge given that extra funding is not always forthcoming and in any case does not always lead to extra capacity with recruitment being made more difficult by a challenging labour market. Whilst it is therefore becoming more difficult to maintain performance at current levels the real impact of the cost of living crisis on people and the Council is expected to become clearer in Quarters 2 and 3.

The Committee recognised that it is important to remember that there are people behind the statistics and whilst numerical data provides a snapshot of results and outcomes,

people's experiences are important in providing an insight into what is working and what needs to be improved.

- Advised that with regard to recruitment, some areas are proving more challenging than others particularly in home care. The Council is trying different approaches to support recruitment including working with Coleg Menai to provide students on the Care and Welfare course with experience within the Council. The factors influencing recruitment in the care sector are varied and include pay and status, the increasingly specialised nature of the work and unsocial hours. However, the Isle of Anglesey Council does have processes in place to assess the value of care jobs which has enabled it to provide salaries that are very competitive for this type of work. The Council as an organisation works with schools to share information about potential local authority career paths and it has implemented a robust recruitment drive across the range of services which is now beginning to yield results. Additionally, the impact of the pandemic on recruitment cannot be underestimated and has led employees to re-evaluate their priorities and what they want from work in terms of flexibility, hours and balance. Although there remain areas where recruitment is challenging for example in care which is an area that has consistently faced challenges both locally and nationally, enquiries have shown that overall the Council is in a much better place than many of its peers when it comes to recruitment.
- Provided assurance that the progress and timeliness of child assessments the performance of which is currently below target, are being closely monitored. As well as an increase in the number of child assessments, cases have become more complex. Performance in Quarter 1 has suffered due to gaps in staffing as a result of a combination of absence and increased referrals. The staffing issues have now improved supported by grant funding which has allowed the recruitment of two additional Social Workers which is expected to lead to an improvement in performance in Quarter 2. Should the level of demand remain high going into the winter than grant funding is available to retain agency social workers on an over-establishment basis to help meet requirements.
- Confirmed that children are only removed from the Child Protection Register (CPR) when it is safe to do so. The Indicator dates back to a time when a high number of children were on the CPR for a length of time; that number has since reduced and it is expected that half of this cohort will be safely de-registered in the coming weeks. The Committee was also advised that whilst there are a number of reasons for changing a looked after child's placement e.g. because of changing needs, the Council is committed to reducing the number of children experiencing placement changes still further supported by an improved range of services and support options on the Island.
- Clarified that the data does not provide the complete story about performance and although the RAG ratings as presented provide assurance about the Council's performance, anecdotal evidence and customer feedback are important in providing a context to quantitative data especially in areas where there have been complaints e.g. telephone response times. Whereas performance data held by the Council indicates that response times are good, it is important that Councillors provide any evidence they have of issues with regard to call waiting times so that the information can be correlated against the Council's own figures to provide a better understanding of the customer experience and how it can be further improved.
- Confirmed that the Council re-lets 260 houses per annum within a turnaround time of 24 weeks. Former council houses that have been bought back by the Council can take longer to let to allow for refurbishment works to be undertaken and completed to bring those properties up to Welsh Quality Housing Standards. The Committee was further advised that while 170 days is the national benchmark for delivering a Disabled Facilities Grant, many adaptations are completed within a shorter timeframe. Where cases take longer to deliver it is usually due to their complexity with time required to consider and agree how best to meet the needs involved.

The Chair asked that DFG delivery times be looked at with a view to reducing them still further.

- Clarified that the Housing Service works closely with private owners to persuade them with the help of grant funding and/or loans to bring properties that have been empty for over 6 months back into use. Where properties are empty long-term then they are subject to the empty homes premium. Although enforcement is an option, the Service prefers to work constructively with private owners to encourage them to take action with regard to empty properties with the annual target being to bring 70 empty properties back into use.

The Chair said that it would be helpful to be provided with information about the number of private properties that are empty for six months or longer.

**Having considered the Quarter 1 2022/23 scorecard report and the clarifications and assurances provided by Officers and Portfolio Members verbally at the meeting, and having acknowledged the positive performance attested to by the number and range of Green RAG ratings, the Committee resolved to accept the report, to note the areas which the Senior Leadership Team is managing to secure improvements into the future and to recommend the mitigation measure with regard to child assessment to the Executive.**

**Additional action – that the Committee be provided with information by the Housing Service about the number of private properties empty for six months or longer.**

#### **4 SOCIAL SERVICES PROGRESS REPORT**

The report of the Director of Social Services setting out progress and developments to date in Children and Families' Services and in Adults' Services was presented for the Committee's consideration. The report also provided an outline of the business undertaken by the Social Services Scrutiny Panel over the course of Quarter 1 2022/23 including a summary of the issues considered at its meetings held on 18 July and 12 September, 2022.

The Director of Social Services in presenting the report said that the work of developing services continues in tandem with fulfilling day to day statutory responsibilities. He referred to some of the initiatives currently in development and progressing as follows -

- Successful recruitment to the new post of Service Manager – LAC Education, Youth Services and Children and Young People's Wellbeing which straddles Children and Families' Services and the Learning Service. The role will also include realising the vision of becoming a Trauma Informed Island across schools, Early Years, Youth Services, Fostering Services and the Social Work Teams.
- Working to implement an integrated approach – the Virtual Schools Model – to improving educational outcomes for looked after children in line with the recommendations of Sir Alasdair Macdonald's review of ways to improve the educational outcomes of looked after children through implementing an integrated approach across Wales.
- Extension of the Welsh Government's Flying Start Early Years Programme to include an additional 49 children in Anglesey during 2022/23 as the first phase. Social Services will be working closely with childcare providers and parents/carers in the new Flying Start area.
- Achieving Maethu Cymru Môn's target for recruiting foster households in 2021/22 whilst also focusing efforts on retention which is seen to be improving meaning that the

number of Fostering Households approved and registered to the Council is on a steady increase.

The Head of Adults' Services provided an overview of activities in Adults' Services in the period since the last update including –

- The appointment of a Transformation and Development Manager to work on a number of projects including the Learning Disability Programme.
- The completion of a positive Internal Audit review of Direct Payments
- Development of a range of community activities in Holyhead working alongside Boston Centre Stage.
- Implementation of pooled funding arrangement with BCUHB to support care packages for people with learning disabilities.
- Establishment of a Dementia Centre offering bespoke dementia services for individuals and carers
- Merger of Adults' Services' Single Point of Contact and Teulu Môn into one integrated front door access point.
- Stepping up the recruitment effort for home care and care home workers with an advertising campaign on Council vehicles, promoting a career in Social Care.

The Committee welcomed the report as testimony of progress made and highlighted a number of aspects for special praise specifically the success of the Foster Carers recruitment drive, the pooled funding initiative with the Health Board and the creative and resourceful approach to addressing issues and overcoming difficulties. The Chair emphasised that all schemes/changes need to be fully costed and cost efficient and improve quality and effectiveness.

The Director of Social Services advised that whilst finance is always a factor, the Service takes a prudent approach to expenditure utilising resources within the community where it can. Although many of its responsibilities are statutory meaning that only Social Services can undertake them, it does endeavour to seek creative solutions to the challenges it faces including being winter prepared but knowing also that issues can arise unexpectedly such as a severe flu season with its potential implications for staff absence. The Service is collaborating with the Health Board to ensure that measures are in place and to provide assurance that the services it plans for can be delivered. Social Services also work closely with the Finance Service with regular meetings between the respective Officers.

Councillor Gary Pritchard, Portfolio Member for Children and Youth Services highlighted that the Council has often been in the vanguard of developing new ideas and initiatives in Children and Families' Services many of which are focused on prevention and as such are cost saving in reducing the need for children to enter the care system in the first place.

Councillor Alun Roberts, Portfolio Member for Adults' Services said that a political solution is needed for the issues in health and social care and that more emphasis needs to be placed on social care in terms of political attention and investment especially given the challenges ahead.

**Having considered the report, it was resolved –**

- **To confirm that the Corporate Scrutiny is satisfied with the pace of progress and improvement made to date in Social Services, and that**
- **The Committee recommends to the Executive that progress and pace of improvements in Social Services are adequate.**

## **5 FINANCE SCRUTINY PANEL**

The report of the Scrutiny Manger outlining the progress of the Finance Scrutiny Panel during Quarter 1 of 2022/23 was presented for the Committee's consideration.

Councillor Dafydd Roberts, Chair of the Finance Scrutiny Panel reported that the Panel met on three occasions during this period, the first of which took place on 4 July which agreed the terms of reference and context to the Panel's work which is considered especially pertinent in the current economic climate. Planning the work programme for the next six months was also discussed. The 28 July meeting focused on the Budget setting process for 2023/24 including the annual consultation process. A scrutiny workshop led by CIPFA Wales formed part of the Panel's 8 September meeting whilst the Panel also looked in detail at the latest budget monitoring information for Quarter 1 2022/23.

Councillor Roberts explained that as the majority membership of the Panel comprises of Members newly elected in May, 2022, it will be necessary to create the conditions for all Members to fully take part in the Panel's scrutiny work including making full use of the forward work programme to ensure appropriate and timely inputs to support members of the Panel.

**It was resolved to note the initial progress to date of the work of the Finance Scrutiny Panel.**

## **6 WASTE STEERING GROUP WITH THE WASTE AND RESOURCES ACTION PROGRAMME (WRAP) CYMRU NIMAIN**

The report of the Scrutiny Manager seeking the Committee's agreement to nominate a Committee Member to serve on the Waste Steering Group with WRAP Cymru was presented for consideration.

The report noted that the Steering Group has been established to mitigate the current underperformance with regard to the percentage of waste reused, recycled or composted by the Council as evidenced in the Quarter 4 2021/22 Corporate Scorecard report discussed at the Committee 20 June, 2022 meeting. Membership includes senior Members, senior Officers and partners from the Welsh Local Government Association and WRAP Cymru and group's terms of reference are as set out in Appendix 1 to the report.

**It was resolved to nominate Councillor Llio Angharad Owen as this Committee's representative on the Steering Group with WRAP Cymru.**

## **7 FORWARD WORK PROGRAMME**

The report of the Scrutiny Manager setting out the Corporate Scrutiny Committee's Forward Work Programme for 2022/23 was presented for consideration.

The Scrutiny Manager referred to the Committee's next meeting in October, 2022 and confirmed the business to be considered at that meeting.

**It was resolved –**

- **To agree the current version of the Forward Work Programme for 2022/23.**
- **To note the progress thus far in implementing the Forward Work Programme.**

**Councillor R. Llewelyn Jones  
Chair**



DRAFT

This page is intentionally left blank

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	19 October, 2022
<b>Subject:</b>	Poverty and Cost of Living Challenges
<b>Purpose of Report:</b>	At the Committee's request, to consider the: <ol style="list-style-type: none"> <li>1. Poverty in context and cost of living challenges</li> <li>2. Benefits and financial support</li> <li>3. Free school meals scheme</li> <li>4. Preventative schemes</li> </ol>
<b>Scrutiny Chair:</b>	Cllr Robert Llewelyn Jones
<b>Portfolio Holder(s):</b>	Cllr Robin Williams, Finance, Corporate Business and Customer Experience Portfolio Holder Cllr Ieuan Williams, Education and Welsh Language Portfolio Holder Cllr Alun Mummery, Housing and Community Safety Portfolio Holder
<b>Head of Service:</b>	Marc Jones, Director of Function (Resources) / S151 Officer Marc Berw Hughes, Director of Education, Skills and Young People Ned Michael, Head of Housing Services
<b>Report Author:</b> <b>Tel:</b> <b>Email:</b>	Dylan Williams, Chief Executive 01248 752499 <a href="mailto:DylanWilliams@ynysmon.llyw.cymru">DylanWilliams@ynysmon.llyw.cymru</a>
<b>Local Members:</b>	Relevant to all Elected Members

<b>1 - Recommendation/s</b>
<p>The Committee is requested to:</p> <p><b>A1</b> Note the schemes and intervention in place to support individuals and communities across Anglesey through the cost of living crisis</p> <p><b>A2</b> Comment on the resilience and adequacy of the schemes and interventions in place to support the people of Anglesey.</p>

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
<p>Direct link to the Council's existing Plan:</p> <ul style="list-style-type: none"> <li>• Objective 1: Ensure that the people of Anglesey can thrive and realise their long-term potential</li> <li>• Objective 2: Support vulnerable adults and families to keep them safe, healthy and as independent as possible.</li> </ul>

### 3 – Guiding Principles for Scrutiny Members

#### To assist Members when scrutinising the topic:-

**3.1** Impact the matter has on individuals and communities [**focus on customer/citizen**]

**3.2** A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

**3.3** A look at any risks [**focus on risk**]

**3.4** Scrutiny taking a performance monitoring or quality assurance role [**focus on performance & quality**]

**3.5** Looking at plans and proposals from a perspective of:

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

**3.6** The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language [**focus on equality and the Welsh language**]

[**focus on equality and the Welsh language**]

### 4 - Key Scrutiny Questions

- i. To what extent are the national interventions to assist individuals with the cost of living challenges adequate to support the individuals and communities of Anglesey?
- ii. To what extent is the Council playing a full and effective role in supporting individuals and communities facing financial hardship?
- iii. In terms of forward planning, what gaps or areas require further consideration by the Authority?

### 5 – Background / Context

#### 1. Poverty in context and the cost of living challenges

**1.1** The cost of living has been increasing across the United Kingdom since the start of 2021. The annual rate of inflation reached 9.9% in August 2022, close to a 30 year high. This has had a real impact on the affordability of goods and

services for households with the cost of many essential goods increasing faster than household incomes.

**1.2** It is fair to say that the cost of living crisis in Britain (namely food, energy and fuel costs) continues to be a daily reality for all – including individuals, families, communities, businesses and other bodies on Anglesey.

## **2. Benefits and Financial Support available to individuals facing financial hardship**

**2.1** The Council has a duty to support individuals facing financial hardship in a number of ways e.g. housing benefits, the Council Tax Reduction Scheme and free school meals to name a few.

**2.2** In March, 2020, as a result of the Covid-19 Pandemic, a number of additional interventions were introduced nationally to support those facing hardship as a result of the Pandemic. These were administered by the Local Authority e.g. weekly payments for pupils eligible for free school meals.

**2.3** More recently, the Government introduced further interventions to assist eligible individuals with the cost of living crisis. These are a series of one off payments to support individuals on top of the usual support available.

**Appendix 1** sets out the details of these interventions along with the local administrative arrangements for processing and arranging timely payments to eligible individuals.

## **3. Free School Meals Scheme**

**3.1** The free school meals scheme is a national intervention by Welsh Government in an attempt to reduce food poverty amongst primary aged schoolchildren. It will ensure that all primary aged schoolchildren have access to free school meals by September, 2023. The plans for delivering the scheme on Anglesey are detailed in **Appendix 2**.

**3.2** The Summer Holiday Improvement Programme has been running for 3 years and provides education on food and nutrition, physical activities, enrichment sessions and healthy meals for children in socially deprived areas (details in **Appendix 2**).

## **4. Preventative Schemes**

**4.1** While the cost of living crisis is affecting everyone in Wales, low income households are the hardest hit. The Council continues to provide a number of services and interventions locally in addition to the interventions provided by the UK Government and Welsh Government – many in partnership with other local bodies.

**4.2 Appendix 3** details how the Council provides its local services and interventions (often in partnership with other bodies) to reduce the effects of poverty on Anglesey, under the following headings:

- **Food**
- **Child poverty**
- **Fuel poverty**
- **Not in Education, Employment or Training (NEETs)**
- **Debt**
- **Period and Hygiene**
- **In-work poverty.**

## **6 – Equality Impact Assessment [including impacts on the Welsh Language]**

### **6.1 Potential impacts on protected groups under the Equality Act 2010**

### **6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)**

### **6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language**

## **7 – Financial Implications**

## **8 – Appendices:**

**Appendix 1:** Benefits and Financial Support available to individuals facing financial hardship

**Appendix 2:** Free School Meals Scheme

**Appendix 3:** Preventative Schemes

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

Mae'r ddogfen hon ar gael yn ddwyieithog / *This document is available bilingually*

<b>Title</b>	BENEFITS AND FINANCIAL SUPPORT TO ASSIST INDIVIDUALS FACING FINANCIAL HARDSHIP
<b>Author</b>	Marc Jones, Director of Function (Resources) / S151 Officer
<b>Date</b>	October 2022

## 1. Background Information

The Council has a responsibility to help with people who are experiencing financial hardship in a number of ways:-

- Assessing and paying housing benefit claims;
- Assessing applications under the Council Tax Reduction Scheme;
- Assessing applications and awarding financial assistance through the Discretionary Housing Payments (DHP) scheme;
- Awarding of free school meals to eligible pupils;
- Awarding of school uniform grants;
- Helping residents manage their debts through the Housing Financial Inclusion Team and the J.E.O'Toole Centre.

In March 2020, as a result of the pandemic, the Council operated a number of schemes on behalf of Welsh Government to help residents who were experiencing financial hardship as a result of Covid. These included;-

- Paying a set sum each week to pupils who normally received a free school meal. The payments were made for the periods when schools were forced to close due to the Covid regulations and through the school holidays.
- Making payments to residents who were forced to self isolate due to Covid and who were unable to undertake their normal job.

As the Covid pandemic eased, the cost of living crisis started and the Council continued to administer Welsh Government schemes, designed to provide financial support to those most in need. These additional funding schemes are as follows:-

- Continued payments to those pupils who are eligible to receive free school meals, during holiday periods. The number of applications for free school meals has risen from around 1,200 pre Covid to over 2,000 currently.
- A cost of living payment of £150 to eligible households during the summer of 2022. Approximately 23,000 properties were eligible under this scheme.
- Payment of Winter Fuel payments to eligible households in the winter of 2021/22 and again in Autumn 2022.
- Setting up and administering a discretionary cost of living scheme to help those still in financial need or those who may have not received a cost of living payment for technical reasons (exempt from paying Council Tax, did not occupy the property on the qualifying date).

These additional one off schemes are in addition to the help and support that is normally provided.

## **2. Administration of the Schemes**

Responsibility for rolling out these additional schemes has fallen in the main on a small group of staff in Housing Benefits, Council Tax and the Payments Teams and to a lesser extent on staff in Housing and the J.E.O'Toole Centre.

As part of the administrative arrangements, the Welsh Government provides a budget to meet the cost of administration. Given the temporary nature of the schemes and the urgency to roll them out, it has not been possible to appoint and train additional staff to undertake this additional work and the Council has used the funding to:-

- Sub-contract some of the assessment or payment processing work to external companies.
- Employed agency staff to provide additional resources in the Teams most affected. Although finding suitable agency staff has been challenging and the Council has not always been successful.

Each scheme requires the setting up of a separate system to deal with applications, generate payments and account for the expenditure. However a significant amount of work has resulted in having to deal with incomplete applications, identifying duplicate applications, dealing with applicants queries as to when they would receive their payments or why their application had been rejected. These enquiries have result in a significant increase in telephone calls and correspondence, over and above the work required to assess the application and make the payment.

It has only been through the hard work and goodwill of a small number of staff that the Council has succeeded to complete the task and to ensure that the financial help has gone to those who were most in need.

## **3. Conclusion**

Since the start of the cost of living crisis, the Council has distributed over 44,000 individual payments amounted to £4.7m. It is estimated that a further 18,700 payments amounting to over £2m will be distributed before the end of the financial year.

The need to administer these additional one off schemes has impacted on the Council's ability to deal with the normal day to day work and has resulted in backlogs of work, in particular within the Council Tax Section, where a significant amount of this additional work has been undertaken.

Once the need to provide this additional one off financial help ends, work will continue to provide support to those most in financial need through the Housing Benefit Team (Housing Benefits, CTRS applications, free school meals, pupil development grants) and through the work of the Financial Inclusion Team and the J.E.O'Toole Centre.



POVERTY REPORT – STATISTICS 2022/23

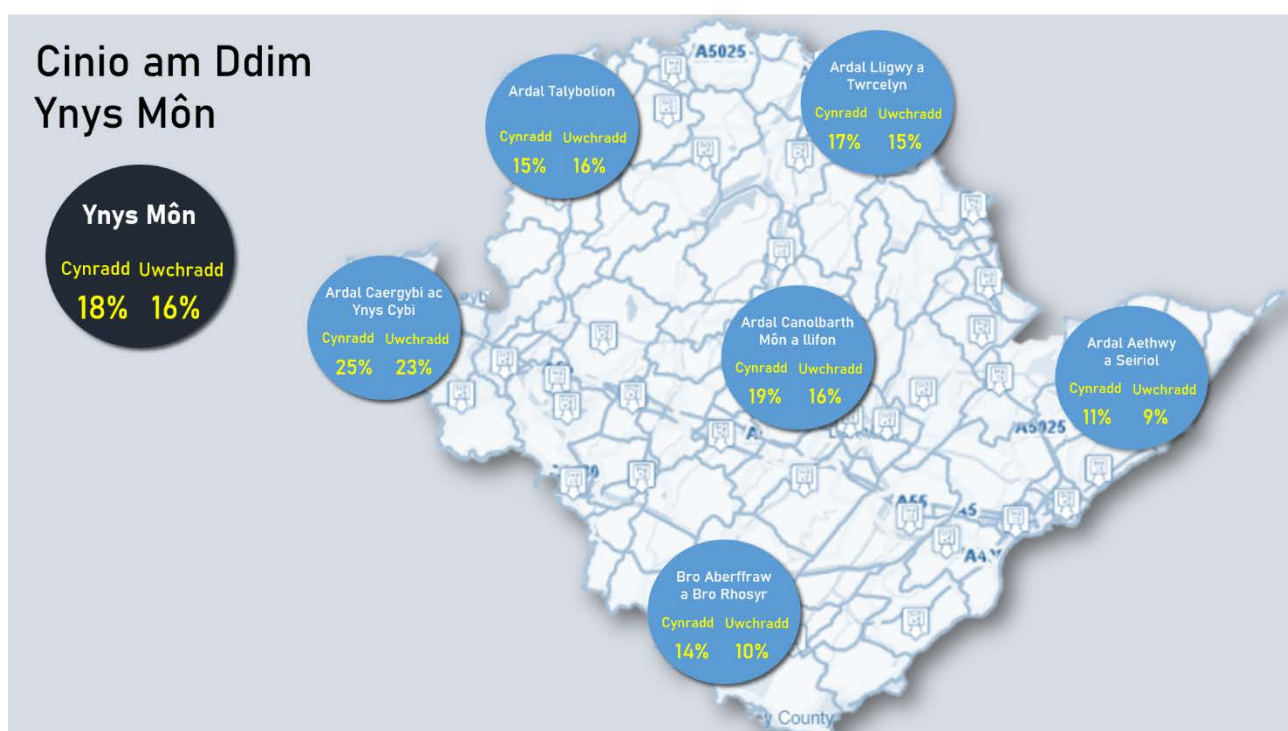
Scheme	Financial Support Provided	Qualifying Criteria	Funded By	Budget	Estimated Number Eligible for Support	Total Number of Payments Made to Date	Total Value of Payments Made to Date	Estimated Remaining Number of Payments to be Made	Estimated Total Value of Payments to be Made	Comments
				£			£		£	
Winter Fuel Payments 21/22	£200 per household	In receipt of working age means tested benefits between 1 December 2021 and 31 January 2022	Welsh Government	1,385,400	6,927	3,170	634,000	-		Take up was low for this scheme across Wales. There are a small number of appeals that are being dealt with.
Cost of Living Payments - Main Scheme	£150 per household	Council Tax Payers occupying properties in Bands A - D or in receipt of help through Council Tax Reduction Scheme in any band	Welsh Government	3,452,550	23,017	20,829	3,124,350	2,157	323,550	266 vouchers re-issued on 3 October 2022, the remaining 1,891 will be re-issued once outstanding queries are cleared
Cost of Living Payments - Discretionary Scheme	£150 per household	People Exempt from Paying Council Tax	Welsh Government	585,000	Approx 200	-	-	200	30,000	Payments will either be made automatically or via application. Applications are being dealt with by the Housing Team, J.E. O'Toole Centre, CAB and SAAFA (applications from Veterans). The budget will increase by the value of any underspend in the main scheme and a 2nd phase of the discretionary scheme will be approved in November / December 2022
	£150 per household	People living in emergency accommodation			Approx 70	-	-	70	10,500	
	£150 per household	Unpaid Carers			Approx 100	-	-	100	15,000	
	£150 per household	People living in Supported Accommodation			Approx 50	-	-	50	7,500	
	£150 per household	Social Housing Tenants in properties Band E and above			Approx 20	-	-	20	3,000	
	£150 per household	People who moved into qualifying properties after the 15 February 2022			Approx 100	-	-	100	15,000	
	Up to £300	People leaving emergency accommodation and moving into more settled accommodation			Dependant on claims received	-	-	Unknown	Unknown	
	Up to £300	People experiencing financial hardship who have no access to any other support funds			Dependant on claims received	-	-	Unknown	Unknown	
Up to £300	Veterans experiencing financial hardship	Dependant on claims received	-	-	Unknown	Unknown				
Winter Fuel Payments 22/23	£200 per household	In receipt of a range of eligible benefits between 1 September 2022 and 31 January 2023	Welsh Government	1,521,000	7,605	-	-	7,605	1,521,000	Applications opened on 26 September 2022 and payments will begin to be made shortly
Discretionary Housing Payment 2022/23	Various	Each claim is assessed individually	Department of Work & Pensions	123,008	Dependant on Number of Claims	99	69,063	Dependant on Number of Claims	Dependant on Number of Claims	77 applications refused to date. Applications continue to be received during the remainder of the year.
Free School Meals	£19.50 per child per week during holiday periods	Parent / Guardian in receipt of Income Support, JSA, ESA, UC, Working Tax Credit, Child Tax Credit	Welsh Government	No budget set - actual costs reimbursed in full	Currently around 2,100 children	19,342	377,169	8,400	163,800	Payments continue during the holiday periods in 2022/23 = 4 weeks
Pupil Development Grants 2021/22	£125 per child. £200 for pupils in Year 7	Parent / Guardian in receipt of Income Support, JSA, ESA, UC, Working Tax Credit, Child Tax Credit	Welsh Government	161,925	Dependant on Number of Claims	1,303	173,300	-	-	
Pupil Development Grants 2022/23	£225 per child, £300 for pupils in Year 7	Parent / Guardian in receipt of Income Support, JSA, ESA, UC, Working Tax Credit, Child Tax Credit	Welsh Government	383,500	Dependant on Number of Claims	1,499	354,900	Dependant on Number of Claims	Dependant on Number of Claims	An additional £100 is awarded for each claim in 2022/23 only
		<b>TOTAL</b>		<b>7,612,383</b>		<b>46,242</b>	<b>4,732,782</b>	<b>18,702</b>	<b>2,089,350</b>	

<b>Title</b>	FREE SCHOOL MEALS SCHEME REPORT
<b>Author</b>	Learning Service's Business and Performance Manager
<b>Date</b>	October 2022

The new free school meals scheme will ensure that all primary children will receive free school meals by September 2023. The table below shows the number of pupils who were already entitled to free school meals for the past 3 years:

Year	Numbers entitled to free school meals	% of Anglesey's school children entitled to free school meals	% of children in Wales entitled to free school meals
2019/20	1547	17%	17%
2020/21	1879	20%	19%
2021/22	2065	22%	23%

The map below shows the free school meals percentages for primary and secondary children by ward (Gwynedd and Anglesey Welfare Report 2021):



### 1. School Holiday Enrichment Programme (SHEP)

The School Holiday Enrichment Programme (SHEP) is a scheme that has been in place for three years and provides education on food and nutrition, physical activities, enrichment sessions and healthy meals for children in areas of social deprivation during the summer

holidays. 'Food and Fun' is the brand used on a local level to promote schemes to children and families.

The scheme supports some children likely to become vulnerable for a good portion of the summer holidays, and contributes towards improving their motivation towards learning. Children receive energetic and fun activities for at least three weeks over the summer holidays. The plan is an excellent way to help parents shoulder the additional costs of the summer holidays, which in its turn has a positive effect on the health and wellbeing of children and their parents. This coincides with the priorities of the Authority's Poverty Prevention Board.

## **2. New Free School Meals Scheme**

Following Welsh Government's announcement to offer free school meals to primary children in September 2023, starting with the Foundation Phase in September 2022 (April 2023 following a statement on the 19<sup>th</sup> of June), officers from the Learning Service have worked with the catering company Chartwells and officers from the Property Department to realise this plan in Anglesey's schools.

### **2.1 Planning Work**

The planning and engagement work began in January 2021. The engagement work has included engaging with headteachers via site visits, governors via briefing sessions and parents and children via discussions within schools, letters and social media.

An assessment was held in each school to identify what new equipment was required in each school, and whether any maintenance work was required. Modelling work was conducted on the current free school meals uptake figures, and an increase to 60%, 80% and 100%. Following this assessment, the schools were prioritised using the RAG process (Red, Amber, Green).

Eleven schools were identified as red schools requiring maintenance work in order to provide for the Foundation Phase (by April 2023). The majority of the maintenance work was carried out in the schools over the summer, and most equipment arrived at the school by September 2022.

A new staffing model was developed, and the Chartwells catering company has adapted the hours of some of the current staff and appointed 7 new members of staff.

### **2.2 Funding the Scheme**

£225m has been committed by Welsh Government to ensure that it is fulfilled over the next three years, and they have provided £25m of initial funds to support the capital requirements of councils and to plan for UPFSM in general. We have used our funds to purchase upgraded kitchen equipment and other types of work required at the schools where the kitchens need the equipment in order to be able to provide the service.

Funds to fulfil the commitment to provide free school meals to all primary school children have been allocated as follows (by financial year):

- 2022-23 £40m
- 2023-24 £70m
- 2024-25 £90m

Up to now, Anglesey has received a capital funds grant of £594,412 to support fund award in relation to the Capital Funding Grant. The funds have been calculated using methodology similar to the Education Improvement Grant (EIG), based on the number of 3 to 18 year old pupils and the number of schools in 2020. These funds are allocated according to pupil numbers (70%) and the number of schools (30%).

### 2.3 Provision September 2022

It was required for all authorities to be able to provide free school meals from September 2022 for each pupil in the Reception class. Isle of Anglesey County Council has also been able to extend this offer into Year 1, and we are monitoring the provision in order to identify when it will be possible for us to extend the offer to all pupils in Year 2.

Regular meetings continue between the Learning Service, Property and Chartwells in order to be able to monitor, identify and solve any matters in a timely manner. We are currently trialling online ordering with 3 schools in order to be able to plan meals better, and we continue to discuss the maintenance work so that we can ensure that the remainder of the equipment arrives the schools, and is installed without disrupting the provision.

We monitor the scheme numbers and report back monthly to Welsh Government. The information in the table below compares the numbers on the week of the 12<sup>th</sup> to the 16<sup>th</sup> of September this year with the same week last year:

Year	Number of meals for Reception and Year 1 in a week	% uptake of meals
2021 (13 – 17 September)	1,490	31%
2022 (12 – 16 September)	3,515	74%

The figures show that the number of children entitled to free school meals increases every year, and the uptake of free school meals compared to the uptake when a fee was charged has increased from 31% to 71%. This shows that the free school meals scheme for all primary children is an important step towards preventing poverty and ensuring that all primary children receive at least one hot meal a day.

### 3. Next Steps

1. Target schools where the school meal uptake is low and try to increase numbers by marketing and engaging.
2. Continue to meet every week with Property and Chartwells in order to continue with the maintenance and planning work for whole school provision from September 2023.
3. Monitor the provision and decide on a date to introduce to Year 2.
4. Continue to communicate regularly with school parents and other stakeholders.
5. Collaborate with other services to ensure that children entitled to free school meals under the old procedure continue to be identified in order to receive bespoke aid and support.

<b>Title</b>	RESPONDING TO POVERTY CHALLENGES
<b>Author</b>	Llinos Williams, Rheolwr Gwasanaeth Tai Cymunedol
<b>Date</b>	October 2022

## 1. Introduction

The cost-of-living crisis is effecting everyone, individuals, families, communities, businesses and organisations on the Island. In addition to the local delivery of UK Government and Welsh government interventions, the County Council continues to deliver several support services and interventions, many in partnership with other local organisaitions.

First Minister made an Oral Statement on the cost of living in the Senedd Tuesday 20<sup>th</sup> September 2022 (entitled Update on the Cost of Living dated 20/09/2022)

The Bevan Foundation recently reported (entitled Snapshot of Poverty dated Summer 2022) that:

- Whilst the cost-of-living crisis is affecting everyone in Wales, it is low-income households that are the hardest hit.
- Low-income households are far more likely to have to cut back on essentials or fall into debt because of rising costs than middle and high income households.
- In November 2021, **39 per cent of Welsh households** (commensurate with **12,306 on Anglesey**) reported that they struggled to afford anything beyond essential items.
- This is likely to have increased over recent months, following the increase in fuel costs and other essential commodities such as food.
- A significant proportion of the Welsh population are therefore likely to have minimal discretionary spending over the coming months.
- This will have an impact on sectors such as tourism, hospitality and entertainment, sectors that were hit especially hard by the pandemic
- Rural households are likely to be more negatively affected by rising costs than urban households. This is likely to have a significant impact upon Anglesey citizens, given its rural geographical nature.

The purpose of this report is to summarise where and how the County Council delivers services and interventions (many in partnership) to minimize the impact of poverty on the Island.

## 2. Context

The IACC anti-poverty strategy 2018 – 2022 outlines the approach to poverty. It was developed and adopted prior to the current enhanced impacts and challenges of the cost of living crisis becoming prevalent. It is recognised that the County Council's approach and priorities need to be reviewed and updated once a new Council Plan has been adopted.

The following table provides an overview on some of the identified poverty areas that Anglesey residents have faced and continue to face. The table provides information on identified risks

and how as a County Council, with integral partners' agencies such as Citizens Advice Bureau (CAB) Ynys Môn, both food banks and other 3<sup>rd</sup> sector providers, these risks are mitigated.

Poverty area	Identified risks	Mitigation
<p><b>Unable to afford food OR unable to afford fresh food</b></p>	<p>Effect on children not having access to nutritious food &amp; longer term effects on wellbeing, obesity</p> <p>School holiday risks for children receiving free school meals</p> <p>Adults making choices over eating or heating. Longer term health issues.</p> <p>Health inequalities. Increased demand on statutory services to include homelessness, primary care, adults &amp; Childrens' services.</p> <p>Increased demand on food banks which are in the main, operated by volunteers.</p>	<p>Food banks</p> <p>Bwyd Da Môn</p> <p>Discretionary Assistance Fund (DAF) Emergency payment – if eligible</p> <p>IOACC discretionary funding (phase two of Welsh Government funding)</p>
<p><b>Child Poverty</b></p>	<p>Child protection challenges, lower educational outcomes and attainment with children becoming entrenched in the poverty cycle, negative health &amp; social consequences into adulthood with continuous cycles into statutory services, unhealthy lifestyles, poorer employment outcomes.</p>	<p>Teulu Môn</p> <p>Educational settings</p> <p>Free school meals and School holiday funding</p> <p>IACC Corporate Safeguarding Board</p>
<p><b>Fuel poverty</b></p>	<p>Vulnerable families &amp; people of all ages making decisions over heating or eating.</p> <p>The effects of fuel poverty on the wellbeing of household members plus increased maintenance issues such as damp challenges, which in turn, can affect the health of residents within properties. Health issues linked to respiratory, circulatory and mental health challenges.</p> <p>Increased risks of health issues will affect the volume of residents requiring statutory services, such as</p>	<p>DAF Emergency hardship funding – if eligible</p> <p>Financial Inclusion Team / CAB Ynys Môn and O'Toole Team support</p> <p>Food bank fuel vouchers – this is a limited resource and can only be accessed if requiring a food parcel</p> <p>Community-led warm spaces</p> <p>IACC discretionary funding (phase two of Welsh Government funding)</p>

	<p>adults and / or Childrens, Community Mental Health Team.</p> <p>Fuel arrears can impact household finances, which could lead to homelessness / longer term debt if it becomes unmanageable.</p>	<p>National Government funding. For example, residents that are claiming certain benefits are given top up funds within their entitlements</p> <p>Winter fuel support for eligible households</p>
<b>Not in Education or Training - NEET</b>	<p>Increased risks with criminality, poor life choices, wellbeing challenges, lack of drive, homelessness, lower productivity, generational welfare cases, and longer term statutory intervention.</p>	<p>Education</p> <p>Youth services</p> <p>Môn CF</p> <p>Menter Môn</p>
<b>Debt</b>	<p>Court action, homelessness, unmanageable debt challenges, stress and wellbeing related health issues such as depression &amp; anxiety</p>	<p>CAB Ynys Môn are the only debt advice provision on Anglesey. Whilst Housing services are looking to develop a debt service, in partnership with CAB, this will not be live for at least 12 months due to staff requiring to complete debt qualifications.</p>
<b>Period &amp; hygiene</b>	<p>Bullying, harassment, embarrassment, mental health and esteem issues through being unable to maintain personal hygiene and cleanliness</p>	<p>All education settings have access to period hygiene products.</p> <p>Food banks offer hygiene products as part of their parcels.</p> <p>All surgeries and leisure centres across Ynys Môn have access to period hygiene products</p>

A word of caution is that all agencies involved in dealing with the cost of living crisis have not previously had to deal with the current and future forecasted demand on their services meaning contingency planning, continuous risk assessing and acting upon any request of support that is required through this period of emergency. This is demonstrated by the data breakdown below.

CAB Ynys Môn Demand overview (Jan to Sept 2021 & Jan to Sept 2022)

### Ward Count of clients with a financial crisis issue

Local Authority Ward	Current Period	Previous Period	Change	% Change
Aethwy	12	8	4	50%
Bodowyr	10	5	5	100%
Bro Aberffraw	20	10	10	100%
Bro'r Llynnoedd	19	13	6	46%
Canolbarth Môn	32	20	12	60%
Cefni	15	4	11	275%
Crigyll	9	7	2	29%
Lligwy	18	15	3	20%
Parc a'r Mynydd	20	14	6	43%
Seiriol	19	21	-2	-10%
Talybolion	16	8	8	100%
Tref Cybi	50	32	18	56%
Twrcelyn	37	21	16	76%
Ynys Gybi	39	23	16	70%
<b>Grand Total</b>	<b>303</b>	<b>188</b>	<b>115</b>	<b>61%</b>

### 3. Housing Services Overview

- Housing Services commission CAB Ynys Môn to undertake welfare rights and financial inclusion support to Anglesey residents at an annual cost of £80,000. This level of funding has not changed for over 5 Years.
- CAB Ynys Môn proactively seek additional funding in order to maintain their service delivery levels and increase capacity during times of crisis.
- Housing Services have an internal welfare rights team, the O'Toole Centre (OTC) and an internal Financial Inclusion Team (FIT).
- All of the above teams provide tenure neutral support covering all Anglesey residents.
- Over the last 9 months, demands on the OTC, FIT and CAB Ynys Môn has significantly increased.
- All of the above teams are involved in the Welsh Government discretionary hardship scheme phase two. Information on this scheme for Anglesey residents can be found in annexe one.
- OTC, FIT and CAB Ynys Môn have a 3-4 week waiting list for support.

### 4. Food Poverty on Anglesey

#### 4.1 Food banks

- Both food banks report an increase in demand.
- Total number of parcels delivered to residents from Amlwch food bank since January 2022 is **523**. During the same period in 2021, the total number of parcels delivered to residents from Amlwch food bank was **416** parcels. Year on Year growth in demand is **+ 107** parcels.
- We do not have comparator data for Anglesey Food Bank.
- A conference call with both food banks and IACC officers occurs monthly which provides ongoing support, covering aspects such as demand, supplies, challenges and successes.



- e) Both food banks report a reduction in food donations and an increase in expenditure on the purchase of supplies to maintain demand. Both food banks report an increase in expenditure to cover petrol costs.
- f) The WLGA 2022-23 food poverty funding of £22,400 for Anglesey was provided to both of our banks to cover costs, including fuel and food purchases.

#### **4.2 Bwyd Da Môn**

- a) The Bwyd Da Môn (BDM) project provides an opportunity for subsidised food membership for households in financial crisis, covering a period of up to 12 weeks.
- b) Funding for this subsidy was provided by a successful food poverty and insecurity application by IACC to Welsh Government, resulting in £15,000 funding to cover the project for 12 months.
- c) The BDM subsidy scheme provides £25 worth of food for up to 12-weeks, food that would have otherwise gone to landfill.
- d) From week 13 onwards, the aim is to encourage subsidised members to become paying members. A paying member is £5 per week with up to £25 worth of food in return.
- e) Over the last 12 months, the subsidy scheme has supported in the region of **80** households. The take up once the subsidy period ends is very low.

#### **4.3 Welfare and Financial Inclusion**

- a) As mentioned above, the O'Toole Centre (OTC) Financial Inclusion Team (FIT) and CAB Ynys Môn respond to welfare rights and financial inclusion needs for Anglesey residents.
- b) This support ensures Anglesey residents are achieving any benefit entitlements, can access funding such as the Discretionary Assistance Fund (DAF) and Discretionary Housing Payment (DHP) alongside referrals for immediate intervention such as a food bank parcel.
- c) Latest data from Office of National Statistics (ONS) report that 9 in 10 adults are affected by the increase in the cost of living which raises the concerns as to do we have enough resources (The Rising Cost of Living and its Impact on Individuals in Great Britain, November 2021).
- d) Year on Year, the Total number of referrals has increased 3.5% (comparing this financial Year to date to last financial Year to date)
- e) Total referrals received last year during Q1 & Q2 was 391 compared to 405 as at 06/10/2022. Whilst the number of referrals has only increased by 3.5%, the amount of intervention per referral has substantially increased.
- f) This Year, the financial inclusion team have been involved in additional cost of living events and projects, including Bwyd Da Môn subsidy referrals; Anglesey Virtual Hub Session; Rural Roadshows; and the 2022 Winter fuel payment support.

#### 4.4 Fuel Poverty

- a) According to the National Energy Action (NEA) the national fuel poverty charity, working to ensure that everyone in England, Wales and Northern Ireland is warm and safe at home.
- b) Up to 45% (614,000) of all households in Wales could be in fuel poverty following the price cap increase of April 2022. Based upon the most recent estimated total registered on **Anglesey, (31,555) (published 23.9.2021)**, this would be commensurate with **14,200** households on the Island.
- c) Up to 8% (115,000) of all households in Wales could be in severe fuel poverty (needing to spend more than 20% of their income just to keep warm) – commensurate with **2,524 Anglesey households in severe poverty**.
- d) DAF funding can provide almost immediate financial support for eligible households to cover the costs of fuel. This would be an application by our FIT or CAB Ynys Môn.
- e) Residents that are not entitled to benefit / welfare support would not be entitled to this support. IACC have aimed to address this through the phase 2 discretionary hardship funding to ensure residents that are in-work poverty are provided with support.

#### 5. Homelessness

- a) 2021-22 – IACC had 842 homeless presentations (*average of 70 presentations per month*)
- b) 2022 to date – IACC has had 383 homeless presentations thus far (*average of 77 presentations per month*)
- c) 74 of Section 21 notices given from the private sector. Some evidence suggests this is due to the Renting Homes Wales Act 2022 and the higher value of properties on the Island. Additionally, some Anglesey private landlords are opting to sell their properties due to higher prices. If current levels continue as they are, we will see a projected increase of 31% in homeless presentations due to Anglesey residents having to leave private rented accommodation.
- d) There is a substantial lack of affordable private rented accommodation provision across Anglesey.

#### 6. Conclusion

It is apparent that a large number of people and households are experiencing considerable financial difficulties as a result of the cost of living crisis. Considerable collaborative work is being undertaken to support where possible, but keeping up with demand is challenging.

The anticipated further increases in fuel costs from October 2022, is likely to create substantial hardship. This is likely to result in:

- Increased poverty levels amongst Anglesey Households
- Increased child poverty
- Increased incidents of domestic abuse, which is already at levels previously unseen
- Increased homelessness
- Increased number of people presenting with mental health needs

- Increased number of children placed at risk and on the child protection register
- Increased demand for Housing Support Services which is already exceeding current supply
- Increased substance misuse
- Increased crime and disorder.
- Unsustainable demand and pressures for early intervention and prevention on the voluntary sector organizations, resulting in
- Increase demand for statutory intervention
- Increased unmet need and hard to reach individuals and families.

This page is intentionally left blank

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	18/10/2022
<b>Subject:</b>	Annual Performance Report 21/22
<b>Purpose of Report:</b>	Annual Report
<b>Scrutiny Chair:</b>	Cllr Robert Ll Jones
<b>Portfolio Holder(s):</b>	Cllr Robin W Williams
<b>Head of Service:</b>	Carys Edwards
<b>Report Author:</b>	Gethin Morgan
<b>Tel:</b>	01248 752111
<b>Email:</b>	GethinMorgan@anglesey.gov.uk
<b>Local Members:</b>	n/a

<b>1. Recommendation/s</b>
<p>The Committee is asked to recommend:</p> <ul style="list-style-type: none"> <li>for the Executive Committee to agree the content of the 2021/22 Performance Report as a fair and complete reflection of the Authority's work over that period and to recommend to the County Council at its meeting on October 27th, 2022 that it should be adopted</li> </ul>

<b>2. – Link to Council Plan / Other Corporate Priorities</b>
<p>The Annual Performance Report has been drafted to inform its reader of the Council's performance during that year. It outlines how the Council has realized the expectations of its Annual Delivery Document (ADD) and the Transitional Plan (TP). The ADD and TP are detailed work plans that align with the Council's strategic direction as set out in the Council's Plan 2017-22</p>

<b>3. – Guiding Principles for Scrutiny Members</b>
<p><b>To assist Members when scrutinising the topic:-</b></p> <p><b>3.1</b> Impact the matter has on individuals and communities [focus on customer/citizen]</p> <p><b>3.2</b> A look at the efficiency &amp; effectiveness of any proposed change – both financially and in terms of quality [focus on value]</p> <p><b>3.3</b> A look at any risks [focus on risk]</p> <p><b>3.4</b> Scrutiny taking a performance monitoring or quality assurance role [focus on performance &amp; quality]</p> <p><b>3.5</b> Looking at plans and proposals from a perspective of:</p> <ul style="list-style-type: none"> <li>Long term</li> <li>Prevention</li> </ul>

- Integration
- Collaboration
- Involvement

[focus on wellbeing]

**3.6** The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

[focus on equality and the Welsh language]

#### **4. - Key Scrutiny Questions**

4.1. It is reported that a number of the areas in the Transitional Plan and the Annual Delivery Document have either been completed or are on time to be completed. How have the lessons been considered for the new Council Plan?

4.2. To what extent have the effects of the Pandemic and also the cost of living crisis been seen to have an impact on the Council's ability to deliver against the strategic objectives and key performance measures?

#### **5. – Background / Context**

5.1. In accordance with the constitution, the Council is required to draw up and publish an Annual Performance Report. This document is a document that analyzes performance over the previous financial year against the improvements and priorities outlined by the Council.

5.2. This paper outlines our Performance Report which looks back over the Council's performance for 2021/22.

5.3. It is an update on the council's progress against –

- Annual Delivery Document for 2020-22
- Transitional Plan 22/23 (so far).

#### **6 – Equality Impact Assessment [including impacts on the Welsh Language]**

##### **6.1 Potential impacts on protected groups under the Equality Act 2010**

n/a

##### **6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)**

n/a

##### **6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language**

n/a

**7 – Financial Implications**

The financial implications of achievement against objectives can be viewed in the Council’s statement of accounts for 2021/22.

**8 – Appendices:**

Appendix A – Annual Performance Report 2021/22 (draft)

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

- Annual Delivery Document 2020-22
- Council Plan 2017-22
- Transitional Plan 2022-23



# Annual Performance Report 2021/22



## Introduction

Welcome to the first Annual Performance Report for the new council since the May 2022 Local Elections. I would like to take this opportunity to thank you for once again putting your faith in us to continue on the good work we've already undertaken during the past five years and for which we plan to continue up until the May 2027 elections.

This report is also the first for Dylan Williams, the new Chief Executive, who has led the work undertaken by the council since being appointed in March 2022. I would like to wish him all the best in his new role building on from his previous role as the Deputy Chief Executive.

I would like to thank Annwen Morgan, the previous Chief Executive, for her hard work during the period of this report. This included leading the Island and council staff through a worldwide coronavirus pandemic, ensuing that Anglesey residents were as well protected as possible and that essential services continued to be run during such difficult times. We wish her well in her retirement.

It is important to note at the beginning of this report my gratitude to all staff and partner organisations that ensured the success of council services for the people of Anglesey during the year.

What has been so pleasing is how much work has been completed during the year despite the shadow of the coronavirus pandemic and the additional pressures that this presented the council in terms of ongoing support for residents and local businesses.

This annual performance report gives an overview of the council's activity during 2021/22 and addresses what the council did during the year against what we said we would do in the Annual Delivery Document for 2020-22. It also reports on what the Council has achieved up until the end of August against any planned work on the Transitional Plan for 2022-23.

You will also see in the report how well the identified performance indicators have performed against the wellbeing objectives and also which indicators require more work into the year ahead. Overall, I believe that the council have performed incredibly well.

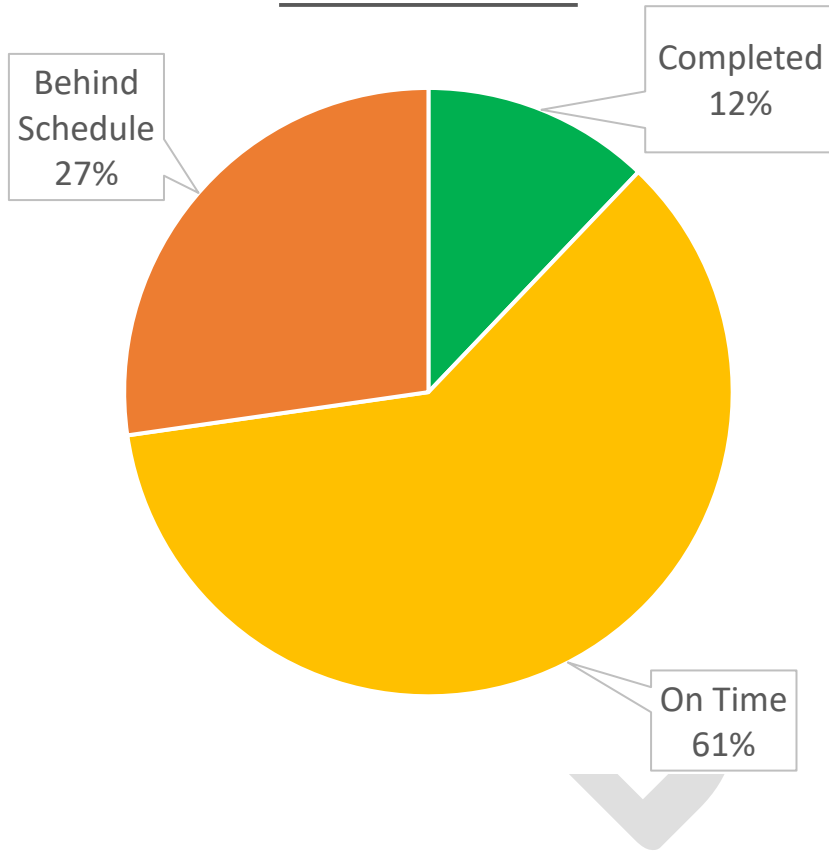
I and my fellow Executive Members and Councillors are committed to continuing this successful journey.

By working together like we have, especially over the last two years, we can continue to make a positive difference to people's lives.

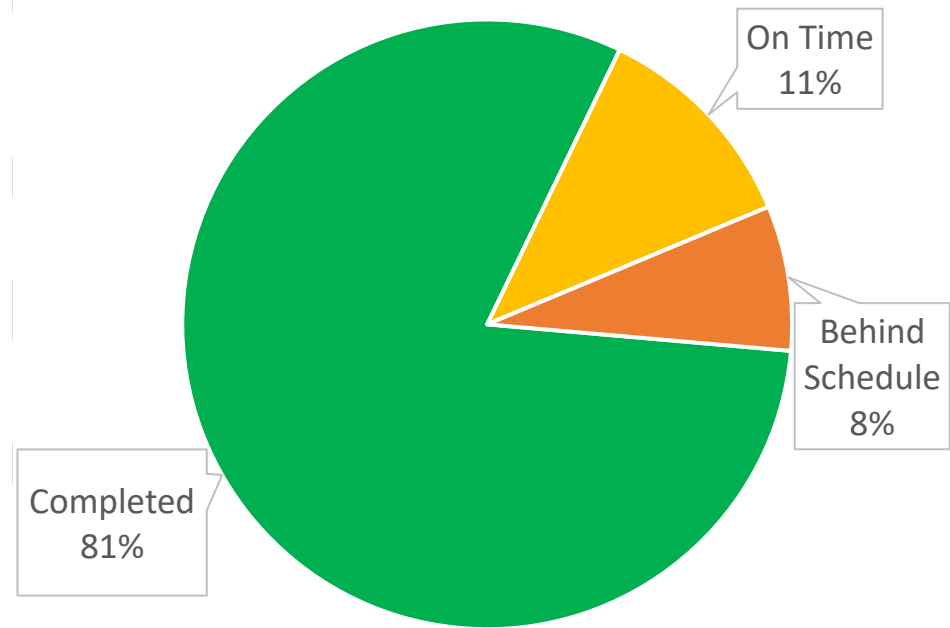
## Key Highlights

Some of the key highlights for this year's performance can be found below. For information on how we monitor performance see [Appendix 1](#):

**Progress against the Transitional Plan**



**Progress against the Annual Delivery Document**

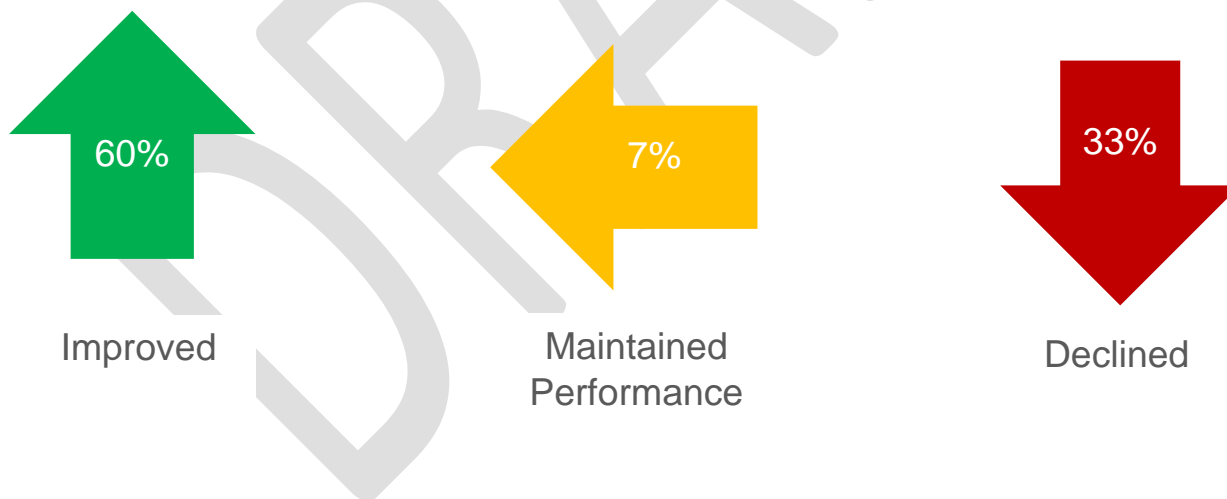


### Key Performance Indicators Results 2021/22

■ Green ■ Yellow ■ Amber ■ Red



### Key Performance Indicators Year on Year Performance



## Development against the work streams of the Transitional Plan and Annual Delivery Document

Updates against each key priority for the Transitional Plan and the Annual Delivery Document activities that were completed prior to the change in priorities are discussed in this next section of the report. Note that the updates against the Transitional Plan are progress reports up to the end of August as the plan is in place until April 2023.

### Transitional Plan

Progress reports against the key actions undertaken on our current work plan can be found below:

#### A. Re-energising the local economy and embedding positive economic change

<b>Key Actions</b>	<b>Update</b>	<b>RAG</b>
<p>1. Construct 6 new business units on the <b>Bryn Cefni Business Park (Tregarnedd), Llangefni</b> and prepare an additional 6 plots for sale on the open market.</p> <p>Construct 7 new business units at <b>Penrhos in Holyhead</b> (in collaboration with the Welsh Government)</p>	<p>Bryn Cefni, Llangefni Work in progress - Transfer of assets expected during quarter 2</p> <p>Penrhos, Holyhead The work has started and is progressing in a timely manner</p>	
<p>2. Strengthen the role of <b>Holyhead and the Port</b> as a key International 'Gateway' by</p>	<p>a) Discussions continue and we attend relevant meetings as required in order to discuss the best way forward and ensure the success of attracting the investment to Anglesey</p> <p>b) Linked to the outcome of a</p>	

<p>working with partners to deliver a range of projects, including:</p> <ul style="list-style-type: none"> <li>a. Repair of the Breakwater</li> <li>b. Development of the Port including land reclamation</li> <li>c. Holyhead Hydrogen Hub</li> <li>d. Station improvements</li> </ul>	<p>c) The Hydrogen Hub application is developing.</p> <p>d) Network Rail completed their £2.4m upgrade of the Train Shed in June 2022. Improvements are planned under the Visitor Gate scheme in 2022/23.</p> <p>A Railway Station Master Plan funded by Welsh Government is being prepared and the County Council has received a request from National Rail / Transport for Wales to continue organizing stakeholder group meetings on a regular basis.</p>	<p>Yellow</p>
<p>3. Deliver projects identified in the <b>North Anglesey Economic Regeneration</b> Action Plan, including:</p> <ul style="list-style-type: none"> <li>a. North Anglesey Small Business and Community Grant fund</li> <li>b. <b>Amlwch Port</b> Signage Strategy</li> <li>c. Concept proposal for parkland on Cymdeithas (formerly Anglesey Charitable Trust Land at <b>Amlwch Port</b>)</li> <li>d. Continue to pursue opportunities for new business unit provision</li> </ul> <p>NEW –</p> <ul style="list-style-type: none"> <li>e. New MonCF North Anglesey hub in <b>Amlwch</b> town centre</li> </ul>	<p>a) Completed successfully. £75k allocated to 12 organisations</p> <p>b) £87,000 of NDA money has been used to fund schemes e.g. Amlwch Signage Strategy towards Amlwch Port</p> <p>c) Conceptual design completed for a piece of land in Amlwch Port owned by Y Gymdeithas .</p> <p>d) This work has started and suitable land has been earmarked and architects commissioned.</p> <p>e) New Mon CF hub opened in April 2022</p>	<p>Green</p> <p>Orange</p> <p>Orange</p> <p>Orange</p> <p>Green</p>

<p>4. Support the delivery of the <b>North Wales Growth Deal</b> (Covid recovery prospectus) to support the priority areas to help our economy to recover in the short term</p>	<p>Continue to sit on the various Programme Boards of the Growth Bid and provide technical support on the projects, in order to ensure local benefits for the Island.</p>	
<p>5. Establish a new <b>Port Health Authority</b> to undertake new border control responsibilities and checks</p>	<p>In April 2022, the UK Government announced its decision to delay the introduction of new customs and border checks until late 2023. This has impacted directly on the need for the Council to establish a new Port Health Team.</p> <p>Despite the delay, a Port Health Manager has been appointed and they continue to engage with DEFRA and Welsh Government to ensure the Council is prepared and resourced to undertake any new duties that are assigned to it.</p>	
<p>6. Continue to deliver on a green, sustainable recovery and enhancing the vitality and viability of <b>Town Centres</b></p> <ul style="list-style-type: none"> <li>a. Undertake an audit of Anglesey town centres to identify potential improvements</li> <li>b. Address empty and problematic buildings</li> <li>c. Develop and deliver landscape and tree planting projects</li> </ul>	<p>Baseline work completed and used to support PMG (Town Centre Placemaking Fund) and Levelling Up fund applications.</p> <p>Funds have been earmarked and PMG plans have been completed with the exception of Canolfan Glanhwfa and Beaumaris Social Club (in progress) &amp; Plas Alltran (out to tender).</p> <p>Additional funding Approved for 20+ Ynys Cybi Landscape Partnership projects.</p> <p>CRF funding approved in December 2021. Tree survey being carried out across the county and Green Infrastructure strategic baseline work underway, now to be completed by October 2022.</p>	

<p>7. Continue to progress the <b>Energy Island Programme</b></p> <p>a. Engage and influence the development of a potential new nuclear power station at Wylfa</p> <p>b. Work with major project developers to ensure their proposals deliver local benefits, and mitigate negative impact</p> <p>c. Review and update the programmes purpose and objectives to be more aligned with UK Government and Welsh Government's climate and energy policy, requirements, and commitments</p>	<p>a. A response is being presented to the Welsh Affairs Committee to the implications of grid capacity on the energy sector in Wales.</p> <ul style="list-style-type: none"> <li>- Several visits were made within the period including a visit and discussion with Greg Hands, the Minister of State (Department for Business, Energy and Industrial Strategy). The Council took full part in these meetings in order to raise the profile of Energy Island</li> <li>- Regular meetings in the diary with BEIS to get the latest information on new nuclear proposals in Wylfa</li> <li>- Officers and the Deputy Leader attended the Nuleaf meeting in Somerset and represented the Council.</li> </ul>	
	<p>b. Work in progress with major project developers.</p> <ul style="list-style-type: none"> <li>- Morlais – move on to the construction phase</li> <li>- SolarTraffwll DNS Farm - application received by PEDW and moving on to the next part of the inspection. The Council has submitted a Local Impact Report (LIR) and agreed a Statement of Common Ground (SoCG) with the applicant. The Council continues to advise on Community Benefit proposals.</li> <li>- Porth Wen Solar Farm - all pre-commencement conditions have been released by the Council as the Local Planning Authority</li> </ul> <p>A number of new PPAs being discussed and agreed to ensure that Energy Island has enough capacity and resources to respond to the demand for a major development</p>	
	<p>c. The Final Energy Island Review Report has been received by Arup and the findings have been reflected in the Council's Climate Change Strategy and the Council Plan.</p>	

<p>8. Develop and pursue UK Government <b>Levelling Up and Community Renewal Funding support</b></p>	<p>Work in progress with delivery partners to develop plans. 16 expressions of interest for the Community Renewal Fund were received and assessed.</p> <p>Assessments on the expression of interest for the Levelling Up fund has been completed and an agreement by the Executive Committee to develop the application for the regeneration of Holyhead.</p>	
<p>9. Work with <b>local businesses</b> to empower and enable them to exploit opportunities provided by Council contracts through a revised procurement process</p>	<p>Ongoing dialogue with Business Wales, Menter Môn and MSParc in relation to their discussions and support for businesses on Anglesey</p>	
<p>10. Continue to deliver <b>Welsh Government grants</b> to businesses</p>	<p>The work of administering the grants began and Menter Môn assisted with the administration, due to the scale of the work.</p>	

**B. Enabling the visitor and hospitality sector to capitalise on the Island’s increased popularity whilst protecting our assets and communities**

<p><b>Key Actions</b></p>	<p><b>Update</b></p>	<p><b>RAG</b></p>
<p>1. Preparing new <b>Destination and AONB (Area of Outstanding Natural Beauty)</b> Management Plans</p>	<p>Work is developing in relation to the two plans with the intention of seeing the plans go before the Executive Committee during the winter</p>	



<p>2. Investing to improve the quality and enjoyment of the <b>Breakwater Country Park, Dingle and maritime infrastructure</b> for the benefit of local residents and visitors</p>	<p>The contracts started on 18th July and steady progress has been made. The completion date has now been changed to 2nd December 2022.                  Work has started in collaboration with the Highways Service                  The work to establish the ponds has been completed but they do not currently retain water. Discussions are ongoing about re-establishing the pools and other options available.</p> <p>Boardwalk - regular maintenance due to deterioration and vandalism                  Appointed Ramboll consultants to do the preparation work for the project                  Work not started but considering using consultants to assist</p>	
<p>3. Welcoming <b>40+ cruise ship</b> visits to Anglesey / North Wales safely during Season 2022</p> <p>4. Delivering small scale visitor infrastructure improvements at popular locations to improve <b>local residents and visitors experiences</b>, as well as positively influence visitor behaviour</p>	<p>The work has progressed well with CRF money used to train 17 tour guides. Continues to collaborate with Welsh Government</p>	
<p>5. Establishing an <b>Anglesey Leisure Cycling &amp; Active Travel</b> programme of works</p>	<p>The consultation work and presentation to the Welsh Government for approval has been completed in a timely manner.</p>	

<p>6. Changing the way we work with residents and communities by raising awareness and buy in to <b>Place Shaping</b> as a means of enhancing community resilience</p>	<p>Mapping work completed across all wards.</p> <p>Work commenced to summarise and highlight the evidence collated.</p> <p>As a result of the ward changes, the Llifon alliance has now split into 2 Alliances, i.e. Bro Llynnoedd and Crigyll.</p> <p>The Lligwy alliance has agreed its priorities.</p> <p>The Aethwy alliance is currently consulting with the community regarding its priorities.</p>	
--	---	--

### C. Maintaining and modernising critical community services such as Care and Education across the island

<b>Key Actions</b>	<b>Update</b>	<b>RAG</b>
<p>Ensure we reduce the requirement for <b>emergency and temporary accommodation</b> units by <b>sourcing permanent homes</b> for individuals who currently reside in temporary accommodation</p>	<p>Mae gennym 49 o aelwydydd mewn llety argyfwng (30.6.22)</p> <p>Yn ystod Ch4 roedd 25 o aelwydydd wedi symud i dy cymdeithasol neu breifat</p>	
<p>Prepare and adopt a <b>Climate Change Plan</b> to protect future generations and communities</p>	<p>Towards Net Zero Plan 2022 – 2025 has been adopted by the Council on 10<sup>th</sup> March.</p>	
<p>Building 83 <b>new energy efficient homes</b> with A energy performance ratings in line with our Low Carbon Strategy to meet local demand and ensure individuals within communities have opportunities to have affordable home across a wide range of tenures to meet their housing need</p>	<p>Up to 13.9.22</p> <ul style="list-style-type: none"> <li>• 34 new houses completed 16 new houses on site</li> <li>• 61 new houses planned (going through the planning process)</li> <li>• 39 new houses about to start (have been approved)</li> <li>• 5 houses about to be completed (former Council houses)</li> <li>• 13 former Council houses being renovated</li> <li>• 7 houses to be renovated in progress - contract being prepared</li> <li>• 5 former Council houses bought</li> </ul>	

<p>Further develop <b>Cartrefi Clyd</b> on Anglesey in <b>Rhosybol, Holyhead and Llangristiolus</b> with a view of offering respite and <b>Day Care service for children with a disability</b></p>	<p>Cartref Clyd Caergybi – CIW registration granted. Transition programme commencing. Staff have been recruited.</p> <p>Haulfryn, Llangristiolus – initial plans have been tendered on Sell2wales</p> <p>Cartref Clyd Rhosybol – Work programme has commenced and due to be finished by September.</p> <p>CIW registration to be submitted.</p>	
<p>Progress a new <b>Extra Care facility</b> in the South of the island</p>	<p>Developments continue re: progress of new Extra Care provision in Menai Bridge.</p> <ul style="list-style-type: none"> <li>- Architects, Engineer &amp; Quantity Surveyor appointed.</li> </ul>	
<p>Review and re-commission <b>Day Care provision for Adults with Learning Disabilities</b></p>	<ul style="list-style-type: none"> <li>• Specification for new contractual arrangements have been bee drafted and are undergoing review</li> <li>• Discussions with procurement in regards to tendering templates</li> <li>• Further work to develop and increase community based opportunities underway</li> <li>• Investment in accessible facilities in the Holyhead and Llangefni area completed. A further grant application has been submitted for Amlwch.</li> </ul>	
<p>Review and re-commission <b>Supported Living provision for Adults with Learning Disabilities</b></p>	<ul style="list-style-type: none"> <li>• Following the people 2 review – initial work has been completed on analysing internal data (care plans and contracts)</li> <li>• All Supported living projects will need to be re-assessed including shared care ready for re-tendering procedures.</li> <li>• Project group set up to implement work streams for development.</li> </ul>	
<p>Progressing <b>new primary school facilities</b> in <b>Llangefni</b></p>	<ul style="list-style-type: none"> <li>• Land purchased</li> <li>• WG approval of FBC in place</li> <li>• Planning in place</li> </ul> <p>Start of construction late 2022 / Early 2023 and completion by August 2024</p>	

## Annual Delivery Document

Below are the results of some of the activities undertaken by the council that were priorities under the Annual Delivery Document before the Transitional Plan superseded it as our work plan

### 1. Wellbeing Objective 1 - ensure that the people of Anglesey can thrive and realise their long-term potential

<b>Key Actions</b>	<b>Update</b>	<b>RAG</b>
Continue to support our <b>schools</b> in developing <b>as learning organisations</b> , ensuring inclusive learning environments, and promoting the best possible teaching and learning for all learners. Specific focus will be given to continue to develop the range of teaching and learning skills needed to ensure effective blended learning	Currently being implemented	Yellow
Deliver the <b>Corporate Prevention Strategy</b> to ensure pupils and young people thrive and realise their long term potential	Delivered	Green
Strive to increase the quality and the number of people applying for <b>leadership roles within our schools</b>	Currently being implemented	Yellow
Provide opportunities for residents and visitors to participate and utilise leisure facilities by implementing the <b>Môn Actif Recovery plan</b> when it is safe to do so	Delivered and Leisure Centres back up and running as normal	Green
Develop and deliver a <b>mental health strategy for schools</b> so that Health and Well-being is fully integrated in all schools	Delivered	Green
Build on the <b>volunteer base</b> that has been established within our communities since the pandemic and seek to establish more <b>good turn schemes within our communities</b>	Delivered - Medrwn Môn lead on this initiative throughout the coronavirus pandemic. They continue to build on the volunteer base.	Green
Review our ways of engaging with our <b>tenants</b> to ensure that the <b>customer voice is heard</b> in planning the services offered to our tenants	Delivered	Green
Work with Betsi Cadwaladr University Health Board, 3rd Sector organisations, Citizens Advice and other organisations to establishment the <b>Môn Good Food initiative</b> for Anglesey residents which aims to tackle food poverty and reduce food waste going to landfill	Delivered	Green

## 2. Wellbeing Objective 2 - Support vulnerable adults and families to enable them to be safe, healthy and as independent as possible

<b>Key Actions</b>	<b>Update</b>	<b>RAG</b>
Increase participation levels in the <b>community hub models</b> by promoting and developing the hubs held across the Island	Currently being implemented	Yellow
Develop the <b>Shared Lives programme</b> to support people living with Dementia and enhance carer respite	Delivered	Green
Continue to embed the 3 <b>Community Resource Teams</b> , located in <b>Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll</b> , that will bring Council and Betsi Cadwaladr Staff together to improve access to our care and support services at the earliest opportunity	Delivered	Green
Continue to <b>recruit foster carers</b> on Ynys Mon so that Looked After Children can remain living in their community when they cannot be cared for by their parents	We have achieved against the target set for the year. We need to continue to recruit more foster carers in order to meet the needs of Anglesey's Looked After Children population	Green
Further develop <b>respite services for disabled children and their families</b>	Delivered	Green
Seek external grant funding to support plans to develop the <b>old Ysgol Llaingoch, Holyhead</b> , site for the <b>development of new build homes</b>	Delivered	Green
Complete the work to enable tenants to connect digitally through the introduction of a <b>Digital Tenant Services</b> system which will allow tenants to communicate with the us digitally, including reporting any customer care issues, care and repairs, paying rent and reporting any complaints about our estates	Delivered	Green

### 3. Wellbeing Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment

<b>Key Actions</b>	<b>Update</b>	<b>RAG</b>
Introduce <b>electric vehicle charging points at Llanfairpwll Park &amp; Ride</b> as well as identifying other suitable sites for these facilities across the island	Delivered - EV installed in Llanfairpwll Park & Ride as well as other sites across the Island	
Continue with our intention and achievement of ensuring that over <b>70% of all household waste is recycled by 2025</b> which in turn, prevents waste from going to landfill sites	Recycling rates were around 62.5% at the end of year for 2021/22. See page 24 for more information.	
Develop and <b>work on flood alleviation schemes</b> on sites at <b>Dwyran, Amlwch, Holyhead, Menai Bridge, Llanfairpwll, Valley and Red Wharf Bay</b> , as well as collaborate with Natural Resources Wales on the <b>Llangefni</b> flood alleviation scheme	Delivered	
Continue to motivate and support the <b>Housing, Public Protection and Leisure functions</b> and support staff to maximise their <b>use of the Welsh language</b> as well as continuing to develop the welsh language skills of welsh speaking staff	Delivered - See <a href="#">Welsh Language Standards Annual Report</a>	
Prepare for and re-tender the island wide <b>school meals contract</b> ensuring a healthy and nutritiously supplied menu is ready for September 2021	Delivered	
Continue to progress the long-term capital investment programme to improve the flexibility of use and appeal of the County Council <b>Leisure Centres</b> as well as develop plans for a new <b>3G pitch in Holyhead</b>	Delivered new 3G pitches as well as new look gyms at Amlwch and David Hughes	
Continue on our digital journey by facilitating an online self-service provision allowing citizens to request, report and pay for services at a time that is convenient to them from any location or device by further developing our <b>Customer Relationship Management (CRM) System</b> and reducing the number of paper only forms	New CRM System purchased and currently being implemented by ICT	

<b>Key Actions</b>	<b>Update</b>	<b>RAG</b>
Begin to implement the <b>Revenues Customer Portal</b> to provide customers with a high-quality, accessible service which will provide self-service facilities and assist with electronic billing	Delayed until the new CRM System is implemented	Yellow
Ensure that teachers and pupils are able to access faster online services by <b>increasing the broadband download speed</b> to 300Mb/s in our <b>secondary schools</b>	Delivered	Green
Increase the <b>ratio of computers to pupils</b> in schools utilising the <b>HWB grant</b> from Welsh Government	Delivered	Green
Replace old council fleet stock with <b>newer electric or LPG vehicles</b> where appropriate and identify council sites where <b>Electric Vehicle Charging Points</b> can be installed	Delivered	Green

Green = Completed, Yellow = On Track, Amber = Has fallen behind timescales, but identified mitigating actions mean that it could catch up, Red = Failure against schedule. Requires Programme Board or Leadership Team guidance regarding the way forward

## Performance Monitoring Results

The performance monitoring of KPIs continue to be aligned to the Councils' three wellbeing strategic objectives as are the outputs of the work related above:

- Wellbeing Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
- Wellbeing Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
- Wellbeing Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment

Targets for the 2021/22 year have been informed by the previous year's performance and the effects of the Covid-19 pandemic. When analysing the corporate health indicators (People / Financial / Customer related) for the year, it is encouraging to note that the majority (92%) of the indicators monitored performed well against targets (Green or Yellow RAG). Some of the highlights are noted below.

At the end of year the Council is GREEN against its staff absence management target with 8.73 days lost to absence per Full Time Equivalent (FTE) in the year against a target of 8.75 days lost to absence per FTE.

The indicators monitored with regards to Customer Service did not highlight any cause for concern, performing well against targets on the whole. The exception was the total % of written responses to complaints within 15 days (Social Services) with a performance of 66% against a target of 80%. The complicated nature of these complaints frequently require multi agency input and achieving the alignment of information within 15 days is a regular challenge. It is reassuring that 39 of the 41 complaints received were discussed with the complainant within 5 working days, and 7 of the 13 late written responses were agreed with the complainant in advance of being identified late as noted in the complaint protocol.

Work has and will continue to improve customer satisfaction across all services during the forthcoming year.

The financial management section currently forecasts an under-spend of £4.688m for the year ending 31 March 2022.

The financial year 2021/22 has been a different year and has seen the Council receive a significant amount of additional funding from the Welsh Government to deal with the pandemic and recovery. This additional funding is the main reason why the Council's accounts show a significant underspend at the end of the financial year. This is not unique to Anglesey and the majority of the other Welsh Councils are finding themselves in a similar position.



The final outturn position has allowed the Council to increase the Council's general balances and earmarked reserves after allowing for the use of £3.5m of general balances on a number projects. The level of general balances will still exceed the minimum recommended level and places the Council in a strong financial position.

The current increases in pay and prices is creating a great deal of uncertainty over the Council's costs in 2022/23 and the level of budget required in 2023/24.

The under-spend on the Capital Programme for 2021/22 is £33.457m. £11.242m of this underspend is due to slippage and will carry-forward into the 2022/23 Capital Programme. The funding for this slippage will also slip into 2022/23. The revised capital budget for 2022/23 will be £47.203m as a result and projects are afoot to be realised within the year.

The overall results once again demonstrate that there is reasonable assurance that the Council's day to day activities are delivering against expectations in managing its people, its finances and serving its customers. It is also encouraging to note that the Authority's staff at a time of challenge is delivering against their expectation to an appropriate standard.

Whilst this data provides a positive picture of performance by the County Council and can demonstrate appropriate standards are met it is also encouraging to note that a high majority (91%) of the specific performance indicators noted against the wellbeing objectives are performing above target or within 5% tolerance of their targets.

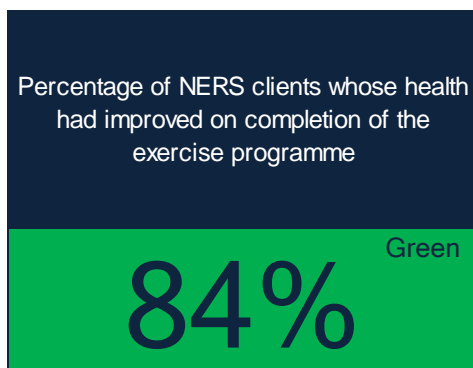
This is an improvement on the performance seen at the end of 2020/21.

## Wellbeing Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential

The indicators monitored against **Wellbeing Objective 1** all performed well and were above target and Green or Yellow for the year.



Some examples of the good performance seen during the year include:



Percentage of NERS clients whose health had improved on completion of the exercise programme – which had a performance of 84% against a target of 80%. This is very positive as the scheme was suspended last year due to the pandemic and this is the first time that clients have completed the programme since the restart.



Number of empty properties brought back into use – where 91 properties have been brought back into use against a target of 50. It is encouraging to note that this performance is significantly higher (82% higher) than the target of 50 properties for the year. Once again the use of the Council Tax Premium has proved fruitful here and it's positive that there are 91 less empty properties within the Island's communities.

The attendance data at primary and secondary schools has not been collected in the usual manner this year due to the Covid pandemic. Welsh Government have however been collecting average attendance figures throughout the year as a way of measuring absenteeism. From the figures obtained by the Welsh Government, on average 86.5% of pupils (from both Primary and Secondary schools) were in school during the last week of the winter term (April 4<sup>th</sup> - 8<sup>th</sup>). This is slightly above the Welsh average.

Further information can be found on the [Welsh Government website](#).

No information was available for the following indicators –

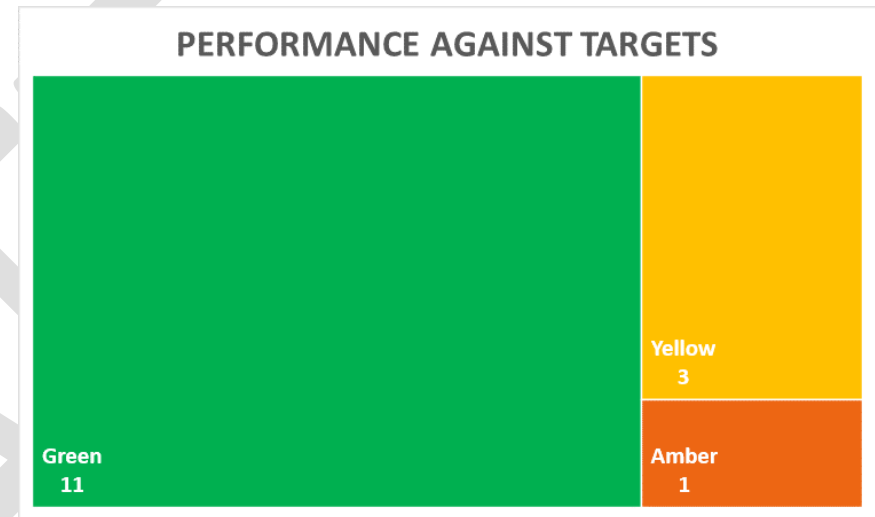
The percentage of pupils assessed in Welsh at the end of the Foundation Phase – as no assessments were being completed during 2020/21 because of the coronavirus pandemic;

The percentage of Quality Indicators (with targets) achieved by the library service – due to the assessment being adapted for the year to ensure services reported on what was delivered rather than assessed against targets which were impractical due to the coronavirus pandemic;

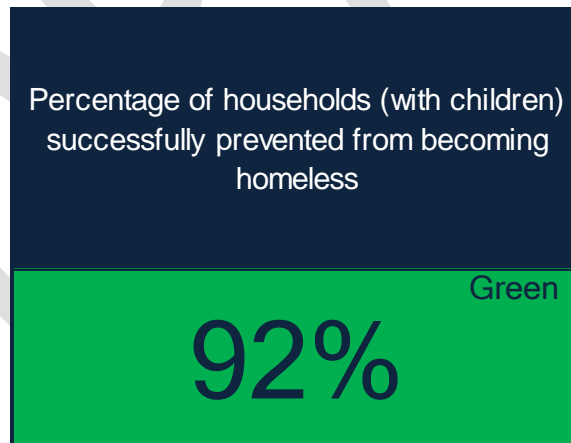
The percentage of tenants satisfied with responsive repairs (annual) – where delays with the installation of software have had a knock on effect with the ability to implement the tenant's satisfaction element of the software during 2021/22.

## Wellbeing Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible

Performance against the indicators for **Wellbeing Objective 2** demonstrate good performance once again. Three indicators (20%) are Yellow whilst 11 indicators (73%) were Green against their targets for the year.

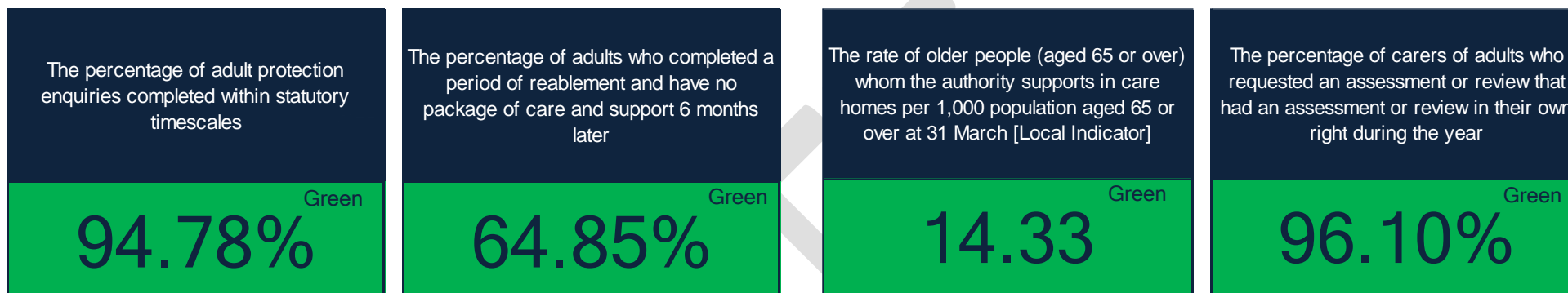


Some examples of the good performance seen during the year include:



The Homelessness indicators for the Housing Service have also demonstrated good performance with both Green against targets for the year. The use of Welsh Government funding has been essential in allowing this to happen as well as the commitment of staff to ensure that people are prevented from becoming homeless.

The Adult Services indicators were all Green against targets and have all improved bar one against their performance in 2020/21. In a time where the Service have been under pressure because of the pandemic this is encouraging and bodes well for 2022/23.



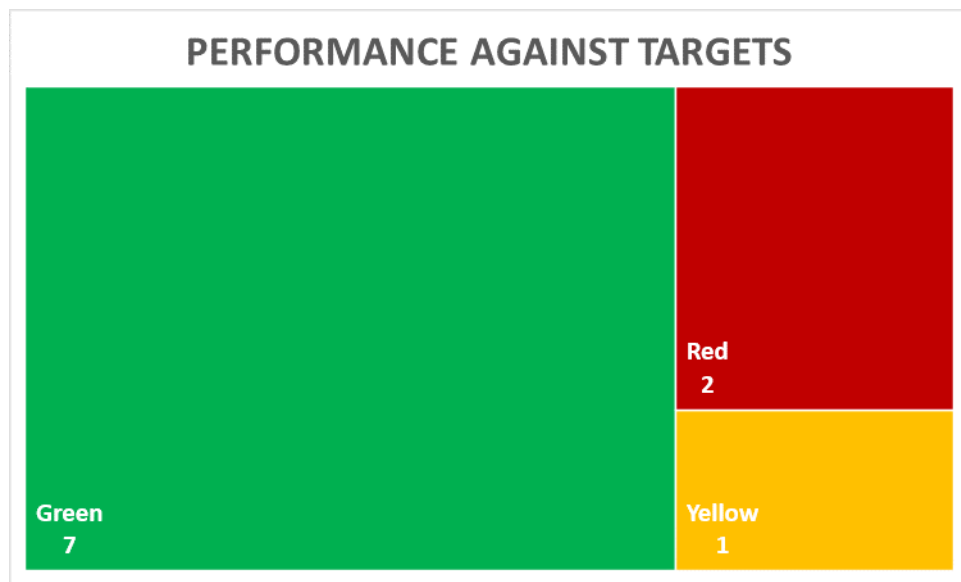
One indicator has underperformed against target for the year –

The average length of time for all children who were on the CPR during the year, and who were de-registered during the year was AMBER with a performance of 318 days against a target of 270 days. The performance saw a slight improvement quarter against quarter over the last two of the year, however overall annual performance is a decline on the 258 days reported at the end of 2020/21.

There are 14 children (out of 48 on the register) who have been on the register longer than 7 months. These cases are complex by their nature and many of these children are subject to the Public Law Outline whilst the remaining are discussed regularly in Legal Gateway Meetings. All cases that meet the strict criteria for removal from the register have and will be de-registered when it is appropriate to do so.



### Wellbeing Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment

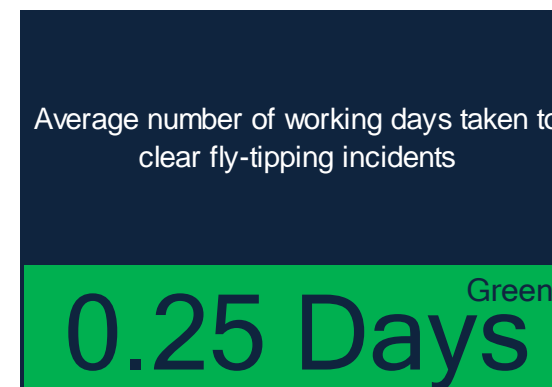


Performance against the indicators for **Wellbeing Objective 3** also demonstrated good performance for the year. Only two indicators (20%) of the 10 indicators with targets underperformed against their annual targets.

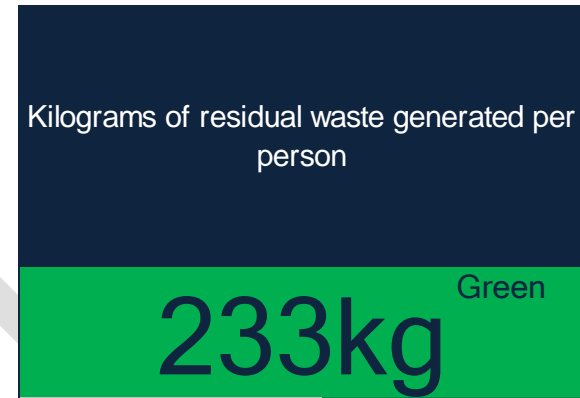
Page 52

The indicators that have performed well in the year include:

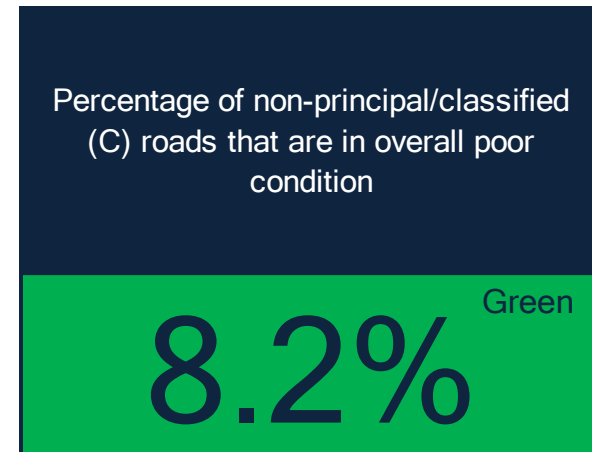
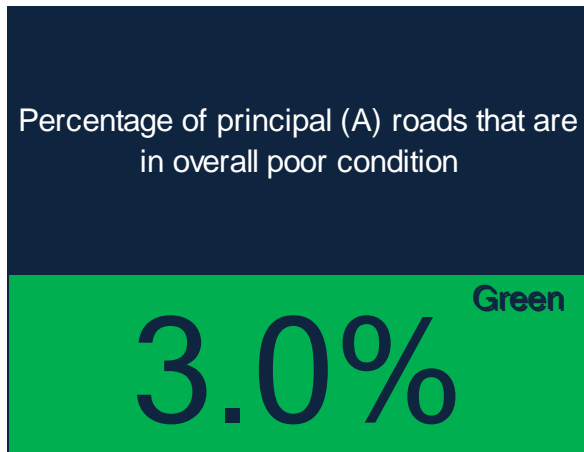
Three waste management indicators have performed well against targets during the year. 95.5% of the streets surveyed in the year were clean of any waste and it's encouraging to note that fly tipping incidents are cleared within 0.25 days.



Residents generated less residual waste than the set target for the year. However they did generate slightly more waste, 223kg per person, compared to 214kg per person in 2020/21. The assistance of residents to generate less residual waste and recycle more is essential in the Island reaching a recycling target of 70% by 2025.

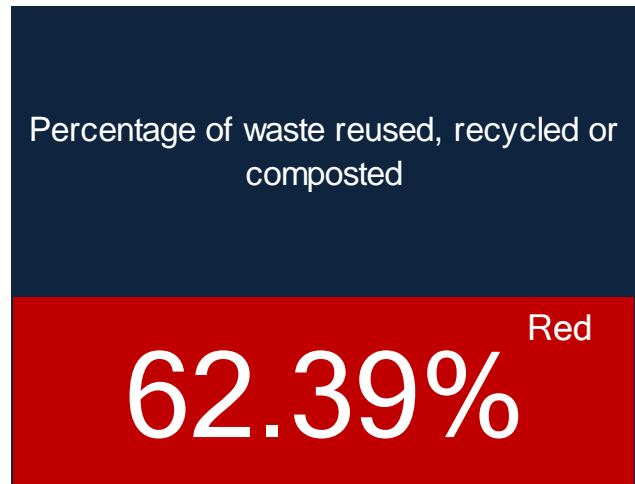


The three highways indicators related to the Islands' A, B and C road condition surveys were Green against targets and have improved compared to 2020/21. The largest improvement can be seen in the condition of the A roads where only 3% were of a poor condition in 2021/22 compared to 4.6% in 2020/21.



Two indicators underperformed against their targets for the year and are highlighted as being Red or Amber.

Percentage of waste reused, recycled or composted – was Red with a performance of 62.39% against an ambitious local target of 70% and a national statutory target of 64% for the year.



This performance is near identical to the performance seen in 2020/21 (62.96%) and a further decline compared to previous years' performance (67.26% in 2019/20, 69.86% in 2018/19 and 72.2% in 2017/18).

Officers and elected members anticipated concerns around meeting interim and longer-term (70% by 2024/25) targets over 12 months ago. For this reason, WRAP Cymru were invited to assist the Council with analysing operational performance and making recommendations to help meet required targets. **WRAP Cymru are visiting the Island to undertake practical assessments and provide recommendations during 2022/23.**

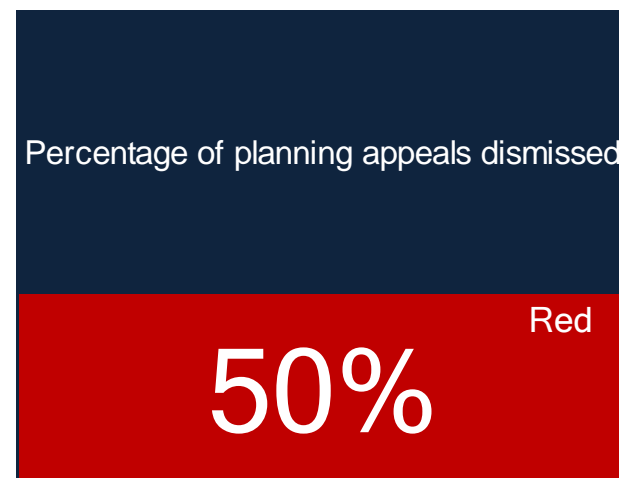
**Meeting the national statutory target of 70% by 2024/25 will be overseen by a dedicated steering group.**

Percentage of planning appeals dismissed – was Red with a performance of 50% against a target of 65%.

The Council processed 886 planning applications during 2021/22. For context, this measure relates to only 10 appeals that were made during the year.

This indicator deals with very small numbers and the underperformance is the result of 5 of 10 planning appeals being upheld. It should be noted that appeal decisions are not taken by the local planning authority.

The council continue to monitor appeal decisions on similar types of applications to identify any patterns that are developing that would require a different interpretation of local planning policies.



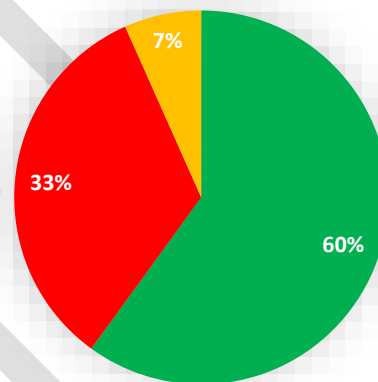


## Overall Performance

### Year on Year Trend

■ Improved ■ Declined ■ Maintained Performance

The year on year performance for all comparable indicators (30 in total) demonstrates that 18 (60%) have improved during the year, 10 (33%) have declined and 2 (7%) have maintained on their performance levels.



Overall in another difficult year, it is encouraging to report that 75% of the indicators that are used to monitor the Wellbeing Objectives were Green against target for the year.

### PERFORMANCE AGAINST TARGETS



## Appendix 1

### How the council measure and analyse performance

#### **What is Performance Management?**

Performance Management is a process in which the council and its staff work together to plan, monitor and review the corporate priorities through corporate objectives, service objectives and individual objectives, within allocated resources. With staff re-directed and re-allocated to work directly on pandemic related matters during the year, performance management was a challenge like no other and a pragmatic approach was adopted via the leadership of the Leader and Chief Executive.

#### **The Council Plan**

The Council Plan has set out the Council's strategic Aims and Objectives for the electoral term. It informs the decision making process at all levels in the Council.

It informs the decision making process at all levels in the Council and:

- sets the framework the council use to plan, drive and deliver services
- influences how way the council shape the budget annually, and
- helps to monitor progress and assess what the council achieve annually.

#### **How and when is it monitored?**

The delivery of the Council's wellbeing objectives is delivered through the realisation of the Annual Delivery Document (ADD) and subsequent Transitional Plan. Normally, the ADD is created at the beginning of each financial year and identifies the key priority areas, as outlined in the Council Plan, which the council will focus on realising during the forthcoming 12 months. The Transitional Plan for 2022-23 was developed as a recovery plan following the coronavirus pandemic and the subsequent need to re-evaluate the priorities for the year and replaced the Annual Delivery Document priorities from January 2022.

They were monitored through a variety of different channels, those included:

- Quarterly Transformation Programme Boards;
- Quarterly Corporate Scorecard Report; and

- Annual Service Reviews

Reports using intelligence and information from these sources are thereafter considered by the corporate scrutiny function followed by the Executive. This ensures all members are aware of the progress the council are making against the priorities.

### **Transformation Programme Boards**

The Programme Boards have a remit to monitor and drive progress on related Change Programmes and Projects giving confidence to elected Members & Senior Leaders that anticipated benefits to the Council and communities are realised and ensuring pace of change is key.

### **Service Reviews**

Each Service is expected to undertake two Service Reviews per year which are undertaken and managed corporately:

1. Financial Service Review

Undertaken to forecast service savings and transformation work which can be used to assist the process of setting the annual Council budget.

2. Performance and risk Service Review

Requests that services complete a service self-assessment to identify how the Services are performing against key objectives. It is used to provide assurance to the Senior Leadership Team and The Executive that service direction is aligned to that of the wider Council direction and that resources are used effectively.

### **Corporate Scorecard**

The corporate scorecard identifies the progress against selected key indicators which explicitly demonstrates the successful implementation of the Council's day to day activities. It assists in providing the evidential indicator base from which the annual performance report is drafted. It portrays the position of the Council against its operational objectives.

The quarterly scorecard monitoring report outlines mitigating actions the Strategic Leadership Team have identified to drive and secure improvements. This report is scrutinised by the Scrutiny Committee and the Executive where assurance can be gained that performance across services is being managed effectively.

This page is intentionally left blank

<b>ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template</b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	19 <sup>th</sup> October, 2022
<b>Subject:</b>	Corporate Scrutiny Committee Forward Work Programme
<b>Purpose of Report:</b>	Assist the Scrutiny Committee in considering, agreeing and reviewing its forward work programme for 2022/23
<b>Scrutiny Chair:</b>	Cllr Robert Llewelyn Jones
<b>Portfolio Holder(s):</b>	Not applicable
<b>Head of Service:</b>	Lynn Ball, Director of Function (Council Business) / Monitoring Officer
<b>Report Author:</b>	Anwen Davies, Scrutiny Manager
<b>Tel:</b>	01248 752578
<b>Email:</b>	AnwenDavies@ynysmon.gov.uk
<b>Local Members:</b>	Applicable to all Scrutiny Members

25

<b>1 - Recommendation/s</b>
<p>The Committee is requested to:</p> <p><b>R1</b> agree the current version of the forward work programme for 2022/23</p> <p><b>R2</b> note progress thus far in implementing the forward work programme.</p>

<b>2 – Link to Council Plan / Other Corporate Priorities</b>
<p>Effective work programming is the foundation of effective local government scrutiny. Our Scrutiny rolling forward work programmes are aligned with the corporate priorities of the Council and corporate transformation programmes – ensuring the role of Member scrutiny makes a tangible contribution to the Council’s improvement priorities.</p>

<b>3 – Guiding Principles for Scrutiny Members</b>
<p><b>To assist Members when scrutinising the topic:-</b></p> <p><b>3.1</b> Impact the matter has on individuals and communities [focus on customer/citizen]</p> <p><b>3.2</b> A look at the efficiency &amp; effectiveness of any proposed change – both financially and in terms of quality [focus on value]</p> <p><b>3.3</b> A look at any risks [focus on risk]</p> <p><b>3.4</b> Scrutiny taking a performance monitoring or quality assurance role [focus on performance &amp; quality]</p> <p><b>3.5</b> Looking at plans and proposals from a perspective of:</p> <ul style="list-style-type: none"> <li>• Long term</li> <li>• Prevention</li> <li>• Integration</li> <li>• Collaboration</li> <li>• Involvement</li> </ul> <p>[focus on wellbeing]</p>

**3.6** The potential impacts the decision would have on:

- protected groups under the Equality Act 2010
- those experiencing socio-economic disadvantage in their lives (when making strategic decisions)
- opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

[focus on equality and the Welsh language]

#### 4 - Key Scrutiny Questions

### 5 – Background / Context

#### 1. Background

1.1 Effective work programming is the bedrock of an effective local government scrutiny function<sup>1</sup>. Done well, work programming can help lay the foundations for targeted and timely work on issues of local importance demonstrating where Member scrutiny can add value. Good practice advocates two key issues at the heart of the scrutiny forward work programme:

- i. Challenge around prioritising work streams
- ii. Need for a member-led approach and interface with officers.

#### 1.2 Basic principles of good work programming<sup>2</sup>

- Work programming should not be a “start-stop” process
- Complementary work programmes for separate scrutiny committees
- Balance between different methods of work
- An effective process for reporting / escalating issues to the Executive
- Input and views of internal stakeholders
- Close working with the Executive
- Links with the Annual Scrutiny Report (evaluation and improvement tool).

#### 2. Local context

2.1 There is now a well-established practice of forward work programming which are now rolling programmes focusing on the quality of scrutiny with fewer items, to add value. They are an important tool to assist Members in prioritising their work and are discussed with the Strategic Leadership Team and Heads of Service. Both committees review the content of their work programmes on a regular basis, to ensure that they remain relevant and keep abreast with local priorities. Our local forward planning arrangements now ensure greater focus on:

- Strategic aspects
- Citizen / other stakeholder engagement and outcomes
- Priorities of the Council Plan and transformation projects
- Risks and the work of inspection and regulation
- Matters on the forward work programme of the Executive.

<sup>1</sup> A Cuning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

<sup>2</sup> A Cuning Plan? Devising a scrutiny work programme, Centre for Public Scrutiny (March, 2011)

**Outcome:** rolling work programmes for scrutiny committees which are aligned with corporate priorities.

2.2 Committee chairs lead on developing the forward work programmes and are submitted to the monthly Scrutiny Chairs and Vice-chairs Forum and for approval at each ordinary meeting of the scrutiny committees. The Forum is considered an important vehicle to oversee these programmes and jointly negotiate priorities.

2.3 **“Whole council” approach to Scrutiny:** our work programmes provide a strong foundation for our improvement programme, ensuring the role that Scrutiny plays in the Authority’s governance arrangements:

- i. Supports robust and effective decision-making
- ii. Makes a tangible contribution to the Council’s improvement priorities
- iii. Continues to evolve.

### 3. Issues for consideration

3.1 The Scrutiny Committee receives regular update reports on the implementation of its forward work programme. A copy of the current 2022/23 work programme is attached as **APPENDIX 1** to this report for reference and includes changes made to the work programme since the Committee last considered the document.<sup>3</sup>

3.2 Where appropriate, items may be added to the Committee’s forward work programme during the municipal year. Requests for additional matters to be considered for inclusion on the work programme can be submitted via the Members Request Form for an item to be considered for Scrutiny. Requests are initially considered by the Scrutiny Chairs and Vice-chairs Forum, using the following criteria:

- the Council’s strategic objectives and priorities (as outlined in the Council Plan)
- the ability of the Committee to have influence and/or add value on the subject (A Scrutiny Test of Significance Form will be completed).

## 6 – Equality Impact Assessment [including impacts on the Welsh Language]

### 6.1 Potential impacts on protected groups under the Equality Act 2010

### 6.2 Potential impacts on those experiencing socio-economic disadvantage in their lives (strategic decisions)

### 6.3 Potential impacts on opportunities for people to use the Welsh language and treating the Welsh language no less favourably than the English language

Not applicable for this overarching issue but will be considered as an integral part of preparing for specific proposals to be submitted for consideration by the Committee.

## 7 – Financial Implications

Not applicable.

## 8 – Appendices:

<sup>3</sup> Meeting of the Corporate Scrutiny Committee convened on 26<sup>th</sup> September, 2022

Corporate Scrutiny Committee Forward Work Programme 2022/23

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

Anwen Davies, Scrutiny Manager, Isle of Anglesey, Council Offices, Llangefni. LL77 7TW



**ITEMS SCHEDULED FOR SCRUTINY → MAY, 2022 – APRIL, 2023**  
**[Version dated 11/10/22]**

**Note for Stakeholders and the Public:**

A [Protocol for Public Speaking at Scrutiny Committees](#) has been published by the Council.

Should you wish to speak on any specific item at a Scrutiny Committee then you should register your interest by submitting a written request using the form available as soon as possible and at least 3 clear working days prior to the specific Committee meeting. You can access information about the meeting and which items being discussed by reading this Forward Work Programme. Contact the Scrutiny Manager if you have any queries

[\[AnwenDavies@ynysmon.gov.uk\]](mailto:AnwenDavies@ynysmon.gov.uk)

<b>CORPORATE SCRUTINY COMMITTEE</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
<b>May, 2022 (31/05/22)</b>	<b>May, 2022 (31/05/22)</b>
Election of Chair: 2022/23	Election of Chair: 2022/23
Election of Vice-chair: 2022/23	Election of Vice-chair: 2022/23
<b>June, 2022 (20/06/22)</b>	<b>June, 2022 (21/06/22)</b>
Performance Monitoring: Corporate Scorecard Qtr4: 2021/22	Annual Report on the Welsh Standards: 2021/22
Nomination of Scrutiny Members to Serve on Panels and Boards	Nomination of Scrutiny Members to Serve on Panels and Boards
	Update – for information: <ul style="list-style-type: none"> <li>North Wales Economic Ambition Board Qtr 4: 2021/22 Progress Report</li> </ul>
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
<b>September, 2022 (26/09/22) – Q1</b>	<b>September, 2022 (26/09/22)</b>
Performance Monitoring: Corporate Scorecard Q1: 2022/23	Market Stability Report (Social Care)
Progress Monitoring: Social Services Improvement Plan / Social Services Scrutiny Panel Progress Report	Education Scrutiny Panel Progress Report
Finance Scrutiny Panel Progress Report	Gwynedd & Ynys Môn Public Services Board Annual Report: 2021/22
Nomination of Committee Member on the Waste Steering Group with WRAP Cymru	
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
<b>October, 2022 (19/10/22)</b>	<b>October, 2022 (18/10/22)</b>
Poverty and Cost of Living Challenges	Estyn Inspection of the Local Education Authority <ul style="list-style-type: none"> <li>Post Inspection Action Plan</li> <li>Feedback from the Education Scrutiny Panel</li> </ul>
Annual Performance Report: 2021/22	Arfor Programme

<b>CORPORATE SCRUTINY COMMITTEE</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
	Regional Emergency Planning Service Annual Report: 2021/22
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
<b>November, 2022 (22/11/22) - Q2</b>	<b>November, 2022 (23/11/22)</b>
Monitoring Performance: Corporate Scorecard Q2: 2022/23	Community Safety Partnership Annual Report: 2021/22
Population Data: Census 2021	Update - for information: <ul style="list-style-type: none"> <li>• North Wales Economic Ambition Board Annual Report: 2021/22</li> <li>• North Wales Economic Ambition Board Qtr 1 &amp; 2: 2022/23 Progress Reports</li> </ul>
	Update – for information: <ul style="list-style-type: none"> <li>• Public Services Board – Governance Arrangements (item to be confirmed)</li> </ul>
	Annual Report North Wales Regional Partnership Board (Part 9): 2021/22 (item to be confirmed)
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
<b>January, 2023 (19/01/23) – 2023/24 Budget</b>	<b>January, 2023 (17/01/23)</b>
2023/24 Budget Setting (Revenue Budget) – initial budget proposals	Corporate Safeguarding
2023/24 Budget Setting (Capital Budget) – initial budget proposals	
Finance Scrutiny Panel Progress Report	
Council Plan: 2023-2028	
CIW Inspection: Post Performance Evaluation Inspection Action Plan (October, 2022)	
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
<b>February, 2023 (28/02/23) – 2023/24 Budget</b>	<b>February, 2023 (07/02/23)</b>
Final Draft Budget Proposals for 2023/24 – revenue & capital	Key Stage 4 Results Report (Summer, 2022)
Finance Scrutiny Panel Progress Report	Education Scrutiny Panel Progress Report
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
<b>March, 2023 (14/03/23) - Q3</b>	<b>March, 2023 (15/03/23)</b>
Monitoring Performance: Corporate Scorecard Q3: 2022/23	Annual Report on Equalities: 2021/22
Housing Revenue Account Business Plan: 2023/24	Public Services Board – scrutiny of progress and delivery of the Wellbeing Plan

<b>CORPORATE SCRUTINY COMMITTEE</b>	<b>PARTNERSHIP AND REGENERATION SCRUTINY COMMITTEE</b>
Progress Monitoring: Social Services Improvement Plan / Social Services Scrutiny Panel Progress Report	Update – for information: <ul style="list-style-type: none"> <li>North Wales Economic Ambition Board Qtr 3: 2022/23 Progress Report</li> </ul>
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23
<b>April, 2023 (19/04/23)</b>	<b>April, 2023 (19/04/23)</b>
Committee Forward Work Programme for 2022/23	Committee Forward Work Programme for 2022/23

**Items to be scheduled:**

<b>Corporate Scrutiny Committee</b>	<b>Partnership and Regeneration Scrutiny Committee</b>
AONB Management Plan 2021/25	Betsi Cadwaladr University Health Board – Clinical Services Strategy
Service Asset Management Policy 2021/31 – Smallholdings Estate	North Wales Police & Crime Commissioner
Highways Asset Management Plan	North Wales Fire & Rescue Service
Corporate Asset Management Polisi 2021/26	Welsh Ambulance Services NHS Trust
Census 2021	Medrwn Môn
	Scrutiny of Partnerships
	Transformation of Learning Disabilities Day Opportunities
	Gypsy and Traveller Accommodation Needs Assessment
	Destination Plan
	North Wales Economic Ambition Board Annual Report: 2021/22
	Education Items of Strategic Significance – <ul style="list-style-type: none"> <li>Schools' Improvement – framework for evaluation, improvement and accountability</li> <li>Partnership working – GwE Annual Report: 2021/22</li> </ul>

	<p>Gwynedd &amp; Ynys Môn Public Services Board:</p> <ul style="list-style-type: none"><li>• Progress report on work of the Board</li><li>• Draft Wellbeing Plan 2023 and beyond</li></ul>
--	--