



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

GŴYS A RHAGLEN

SUMMONS AND AGENDA

ar gyfer

for an

**CYFARFOD ARBENNIG
O GYNGOR SIR
YNYS MÔN**

**EXTRAORDINARY MEETING
OF THE ISLE OF ANGLESEY
COUNTY COUNCIL**

ar

on

**DYDD IAU
27 HYDREF 2022**

**THURSDAY
27 OCTOBER 2022**

➔ am 2.00 o'r gloch ←

➔ at 2.00 pm ←

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. MINUTES

To submit for confirmation, the draft minutes of the meeting of the County Council held on 30 September 2022.

2. DECLARATION OF INTEREST

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

3. TO RECEIVE ANY ANNOUNCEMENTS FROM THE CHAIRPERSON, LEADER OF THE COUNCIL OR THE CHIEF EXECUTIVE.

4. CORPORATE SELF-ASSESSMENT 2022

To submit a report by the Head of Profession, HR and Transformation, as presented to the Governance and Audit Committee on 20 October 2022.

5. ANNUAL PERFORMANCE REPORT 2021/22

To submit a report by the Head of Profession, HR and Transformation, as presented to the Corporate Scrutiny Committee on 19 October 2022.

6. TIMING OF COUNCIL MEETINGS

To submit a report by the Director of Function (Council Business)/Monitoring Officer, as presented to the Democratic Services Committee on 4 October 2022.

ISLE OF ANGLESEY COUNTY COUNCIL

Minutes of the hybrid meeting held on 30 September 2022

- PRESENT:** Councillor Dafydd Roberts (Chair)
Councillor Margaret Murley Roberts (Vice-Chair)
- Councillors Geraint Bebb, Paul Ellis, Jeff Evans, Neville Evans, Douglas M Fowlie, Glyn Haynes, T LI Hughes MBE, A M Jones, Carwyn Jones, Dyfed W Jones, G O Jones, John I Jones, Alun W Mummery, Pip O'Neill, Derek Owen, Llio A Owen, Gary Pritchard, Dylan Rees, Alun Roberts, Keith Roberts, Nicola Roberts, Ken Taylor, Alwen Watkin, Ieuan Williams, Robin Williams, Liz Wood.
- IN ATTENDANCE:** Deputy Chief Executive,
Director of Function (Council Business)/Monitoring Officer,
Director of Social Services,
Director of Education, Skills and Young People,
Head of Profession (Human Resources) and Transformation,
Head of Regulation and Economic Development,
Head of Housing Services,
Head of Adults' Services,
Accountancy Services Manager (BHO),
Service Strategy & Business Manager (GP),
Communications Officer (GJ),
Committee Officer (MEH).
- ALSO PRESENT:** Mr John R Jones (Chair of the Standards Committee)
Mrs Gill Murgatroyd (Independent Member of the Standards Committee)
- APOLOGIES:** Councillors Llinos Medi, R LI Jones, Euryn Morris,
Dafydd Rhys Thomas
- Chief Executive, Director of Function (Resources)/Section 151 Officer.

1. MINUTES

The minutes of the following meetings of the County Council were confirmed as correct:-

- 24 May, 2022 (Ordinary Meeting)
- 24 May, 2022 (First Annual Meeting)

- 31 May, 2022 (Adjourned Annual Meeting)

2. DECLARATION OF INTEREST

None received.

3. TO RECEIVE ANY ANNOUNCEMENTS FROM THE CHAIRPERSON, LEADER OF THE COUNCIL OR THE CHIEF EXECUTIVE

The Chair made the following announcements:-

- Congratulations was extended to the Social Services staff working on the County Council's Cartrefi Clyd scheme. The scheme has been shortlisted for the Children in Care Award and the ceremony will be held on the 24th of November.
- Congratulations was extended to the Beaumaris Brass Band who came third in National Brass Band Championship of Great Britain in Cheltenham on the 18th of September.
- Congratulations was extended to Mrs Gwenllian Owen, the Council's Visitor Economy and Coastal Areas Manager, for recently completing an Ultra Challenge. She walked 50km from Runnymede to Henley-on-Thames as part of the Thames Path Challenge to raise money for St David's Hospice. Mrs Owen has raised more than £550 for the patients and families receiving care.
- The Chair referred that he congratulated Casi Evans from Penysarn, recently for being selected to Wales' Under 16 Football Squad to play against Denmark, Finland and Switzerland over the Easter period. Since then Casi, who is a pupil at Ysgol Syr Thomas Jones, Amlwch, has recently represented Wales' Under 16s Team in the United States and Wales' Under 17s Team in Croatia.

* * * *

The Chair welcomed Mr Marc Berw Hughes, the newly appointed Director of Education, Skills and Young People, to the full County Council and wished him well in his post.

The Chair further said that Estyn has recently published their report on Education Authority. The report is highly praising of the education services provided by the Authority.

The Chair referred that the County Council is currently consulting publically on its new Council Plan. He asked the elected members to encourage electors to take part in the consultation process.

* * * *

The Chair, on behalf of the County Council, extended his deepest condolences to the Royal Family following the death of Her Majesty the Queen.

Condolences were extended to any Member of the Council or staff who have suffered a bereavement recently.

Members and Officers stood as silent tribute.

4. ASSISTANT EXECUTIVE MEMBERS

Submitted – the report of the Director of Function (Council Business)/Monitoring Officer in relation to the above.

The Director of Function (Council Business)/Monitoring Officer reported that Section 57 of the Local Government and Elections (Wales) Act 2021 introduced provisions enabling the appointment of elected members to be assistants to the Executive (assistants). The operation of Section 57 can only be implemented by a decision of the full Council. No more than three assistant executive members can be appointed at any one time with no remuneration for the role. All other terms and conditions shall be decided by the Leader.

It was RESOLVED to accept the recommendations at A.2 of the report.

5. STANDARDS COMMITTEE ANNUAL REPORT

The first Annual Report of the Standards Committee was presented by Mr John R Jones, the Chair of the Standards Committee.

Mr Jones said that the Local Government and Elections (Wales) Act 2021 ('the Act') has introduced new duties on the Standards Committee and Council in relation to improving standards of conduct of Councillors and Co-opted Councillors both in the Council and in respect of Town and Community Councillors. He noted that the report outlines the duties introduced by the Act and the work the Standards Committee has undertaken in preparation for the main provisions, which will be in the form of Regulations, and which have been subject to consultation by the Welsh Government. The Standards Committee have responded to the consultation and the Committee's response was attached as Appendix A to the report. Mr Jones further said that the report also outlines the work the Committee has undertaken in accordance with its responsibilities in 2021/2022 and the Work Programme for 2022/2023 was submitted from the Council's approval.

It was RESOLVED:-

- **to accept the report and to note the new duties imposed on the Standards Committee and Leaders of Political Groups introduced in the Local Government and Elections (Wales) Act 2021;**
- **to accept the report on the Activities of the Standards Committee in 2021/2022;**
- **to endorse the Standards Committee's Work Programme for 2022/2023.**

(Councillors Paul Ellis, Jeff Evans, Douglas M Fowlie, Aled M Jones, Derek Owen and Liz Wood abstained from voting).

6. CORPORATE SELF-ASSESSMENT 2022

Submitted – a report by the Head of Profession (Human Resources) and Transformation in respect of the above.

The Portfolio Holder for Finance, Corporate Business and Customer Experience presented the report, and noted that the Local Government and Elections (Wales) Act requires each council in Wales to keep its performance under review, that is the extent to which it is exercising its functions effectively; it is using its resources economically, efficiently and effectively and its governance is effective for securing the first two matters. Each council is expected to undertake this duty through self-assessment and must publish a report on the outcome of the self-assessment. In keeping with this requirement the Council's first self- assessment for 2021/22 has been prepared.

It was RESOLVED to adopt the report.

7. REGIONAL AND LOCAL MARKET STABILITY

Submitted – the report of the Director of Social Services as presented to the Executive at its meeting held on 27 September, 2022.

The Portfolio Holder for Children (Social Services) and Youth Services presented the report which is a requirement within Social Services and Wellbeing Act (2014). He noted that there are challenges faced by local authorities following the pandemic and during the cost of living crisis. He further said that due to the ageing population of the Island this can put added pressure on Social Services.

It was RESOLVED to approve the North Wales Market Stability Report and the Market Stability Report for Anglesey.

The meeting concluded at 2.30 pm

**COUNCILLOR DAFYDD ROBERTS
CHAIR**

Isle of Anglesey County Council	
Report to:	COUNTY COUNCIL
Date:	27 th OCTOBER 2022
Subject:	CORPORATE SELF-ASSESSMENT 2022
Portfolio Holder(s):	COUNCILLOR ROBIN W. WILLIAMS
Head of Service / Director:	CARYS EDWARDS, HEAD OF PROFESSION HR & TRANSFORMATION
Report Author:	GETHIN MORGAN
Tel:	01248 752111
E-mail:	GethinMorgan@anglesey.gov.wales
Local Members:	n/a

A –Recommendation/s and reason/s

As part of the Local Government and Elections (Wales) Act 2021 the following duty is recognized on Anglesey County Council –

... to keep its performance under review

- 1) must keep under review the extent to which -
- (a) it is exercising its functions effectively,
 - (b) it is using its resources economically, efficiently and effectively, and
 - (c) its governance is effective for securing the matters set out in paragraphs (a) and (b)

and, in connection with all financial years,
make a report setting out its conclusions as to the extent to which it met the performance requirements (a, b and c above) during that financial year.

To meet the expectation above, the County Council’s draft Self-Assessment (SA) for 2021/22 was prepared. The report evidences the output of the Councils corporate planning and performance management framework and is the end of a process that merges several different aspects together.

The draft was originally considered by the –

- Executive in its meeting of July 19th, 2022 and thereafter the
- Governance and Audit Committee in its meetings on July 26th 2022

The draft was thereafter adopted by the Isle of Anglesey County Council as a working draft in its meeting on the 30th September 2022 prior to inviting further comments by the Governance & Audit Committee on October 20th 2022.

The Audit & Governance Committee in its meeting on the 20th October proposed 2 further considerations to be include in the body of the corporate self-assessment –

A –Recommendation/s and reason/s

- i) Expanding the narrative re: reserves on page 20 to include the ‘comfort’ that the Council has with the overall level of reserves and
- ii) that the fact that Internal Audit has reviewed the document be included in the body of the report rather than in the cover report

To respond to recommendation it is proposed that the following statement is included on page 20 of the self-assessment –

The Council holds earmarked reserves to fund potential risks and to fund identified projects. The level of earmarked reserves held reflect the assessed requirement. General balances are held to fund unidentified risks and unforeseen expenditure. The Executive set the minimum balance for the end of the 21/22 financial year at £9m. The actual balance at the end of the financial year exceeded this minimum balance by £3m. The excess balance will allow the Council to be in a better position to address future funding challenges it faces from 2023/24 onwards.

The following statement is included on page 4 in the self-assessment –

This self-assessment (the first of its kind under the new legislation) has been through a rigorous review process via the –

- *Performance Review Group (inclusive of Internal Audit)*
- *Leadership Team*
- *Executive*
- *Governance & Audit Committee*

prior to full adoption by all members at the County Council in October 2022.

It is therefore recommended that the County Council –

- 1) Agrees with the adaptations listed above and authorises officers to amend the final draft;**
- 2) Formally adopts the Corporate Self-Assessment 2022; and**
- 3) Agrees that it is sent to the following list of recipients within the period of four weeks following this meeting as is required under the Local Government and Elections (Wales) Act 2021 –**
 - i) The Auditor General for Wales**
 - ii) Her Majesty’s Chief Inspector of Education and Training in Wales, and**
 - iii) The Welsh Ministers**

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

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

Other options were not considered as this expectation is one of the core changes of the new legislation - the Local Government and Elections (Wales) Act 2021

C – Why is this a decision for the Executive?

This process is to elicit the attention and comments of the Executive committee together with the Governance & Audit Committee before the draft Self-Assessment is considered by the full County Council in September this year.

It is a process which is in accordance with the Local Government and Elections (Wales) Act 2021

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

Yes.

The full Council decided on 25 April that:

- The full Council must adopt a draft of the Self-Assessment;
- That draft must go to the Governance and Audit Committee within 4 weeks;
- The draft with any comments from the Governance and Audit Committee for consideration must then go back in front of full Council for its adoption as the final Self-Assessment.

This reflects the legal requirements in the 2021 Act.

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

It is anticipated that the associated work program (depicted at tail-end of the SA) and its realisation is placed under the leadership and ownership of the Leadership Team (LT) within time in accordance with the County Council's financial year 2022/23.

Dd – Assessing the potential impact (if relevant):

1	How does this decision impact on our long term needs as an Island?	Affects our long-term needs by recognizing related areas that require further attention as a council.
---	--	---

Dd – Assessing the potential impact (if relevant):		
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	In part - yes, regarding the expected improvements that are needed in the performance of some areas etc.
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	A specific part of the self-assessment recognizes all the collaborative work that takes place across the range of the services
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	<p>The citizens of Anglesey through the corporate scrutiny committees have a quarterly opportunity to express their opinion and challenge the corporation on its performance. The content also states how the different services involve citizens in its decisions.</p> <p>The content of the draft SA was also consulted upon with Trade Unions over the summer – a response from GMB was received as follows –</p> <p>“The document looks to be a comprehensive and detailed piece of information and provides an overview of the considerations of the local authority” There was also a note of caution “on the premise that the self-assessment may not have taken a detailed critical look at any areas that are weak.”</p> <p>This, it was noted does not “say it is not an accurate view”, but that the individual would need to be privy to the information that the authority has used in detail to be able to fully comment. “On the whole” it was noted as “a positive piece of work”.</p>
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	It is not anticipated that the work program will have an impact on the groups protected under the equality act 2010.
6	If this is a strategic decision, note any potential impact that the decision would have on those	N/A

Dd – Assessing the potential impact (if relevant):		
	experiencing socio-economic disadvantage.	
7	Note any potential impact that this decision would have on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.	N/A

E – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	This was considered by the Chief Executive / SLT and their comments are reflected in the report
2	Finance / Section 151 (mandatory)	The comments of the Section 151 Officer as a member of the SLT have also been included
3	Legal / Monitoring Officer (mandatory)	The Monitoring Officer's comments are reflected in pt. Ch above.
4	Human Resources (HR)	Comments are reflected in the report
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	
9	Local Members	Not applicable

F - Appendices:
Anglesey County Council Draft Self-Assessment – 2022

Ff - Background papers (please contact the author of the Report for any further information):
<ul style="list-style-type: none"> Local Government and Elections (Wales) Act 2021



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Self Assessment - 2022

The County Council's first self-assessment as expected under Local Government and Elections Act 2021

DRAFT

Prepared by – Transformation Service

Publication date: October 2022

The Council's Annual Self-Assessment as a result of –

Service Performance Reviews (SPR's) / Performance Reports / Annual Governance Statement (AGS) / External Reviews / Staff Survey / Stakeholder Engagement

Self-Assessment Category	Performance	Reasoning
Performance Management	Good	<p>Good performance against key indicators</p> <p>An adapted and modernised customer service provision</p> <p>Appropriate governance structures in place which enables timely decisions</p>
Use of Resources	Good	<p>Increased levels of reserves – see page 20</p> <p>Majority of staff feel valued and proud to work for Council</p> <p>Excellent collaborative structures in operation</p>
Risk Management	Good	<p>Positive External Audit Reports</p> <p>Thorough review of strategic risk register undertaken</p> <p>The Council's positive approach to corporate safeguarding</p>

Introduction

This is a report which reflects the Isle of Anglesey County Council's first self-assessment as expected under the Local Government and Elections (Wales) Act 2021. It reflects the output of the corporate planning and performance management framework and provides an evidential basis of how the Council has performed using its available resources whilst managing and mitigating associated risks during a challenging and uncertain period for local government in its response to the Covid pandemic.

The new national performance and governance framework aims to support a cultural and organisational change within local government. The aim is to build on existing strengths and create a more innovative, open, honest, transparent and ambitious sector, which challenges and assesses itself and collectively drives up service delivery outcomes and standards across Wales. The Isle of Anglesey County Council recognises and adheres to such expectations.

The Local Government and Elections (Wales) Act 2021 requires each council to keep under review the extent to which it is fulfilling the 'performance requirements', that is the extent to which it is:

- exercising its functions effectively;
- using its resources economically, efficiently and effectively;
- has effective governance in place for securing the above.

The Service Performance Reviews provide one of the core elements of the Corporate Planning & Performance Management Framework (CPPMF) and their function and purpose are an essential element of strong corporate governance arrangements.

Self-evaluation is an integral part of any organisation's improvement process and its primary purpose is for self-assurance; however, it is recognised within the Isle of Anglesey County Council that if self-evaluation is done well, it can also provide assurances to external audiences, including partners, regulators and indeed residents.

Each Service (of which the Isle of Anglesey County Council has nine) was asked to complete a self-evaluation - scoring their performance on identified areas deemed important as to measure the general performance of services. They were asked to evaluate their performance against one of the four criteria listed below:

1. **Excellent** – Many strengths, including significant examples of sector-leading practice
2. **Good** – Many strengths and no important areas requiring significant improvement
3. **Adequate** – Strengths outweigh areas for improvement
4. **Unsatisfactory** – Important areas for improvement outweigh strengths

To complement the evaluation of performance each of the Services were also asked to highlight where they believed the service was in terms of prospects for improvement into the future. This was done by using the criteria below and be accessed as Appendix 'A'A':

- A. Excellent – Highly likely. The service has an excellent track record of improvement and have the capacity to support other services to do better
- B. Good – Effective Service who are already doing well and knows the areas needed to improve. By identifying the right support and by taking action the service has the potential to do even better

- C. Adequate – The Service is in need of improvement and needs help to identify the steps to improve or make changes more quickly through discussions with the SLT
- D. Unsatisfactory – The Service is in need of great improvement and needs to receive immediate support

Together, the evaluation of performance in addition to the realisation of prospects for improvements presented to and scrutinised by elected members provide a current and accurate picture of where the different services saw themselves and provides part of the evidence for this corporate Self-Assessment.

The Council have been continuously improving and maturing its evolution of the performance management framework throughout the last nine years.

This self-assessment summarises the conclusion of that work for 2021/22 and evaluates the overall performance of the Council, scored using the same methods as outlined previously.

DRAFT

A. Performance Management

Introduction

In order to have a thorough, fair and rounded view of performance management within the Council, this section of the self-assessment will bring together information on Performance Reporting, Customer Service and Governance & Compliance. By bringing these together, our organisational performance, change management and culture can be demonstrated as evidence to support the overall conclusion.

Evidence from the following reports and activities throughout the year will also be used as supporting documentation:

- [Annual Performance Report](#)
- [Annual Governance Statement](#)
- Service Reviews
- [Annual Director of Social Services Report](#)
- [Local Code of Governance](#)
- [Quarterly scorecard reports](#)

and demonstrates performance against indicators together with evidencing actions completed during the period.

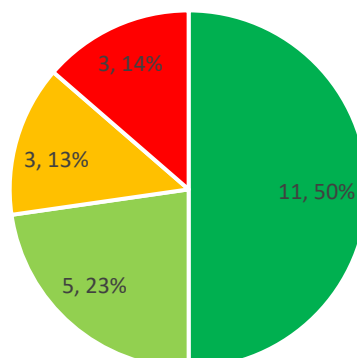
Performance Reporting

Overview

When looking at the performance reporting of the Council it can be evidenced that the overall ranking is 'good'. It is encouraging to note that all but one Service were ranked as good or better as part of their own service self-assessment. The only Service which ranked as adequate was the Regulation & Economic Development Service mainly due to the performance levels within the Planning function. It is noted too that two Services, Housing and Transformation, were ranked as Excellent as part of the Service Reviews due to their supportive responses to the challenges raised by the pandemic.

The indicators related to the Corporate Scorecard performed well when benchmarking with other local authorities in Wales for 2018/19, (the last published results), ranking the Isle of Anglesey County Council overall second in Wales for that particular year. For 2018/19, the Council had -

PAM 2018/19 Indicators



■ Upper Quartile ■ Upper Median ■ Lower Median ■ Lower Quartile

The collection of the Public Accountability Measures (PAM) national indicators for 2019/20 were cancelled due to the Covid-19 pandemic, and only a few were collated during 20/21. As a result, the Council acknowledges and uses the performance of 2018/19 as a baseline from which conclusions can be drawn for current performance

The Council's performance targets for 2021/22 were based on previous year's performance and the impact of the Covid-19 pandemic.

At the end of Q3 (December 2021) the majority (82%) of performance indicators with the quarterly performance monitoring scorecard were performing above target or within 5% tolerance of their targets.

It is however noted that there are no indicators agreed nationally as to how schools are performing and this remains a challenge when trying to evidence educational performance corporately. Having said this, no schools were inspected by Estyn during this period.

Whilst this evidence is encouraging to note the **Annual Performance Report** for 2020/21 (published October 2021) also demonstrates the work undertaken throughout the year. It states that ***“At the end of a challenging year for all, it is encouraging to note that for the indicators reported at the end of the year (33 indicators), the majority (70%) of which performed above target or within 5% tolerance of their targets.”***

Some of the main achievements included –



10 new business units were built at Penrhos Industrial Estate during the year and units have local tenants in place.



£110,000 was secured from the NDA to deliver the first year of the North Anglesey Economic Regeneration Plan



11 businesses accessed funding from the North Anglesey Grants Fund which helped:

- create or **safeguard 39** local jobs,
- create **30 training opportunities** and
- create **96 volunteering opportunities**



A collaboration with Grŵp Llandrillo-Menai was established to develop a **North Anglesey Apprenticeship Framework** to help provide **future apprenticeship opportunities** in the area



Anglesey's Executive agreed on the **future of primary school provision in the Llangefni area**



During the first part of the year schools were operating under emergency conditions because of the Coronavirus pandemic. They provided **care centres for vulnerable children and children of key workers**, and prepared online lessons and activities for all students to undertake at home



During a year of great change **our communities** have come together with hundreds of neighbours, family and friends assisting people when they are most at need of help. This strong bond over the year has helped **the Council** and our partners **Menter Môn** and

Medrwn Môn to build on the **volunteer** base that's been established within our communities since the start of the pandemic



In order to **tackle food poverty** and food going to landfills, the Council have together with local partners, brought in the **Bwyd Da Môn / Môn Good Food** scheme



The number of households placed in **emergency accommodation** ranged between **27 to 63**

individuals and families per night. This has been the **highest** and consistent number of households the Service has provided for. As a comparison, between 3 and 26 households were placed in emergency accommodation during 2019- 20 per night



The school meals contract was retendered. **Primary school aged pupils** across the island will receive **meals at a reduced cost** therefore increasing the affordability for families on the island at a time of increasing living costs



The digital shift continues apace in schools where the utilisation of **Welsh Government grants** have enabled all schools to receive additional **Chromebooks**



Welsh Government ICF was used to **purchase a town centre property in Llangefni**, to support and provide **Mencap Môn** with a Hub in the centre of Anglesey

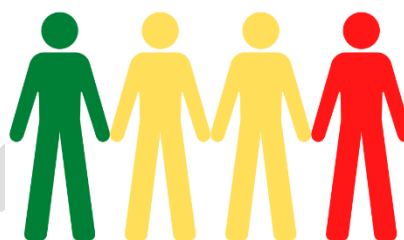
To see more from this report and to see other related reports visit www.anglesey.gov.uk/councilplan

Following an Assurance Inspection from Care Inspectorate Wales in June 2021 they confirmed that both Children and Families and our Adults Services continued to meet their statutory duties. Adult Services and the Children and Families Service were still able to perform and meet the majority of their targets, at a time of continued pressure and challenge as a result of the effects of the pandemic.

The combined evidence points towards an overall Council performance of **GOOD** which is defined as **“Many strengths and no important areas requiring significant improvement”**.

Whilst the performance has been encouraging, it’s important to note that we are on a continuous improvement journey and areas to improve on and modernise will always be identified.

One such place which will need focus is on ensuring staff are aware of Council performance as the 2022 staff survey acknowledges that only **1 in 4 of staff are well aware** of the Council’s performance with **2 out of 4 somewhat aware**.



Areas for Improvement

During 2022/23 the **key targeted improvements** are:

Area of improvement	Assurance
Continue to monitor and improve the indicators that have been affected by the coronavirus pandemic to ensure associated risks are managed appropriately	Quarterly scorecard monitoring reports
Improve the percentage of Waste Reused, Recycled or Composted indicator and meet Welsh Government targets as soon as possible	Quarterly scorecard monitoring reports
Improve performance within the Regulation and Economic Development service with particular attention on indicators within the Planning function.	Quarterly scorecard monitoring reports
Utilise software to become more data aware and informed to make even more effective evidence-based decisions.	Programme Board
Develop a means by which Council performance can be communicated to a wider audience of staff	Leadership Team

Customer Service

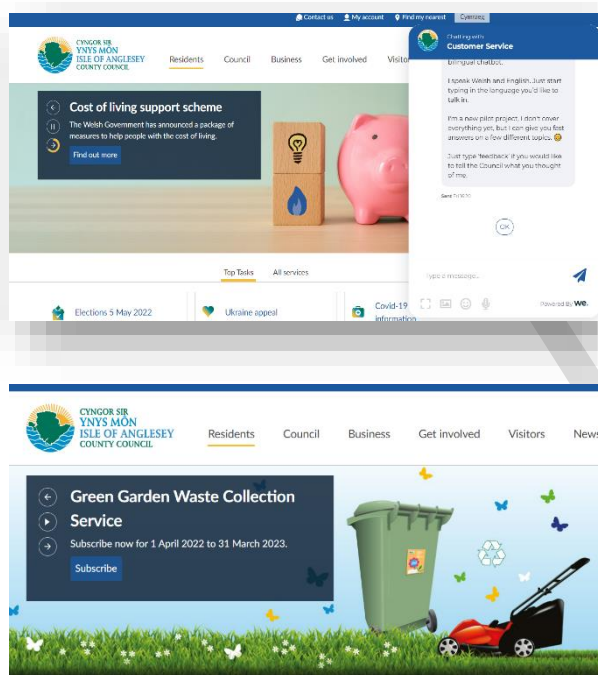
Overview

The majority of the services ranked their performance as Good.

The only Service that had an **Excellent** rating was **Learning** due to the work within schools throughout another year of uncertainty due to the pandemic. A one team ethos between schools and the Learning Service ensured that there was a one Anglesey Team mentality throughout. Schools introduced school bubbles and blended learning followed by the loaning of Chromebooks to families who could not afford to buy laptops for their children.

The Council's **digital strategy** and capability has been critical to maintaining business continuity during the two years of the pandemic (in addition to the bravery and commitment of front-line staff).

Some amendments and **digital improvements** which have been made include:



- Being able to book a visit to the recycling centres through the website, this continues with the Gwalchmai centre today
- The purchasing of the green garden waste service via the website saw approximately 70% requests accessing the service digitally
- The majority of blue badge applications and re-submissions are evident through our digital provision
- Planning applications can be submitted, viewed and tracked via the digital planning portal
- Taxi licences can now be requested via the website
- Informing the Council of fly-tipping / street lighting issues can also be undertaken via the website
- The Housing Service adopted an improved electronic based approach to housing applications, welfare rights and homelessness

All indicators related under the digital service shift subheading in the Corporate Scorecard have seen performances that have surpassed previous results and increased year on year therefore enabling more citizens to access services at a time and place convenient to them.

Whilst these developments can be seen as positive, they also bring with them risks. The Council through its strategic risk register acknowledges these risks from an access, governance and support perspective and works to mitigate where possible to ensure equality of access

Listed below are some of the other customer service related activities (**non-digital**) undertaken by the Services since the start of the pandemic and evidenced via the service reviews in 2021:

- All services adhered to the [Customer Care Charter](#) despite the pandemic;
- Over 2,600 welfare calls were undertaken to Council tenants to check on their wellbeing and inform them of community response services during the pandemic.
- **Housing Services** were also an essential cog in the setting up of the Neges project which delivered essential items inclusive of food to the community during the pandemic;

- The **Resources Service** has been responsible for a number of additional covid-19 related activities such as the processing of grant applications to businesses across the Island.
- The **Learning Service** has seen numerous changes to how education is provided to students over the course of the pandemic. A shift to online learning represented a significant learning curve for both teachers and students alike. Schools were transformed into Care Hubs for the children of essential workers and vulnerable students. All Schools implemented new safety guidance.
- The **Regulation and Economic Development Service** have seen a significant increase in work for the Public Protection Unit ensuring that businesses are adhering to the Coronavirus Act (Wales) and when they are not enforcement notices are executed to keep residents safe.
- Leisure Centres have implemented new procedures to ensure customers and staff are kept as safe as possible when using the service. When the centres were closed, staff were redeployed to work on the TTP team and help deliver food parcels and PPE.
- Môn Actif staff were redeployed into schools to assist when supply teachers were not available to open classrooms ensuring continuity of learning experiences for children and young people.
- Leisure Centres have also opened their doors for other activities such as Maternity Services and Mass Community Testing of Holy Island.
- **Adult Services** have seen one of the biggest impacts to their services during the pandemic period where all visits to Care Homes were suspended resulting in staff being the only familiar faces that care home residents were able to see for a long time.
- **Children & Family Services** saw the implementation of an app called 'Newid' which aims to improve how children demonstrate their emotions during the pandemic.

These examples demonstrate that the Council has adapted and modernised its provision and its way of working to meet customer demand and improve its customer service during the past 12 months.

In addition, the most recent staff survey (2022) noted that –



88% of staff felt that a positive customer experience is important to the Council

78% believe the Council listens to its residents



82% also believe that ideas from staff for improving customer experiences are encouraged and valued

Overall therefore, considering the evidence and discussion demonstrated in the Service Reviews and the examples provided above, the performance for Customer Service is **GOOD**.

Areas for improvement

During 2022/23 the **key targeted improvements** are:

Area of improvement	Assurance
Increase the opportunity for residents and stakeholders to ensure their voice is heard, through the adoption of a revised, revamped and post pandemic public participation strategy	The Executive
Gain customer experience feedback on the Corporate Telephone System and switchboard to inform future improvements;	Leadership Team
Further continuation of the digital channel shift, through the launch of the bilingual 'Mona' Chabot to aide digital customer searches and on-line experiences	Leadership Team
Modernising our approach from customer service to a more rounded customer experience	Leadership Team

DRAFT

Governance and Compliance

Overview

The Governance and Audit Committee is a key component of the Council's governance framework. Its function is to provide an independent and high-level resource to support good governance and strong public financial management and to provide 'those charged with governance' independent assurance on the adequacy of the risk management framework, the internal control environment and the integrity of the financial reporting and governance processes. The annual public report demonstrates how the committee has discharged its responsibilities.

This statement is also supported by the findings of the service reviews whereby it was evidenced that Services are performing well with all but one ranking as Good from the Service Reviews. All services have **good management/ governance structures** and **regular portfolio meetings**.

According to the latest **Senior Information Risk Owners' (SIRO) Annual Report** that was discussed in the Governance & Audit Committee on the 21st September 2021, "*the Council's Data Protection and governance arrangements have achieved a sufficient degree of maturity and cultural embedding to be able to identify necessary change and improvement organically and without the stimulus of external regulatory intervention as drivers for change. The Council has mechanisms and process in place to ensure that key intelligence about information governance compliance is captured, analysed and enabling prompt response and operational change and targeted development.*"

This opinion is consistent with the self-assessments produced by the Services.

Compliance with corporate policies continues to be good with the use of **4Policy** helping drive compliance and regular updates reported to the Chief Executive and Heads of Service.

The 4Policy system provides the assurance that policies are being read and are understood reducing the risk of staff not complying with corporate policies.

Currently, the average completion rate for staff completing both the policies on **4Policy** is 95% of eligible staff. The remaining 5% who have not completed the modules include new members of staff, staff absence or on annual leave and some staff who have not completed the work.

A full breakdown can be found [here](#).



Whilst the above is positive, the Policy Portal does not include all staff and it is estimated that 700 non-school staff do not have access to the Portal. None of our school based staff have access to the Policy Portal either, but all school policies are available on MonITor and accessible by school based staff.

The Learning Service are currently exploring options around how best to monitor compliance of school based staff with the policies.



The completion rate for the e-learning modules on **Learning Pool** is lower however. There are many reasons for this, including access to a laptop for some staff, the total authority staff inclusive of school based staff are included, as well as the additional time required to complete the modules. Work continues to improve the rate.

We are required to comply with the Welsh Language Standards and:


- Provide Welsh Services;
- Form policies in a way that promote the Welsh Language;
- Operate through the medium of Welsh;
- Promote Welsh;
- Keep records in relation to the Welsh Language.







The Welsh Language Commissioner’s Office conducted a secret shopper exercise on the Council during 2019-20 and concluded that the Council’s **“outcomes during the surveys were very praiseworthy and there are no issues arising from the outcomes that need to be addressed”**.

In addition to this report from previous years, the Council, as part of the self-regulation, conducted a survey during the year with all Services to ensure that the standards continued to be met during the Covid-19 pandemic. The Annual Report on the Welsh Language Standards that was reported to the Partnership and Regeneration Scrutiny Committee in June 2021 concluded that **“there are no challenges with regard to complying with the Language Standards and providing a service to our customers in their preferred language.”**

Further information can be found in our [Annual Report on the Welsh Language Standards](#).

An **Annual Governance Statement** provides assurances that the Council is complying with the core (and supporting) principles contained within the Framework for Delivering Good Governance in Local Government (CIPFA / Solace, 2016). During 2021, there was assurance that the Authority were compliant with all seven core principles:

Core Principles of the Framework	Overall Assessment	Conclusion of Self-Assessment
Principle A: Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law	 Good	The County Council has clear, transparent decision-making processes which incorporate strong ethical values and are lawful. The codes of conduct set out expectations for behaving with integrity.

Core Principles of the Framework	Overall Assessment	Conclusion of Self-Assessment
Principle B: Ensuring openness and comprehensive stakeholder engagement	 Good	The County Council exists to serve its residents and is dependent on a wide variety of stakeholders for working effectively in partnership. Engagement and consultation mechanisms are in place.
Principle C: Defining outcomes in terms of sustainable economic, social, cultural and environmental benefits	 Good	The County Council works with communities to plan outcomes. In setting policies and strategies, the County Council take a long term view about outcomes, taking into account sustainable economic, social, cultural and environmental benefits.
Principle D: Determining the interventions necessary to optimise the achievement of the intended outcomes	 Good	The County Council takes decisions on interventions based on its clear vision for services, engaging with communities, regulators and practical expertise of professional service officers. This combination leads to optimising the achievement of intended outcomes.
Principle E: Developing the entity's capacity, including the capability of its leadership and the individuals within it	 Good	The County Council have the appropriate structures and leadership in place and people with the right skillsets and qualifications to ensure it is operating efficiently and effectively to achieving intended outcomes. There are clear policies and strategies in place to demonstrate that it has the capacity to fulfil its mandate and that the management has the operational capacity
Principle F: Managing risks and performance through robust internal control and strong public financial management	 Good	The County Council has an effective performance management system that facilitates effective and efficient delivery of services. Risk management and internal control are integral and important parts of the performance management system and are crucial to achieving the outcomes of the Council Plan.
Principle G: Implementing good practices in transparency, reporting, and audit to deliver	 Good	The County Councils elected members and Senior Management are accountable for making decisions and delivering services which are supported by both internal and external audits. The activities undertaken are in a transparent and clear manner in which stakeholders are able to understand and respond to.

Further information on the Annual Governance Statement including supporting evidence is available on our [website](#).

Overall, there is sufficient evidence to support a performance of **GOOD** for this section

Areas for improvement

The areas for improvement identified for the Governance and Compliance section are listed below:

Area of improvement	Assurance
Ensure all staff are compliant with policies with the use of 4Policy and that staff who can't access 4Policy are able to review and accept the policies in a way which works for them; Learning Service in particular to identify options around how best to monitor compliance of school based staff with the policies;	Leadership Team
Implement the 'three lines of assurance' model as one method to collect information to assist with assurance mapping for the Council;	Governance and Audit Committee
Improve staff compliance against all e-learning modules on the Learning Pool	Corporate Scrutiny Committee

DRAFT

B. Use of Resources

Introduction

In discharging its duty to effectively use its resources in an economical and efficient manner this part of the self-assessment gives particular attention to the way by which the Council manages its people, its finances and works in partnership to achieve its aims and objectives.

These areas provide the assurances that they are used effectively or not and whether improvements can be gleaned as to the year ahead.

People Management

Overview

Overall the evidence demonstrates a **GOOD** performance.

Corporate initiatives progressed during the year by the HR function include:

- Reintroducing the Corporate Trainee programme
- Launching of Môn Management Programme (3 tiered approach to staff development)
 - Academi Môn programme
 - Arweinyddion Môn
 - Twf a Datblygu Talent
- Developing a Hybrid working pilot policy for office based staff

Sickness levels for 2021/22 have met their target and are comparable with previous year performance levels. The management of sickness within Services, monitoring by the HR function, and staff awareness and compliance with policies and protocols have all improved.

Vacant posts have been generally low but are increasing, as is the rate of **staff turnover**.

Staff turnover was 10% on average for 2021/22 which compares favourably with the industry average for staff turnover as 15.5%.

All services have drafted their **workforce development plans** – these should be live documents, with all workforce and staff management issues being a recognised priority area for managers at all levels.

An Online Annual Conversation process (between managers and individual staff) was introduced via the Learning Pool during the past 12 months to ensure that annual conversations between managers and staff are undertaken and can be evidenced to ensure clarity of direction, performance expectations and staff wellbeing.

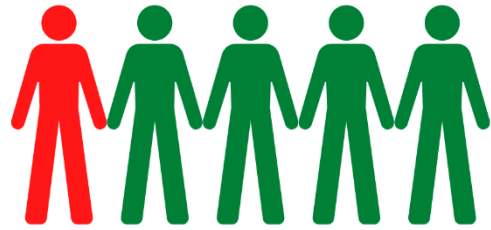
The results of the staff survey (2022) also supports the scoring of Good with regards to people management.

Examples of the results can be seen below:



4 of every 5 staff members feel
proud to work for the Council

4 of every 5 staff members would **recommend** the Council as an employer



3 of every 4 staff members believe their work is **valued** by the Council

3 of every 4 staff members **speak positively** about the Council to others



This finding of ‘good’ with regards to people management in April 2022 and the most recent staff survey builds upon the results of the 2020 staff survey which questioned how staff appreciated the revised working from home directive.

Whilst this is a positive reflection once again, it is advised that difficulty with recruitment and retention of staff was an issue which was raised at Service Reviews. Upon further exploration, this remains a challenging aspect of our management of people. This is being experienced in other Council’s, sectors, and the broader labour market across the UK as cited by the [Chartered Institute of Internal Auditors \(IIA\)](#).

Areas for improvement

The **key areas for improvement** during 2022/23 therefore can be tabled as follows - .

Area of improvement	Assurance
Develop and deliver a recruitment and retention action plan	Leadership Team
Further evolution of the hybrid working, balancing team and performance requirements, customer experiences, staff health, wellbeing and personal preference	Leadership Team
Providing effective and professional broadcasting of formal Council hybrid meetings	Public meetings

Area of improvement	Assurance
Further evolve and deliver Service level workforce development plans to balance performance, modernisation, business continuity, staff health and well-being.	Leadership Team
Further embed the Annual Conversation between Managers and staff	Leadership Team

DRAFT

Resourcing

Overview

The uncertainties, changing demands, and restrictions made 2021/22 an extremely challenging period to deliver services from a resourcing and resource management perspective. In its audit of accounts Audit Wales states clearly that the “pandemic has had a significant impact on all aspects of our society” and that it is of considerable testament to the commitment of staff that the audit of accounts was enabled through their professionalism as a team in supporting Audit Wales in such difficult circumstances.

Whilst 2021/22 was a challenge, the overall performance of many Services in the way that they used and prioritised their provision was seen as ‘Good’. Three services were deemed excellent - **Housing, Highways, Waste & Property and Human Resource & Transformation.**

Housing, due to the effective and efficient use of HRA funding together with utilisation of the Council’s general fund to deliver increased homelessness and empty homes provision.

The Highways, Waste and Property (with corporate support) used their resources effectively to re-tender the waste collection service contract at a time of difficulty and improved their green garden waste collection service during the period.

The Human Resources & Transformation Service managed resources in an efficient way to continue providing an effective local Test, Trace and Protect service; and in addition enabled office based staff to work remotely (and safely) through a Hybrid pilot scheme.

The Council during the past 12 months has been able to –



In addition, the Annual Report of the Governance and Audit Committee notes that the Council is a well-managed authority which in turn contributes to ensuring that it is making the best use of its resources. This report was endorsed by the [County Council](#) in its meeting of the 7th of September, 2021.

Unfortunately, capital expenditure has underspent, with projects being delayed as a result of the pandemic and Brexit impacts on the construction sector but mitigating actions have been undertaken to address this issue for 2022/23.

The audit of the Council’s financial statements for 2020/21 by Wales Audit was an unqualified audit opinion once again. They did however note that “the quality of the draft statements presented for audit on 15 June 2021 was identified as an area for improvement in the Audit of Accounts report (ISA 260)”. In addition, at the end of the 2021/22 financial year, the Council reported a net underspend of £4.798m (3.25%), with all Services reporting an underspend against their budget. This resulted in an increase in the Council’s general balances to £12.050m, which is equivalent to 8.17% of the 2021/22 net revenue budget. This compares to the target figure of £9.0m (6.11%) which was approved by the Executive.

Earmarked reserves, which are maintained by the Council to fund one off committed projects, to fund anticipated future costs (e.g. uninsured losses) and unutilised grant funding, stood at £23.182m at 31 March 2022, an increase of £7.726m during the year. The majority of the rise can be accounted for by additional unhypothecated Welsh Government funding, which was provided to help Councils to meet the cost of increasing demand and rising costs.

The 2017/18 Housing Benefit subsidy was settled in 2020/21. **Audit Wales** do however note that they are still undertaking claims for the financial years 2018/19, 2019/20 and 2020/21 returns. They also note that their “work to date has identified a number of issues with the claims and issues around staff capacity to deal with auditor queries. This is an area where the council needs to prioritise effort in the coming months so the audit cycle can become more timely”;

The need for prioritisation and modernisation has also been evidenced during the service reviews and thereafter by the newly formed Leadership Team. Progressing with this aspect across all services (in particular the larger services) will assist the Council in its drive to use its resources as efficiently and as effectively as possible into the future. When considering the added pressures and costs that are currently on-going with the warning from the Bank of England of an economic slowdown as interest rates and inflation rise, this will be a key area for improvement for the Council over the forthcoming next 12 months.

Areas for Improvement

Our key areas for improvement for 2022/23 are –

Area of improvement	Assurance
The Children & Families Service will expand its Flying Start programme across the Island, rather than certain areas, which will ultimately reduce the need for children coming into the statutory services and reduce our Looked After children population.	Social Services Scrutiny Panel
The Council develops and adopts a capital strategy aligned to the new Council Plan (2022/27).	The Executive
Minimise future housing subsidy with-holds by agreeing a suitable timetable with external auditors and reviewing staffing capacity;	Audit Wales reports
The Council reviews and revises its annual budget setting process to ensure increasing pressures can be mitigated for 2023/24 and that the Councils’ resources are used as efficiently and as effectively as possible into the future when considering the added pressures and costs that are currently on-going	The Executive

Collaboration & Integration

Overview

Being a small and innovative organisation, the Council continues to embrace effective and meaningful collaboration as part of its core values and way of working to improve its efficiency and effectiveness in responding to local needs, opportunities, and challenges. Many collaborative arrangements, formal and informal have proved to be invaluable to inform and assist the Council and Island to respond to the challenges and uncertainties of the pandemic.

This assessment assists with evidencing how and where the Council is embracing the five ways of working within the Well-being of Future Generations Act.

Seven out of the nine services within the Council were found to be **Excellent** in this section - **Adult Services, Children's & Families Service, Housing, Regulation & Economic Development, Learning, Highways, Waste & Property and Transformation** due to their continued collaborative efforts across a number of work-streams in delivering business as usual activities and the council's response of the ever-changing pandemic landscape.

Examples (non-exhaustive) of the work undertaken include:

- The Vulnerable Adults forum between North Wales Police, Social Services & Housing
- Covid-19 Protect Boards – with all 22 Local Authorities, Chaired by Welsh Government
- Anglesey Tackling Poverty Operational Group – IOACC, DWP, CAB Ynys Môn
- The North Wales Economic Ambition Board
- The three Community Resource Teams respond to complex cases as a partnership and continues to strengthen its relationship with the Third Sector, Care providers and residents
- Partnership Delivery Programme (Welsh Government Welsh Heads of Trading Standards)
- Destination Anglesey Partnership which includes partnerships with many public and private tourism entities
- Anglesey Food Bank Group with essential partnerships with local food banks and CAB
- Place Shaping which involves working together with the 3rd Sector and 5 alliances across the Island to support communities to take ownership of their own priorities and needs
- Anglesey Covid 19 Prevention & Surveillance Group (Regional Partnership)

Further work has also been undertaken to improve the breadth and quality of customer services and experience which is provided through Cyswllt Môn which is undertaken in a collaborative and integrated manner supporting a number of services.

The staff survey also demonstrated that staff felt strongly that the Council is doing well re: our collaborative way of working and the majority of staff respondents identifying that the Council is doing the most of partnership working and joint working whilst there were also areas to improve.

Overall therefore, there is sufficient evidence to demonstrate that the County Council is **EXCELLENT** in its collaborative work and integration with other organisations but further areas of improvement have been identified to be realised during 2022/23.

Areas for Improvement

These areas for improvement are as follows -

Area of improvement	Assurance
Continue to develop and review partnerships to ensure that they are fit for purpose and are in line with the revised and new Council Plan (2022/27), other strategies and programmes.	Partnership and Regeneration Scrutiny Committee
Establish a collective and collaborative approach to record outputs and measures across the Community Resource Team workforce which houses health and social care professions.	Social Services Scrutiny Panel
Review the Single Point of Access (SPOA) process to identify where and how improvements can be made	Social Services Scrutiny Panel

DRAFT

C. Risk Management

Introduction

Risk Management and its use within a complex organisation such as a County Council is imperative to ensure that decision making, performance levels and service provision is provided in as effective and efficient a manner as possible. The use of risk management has been improved over the term of the last administration and this was evidenced accordingly in the establishment of the Emergency Management Response Team which was an integral forum in dealing with the Council's response of the challenges of responding to the pandemic.

This section combines findings from completed Internal Audits, External Auditors and Peers which highlight risks needed to be mitigated as well as the Council's Risk Management arrangements.

Audit & Risk

Overview

Over the last few years, a number of services have had external audits, most of which resulting in positive assessments. This is evidenced in the overall Service Performance Rating of **GOOD** for risk management. Throughout the Service Reviews it was clear that recommendations from Internal Audits, External Auditors and Peers were being actioned and monitored.

- **CIW** completed an inspection of the services for older people which focussed on prevention and early intervention.
 - The inspection found strengths including that *“the local authority firmly has prevention on their agenda” and that “communication with people who approach the local authority for support is respectful and strengths based, it is often collaborative, and mostly built upon an equal relationship”*
 - The inspection also found some areas for improvement around Well-being, people's voice & choice, partnerships, integration and co-production and prevention & early intervention which has resulted in Adult Services formulating an action plan which will be monitored by the Social Services Improvement Board.

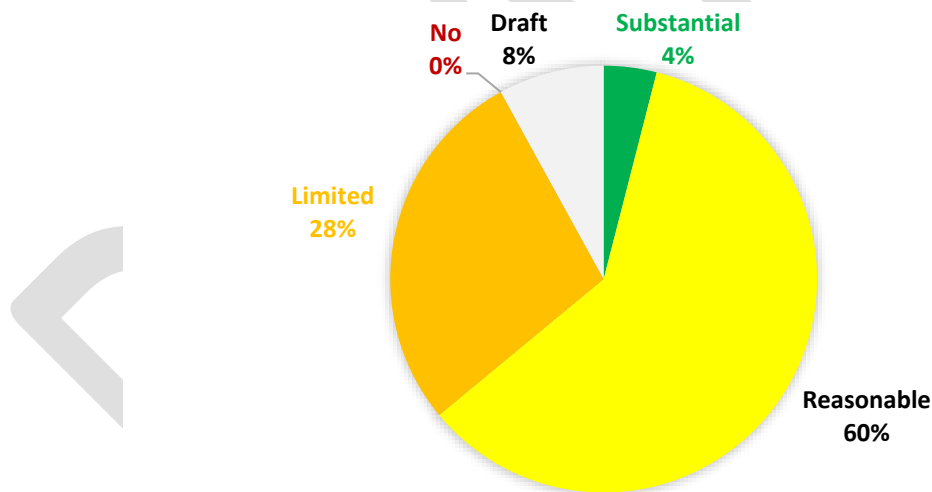
The inspection report can be found here - <https://careinspectorate.wales/inspection-older-adults-services-isle-anglesey-county-council> ;

- Due to the Covid pandemic Estyn suspended the inspections of schools and kept in touch with education providers remotely. There are currently no schools in the follow-up status with **Estyn** which provides assurance that learners are achieving in education settings on the Island.
- **Audit Wales** published a positive report in November 2019 on the [**‘Well-being of Future Generations: An examination of early intervention and prevention to ensure that children are safe and supported’**](#) and they concluded that “the Council has considered and applied the sustainable development principle in developing the ‘Early intervention and prevention to ensure that children are safe and supported’, but there are opportunities to further embed the five ways of working”.
- The Council were also part of some **National Reviews** undertaken by Audit Wales. The Council's response to the National Reviews are reported to the Governance and Audit Committee on an Annual Basis and can be found [here](#). The National Reviews undertaken during 2020/21 were:
 - [**‘Commissioning Older People's Care Home Placements’**](#)

- [‘North Wales Economic Ambition Board – Progress Review of the North Wales Growth Deal’](#)
- [‘Discretionary Services \(April 2021\)’](#)
- [‘Regenerating town centres in Wales \(September 2021\)’](#)

Further information on the External Audits undertaken for [2020-21](#) can be found by clicking on the hyperlinks.

- All services have provided evidence that structures are in place to respond to internal audit with many services improving cooperation and engagement with Internal Audit over the last two years, especially in light of the audits undertaken since the start of the pandemic.
- In the latest Internal Audit Annual Report, the Head of Internal Audit’s noted that *“for the 12 months ended 31 March 2022...the organisation has an adequate and effective framework for risk management, governance and internal control. While I do not consider any areas of significant corporate concern, some areas require the introduction or improvement of internal controls to ensure the achievement of objectives, and these are the subject of monitoring.”*
- The Internal Audit Annual Report 2021-22 also noted that they *“were able to provide ‘Reasonable’ assurance or above for 64% of the assurance audits we undertook during 2021/22. Seven audits (28%) received ‘Limited’ assurance during the year, compared to five (22%) in 2020/21.*



The report goes on to state that in accordance with their protocol they *“formally revisit all the ‘Issues/Risks’ raised in reports with a ‘Limited’ assurance, when they become due, to ensure they are effectively addressed. (They) formally revisited all seven reports with a ‘Limited’ assurance rating. Following (their) revisit, (they) were able to raise the assurance to ‘Reasonable’ in three of the reports, while (they) will continue to monitor and report on the remaining four.”*

Improvements against these limited assurances will be prioritised by the relevant services over the forthcoming 12 months.

- **Risk registers** are being uploaded, updated, and monitored quarterly on **4Risk** and the Strategic risk register is reviewed periodically by the Leadership Team (SLT) and is also considered by the Governance and Audit Committee twice a year. The use of 4Risk has now been embedded into services virtual quarterly meetings. The use of risk registers and their mitigating actions has been important during the pandemic with the Emergency Management Response Team (EMRT) reviewing and updating weekly to inform the Council’s decisions and actions in response to the pandemic.
- Whilst developed and embedded in the day to day delivery of services there is an appetite to further develop their use in the corporate decision making process. As such, a review of the Risk Management Framework will be completed during the year which will help develop this relationship.
- The '[Risk Management Update](#)' was presented to the Governance & Audit Committee on the 8th February and the minutes reflected that the Risk and Insurance Manager reported that *“the Senior Leadership Team (SLT) had undertaken a thorough review of the entire risk register and a decision has been made that the SLT’s focus should be on those risks to the achievement of the strategic priorities, hence a new strategic risk register aligned to the corporate priorities has been developed and replaces the corporate risk register.*
- Following the review, the SLT has identified the top five red/critical residual risks to the achievement of the Council’s corporate and strategic objectives and these relate to workforce management, IT continuity, cyber-security, school modernisation and the ongoing suitability of physical assets.
- All Services believed their performance was good. **The evidence above and within the Service Self Assessments confirms this and it is fair to say that the Councils overall performance from a risk management perspective is GOOD.**

Areas for improvement

The areas for improvement for 2022/23 are:

Area of improvement	Assurance
External Audit recommendations (national and local) are actioned and monitored using 4Action	Governance & Audit Committee
Review and revise the risk management strategy, policy and guidance which will form a clear and concise risk management framework to be followed across the Council	Governance & Audit Committee
To continue with the implementation of regulatory expectations at a time of change through the Local Government and Elections Act 2021	Governance & Audit Committee

Corporate Safeguarding

Overview

This section of the Service Reviews was introduced to give the **Strategic Corporate Safeguarding Board** Assurance that the Council was effectively undertaking its duties and responsibilities.

All but two of the Services noted Good performance.

The two services that were deemed **excellent were the Children's & Families Service and Adult Services** who also directly influence and inform the Councils' approach to Corporate Safeguarding, regional plans and partnerships.

Staff have been required to accept the **Corporate Safeguarding Policy** via the **Policy Portal** since December 2018. The last update on compliance against the policy was seen by the Audit and Governance Committee in September 2019, with 95% of staff having read and accepted the policy. The policy was introduced for re-acceptance in May 2022 and compliance data will be reported to the Leadership Team.

The **Strategic Corporate Safeguarding Board** provides assurance to Elected Members, Chief Executive, and the Statutory Director that the Council's safeguarding practices and arrangements are robust. It meets quarterly as part of the Corporate Heads of Services meeting. This ensures that every Director and Head of Service influence and inform the Strategic Corporate Safeguarding Board. The Board focusses on actions to identify and prevent radicalisation, modern slavery, violence against women, sexual abuse and domestic abuse.

There are representatives from all Services on the **Operational Corporate Safeguarding Board**, although attendance of some services could be improved. A self-assessment has been developed, undertaken annually to ensure that each Service is compliant with the policy. An action plan is then produced and monitored by the Board.

The current action plan's focus is on:

- Corporate Leadership and governance
- Communication and Awareness:
- Safe and Skilled Workforce
- Effective Support and Interventions
- Partners, volunteers and commissioned services

A Basic and General Safeguarding training programme is available and Services are required to map their needs in accordance with the Safeguarding Training Framework in order to feed into the corporate programme. Specialist training is also provided in line with the identified workforce needs.

There are also several e-learning modules available to staff:

Policy / Module	Percentage Completed
Violence Against Women, Domestic Abuse and Sexual Violence****	71%
GDPR****	82%
Modern Slavery****	82%

Policy / Module	Percentage Completed
Prevent****	79%

Overall, the evidence would result in a performance of **Good** corporately for the **Council**.

Areas for Improvement

The areas for improvement identified during the Service Reviews can be seen below. It is proposed that these will be monitored by the Corporate Safeguarding Board over the next 12 months to ensure that these improvements are made.

Area of improvement	Assurance
The Corporate Safeguarding Board should review all responses from the services to ensure that they are satisfied with a performance of Good for Corporate Safeguarding	Corporate Safeguarding Board
The Corporate Safeguarding Board should agree an action plan following the completion of self-assessments by the Services and it should be continued to be monitored by the board going forward	Corporate Safeguarding Board

DRAFT

Overall Conclusion

All Services are currently performing overall as Good with

“Many strengths and no important areas requiring significant improvement”

With **prospects for improvement** also **GOOD**, which is further defined as -

“Effective Service who are already doing well and knows the areas needed to improve. By identifying the right support and taking action the service has the potential to do even better”.

It can also be evidenced by plotting on the matrix appended to this report that each Service understand how good (or weak) their performance is and also how robust their prospects for improvement are.

This provides assurances that the Council overall is progressing on its modernisation and **Continuous Improvement** journey, despite the challenges and uncertainties created by the pandemic.

We can say with confidence that the Council is always looking to improve how services are provided by -

- changing processes,
- modernising,
- reducing wastage, and
- increasing quality.

There is evidence throughout the Service Reviews and associated reports that this continuous improvement is embedded in every Service area.

Meaningful and effective political and corporate leadership, along with dedicated, committed and hardworking staff, drives this performance and commitment to modernisation and continuous improvement; effective service delivery and meaningful collaboration.

Effective plans are in place to ensure that the new Council will continue along this journey between 2022 and 2027.

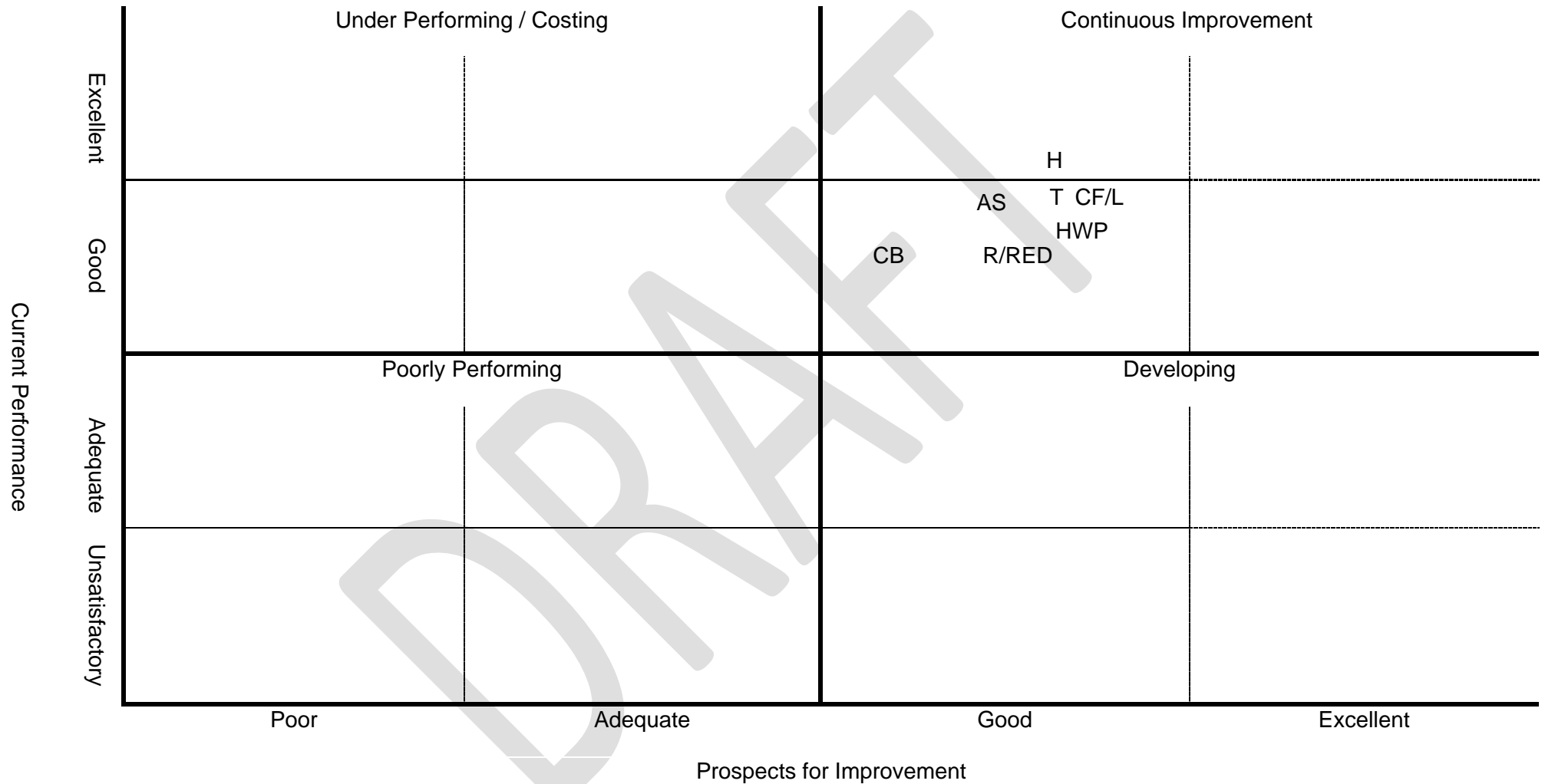
The Leadership Team owns the associated modernisation and improvement action plan, with progress being reported quarterly to the Corporate Scrutiny Committee.

The Council's Service Position Statement - 2022

Page 38

Self-Assessment Category	Evidence Categories	Adults	Children	Council Business	Regulation & Econ Dev	Highways, Waste & Property	Housing	Learning	Resources	Transformation
Performance Management	Performance Reporting	Good	Good	Good	Adequate	Good	Excellent	Good	Good	Excellent
	Customer Service	Good	Good	Good	Good	Good	Good	Excellent	Good / Adequate	Good
	Governance and Compliance	Good	Good	Good	Good	Adequate	Good	Good	Good	Good
Use of Resources	Workforce Development and People Management	Good	Good	Adequate	Good	Good	Excellent	Good	Good / Adequate	Good
	Resourcing	Good	Good	Good	Good	Excellent	Good	Excellent	Good	Excellent
	Collaboration and Integration	Excellent	Excellent	Good	Excellent	Excellent	Excellent	Excellent	Good	Excellent
Risk Management	External regulatory reports / peer input	Good	Good	Good	N/A	N/A	Good	Good	Good / Adequate	Good
	Internal Audit	Good	Good	Good	N/A	N/A	N/A	Good	Adequate / Good	Good
	Corporate Safeguarding	Excellent	Excellent	Good	Good	Good	Good	Good	Good	Good

Matrix



Key

AS – Adult Services, CB - Council Business, CF – Children and Families Service, H – Housing, HWP – Highways Waste and Property, L – Learning, R – Resources, RED – Regulation & Economic Development, T - Transformation

Identified Areas for Improvement

Area of improvement	Assurance
Continue to monitor and improve the indicators that have been affected by the coronavirus pandemic to ensure associated risks are managed appropriately	Quarterly scorecard monitoring reports
Improve the percentage of Waste Reused, Recycled or Composted indicator and meet Welsh Government targets as soon as possible	Quarterly scorecard monitoring reports
Improve performance within the Regulation and Economic Development service with particular attention on indicators within the Planning function.	Quarterly scorecard monitoring reports
Utilise software to become more data aware and informed to make even more effective evidence-based decisions.	Programme Board
Develop a means by which Council performance can be communicated to a wider audience of staff	Leadership Team
Increase the opportunity for residents and stakeholders to ensure their voice is heard, through the adoption of a revised, revamped and post pandemic public participation strategy	The Executive
Gain customer experience feedback on the Corporate Telephone System and switchboard to inform future improvements;	Leadership Team
Further continuation of the digital channel shift, through the launch of the bilingual 'Mona' Chabot to aide digital customer searches and on-line experiences	Leadership Team
Modernising our approach from customer service to a more rounded customer experience	Leadership Team
<p>Ensure all staff are compliant with policies with the use of 4Policy and that staff who can't access 4Policy are able to review and accept the policies in a way which works for them;</p> <p>Learning Service in particular to identify options around how best to monitor compliance of school based staff with the policies;</p>	Leadership Team
Implement the 'three lines of assurance' model as one method to collect information to assist with assurance mapping for the Council;	Governance and Audit Committee
Improve staff compliance against all e-learning modules on the Learning Pool	Corporate Scrutiny Committee
Develop and deliver a recruitment and retention action plan	Leadership Team

Area of improvement	Assurance
Further evolution of the hybrid working, balancing team and performance requirements, customer experiences, staff health, wellbeing and personal preference	Leadership Team
Providing effective and professional broadcasting of formal Council hybrid meetings	Leadership Team
Further evolve and deliver Service level workforce development plans to balance performance, modernisation, business continuity, staff health and well-being.	Leadership Team
Further embed the Annual Conversation between Managers and staff	Leadership Team
The Children & Families Service will expand its Flying Start programme across the Island, rather than certain areas, which will ultimately reduce the need for children coming into the statutory services and reduce our Looked After children population.	Social Services Scrutiny Panel
The Council develops and adopts a capital strategy aligned to the new Council Plan (2022/27).	The Executive
Minimise future housing subsidy with-holds by agreeing a suitable timetable with external auditors and reviewing staffing capacity;	Audit Wales reports
The Council reviews and revises its annual budget setting process to ensure increasing pressures can be mitigated for 2023/24 and that the Councils' resources are used as efficiently and as effectively as possible into the future when considering the added pressures and costs that are currently on-going	The Executive
Continue to develop and review partnerships to ensure that they are fit for purpose and are in line with the revised and new Council Plan (2022/27), other strategies and programmes.	Partnership and Regeneration Scrutiny Committee
Establish a collective and collaborative approach to record outputs and measures across the Community Resource Team workforce which houses health and social care professions.	Social Services Scrutiny Panel
Review the Single Point of Access (SPOA) process to identify where and how improvements can be made	Social Services Scrutiny Panel
External Audit recommendations (national and local) are actioned and monitored using 4Action;	Governance & Audit Committee
Review and revise the risk management strategy, policy and guidance which will form a clear and concise risk management framework to be followed across the Council	Governance & Audit Committee

Area of improvement	Assurance
To continue with the implementation of regulatory expectations at a time of change through the Local Government and Elections Act 2021;	Governance & Audit Committee
The Corporate Safeguarding Board should review all responses from the services to ensure that they are satisfied with a performance of Good for Corporate Safeguarding	Corporate Safeguarding Board
The Corporate Safeguarding Board should agree an action plan following the completion of self-assessments by the Services and it should be continued to be monitored by the board going forward	Corporate Safeguarding Board

DRAFT

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	27 th October 2022
Subject:	Annual Performance Report 2021/22
Portfolio Holder(s):	Councillor Robin W Williams
Head of Service / Director:	Carys Edwards
Report Author:	Gethin Morgan
Tel:	01248 752111
E-mail:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

A –Recommendation/s and reason/s
<ol style="list-style-type: none"> 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. 2. This paper outlines our Performance Report which looks back over the Council's performance for 2021/22. 3. It is an update on the council's progress against – <ul style="list-style-type: none"> • Annual Delivery Document for 2020-22 • Transitional Plan 22/23 (so far). 4. The Committee is asked to recommend: <ul style="list-style-type: none"> • to agree the content of the 2021/22 Performance Report and adopt it as a fair and complete reflection of the Authority's work over that period

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

C – Why is this a decision for the Executive?
n/a

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

Yes

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

E – Impact on our Future Generations(if relevant)		
1	How does this decision impact on our long term needs as an Island?	<p>The Annual Performance Report gives a snapshot of the work undertaken by the Council over the last financial year as well as the KPI performance against the Council's Annual Delivery Document for 2020-22, the Transitional Plan 2022/23 and the Council Plan.</p> <p>All 3 wellbeing objectives listed in the Council Plan consider the long term needs of the Island</p> <ol style="list-style-type: none">1. Ensure that the people of Anglesey can thrive and realise their longterm potential2. Support vulnerable adults and families to keep them safe, healthy and as independent as possible3. Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	N/A as it's a report on work that has been undertaken
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	N/A
4	Have Anglesey citizens played a part in drafting this way forward, including	Anglesey residents were consulted before the drafting of the Council Plan in 2017.

	those directly affected by the decision? Please explain how.	
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	N/A
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	N/A
7	Note any potential impact that this decision would have on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.	N/A

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	This was considered by the SLT and their comments are reflected in the report
2	Finance / Section 151 (mandatory)	Comments are reflected in the report
3	Legal / Monitoring Officer (mandatory)	Comments are reflected in the report
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	This was considered by the Corporate Scrutiny Committee on the 19/10
9	Local Members	

F - Appendices:
Annual Performance Report 2021/22

FF - Background papers (please contact the author of the Report for any further information):
<ul style="list-style-type: none"> • Annual Delivery Document 2020-22 • Transitional Plan 2022-23 • Council Plan 2017-22



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, ensuring 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.

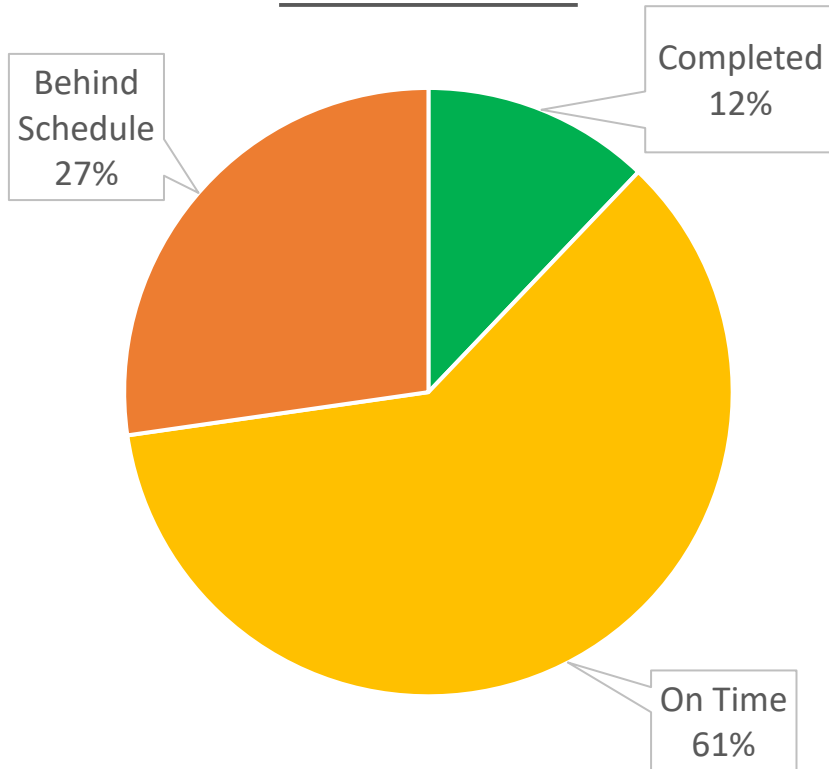
By working together like we have, especially over the last two years, we can continue to make a positive difference to people's lives.



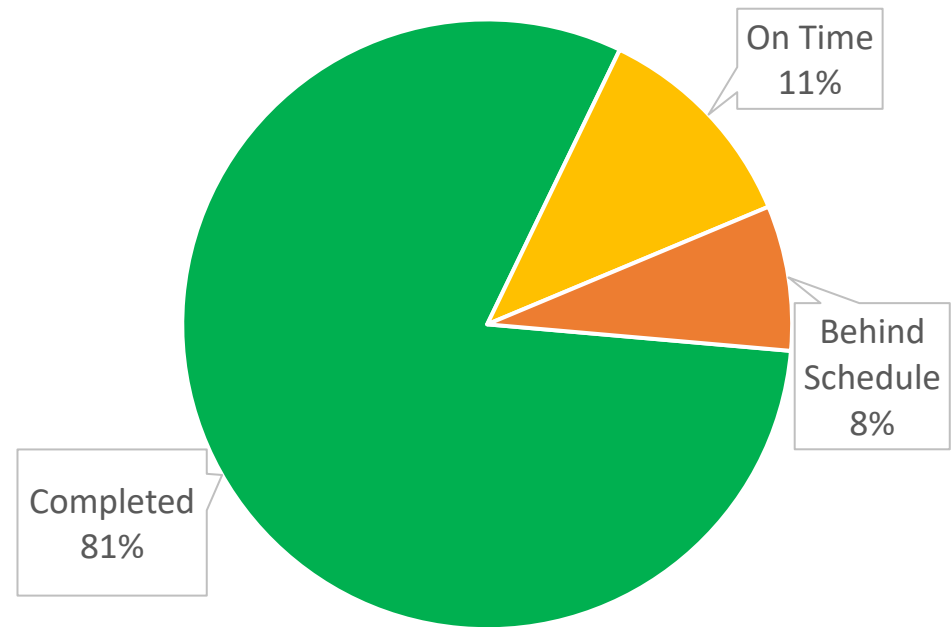
Key Highlights

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

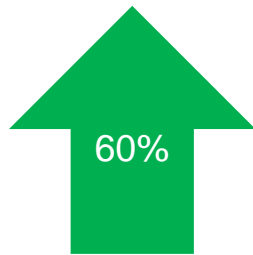


Key Performance Indicators Results 2021/22

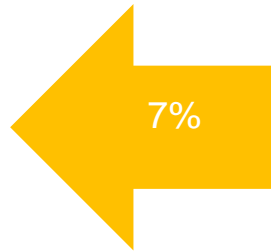
■ Green ■ Yellow ■ Amber ■ Red



Key Performance Indicators Year on Year Performance



Improved



Maintained
Performance



Declined

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

Key Actions	Update	RAG
<p>1. Construct 6 new business units on the Bryn Cefni Business Park (Tregarnedd), Llangefni and prepare an additional 6 plots for sale on the open market.</p> <p>Construct 7 new business units at Penrhos in Holyhead (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 Holyhead and the Port 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"> a. Repair of the Breakwater b. Development of the Port including land reclamation c. Holyhead Hydrogen Hub d. Station improvements 	<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>3. Deliver projects identified in the North Anglesey Economic Regeneration Action Plan, including:</p> <ul style="list-style-type: none"> a. North Anglesey Small Business and Community Grant fund b. Amlwch Port Signage Strategy c. Concept proposal for parkland on Cymdeithas (formerly Anglesey Charitable Trust Land at Amlwch Port) d. Continue to pursue opportunities for new business unit provision <p>NEW –</p> <ul style="list-style-type: none"> e. New MonCF North Anglesey hub in Amlwch town centre 	<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>4. Support the delivery of the North Wales Growth Deal (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 Port Health Authority 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 Town Centres</p> <ul style="list-style-type: none"> a. Undertake an audit of Anglesey town centres to identify potential improvements b. Address empty and problematic buildings c. Develop and deliver landscape and tree planting projects 	<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) & 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 Energy Island Programme</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"> - 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 - Regular meetings in the diary with BEIS to get the latest information on new nuclear proposals in Wylfa - Officers and the Deputy Leader attended the Nuleaf meeting in Somerset and represented the Council. 	
	<p>b. Work in progress with major project developers.</p> <ul style="list-style-type: none"> - Morlais – move on to the construction phase - 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. - Porth Wen Solar Farm - all pre-commencement conditions have been released by the Council as the Local Planning Authority <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 Levelling Up and Community Renewal Funding support</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 local businesses 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 Welsh Government grants 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

Key Actions	Update	RAG
<p>1. Preparing new Destination and AONB (Area of Outstanding Natural Beauty) 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 Breakwater Country Park, Dingle and maritime infrastructure 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 40+ cruise ship visits to Anglesey / North Wales safely during Season 2022</p> <p>4. Delivering small scale visitor infrastructure improvements at popular locations to improve local residents and visitors experiences, 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 Anglesey Leisure Cycling & Active Travel 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 Place Shaping 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

Key Actions	Update	RAG
<p>Ensure we reduce the requirement for emergency and temporary accommodation units by sourcing permanent homes 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 Climate Change Plan to protect future generations and communities</p>	<p>Towards Net Zero Plan 2022 – 2025 has been adopted by the Council on 10th March.</p>	
<p>Building 83 new energy efficient homes 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"> • 34 new houses completed 16 new houses on site • 61 new houses planned (going through the planning process) • 39 new houses about to start (have been approved) • 5 houses about to be completed (former Council houses) • 13 former Council houses being renovated • 7 houses to be renovated in progress - contract being prepared • 5 former Council houses bought 	

<p>Further develop Cartrefi Clyd on Anglesey in Rhosybol, Holyhead and Llangristiolus with a view of offering respite and Day Care service for children with a disability</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 Extra Care facility 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"> - Architects, Engineer & Quantity Surveyor appointed. 	
<p>Review and re-commission Day Care provision for Adults with Learning Disabilities</p>	<ul style="list-style-type: none"> • Specification for new contractual arrangements have been bee drafted and are undergoing review • Discussions with procurement in regards to tendering templates • Further work to develop and increase community based opportunities underway • Investment in accessible facilities in the Holyhead and Llangefni area completed. A further grant application has been submitted for Amlwch. 	
<p>Review and re-commission Supported Living provision for Adults with Learning Disabilities</p>	<ul style="list-style-type: none"> • Following the people 2 review – initial work has been completed on analysing internal data (care plans and contracts) • All Supported living projects will need to be re-assessed including shared care ready for re-tendering procedures. • Project group set up to implement work streams for development. 	
<p>Progressing new primary school facilities in Llangefni</p>	<ul style="list-style-type: none"> • Land purchased • WG approval of FBC in place • Planning in place <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

Key Actions	Update	RAG
Continue to support our schools in developing as learning organisations , 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 Corporate Prevention Strategy 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 leadership roles within our schools	Currently being implemented	Yellow
Provide opportunities for residents and visitors to participate and utilise leisure facilities by implementing the Môn Actif Recovery plan when it is safe to do so	Delivered and Leisure Centres back up and running as normal	Green
Develop and deliver a mental health strategy for schools so that Health and Well-being is fully integrated in all schools	Delivered	Green
Build on the volunteer base that has been established within our communities since the pandemic and seek to establish more good turn schemes within our communities	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 tenants to ensure that the customer voice is heard 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 Môn Good Food initiative 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

Key Actions	Update	RAG
Increase participation levels in the community hub models by promoting and developing the hubs held across the Island	Currently being implemented	
Develop the Shared Lives programme to support people living with Dementia and enhance carer respite	Delivered	
Continue to embed the 3 Community Resource Teams , located in Amlwch, Ysbyty Penrhos Stanley and Llanfairpwll , that will bring Council and Betsi Cadwaladr Staff together to improve access to our care and support services at the earliest opportunity	Delivered	
Continue to recruit foster carers 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	
Further develop respite services for disabled children and their families	Delivered	
Seek external grant funding to support plans to develop the old Ysgol Llaingoch, Holyhead , site for the development of new build homes	Delivered	
Complete the work to enable tenants to connect digitally through the introduction of a Digital Tenant Services 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	

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

Key Actions	Update	RAG
Introduce electric vehicle charging points at Llanfairpwll Park & Ride 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 70% of all household waste is recycled by 2025 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 work on flood alleviation schemes on sites at Dwyran, Amlwch, Holyhead, Menai Bridge, Llanfairpwll, Valley and Red Wharf Bay , as well as collaborate with Natural Resources Wales on the Llangefni flood alleviation scheme	Delivered	
Continue to motivate and support the Housing, Public Protection and Leisure functions and support staff to maximise their use of the Welsh language as well as continuing to develop the welsh language skills of welsh speaking staff	Delivered - See Welsh Language Standards Annual Report	
Prepare for and re-tender the island wide school meals contract 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 Leisure Centres as well as develop plans for a new 3G pitch in Holyhead	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 Customer Relationship Management (CRM) System and reducing the number of paper only forms	New CRM System purchased and currently being implemented by ICT	

Key Actions	Update	RAG
Begin to implement the Revenues Customer Portal 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 increasing the broadband download speed to 300Mb/s in our secondary schools	Delivered	Green
Increase the ratio of computers to pupils in schools utilising the HWB grant from Welsh Government	Delivered	Green
Replace old council fleet stock with newer electric or LPG vehicles where appropriate and identify council sites where Electric Vehicle Charging Points 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.

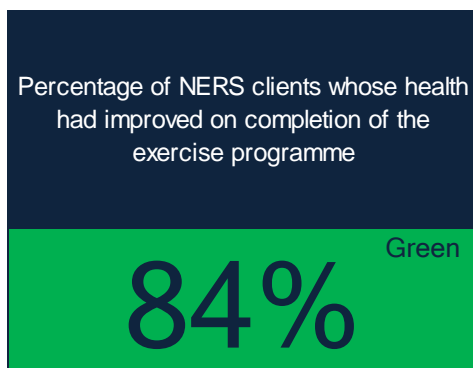
This is an improvement on the performance seen at the end of 2020/21.

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 4th - 8th). 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 –

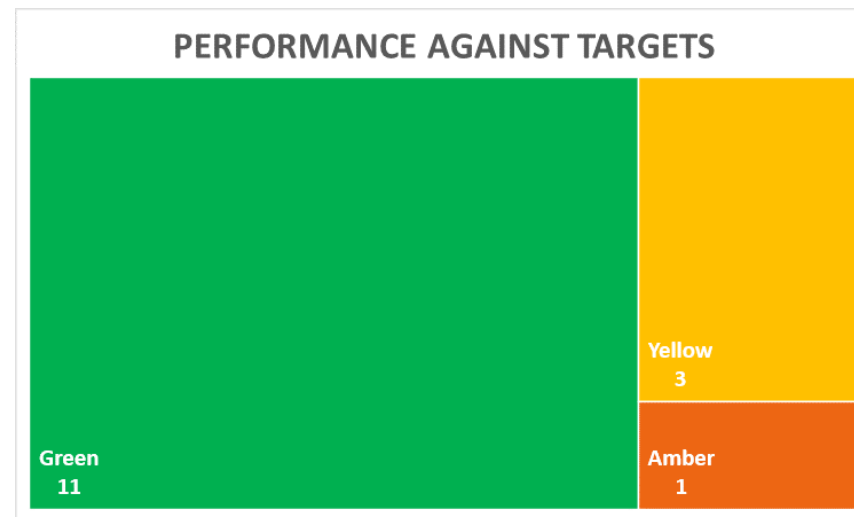
The percentage of pupils assessed in Welsh at the end of the Foundation Phase – as no assessments were being completed during 2020/21 because of the coronavirus pandemic;

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;

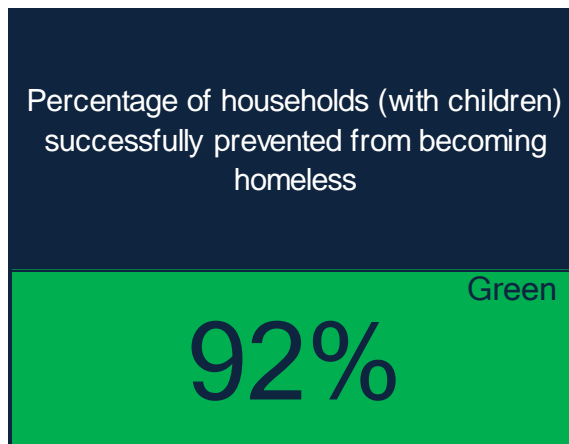
The percentage of tenants satisfied with responsive repairs (annual) – where delays with the installation of software have had a knock on effect with the ability to implement the tenant's satisfaction element of the software during 2021/22.

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.

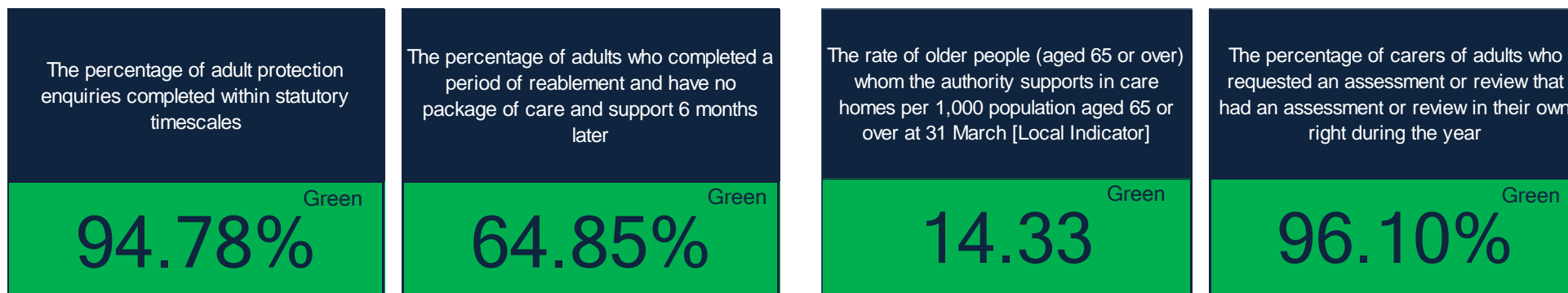


Some examples of the good performance seen during the year include:



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.



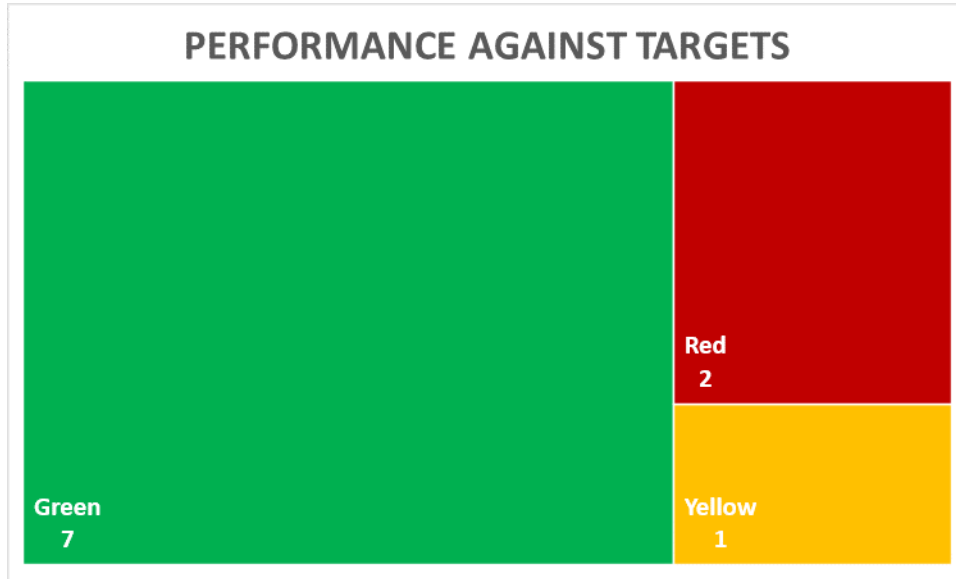
One indicator has underperformed against target for the year –

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

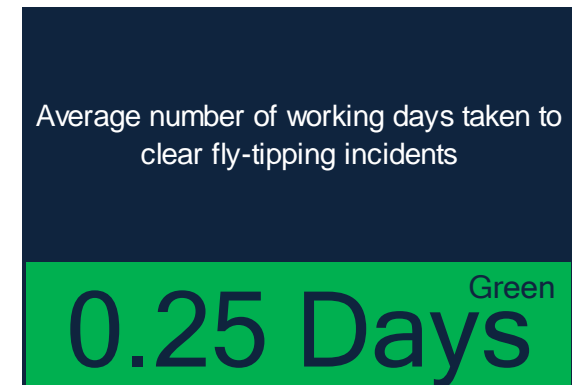


Performance against the indicators for **Wellbeing Objective 3** also demonstrated good performance for the year. Only two indicators (20%) of the 10 indicators with targets underperformed against their annual targets.

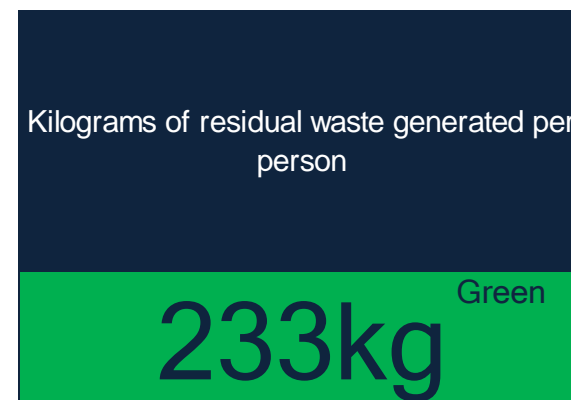
Page 68

The indicators that have performed well in the year include:

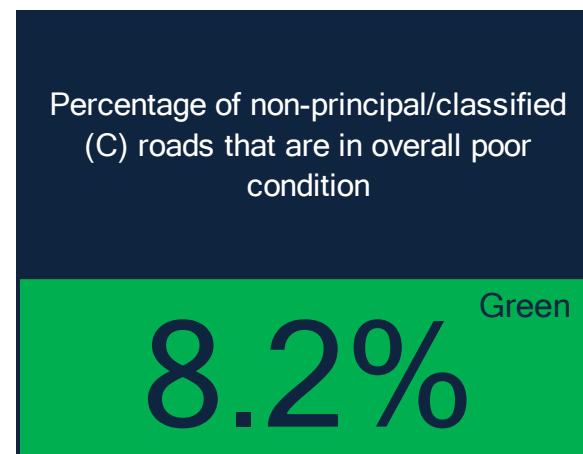
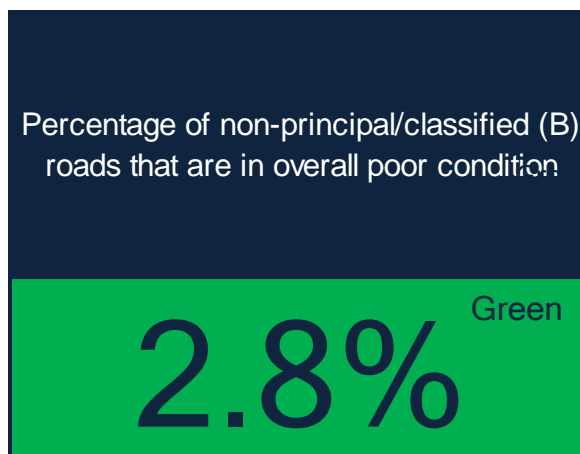
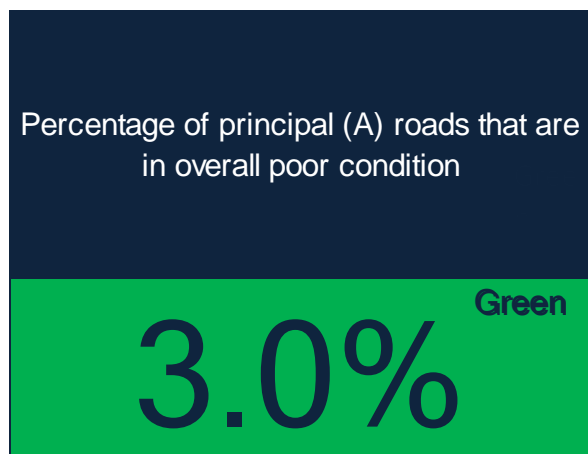
Three waste management indicators have performed well against targets during the year. 95.5% of the streets surveyed in the year were clean of any waste and it's encouraging to note that fly tipping incidents are cleared within 0.25 days.



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.

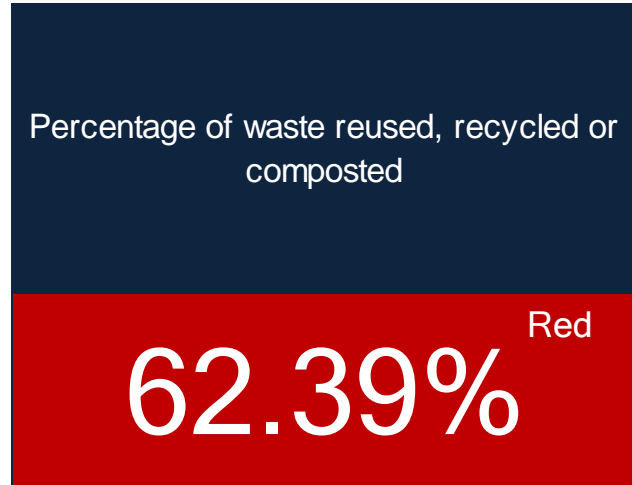


The three highways indicators related to the Islands' A, B and C road condition surveys were Green against targets and have improved compared to 2020/21. The largest improvement can be seen in the condition of the A roads where only 3% were of a poor condition in 2021/22 compared to 4.6% in 2020/21.



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.

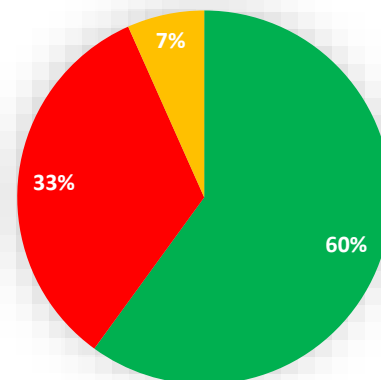


Overall Performance

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.

Year on Year Trend

■ Improved ■ Declined ■ Maintained Performance



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

ISLE OF ANGLESEY COUNTY COUNCIL	
Committee:	County Council
Date of meeting:	27 October 2022
Title:	Timing of Council Meetings
Report by:	Director of Function – Council Business / Monitoring Officer

1.0 Background

In accordance with the statutory guidance issued by the Welsh Government under Section 6(1) of the Local Government (Wales) Measure 2011, the Council is required to survey Members in respect of the times at which meetings of a local authority are held. All local authorities should review the times at which meetings are held at least once every term, preferably shortly after the new Council is elected.

This is also consistent with the Diverse Council statement that the Council adopted at its meeting on 7 September 2021, in line with the recommendation of the Democratic Services Committee on 29 July 2021. The statement includes a commitment to "*consider how to provide flexibility in the Council's business by reviewing its practical arrangements in terms of holding meetings*".

2.0 Response

A survey was sent to all members to obtain their views. The options were to start meetings at 10.00 am, 2.00 pm, 4.00 pm and 6.00 pm. An analysis of the preferred options was reported to the Democratic Services Committee at its meeting on 4 October 2022, as summarised below.

There were 17 responses (48.57%) from elected members; a breakdown is available at Appendix 1. The questionnaire was also circulated among non-elected members, including the external parties who attend meetings of the Standing Advisory Council on Religious Education (SACRE).

The majority of those who responded were in favour of maintaining the current arrangements, namely:-

County Council (2:00 pm)
 Executive (10:00 am)
 All other committees (2:00 pm)

However, the situation regarding the following two committees required further attention:

- **Planning and Orders Committee** – meetings currently start at 1.00 pm but the majority of respondents preferred the meetings to start at 2pm
- **Standards Committee** – meetings currently start at 2pm but the majority of respondents preferred the meetings to start at 10am

3.0 Equality considerations

The Democratic Services Committee was asked to give due regard to the points below before making its recommendations to the full Council:

- A small minority (2 members) favoured starting later (4.00 pm and 6.00 pm)
- 3 members indicated that keeping to specific days for holding committee meetings (Tuesday, Wednesday and Thursday) would help with combining other work and responsibilities with the role of a member.
- The availability of financial support towards the costs of care and personal assistance to:
 - enable anyone whose responsibilities as a carer would limit their ability to fulfil their role as a member or
 - provide care support to a member to enable that person to fulfil their role.

The Independent Remuneration Panel for Wales is of the opinion that Democratic Services Committees should take steps to encourage members who are eligible to claim these contributions.

4.0 Recommendations of the Democratic Services Committee

The Council is requested to consider the following recommendations made by the Democratic Services Committee at its meeting on 4 October 2022:

- where possible, the current start times be retained for ordinary meetings of the County Council (2.00 pm); the Executive (10:00 am) and all other committees (2.00 pm) subject to the next paragraph below
- that the start times of the Planning and Orders Committee, and Standards Committee, should be decided by those committees, following advice from their lead officers

- where possible, committee meetings should be held on Tuesdays, Wednesdays and Thursdays; to help with combining other work and responsibilities with the role of a member
- that the Council takes the opportunity to raise awareness about the availability of financial support towards the costs of care and personal assistance; and
- to note that, in light of draft statutory guidance awaited from the Welsh Government, there is an intention to carry out a further review of the timing, frequency and length of committee meetings early in 2024. The draft survey that will be circulated to members will first be considered and approved by the Democratic Services Committee.

Appendix 1

Committee	Feedback in order of preference	Number that chose the time as their first preference
County Council		
10.00 am	2	5
2.00 pm	1	9
4.00 pm	3	1
6.00 pm	4	0
The Executive		
10.00 am	1	9
2.00 pm	2	4
4.00 pm	3	1
6.00 pm	4	0
Scrutiny Committees		
10.00 am	2	5
2.00 pm	1	7
4.00 pm	3	1
6.00 pm	4	1
Regulatory Committees (Planning and Orders; Governance and Audit; Appointments; Investigation; Disciplinary; Appeals; Licensing)		
10.00 am	2	5
2.00 pm	1	8
4.00 pm	3	2
6.00 pm	4	0
Other committees		
10.00 am	2	5
2.00 pm	1	7
4.00 pm	3	1
6.00 pm	4	1