

## ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

<b>Committee:</b>	CORPORATE SCRUTINY
<b>Date:</b>	23 NOVEMBER 2018
<b>Subject:</b>	SCORECARD MONITORING REPORT - QUARTER 2 (2018/19)
<b>Purpose of Report:</b>	TO CHALLENGE PERFORMANCE
<b>Scrutiny Chair:</b>	COUNCILLOR ALED M JONES
<b>Portfolio Holder(s):</b>	COUNCILLOR DAFYDD RHYS THOMAS
<b>Head of Service:</b>	CARYS EDWARDS
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<b>Local Members:</b>	n/a

### 1 - Recommendation/s

- 1.1** This is the second scorecard of the financial year 2018/19.
- 1.2** It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and Shadow Executive in a workshop held on the 2<sup>nd</sup> of July, 2018.
- 1.3** The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –
- 1.3.1 Underperformance is recognised and managed with mitigation measures completed to aid improvement during Q3. Particular emphasis is given to those indicators which have seen a declining trend quarter upon quarter to ensure performance does not decline further during Q3.
- 1.3.2 Targets are re-evaluated during Q3 following the publication of the Social Services national comparator data with an emphasis placed on improving indicators in the lower and lower median quartiles.
- 1.3.3 A continued focus is placed on maintaining/improving attendance at work with the support of the Corporate Sickness Absence Co-ordinator. Priority given to continuing the better performance in both Adult & Learning service at a time when their overall performance is critical to the development of our children and well-being of our most vulnerable citizens.
- 1.3.4 The Customer Service Excellence Project Board continues to monitor the indicators and Children's Services are requested over the forthcoming six months to re-evaluate their complaints management procedure in order to improve their rate of written responses to complaints within timescales.

<p>1.3.5 Regular scrutiny of corporate financial management is continued and the remedial actions are undertaken by Heads of Service to in manage the budgets they can control</p> <p><b>1.4</b> The Committee is asked to recommend the mitigation measures outlined above.</p>
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## 2 – Link to Council Plan / Other Corporate Priorities

Used as part of the monitoring of the Council Plan

## 3 – Guiding Principles for Scrutiny Members

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

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

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

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

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

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

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[**focus on wellbeing**]

## 4 - Key Scrutiny Questions

1. What is the action that has led to an improvement in Adult and Education Service sickness levels? Is there any further action required over the next period?

2. The report also discusses financial pressures in Children's Services, Adults and Learning (schools). What further contribution can the Finance Scrutiny Panel offer to this area?

## 5 – Background / Context

1.1 One of the Council's aims under the Wales Programme for Improvement is to secure the means by which continuous improvement can be evidenced and presented across the different services. To that end, on an annual basis, a performance report is drafted to be published by end of October, which demonstrates progress or not (as the case may be).

1.2 This quarterly scorecard reporting has been developed in parallel with that annual work-stream to identify and inform Council leaders of progress against indicators which explicitly demonstrates the successful implementation of the Council's day to day activities and assists in providing the evidential base from which the performance report is drafted.

1.3 This year's indicators included in the scorecard were decided upon by the Senior Leadership Team, the Executive and Shadow Executive following guidance from Head of Services and the scorecard (Appendix 1) portrays the current end of Q2 position and will be considered further by the Corporate Scrutiny Committee and the Executive during November 2018.

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

n/a

#### **7 – Financial Implications**

n/a

#### **8 – Appendices:**

Appendix A - Scorecard Monitoring Report – Quarter 2, 2018/19 & Scorecard  
 Appendix B – Programmes and Projects Performance Dashboard – Quarter 2  
 Appendix C - Revenue Out-turn Forecast for the Financial Year ending 31 March 2019 – Quarter 2

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

- 2018/19 Scorecard Monitoring Report - Quarter 1 (as presented to, and accepted by, the Executive Committee in September 2018).

## **SCORECARD MONITORING REPORT – QUARTER 2 (2018/19)**

### **1. INTRODUCTION**

- 1.1 This quarterly scorecard reporting has been developed in parallel with the annual work-stream of the performance report to identify and inform Council leaders of progress against indicators which explicitly demonstrates the successful implementation of the Council's day to day activities and assists in providing the evidential base from which the performance report is drafted.
- 1.2 This year's indicators included in the scorecard were decided upon by the Senior Leadership Team, the Executive and Shadow Executive following guidance from Head of Services and the scorecard (Appendix 1) portrays the current end of Q2 position and will be considered further by the Corporate Scrutiny Committee and the Executive during November 2018.

### **2. CONTEXT**

- 2.1 This is the sixth year of collating and reporting performance indicators in a co-ordinated manner. The Council is seeing trends being established with regards to a number of those indicators and the comments by SLT / Scrutiny and the Executive are having an impact on operational delivery.
- 2.2 This impact is reflected in the way the Council compares favourably on a national basis against a number of indicators which are collated annually.
- 2.3 This impact can be evidenced quarterly and by our end of year performance against the PAM's.
  - 2.3.1 The Public Accountability Measures (PAM), which are a set of indicators which measure performance on a national basis, have been published by Data Cymru for 2018/19. Of the published indicators (Social Services indicators not yet released) the Council's year on year performance improved in relation to 75% of the available indicators whilst performance in the other 25% declined.
  - 2.3.2 Of the published data, the Council have 7 in the Top Quarter (in the top 6 Councils in Wales), 5 in the Upper Median (placed 7th to 11th), 5 in the Lower Median (placed 12th to 16th), and 3 in the Lower Quarter (placed 17th to 22nd). For the PAM indicators which are tracked in the Scorecard their 2017/18 quarter placing can be seen in the last column.
  - 2.3.3 Further analysis of the overall performance can be gained through the Annual Performance Report which can be found by visiting the following website: <http://www.anglesey.gov.uk/councilplan>
  - 2.3.4 Targets for the published PAM indicators which are tracked on a quarterly basis have already been adjusted where needed. Targets for the remaining Social Services PAM indicators not yet published will be reviewed during Q3 once the results are published.

### **2.4 PERFORMANCE MANAGEMENT**

- 2.4.1 At the end of Q2 it is encouraging to note that the majority of performance indicators are continuing the good performance seen in the Q1 report. This is encouraging to note and is similar to the same position at the end of Q2 in

2017/18. Being a performance focused organisation, this continued good performance across our services into Q3 is now the priority.

**2.4.2** Whilst this report portrays a positive story it is noted that 2 of the 30 indicators reported quarterly are underperforming against their annual target for the year. These are highlighted as being Red or Amber in colour on the scorecard itself and are discussed below.

**2.4.3** The two indicators within Adult Services which had underperformed during Q2 –

- (i) 11) PM20a – RED - The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later. The performance here was 33% at the end of Q2 against a target of 50%.

As discussed in the Q1 scorecard report, this indicator deals with a small number of cases and therefore performance can fluctuate considerably from quarter to quarter. In Q2, as a result of the re-ablement intervention that the service has provided, there has been an increase in the package of care for an additional 3 individuals supported as opposed to a reduced package of care. This reflects the nature of their presenting illnesses.

Due to the small number of cases involved this is statistically insignificant data at this stage and will continue to be monitored over Q3 & Q4.

- (ii) 07) PAM/025 (PM19) – AMBER - The Rate of people kept in hospital while waiting for social care per 1000 population aged 75+. The performance of this indicator was 4.08 at the end of Q2 against an annual target of 3.

It is acknowledged that there was a high rate of DTOC in the first two quarters of the year. The performance in Q2 (1.79) was however an improvement on the performance in Q1 (2.30).

It is anticipated that the newly commissioned patch based Domiciliary Care contract will make a significant positive impact in the Q3 figures. For example, figures for October 2018 show that nobody was kept in hospital waiting for social care during the month and it is anticipated that this trend will continue into the future.

**2.4.4** The remaining indicators reported for Q2 are all ragged **GREEN** or **YELLOW** within the performance management section and have performed well against their targets. There are a number of trend arrows that are declining compared to Q1 and these will need to be monitored by Services into Q3.

**2.4.5** One of the indicators that was RED and discussed in the Q1 Scorecard Report was indicator 4 on the Scorecard (PM28), the average length of time for all children who were on the CPR during the year. It is pleasing to note that this indicator has now improved and is ragged as GREEN at the end of Q2.

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

- 2.4.6.1** Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q3. Particular emphasis is given to

those indicators which have seen a declining trend quarter upon quarter to ensure performance does not decline further during Q3.

**2.4.6.2** Targets are re-evaluated during Q3 following the publication of the Social Services national comparator data with an emphasis placed on improving indicators in the lower and lower median quartiles.

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

## **2.5 PEOPLE MANAGEMENT**

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

**2.5.2** Attendance at work is an area which is reported on monthly and analysed to ensure improvement. Quarter 2 showed a score of 2.04 WDL per FTE which is an improvement on the 1st quarter and takes the cumulative score of Q1 & Q2 to 4.75 WDL per FTE (indicator 3 on scorecard under people management). This figure shows that we are slightly below target compared with the same period for 2017/18 of 4.25 days sick per FTE. However, it is slightly better than the results of 2016/17 which saw an end of year performance of 9.78 days per FTE.

**2.5.3** Greater in depth analysis of service performance against targets set for Q2 2018/19 indicate that 4 services were above their target. Combining these results with those from Q1 demonstrate that a number of services (6) are currently above their targets for the 1st half of the year. Whilst this is concerning, the two services which have been prioritised by the SLT to improve their annual sickness rates further for Q3 in comparison with previous years are those of:

- Adults
- Learning

These services consist of more than 50% of our workforce.

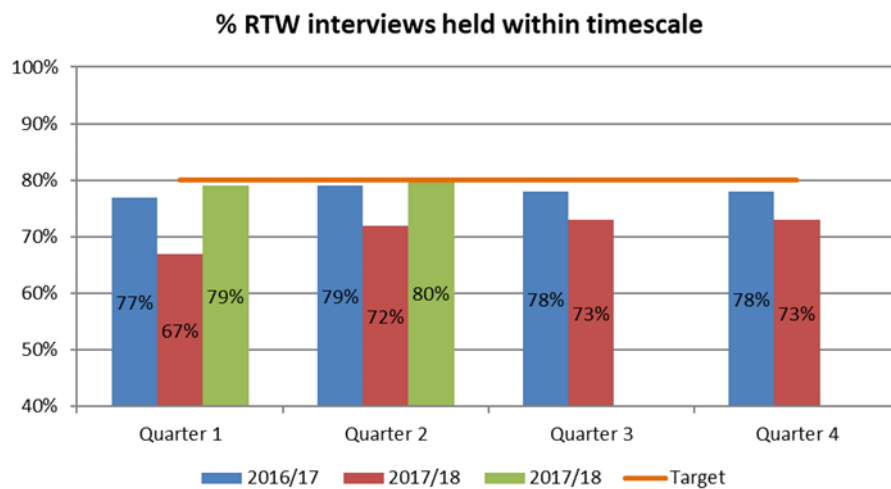
**2.5.4** Sickness absence for Adults Services in Q2 showed great improvement and was the best it has been over the last 3 years. Due to a higher rate of absence in Quarter 1 the service is currently at a score of 6.88 days absence per FTE against a target of 5.90 days absence per FTE up to the end of Q2. Long term sickness cases result in a total of 1371 days lost to sickness between April and September. With the winter months coming up, prioritising good sickness rates amongst staff within the Adult service is essential in order to deal with our most vulnerable citizens.

**2.5.5** The Learning service also demonstrated an improvement in sickness absence levels from Quarter 1. The service is performing at a score of 4.67 days absence per FTE against a target of 4.16 absence per FTE up to the end of Q2. The main reason for this level of sickness absence is due to the performance of Primary Schools (indicator 04 on the scorecard). Primary schools absence accounts for 68% of the sickness absence of the Learning service. This is recognised and a

sickness work-plan has been devised and is being implemented by the service to tackle the issues noted.

**2.5.6** Up until the end of Q2 the pattern of long term sickness absence throughout services continues as we recognise as an Authority long term sickness absence will always be present.

**2.5.7** The Council continues to scrutinise practices regularly across its wide-ranging services and by the end of Q2 the positive performance seen in Q1 continues. This is evidenced in table 1 which shows RTW interviews being held within timescales at a level which meets the target. This is the first time in the last three years this achievement has been realised. Additionally the percentage of RTWs completed overall (on time and late) is 89% which again provides assurances that sickness absence is being dealt with in accordance with policy expectations.



(Table 1)

**2.5.8 The SLT therefore recommends –**

**2.5.9** A continued focus is made on maintaining/improving attendance at work with the support of the Corporate Sickness Absence Co-ordinator. Priority needs to be given to continuing the better performance in both Adult & Learning service at a time when their overall performance is critical to the development of our children and well-being of our most vulnerable citizens.

**2.6 CUSTOMER SERVICE**

**2.6.1** Up to the end of Q2, users used AppMôn technology to submit 1809 reports (including fly tipping, faulty street lighting, compliments or complaints, broken pavements, sports club database forms and ordering recycling bins). This is up from 1087 for Q2 17/18. 84% of these reports have come through the website which is in the process of being updated and refreshed.

**2.6.2** A new indicator for this year is the number of registered users we have on AppMôn and the Council Website which has increased by close to 600 users from the end of Q1 to 4883 at the end of Q2. As noted in the Q1 scorecard report, the Council website will have a new presentation style and it is anticipated that this will encourage a greater

use of online forms and online contact. It is also expected that online web payment numbers will also increase.

- 2.6.3** Our social media presence increased once again during Q2 to 28k followers. This is shared through Facebook (13k followers), Twitter (14k followers) and Instagram (1k). These modes of communication are continuing to increase and the flow of information distributed and received via these channels will only increase further, therefore changing the way by which residents and others communicate with us as a Council. It also impacts on the workload of the small corporate team which currently monitors and responds to this social media presence.
- 2.6.4** With regards to customer complaints management, up to the end of Q2 29 complaints were received compared to 43 in Q2 17/18. 92% of the complaints requiring a response by the end of Q2 (22) have received a response within timescale, 2 of which were late. Of these complaints 15 were not upheld, 6 were upheld in full (Resources [3], Highways, Property & Waste [2], and Housing [1]) and 1 was partly upheld (Highways, Property & Waste [1]). This demonstrates that we are progressive in our approach to dealing with complaints and use them pro-actively to improve matters.
- 2.6.5** Within Social Services there were 4 Stage 2 complaints (Adult Services) and 26 Stage 1 Complaints (Children's Services [19], Adult Services [7]) received up to the end of Q2. Of these complaints, a total of 50% (Red on the scorecard) have been responded to within timescale with 13 late responses (Children's Services [10] and Adult Services [3]). Although Children's Services failed to send written responses within timescale for 9 of the 19 Stage 1 complaints, 14 of the 19 (74%) had held a discussion with the complainant within timescales.
- 2.6.6** The cumulative % of FOI requests responded to within timescale performed at 76% at the end of Q2 which is similar to the performance at the end of Q1. In total there was 552 FOI requests (totalling 3899 questions) by the end of Q2 with 110 late responses. Our response to FOIs is important and improving and the SLT and Heads of Service continue to monitor the performance of FOIs closely.

**2.6.7 The SLT therefore recommends –**

**2.6.7.1** *The Customer Service Excellence Project continue to monitor the indicators and Childrens Services are requested to re-evaluate their complaints management procedure in order to improve their rate of written responses to complaints within timescales.*

## **2.7 FINANCIAL MANAGEMENT**

- 2.7.1** A total overspend of £2.660m is projected for the year-ending 31 March 2019. £3.561m of the predicted overspend for 2018/19 is on service budgets, which are made up of a number of over and underspends. The Services that are still experiencing significant budgetary pressures are similar to 2017/18 (Children and Families Services and Learning). The Adults Service budgets are also under pressure due to increasing demand. The Heads of Service are aware of the issues and are working to reduce the level of overspending which is within their control by the year-end. Corporate Finance is expected to underspend by £0.553m and Council Tax, which includes the Council Tax Premium, is forecast to collect a surplus of £0.348m. The overall overspend is, therefore, reduced to £2.660m. The projected level of overspend is 2.03% of the



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

**2.7.2** Although this level of overspending can be funded from general reserves in 2018/19, it will deplete the general reserves to a figure well below the generally accepted minimum. It will be necessary during the 2019/20 budget setting process to fund the underlying level of overspending and to begin the process of replenishing the general balances. This is a prudent approach and is necessary to ensure the long term financial viability of the Council.

**2.7.3** Forecasts are subject to change as new information becomes available. However, with regular scrutiny from SLT and if remedial action is taken by Heads of Services these will help the services manage within the budgets they can control.

**2.7.4** The SLT therefore recommends that –

**2.7.4.1** Regular scrutiny of corporate financial management is continued and the remedial actions are undertaken by the Heads of Service to assist the services in managing within the budgets they can control.

### **3. RECOMMENDATIONS**

**3.1** The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –

**3.1.1** Underperformance is recognised and managed with mitigation measures completed to aid improvement during Q3. Particular emphasis is given to those indicators which have seen a declining trend quarter upon quarter to ensure performance does not decline further during Q3.

**3.1.2** Targets are re-evaluated during Q3 following the publication of the Social Services national comparator data with an emphasis placed on improving indicators in the lower and lower median quarters.

**3.1.3** A continued focus on maintaining/improving attendance at work with the support of the Corporate Sickness Absence Co-ordinator with priority given to continuing with the improved performance in both Adult & Learning services.

**3.1.4** The Customer Service Excellence Project Board continue to monitor the indicators and Children's Services are requested over the forthcoming six months to re-evaluate their complaints management procedure in order to improve their rate of written responses to complaints within timescales.

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

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



Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q2

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 17/18 Result	Canlyniad 16/17 Result
<b>Siarter Gofal Cwsmer / Customer Service Charter</b>						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green	⇒	29	35	71	71
02) No of Stage 2 Complaints received for Social Services	-	↓	4	-	9	5
03) Total number of complaints upheld / partially upheld	-	-	9	-	28	25
04a) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green	⇒	100%	80%	92%	93%
04b) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red	↓	50%	80%	-	-
05) Number of Stage 1 Complaints for Social Services	-	-	26	-	51	54
06) Number of concerns (excluding Social Services)	-	↑	33	-	112	191
07) Number of Compliments	-	⇒	135	-	753	566
08) % of FOI requests responded to within timescale	Melyn / Yellow	↓	76%	80%	78%	77%
09) Number of FOI requests received	-	-	552	-	919	1037
<b>Newid Cyfrwng Digidol / Digital Service Shift</b>						
10) No of Registered Users on AppMôn / Website	-	↑	4883	-	-	-
11) No of reports received by AppMôn / Website	-	⇒	1809	-	2k	1k
12) No of web payments	-	↓	6.6k	-	11k	-
13) No of telephone payments	-	↓	3.2k	-	5k	-
14) No of 'followers' of IOACC Social Media	-	↑	28k	25k	25k	21k
15) No of visitors to the Council Website	-	↑	422k	-	820k	715k

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 17/18 Result	Canlyniad 16/17 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2261	-	2252	2258
02) Number of staff authority wide, excluding teachers and school based staff(FTE)	-	-	1260	-	1244	1250
03a) Sickness absence - average working days/shifts lost	Ambr / Amber	↑	4.75	4.47	9.96	9.78
03b) Short Term sickness - average working days/shifts lost per FTE	-	-	2.00	-	4.63	4.72
03c) Long Term sickness - average working days/shifts lost per FTE	-	-	2.75	-	5.32	5.06
04a) Primary Schools - Sickness absence - average working days/shifts lost	Coch / Red	↑	5.87	4.16	10.39	-
04b) Primary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	2.34	-	4.85	-
04c) Primary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	3.53	-	5.55	-
05a) Secondary Schools - Sickness absence - average working days/shifts lost	Gwyrdd / Green	↑	3.36	4.16	9.67	-
05b) Secondary Schools - Short Term sickness - average working days/shifts lost per FTE	-	-	1.74	-	5.32	-
05c) Secondary Schools - Long Term sickness - average working days/shifts lost per FTE	-	-	1.65	-	4.35	-
06) % of RTW interview held within timescale	Gwyrdd / Green	↑	80%	80%	73%	78%
07) % of RTW interview held	Ambr / Amber	↑	89%	95%	85%	91%
08) % of Attendance Review Meetings held	-	-	-	80%	69%	57%
09) Local Authority employees leaving (%) (Turnover) (Annual)	-	-	-	-	11%	10%
10) % of PDR's completed within timeframe (Q4)	-	-	-	80%	90.50%	80%
11) % of staff with DBS Certificate (if required within their role) (Q3/Ch3)	-	-	-	-	-	91.40%
12) No. of Agency Staff	-	↓	14	-	12	15

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiad / Variance (%)	Rhagolygon o'r Gwariant / Forcasted Actual	Amrywiad a Ragwelir / Forcasted Variance (%)
01) Budget v Actuals	Coch / Red	-	£63,622,459	£65,924,287	3.62%	-	-
02) Forecasted end of year outturn (Revenue)	Coch / Red	-	£130,899,873	-	-	£133,559,880	2.03%
03) Forecasted end of year outturn (Capital)	-	-	£44,891,000	-	-	£23,494,000	-47.66%
04) Achievement against efficiencies	Ambr / Amber	-	£2,521,500	-	-	£2,254,500	-10.59%
05) Income v Targets (excluding grants)	Gwyrdd / Green	-	-£10,481,695	-£12,790,396	22.03%	-	-
06) Amount borrowed	-	-	£11,063,000	-	-	£8,034,000	-27.38%
07) Cost of borrowing	-	-	£4,491,593	-	-	£4,047,747	-9.88%
08) % invoices paid within 30 days	Gwyrdd / Green	↓	-	92.00%	-	-	-
09) % of Council Tax collected (for last 3 years)	Gwyrdd / Green	↑	-	98.90%	-	-	-
10) % of Business Rates collected (for last 3 years)	Gwyrdd / Green	↑	-	98.70%	-	-	-
11) % of Sundry Debtors collected (for last 3 years)	Melyn / Yellow	↓	-	96.8%	-	-	-
12) % Housing Rent collected (for the last 3 years)	-	↑	-	98.84%	-	-	-
13) % Housing Rent collected excl benefit payments (for the last 3 years)	-	↑	-	97.38%	-	-	-

## Appendix B

This document is contained within the quarterly scorecard monitoring report which is presented to the Corporate Scrutiny Committee and The Executive every quarter to provide a brief high-level update as to the status of work which is applicable and reports to both the -

- ***Partnerships, Communities & Service Improvement Transformation Programme Board and the;***
- ***Governance & Business Process Transformation Programme Board***

The key ragging for the said document is as follows –

RAG:

Completed

Project has been completed

On Track

Project is developing as expected and is on track

Behind Schedule

The Project needs key decisions / support

Late

The project is late and is falling behind expected timelines

White

The Project has not started to date

<b>Partnerships, Communities &amp; Service Improvement Transformation Programme Board</b>		
<b>Programme/Project</b>	<b>Related Projects</b>	<b>RAYG and brief Update</b>
<b>School Modernisation</b>	<b>Bro Rhosyr a Bro Aberffraw</b>	The completion date for building <b>Ysgol Santes Dwynwen</b> at Newborough is March 2019.  <b>Ysgol Brynsiencyn</b> adaptations have been undertaken over the Summer. Work left to complete on the windows before completion.
	<b>Llangefni Area</b>	<b>Ysgol Bodffordd and Ysgol Corn Hir</b> Statutory notice has been given to the schools of their closure. A Pre-Planning Application Consultation was held from 17th September to 16 <sup>th</sup> October on the New Area School design. Results of which to be considered by the Executive in due course.  <b>Ysgol y Graig and Ysgol Talwrn</b> It was resolved that the capacity of Ysgol y Graig be increased to accommodate pupils from Ysgol Talwrn, and that Ysgol Talwrn be closed. Designing and associated costs of extension currently being developed.
	<b>Seiriol + South East</b>	The executive decided to approve Option 1, namely to refurbish and extend Ysgol Llandegfan, close Ysgol Beaumaris and refurbish and extend Ysgol Llangoed. Designing and associated costs of the extension currently being developed.
	<b>Amlwch Area</b>	Informal consultation on the area being undertaken between 5th November to 2 <sup>nd</sup> December
	<b>Post 16</b>	Informal consultation on post 16 education will be undertaken during a 4 week period in November and December
	<b>Adult Social Care -</b>	<b>Llangefni Extra Care</b>
<b>South of the Island Extra Care</b>		The Executive agreed that the Beaumaris School site is used to develop an Extra Care Housing scheme within the Seiriol area.  Now that a decision has been agreed with regards to the future of Beaumaris School, the development of the site will be reviewed.
<b>Housing with Internal Support</b>		The Service is being re-modelled in order to achieve financial savings. Staff are currently being consulted on potential changes.

Appendix B

	<b>Housing with External Support</b>	The aim of the project is to re-model and redesign the services in close consultation with the requirements of the Supporting People Programme. Some changes have already been implemented to aide financial savings.
	<b>Re-tendering of Home Care Services</b>	New contracts are now in place. Transitional period exists up until Q3 2018/19.
<b>Transformation of Libraries, Youth Services, Museums, Culture and Market Hall</b>	<b>Transformation of Museums and Culture</b>	Melin Llynonn and Roundhouses – Advertised in a specialist magazine in June 2018 to try and attract a commercial bid for the site.  Beaumaris Court and Goal – Work ongoing in partnership with Beaumaris Town Council to transfer the assets
	<b>Remodelling of Library Service</b>	Completed
	<b>Market Hall, Holyhead</b>	Project is behind schedule and will now complete in December 2018. Financial matters relating to ERDF funding has delayed the project.
<b>Gypsy Traveller sites</b>		Planning application for Star site submitted and approved by Planning Committee in October 2018
<b>Increase levels of recycling</b>		Please see Scorecard KPIs 16 + 17 for Q2 achievement
<b>Flood alleviation work</b>		Plan is on course to deliver flood alleviation works in Pentraeth, Beaumaris and Bodffordd during 2018/19.

<b>Governance &amp; Business Process Transformation Programme Board</b>		
<b>Programme/Project</b>	<b>Related Projects</b>	<b>RAYG and brief Update</b>
<b>Resource Plan – Northgate</b>		<p>Payslips – Printing and postage costs have fallen with an estimated saving of £1000 per month.</p> <p>Web Recruitment – Technical issues still to be resolved – estimated 'live' in November 2018</p> <p>Mileage and Expenses – on track and progressing well. First electronic travel claims have been successfully completed and the technology will be rolled out over the next few months to other users.</p>

Appendix B

<b>Customer Service Excellence</b>	<b>Cyswllt Môn Expansion Programme / Face to Face Contact</b>	Project back on track following the upgrade to all PCs in libraries. Pilot to commence January 2019 in Amlwch and Menai Bridge for 4 months.
	<b>Telephone Contact and Channel Shift</b>	
	<b>CRM</b>	The Waste and Recycling Module has been implemented. Delays in getting the AD link and Telephony integration mean that the project is Red, plans are in place to remedy these delays.
	<b>Improving Business Processes</b>	Work to decrease time spent on filling VOIDS. Process scoped, revised efforts on-going. Agreement to re-visit following the embedding of revised practise.
<b>Energy Efficiency</b>		Refit Cymru Programme tender documents completed and due to be issued in November 2018. Capital works carried out at Ysgol David Hughes and Ysgol Uwchradd Caergybi.
<b>Implementation of ICT Strategy</b>		The Digital IT Strategy – ‘Digital Island’ has been approved and covers 2016-2020.  Strategy was revised for re-adoption during Q2.
<b>Scrutiny Improvement Plan</b>		We commissioned CIPFA to undertake a review of progress to date / distance travelled over the Summer and publication of the WAO to be presented at the forthcoming Audit committee in December. It is therefore our intention to put a further improvement plan in place incorporating the CIPFA and WAO recommendations plus the two work streams that remain on track
<b>Communication Strategy</b>		Revised Communication Strategy being developed to be signed off in December 2018.

APPENDIX C

**Projected Revenue Outturn for the Financial Year Ending 31 March 2019 – Quarter 2**

Service/Function	2018/19 Annual Budget	Q2 2018/19 Budget Year to Date	Q2 Actual & Committed spend	Q2 2018/19 Variance	Q2 Actual & Committed Spend	Estimated Expenditure to 31 March 2019 at Q2	Estimated Outturn 31 March 2019 over/ (underspend) at Q2	2018/19 Projected Over/(Under) spend as a % of Total Budget	Draft Over/(under) spend Last Year 2017/18
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	£'000
<b>LIFELONG LEARNING</b>									
Delegated Schools Budget	43,129	22,377	22,377	0	0.00%	43,129	0	0.00%	0
Central Education	4,263	1,241	1,547	307	24.07%	4,890	627	14.71%	893
Culture	1,305	853	791	(61)	-7.20%	1,192	(113)	-8.66%	(147)
<b>ADULT SERVICES</b>	24,602	11,931	12,750	820	6.87%	25,468	866	3.52%	215
<b>CHILDREN'S SERVICE</b>	8,317	4,555	5,772	1,217	26.71%	10,349	2,032	24.43%	1,778
<b>HOUSING</b>	1,021	994	905	(88)	-8.90%	1,006	(15)	-1.47%	7
<b>HIGHWAYS, WASTE &amp; PROPERTY</b>									
Highways	6,302	3,613	3,806	193	5.35%	6,218	(84)	-1.33%	(100)
Property	907	479	650	171	135.62%	977	70	7.72%	55
Waste	7,490	3,537	3,507	(30)	-0.84%	7,493	3	0.04%	(63)
<b>REGULATION &amp; ECONOMIC DEVELOPMENT</b>									
Economic Development	1,733	1,197	1,231	35	3.90%	1,683	(50)	-2.89%	(10)
Planning and Public Protection	1,948	840	715	(126)	-14.96%	1,993	46	2.31%	9
<b>TRANSFORMATION</b>									
Human Resources	1,235	685	685	0	-0.05%	1,227	(8)	-0.65%	(61)
ICT	2,354	1,226	1,443	217	17.71%	2,601	247	10.49%	45
Corporate Transformation	825	325	276	(49)	-15.14%	714	(111)	-13.45%	(158)
<b>RESOURCES</b>	2,839	1,587	1,503	(85)	-5.34%	2,820	(19)	-0.67%	(3)
<b>COUNCIL BUSINESS</b>	1,528	747	710	(36)	-4.83%	1,522	(6)	-0.39%	181



Service/Function	2018/19 Annual Budget	Q2 2018/19 Budget Year to Date	Q2 Actual & Committed spend	Q2 2018/19 Variance	Q2 Actual & Committed Spend	Estimated Expenditure to 31 March 2019 at Q2	Estimated Outturn 31 March 2019 over/ (underspend) at Q2	2018/19 Projected Over/(Under) spend as a % of Total Budget	Draft Over/(under) spend Last Year 2017/18
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	£'000
<b>CORPORATE &amp; DEMOCRATIC COSTS</b>	3,430	1,816	1,500	(316)	-17.38%	3,293	(137)	-3.99%	(103)
CORPORATE MANAGEMENT	657	328	335	7	2.01%	671	14	2.13%	(81)
ESTIMATED IMPACT OF UNCONTROLLABLE COSTS						200	200		159
<b>TOTAL SERVICE BUDGETS</b>	<b>113,884</b>	<b>58,330</b>	<b>60,505</b>	<b>2,174</b>	<b>3.73%</b>	<b>117,445</b>	<b>3,561</b>	<b>3.13%</b>	<b>2,616</b>
Levies	3,360	3,360	3,361	1	0.02%	3,360	0	0.00%	(2)
Discretionary Rate Relief	60	0	0	0	0%	63	3	5.00%	0
Capital Financing	7,511	0	(23)	(23)	0.00%	7,050	(461)	-6.14%	(494)
General & Other Contingencies	1,232	1,232	1,267	35	2.88%	1,232	0	0.00%	106
Support Services contribution HRA	(693)	0	0	0		(693)	0	0.00%	(82)
Benefits Granted	5,546	700	815	115	16.44%	5,451	(95)	-1.71%	(849)
<b>TOTAL CORPORATE FINANCE</b>	<b>17,016</b>	<b>5,292</b>	<b>5,420</b>	<b>128</b>	<b>2.42%</b>	<b>16,463</b>	<b>(553)</b>	<b>-3.25%</b>	<b>(1,276)</b>
<b>TOTAL 2018/19</b>	<b>130,900</b>	<b>63,622</b>	<b>65,924</b>	<b>2,302</b>	<b>3.62%</b>	<b>133,908</b>	<b>3,008</b>	<b>2.30%</b>	<b>1,340</b>
<b>FUNDING</b>									
NDR	(22,574)	(12,155)	(12,155)	0	0.00%	(22,574)	0	0.00%	0
Council Tax	(34,440)	0	0	0	0.00%	(34,541)	(101)	0.29%	116
Council Tax Premium	(648)	0	0	0	0.00%	(895)	(247)	38.02%	0
Revenue Support Grant	(73,238)	(39,436)	(39,436)	0	0.00%	(73,238)	0	0.00%	0
<b>TOTAL FUNDING 2018/19</b>	<b>(130,900)</b>	<b>(51,591)</b>	<b>(51,591)</b>	<b>0</b>	<b>0.00%</b>	<b>(131,198)</b>	<b>(348)</b>	<b>0.00%</b>	<b>-72</b>
<b>TOTAL OUTTURN INCLUDING IMPACT OF FUNDING</b>	<b>0</b>	<b>12,031</b>	<b>14,333</b>	<b>2,302</b>	<b>19.13%</b>	<b>2,660</b>	<b>2,660</b>	<b>2.03%</b>	<b>1,456</b>