

ISLE OF ANGLESEY COUNTY COUNCIL

REPORT TO:	EXECUTIVE COMMITTEE
DATE:	16 SEPTEMBER 2019
SUBJECT:	REVENUE BUDGET MONITORING, QUARTER 1 2019/20
PORTFOLIO HOLDER(S):	COUNCILLOR ROBIN WYN WILLIAMS
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LOCAL MEMBERS:	n/a

A - Recommendation/s and reason/s

1. In February 2019, the Council set a net budget for 2019/20 with net service expenditure of £133.324m to be funded from Council Tax income, NDR and general grants. The total for general and other contingencies amounted to £1.886m. The budget for the Council Tax Premium was increased to £1.444m. The total budget for 2019/20 is, therefore, £135.210m.
2. The budget for 2019/20 included required savings of £2.561m. These have been incorporated into the individual service budgets and achievement or non-achievement of these is reflected in the net (under)/overspends shown. Whilst significant savings were once more required to balance the budget, £0.277m of additional budget was included in the budget and held centrally. This additional funding will be allocated to meet additional budget pressures as and when necessary. In addition, £479k of funding (50%) in respect of additional teachers pension costs was retained centrally, as the cost of the teachers' pensions had been fully funded in the Delegated School's Budget. This additional funding has been allocated to the Council's general reserves.
3. This report sets out the financial performance of the Council's services at the end of Quarter 1, 30 June 2019. The projected position for the year as a whole is also summarised. It should be noted that predicting the final year end position at the end of Quarter 1 is difficult and the position can change considerably as we move through the remainder of the financial year.
4. The overall projected financial position for 2019/20, including Corporate Finance and the Council Tax fund, is an overspend of £1.60m. This is 1.18% of the Council's net budget for 2019/20. This is due to similar pressures experienced in 2018/19, the most significant of which is the cost of Adult Services.
5. It is recommended that:-
 - (i) To note the position set out in appendices A and B in respect of the Authority's financial performance to date and expected outturn for 2019/20;
 - (ii) To note the summary of Contingency budgets for 2019/20 detailed in Appendix C;
 - (iii) To note the position of the invest to save programmes in Appendix CH. Members are asked to approve the use of any remaining balance on the capital/development of the new automated planning and charges systems to fund scanning and digitisation of historic files. This will help optimise the new system and maximise use of the system;
 - (iv) To note the position of the efficiency savings for 2019/20 in Appendix D;
 - (v) To note the monitoring of agency and consultancy costs for 2019/20 in Appendices DD, E and F;
 - (vi) To approve the new Fees and Charges for the Anglesey Business Centre in Appendix FF.

B - What other options did you consider and why did you reject them and/or opt for this option?		
n/a		
C - Why is this a decision for the Executive?		
This matter is delegated to the Executive.		
CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Yes		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The report has been considered by the SLT and the points raised have been incorporated into the final report.
2	Finance / Section 151 (mandatory)	n/a – this is the Section 151 Officer’s report
3	Legal / Monitoring Officer (mandatory)	The Monitoring Officer is a member of the SLT and the Monitoring Officer’s comments were considered by the SLT.
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
F - Appendices:		
<ul style="list-style-type: none"> • Appendix A - Revenue Budget Monitoring Report – Quarter 1, 2019/20 • Appendix B – Table of Projected Outturn 2019/20 • Appendix C – Summary of Contingency Budgets 2019/20 • Appendix CH – Review of the Invest-to-Save projects 2019/20 • Appendix D - Review of Efficiency Savings 2019/20 • Appendix DD - Information regarding monitoring of Agency Staff 2019/20 • Appendix E - Information regarding monitoring of Consultants • Appendix F – Detailed information regarding the expenditure on Consultants • Appendix FF – New Fees & Charges for the Anglesey Business Centre 		
FF - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> • 2019/20 Revenue Budget (as recommended by this Committee on 18 February 2019 and adopted by the County Council on 27 February 2019). 		

REVENUE BUDGET MONITORING – QUARTER 1 2019/20

1. General Balance

The Council held £8.728m of earmarked reserves and school reserves amounting to £0.631m at the start of the financial year. The draft outturn for 2018/19 resulted in a general balance at the start of the current financial year of £5.912m. This may be subject to change with any post-audit adjustments.

The Executive approved the following items to be funded in 2019/20 from the General Reserve:-

Executive Meeting	Amount £m	Purpose
Draft opening balance	-5.912	Draft audited general reserve at 31 March 2019
Full Council 27 February 2019	-0.479	Funding (50%) in respect of additional teachers pension costs is returned to the general reserve as the cost of the teachers' pensions had been fully funded in the Delegated School's Budget.
Revised Council Fund General Balance	-6,391	As mentioned above, this may change following any post-audit adjustments.

The current predicated outturn for 2019/20 is an estimated overspend of £1.60m. If this trend continues, the Council's general reserve is likely to reduce to £4.791m by the year end. This is well below the minimum balance of the general reserve which has been set at £6.7m as approved by full Council on 27th February 2019.

2. Financial Performance by Service

2.1 The details of the financial performance by service for the period and the projected out-turn position for each is set out in Appendix B. An overspend of £1.481m on services is predicted as at 31 March 2020. An overspend of £265k is estimated on Corporate Finance. In addition, a surplus of £146k is predicted on the Collection of Council Tax, of which £304k is due to a surplus on the Council Tax Premium. The current total revenue forecast for 2019/20 is an overspend of £1.600m, which is 1.18% of the Council's total net revenue budget.

2.2 The table below summarises the significant variances (circa £100k or higher). Please note that these figures relate to the position in respect of the controllable budgets within each service.

**Summary of projected variances at 31 March 2020
Based upon financial information as at 30 June 2019**

	(Under) / Overspend £000
Learning	355
Adults	983
Corporate Transformation	97
Benefits Granted	324
Uncontrollable Costs – bad debt, insurances and pension capital costs	200
Council Tax, including Council Tax Premium	(146)
Other (total of variances less than £100k)	(213)
Total Variance over/(under)spend	1,600

3. Explanation of Significant Variances

3.1 Lifelong Learning

3.1.1 Central Education

3.1.1.1 This service was overspent by £53k (5.71%) at the end of Quarter 1. The forecast for the year-end is and overspend of £390k (7.88%).

3.1.1.2 There are a number of over and underspends across the Service which are listed below:-

- The most significant budgetary pressures are: School Transport – Taxis which is predicted to overspend by £320k. The implementation of the 'One Transport System' took place during the previous financial year, this and the re-tendering exercise that was undertaken has meant that overall overspend has been reduced by around £230k from what it would have been otherwise.
- The Anglesey and Gwynedd Joint SEN Strategy is expecting to overspend by £171k. A further review of this budget and the expenditure will take place during Quarter 2 and this will provide a more accurate forecast.
- Secondary integration's statutory costs are forecast to overspend by £73k, this is the result of decreased budget and the savings being unable to be fully met.
- The Out of County Placements budget is currently forecast to underspend £208k. This is due to reduced demand for these placements, including the ending of education provision for one complex case where the client has moved on to become the responsibility of Adult Services as noted below. It is important to note that this is a demand led budget and the situation can change very quickly.
- The early year provision is forecast to be underspent to the sum of £100k. This budget has historically been underspending as a result of lower than budgeted payments to nurseries.

3.1.2 Culture

3.1.2.1 This service was £42k (8.90%) overspent during the period and the forecast outturn for the year is an underspend of £35k (2.87%). There are vacant posts within the Library Service which are expected to give rise to a £55k underspend at year end. However, there were remedial works which were required to be completed before the new tenants of the Oriol Café moved in which will place pressure on the budgets to the sum of £20k at year end.

3.2 Adults Social Care

3.2.1 This service was £472k (8.04%) overspent for the period and the forecast outturn for the year as a whole is a predicted overspend of £983k (3.91%). This figure allows for the full use of the Social Care Pressure Grant of £670k and the remaining balance of the Corporate Vulnerable Persons reserve of £276k.

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

- Services for the Elderly: Forecast overspend of £345k - there are various over and underspends within the Service, however, the largest forecasted overspend is within Homecare which is the result of additional costs within Hafan Cefni and Penucheldre as well as an increase in demand. There are similar demand pressures for residential and nursing placements which are showing large overspend positions.
- Physical Disabilities (PD): Forecasted overspend of £179k. The main areas of concern here is in Home Support where the budget is currently overspending at Quarter 1 by £89k and is again a demand-led budget.
- Learning Disabilities (LD): Forecasted overspend of £599k. The reasons behind this are (i) the Service has a small number of clients with complex care needs. This includes a complex high cost placement which has transitioned from Children's Services and (ii) an increase in Supported Living Fees.
- Mental Health (MH): Forecast overspend of £243k. This is due to a small number of expensive clients and an increase in a placement cost.
- Provider Unit: Forecast underspend of £370k. This is mainly due to the underspends within the residential homes section.

3.2.3 The Quarter 1 figures indicate significant demand pressures within the quarter. In order to fully investigate the issues, the department will be considering each specific individual line which has led to the significant projected overspend. Namely these are Nursing Placements, Residential Placements and Home Care costs within Older People and Physical Disability Services, and supported living and Home Care costs within the Learning Disabilities areas. Within each, the following will be considered:-

- Nature of cyclical trend (year by year and month by month trend);
- Reasons behind the trend;
- Further steps that can be taken to manage demand.

Any feedback will be reported to the Executive and Finance Scrutiny Panel.

3.3 Children's Services

3.3.1 The service was overspent by £39k (1.49%) during the period but is projected to be underspent by £22k (0.22%) at year end. This is a significant achievement compared to the overspend of £1.8m for the financial year 2018/19. The improved budget position of the service is, in the main, as a result of the additional funding of £1.4m in the 2019/20 budget and the fact that one child, where the cost of the placement was significant, has now transferred to be the responsibility of Adult Services.

3.3.2 The number of children being looked after has continued to increase during the first quarter, with 12 additional children added to the register. However, the number of children in formal foster care or specialised placements outside the county only rose by 3. The recruitment of more Council employed foster carers has increased the number of children placed with them by 10 in the quarter, whilst the numbers placed outside the County fell by two and the number of children placed with private foster carers fell by 5. This reduced the average placement cost and contributed to bringing the projected costs within budget.

3.4 Housing (Council Fund)

3.4.1 This service was underspent by £56k (11.92%) during the period and forecasted to be £20k (1.65%) underspent at year end. Homelessness (B and B) costs continue as budgetary pressures with an overspend of £60k forecasted at year end. However, due to staff vacancies and delays in recruiting, it is anticipated that there will be an underspend here to the sum of £80k.

3.5 Regulation and Economic Development

3.5.1 Economic and Community (includes Destination and Leisure)

3.5.1.1 The service, overall, was underspent by £6k (1.06%) for the period with a projected outturn being £24k (1.38%) overspent.

3.5.1.2 The Economic Development element of the service was underspent by £29k for the period, however, it is forecast to be within budget at year-end.

3.5.1.3 The Destination Section was underspent by £40k for the period, however, the projected year end position is a reduced underspend of £25k due to receipt of moorings income early in the financial year.

3.5.1.4 The Leisure Section was £62k overspent for the period with a forecast of the year end position being £49k overspent. There are budgetary pressures within the café provision at Plas Arthur and the vending machines at the other centres. Issues in relation to staffing budgets continue from 2018/19.

3.5.2 Planning and Public Protection

3.5.2.1 This service was £80k underspent (21.54%) for the period. The forecast outturn for the year is an underspend of £49k (2.40%).

3.5.2.2 The Public Protection Section was overspent by £6k for the period and the forecasted outturn position is £2k underspend. Dog and pest control income targets are not expected to be achieved by £5k as well as the markets and fair income by £7k. However, there is a vacant post within the corporate health and safety team which is forecasted to provide a £14k underspend at year end.

3.5.2.3 The Planning Section was underspent by £86k for the period and is forecasted to underspend by £47k at year end. All sections within the planning department are expected to underspend, with planning administration £20k and Building Control £15k forecasting the largest underspends. These are the results of a vacant post in administration and income being ahead of profile.

3.6 Highways, Waste and Property

3.6.1 Highways

3.6.1.1 This service was £56k (3.15%) overspent for the period. The forecasted position at year end is £122k underspent (2.02%) The majority of the sections within Highways are predicted to be underspent at year end. The most notable are departmental Support £40k which will have arisen from staffing cost savings, street works income is expected to overachieve against the income budget by £80k. Additional grant income is expected on Public Transport which will contribute to the forecast of a £50k underspend. However, the works budget is expected to overspend to the sum of £100k by year end. This forecast excludes winter maintenance costs as it is too early in the year to predict the outturn on these costs. Any significant winter costs could worsen the outturn estimated this quarter.

3.6.2 Waste

3.6.2.1 The Waste service was £47k (2.83%) underspent for the period, the service is predicted to have an outturn position of a £35k underspend (0.45%).

3.6.2.2 The forecast for the year end includes underspends and compensating overspends within different sections of the department. The most notable of the variances include a £70k underspend on the Penhesgyn Transfer Station due to staffing and income generation above budget. The recycling section is also forecasting a £70k underspend position at year end due to excess income which will reduce the overspend on the Waste Collection budget, which is currently £80k overspent.

3.6.3 Property

3.6.3.1 The Service's position for the period is a £5k (0.60%) underspend with a forecast for the year end position being £125k (14.65%) overspent.

3.6.3.2 The main reason for the projected overspend within the Property Service is a forecast underachievement on professional fees. A delay in capital projects within the 21st Century Schools programme has reduced the fee earning work within Property in this financial year. However, this work is expected to increase in future financial years when the 21st Century Schools Band B projects are progressed.

3.7 Transformation

3.7.1 The Transformation function overspent by £405k (35.62%) for the period. The projected year end position is an overspend of £97k (2.17%).

3.7.1.1 The ICT Section was overspent by £384k (61.50%) for the period and is expected to be £140k (5.87%) overspent at year end. All software and hardware budgets across the Council, excluding schools, have been centralised and are now managed within the ICT Section, time has been taken to identify each of the services' needs and requirements in order to get a hold of the budget. The projected year end position for the centralised software budget currently is an overspend of £100k. With the usage of Anglesey Connected decreasing, the cost of maintaining the provision sits with ICT and it is, therefore, expected that the ICT Section will not be able to fully achieve its recharged income target by £40k.

3.7.1.2 The HR function was overspent by £29k (8.19%) for the period and projected to be £13k (1.03%) overspent at year end.

3.7.1.3 The Corporate Transformation Section was underspent by £8k (5.06%) for the period and expected to be underpent at the year end by £56k (6.77%), this the result of savings in salary expenses within both the Corporate Transformation team and Cyswilt Môn.

3.8 Resources (excluding Benefits Granted)

3.8.1 The Resources function budget is £95k (12.21%) underspent for the period with the projection for the outturn being an underspend of £79k (2.59%).

3.8.2 Revenues and Benefits are expected to be £5k underspent for the year and the Accountancy Section is looking at an overspend of £34k due to bank charges and system consultancy costs. Internal Audit is expected to have a balanced budget, whereas the Procurement Section is expected to be £89k underspent due to initiatives in purchasing, i.e centralised purchasing budgets and procurement card rebates.

3.9 Council Business

3.9.1 The function was £34k (7.80%) underspent for the period with the forecast for the year end position being a £55k (3.38%) overspend.

3.9.2 Legal Services are expected to be overspent by £87k at year end, in large part due to Legal agency staff to cover staff vacancies/absences. Democratic Services are forecasted to underspend in each of its functions, with the largest underspend being within the Translation Unit (£14k) due to savings on staffing expenses and the use of consultants.

3.10 Corporate and Democratic Costs

3.10.1 The function was underspent by £1k (0.12%) for the period and the forecast year end position is an underspend of £11k (0.33%).

3.10.2 There are sections within the department that are forecasting to overspend at year end whilst there are compensating underspends in other areas. The main areas of concern are within the Civic Section where the Armed forces day is expected to be a £20k budgetary pressure and staff counselling is expected to overspend to the sum of £23k. However, the expectation in terms of the historic pension contribution costs is an underspend of £49k, which will fund these overspends.

3.11 Corporate Management

3.11.1 The function was £31k (18.37%) underspent for the period with the forecast at year end being an underspend of £20k (2.92%).

4. Corporate Finance (including Benefits Granted)

4.1 Corporate Finance, including Benefits Granted, is expected to overspend by £265k at year end. Based on the 2018/19 expenditure and previous trends, it was anticipated that the caseload under the Council Tax Reduction Scheme would fall and, despite the overall increase in the level of council tax, the budget was reduced in 2019/20. Based on the current position, the caseload has not fallen as anticipated and the current projection is that the budget will overspend by £324k. However, this may change during the second quarter, as the level of seasonal work increases and some claimants end their claim over the summer months.

4.2 The budget for 2019/20 included some items retained centrally as contingency budgets, these include £202k of additional funding for Education out-of-county fees; £235k as a general contingency to cover budget pressures; £400k to cover the cost of redundancy and termination costs; and £400k as a general contingency. At this early stage in the financial year, it is difficult to determine how much of these contingencies will actually be required, therefore, the year end projected figure is a small underspend of £66k, which is currently forecast due to the fact that Children's Services do not require to use the full amount of the contingency in order to balance the budget. The position will become clearer as the financial year moves forward and it may be possible to release some of these contingencies which would then further reduce the overall overspend position.

5. Collection of Council Tax

5.1 The Council Tax Fund budget is determined using the estimated collectable debt for the current year only, based on the tax base figure set in November 2018. It does not provide for arrears collected from previous years, adjustments to liabilities arising from previous years (exemptions, single person discounts etc.), changes to the current year's tax-base or the provision for bad and doubtful debts. These changes cannot be estimated and, invariably, lead to a difference between the final balance on the Council Tax Collection Fund and the original budget. The current projection is that the Council Tax Fund will underachieve the target by £158k. In addition, the Council Tax Premium budget, which is additional council tax charge on second homes on Anglesey (since 1 April 2017), may potentially overachieve its budget by £304k. In total, therefore, a surplus of £146k is forecast on the collection of Council Tax.

6. Budget Savings 2019/20

6.1 Budget savings of £2.561m were removed from service budgets for 2019/20. £2.206m of the savings have been achieved and are expected to be achieved; however, £355k is not expected to be delivered. The most significant shortfall will be within Adult Services, where the service is expected to underachieve the target by £276k, due to increasing demand pressures. A full detailed analysis can be seen for each Service in Appendix D.

7. Invest-to-Save

7.1 An invest to save programme was undertaken in 2016/17 with an allocation of £983k for individual projects. To date, £571k has been spent or committed from this allocation of funding up to and including 2019/20. All projects are at various stages of development, with some closer to completion than others. The full detail of the expenditure and progress on each of the projects can be seen in Appendix CH. Where the projects are not completed at year-end, they will continue into 2020/21 and the funding will still be available within the invest-to-save reserve.

8. Agency and Consultancy Costs

8.1 During the year to date, £147k was spent on Agency staff. These were, in the main, part-funded from staffing budgets as they related to staff vacancies, while £69k related to staff cover within Children's Services, while the service undergoes a restructure. The Waste Service spent £40k for site agents at the recycling centres. The full details can be seen at Appendix DD.

8.2 Expenditure on consultancy services in Quarter 1 was £159k, with £52k of this funded externally from grants or contributions. This compares to £440k spent on consultancy services in the first quarter of 2018/19. The reduction is due to the suspension of the Wylfa Newydd project. The full summary of expenditure per service and additional details of the expenditure can be seen at Appendix E.

9. Conclusion

9.1 The initial projection at the end of the first quarter is that the budget will be overspent by £1.6m for the year ending 31 March 2020. The service budgets are expected to overspend by £1.481m and corporate finance is forecast to overspend by £0.265m. An underachievement of £0.158m is expected on the standard Council Tax. Surplus income of £0.304m is forecast on the Council Tax Premium. The net surplus on Council Tax overall is £0.146m. The Adults Service budgets are under pressure due to increasing demand and the transition of a costly placement from Children's Services. It is the normal pattern for the final outturn position to be better than the first quarter estimate, however, if the projected overspend transpires it would be funded from the Council's general balances, which would reduce to £4.791m. This reduction weakens the Council's financial position but vindicates the decision not to use general balances to fund part of the 2019/20 budget.

Service/Function	2019/20 Annual Budget	Q1 2019/20 Budget Year to Date	Q1 Actual & Committed spend	Q1 2019/20 Variance	Q1 Actual & Committed Spend	Estimated Expenditure to 31 March 2020 at Q1	Estimated Outturn 31 March 2020 over/(under) at Q1	2019/20 Projected Over/(Under)spend as a % of Total Budget	Draft Over/(underspend) Last Year 2018/19 (Subject to Audit)
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	£'000
Corporate & Democratic costs	3,352	782	781	(1)	-0.12%	3,341	(11)	-0.33%	(181)
Corporate Management	686	171	139	(31)	-18.37%	666	(20)	-2.92%	2
Estimated Impact of Uncontrollable Costs						200	200		596
Total Service Budgets	118,235	30,021	30,731	710	2.36%	119,716	1,481	1.25%	2,287
Levies	3,528	3,528	3,528	(0)	0.00%	3,528	0	0.00%	0
Discretionary Rate Reliefe	85	0	0	0	0.00%	92	7	7.75%	0
Capital Financing	7,052	207	195	(12)	-5.61%	7,052	0	0.00%	(1,185)
General & Other Contingencies	1,582	1,582	1,083	(499)	-31.52%	1,516	(66)	-4.17%	0
Support Services contribution HRA	(773)	0	0	0	0.00%	(773)	0	0.00%	(152)
Benefits Granted	5,501	741	694	(48)	-6.44%	5,825	324	5.89%	(48)
Total Corporate Finance	16,975	6,058	5,500	(558)	-9.21%	17,240	265	1.56%	(1,385)
Total 2019/20	135,210	36,079	36,230	151	0.42%	136,956	1,746	1,731	902
Funding									
NDR	(22,754)	(7,001)	(7,001)	0	0.00%	(22,754)	0	0	0
Council Tax	(37,975)	0	0	0	0.00%	(37,817)	158	(72)	(269)
Council Tax Premium	(1,444)	0	0	0	0.00%	(1,749)	(304)	0	
Revenue Support Grant	(73,037)	(22,473)	(22,473)	0	0.00%	(73,037)	0	0	0
Total Funding 2019/20	(135,210)	(29,474)	(29,474)	0	0.00%	(135,356)	(146)	(72)	(269)
Total outturn including impact of Funding	0	6,605	6,756	152	2.29%	1,600	1,600	1,659	633

APPENDIX C

Summary of the Outturn Position on Contingency Budgets 2019/20

	Original Budget	Virements	Amended Budget to date	Committed to date (30/06/2019)	Currently Uncommitted Budgets	Outturn forecast 31/03/2020
	£	£	£		£	£
General Contingency	399,350	63,950	463,300	127,120	336,180	-
Salary and Grading	400,000	(20,750)	379,250	216,702	162,548	-
Earmarked Contingency	1,091,710	(352,230)	739,480	739,480		(65,950)
Total General and other Contingencies	1,891,060	(309,030)	1,582,030	1,083,300	498,728	(65,950)

APPENDIX CH

Review of Invest-to-Save Projects 2019/20

Service	Title	Description	Amount Approved £	Sum Allocated (in total - not just Yr 1) £	Total Spend to 31 March 2019 £	Balance at 1 April 2019 £	Allocation for 2019/20 £	Spend to date 2019/20 £	Remaining budget 2019/20 £	Project Update
Resources	Electronic Document Management System for Revenues and Benefits	Provide scanning solution and workflow for Revenues and Benefits	170,000	170,000	169,945	0	0	0	0	The project has now been successfully completed, within budget. The project successfully delivered the critical success factors - supporting the need for good document management, improving customer service, reducing storage requirements, meeting legal requirements, modernising administrative processes & making data a corporate asset.
I.T	Local Land and Property Gazetteer	Implement a LLPG system across the Council	10,800	10,800	15,261	0	0	0	0	Project completed in 2017/18. The project overspent by £4.5k which was funded by revenue.
I.T / Transformation	Customer Relationship Management System	Purchase and implementation of a CRM system	255,000	255,000	102,712	152,288	152,288	0	152,288	The CRM is now well established with over 9,000 registered customers and 4,025 service requests since January 2019. IT are working with services under the direction of the Business Process Transformation Board to drive more forms online and available via the CRM in order to improve back end processes, enable efficiencies and improve customer experience.

Service	Title	Description	Amount Approved £	Sum Allocated (in total - not just Yr 1) £	Total Spend to 31 March 2019 £	Balance at 1 April 2019 £	Allocation for 2019/20 £	Spend to date 2019/20 £	Remaining budget 2019/20 £	Project Update
I.T. / Resources	Payment Gateway	Purchase and implement a payment gateway which will enable payments to be received via the App	27,000	27,000	13,417	13,583	13,583	0	13,583	Payment Gateway is complete and in the process of being deployed via the Council website and My Account Portal. A number of Public Protection forms are being developed and will be published in the next few weeks. The plan is to work as a team with Revenues to drive further payments through the solution. The next step is to build and test the payment gateway to enable payments through AppMON.
Regulation & Economic Development	Improve the Resilience of the Planning Systems	New automated planning systems	118,000	118,000	79,548	57,122	57,122	17,200	39,922	The upgrade to the new Planning back office system went live in November 2018 and will be live to external users in the next month. Work on the Building Control aspect of the project is progressing well and went live in July 2019. Upgrades and testing especially of mobile technology for site visits is ongoing. There is a substantial amount of historic planning files which still need to be digitised. If there is a remaining balance unspent once all development work is completed, it is recommended that this be used to fund digitising historic files. This would help optimise the use of the new developments.

Service	Title	Description	Amount Approved	Sum Allocated (in total - not just Yr 1)	Total Spend to 31 March 2019	Balance at 1 April 2019	Allocation for 2019/20	Spend to date 2019/20	Remaining budget 2019/20	Project Update
			£	£	£	£	£	£	£	
Resources	Improving Income Collection Systems	Purchase & implement a new income management system which links to the current income streams and allows new income collection methods (AppMon etc.) to link into the cash management system	150,000	150,000	90,481	59,519	59,519	7,284	52,235	The project continues to progress. There are a number of key tasks which need to be completed in relation to: the income reconciliation module; e-returns; import routines; the payment gateway; and the upgrade of the website and AppMon income collection functionality. The remaining balance of £52k will be needed to progress the project to completion. Some aspects of the project will not be implemented due to lack of funding, that is, the Call Secure Module and the implementation of Capital Wallet Module.
Lifelong Learning	Modernisation of business and performance processes	Implement unused modules in the ONE Management Information system	72,000	72,000	75,526	3,000	3,000	0	6,526	The project has been completed, with one final instalment due to be paid of £3k. The £11k overspend was funded from the Oriel Invest to Save budget.
Lifelong Learning	Modernisation of business	Website for the Oriel	15,000	15,000	0	8,474	8,474	0	4,948	The project is underway and due for completion during 2019/20. Funding is forecast to be fully utilised within the financial year.
I.T. / Transformation	Digital First / Digital By Default	Employ a Digital Lead Officer and Digital Services Analyst	£70,000 in year 1 and £50,000 in year 2	120,000	0	120,000	70,000	0	70,000	The Temporary Digital Services Analyst Post is currently being advertised with a closing date of the 2/8/2019. The Temporary Digital First lead JD has been written and is currently with the Job Evaluation Team.

Service	Title	Description	Amount Approved £	Sum Allocated (in total - not just Yr 1) £	Total Spend to 31 March 2019 £	Balance at 1 April 2019 £	Allocation for 2019/20 £	Spend to date 2019/20 £	Remaining budget 2019/20 £	Project Update
Public Protection	Improved Digital Connectivity within the Public Protection Service	Implementation of a cloud based system to record inspection visits. The software is an all Wales solution and has been procured via a framework agreement supported by 19 out of the 22 Councils in Wales.	£10,000 per year for 4.5 years	45,000	0	45,000	10,000	0	10,000	Ongoing collaborative work with Corporate CRM Team. Identifying High Value/Volume work streams to enable a 'channel shift' and improve performance capability and customer experience. Pace of work dictated by Transformation Board approving and prioritising work streams for scoping and implementation. Once this project is completed, the focus and aim is to market test a revised user spec and software system which integrates and compliments the CRM system.
Total				982,800	546,889	458,986	373,986	24,484	349,502	

Review of Efficiency Savings 2019/20

Service/Function	Budget Savings 2019/20 £'000	Achievable 2019/20 £'000	Unachievable 2019/20 £'000	Comments
Lifelong Learning	967	908	59	<p>£50k was proposed as efficiency savings through reviewing the delivery of integration services for a more efficient use of resources. It has not yet been identified how the saving will be delivered in 2019/20, causing a potential unachievement on this proposal.</p> <p>A proposal of £15k was made to reduce arts grants. This saving will be £9k short of being fully achieved in 2019/20. A further £5k can be achieved in 2020/21. Further consultation required for the last £4k to be achieved.</p> <p>All other saving proposals, amounting to £908k, are either already realised in full or are forecast to be on track to be fully achieved during 2019/20.</p>
Regulation and Economic Development	171	171	0	All saving proposals amounting to £171k are either already realised in full or are forecast to be on track to be fully achieved during 2019/20.
Highways, Waste and Property	600	580	20	<p>A savings proposal of £10k was made for transferring the responsibility of public conveniences to communities. The ownership of 2 PC's in Benllech have been transferred to the community council from April 2019, however, one off costs were incurred as part of the transfer causing this target to be unachievable for this financial year.</p> <p>£20k was proposed through the reduction of building and running costs following the disposal of Shire Hall building. To date, the RBDM team are currently still occupying the building causing this proposal to potentially fall short of the target by £10k.</p> <p>The achievement of efficiency saving proposals of £25k in relation to ceasing the use of Safecote is currently unknown and will remain unknown until the conditions of the winter months are seen.</p> <p>All other saving proposals amounting to £555k are either already realised in full or are forecast to be on track to be fully achieved during 2019/20.</p>

Service/Function	Budget Savings 2019/20 £'000	Achievable 2019/20 £'000	Unachievable 2019/20 £'000	Comments
Adults' Services	586	310	276	<p>Efficiency Savings were proposed amounting to £195k through the reduction of demand for residential and nursing placements, through the use of Hafan Cefni, the reduction of demand for homecare services and through managing the demand for supported living. However, early indications show that demand continues to increase, resulting in this target potentially being unachievable. Further work will be done on all specific lines affected to investigate reasons for current growth in demand.</p> <p>Following the closure of Plas Penlan, £70k was proposed to be saved as full year saving. This is unlikely to be achieved as demand continues to increase for alternative provision e.g. Home Care.</p> <p>£11k of efficiency savings were proposed through the outsourcing of more homecare packages to the private providers. Work-in -progress to consider how to improve efficiency of service without reducing staff numbers. Consideration to be given to whether or not savings can be produced elsewhere.</p> <p>All other saving proposals amounting to £310k are either already realised in full or are forecast to be on track to be fully achieved during 2019/20.</p>
Housing	54	54	0	Efficiency saving has been achieved in full.
Transformation	43	43	0	<p>Savings proposed of £20k through the reduction of the 'Denu Talent' budget can only be confirmed once placements have taken place over summer and will be clarified in Q2.</p> <p>Of the £19.5k efficiency savings proposed through the removal of unused phone lines, £10.5k have been identified, and it is hoped that the remaining £9k will be possible through more recent disconnections.</p> <p>Other savings of £3.5k are on track to be fully achieved during 2019/20.</p>
Corporate	110	110	0	All savings proposals are on track to be fully achieved during 2019/20.
Resources	30	30	0	All savings proposals are on track to be fully achieved during 2019/20.
Total	2,561	2,206	355	

Agency Costs April to June 2019

	Amount £	Source of Funding (Specific Core Budget / Un-utilised staffing budget / Grant / External Contribution)	Reason for Cover
Economic & Regeneration	3,946	Core	Achieving food hygiene inspections requirements
	3,946	Core	
Waste	15,577	Specific Core Budget	Additional tasks required short term. Staff not available via HR Matrix
	14,567	Specific Core Budget/Grant/External Contribution	Additional tasks required short term. Staff not available via HR Matrix
	10,154	Specific Core Budget/Grant/External Contribution	Additional tasks required short term. Staff not available via HR Matrix
	40,298		
Children's Services	2,085	Core Budget/ Agency staff Reserve	Chairing and Reviewing Children's Safeguarding conferences
	38,420	Core Budget/ Agency staff Reserve	To cover vacant posts
	27,240	Core Budget/ Agency staff Reserve	To cover vacant posts
	921	Core Budget/ Agency staff Reserve	To cover vacant posts
	68,666		
Adult Services	5,115	Core Budget	To cover vacant posts
	25,588	Core Budget	Specific work on DOLS project
	30,703		
Transformation	3,459	Staff budget	To cover vacant post, since filled
	3,459		
Total	147,072		

Summary Consultancy Expenditure Q1

Department	Quarter 1 £	Total YTD £
Central Education	8,950	8,950
Culture	690	690
Economic & Regeneration	58,760	58,760
Property	0	0
Highways	423	423
Schools	0	0
Waste	54,582	54,582
Housing	0	0
HRA	8,500	8,500
Corporate & Democratic	3,275	3,275
Adult Services	850	850
Children's Services	0	0
Transformation	2,452	2,452
Council Business	3,996	3,996
Resources	16,424	16,424
Total	158,901	158,901
Funded by:		
Core Budget	55,252	55,252
Grant	7,523	7,523
External Contribution	45,790	45,790
Reserves	50,337	50,337
Total	158,901	158,901

A more detailed breakdown of this is provided below.

Breakdown of consultancy Costs Quarter 1 2019/20

Department	Amount Q1 £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Central Education	200			✓	Grant	Workshop for Youth Workers
	7,000	✓		✓	Core	Professional departmental support
	175			✓	Core	Evaluation Report
	1,575			✓	Core	Review work of Secondary Schools
Total Central Education	8,950					
Culture	440			✓	Core	Professional Charges - South Stack Lighthouse
	250			✓	Core	Criw Celf Workshop
Total Culture	690					
Economic & Regeneration	1,899			✓	External Contribution	Scrutiny of Section 106 & SoCG
	5,244	✓			External Contribution	Advice re Horizon Nuclear Power Wylfa Newydd Project
	579	✓			External Contribution	North Anglesey Partnership
	1,926			✓	External Contribution	Welsh Language Schedule advice

Department	Amount Q1 £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
	28,423	✓			External Contribution	Development Consent Order
	7,719			✓	External Contribution	London Plan Expert Engagement & Small Sites Project
	1,000			✓	Grant	Professional fees - Llangefni Business Units
	600			✓	Grant	Officer visits re HLF
	2,134			✓	Core	ICT Project Management costs - Planning
	710	✓			Core	Development Management Support – April 2019
	175	✓			Core	Professional Services - 10 Pant Y Briallu, Benllech
	4,655			✓	Core	ICT Project Management costs Build Cont
	78	✓			Core	Professional Services - Macros Cables Llangefni
	200			✓	Core	Structural checking services April 2019
	10	✓			Core	Credit Report Agency Service
	3,000			✓	Reserves	Court Case Services
	408			✓	Grant	Silver Young Ambassador Training
Total Economic & Regen.	58,760					
Highways	172			✓	Core Budget	Penalty Charge Notice Issued
	66			✓	Core Budget	PCN Charge
	185			✓	Core Budget	Traffic Speed and Flow Survey - Longford Rd, Holyhead

Department	Amount Q1 £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Total Highways	423					
Waste	42,753	✓		Specific Work	Earmarked Reserves	Provision of External Technical Support in connection with the Procurement of a new contract
	42	✓		Specific Work	Specific Core Budget	Duos Offtake
	1,854	✓		Specific Work	Specific Core Budget	Landfill Site Quaterly Gas Monitoring, Technical Support
	9,751	✓		Specific Work	Specific Core Budget	Penhesgyn Landfill
	183	✓		Specific Work	Specific Core Budget	Annual review of assessments carried out at Penhesgyn Centre
Total Waste	54,582					
HRA	5,700			✓	Specific Core Budget	Server Migration 2008 to 2016 - Technical Services
	2,800			✓	Specific Core Budget	Keystone Advice and Guidance tokens
Total HRA	8,500					
Corporate & Democratic	3,275			✓	Grant	Write and deliver Event safety plan
Total Corporate and Democratic	3,275					

Department	Amount Q1 £	Category - Reason Appointed			Source of Funding (Specific Core Budget / Unutilised staffing budget / Grant / External Contribution / Reserves)	Description of work undertaken
		Ongoing to cover specific skill set that doesn't require Permanent Post	Volume of Work	Specific Work / One Off Project		
Adult Services	850			✓		2 days project management WCCIS workshops
Total Adult Services	850					
Transformation	412			✓	Specific core budget	Consultancy Services for ICT Security Solutions
	2,040	✓			Grant	Assesor - Trainee Social Workers
Total Transformation	2,452					
Council Business	3,996			✓	Unutilised staffing budget	Cover for temporary staff absence
Total Council Business	3,996					
Resources	2,500			✓	General contingency	Review of Anglesey Island Games Bid
	2,065	✓			Specific core budget	Tax advice & consultancy service
	7,275	✓			Specific core budget	Treasury Services Retainer Contract
	4,584			✓	Invest to save reserve	ICT Project Management costs
Total Resources	16,424					
Total Q1 April - June	158,901					



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Fees and Charges

2019-20

1st April

NOTES

1. Applicable Period

1.1 All fees and charges are from the specified date to the 31st March 2020 (inclusive), unless otherwise stated.

2. VAT

2.1 All fees and charges are inclusive of VAT (VAT subject to change), unless otherwise stated.

2.2 Key to VAT Indicators:-

S	-	Inclusive of Standard Rated VAT (20%, subject to change)
Z	-	Zero rated
E	-	Exempt from VAT
N	-	Charge net of VAT (VAT should be added to the fee/charge)
O/S	-	Outside the scope of VAT / Non-business
N/A	-	Not applicable

2.3 VAT status may be subject to change in year.

2.4 Recharges between the Isle of Anglesey County Council services are exclusive of VAT.

Anglesey Business Centre

Service	Fee / Charge	VAT	
Anglesey Business Centre Meeting Room Hire (excluding VAT)			
Llynonn (seating capacity 25)			
Cost per hour	£26.00	Subject to VAT where applicable, i.e. S – for external clients, No VAT on internal hires	
Cost per half day	£57.00		
Cost per full day	£98.00		
Rhosyr (seating capacity 10)			
Cost per hour	£21.00		
Cost per half day	£53.00		
Cost per full day	£72.00		
Cemlyn (seating capacity 10)			
Cost per hour	£21.00		
Cost per half day	£53.00		
Cost per full day	£72.00		
Cybi (seating capacity 10)			
Cost per hour	£21.00		
Cost per half day	£53.00		
Cost per full day	£72.00		
Parys (seating capacity 6)			
Cost per hour	£15.00		
Cost per half day	£40.00		
Cost per full day	£59.00		
Penmon (seating capacity 24)			
Cost per hour	£26.00		
Cost per half day	£57.00		
Cost per full day	£98.00		
Aberlleiniog (seating capacity 16)			
Cost per hour	£24.00		
Cost per half day	£55.00		
Cost per full day	£80.00		
PwllfanogI (seating capacity 8)			
Cost per hour	£18.00		
Cost per half day	£47.00		
Cost per full day	£65.00		
Abermenai (seating capacity 6)			
Cost per hour	£15.00		
Cost per half day	£40.00		
Cost per full day	£59.00		
There is a removable wall between Penmon & Aberlleiniog if required (seating capacity 36)			
Cost per hour	£40.00		
Cost per half day	£100.00		
Cost per full day	£160.00		
Refreshments	£1.45 per cup	S	
Hire of translation equipment	£39.60	S	