

Public Document Pack



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Richard Parry Jones, BA, MA.
Prif Weithredwr – Chief Executive

CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
Swyddfeydd y Cyngor - Council Offices
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RHYBUDD O GYFARFOD	NOTICE OF MEETING	
PWYLLGOR GWAITH	THE EXECUTIVE	
DYDD LLUN 4 TACHWEDD 2013 10.00 o'r gloch	MONDAY 4 NOVEMBER 2013 10.00 am	
SIAMBR Y CYNGOR SWYDDFEYDD Y CYNGOR LLANGFNI	COUNCIL CHAMBER COUNCIL OFFICES LLANGFNI	
Rheolwr Gwasanaethau Pwyllgor	Mr John Gould 01248 752 515	Committee Services Manager

Annibynnol/Independent

R Dew, K P Hughes, H E Jones and Ieuan Williams (Cadeirydd/Chair)

Plaid Lafur/Labour Party

J A Roberts (Is-Gadeirydd/Vice-Chair) and Alwyn Rowlands

Heb Ymuno / Unaffiliated

A M Jones (Democratiaid Rhyddfrydol Cymru / Welsh Liberal Democrats)

COPI ER GWYBODAETH / COPY FOR INFORMATION

I Aelodau'r Cyngor Sir / To the Members of the County Council

Bydd aelod sydd ddim ar y Pwyllgor Gwaith yn cael gwahoddiad i'r cyfarfod i siarad (ond nid i bleidleisio) os ydy o/hi wedi gofyn am gael rhoddi eitem ar y rhaglen dan Reolau Gweithdrefn y Pwyllgor Gwaith. Efallai bydd y Pwyllgor Gwaith yn ystyried ceisiadau gan aelodau sydd ddim ar y Pwyllgor Gwaith i siarad ar faterion eraill.

A non-Executive member will be invited to the meeting and may speak (but not vote) during the meeting, if he/she has requested the item to be placed on the agenda under the Executive Procedure Rules. Requests by non-Executive members to speak on other matters may be considered at the discretion of The Executive.

A G E N D A

1 DECLARATION OF INTEREST

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

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

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

3 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 1 - 12)

To submit the report of the Head of Service (Policy).

4 2014/15 BUDGET (Pages 13 - 24)

To submit the report of the Head of Function (Resources).

5 IMPROVEMENT PLAN 2013/14 (Pages 25 - 46)

- To submit the report of the Head of Service (Policy) as submitted to the Corporate Scrutiny Committee on 28th October, 2013.
- To consider their observations thereon.

6 CORPORATE SCORECARD - QUARTER 2, 2013/14 (Pages 47 - 50)

- To submit the report of the Head of Service (Policy) as submitted to the Corporate Scrutiny Committee on 28th October, 2013.
- To consider their observations thereon.

7 TO MAKE CHANGES TO THE PLANNING PROCEDURE RULES (SECTION 4.6 OF THE CONSTITUTION) PERMANENT (Pages 51 - 88)

To submit the report of the Legal Services Manager.

8 INCOME MANAGEMENT STRATEGY - HOUSING SERVICES (Pages 89 - 118)

To submit the report of the Head of Service (Housing).

9 SERVICE CHARGES FOR TENANTS AND LEASEHOLDERS (Pages 119 - 126)

To submit the report of the Head of Service (Housing).

10 WELSH PUBLIC LIBRARY STANDARDS, ANNUAL RETURN 2012-2013 (Pages 127 - 162)

To submit the report of the Director of Community.

11 SCHOOL ORGANISATION CODE (Pages 163 - 170)

To submit the report of the Director of Lifelong Learning.

12 FUTURE OF EU CONVERGENCE PROGRAMME PRIORITY ACTIVITIES (Pages 171 - 180)

To submit the report of the Head of Service (Economic Development).

13 **REVIEW OF THE PROVISION OF THE MAIN OFFICE CANTEEN** (Pages 181 - 192)

To submit the report of the Head of Service (Property).

14 **EXCLUSION OF THE PRESS AND PUBLIC** (Pages 193 - 194)

To consider adoption of the following:-

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

15 **SCIENCE PARK DEVELOPMENT** (Pages 195 - 200)

To submit the report of the Head of Economic and Community Regeneration.

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	The Executive
Date	4 November 2013
Subject	The Executive's Forward Work Programme
Portfolio Holder(s)	Cllr Ieuan Williams
Lead Officer(s)	Deputy Chief Executive
Contact Officer	Huw Jones Head of Service – Policy (Tel. 01248 752108)
Nature and reason for reporting:	
To seek approval of the Executive's updated Forward Work Programme in accordance with the Council's Constitution.	

A – Introduction / Background / Issues
See CH – Summary

B – Considerations
See CH – Summary

C – Implications and Impacts		
1	Finance / Section 151	-
2	Legal / Monitoring Officer	-
3	Human Resources	-
4	Property Services	-
5	Information and Communications Technology (ICT)	-
6	Equality	Impact assessments will need to have been undertaken on all new or revised policies submitted to meetings of the Executive

C – Implications and Impacts		
7	Anti-poverty and Social	-
8	Communication	-
9	Consultation	-
10	Economic	-
11	Environmental	-
12	Crime and Disorder	-
13	Outcome Agreements	-

CH – Summary	
1.0	Background
1.1	The Executive’s forward work programme enables both Members of the Council and the public to see what key decisions are likely to be taken by the Executive over the coming months. It includes information on the decisions sought and who the lead officers and portfolio holders are for each item.
1.2	The Executive’s Forward Work Programme for the period December 2013 – April 2014 is attached.
1.3	It should be noted, however, that the forward work programme is a flexible document as not all items requiring a decision will be known that far in advance and some timescales may need to be altered to reflect new priorities etc. Arrangements are therefore in place to review the list of items and submit updates to the Executive on a monthly basis. Both strategic and operational issues are covered to inform the scrutiny process. Some items are likely to be determined by portfolio holders under delegated authority.

2.0 **Role of Scrutiny**

- 2.1 The Board of Commissioners have already acknowledged the importance of the scrutiny role, and in particular task and finish groups, in the process of supporting the corporate work programme.
- 2.2 This work programme offers a basis for further developing the work of the scrutiny committees. Further refinement of the work programme will be necessary to ensure better alignment of the schedule of meetings in the future in order to allow for pre-decision scrutiny.

D – Recommendation

Members of the Executive are requested to:

confirm the attached updated work programme which covers December 2013 – April 2014;

identify any matters subject to consultation with the Council’s Scrutiny Committees and confirm the need for Scrutiny Committees to develop their work programmes further to support the Executive’s work programme;

note that the forward work programme is updated monthly and submitted as a standing monthly item to the Executive.

Name of author of report: Huw Jones

Job Title: Head of Service - Policy

Date: 24 October 2013

Appendices:

Executive Forward Work Programme: December 2013 – April 2014.

Background papers

Previous forward work programmes.

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2013 – April 2014

Updated: 24 October 2013



The Executive's forward work programme enables both Members of the Council and the public to see what key decisions are likely to be taken by the Executive over the coming months. It includes information on the decisions sought and who the lead Officers and Portfolio Holders are for each item.

The Executive's draft Forward Work Programme for the period **December 2013 – April 2014** is outlined on the following pages.

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

Some matters identified in the forward work programme may be delegated to individual portfolio holders for approval.

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

Issues to be reported to the Council's Sustainability Board are currently under review.

* Key:

Strategic – key corporate plans or initiatives

Operational – service delivery

For information

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2013 – April 2014

Updated: 24 October 2013

	Subject and * Category (Strategic / Operational / For information)	Why the decision is sought from the Executive	Lead Department	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Date to Scrutiny	Date to Executive	Date to Full Council
1	The Executive's Forward Work Programme Category: Strategic	To update the work programme.	Deputy Chief Executive	Huw Jones Head of Policy Cllr Ieuan Williams		2 December 2013	
2	Capacity and Resources for Change Category: Strategic	To progress the Transformation Agenda.	Deputy Chief Executive	Bethan Jones Deputy Chief Executive Cllr Alwyn Rowlands	Date to be confirmed.	2 December 2013	
3	Corporate Plan 2013-17 Category: Strategic	Adoption of Plan in accordance with Policy Framework	Deputy Chief Executive	Huw Jones Head of Policy Cllr Alwyn Rowlands		2 December 2013	5 December 2013
4	2013/14 Revenue and Capital Budget Monitoring – Qtr 2 Category: Strategic	Quarterly financial monitoring report.	Deputy Chief Executive	Clare Williams Head of Function – Resources Cllr Hywel Eifion Jones		2 December 2013	
5	2014/15 Council Tax Base Category: Strategic	Calculation and setting of the Council Tax Base for the Isle of Anglesey County Council and the Town and Community Councils.	Deputy Chief Executive	Clare Williams Head of Function – Resources Cllr Hywel Eifion Jones		2 December 2013	
6	New Discretionary Business Rates Relief Category: strategic	Approval to award the new discretionary business rates relief in respect of the New Developments Scheme and Open for Business Scheme	Deputy Chief Executive	Clare Williams Head of Function – Resources Cllr Hywel Eifion Jones		2 December 2013	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2013 – April 2014

Updated: 24 October 2013

	Subject and * Category (Strategic / Operational / For information)	Why the decision is sought from the Executive	Lead Department	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Date to Scrutiny	Date to Executive	Date to Full Council
7	HRA Subsidy Reform Category: Strategic	Changes and impact of the Housing Revenue Account subsidy system in Wales.	Community	Clare Williams Head of Function – Resources / Shan L Williams Head of Housing Services Cllr Kenneth P Hughes		2 December 2013	
8	Supporting People Commissioning Plan 2014/15 Category: Strategic	Approval.	Community	Shan L Williams Head of Housing Services Cllr Kenneth P Hughes		2 December 2013	
9	New Nuclear Build at Wylfa: Supplementary Planning Guidance (SPG) Category: Strategic	To secure approval to release the SPG for public consultation.	Sustainable Develop-ment	Jim Woodcock Head of Planning and Public Protection Cllr J Arwel Roberts		2 December 2013	
10	Community Benefit Contributions Category: Strategic	Secure formal endorsement for the Council's policy and strategy.	Sustainable Development	Dylan Williams Head of Economic Development Cllr Aled Morris Jones		2 December 2013	
11	2014/15 Budget Category: Strategic	To finalise the Executive's initial draft budget proposals for consultation.	Deputy Chief Executive	Clare Williams Head of Function – Resources Cllr Hywel Eifion Jones		16 December 2013	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2013 – April 2014

Updated: 24 October 2013

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12	The Executive's Forward Work Programme Category: Strategic	To update the work programme.	Deputy Chief Executive	Huw Jones Head of Policy Cllr Ieuan Williams		13 January 2014	
13	Local Council Tax Reduction Scheme for 2014/15 Category: Strategic	To make recommendations to Full Council.	Deputy Chief Executive	Clare Williams Head of Function – Resources Cllr Hywel Eifion Jones		13 January 2014	(To be convened before the end of January 2014)
14	Informal Carers – Commissioning Intentions and Priorities Category: Strategic	Approval.	Community	Anwen Davies Head of Adults' Services Cllr Kenneth P Hughes	28 October 2013	13 January 2014	
15	Môn/Gwynedd Building Control Integration Category: Operational	Support the proposed joint working arrangements.	Sustainable Development	Jim Woodcock Head of Planning and Public Protection Cllr J Arwel Roberts	June 2013	13 January 2014	
16	Aberffraw Conservation Area Character Appraisal Category: Operational	Approval.	Sustainable Development	Jim Woodcock Head of Planning and Public Protection Cllr J Arwel Roberts		13 January 2014	TBC
17	Highways Promotion Agreement with Horizon Nuclear Power Category: Strategic	Approval.	Sustainable Development	Dewi Williams Head of Highways and Waste Management Cllr Richard Dew		13 January 2014	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2013 – April 2014

Updated: 24 October 2013

	Subject and * Category (Strategic / Operational / For information)	Why the decision is sought from the Executive	Lead Department	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Date to Scrutiny	Date to Executive	Date to Full Council
18	Corporate Scorecard – Qtr 3, 2013/14 Category: Strategic	Quarterly performance monitoring report.	Deputy Chief Executive	Huw Jones Head of Policy Cllr Alwyn Rowlands	3 February 2014	10 February 2014	
19	2013/14 Revenue and Capital Budget Monitoring Report – Qtr 3 Category: Strategic	Quarterly financial monitoring report.	Deputy Chief Executive	Clare Williams Head of Function – Resources Cllr Hywel Eifion Jones		10 February 2014	
20	2014/15 Budget Category: Strategic	Adoption of final proposals for recommendation to the County Council.	Deputy Chief Executive	Clare Williams Head of Function – Resources Cllr Hywel Eifion Jones	Corporate – 14 Jan 2014 Partnership – 15 Jan 2014 Democratic – 30 Jan 2014	10 February 2014	27 February 2014
21	Housing Revenue Account (HRA) Business Plan and HRA Shadow Business Plan Category: Strategic	Approval.	Community	Shan L Williams Head of Housing Services Cllr Kenneth P Hughes		10 February 2014	
22	Standard Charge 2014/15 – Council Care Homes Category: Strategic	Approval.	Community	Clare Williams Head of Function – Resources / Anwen Davies Head of Adults' Services Cllr Kenneth P Hughes		10 February 2014	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2013 – April 2014

Updated: 24 October 2013

	Subject and * Category (Strategic / Operational / For information)	Why the decision is sought from the Executive	Lead Department	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Date to Scrutiny	Date to Executive	Date to Full Council
23	Independent Sector Residential and Nursing Home Fees 2014/15 Category: Strategic	Approval.		Anwen Davies Head of Adults' Services Cllr Kenneth P Hughes		10 February 2014	
24	Charges for community care services 2014/15 Category: Strategic	Approval.		Anwen Davies Head of Adults' Services Cllr Kenneth P Hughes		10 February 2014	
25	The Executive's Forward Work Programme Category: Strategic	To update the work programme.	Deputy Chief Executive	Huw Jones Head of Policy Cllr Ieuan Williams		17 February 2014	
26	Housing Rents 2014/15 Category: Operational	Approval of proposed rent increase for 2014/15 for Council house tenants.	Community	Shan L Williams Head of Housing Services Cllr Kenneth P Hughes		17 February 2014	
27	Service Charges for Council Tenants and Leaseholders Category: Strategic	Adoption of policy to introduce service charges to tenants.	Community	Shan L Williams Head of Housing Services Cllr Kenneth P Hughes		17 February 2014	
28	The Executive's Forward Work Programme Category: Strategic	To update the work programme.	Deputy Chief Executive	Huw Jones Head of Policy Cllr Ieuan Williams		17 March 2014	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2013 – April 2014

Updated: 24 October 2013

	Subject and * Category (Strategic / Operational / For information)	Why the decision is sought from the Executive	Lead Department	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Date to Scrutiny	Date to Executive	Date to Full Council
29	Annual Equality Report Category: Strategic	To approve the annual report for publication	Deputy Chief Executive	Huw Jones Head of Policy Cllr Kenneth P Hughes		17 March 2014	
30	Discretionary Rate Relief Policy for Charities and Non Profit-Making Organisations Category: Strategic	Approval to extend the Policy.	Deputy Chief Executive	Clare Williams Head of Function - Resources Cllr Hywel Eifion Jones		17 March 2014	
31	Discretionary Housing Payments for 2013/14 Category: Strategic	Report on the administration of the scheme and adopt any changes to the policy in future.	Deputy Chief Executive	Clare Williams Head of Function - Resources Cllr Hywel Eifion Jones		17 March 2014	
32	Public Sector Housing Capital Programme 2014/15 Category: Strategic	To approve the capital programme and allocated budget.	Community	Shan L Williams Head of Housing Services Cllr Kenneth P Hughes		17 March 2014	
33	Common Allocations Policy Category: Strategic	Adoption of new Common Allocations Policy.	Community	Shan L Williams Head of Housing Services Cllr Kenneth P Hughes		17 March 2014	
34	Deposit Local Development Plan Category: Strategic	For comment / support before submission to the Joint Planning Policy Committee.	Sustainable Develop-ment	Jim Woodcock Head of Planning and Public Protection Cllr J Arwel Roberts		17 March 2014	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: December 2013 – April 2014

Updated: 24 October 2013

	Subject and * Category (Strategic / Operational / For information)	Why the decision is sought from the Executive	Lead Department	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Date to Scrutiny	Date to Executive	Date to Full Council
35	The Executive's Forward Work Programme Category: Strategic	To update the work programme.	Deputy Chief Executive	Huw Jones Head of Policy Cllr Ieuan Williams		22 April 2014	
36	Local Housing Strategy 2014-2019 – draft Category: Strategic	To approve the strategic direction prior to consultation.	Community	Shan L Williams Head of Housing Services Cllr Kenneth P Hughes		22 April 2014	

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For information

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AGENDA ITEM NO.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	EXECUTIVE COMMITTEE
Date	4 NOVEMBER 2013
Subject	UPDATED BUDGET STRATEGY AND INITIAL DRAFT REVENUE BUDGET 2014-15
Portfolio Holder(s)	COUNCILLOR H E JONES (FINANCE PORTFOLIO HOLDER)
Lead Officer(s)	HEAD OF FUNCTION (RESOURCES) AND SECTION 151 OFFICER
Contact Officer	CLARE WILLIAMS
Nature and reason for reporting:	
To enable the Executive to approve the budget assumptions and the effect of the provisional settlement.	

A – Introduction / Background / Issues		
B - Considerations		
C – Implications and Impacts		
1	Finance / Section 151	Author of the report
2	Legal / Monitoring Officer	
3	Human Resources	
4	Property Services (see notes – separate document)	
5	Information and Communications Technology (ICT)	
6	Equality (see notes – separate document)	
7	Anti-poverty and Social (see notes – separate document)	
8	Communication (see notes – separate document)	
9	Consultation (see notes – separate document)	
10	Economic	
11	Environmental (see notes – separate document)	
12	Crime and Disorder (see notes – separate document)	
13	Outcome Agreements	

CH - Summary
D - Recommendation
<ul style="list-style-type: none"> • The draft standstill budget should be adopted by the Executive as a basis for the 2014-15 revenue budget; • That the Executive should seek to make sufficient savings in 2014-15 to balance the revenue budget without use [of reserves] of general reserves; • That the Executive should plan to cover unavoidable costs of severance, or other one-off costs of delivering savings, from slippage on the current budget for cost of change and without the use of general reserves; • The Executive requests savings proposals from departments to be completed by 16 November 2013; • The Executive agree that management now arrange for voluntary redundancy to be offered across the Council, subject to usual controls and conditions.

Name of author of report: Clare Williams
Job Title : Head of Function (Resources) and Section 151 Officer
Date: 21 October 2013

Appendices:

Background papers

1. BACKGROUND

1.1 Earlier Decisions

1.1.1 The Budget report to Executive in July updated the Medium Term Financial Revenue Strategy and assumptions for the 2014/15 budget. The report set out the budget gap based on the likely WG settlement and the protection of services. Executive approved the direction of travel and the recommendation to model 6.3% efficiencies across the Council to meet the budget gap. All Directorates were subsequently asked to develop proposals to find 6.3% savings options in preparation for the 2014-15 budget setting process on the basis that the 2014-15 Aggregate External Finance (AEF) would be as forecast.

1.1.2 The Budget and Strategy Statement presented to Executive on 15 July 2013 laid the following underlying principals in establishing the standstill budget:-

- Welsh Government funding to reduce by 4%;
- To adopt an intention to increase the Council Tax by 5%;
- Protection for schools of 1.27%;
- Cost increase and growth, inflation on pay 1%, non-pay 2.6%, energy 10%, non-grant income to grow by 5%;
- Demographic changes estimated at 2.25% £500k;
- Allowance for an increase in borrowing;
- Job Evaluation and Equal Pay;
- The 2013/14 budget included an investment in change of £1.5m. The proposals are to reduce this investment by £100k 2014/15, £300k 2015/16 and £500k in 2016/17.

The plan assumes savings proposals agreed in the 2013/14 budget will be achieved.

1.1.3 It has been assumed that there will be no use of general reserves to fund the revenue budget in 2014-15. A recommendation to use slippage on the current budget 2013-14 cost of change budget is being made.

1.2 Provisional Local Government Settlement

1.2.1 The Minister for Local Government and Communities announced the provisional local government settlement on 16 October 2013. Consultation has now begun and will close 20 November 2013.

1.2.2 The provisional settlement informs us of our likely AEF of £96.326m, which comprises of Revenue Support Grant (RSG) of £74.284m and Redistributed National Non Domestic Rates (NNDR) of £22.042m. There is expected to be further changes to the split between RSG and NNDR, but with no significant changes in the overall AEF.

1.2.3 The provisional settlement confirms a number of 'transfers in' to the settlement of specific grants funding as highlighted below.

1.2.4 In addition to these, there is a significant additional sum for the additional burden of Council Tax Reduction Scheme. Council Tax Reduction Scheme is the new scheme to replace Council Tax Benefit. The sum included in RSG (£5.154 million for Anglesey) has been calculated on the basis of past costs, reduced by 10%, as Council Tax Benefit claims figures vary over time.

1.2.5 The 'transfer in' has replaced a specific grant according to agreed formulae.

Transfers Out:

- None

Transfers In:

- Local Government Borrowing Initiative £371k.

1.2.6 The provisional settlement suggests a 4% reduction in AEF for Ynys Môn, and ranked 16th and below average in Wales and that there will be a floor mechanism. The decrease in the AEF is £4.012m after allowing for the above transfer in.

Changes in the settlement are caused by data changes in the formula. The updating of the figures within the formula also includes numbers of people and other data which measure the demand on the Authority's services. For these statistics, ultimately, it is the Authority's share of the Welsh total which determines whether it has done better or worse than the rest of Wales.

1.3 The Final Settlement

1.3.1 The Final Settlement is due on 5 December. There will be changes to reflect data changes in the formula.

2. REVENUE BUDGET 2014-15

2.1 Standstill Budget

2.1.1 Appendix A presents the initial draft high level standstill revenue budget for 2014-15. This takes the 2013-14 finalised budgets as the starting point and reflects budget movements throughout the year, grant transfers, staffing movements, inflation and committed changes.

2.1.2 The standstill budget has taken account of the factors described in 1.1.2 as per the Executive Budget Strategy Statement:

The Bank of England projection for August suggested inflation at 2.7% during 2014-15. The November projection shows a slightly higher rate. It should also be noted that certain factors such as energy have been consistently higher than general inflation for the last few years. A 10% allowance was put in the 2014-15 budgets as energy have announced a fresh round of price increases. This will, once again, need to be monitored carefully due to its volatility and unpredictability.

2.1.3 The standstill budget has also allowed for:

Loss of Specific Grant income. There is a reduction of specific grant and an allowance has been made of £100k in the budget.

Welfare Reform. An amount of £250k has been included for welfare reform and proposals for the use of this funding are being prepared by services.

Increase in capital financing. A net increase of £160k in revenue costs, have been included due to the requirement to borrow to fund capital programme and external debt.

2.1.4 Limited demographic changes have been applied. There is little change in pupil numbers for the year. Discussions are still on-going with Social Services on their demographic and demand figures and these are discussed as pressures later in the report.

2.1.6 The standstill budget assumes that the current year savings approved by Council and programmes included within the Transformation Programme Boards are achieved. Discussions are taking place within Social Care regarding the achievement of the savings proposals.

2.2 Risk and Contingencies

2.2.1 There are a number of key risks which the Authority faces in 2014-15 which may have an impact on its finances as the year progresses. Some of these risks cannot be quantified at this stage, and include but are not limited to:

- The localisation of Council Tax Reduction Scheme is the most significant financial risk in the coming years. This volatile area is difficult to predict and there are uncertainties around the level of support which should be awarded; the likelihood of collection and the ongoing cost of collection and recovery;
- Changes in benefits as a result of government housing benefit reforms. From 1st January 2012 new benefit rules were introduced and the plans for Universal Credit are well advanced. Changes so far include capping the amount of benefits individuals can claim and will undoubtedly mean pressures on our benefits and housing functions; Pay Award - as highlighted in Para 1.1.2, the budget strategy paper assumed that there could be a pay award in 2014-15 and recognised that this could be around 1%. In the light of more recent announcements it is possible that this could increase;

- Specific Grants - As this report is presented, there is currently very little detailed information on grant allocations for 2014-15. Any reductions in grant levels in 2013-14 will have to be managed by equivalent reductions in expenditure, either directly related to the grant or through other areas of the budget. The income budgets in respect of grants that have been transferred in as part of the provisional settlement have been stripped out of the budget, however, this has had a largely neutral effect as mentioned in section 1.2 above;
- The current activity in relation to the potential nuclear power station and the Enterprise Island Programme has been covered in previous budgets. It may be necessary to amend them from time to time and the pressures on the budgets are being reviewed;
- The base budget includes a budget for cost of change and this may be insufficient to deliver the Corporate Plan and projects considered by the Transformation Boards, including investment into ICT. The budget savings for 2015/16 are significant and investment into transforming the Council to achieve future year's savings and improve the quality of services is to be determined;
- The impact of potential current year budget pressures have not been reflected within the budget. Further work to identify potential budget pressures will be carried out between provisional and final budget announcements.

2.2.2 Often the uncertainty surrounding proposed budgets is because of a number of major contracts out to tender. This is due to the final value not being known until the tendering exercise is completed. There are only a small number of major contracts due for retendering in 2014-15 and this reduces the uncertainty.

2.2.3 The annual contingency budget for Job Evaluation and Employment Costs now stands at £1.3m i.e. 2% of the relevant pay bill. More work has now been undertaken on Job Evaluation and potential equal pay claims and the Pay and Grading Panel decided to proceed with the whole Council on Job Evaluation, and the financial modeling of the cost of Job Evaluation will commence shortly. A Project Plan has been drawn up with an expected timetable in place.

This is a key financial risk and it will require continual review as the Job Evaluation process is developed and methodology agreed. The Medium Term Financial Strategy includes an additional £1.3m from 2014-15 and a further £700k in the following year. Although reserves have been built up over a number of years, the outcome of this exercise is currently unknown and, given the varying experiences of other Authorities within the UK, is difficult to assess. The reserve will be insufficient to fund Equal Pay and Job Evaluation and an application to Welsh Government to Capitalise Equal Pay costs has been made and the Medium Term Financial Plan will be updated accordingly once a response from the application is received.

2.2.4 The budget also includes contingency of £180k for mainly one-off spend to support the performance and implementation activities.

2.3 Budget Gap

2.3.1 It is recommended that the draft standstill budget should be adopted by the Executive as a basis for the 2014-15 revenue budgets.

2.3.2 The Provisional Settlement figures do not include any possible changes to the tax base, the calculation of the tax base and reporting on this to the Executive will take place in November. Assuming the Council increases, Council Tax for 2014/15 by 5%, the affordable budget requirement is:

	£000
Aggregate External Finance	96,326
Council Tax	<u>29,250</u>
	<u>125,576</u>

2.3.3 The standstill budget, i.e. budget before any additional growth is considered. The budget gap at the draft initial standstill position is £7.774m.

2.3.4 The Budget Strategy report included a top level forecast showing a potential funding gap of £7.511m for 2014-15. This included £0.7m growth projection over and above demographic growth and protection for schools budgets. The budget gap position at standstill is now £7.774m, an increase of £263k on the budget gap reported in July. The main changes are:

- The impact of the provisional settlement after accounting for the transfer in of LGFI.

3. BUDGET STRATEGY

3.1 Efficiency Strategy

As part of the budget and service planning framework, an efficiency strategy is now being prepared, based on Annual Service Reviews and Transformation Programmes, and designed to obtain sustainable efficiency savings over the life of the new Council. These medium term savings are likely to cover:

- Better use of technology;
- Standardisation of systems;
- Procurement and commissioning;
- Internal collaboration and centralisation;
- Collaboration;
- Better use of assets;
- 21st Century schools;
- Enhancement of social care accommodation.

3.2 Revised Budget Projections for 2014-15 onwards

3.2.1 Taking account of the foregoing, the following table shows an updated three year budget projection:-

	2014-15	2015-16	2016-17
	£'000	£'000	£'000
Previous year's budget	128,084	125,576	125,427
Schools Protection	449	449	449
Inflation	3,241	3,151	3,062
Increase Income	-855	-855	-855
Demographic change	500	500	500
Financing Unsupported Borrowing	160	240	320
Salary & Grading review	1,300	700	700
Investing in change	-100	-300	-500
Contribution to balances	-500	0	0
Identified Pressures	0	0	0
New Priorities	1,071	1,000	1,000
Savings	0	0	0
Funding Gap	-7,774	-5,034	-3,519
Total	125,576	125,427	126,584
Funded by WG	96,326	94,714	94,335
Council Tax	29,250	30,713	32,249
	125,576	125,427	126,584

The funding figure is derived from the WG provisional settlement. However, this could change further with both the final settlement and future data changes and the current economic environment.

The projections for 2015-16 and 2016-17 have been taken from those presented in the Budget Strategy statement, updated for the latest AEF figures from the final settlement for 2015-16 with the same level of decrease projected for 2016-17. The Council Tax projections assume an annual increase in yield of 5%, although, in practice, this could be made up of an increase in tax base of 1% say, and an increase in the Council Tax rate of 4% should the housing market/sector pick up in the future.

3.2.2 The savings requirement has been treated as a balancing figure in this analysis. It is consistent with the top level analysis in the Budget Strategy report presented in July that savings totalling around £16.3 million will need to be made over the next three years, although the figures have reduced slightly for 2015-16 and 2016-17 with the revised assumptions but this should be treated with caution.

3.3 Savings Proposals

- 3.3.1** The need to make revenue savings on an unprecedented scale, not just for 2014-15 but for the foreseeable future, is of course the dominant issue of the budget strategy. The proposals that have been put forward to date by directorates are a mix of Savings, Efficiencies and Service Reductions.
- 3.3.2** The report to the Executive in July 2013 highlighted the level of savings needed to balance the budget. If Members choose to protect education in line with the Welsh Government expectations, then the Council will need to find efficiencies of at least 6% without growth pressures.
- 3.3.3** The savings targets will not necessarily be applied in an even pattern across all services, but will reflect choices and priorities as set out by the Executive. To facilitate those options, all services are currently working through proposals for 2014-15 and the following year to re-model service delivery in line with a reducing financial envelope.
- 3.3.4** The outcome of these deliberations will be discussed at the all Member workshop in November and further refined in preparation for consultation on proposals. The Council also consulted with the public earlier in the year on “making a difference” and the results of the consultation will be available for Members at the workshop in November.
- 3.3.5** The savings proposals that have been submitted to date do not include any allowance for any anticipated redundancies.
- 3.3.6** The majority of the savings proposals that have been submitted to date will, inevitably, have an impact on service delivery to different degrees, which will need to be considered when deciding which options to package. Some savings options will involve devolving some non-statutory functions to the local communities.
- 3.3.7** The proposals will depend also on the Executive’s objectives. The Executive met on the 16 September to consider proposals submitted to date and further work is on-going with officers following that meeting. There is a potential that not all the proposals submitted will be implemented, some need further verification, some are not new and many will take time to deliver savings. The Council is currently undertaking service reviews across the Council and, in parallel, is developing an efficiencies strategy to help in taking the Council forward in meeting budget targets over the next three years.
- 3.3.8** Some of these savings proposals will, inevitably, involve reduction in staff numbers, some of which may be achievable by “natural wastage”. The Executive will consider implementing a voluntary severance scheme to assist with meeting the savings target. The savings proposals currently assume a full year’s worth of saving in relation to staffing reductions. There is a timing risk associated with these, in that if the staffing is not reduced on 1st April, then the full saving will not be achieved.

It is also likely that there will be staff severance costs involved in making savings. The budget for 2013-14 includes a budget of £1.5m, of which only a small amount has currently been allocated and no proposals for this to be used are in the pipeline. It is, therefore, possible for slippage on this budget to be used to fund redundancies in 2014-15.

3.3.9 It is recommended that:

- (a) that the Executive should seek to make sufficient savings in 2014-15 to balance the revenue budget with no use of reserves;
- (b) that the Executive should plan to cover unavoidable costs of severance or other one-off costs from slippage on the cost of change budget for 2013-14 before using the cost of change budget of £1.4m available in the base budget for 2014-15.

3.3.10 Capital

The provisional settlement for 2014-15 and the indicative settlements for the following two years are:-

Financial Year	Funding indicatives and provisional settlement £'m
2014 - 15	3.528
2015 - 16	3.528
2016 - 17	<i>Indicative figure not provided by Welsh Government</i>

This is an increase of 1% on the £3.446m allocation. The 2013-14 capital budgets were set by rolling forward the budget from the previous year and by:

- Reviewing and updating budgets for capital maintenance and/or replacement of fixed assets;
- Including known changes;
- Including new grants where known;
- Using the Welsh Government General Capital funding together with an assessment of the capital receipts likely to be available;
- Reviewing and revising the general contingencies (the unsupported borrowing contingency and unallocated contingency) with new budgets of £1m and £0.8m respectively;
- Including the Housing Revenue Account according to the revised and updated 30 year plan.

During the last two years several major programmes were under review, the residential homes programme and the leisure centre rationalisation programme required a new direction and the Housing Renewal Policy was being finalised. This has meant that related capital budgets were not, and have not, been allocated and further work is on-going to identify the maintenance required on assets.

3.3.11 Work is underway on an options appraisal to identify an appropriate solution to the Authority's investment needs for its assets, to include maintenance. This is linked to the 21st Century Schools programme; modernisation of adult social care; as well as other key parts of the Authority's estate. A new Capital Investment Strategy will also be prepared. As these preparations are made, the proposed approach for 2014-15 is:-

- To complete the current projects;
- To use available capital grant and supported borrowing allocations;
- To allocate £1m in unsupported borrowing for spend to save initiatives;
- To consider allocating budgets for upgrade of the Authority's schools, funded from unsupported borrowing, and to complement the 21st Century Schools programme;
- To consider the allocation of £1m for the Local Authority Mortgage scheme.

3.5 Growth Bids and Pressures

3.5.1 There was an allowance of £0.7m for growth in the top level forecast presented in the Executive strategy and budget statement in July.

3.5.2 This has now been reviewed and updated and allowance has been made for a number of pressures, the most significant being:

Welfare Reform
Additional borrowing to support Capital Programme
Reduction in Grant
Other pressures

3.5.3 It should also be noted that there may be further growth proposals submitted for consideration. The total of the above proposals comes to £700k. These will need to be prioritised against the savings proposals requiring either further saving proposals to be taken or further saving proposals to be identified.

3.5.4 Based on the above the revised gap is £7.774m as shown above.

4. SCHOOL BUDGETS

4.1 Indicative budgets will be issued to schools during December 2013 as soon as the final WG settlement is confirmed. The provisional settlement sets out a level of protection for schools budgets which will need to be modelled, taking into account contracts and demographic changes.

4.2 All assumptions applied to the schools budget have been the same as that of other directorates within the Authority. The Executive agreed for a savings target of £1m for schools.

4.3 There is to be further consultations with the schools, including the schools forum, during the consultation period.

5. MATTERS FOR DECISION

- 5.1** The content of the Budget is not prescribed, but its timetable requires the co-operation of the Executive, Scrutiny Committees and the full Council if it is to be adopted in March 2013.
- 5.2** An all Member workshop has been established for November 2013 to go through the options for growth and savings.
- 5.3** The initial proposals for the budget will be presented to the Executive in January. Following that meeting the completion of a consultation document covering both strategy and annual budget issues should serve both the requirements of the Constitution and public consultation.
- 5.4** This report has recommended:-
- The draft standstill budget should be adopted by the Executive as a basis for the 2014-15 revenue budget;
 - That the Executive should seek to make sufficient savings in 2014-15 to balance the revenue budget without use of general reserve;
 - That the Executive should plan to cover unavoidable costs of severance, or other one-off costs of delivering savings, from slippage on the current budget for cost of change and without the use of general reserves;
 - The Executive requests savings proposal from departments to be completed by 16 November 2013;
 - The Executive agree that management now arrange for voluntary redundancy to be offered across the Council, subject to usual controls and conditions.

ISLE OF ANGLESEY COUNTY COUNCIL	
COMMITTEE :	Corporate Scrutiny Committee
DATE :	28 th October, 2013
TITLE OF THE REPORT	Improvement Plan 2012/13
REPORT BY :	Head of Service - Policy
CONTACT OFFICER:	Business Planning and Programme Manager
PURPOSE OF REPORT:	To present plan for adoption
ACTION :	To consider the nature of the plan and the improvement priorities outlined within.
<p>Nature and reason for reporting: In accordance with the Wales Programme for Improvement Council needs to publish its annual improvement objectives through the improvement plan as soon as practicable after the beginning of April each year.</p>	

A – Introduction / Background / Issues
<p>1.1.1 In accordance with guidance on the Wales Programme for Improvement the Council is required to publish its annual improvement objectives (Improvement Plan) as soon as practicable after the beginning of April each year. The Executive Committee will be aware that we have as an Authority delayed the adoption of these following the 2013 election. This followed the example of other North Wales authorities last year.</p>

B – Considerations
<p>The main considerations are as follows:-</p> <p>1.1.2 The Council has in 2012, and will again later this year, support the adoption of a medium term Corporate Plan (13-17) which will as part of the policy framework set out the parameters within which the Council will operate.</p> <p>1.1.3 Consultation with Stakeholders on the initial draft Corporate Business Plan 2012/15 between January – March 2012. The findings of which were reported to the Board of Commissioners at the time where it was recommended that the corporate</p>

business plan should be adopted dependent on a few minor changes.

1.1.4 Further to this initial stakeholder engagement and consultation exercise, the Council's 2011/12 Improvement Report identified areas for improvement into the future. This report was supported and adopted by the Council in October 2012.

1.1.5 Following the decision not to adopt the corporate and improvement plan until a time when the new Council had established its working arrangements, the Council undertook further stakeholder engagement work as it asked the citizens of Anglesey for their priorities ('Making a Deifference').

1.1.6 The main areas of priority identified through 'Making a Diference' – which reinforces the priorities idfentified in a similar 2012 Survey – were:

- Supporting the most vulnerable
- Developing the Economy
- Raising the standards of and modernising our schools

1.1.7 As a result, further changes were made to the Improvement Plan following this engagement exercise between August – Sept 2013 so that the organization is in a position to adopt the Improvement Plan attached.

D – Recommendation

The Corporate Scrutiny Committee is requested to:

Consider and comment on the content of the Improvement Plan in identifying the main priorities of the Council to be adopted within the framework of the corporate business plan which will be operational up to 31st March, 2014.

Name of author of report: Gethin Morgan
Job Title: Business Planning and Programme Manager
Date: October 2013



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

Isle of Anglesey County Council

IMPROVEMENT PLAN 2013/14

September 2013

**Cyngor Sir Ynys Môn / Isle of Anglesey County Council
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Introduction and context

Our Transformation Plan states that by 2016, Anglesey County Council will be ...

... “a professional and well run Council innovative and outward looking in our approach, committed to developing people and partnerships in order to deliver efficient and effective services of good quality, that are highly valued by our citizens”

On 1st October 2012, the Minister for Local Government and Communities restored democratic control to the Council and brought the recovery phase of the intervention process to a ‘broadly successful’ conclusion whereby the Commissioners primary role evolved into a monitoring and assessing role. Since then we have been able to demonstrate that as a Council we are capable of managing our own affairs independently of external intervention, through leading on and developing the essential components expected of a mature public sector organisation. As a result, on the 31st May, 2013 the Welsh Government’s intervention on Anglesey was brought to a completion and the newly formed Council was attributed with overall responsibility for local government on the Island.

This Improvement Plan is an important part of maintaining that momentum as well as moving the overall transformation agenda forward as this identifies what our main priorities in terms of service delivery and corporate improvement will be over the next 12 months. This is an on-going annual and statutory process which enables the Authority to encapsulate and ingrain the ‘continual improvement’ mantra throughout the organisation and as such discharges our general duty under the Local Government Measure (2009) to improve year on year.

The Improvement Objectives contained in this document were identified through an evaluative process which was assisted and shaped by –

- the Executive and former Commissioners’ key areas for improvement
- areas of improvement identified by external regulators
- areas of improvement identified in the Council’s 2012 Annual (backward looking) report
- areas of improvement identified as part of the annual cycle of service performance reviews
- areas of improvement identified through engagement and consultation with citizens

Within a wider and more recent context the Improvement Objectives were also influenced and informed by analysis of the outcomes and weaknesses of backward looking Improvement Plan 2011/12 and our first ever self-assessment, carried out in April 2013, which identified the 6 key themes that will underpin the way in which we will work in the future, namely:-

Theme 1 – Professional and Well Run

Theme 2 – Innovative, Ambitious and Outward Looking

Theme 3 – Customer, Citizen and Community Focused

Theme 4 – Valuing and Developing Our People

Theme 5 – Committed to Partnership

Theme 6 – Achieving

The Improvement Objectives outlined present a number of significant challenges which the Council must face and deal with effectively over the current financial year and beyond so as to demonstrate our capacity and determination to improve. These challenges include the recovery of our Education provision as a result of the recent regulatory inspection, sustaining our improvements and modernising children services and modernising and transforming our adult services and our model of delivery. The formation of a new Council together with the Enterprise Island developments will also be a challenge in positioning the council both regionally and nationally. All of these challenges will need to be met whilst operating in a very tight financial climate with significant implications resulting from the welfare reform.

These are substantial areas of work and will drive significant transformation within the council and in Anglesey. They are therefore central to the Transformation Plan, and the specific areas which make up the outcome focussed Improvement Objectives for the next current year are as follows:-

Sustaining improvements and modernising Children's Services to ensure that children are protected from harm & abuse and that their wellbeing, independence and stability are promoted

A CSSIW report published in 2011 around arrangements for assessment and care management of children in need in the Isle of Anglesey indicated that there were serious failings regarding the safeguarding of children, that warranted further inspection. A follow up inspection in October 2011 found that the council needed to increase the pace and depth of improvement although a programme of improvement had already been put in place. In response, we undertook the establishment of the Children's Service Improvement Board; whose work was supported by the social services independent support team, who provided an on-going and independent challenge; restructured Children's Services, appointed a new Head of Children's Services as well as the appointment of a new Director of Communities (which includes the Social Care remit).

These actions are contributing to a cultural change programme to empower the workforce and address performance. Progress has been maintained and prospects for continued improvement have been further strengthened by the successful recruitment process for front line social work staff. Children's Services also now perform well when benchmarked against performance data in Wales (2011/12). The recruitment of middle / senior managers has also now been progressed. For 2013/14 we want to consolidate the improvements in performance whilst also improving the quality of provision and looking to review how many of the parts of the service are delivered. This is a time of change in social care provision and Children Services has to be modern, skilled and adaptable to meet the needs of Anglesey children and families.

Children Services made up part of the Council's Improvement Objectives for 2012/13, this will therefore be a continuation of work already started.

Improve our Education provision to enable the Island's children, wherever they are, irrespective of background and circumstance to achieve their full potential

An Estyn Inspection and Report in 2012 concluded that our education services for children and young people were 'unsatisfactory' and that prospects for improvement were also 'unsatisfactory'. A Recovery Board was established and a Post Inspection Action Plan (PIAP) developed and adopted to address the seven Estyn recommendations under the leadership of a newly appointed Director of Lifelong Learning. The Improvement Objectives for Education will therefore continue and build upon progress on delivering the PIAP, and during the next 12 months the Education agenda will be a focal challenge for us in achieving improvement across all recommendations, with particular emphasis placed on demonstrating track record improvements on –

- raising standards at all key stages
- Improved attendance rates

- school modernisation

Transforming our Adults provision to empower older people on Anglesey by giving them as much independence, choice and control as possible in their future care

We acknowledge that Adult social care needs to transform over the next few years to encompass a much broader agenda than it has to date – moving beyond traditional delivery of social care and towards delivering a citizen centred, holistic and joined up vision for adults on the Isle of Anglesey. Progress has already been made in strengthening the infrastructure for the required transformation in Adult Services by jointly reviewing the required financial and business systems to inform the required changes. The initial public consultation relating to the transformation of adult social care has been completed with good public and member engagement.

This has informed the next implementation stage developed and agreed by the Service Excellence Programme Board. The main thrust of those improvement objectives will be:

- re-develop our re-ablement service to support and help people who have had a short-term illness to retain their independence
- improve the range and availability of community based services for older people which will reduce the need for residential care homes
- undertake preparatory work to guide and inform decisions regarding new service delivery models which will be sustainable into the future

Whilst it is acknowledged that these objectives are our utmost priority for 2013/14 the Council is mindful of the need to progress outstanding areas of work emanating from the Corporate Business Plan 2012-15, together with recommendations by regulators as outlined in our Improvement Report 2012/13. These areas of work will be undertaken and reported on regularly through the revised performance management framework adopted by the Council during 2012/13.

Sustain and Maintain improvements to Children's Service to ensure that children are protected from harm & abuse and that their wellbeing, independence and stability are promoted

Background and importance

We believe in making a positive difference to the lives of children and young people in Anglesey for whom we are providing a service. By this, we believe that we will be judged, not only by what we do, but also by the impact we have on outcomes for children. This means that, as a result of our interventions, children can be expected to be:-

- Safe
- Healthy
- Enjoying stability in their lives.
- Achieving their potential.
- Listened to and taking part in key decisions about their lives.

We have established a multi-agency children services improvement board. The Local Authority has increased the number of social workers, and invested in developing the skills and competence of staff to deliver their statutory roles, The Case management and assessment processes within the service were improved, and the leadership and management scrutiny of the service was increased. In summary, the approach was to take all necessary steps to improve performance in key areas of assessment and care management whilst maintaining good performance across the board. This meant that we focused on:

- Ensuring that children and their families received a good and timely response to their needs.
- Ensuring that children and their families were supported by the right people, in the right jobs, with the right training, competency and qualifications to do the job.
- Managing within budget and recruiting and retaining suitably skilled and experienced foster carers.

Performance has improved across the Service in almost all areas without exception and in almost 100% for our Key Performance Indicators.

What will we have in Place?

For 2013/14 we have a comprehensive Business Plan in place that includes both developmental and "day-to day" delivery objectives that will be delivered by a workforce that is both expanded from its position a year ago, and new in its time at Anglesey and in overall experience. This

provides us with both opportunities that arise from a young and energised new workforce but also risks in ensuring that we can manage the inexperience. We are however developing improved support for the staff in terms of both training and in management development.

For 2013/14 we want to consolidate the improvements in performance whilst also improving the quality of provision and looking to review how many of the parts of the service are delivered. This is a time of change in social care provision and Children Services has to be modern, skilled and adaptable to meet the needs of Anglesey children and families.

What do our Citizens tell us?

We do listen to, and seek out, the views of the children, young people and families with whom we work, but it is an area that we are (in 2013/14) looking to improve to make sure that we get more feedback and engagement . We currently gather comment and feedback through a variety of mechanism, both formal and informal; feedback forms from conferences and reviews; young people's focus groups; feedback from, and discussion with, delivery partners; informal discussions with parents, carers and through reviews children; Foster parent groups; formal complaint and compliment processes. From these we have learnt that although we are improving in what we do and how we do it, we still need to improve in; listening to our service users; responding better to concerns raised; working to prevent issues escalating; working in greater partnership; and making ourselves more accessible

Proposed Improvement Objectives 2013/14

<i>Development Priority</i>	<i>Improvement Objectives</i>
We will maintain and consolidate performance achieved during 2012/13 in relation to Key Pis that ensure that where children may be eligible, they will receive a good and timely response to their needs	Decisions within 24 hours on all referrals
	Children & families will receive an initial assessment within 7 working days of referral
	Service users will, if eligible, receive a Core assessment, within 35 working days
	Children will be seen by a social worker during the initial assessment process
	Reduction in re referrals
We will maintain and consolidate performance achieved during 2012/13 in relation to Key Pis that ensure children will have up to	Review Child Protection Conferences will be held within timescale

date good child protection plans that ensure their needs are met	
We will maintain and consolidate performance achieved during 2012/13 in relation to Key PIs that children will have up to date good quality sustainable care plans that ensure their needs are met,	All LAC Children will receive a statutory review as set out in guidance and statute
	Statutory visits are carried out in accordance with legislation
We will maintain and consolidate performance achieved during 2012/13 in relation to Key PIs that children will be supported in the local community or in a family setting rather than in institutional care, wherever possible	Children will not change placement unless this is planned in response to their needs
	We will remodel placement strategy including the recruitment of 20 new and additional foster carers over the year and maintain sufficient foster carers to meet the local needs
Implement Restructuring of the Service to improve service delivery	Plan for Restructuring finalised and implemented
Improve stability within the workforce	Staff turnover will reduce by 15% over the year
	Absence to sickness reduce by 15% over year
Develop the skills and capacity within the workforce	Implement the Workforce Development Strategy, inc the associated Training Plan.
evaluate the effectiveness of the current model of service provision	<p>Influence the development of more early intervention and prevention services through the Children and Young People's Partnership including supporting the implementation of the Families First Programme.</p> <p>Develop intensive family support arrangements so that the chances of ensuring long term good outcomes for children in families in crisis, where the children's safety is a concern and permanence is in doubt, is improved.</p> <p>Remodel the services to children and young people with disabilities to create a better focused service that is both deliverable within existing resources and acknowledged by children, young people, parents and carers as meeting needs.</p>

	Work with Gwynedd Council & partners to deliver the IFSS service on a collaborative basis
Implement and embed the Quality Assurance Framework	Establish and implement a comprehensive Audit programme, Reports and Improvement Plans
We will strengthen the development and understanding of members/senior managers with corporate responsibilities to understand the role and function of the Children services and how well they are meeting needs locally and give them appropriate priority	Implement the Laming Protocol and reporting process

Measuring our Success

Reference	Title	12/13 Out-turn	13/14 Target
006	Decisions made within 24 hours on all referrals Referrals in which case decision is made within 24 hours	98.47%	100%
O42a O42b	Children & families receiving an initial assessment within 7 working days of referral Initial Assessments within 7 days Average time taken to complete Initial Assessments that took longer than 7 days	80.37% 13.83	85% 13
O43a O43b	Service users receiving a Core assessment, within 35 working days Core Assessments within 35 days Average time to complete those Core Assessments that took longer than 35 days	89.43% 50.54	75% 45
O11a	Children seen by a social worker during the initial assessment process The % of Initial Assessments completed during the year where there is evidence that the child has been seen by qualified Social Worker	89.81%	90%
010	Reduction in re referrals The percentage of referrals that are re-referrals within 12 months	25.02%	26%

014	Number Child Protection Conferences held within timescale The percentage of initial child protection conferences due in year which were held within 15 working days of the strategy discussion	95.51%	100%
021	LAC Children receiving a statutory review as set out in guidance and statute The percentage of looked after child reviews carried out within statutory timescales	97.21%	100%
025	Statutory visits carried out in accordance with legislation The percentage of statutory visits to looked after child	90.54%	95%
004	Children unplanned change to placement 3 or more placements and remain Looked After	8.75%	8%
	Recruitment of new and additional foster carers over the year		10

Improve our Education provision to enable the Island's children, wherever they are, irrespective of background and circumstance to achieve their full potential

Background and Introduction

In its response to the Estyn report, Anglesey Council stated our intention to work with all stakeholders to build on the current areas of good practice and address, in full, the shortcomings noted in order to improve education services. The Estyn Post Inspection Action Plan (PIAP) subsequently agreed by Council accepted, without reservation, the need for a robust and effective action plan aimed at addressing all of the Estyn recommendations in the shortest possible but sustainable timeframe.

The New Anglesey wants every child, every young person, every learner, wherever they are, irrespective of background and circumstance, to achieve their full potential and be prepared to play an active role as future responsible citizens and community champions. In order to realise this, we accept the need to raise the standard of education in Anglesey by challenging current thinking, encouraging innovation and developing a school infrastructure that will:-

- drive up standards of teaching and attainment,
- improve educational outcomes for children and young people and break the link between deprivation and low educational attainment, and
- be responsive to our socio-economic and community improvement programme.

The PIAP is structured into five sections - recommendations and shortcomings, outline of actions to be taken, detailed action plan, performance matrix and a Project Management Plan all of which address the seven recommendations made in the final Estyn Inspection Report. In addressing these shortfalls and weaknesses the New Anglesey wants to ensure sector leading schools and sector leading standards for every community. This will be achieved through having effective and reflective schools in the correct location, led by inspired Head teachers, with sufficient leadership capacity at all levels. These, fit for purpose, 21 Century schools will be driven by the modernisation agenda will be underpinned by the Council's desire to establish, in the longer term, community based social enterprise initiatives with a view to developing vibrant and sustainable communities.

What do our citizens tell us?

The results of our Residents Survey of 2012 which was re-iterated by our engagement activity during 2013 indicated that respondents felt that the most important factors in making somewhere a good place to live were health services, low levels of crime, **education facilities**, and support for older people and job prospects. In fact 91% stated that good education/ educational facilities were important within this consideration. However, and although the majority of focus group participants also thought that the schools and general education service on Anglesey were excellent, the council is committed to addressing the weaknesses identified in the ESTYN inspection report.

As indicated earlier, this modernisation agenda will be underpinned by our desire to establish, in the longer term, community based social enterprise initiatives with a view to developing vibrant and sustainable communities. Schools, and school leaders, are seen to be central to realising this longer term vision.

Our Improvement Objectives 2013/14

Development Priority	Improvement Objectives -
At all key stages increase the number of schools that are in the top 25% of similar schools and lessen the 25% of Y7 pupils with a reading age below the level of functional literacy in Welsh or English.	Authority performance in key indicators at all key stages at or above the FSM rank expectation .
	Performance in the CSI at KS3 and TL2+ and capped points score at KS4 at or above WG statistical model
	More than half the schools in the upper half of the FSM distribution in the key indicators at all key stages and an increase in the number in the top quarter
	No school in significant improvement or special measures and a reduction in the number noted as requiring Estyn monitoring
	Reduction in the number of pupils not achieving functional literacy at the end of KS2
Improve attendance levels in secondary schools and reverse the downward trend in the primary sector	Comprehensive attendance and inclusion strategy developed, supported and implemented by schools, the Authority and its partners. .
	Authority attendance in primary and secondary sectors at or above the FSM rank expectation in comparison with other LAs
	Attendance in all the secondary schools at or above the FSM regression line expectation

	More than half the secondary schools in the upper half of the FSM distribution in relation to attendance
Reduce Anglesey's expenditure per pupil with ALN better manage the schools' integration budget	A comprehensive and ambitious Schools' Modernisation Strategy consulted upon and adopted.
	Primary integration expenditure to remain within budget in 2012/13, and clear plans in place to ensure similar successes in relation to the secondary integration budget
	All schools with deficit budgets with robust recovery plans showing how deficits will be addressed over a specific period of time
	Quality Assurance procedures for non-maintained settings refined and managers informed in advance that this will inform allocation of funding in 2013/14.
	Revised criteria for additional SEN funding developed in partnership with schools and integrated into formula for delegation of resources.
Reduce percentage of empty places in the county's primary and secondary schools	Reduction in schools' footprint and associated reduction in number and % of surplus places by September 2014 [4% primary, 5% secondary].
	Agreement amongst key stakeholders on the key principles of the school modernisation programme.
	Agreement on the contents of the school modernisation strategy and associated funding.

Measuring our Success

Reference	Title	12/13 Out-turn	13/14 Target
KS2	% Pupils achieving CSI and/or Reduction in the number of pupils not achieving functional literacy at the end of KS2 In English In Welsh	84.7% TBC	84.2% TBC 19% 22%
KS3 KS4	% pupils achieving CSI % 15 year olds achieving L2+ % 15 year olds achieving L2 % 15 year olds achieving L1 % 15 year olds achieving CSI	77.9% 52.2% 73.9% 92.6% 50.7%	75.8% 59.8% 76.1% 98.4% 58.6%
	% half day sessions missed in primary % half day sessions missed in secondary Absence Secondary Schools	5.7% 7.8% 7.8%	4.9% 7.5% ?
	schools in significant improvement or special measures	?	Nil
	Permanent Exclusions, Temporary Exclusions	* 41.7	5 45
	Reduction in number and % of surplus places by September 2014 and/or % of total capacity not filled primary % of total capacity not filled secondary	 ? ?	4% primary 5% secondary 23.5% 27%

*data item is disclosed

Transforming our Adults provision to empower older people on Anglesey by giving them as much independence, choice and control as possible in their future care

Background and Introduction

Adult social care needs to transform over the next few years to encompass a broader agenda than it has hitherto – moving beyond traditional delivery of social care and towards delivering a citizen centred, holistic and joined up vision for adults on the Isle of Anglesey. This vision needs to be ambitious and include the following components:

- People on the Isle of Anglesey will be supported to remain in their own homes – with availability of a range of high quality community based services;
- Independent, healthy adults whom are both socially and economically included in the community of the Island;
- Recognition that a healthy mental state and wellbeing is equally as important as physical wellbeing;
- Adults who know and maximise the benefits of employment;
- A recognition that adults have different and complex roles to fulfil (worker, parent, volunteer, carer, role model to others) with different social responsibilities – which all impact upon their lifestyles and health choices;
- Early intervention and preventative services will feature prominently with our health and social care partners;
- Ensuring the most efficient and effective use of health and social care services.

These principles and interventions will continue to shape the transformation and remodelling of both commissioning and service models for Adult Services into 2013/14 and beyond.

What do our citizens tell us?

Following extensive public consultation during the latter part of 2012, Adult Services continues to engage widely on our revised Vision with the Island's citizens, users, carers, key partner organisations and other stakeholders. Some of the key messages emerging from that engagement and consultation, include:-

- Need for choice to underpin all interventions and as such people are enabled to make informed and timely decisions
- That people want to remain at home and be able to access services in the community to support them

- The need to ensure the availability of adequate support services to relieve informal carers of their caring responsibilities (e.g. respite and day services to meet complex care needs)
- Ensure quality services and people wanting to know how services will look in the future
- There will always be the need for 24 hour care for some people with complex needs (in the community and long term residential/nursing home services).

Central to the transformational agenda will need to be a proactive approach to building strong and independent communities knitting together the different strategies & initiatives already in existence (eg Telecare / Safe Keys/ Raising Awareness) in order to support more and more people within their own homes / communities.

Our Improvement Objectives 2013/14

Development Priority	Improvement Objectives
<i>Every adult who receives support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all settings where they live</i>	Transformation of adult social care - older people's services - by progressing our Transformation Programme for older people – giving particular priority to strengthening community based services where there is an increased choice and availability of accommodation for Older People available on Anglesey (March 2016)
	Enhancing Accommodation Option - To reduce reliance on long term residential care and increasing accommodation options available for Older People on Anglesey.
<i>Adults and their carers will be able to access care and support services in both the short and medium term, the availability of which are right in terms of time, place and price.</i>	<i>There is readily available and easily understood information and advice about Older People services and we've ensure we have effective information points across the island (June 2014)</i>
	<i>Reablement - review the current reablement service to support people who have had a short-term illness to retain their independence</i>
	<i>We will complete the review of current advocacy services</i>

	<p><i>Establish a Procurement/Brokerage Service with the ability to purchase Older People services as required and demonstrates value for money (March 2014)</i></p>
	<p><i>Supporting People with Dementia - To meet increased demand, Adult Services will further develop its community based Dementia services to include specialist day care and 24 hour outreach support December 2014).</i></p>
	<p><i>Undertake a review of learning disabilities services jointly with partner organisations (user/carer interests, Health Board and Housing Services) inclusive of reviewing the current schedule of rate for Learning Disability Domiciliary Care with our providers</i></p>
	<p><i>Clarify the commissioning intentions and priorities across the spectrum of adults' services ensuring commissioning strategies that are contemporary and enable the Service to be well placed to respond to the requirements of the Social Services and Wellbeing (Wales) Bill 2013</i></p>
<p><i>Have systems in place to ensure that adults are safeguarded from harm and abuse wherever possible and offered timely support and protection which is compliant with National Policy and Guidance</i></p>	<p><i>We will work within the newly established North West Wales Adult Safeguarding Shadow Board to further develop a sub-regional safeguarding framework compliant with the requirements of the Social Services and Wellbeing (Wales) Bill 2013.</i></p>
<p><i>We will ensure that early intervention, enablement and prevention are central to our Vision and we will ensure citizens have access to universal community services and resources.</i></p>	<p><i>Undertake a further engagement on our evolving Service vision – with users/carers, citizens, partner organisations and other stakeholders</i></p>
<p><i>By working in partnership with Health and Third Sector, we will aim to improve public services through increased efficiency and</i></p>	<p><i>BCUHB is our partner organisation. In line with Welsh Government intentions we will be working towards establishing the foundations for Integrated Health and Social Care Service. The Programme will affect how services are delivered, where services are delivered and this will</i></p>

<i>collaboration</i>	<i>have an impact upon BCUHB services. It is imperative to maximise upon opportunities for collaborative working.</i>
	<i>Negotiate a revised S33 Agreement with the Health Board underpinning our Integrated Community Equipment Store (ICES) (Gwynedd, Mon, Conwy and Health Board joint venture) - By September, 2013</i>
	<i>Jointly review with the Health Board governance and accountabilities framework underpinning mental health services within an ethos of continuous improvement. This to include exploring the propriety of developing a formal S33 partnership agreement</i>
	<i>Contribute to a North Wales evaluation of Enhanced Care arrangements thus far – giving particular focus to the Health Board’s service locally and how we will support the further development of Môn Enhanced Care (MEC) in avoiding hospital admission – ongoing</i>
	<i>Work towards mainstreaming our local joint Single Point of Entry arrangements with the Health Board (SPOA)</i>
	<i>In partnership with Gwynedd Council and the Health Board, appraise our current hospital social work arrangements</i>
	<i>We will promote engagement and consultation with the Third Sector through the Voluntary Sector Liaison Group which meets on a quarterly basis and includes representation from the Council, BCUHB and Medrwn Môn. We will develop commissioning and procurement forums with providers to promote engagement, consultation and co-production</i>

Measuring our Success

Reference	Title	12/13 Out-turn	13/14 Target
SCA/002a	The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March	58.94	55.00
SCA/002b	The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	21.93	20.00
SCA/003	The % of clients, in the following age groups, who are supported in the community during the year: a) Aged 18-64; b) Aged 65+	93.91 80.83	94.0 81.0
SCA/020	The % of adult clients who are supported in the Community through the year.	84.22	85.0
SCA/019	The percentage of adult protection referrals completed where the risk has been managed	92.78	95.0
SCA/001	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	2.53	1.75
SCA/018a	The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	81.73	85.0
SCA/018b	The percentage of carers of adults who had an assessment or review of their needs in their own right during the year	75.00	85.0
SCA/018c	The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	72.00	75.0

ISLE OF ANGLESEY COUNTY COUNCIL	
COMMITTEE:	CORPORATE SCRUTINY COMMITTEE
DATE:	28th OCTOBER 2013
TITLE OF REPORT:	CORPORATE SCORECARD Q2
PURPOSE OF REPORT:	FOR INFORMATION & SCRUTINY
REPORT BY:	HEAD OF POLICY
ACTION:	FOR INFORMATION AND SCRUTINY OF THE CORPORATE SCORECARD

1. INTRODUCTION

1.1 The score card was developed to identify and inform its users of progress against indicators which explicitly demonstrates the successful implementation of day to day activity of the Council.

2. CORPORATE SCORECARD

2.1 The scorecard itself continues to be in a developing period. Significant changes are being undertaken to traditional systems and practices within the Council. As a result, certain elements will need further time to embed themselves prior to all indicators being communicated.

2.2 The scorecard portrays the current end of quarter 2 position and will be considered further by the Executive Committee inclusive of the Corporate Scrutiny Committees comments.

2.3 The Quarter 2 - Corporate Scorecard is presented for consideration at today's Committee meeting – Appendix 1.

3. RECOMMENDATIONS

3.1 The Committee is requested to scrutinise the scorecard and note areas which may give rise to concern regarding Council performance.

3.2 It is requested that those areas which may give rise to concern are identified so as to enable mitigation measures to thereafter be communicated to the Executive at their meeting on the 4th of November, 2013.

**GETHIN MORGAN - BUSINESS PLANNING AND PROGRAMME MANAGER
19 OCTOBER 2013**

People Management			
Title	Actual	Target	RAG
01) Sickness absence - average working days/shifts lost	4.94	4.00	Red
02) No of staff with attendance of 100%	Available November		
03) Short Term sickness (days)	7051.65		
04) Long Term sickness (days)	4595.21		
05) % of RTW interview held	39.41	90.00	Red
06) % of stress related sickness	5.11		Green
07) No. of occupational health referrals	179.00		
08) No. or workplace injuries	146.00		
09) % of PDR's completed within timeframe		80.00	
10) Number of staff authority wide, including teachers and school based staff (FTE)	2347.36		
11) Number of staff authority wide, excluding teachers and school based staff(FTE)	1408.48		
12) Local Authority employees leaving (%) (Turnover) Annual	Annual		
13) No. of formal grievances (proved / upheld)	0.00		
14) No. of formal grievances (not proved / not upheld)	0.00		
15) No. of disciplinary investigations (proved)	4.00		
16) No. of disciplinary investigations (not proved)	0.00		
17) Local Authority employees made redundant	3.00		
18) No. of Agency Staff	22.00		Green
19) No. of Permanent grant funded posts	26.00		
20) No. of Temporary grant funded posts	120.75		
21) No. of collaborative posts supported (not hosted)	16.00		
22) No. of collaborative posts (hosted)	20.00		
23) Designated home workers	1.00		
24) % of staff with email facility	48.00		

Customer Service			
Title	Actual	Target	RAG
01) No. of Successful complaints	11.00		Green
02) No. of unsuccessful complaints	19.00		Green
03) % of Complaints responded to within timescale	80.00	100.00	Red
04) No of compliments	1712.00		Green
05) No of Concerns	43.00		Green
06) No of customer focus groups held	TBD		
07) No. of Ombudsman referrals	1.00	1.00	Green
08) Customer satisfaction rating	Not enough data to calculate - from April 2014		
09) Rate of reduction in telephone calls received (channel switching)	Not enough data to calculate - from April 2014		
10) Rate of reduction in letters received (further channel switching)	Not enough data to calculate - from April 2014		
11) Average time taken to answer telephone (seconds)	10.00		Red
12) % of telephone calls abandoned	14.53		Green
13) Customer response times (up to 3 for each service)	TBD		
14) Efficiency gains by channel switching	TBD		
15) No of incidents of a physical or verbal nature towards employees (H&S)	75.00		Red

Notes

Performance Management

Please note that the RAG score doesn't show benchmarking against other local authorities only the score in comparison with the local target

People Management

Sickness Absence related figures are for April to August only

Ref 1. Sickness Absence over target - Provider Unit (9.79), Adult Services (6.46), Childrens Services (5.95), Property (5.11), Education (4.30), ICT (4.14)

Ref 5. % RTW interviews calculation is marginally incorrect due to issues with long term sickness - Education (1%), Childrens Services (40%), Adult Services (51%), Provider Unit (57%)

Ref 19-22. Grant Funded Posts and Collaborative Posts - excludes data from Schools

Financial Management

Ref 9 - Spend on external commissioned services - excludes data from Economic Development, Highways, Property and Planning

Financial Management			
Title	Spend (£000)	Variance (£000)	RAG
01) Projected end of year position (over spend)		62	Green
02) Spend v Profile (Over spend)			Green
03) Spend v Profile (Over spend)			Green
04) Spend v Profile (W/ â\ spend) Ó@á\^} • Á\^ç&Á			Green
05) Achievement against efficiencies (over/under) Service 1	Report is being developed for these indicators		
06) Achievement against efficiencies (over/under) Service 2			
07) Achievement against efficiencies (over/under) Service 3			
08) Income v Targets – Under / Overachieving			
09) Spend on externally commissioned services (£)	10607		
10) Spend on externally commissioned services (% of budget)	Report is being developed for these indicators		
11) Spend v Salary (£)			
12) Spend v Salary (% of budget)			
13) Cost of agency staff (£)	407		
14) Cost of sickness absence (Notional cost)	Available Quarter 3		
15) Grants Income – Welsh Government	1788		
16) Grants Income - European	74		
17) Grants Income – Other	11		

Performance Management			
Title	Actual	Target	RAG
01) SCA/002a: The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31st March	53.09	55.00	Green
02) SCA/002b: The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	19.45	20.00	Green
03) SCA/018b: The percentage of carers of adults who had an assessment or review of their needs in their own right during the year	82.90	85.00	Amber
04) SCA/018c: The % of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	66.60	75.00	Amber
05) SCA/019: The % of adult protection referrals completed where the risk has been managed	89.74	95.00	Amber
06) SCC/006: the % of referrals during the year on which a decision was made within 1 working day	99.82	100.00	Amber
07) SCC/011a: The % of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker	91.02	90.00	Green
08) SCC/042a: The % of initial assessments completed within 7 working days	93.88	85.00	Green
09) SCC/014: The % of initial child protection conferences due in the year which were held within 15 working days of the strategy	91.23	100.00	Amber
10) SCC/025: The % of statutory visits to looked after children due in the year that took place in accordance with regulations	84.85	95.00	Red
11) SCC/43a: The % of required core assessments completed within 35 working days	84.44	75.00	Green
12) HHA/002 The average number of days between homeless presentation and discharge of duty for households found to be statutorily homeless	560.00	500.00	Amber
13) HHA/016 The average number of days all homeless families with children spent in bed and breakfast.	0.00	50.00	Green
14) HHA/017b the average number of days that all homeless households spent in other forms of temporary accommodation	638.20	600.00	Amber
15) Council Tax collection rate	57.80	57.30	Green
16) Closure of accounts according to Schedule	Yes	Yes	Green
17) Budget information to Services monthly	Partly	Yes	Amber
18) No of corrections made to Payroll during period	13.00	20.00	Green
19) LCL/001b: The no. of visits to public libraries during the year, per 1,000 per population	125892.00	145000.00	Red
20) LCL/004: The no. of library materials issued, during the year per 1,000 population	162977.00	150000.00	Green
21) No. of attendances (young people) at sports development / outreach activity programmes	50308.00	45000.00	Green
22) LCS/002b: The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	272910.00	260000.00	Green
23) £X private investment secured	187798.00	150000.00	Green
24) £X public investment secured	605000.00	500000.00	Green
25) 3% increase in tourism visits (%)	-1.50	3.00	Red
26) Attendance - Primary (%)	94.40	Annual Data for 2012/13	T E R M I N A L
27) Attendance - Secondary (%)	93.20	Data in the process of being verified by Welsh Government	
28) No. of Permanent Exclusions	0.00	Q3 scorecard to show Autumn term 13/14	
29) No. of days lost to temp exclusion - Primary	104.00		A N N U A L
30) No. of days lost to temp exclusion - Secondary	223.50		
31) KS3 - % pupils achieving CSI	77.90	3rd Wales	
32) KS4 - % 15 year olds achieving L2+	52.20	10th	
33) KS4 - % 15 year olds achieving L2	73.90	13th	
34) KS4 - % 15 year olds achieving L1	92.60	11th	
35) KS4 - % 15 year olds achieving CSI	50.70	11th	
36) THS/012: The % of principal roads (A), non-principal (B) roads and non-principal (C) roads that are in an overall poor condition	11.20	11.50	Green
37) CMT/001: The % of total length of Rights of Way which are easy to use by members of the public	59.00	55.00	Green

M O N T H L Y

Q U A R T E R L Y

T E R M I N A L

A N N U A L

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AGENDA ITEM NO.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	The Executive & Full Council
Date	Executive 04.11.13 Full Council 05.12.13
Subject	To Consider Whether to Make Changes to the Planning Matters Procedure Rules (Section 4.6 of the Constitution) Permanent
Portfolio Holder(s)	Councillor John Arwel Roberts
Lead Officer(s)	Head of Service (Planning and Public Protection) Legal Services Manager
Contact Officer	Robyn Jones (x2134)
Nature and reason for reporting	
<p>1.1 To consider whether to make changes to the Constitution, section 4.6: Planning Matters Procedure Rules, permanent following the end of a second 12 month trial period.</p> <p>1.2 The Executive is asked to make a recommendation to the full Council in respect of the changes and the full Council is asked to take a decision whether to make those changes permanent.</p>	

A – Introduction / Background / Issues
<p>2.1 At its meeting on 20 June 2011, the Board of Commissioners made changes to the Planning Matters Procedure Rules (the Rules) following a significant period of consultation with a range of stakeholders.</p> <p>2.2 The changes were, broadly, threefold:</p> <p>2.2.1 Restricting members at the Planning Committee to only participating if they had attended all previous meetings on that item (to include any official site visit);</p> <p>2.2.2 Preventing a local member on the Committee from voting, proposing or seconding on an application in their ward, and</p>

2.2.3 Clarifying planning applications by which officers, and by the relatives of members and officers should be reserved for decision by the Planning Committee.

2.3 The changes and the reasons for them are set out in the Appendix to this report. It sets out the report that was presented to the Board of Commissioners in June 2011 and also the rationale for the changes and the reasons for their implementation.

2.4 The review of the Rules originally arose as part of a Corporate Governance Inspection and recommendations made to the Planning Service and from their Action Plan in response.

2.5 Under the Ministerial Direction then in force, changes to the Constitution were reserved to the Minister. He made the necessary changes by written notification to the Council dated 20 November 2011. The changes then took effect and the arrangements have been operational since then.

2.6 The changes were made for an initial trial period of 12 months and were renewed in December 2012 for a further 12 month trial period to take account of changes to form a new Council with a smaller number on the Committee. That second trial period is now ending.

2.7 The matter is re-presented to members for a decision on whether the changes should be made permanent.

B - Considerations

3.1 The reasons for the changes are as set out in the Appendix to this report. Officers are of the view that these remain relevant considerations.

3.2 In practice officers' are not aware that the changes to the Rules have caused any significant problem affecting decision-making.

3.3 The new Rules on "members' and officers' applications" have been operated without any problem. These changes are an improvement on the previous version by providing a greater degree of certainty and clarity as to whose applications now need to be reported to the Committee for a decision. Officers' are of the view that this change should be made permanent.

3.5 As to the changes in rules affecting members of the Committee, the following can be noted:

3.5.1 The second trial period was implemented on account of concerns that the Committee under the new Council would be smaller (down from 14 to 11 members) and that there was a risk that it might go inquorate due to the restrictions. This has not happened in practice although some items have had a limited number of Committee members present who are able to participate and vote on them. There is anecdotal evidence that this has raised questions or concerns amongst members of the public present at meetings.

3.5.2 During Summer 2013 the RTPI Cymru published a report and made recommendations in respect of the operation of planning committees in Wales (“Study into the Operation of Planning Committees in Wales”). As regards these particular changes it recommended that:

3.5.2.1 The whole Committee need not visit sites and that failure to visit sites should not prohibit those members who had not seen the site from participating in the matter at Committee;

3.5.2.2 No specific recommendation was made excluding local members on the Committee from voting on a matter in their ward but the difference in role between acting as a member of the Committee and acting as a local member was noted.

3.5.3 The Welsh Government have indicated their intention to bring forward a Welsh Planning Reform Bill in 2014 with a draft Bill to be published before the end of 2013, followed by a period of consultation. Whilst there are no details at present, it is likely that there will be provisions to establish greater standardisation in process and procedures across Wales. This could well include the standardisation of processes for the determination of applications by committee and could cover the matters which are the subject of this report and some of the matters addressed by the RTPI Cymru report.

3.6 Officers believe that the reasons advanced for making the changes as set out in the recommendation to the Board of Commissioners and full Council in December 2012 remain sound and sensible. Members may want to consider the option of making these changes permanent or prolonging the trial period for another year pending the legislative changes proposed in 2014.

3.7 Officers consider that the changes do:

3.7.1 Bolster clarity, transparency and certainty in decision-making by the Committee. It helps protect decision-making from adverse public perception.

3.7.2 Benefit members on the Committee by providing them with safeguards as to their participation in decision-making.

3.7.3 Benefit Planning Officers by providing them with certainty as to which “members’ and officers’ applications” need to be decided by the Planning Committee.

C – Implications and Impacts		
1	Finance / Section 151	No comments received
2	Legal / Monitoring Officer	The Committee’s legal adviser is a co-author of the report and the legal view is expressed in it
3	Human Resources	Not applicable
4	Property Services (see notes – separate document)	Not applicable
5	Information and Communications Technology (ICT)	Not applicable
6	Equality (see notes – separate document)	These changes will not have a differential impact on any of the groups protected under the Equality Act 2010. Providing clarity, transparency and certainty in decision-making will help ensure that everyone is treated fairly.
7	Anti-poverty and Social (see notes – separate document)	Not applicable
8	Communication (see notes – separate document)	No comments
9	Consultation (see notes – separate document)	The original proposals were subject to significant consultation as detailed in the Appendix

C – Implications and Impacts		
10	Economic	Not applicable
11	Environmental (see notes – separate document)	Not applicable
12	Crime and Disorder (see notes – separate document)	Not applicable
13	Outcome Agreements	Not applicable

CH - Summary
<p>4.1 The changes arose from: a Corporate Governance Inspection of the Planning Service; a need to put in place a robust procedure to protect members and officers who engage in deciding planning applications; and to protect the system from adverse public perception.</p> <p>4.3 The changes were made by the Minister for a 12 month trial period in 2011 and were renewed by full Council in December 2012 for a further 12 month trial period. That second trial period is now ending and the Council is asked to consider whether to make those changes permanent.</p> <p>4.4 Practical experience during the trial period has not led to evidence that the changes do not work or that they have prevented decision-making by the Planning Committee.</p>

D - Recommendation
<p>5.1 The recommendations are as follows:</p> <p>To the Executive:</p> <p>5.2 To make a recommendation to the full Council on whether the changes should be made permanent. Officers recommend making all of the changes permanent.</p>

To the Full Council:

5.3 To consider whether to make permanent the changes to the Council's Constitution and as detailed in the report to the Board of Commissioners on 20 June 2011 (the Appendix to this report) – officers recommend making all of the changes permanent, and

5.4 To delegate to the Head of Function (Legal and Administration) the power to make any necessary changes to the Constitution to implement the Council's decision.

Name of author of report: Robyn W. Jones

Job Title: Legal Services Manager

Date: 21 October 2013

Appendices:

Copy of the report submitted to the meeting of the Board of Commissioners on 20 June 2011 together with its enclosures.

Background papers

Other reports and papers submitted to public meetings of the Council and its Committees during the process of reviewing the Rules.

RTPI Cymru – Study into the Operation of Planning Committees in Wales

<http://www.rtpi.org.uk/the-rtpi-near-you/rtpi-cymru/policy-in-wales/wales-legislative-programme/study-into-the-operation-of-planning-committees-in-wales/>

AGENDA ITEM NO.

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO	MEETING OF THE BOARD OF COMMISSIONERS
DATE	20 JUNE 2011
SUBJECT	REVIEW OF THE PLANNING MATTERS PROCEDURE RULES
PORTFOLIO HOLDER(S)	ALEX ALDRIDGE MICK GIANNASI
LEAD OFFICER(S)	INTERIM CHIEF EXECUTIVE, DIRECTOR OF LEGAL SERVICES, HEAD OF SERVICE (PLANNING AND PUBLIC PROTECTION)
CONTACT OFFICER	Robyn Jones (tel: 01248 752134)

1. Please confirm the nature of the report by clicking one of the following boxes:

For information.....

Operational.....

Strategic.....

2. Reason/s why a decision required by the Commissioners

To obtain a recommendation from the Commissioners. Any changes to the Rules will be a change to the Constitution to be made by the Minister. The matter was reported to full Council for comment.

3. Report summary

Changes to the Planning Matters Procedure Rules following a Corporate Governance Inspection (CGI) Review into planning matters by WAO and PwC in 2009. The review was part of the Planning Department's Improvement Plan 2010-11.

4. Recommendation/s and reasons

Recommendation:

That the Commissioners make a recommendation on proposed changes to the Rules:

- (i) as to which applications by members, officers and their relatives should be referred to the Committee for a decision and not be dealt with by officers under delegation,
- (ii) that members of the Planning Committee will only be allowed to participate in discussion on applications if they have been present at all previous substantive considerations of that application by the Committee. This includes being present at any official site visit. Substantive consideration means where there has been a presentation by the officer on the application or any discussion by the Committee on the merits of the application
- (iii) that members on the Planning Committee who represent the ward where a development site is located may not vote or make or second a recommendation on such an application

Reasons:

To address recommendations made by the WAO and PwC in the 2009 CGI on Planning as incorporated into the Planning Improvement Plan 2010-11.

Changes to tighten and clarify the wording of the Rules and accord with best practice.

To address possible concerns regarding the perceived involvement in decision-making by the local councillor as a member of the Planning Committee.

To ensure that decision-makers are aware of all previous considerations on an application before a decision is made.

5. Other options and reason/s for rejection

The option of not making the changes rejected as it would mean failing to address recommendations made in the 2009 CGI.

6. Consultation

- 6.1 Finance/Section 151..... yes..... no
- 6.2 Legal/Monitoring Officer..... yes..... no
- 6.3 Human Resources..... yes..... no..... n/a
- 6.4 Property Services..... yes..... no..... n/a
- 6.5 Communications Unit..... yes..... no

6.6 Others consulted (including members):

Standards Committee (14.12.10), Planning Committee (02.02.11),

All Members, Group Leaders and other Welsh Authorities.

7. Any Policy Framework issues

None

8. Environmental issues

Does the item/matter have regard to:

1. Wildlife (biodiversity) under Section 40 of the Natural Environment and Rural Communities (NERC) Act 2006* yes..... no..... n/a

2. Anglesey's Area of Outstanding Natural Beauty (AONB) under Section 85 of the Countryside and Rights of Way Act 2000** yes..... no..... n/a

(* Ecological and Environmental Advisor can advise: ext. 2470)

(** Countryside and AONB Officer can advise: ext. 2429)

[Notes](#)

9. Background papers

The Planning Decision-Making Process Improvement Plan 2010-11

ISLE OF ANGLESEY COUNTY COUNCIL	
MEETING:	COMMISSIONERS BOARD MEETING
DATE:	20 JUNE 2011
TITLE OF REPORT:	REVIEW OF THE PLANNING MATTERS PROCEDURE RULES
REPORT BY:	CHIEF EXECUTIVE DIRECTOR OF LEGAL SERVICES / MONITORING OFFICER AND HEAD OF SERVICE (PLANNING AND PUBLIC PROTECTION)
PURPOSE OF REPORT:	TO CONSIDER ADOPTION OF THE PROPOSED CHANGES TO THE RULES

1. Introduction

1.1 At its meeting on 26 April the Commissioners considered the adoption of procedural rules relating to the involvement of Councillors in the decision making process.

1.2 The Commissioners considered the outcome of consultation within the Council, the context of the perceptions relating to planning matters, and the unique position relating to the Ministers' intervention in Anglesey to address corporate governance in order to restore public confidence in the decision making processes. The Commissioners also took account of the Wales Audit Office and PwC (external auditors) views that the Council should review its planning processes. The statutory officer recommendations to the Commissioners was accepted as being reasonable in all the circumstances and Commissioners took the view that they wished to remove any perception of a failure in dealing with conflicts of interest at both Councillor and Officer level whilst accepting that the perception is not always reality.

1.3 At its meeting on 12 May, full Council received the report of the 26 April and resolved that this matter be referred back to the Commissioners with a recommendation that they be asked to reconsider the matter bearing in mind the changes that have already taken place within the Planning and Orders Committee of this Authority.

1.4 This report addresses the process for Commissioner to consider the Council's request and to arrive at a decision on the matter of Planning Matters Procedure Rules ("the Rules"), which are currently set out at section 4.6 of the Constitution.

1.5 The previous recommendation to the Commissioners was to recommend approval of the changes to the Rules for a 12 month trial period, that the matter be referred to full Council for comment and then submitted to the Minister for changes to the Constitution. Therefore it is incumbent on Commissioners to take all these matters into account and decide on the matter

2. WAO / PwC CGI Report 2009

- 2.1 The proposals arise from various Audit recommendations and specifically the 2009 Corporate Governance Inspection on planning undertaken by WAO and PwC (December 2009).
- 2.2 The WAO and PwC undertook the specific Corporate Governance Inspection of planning matters in 2009 (as part of the wider CGI) and as a result of some responses to public consultation as part of the wider CGI. The WAO / PwC report suggested a review of the Rules to help establish clear and well-communicated roles and expectations of members and officers involved in the planning process, including the role of committee members and the balance between their role as ward member and as committee member.

3. The Review

- 3.1 The task of reviewing the Rules was incorporated into the Planning Service's "Planning Decision-Making Process Improvement Plan 2010-11" and the specific task was undertaken by the Legal Services Manager who also acts as the Council's planning lawyer.
- 3.2 The Legal Services Manager reported back to the Head of Service (Planning and Public Protection) in November 2010. The result of the review by way of suggested amendments to the Rules is set out in the Appendix to this report. There are three major changes: two involve restrictions on members of the Committee and the third clarifies the rules as to which applications by members and officer need to go to Committee to be determined.

4. Consultation

- 4.1 A significant and wide-ranging consultation was undertaken on the proposed changes.
- 4.2 Standards Committee. The Standards Committee was consulted on the proposed changes at its meeting on 14 December 2010. Their response has already been publicized in previous reports.
- 4.3 Elected Members. All elected members were consulted on the proposed changes with the closing date for responses being 31 January 2011. Three responses were received; two supported all the changes and the other supported two of the changes and asked a question about the third.
- 4.4 The Planning Committee. The Planning Committee were consulted on 2 February 2011 and resolved to note the report but did not express a view as the matter was open to each member to consider at full Council.
- 4.5 The then Executive. The matter was reported to the then Executive for consultation as any changes to the Rules would be a change to the Constitution. At its meeting on 23 February the then Executive resolved to support the three major changes.
- 4.6 Group Leaders. Consultation was made with the Group Leaders at their meeting held on 2 March 2011.

- 4.7 Full Council. The matter was reported to full Council at its meeting on 8 March 2011. Full Council resolved to defer the matter to its next ordinary meeting and, in the meantime, to request officers to enquire what is the practice at other Welsh local authorities. This has been done and is reported on below.
- 4.8 Other Councils. The two major changes involving members of the Committee were consulted on with both the Monitoring Officers and with the Chief Planning Officers (or the equivalent officers) of the other 21 principal councils in Wales.
- 4.8.1 Of the replies received, only one other Welsh principal council (Carmarthenshire) restricts participation at Planning Committee to only those members who have been on the official site visit for that application. However, and as would be expected, there is a variety of practice across Wales. Some Councils have Site Visit Sub-Committees, others have Site Visit Panels and some have Site Visits Sub-Committees or Panels who have delegated powers to actually decide applications.
- 4.8.1 Of the replies received, only Gwynedd Council has a rule which prevents a local member who is also a member of the Planning Committee from voting on an application in his ward.
- 4.9 Recent Local Government Association (LGA) advice stresses the importance of the involvement of ward Councillors in the development process provided adequate safeguards are in place to avoid accusations of pre-determination.

The changes that have been decided on by the Commissioners in Anglesey will preserve the right of local members to still speak at the Committee and therefore the involvement of Councillors is preserved with the safeguards to prevent any perception of pre-determination also provided.

Whilst Commissioners were aware that no other local authority in Wales apart from Carmarthenshire and Gwynedd practice this arrangement the Commissioners took the view that given the current circumstances applying to Anglesey and that a similar system did work in Carmarthenshire and Gwynedd the statutory advice was reasonable in terms of giving protection to Councillors in Anglesey from any possible public perception of conflicts of interest

5. The Proposals on Local Members and Participation at Planning Committee

- 5.1 It is proposed that members on the Planning Committee who represent the ward where a development site is located may not vote or make or second a recommendation on such an application (paragraph 4.6.4.3.3 of the Rules).
- 5.1.1 At present there are no such restrictions on “the local member” who is also a member of the Committee. The local member is at present free to speak, to make or second a recommendation and to vote on such an application. This may give rise to the **public perception** (but not necessarily the reality) that the local member (when speaking, making or seconding a recommendation and / or voting) may be acting as an advocate for or against the application by virtue of them being the local member. That would not be the proper role

for a member of the Committee in discharging a quasi-administrative function. **The proposed change removes the risk of that perception.**

5.1.2 The change does not affect the local member's right to speak at the Committee in his capacity as the local member and the change may help improve public perception of the planning system.

5.2 It is proposed that members of the Planning Committee will only be allowed to participate in discussion on applications if they have been present at all previous substantive considerations of that application by the Committee. This includes being present at any official site visit (paragraphs 4.6.5.1 and 4.6.19.1.1(vi) of the Rules). Substantive consideration means where there has been a presentation by the officer on the application or any discussion by the Committee on the merits of the application.

5.2.1 At present there are no rules which require that a member of the Committee must have been present at all previous considerations of an application before they can participate at the next consideration. This is the case both as regards official site visits which have been undertaken and also generally.

5.2.2 Previous substantive considerations and the official site visit in particular inform subsequent considerations and members should have had an opportunity to hear and see all the deliberations on an application before being involved in deciding that application. This change may help improve public perception of the planning system.

6. Conclusions

6.1 The following matters are submitted to Commissioners as being relevant in considering the recommendations:

6.1.1 Planning History. It is recognised that Ynys Môn's planning history points to the need for ensuring that any accusations of impropriety are avoided.

6.1.2 Public Perception. The Commissioners will want to consider the Council's current circumstances and the need to tackle the poor public perception (but not necessarily reality) that surrounding the planning system. The Commissioners will want to ensure that the Council has the best and most robust safeguards in place whilst accepting that this is in order to address concerns about public perceptions and not reality. The recent acceptance of the Council at its EGM in relation to the Ombudsman findings on planning maladministration in relation to officer errors was a positive step forward in addressing public perception

6.1.3 Other Local Authorities -WAO / PwC Report. Whilst other Councils may not adopt these procedural rules, the WAO and PwC had specific cause to undertake a specific review of planning matters at this Council as part of the 2009 CGI and recommended that the Rules be reviewed with the aim of clarifying the roles of Committee members who were both local member and member of the Committee.

- 6.1.4 Planning Service's Improvement Plan. The WAO / PwC recommendations were incorporated into the Planning Service's "Improvement Plan" which required a review of the rules not confined to what was thought good practice at other Councils.
- 6.1.5 Addressing Perceived Weaknesses. The two proposed changes involving members of the Committee address what may be perceived weaknesses in the functioning of the Planning Committee. These are: non-attendance at earlier deliberations of an application including official site visits and the risk that a local member who sits on the Committee may be seen to act and, likewise, recommend and vote as an advocate for or against a proposal in their ward.
- 6.1.6 Boosting Public Confidence. The changes are aimed to boost public confidence in Anglesey and the public domain generally and contribute to the progress that is being made in corporate governance matters generally within the Council through establishing a planning process that maintains the right of ward members to contribute to the debate without any perception of a conflict of interest.
- 6.1.7 Consultation. The proposals have been the subject of extensive consultation within the Council since the start of the year.
- 6.1.8 Trial Period. The proposed changes are to be for a 12 month trial period. This will allow an opportunity to review the affect of the changes.
- 6.1.9 Protecting Members. The changes provide a measure of protection to members from complaints or challenges about the Committee member – ward member issue. Members will retain the right to speak as ward member at Committee.
- 6.1.11 There is overwhelming support for clarification of the Rules about member/officer applications being referred to Committee.

Previous Decision. The Commissioners decided to support the changes at their meeting on 26 April.

7. Recommendation

- 7.1 That the Commissioners reaffirm its decision to support a 12 month trial period for:
 - 7.1.1 Changes to clarify the Rules on member/officer applications and those of their relatives and close friends which should be reported to the Planning Committee for decision,
 - 7.1.2 Changes to the Rules that:
 - 7.1.2.1 Members on the Planning Committee should not be allowed to make or second a recommendation or vote on an application which is located in their ward, and

7.1.2.2 Other than speaking as local councillor, members of the Planning Committee should not be allowed to participate on an application at Committee if they have not been present when that application was previously substantively considered by the Committee. This includes any official site visit that has occurred.

7.1.3 Other minor changes to the Rules as set out in the Appendix to this report.

7.2 All the changes to the Rules to implement the above are set out in the Schedule to this report. Further, minor changes are set out in the Rules set out in the Appendix to this report.

7.3 Under the terms of the Ministerial Direction dated 16 March 2011, the Commissioners approve the changes being submitted to the Minister with a request that he makes a decision to change the Constitution as necessary in order to implement the recommendations for a 12 month trial period.

Richard Parry Jones
Chief Executive
Statutory Head of Paid Service

Background Papers

The Planning Decision-Making Process Improvement Plan 2010-11.

The Schedule

1. Recommendation 5.1.1

That section 4.6.10 of the Planning Matters Procedure Rules be changed to read as follows:

“4.6.10 Development Proposals Submitted by Councilors and Officers

4.6.10.1 Proposals by serving councillors (whether or not they are councillors on the Committee), certain categories of officers and their close friends and relatives can easily give rise to suspicions of impropriety. It is vital that they are handled in a way which gives no grounds for accusations of favouritism. In these rules “relatives” encompass spouse or partner, parent, grandparent, child, grandchild, brother or sister.

4.6.10.2 Planning applications falling within the following categories will be reported to the Committee for consideration and not dealt with by officers under 'delegated powers':

- those where the applicant is a serving councillor or the relative of a serving councillor,
- those where a serving councillor acts as agent or has prepared any part of the application or plans,
- those where the applicant is a relevant officer or their relative. In this rule “relevant officer” means the Managing Director, all Corporate Directors, all Heads of Service, all officers working in the Planning Department and all other officers whose work is directly linked to the development control process (such as officers in Highways and Environmental Health who are consultees or lawyers who advice and represent the Planning Department in development control matters),
- those where the applicant is a close friend of a serving councilor or relevant officer.

In this rule “planning application” shall mean all applications required by statute to be made and which (apart from this rule) would fall to be determined under the Council’s Constitution by the Head of Planning Service. These would include applications for outline consent, reserved matters approval, listed building consent, conservation area consent, consent under Tree Preservation Orders and so forth.

4.6.10.3 Planning officers shall endeavour to identify and highlight such applications and shall accordingly inform the Head of the Planning Service and the Authority's Monitoring Officer. Serving councillors who make applications, who act as agents or who prepare plans or whose relatives make applications, should play no part in the decision-making process for that proposal.

4.6.10.4 The Monitoring Officer should confirm in the Committee report that such application has been processed normally and must, therefore, be given the opportunity to review the file.

4.6.10.5 Officers involved in the development control process must not prepare plans or act as agent for any person or body (including their relatives) pursuing a planning matter with the Council. If they submit a proposal on their own behalf, they should take no part in the processing of that application.”

2. Recommendation 5.1.2.1

That paragraph 4.6.4.3.3 of the Rules be changed so as to read as follows:

“4.6.4.3.3 If the local councillor is a member of the Committee then, the provision of rule 4.6.4.3.2 above will also apply to them and he/she may address the Committee but will **not** have the right either to propose or second any recommendation or to vote on the application. But he/she may should they so wish, refer the person seeking to lobby them to a councillor who represents an adjoining ward and who is not on the Committee and, for the purpose of these rules, such a councillor will be regarded as a local councillor.”

3. Recommendation 5.1.2.2

That paragraph 4.6.5.1 of the Rules be changed so as to read as follows:

“4.6.5.1.1 When attending meetings of the Committee, councillors who are not members of the Committee should sit quite separately from councillors who are on the Committee - whether or not they intend addressing the Committee. They should not communicate with those councillors who are on the Committee and who will be making decisions. The objective of this rule is to emphasise the quasi-judicial nature of the Committee’s proceedings when considering planning applications.

4.6.5.1.2 Other than speaking as local councillor, members of the Committee may only participate on an application where they have been present at all previous substantive considerations of that application by the Committee. Substantive consideration means where there has been a presentation by the officer on the application, any discussion by the Committee on the merits of the application or an official site visit of the application site.”

That a new rule 4.6.19.1.1(vi) be added to the Rules to read as follows:

“(vi) if the Committee are of a view that the site needs to be visited and seen before the application can be determined, then only those members who attended the official site visit may participate in and vote on the application when it is further considered by the Committee.”

APPENDIX

4.6 Planning Matters Procedure Rules

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4.6.1 Introduction

4.6.1.1 Determining planning applications is an important duty undertaken by the County Council. These rules set out how the Council as local planning authority will deal with planning applications. The rules apply to ~~both~~ councillors and officers as the context requires.

4.6.1.2 Most applications will be determined by planning officers acting on behalf of the local planning authority and the ~~Council's~~ Planning and Orders Committee (the Committee) will determine all other applications. The rules as to whether officers or the Committee will determine applications are contained in Part 3 of this Constitution at paragraph ... – Of those instances where the decision may be made by the Committee, the potentially most significant is where which includes a provision that the local councillor (that is the councillor or in whose ward the proposed development site is located) may require that thean application (which wouldmight otherwise be decided by officers) should be submitted to the ~~Planning and Orders~~ Committee for determination. In these cases, provided that the local councillor must 'call-in' such application indicates this in writing addressed to the ~~Chief Planning Officer~~ Head of Development Control within 21 days of the date of the ~~notification~~ letter notifying him / her of the application. In the case of those applications classified as 'fast-track' economic ones, the period within which to refer it to the Committee will be only 14 days. The local councillor may withdraw their call-in at any time before the Committee Agenda is published by notifying to the case officer and confirming the withdrawal in writing.

4.6.1.3 Planning is not an exact science. Rather, it relies on informed judgement within a firm policy context. It is also highly contentious because theits decisions affect the ~~daily~~ lives of everyone and the private interests of individuals, landowners and developers. This is heightened by the openness of the system (it actively invites public opinion before taking a decision) and the legal nature of development plans and decision notices. It is important, therefore, that the process is characterised by open and transparent decision making.

4.6.1.4 One of the key purposes of the planning system is to control development in the public interest. In performing this role, planning necessarily affects land and property interests, particularly the financial value of landholdings and the quality of the environmentir settings. It is important, therefore, that local planning authorities should make planning decisions affecting these interests, openly, impartially, with sound judgement and for justifiable reasons. The process should leave no justifiable grounds for suggesting with any justification that a decision has been partial, biased or not well-founded in any way.

4.6.2 Decision Making on Planning Applications

4.6.2.1 Decisions on planning applications are sometimes referred to as regulatory or quasi-judicial decisions and this means that those making such decisions must

4.6.2.1.1 take into account all relevant planning considerations

4.6.2.1.2 ignore irrelevant or non planning considerations

4.6.2.1.3 act impartially, fairly and not take into account any political considerations

4.6.2.2 Planning law requires local planning authorities to determine planning applications in accordance with the Statutory Development Plan unless material planning considerations indicate otherwise. The emphasis in determining applications is upon a 'plan-led' system.

4.6.2.3 The basis of the planning system is the consideration of private proposals against wider public interests. Much is often at stake in this process and opposing views are often strongly held by those involved.

4.6.2.4 Those persons determining planning applications have a duty to take into account representations made to the local planning authority as a result of consultation with interested bodies or as a result of public notice or neighbour notification. In doing so it is necessary to decide which representations are material to the decision to be made, and, if so, what weight to attach to them. This conclusion should not be reached by the ~~Planning and Orders~~ Committee until all the facts have been presented in the officer's report to the Committee.

4.6.2.5 Councilors must not give a commitment in relation to any planning matter prior to its consideration at Committee. It is recognised, however, that councilors will from time to time be approached individually by applicants, agents and objectors in relation to planning proposals. These rules are intended to assist councilors in dealing with these approaches and is designed to ensure that the integrity of the decision making process is preserved.

4.6.2.6 Failure to follow these rules without good reason could be taken into account in investigations into possible maladministration and any investigation regarding the conduct of councilors and / or officers.

4.6.3 Pre-determination Discussions by Officers with Applicants

4.6.3.1 In any discussions on planning issues, it will always be made clear at the outset, ~~that such discussions~~that such discussion:

- ~~will not bind the local planning authority to make a particular decision, and~~
- ~~that any views expressed are based on the officers' provisional professional judgement but do not commit the local planning authority to any particular decision.~~

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4.6.3.2 Any advice given will:

- ~~be consistent and based upon the Development Plan and other material considerations.~~
- ~~Furthermore any advice given shall be impartial and,~~ the best that the officer can give in the circumstances, and
- ~~try to shall~~ highlight any apparent problems.

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4.6.3.3 No Council~~or shall~~ take part in the officers' discussions with applicants at any stage prior to determination of the application. Where this does occur, a complaint may be made against the council~~or~~ to the Council's Monitoring Officer.

4.6.4 Lobbying of and by Council~~ors~~

4.6.4.1 Council~~ors~~ who are Members of the ~~Planning and Orders~~ Committee

4.6.4.1.1 Council~~ors~~ who are members of the ~~Planning and Orders~~ Committee are likely to be approached by applicants, objectors and others interested in the outcome of planning applications. Because of the quasi-judicial or regulatory nature of planning decisions, council~~ors~~ on the Committee should not allow themselves to be lobbied by anyone - whether for or against an application. If approached they should inform the person seeking to lobby them that if they discuss the application with th~~at~~e person ~~seeking to lobby them~~, this ~~may will~~ disqualify them from taking part in the decision on the application. Instead potential lobbyists should be advised to contact either the~~ir~~ local council~~or~~ (see 4.6.4.3 below) or an appropriate officer within the Planning Department.

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4.6.4.1.2 Council~~ors~~ who are on the ~~Planning and Orders~~ Committee should not organise local support or opposition to a planning proposal if they later wish to take part in the ~~discussion~~decision on the application.

4.6.4.1.3 In taking into account the need to make decisions impartially, council~~ors~~ on the ~~Planning and Orders~~ Committee should not favour or appear to favour any person, company, group or locality and should not declare which way they intend to vote in advance of the meeting. To do so without all relevant information and views would be unfair and prejudicial. If the council~~or~~ feels that the public would believe he/she had come to a conclusive view on the planning matter or application before the meeting, or that he/she has been lobbied by an interested person then he/she should not take part in the debate, nor vote on the issue - this is without prejudice to his/her right to address the committee as provided for in section 4.6.5.2 of these rules~~notes~~.

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4.6.4.1.4 Where the Monitoring Officer or his/her representative believes that a councillor has prejudiced his/her position by expressing a conclusive view on an application before its determination by the Committee, the Monitoring Officer or his/her representative will advise the councillor that it would be inappropriate for him/her to take part in the debate, or vote on the application. The final decision, however, rests with the councillor - subject to any external scrutiny.

4.6.4.2 Councillors who are not members of the ~~Planning and Orders~~ Committee

Councillors who are not members of the ~~Planning and Orders~~ Committee should not be lobbied, whether by applicants, objectors or anyone else interested in the outcome of a planning application. If approached such councillors should inform the person seeking to lobby them that they should either contact their local councillor (see 4.6.4.3 below) or an appropriate officer in the Planning Department. If such a councillor is lobbied he/she should not lobby councillors who are members of the ~~Planning and Orders~~ Committee and he/she will not be entitled to speak at meetings of the ~~e~~Committees.

4.6.4.3 Local Councillors

4.6.4.3.1 There are ~~differences~~exceptions to the lobbying to the rules set out in 4.6.4.1.1 and 4.6.4.2 in relation to the 'local councillor' i.e. the councillor in whose ward the proposed development is located.

4.6.4.3.2 If the local councillor is not a member of the ~~Planning and Orders~~ Committee then he/she can legitimately be lobbied by an applicant, objector or anyone else interested in the outcome of a planning application. If such councillor is lobbied then, provided that he/she does not have an interest to declare in accordance with the Council's Code of Conduct ~~for Councillors~~for Councillors, he/she will be entitled to make representations to and address the ~~Planning and Orders~~ Committee. However he/she must not themselves lobby, whether directly or indirectly, councillors who are on the ~~Planning and Orders~~ Committee.

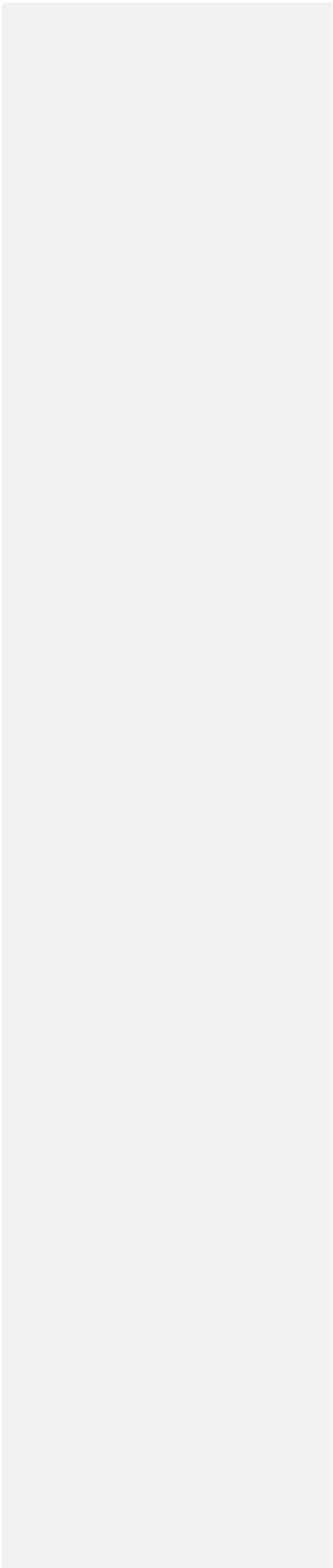
4.6.4.3.3 If the local councillor is a member of the ~~Planning and Orders~~ Committee then ~~he/she has a choice, i.e., the provision of rule 4.6.4.3.2 above will also apply to them and he/she may address the Committee but will not have the right either to propose or second any recommendation or to vote on the application. But he/she may should they so wish, refer the person seeking to lobby them to a councillor who represents an adjoining ward and who is not on the Committee and, for the purpose of these rules, such a councillor will be regarded as a local councillor.~~

either

~~(i) to inform the person seeking to lobby them that if they discuss the application with the person seeking to lobby them, this will disqualify them from taking part in the decision on the application, although they will be entitled to address the Planning and Orders Committee in the same way and subject to the same conditions as set out in 4.6.4.3.2, the provision of rule 4.6.4.3.2 above will also apply to them and he/she may address the Committee but will not have the right either to propose or second any recommendation or to vote on the application.~~

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~~(ii) he/she may address the Committee but will not have the right either to propose or second any recommendation or to vote on the application but they may refer the person seeking to lobby them to a councillor who represents an adjoining ward and who is not on the Planning and Orders Committee and, for the purpose of these rules, such a councillor will be regarded as a local councillor.~~

4.6.4.3.4 Local councillors, ~~as referred to in these rules,~~ may not become involved in making any representations at meetings of the ~~Planning and Orders~~ Committee or participating in decision making on planning applications if they have an interest to declare in accordance with the Council's Code of Conduct for Councillors. ~~This is so-~~ regardless as to whether or not they are on the ~~Planning and Orders~~ Committee. If a local councillor is in this position he / she should refer any potential lobbyists to a councillor who represents an adjoining ward and who is not on the ~~Planning and Orders~~ Committee and, for the purpose of these rules, such a councillor will be regarded as a local councillor.

4.6.4.4 Where letters of 'neighbour notification' of a planning application are sent to properties not in the same ward as the application site, then the councillor who represents those properties may also speak as a local councillor at the ~~e~~Committee. This rule only gives the right to speak at the Committee and confers no other rights on that councillor as a local councillor.

4.6.5 Seating and Speaking Arrangements at Meetings of the ~~Planning and Orders~~ Committees

4.6.5.1.1 When attending meetings of the ~~Planning and Orders~~ Committee, councillors who are not members of the Committee should sit quite separately from councillors who are on the Committee - whether or not they intend addressing the Committee. ~~They - and~~ should not communicate with those councillors who are on the Committee and who will be making decisions. The objective of this rule is to emphasise the quasi-judicial nature of the Committee's proceedings when considering planning applications.

4.6.5.1.2 Other than speaking as local councillor, members of the Committee may only participate on an application where they have been present at all previous substantive considerations of that application by the Committee. Substantive consideration means where there has been a presentation by the officer on the application, any discussion by the Committee on the merits of the application or an official site visit of the application site.

4.6.5.2 The right to address the Committee shall ~~also~~ apply to any member of the Planning and Orders Committee (including the local councillor) who:

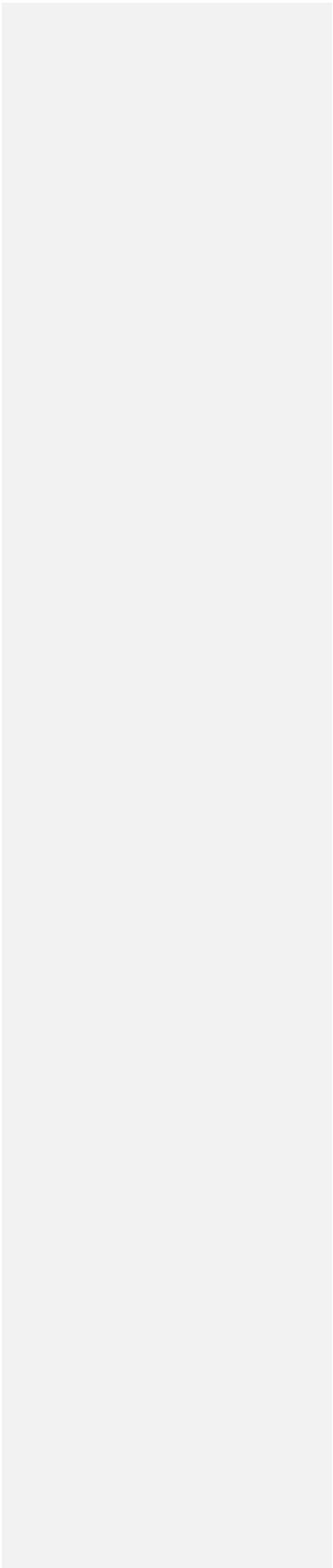
- has been lobbied, or
- who may have already expressed a conclusive view on an application, or
- who has spoken on the application at Town or Community Council level or the local councillor/councilor, or
- is the councillor who represents an adjoining ward as referred to in 4.6.4.3.3(ii).

–However if this right is exercised, the councillor on the ~~Planning and Orders~~ Committee should comply with paragraph 4.6.5.1 above when consideration is given to the particular matter and may not participate in the decision making and should declare at the meeting why he/she is not participating in the decision.

4.6.5.3 The Committee Chairperson will conduct business at the meeting in accordance with the attached Appendix.

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4.6.6 Public Meetings Relating to Development Proposals

4.6.6.1 Officers involved in the processing or determination of planning matters should not attend public meetings in connection with development proposals or submitted planning applications, unless those meetings have been arranged by or with the express agreement of the Authority. To do so could lead to allegations of bias or prejudice in relation to a particular point of view. If put in such a position of attending meetings arranged by, or with the consent of, the Authority, or by accident, then officers should take great care to maintain impartiality, concentrate on providing factual information, listen to comments and avoid giving views on the merits or otherwise of the proposal.

4.6.6.2 Similarly, councillors involved in the determination of planning applications should take great care to maintain impartiality when attending public meetings in relation to planning matters. At such meetings no view on the merits or otherwise of a proposal should be given.

4.6.7 Councillors who are Members of the ~~Planning and Orders~~ Committee and who are also Town or Community Councillors

These councillors should make a choice in relation to every planning application which may be considered by a Town or Community Council (or a committee or subcommittee of the same). The choices are either:

4.6.7.1 Participate in the discussion at Town or Community Council level and then, if they wish, speak at the ~~Planning and Orders~~ Committee as provided for in Section 5.4 of these Rules but not otherwise take part in the deliberations of the ~~e~~Committee or vote on the application, or

4.6.7.2 Take no part in discussions at Town or Community Council level (and preferably not be in the room when the matter is discussed) and then participate fully at the ~~Planning and Orders~~ Committee.

4.6.7.3 **NB:** those councillors who sit on the ~~Planning and Orders~~ Committee but who are not members of the Town or Community Council have, like any other member of the public, the right to attend public meetings of that Council. In these cases those councillors should only observe proceedings at the Town or Community Council and not take part in them.

4.6.8 Correspondence Received by Councilors

Should councilors receive directly any correspondence from persons interested in the outcome of a planning application ~~directly~~ they shall ensure that a copy is forwarded to the ~~Development~~Planning Control Section. The ~~S~~section will then:

4.6.8.1 if time permits, send a copy to the applicant or his/her agent so as to allow him/her an opportunity to respond.

4.6.8.2 place a copy of all representations on the Planning file.

4.6.8.3 if time permits ensure that the report to Committee refers to the correspondence received.

4.6.9 Registration and Declaration of Interests

The Law and the Council's Code of Conduct for both councilors and officers in relation to these matters is of particular relevance applicable to those dealing with planning applications and must be followed at all times.

4.6.10 Development Proposals Submitted by Councilors and Officers

4.6.10.1 Proposals by serving councilors (whether or not they are councilors on the ~~Planning and Orders~~ Committee), and certain categories of officers and their close friends and relatives can easily give rise to suspicions of impropriety. It is vital that they are handled in a way which gives no grounds for accusations of favouritism. In these rules "relatives" encompass spouse or partner, parent, grandparent, child, grandchild, brother or sister.

4.6.10.2 Planning applications falling within the following categories will be reported to the Committee for consideration and not dealt with by officers under 'delegated powers':

- those where the applicant is a ~~S~~erving councilor or the relative of a serving councilor,
- those where a serving councilor acts as agent or has prepared any part of the application or plans,
- those where the applicant is a relevant officer or their relative. In this rule "relevant officer" means the Managing Director, all Corporate Directors, all Heads of Service, all officers working in the Planning Department and all other officers whose work is directly linked to the development control process (such as officers in Highways and Environmental Health who are consultees or lawyers who advice and represent the Planning Department in development control matters),
- those where the applicant is a close friend of a serving councilor or relevant officer.

In this rule "planning application" shall mean all applications required by statute to be made and which (apart from this rule) would fall to be determined under the Council's Constitution by the Head of Planning Service. These would include applications for outline consent, reserved matters approval, listed building consent, conservation area consent, consent under Tree Preservation Orders and so forth... who prepare plans or generally act as agents for people pursuing a planning matter should play no part in the decision-making process for that proposal. Similarly, if they submit a proposal themselves, they should take no part in the processing of that application or endeavour to influence the final decision on the application.

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| 4.6.10.3 ~~Planning~~The officers shall endeavour to identify and highlight such applications and shall accordingly inform the Head of the Planning Service and the Authority's Monitoring Officer. Serving councillors who make applications, who act as agents or who prepare plans or whose relatives make applications, should play no part in the decision-making process for that proposal.

| 4.6.10.4 ~~Those proposals will be reported to the Planning and Orders Committee for consideration and not dealt with by officers under 'delegated powers'.~~ The Monitoring Officer should confirm in the ~~Committee~~ report that ~~such~~the application has been processed normally and ~~therefore~~ must, therefore, be given the opportunity to review the file.

Current Draft

4.6.10.5 Officers involved in ~~any way in the~~ development control ~~planning~~ process must not prepare plans or act as agent for any person or body (including ~~members of their relatives own family~~) pursuing a planning matter with the Council. If they submit a proposal on their own behalf, they should take no part in the processing of that application. ~~Such proposals will be reported to the Planning and Orders Committee for consideration and will not be dealt with by officers under "delegated powers".~~

~~4.6.10.6 Officers not involved in the planning process must not prepare plans or act as agent for any person or body other than themselves or close members of their family (i.e., spouses, parents, grand parents, children, brothers or sisters) and in any of these cases the Head of the Planning Service should be made aware of their involvement so that the matter can be referred to the Planning and orders committee and not be dealt with by officers under "delegated powers".~~

4.6.11 Officers' Report to the Planning and Orders Committee

4.6.11.1 All planning applications reported to the Planning and Orders Committee will have a full written report including a reasoned assessment of the proposal and a justified Recommendation.

4.6.11.2 Any new matters which have arisen between the preparation of the report and the date of the Committee will be reported orally and references to this will be included in the minutes.

4.6.11.3 Every planning application file will contain an accurate account of events throughout its life, particularly the outcome of meetings or significant telephone conversations.

4.6.11.4 The same principles of good record keeping will also be observed in relation to enforcement matters. Monitoring of record keeping will be undertaken on a continuous basis by managers within the DevelopmentPlanning Control Section.

4.6.12 Decisions Contrary to Officer Recommendation

4.6.12.1 Where the Planning and Orders Committee are mindful to either approve or refuse a proposed development contrary to an Officer recommendation, the item shall be deferred until the following meeting so as to allow the officers to report further on the matter. The Committee must set out the reasons for wishing to decide against the officer recommendation. Committee members should adhere to these Rules when making planning decisions and take policy guidance from planning officers into due regard and only vote against their recommendations where genuine and material planning reasons can be identified. A detailed minute of the Committee's reason(s) shall be made and a copy placed on the application file. Where deciding the matter contrary to the recommendation may risk costs on appeal the Committee will take a recorded vote when deciding the application irrespective of the requirements of paragraph 4.1.18.5 of the Constitution.

4.6.12.2 The officer's further report shall detail the reasons put forward by the members, indicate whether such reasons are, in their view, genuine and material planning reasons and discuss the land use planning issues raised.

4.6.12.3 In the case where councillors wish to add or amend conditions which are recommended by officers, the officers should be invited to draft such a condition and bring this back for approval at the subsequent meeting unless the drafting is straightforward and can be agreed at the initial meeting.

4.6.12.4 Where planning officers are unable to defend such decisions on appeal (due to requirements of the professional conduct rules of the Royal Town Planning Institute - RTPI) they shall make this point known to the Committee before the final vote is taken. In such cases the Committee shall nominate (at least) two of its members who voted contrary to the recommendation to appear at any appeal and explain the Committee's decisions and the reasons for them. These should, normally, be the proposer and seconder of the proposal which was contrary to the officer's recommendation.

4.6.13 Appeals Against Council Decisions

4.6.13.1 Officers will organize and generally appear as witnesses at planning appeals and other proceedings on behalf of the Council. In some circumstances it may be necessary to appoint consultants to appear for the Council.

4.6.13.2 In giving evidence, officers will present the best possible case on behalf of the Council whilst complying with the RTPI Code of Professional Conduct.

4.6.13.3 Where a decision contrary to officer recommendation is subject to an appeal and officers have previously made known to the Committee that they are unable to defend such decisions, officers shall report the appeal to the next Committee meeting. - Councillors will then be responsible for presenting the Council's case at the appeal.

4.6.14 Conduct of Officers

4.6.14.1 Officers who are Chartered Town Planners are guided by the Royal Town Planning Institute (RTPI) Code of Professional Conduct. All officers whether members of the Institute or not shall abide by the same principles namely they -

4.6.14.1.1 Shall act with competence, honesty and integrity;

4.6.14.1.2 Shall fearlessly and impartially exercise their independent professional judgement to the best of their skill and understanding;

4.6.14.1.3 Shall discharge their duty to their employers, clients, colleagues and others with due care and diligence in accordance with the provisions of this Code;

4.6.14.1.4 Shall not bring the profession or the Royal Town Planning Institute into disrepute;

4.6.14.1.5 Officers shall not disclose or use to the advantage of themselves or the Authority information acquired in confidence in the course of their work;

4.6.14.1.6 Officers shall decline any discounts, gifts or commissions offered by any third parties in connection with their work as professional planners.

4.6.15 Councilor / Officer relationship

4.6.15.1 In order to engender a committed professional relationship between both officers and councilors, each shall have respect and regard for the roles both play within the decision making process.

4.6.15.2 Councilors shall respect the advice given by officers at Committee or when dealing with delegated applications and shall not place pressure on officers for a particular recommendation or decision. Any officer who considers that this has happened should deal with the matter as set-out under section 5.3.4 of this Constitution (Bullying, Intimidation and Harassment).

4.6.16 Site Visits by the Planning and Orders Committee

4.6.16.1 The protocol on site visits is attached as an Appendix to these Rules.

4.6.17 Gifts and Hospitality

4.6.17.1 Advice to councilors on registration of gifts and hospitality is contained within the Council's Code of Conduct for Members and shall be accordingly observed.

4.6.17.2 Officers during the course of carrying out their duties may be offered hospitality from people with an interest in a planning proposal. Officers should refuse offers of hospitality of any kind. If the receipt of hospitality is unavoidable officers must ensure that the absolute minimum level is accepted and declare its receipt as soon as possible to the Monitoring Officer.

4.6.18 Training

4.6.18.1 No member may sit on the Planning and Orders Committee unless and until they have attended Induction Training. The contents of the Induction Training shall from time to time be determined by the Head of Service (Planning and Public Protection). Updating training thereafter will be provided at least twice a year to include changes in legislation or procedure.

4.6.18.2 Councilors shall ensure that they attend a minimum 3 training events over a two year period in order to keep abreast of planning matters and thus provide a positive input into the decision making process. Attendance records will be monitored and reported to the Council. Any member of the Planning and Orders Committee who fails to attend the stated minimum number of training sessions shall be removed or suspended from the Committee by vote of the full Council at such time as when the attendance records are reported.

Appendix

4.6.19 Protocol Regarding Site Visits by the Planning and Orders Committee

4.6.19.1 Criteria for Site Visits

4.6.19.1.1 It is important that criteria should be set out for deciding when a site visit is justified and consider the procedure for such visits. In this respect account should be taken of the following points:-

(i) ~~(i)~~ site visits can:

- cause delay to the decision making process, ~~and~~
- possibly lead to an appeal to 'The Planning Inspectorate' on the basis of 'non-determination',
- affect the ~~s~~Service's performance in respect of its 8 week target, and
- lead to additional costs both to the ~~s~~Service and possibly to the applicant(s).

(ii) there needs to be consistency both in the way that it is decided that a site visit should take place and in the conduct of such visits. Otherwise it may leave the Authority open to the accusation that site visits are arbitrary or possibly a lobbying device.

(iii) site visits should be carefully organised and well-attended to ensure that the purpose, format and conduct are clearly established at the beginning and subsequently adhered to.

(iv) site visits should be used only where the expected benefits are substantial. The 'substantial benefit' test should apply in every case. Site visits should only be necessary if the impact of the proposed development is difficult to visualise and comprehend, i.e. where lack of clarity with the application makes visual assessment necessary

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(v) site visits may be appropriate to consider large, more complex applications.

(vi) if the Committee are of a view that the site needs to be visited and seen before the application can be determined, then only those members who attended the official site visit may participate in and vote on the application when it is further considered by the Committee.

Recommendation of site visits by officers shall be referred to within the report to Committee.

4.6.19.1.2 Site visits should **not** apply in the following cases:

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(i) to solely consider boundary or neighbour disputes.

(ii) to consider objections issued on competition grounds.

(iii) to consider objections raised on the ground of loss of property values.

(iv) to consider any other issues which are not material planning considerations.

(v) where councillors have already visited the site within the last 12 months, except in exceptional circumstances

4.6.19.2 Requests for Site Visits

In order to adopt a structured approach to site visits the following format should be adhered to:-

4.6.19.2.1 All requests for site visits must be made in writing to the Head of Development Control / Planning Control Manager by 1.00pm on the final working day prior to the Committee meeting. Any verbal request received prior to the Committee meeting must be followed up in writing before the Planning Committee commences. The reason for the 'site visit' shall be clearly stated and accordingly reported to the Planning Committee.

4.6.19.2.2 If a request is made for a 'site visit' during the Planning and Orders Committee Meeting once again the reasons for the visit shall be recorded in the minutes.

4.6.19.3 Procedures at the Site Visit

4.6.19.3.1 The applicant shall be informed that a site visit will take place but will not be allowed to be present during the visit to make any representations.

4.6.19.3.2 The primary purpose of the site visit will be for the planning officers to explain the planning issues relating to the case and for councillors to view the site.

4.6.19.3.3 There shall be no discussions at the site visit as regards the merits of the application. The site visit shall not be used as a forum for debate.

4.6.19.3.4 The Chairperson or Vice-Chairperson shall conduct and lead the site visit. If either the Chairperson or the Vice-Chairperson is absent, councillors shall vote for one of their number to act as Chairperson.

4.6.19.3.5 The Chairperson shall formally open the meeting and set out the reasons for the visit.

4.6.19.3.6 The planning officer shall be requested to outline the proposal and the main issues.

4.6.19.3.7 The councillors shall view the site, relevant buildings and surroundings as necessary.

4.6.19.3.8 Councillors shall be offered the opportunity to raise questions or seek clarification of points of fact with the planning officer and/or local councillors.

4.6.19.3.9 The local councillor in whose Ward the application site is located (if present) shall be offered the opportunity to comment on the proposal.

4.6.19.3.10 Notes shall be made of the site meeting and these shall be accordingly minuted at the following Planning Committee Meeting when the application is discussed.

4.6.19.4 Regular Review of Decisions

4.6.19.4.1 The Audit Commission's Report 'Building Quality' recommends that councillors should visit a sample of implemented planning permission to assess the quality of the decision. Such a review should improve the quality and consistency of decision-making, thereby strengthening public confidence, and assist with reviews of planning policy.

4.6.19.4.2 The review should be undertaken annually. It should include examples from a range of categories of development including applications which officers have determined under delegated powers.

4.6.20 Role of the Committee Chairperson and Conduct of Business at the Committee

4.6.20.1 Election of the Chairperson / Vice-Chairperson

4.6.20.1.1 The Chairperson shall be elected to his/her post by the councillors on Planning and Order the Committee at its first meeting following the annual Council meeting. The Ccouncillors shall at the same time elect a Vice-Chairperson for the same period of office or until such time as either or both of them step down.

4.6.20.1.2 In the absence of the Chairperson for the whole or part of the Committee meeting, the Vice-Chairperson shall be the Chairperson. If the Vice-Chairperson shall be absent, the Committee shall choose one of ~~their~~ number present to be Chairperson for that meeting or part of it until the Chairperson (or Vice-Chairperson) returns.

4.6.20.2 Responsibility of the Chairperson

The Chairperson shall have the following responsibilities:

4.6.20.2.1 to preside over meetings so that Committee business can be carried out efficiently and with regards to the rights of councilors, officers and the interest of the community as a whole.

4.6.20.2.2 to ensure that the Committee meeting is properly conducted as a forum for debate on planning matters and statutory orders only.

4.6.20.2.3 to ensure that the business of the meeting is carried out in accordance with the relevant provisions contained within the Council's Constitution.

4.6.20.2.4 to support the planning officers and the Monitoring Officer's representative in reminding members about their duty to adhere to genuine and material planning discussions in their decision making process.

4.6.20.3 The Role of Officers at Committee Meetings

4.6.20.3.1 Officers shall provide professional advice to the Chairperson in order to ensure that he/she is able to discharge the duties of the post.

4.6.20.3.2 Officers shall provide advice as follows:

(i) at pre-Committee meetings so that the Chairperson is fully briefed on issues that may arise at meetings

(ii) at any post-Committee meetings (if relevant)

(iii) during Committee meetings where questions are directed towards the Chairperson for response

(iv) during any meetings which may be convened by officers in order to discuss issues relevant to 'planning' or 'orders' issues

4.6.20.4 Conduct of Committee Meetings

4.6.20.4.1 Each agenda item for discussion or for information shall be introduced by the Chairperson.

4.6.20.4.2 Once introduced the Chairperson shall ensure that the officer is allowed to report on the item. Where the public speaking procedure applies to a particular application, this shall occur before the officer reports on the item.

4.6.20.4.3 The Chairperson shall allow the local councillor to speak first after the officer's report. This is whether the local councillor wishes to speak for or against the item and whether or not they are on the Committee.

4.6.20.4.4 The Chairperson shall then allow the councillors to participate in the discussion in the order in which he/she acknowledges their wish to speak.

4.6.20.4.5 The Chairperson will ensure that all councillors shall abide by the provisions of the Council's Constitution and by the relevant provisions of these Procedure Rules.

4.6.20.4.6 All those councillors wishing to speak shall be allowed an opportunity to do so. Councillors shall refrain from making speeches and shall address the Committee on 'planning' (i.e. material planning considerations) and 'orders' matters only. The Chairperson may intervene and curtail councillors who are making repetitions or irrelevant statements.

4.6.20.4.7 Where officers need to respond to comments or questions from councillors then the Chairperson shall ensure that officers are given that opportunity.

4.6.20.4.8 If the Chairperson wishes to speak as a local councillor on an item then the provision of the Constitution shall apply equally to him/her as they apply to all councillors.

4.6.20.4.9

(i) At the conclusion of the discussion the Chairperson shall request councillors on the Committee to vote on the matter under discussion. Unless councillors disagree with the officers' recommendation they shall indicate their voting intention through the showing of hands.

(ii) Should an amendment be proposed and seconded to the officer's ~~recommendation,~~ that recommendation that amendment will be voted on first.

4.6.20.4.10 All councillors and officers shall respect the position of Chairperson. The ruling of the Chairperson on all questions of procedure at the Committee shall be final and not open to discussion. The Chairperson shall ensure that at all times regard is had by all councillors (including himself/herself) and officers to the protocol on Member/Officer relationship and that respect is shown to the advice given by officers at the Committee.

4.6.21 Public Speaking

Eligibility to Speak

4.6.21.1 The planning application concerned must be on the agenda of the Planning and Orders Committee meeting in question. In the event of an application being deferred, public speaking will not be allowed if an opportunity has already been given at a previous Committee meeting when the application has been fully considered.

4.6.21.2 Both applicants (or their agents) and objectors (or their agents) can speak and there are no other qualifying criteria other than compliance with the Council's procedure.

4.6.21.3 Normally only one person can speak for and one person against an application. Very exceptionally the Chair of the Committee may exercise his/her discretion to allow one additional speaker per 'side'. This discretion will usually only be exercised for major applications where there are significant differences of view within one 'side' (e.g. two people speaking against an application for a large supermarket where one represents the views of retailers and the other the views of nearby residents). In such cases the 'other side' will be allowed 2 speakers or twice the normal time, if they wish to use it.

4.6.21.4 Anyone requesting to speak must allow the Council to give their name and contact number to other people (of the same view) wishing to speak so that they can agree on a spokesperson, the issue to raise etc. If they cannot agree, the first person who notified the Council of his/her intention to speak will normally be chosen to speak.

4.6.21.5 Requests to speak must be made to the Administrative Officer in the Planning Department before the deadline referred to in the notification letters sent to applicants and neighbours.

Time allowed to Speak

4.6.21.6 The spokesperson will be allowed up to 3 minutes to address the Committee.

Visual Aids

4.6.21.7 The spokesperson may not circulate or display written material in the Committee meeting. Any written representations should have been submitted to the Council during the statutory publicity period and will be summarised in the Officer's report.

Procedure

4.6.21.8 The procedure for public speaking at Committee is described in the appropriate documents.

AGENDA ITEM NO.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	Executive Committee
Date	4th November 2013
Subject	Income Management Strategy
Portfolio Holder(s)	Councillor Kenneth P Hughes
Lead Officer(s)	Shan Lloyd Williams, Head of Housing Services
Contact Officer	Shan Lloyd Williams, Head of Housing Services
<p>Nature and reason for reporting To present a new Housing Services Income Management Strategy for adoption by the Executive Committee.</p>	

A – Introduction / Background / Issues	
1.0	Summary
1.1	Rent arrears are increasing with Tenants finding it increasingly more difficult to pay their rent, partly resulting from the effects of Welfare Reform, partly resulting from the current economic climate, higher utility costs and partly because some Tenants simply are refusing to pay their rent. A minority number of Tenants may well not be aware, the consequences of refusing to pay rent, is that the Council will take action to evict.
1.2	The Housing Services team are responsible for delivering the services that relate to income management. These include financial inclusion, rent charges and arrears, former tenant debt and rechargeable works (eg, repairs, voids).
1.3	A recent independent review of the income management service identified significant weaknesses both at a procedural and operational level within the Income Management and Estate Management Teams. Arrears were increasing. There was limited focus on pro active; preventative work. Working practices were found to be ‘traditional’ with little flexibility or ownership of role responsibility. The workload of six Officers of the Estate Management Team has been prioritised for the next six months to solely work on arrears and arrears management, whilst the other two Estate Management Officers are working on estate management issues including anti-social behaviour and new sign-up of tenancies etc.

- 1.4 Housing Services [subject to obtaining political support in the very near future] will be aiming to becoming self-financing by April 2014 or at the latest April 2015 [depending on discussions between the Treasury and Welsh Government and the eleven stock retaining Local Authorities], which will mean that there will be greater pressure on the service to ensure income management is effective in minimising arrears and maximising tenant income.
- 1.5 The current review of Welsh Housing regulation may affect regulation of services and their delivery, which means that effective management of all our housing income sources will be crucial.
- 1.6 In particular the added risk posed through the impact of Welfare Reform on income collection is significant. We recognise that if this is not dealt with, services to customers may be compromised and difficult decisions may have to be made by the Council in order to sustain services to customers. This is linked to a review of our 30 year HRA Business plan during the next two months.
- 1.7 As a result, a strategy action plan has been devised which will support the Housing Services in addressing the key issues in the short and long term, but only if the actions within the action plan are implemented.
- 1.8 Key to the strategy involves supporting Tenants who are in the early stages of getting into arrears, and every effort is being put into place to ensure that there is sufficient support available.
- 1.9 The income management strategy links directly to the Council's transformation plan and the six themes of the plan.
- 1.10 The Vision of the Strategy reads as follows:
"We will be a professional and well-run service, innovative and outward-looking in our approach, committed to developing people and partnerships in order to deliver high quality efficient and effective services that are valued by our customers"

B - Considerations

2.0 Objectives of the Strategy

2.1 The specific objectives of the Income Management Strategy are:

- *To minimise the level of new arrears and debts* – covering rent and non-rent charges, terminations, repairs, voids
- *To maximise the collection of existing arrears and debts* – covering rent arrears, former tenant debt, re chargeable works
- *To ensure that financial exclusion is minimised and to minimise tenant debt* – covering maximising tenant income, financial inclusion, developing financial awareness, skills and knowledge, supporting employment opportunities, supporting digital inclusion, support and advice on banking, credit, savings, insurance, affordable utilities, increasing awareness of Loan sharks and pay-day loan companies
- *To set appropriate standards to measure performance, service delivery and tenant satisfaction* – covering individual and team performance measures; quality assurance; supervision and appraisal; service standards and tenant satisfaction.

C – Implications and Impacts		
1	Finance / Section 151	Awaiting comments
2	Legal / Monitoring Officer	No comments
3	Human Resources	No comments
4	Property Services (see notes – seperate document)	No comments
5	Information and Communications Technology (ICT)	
6	Equality (see notes – seperate document)	
7	Anti-poverty and Social (see notes – seperate document)	Co-incides with the Council's Welfare Reform Project action plan
8	Communication (see notes – seperate document)	
9	Consultation (see notes – seperate document)	
10	Economic	No comments
11	Environmental (see notes – seperate document)	
12	Crime and Disorder (see notes – seperate document)	
13	Outcome Agreements	

CH - Summary

Rent arrears are increasing with Tenants finding it increasingly more difficult to pay their rent, partly resulting from the effects of Welfare Reform, partly resulting from the current economic climate, higher utility costs and partly because some Tenants simply are refusing to pay their rent.

To reduce the risks to the Housing Revenue Account business plan, and help ensure that our Tenants are able to sustain their tenancies, the Income Management Strategy has been developed, which aims to:

- minimise the level of new arrears and debts
- maximise the collection of existing arrears and debts
- ensure that financial exclusion is minimised and to minimise tenant debt
- set appropriate standards to measure performance, service delivery and tenant satisfaction

D - Recommendation

R1 Members of the Executive Committee are requested to approve the Strategy.

Name of author of report: Shan Lloyd Williams
Job Title: Head of Housing Services
Date: 18th October, 2013

Appendices:

Income Management Strategy [draft]

Background papers

1. Welfare Reform Project Action Plan
2. Service charge policy [separate report being presented to Executive Committee 04/11/13]

DRAFT Income management strategy 2013/14 Anglesey County Council Housing Services

1 Foreword

This Income Management strategy is important to Anglesey County Council as it sets down our approach to meeting the challenges of an authority going through a transformation in its approach to the way services are delivered, its culture and recognises a changing financial environment for our tenants.

2 Introduction

Anglesey County Council delivers a range of housing services directly to the tenants and leaseholders of the County Council.

The Housing Services team are responsible for delivering the services that relate to income management. These include financial inclusion, rent charges and arrears, former tenant debt and rechargeable works (eg, repairs, voids). This strategy identifies the medium term approach to the delivery of these services.

There are complementary service strategies for homelessness; housing strategy; corporate debt policy, financial inclusion. Together our strategies provide the focus for achieving our corporate Priorities.

2.1 Details of recent health check of the service

A recent independent review of the income management service identified significant weaknesses both at a procedural and operational level. Performance monitoring and

management of the service was found to be weak. Arrears were increasing. There was limited focus on pro active; preventative work. Working practices were found to be 'traditional' with little flexibility or ownership of role responsibility.

The service culture was generally negative and inward facing. Recent changes to the IT system and staffing structure were having a negative impact and adding to the negative approach that the service presented.

Detailed information about where the income management service is currently and where it wants to be can be found in appendix A.

2.2 The importance of tackling weaknesses within the Income Management Service

In addition to the service weaknesses identified in section 2.1, a number of internal and external risks and issues could impact on the income management service. The wider challenges for the Authority, this service and its tenants, include:

- The Welfare Reform Bill poses significant risk to income management services. High percentages (71%) of our customers rely on Housing Benefit to support them with their housing costs, with the majority of tenants currently having their benefit paid directly to us. The introduction of the 'bedroom tax'; benefits cap; Universal Credit and Personal Independence Payments (PIP) are likely to adversely affect the income collected within the service. This makes it more difficult to collect rent payments due as well as leading to increased

administrative costs for collection and enforcement action

- High levels of unemployment and the ongoing effects of the general economic climate may result in customers finding it more difficult to pay the money they owe us; manage their finances and avoid arrears and debt
- Higher utility charges and a lack of understanding on how to obtain best value services may reduce customers' disposable income
- The Council is aiming to becoming a self financing authority by 2014 which will mean that there will be greater pressure on the service to ensure income management is effective in minimising arrears and maximising tenant income
- The review of Welsh Housing regulation may affect regulation of services and their delivery

While we are working pro actively with our tenants to support them through these changes and challenges, effective management of all our housing income sources will be crucial. Reduced income collection will impact on the service which can be provided to our tenants.

The income management service is currently failing to maximise its potential income across all housing income streams – homes; garages; FTA; recharges and leaseholder income. Failure to address the issues identified within the strategy in a timely manner will have an increasingly negative impact on the ability of the service and the Council to deliver high quality customer service and improve this going forward.

In particular the added risk posed through the impact of Welfare Reform on income

collection is significant. We recognise that if this is not dealt with services to customers may be compromised and difficult decisions may have to be made by the Council in order to sustain services to customers.

As a result, a strategy action plan has been devised which will support the organisation in addressing the key issues in the short and long term, but only if the actions within the action plan are implemented.

2.3 Mitigating the impact of Welfare Reform

In order to support our tenants in dealing with the challenges of Welfare Reform and reduce the potential impact to the Income Management Service, we are undertaking a number of actions, including:

- Running initiatives to alleviate financial and digital exclusion including piloting money management and basic IT courses
- Ensuring that staff, tenants and elected members are well informed with information through newsletter; leaflets and at all points of customer contact
- Identifying and contacting tenants directly affected by the 'bedroom tax' and offering support; identifying and contacting tenants directly affected by the benefits cap
- Amending our allocations policy to ensure we are not offering tenants properties which will automatically financially disadvantage them through 'bedroom tax'
- Developing a tenancy support service to which tenants can be referred for support

- Increasing the take up of Direct Debit payers
- Ensuring wide access to independent support for tenants through development of close working relationships with agencies
- Completing our tenant profiling to support the effective use of resources
- Promoting and supporting digital inclusion.

2.4 Scope of strategy

The strategy covers all areas of income into the Housing service HRA. These areas include the following income streams:

- Homes
- Garages
- Service charges – tenants
- Leaseholder contributions – service charges
- Rechargeable repairs
- Former Tenant Arrears (FTA)
- Rent add-ons (Supporting People charges; Sewage charge income, insurance premium collection).

2.6 Vision for the strategy

“We will be a professional and well-run service, innovative and outward-looking in our approach, committed to developing people and partnerships in order to deliver high quality efficient and effective services that are valued by our customers”

2.6 Purpose of strategy

The income management strategy outlines how we aim to maximise the income received through our income streams. It provides clear messages for staff about their role in delivering this strategy and the links to delivering our corporate aims.

This strategy aims to address the key issues that Anglesey County Council Housing Services believe needs addressing within the income management service.

This strategy recognises the links with the Isle of Anglesey County Council overall strategic aim which is to:

‘Promote and protect the interests of the island, its citizens and communities’

Through creating an Anglesey:

- Which has thriving and prosperous rural community
- Where people achieve their full potential
- Where people are healthy and safe
- Where people enjoy, protect and enhance their natural and built environment for future generations
- Where people are proud of their Council.

The income management strategy links directly to the Council’s transformation plan and the six themes of the plan:

- **Theme one** – professional and well run
- **Theme two** – innovative, ambitious and outward thinking

- *Theme three* – customer, citizen and community focussed
- *Theme four* – valuing and developing our people
- *Theme five* – committed to partnership
- *Theme six* – achieving.
- *To set appropriate standards to measure performance, service delivery and tenant satisfaction* – covering individual and team performance measures; quality assurance; supervision and appraisal; service standards and tenant satisfaction.

This strategy also recognises the current strategic challenge of Welfare Reform.

3 Objectives of the strategy

In order to achieve our desired service level we have prioritised a number of strategic objectives and identified the scope of each objective across the service.

The specific objectives of the Income Management Strategy are:

- *To minimise the level of new arrears and debts* – covering rent and non-rent charges, terminations, repairs, voids
- *To maximise the collection of existing arrears and debts* – covering rent arrears, former tenant debt, re chargeable works
- *To ensure that financial exclusion is minimised and to minimise tenant debt* – covering maximising tenant income, developing financial awareness, skills and knowledge, supporting employment opportunities, supporting digital inclusion, support and advice on banking, credit, savings, insurance, affordable utilities, increasing awareness of Loan sharks and pay-day loan companies

Objective 1: *To minimise the level of new arrears and debts*

Our aim is to ensure that new tenants are well advised and clear about their responsibilities and the cost of running a home; by doing this we will improve sustainability of tenancies and minimise arrears within the early part of a tenancy.

We will achieve our objective by working with our allocations service to ensure that we work proactively with applicants before they are allocated a tenancy. Appropriate information and self assessment budget sheets will be provided to ensure that applicants are fully aware of the costs of renting our properties.

We will undertake affordability checks with applicants prior to an offer of accommodation and, where affordability may be an issue, signpost applicants to support agencies. This supports the future sustainability of tenancies and we are not setting new tenants up to fail.

Pre allocation of tenancies will be developed and offer letters will be provided in advance to ensure that tenants are aware of the contract obligations to which they will be agreeing.

Systematic post tenancy visits will be undertaken at key points in the tenancy and action and support taken where arrears arise

Introductory tenancies will be extended where rent arrears exist to ensure that the

tenancy can continue to be intensely monitored and act as an incentive for tenants to maintain payments and arrears agreements. We will maximise income collection by developing a strong payment culture amongst tenants

Objective 2: *To maximise the collection of existing arrears and debts*

We recognise that all tenants are individual and arrears and debt problems may be complex. We will use the available tenant profiling information to tailor our services to meet their needs and make them accessible to all residents

We will deliver arrears and debt collection services which focus on supporting and assisting the tenants to retain their home. We will improve the level of our early personal contact with tenants and the positive outcomes resulting from this contact alongside using clear arrears letters in accordance with our procedures.

We will promote more proactive access to services for tenants aimed at arrears and debt prevention. We will offer a wide range of ways for tenants to pay rent and arrears; making affordable arrangements for arrears repayment and signposting tenants to advice and support as appropriate.

We will take prompt action when rent arrears and other debts are incurred; balancing prevention and enforcement, to ensure that arrears do not escalate to unacceptable levels, outside tenant abilities to repay.

We will develop appropriate procedures to maximise the collection of other debts such as rechargeable repairs; former tenant arrears and sundry debts, ensuring links between the service areas to reduce multiple debt pressures for tenants.

Objective 3: *To ensure that financial exclusion is minimised and to minimise tenant debt*

We will reduce the risk of financial exclusion by increasing the opportunities for customers to access financial services and reduce the risk of new arrears by providing and promoting more arrears prevention services. We will support tenants to pay their rent and to reduce personal debt, through benefit advice and to access to help with money management and budgeting.

We will further develop our support and the development of financial confidence of our tenants experiencing financial difficulty, through our money management courses and basic IT courses, to enable our tenants to better understand and take control of their finances.

We will improve access to free financial support and advice, and provide financial health checks to all tenants and support tenants to get advice on benefit entitlement and debt management to maximise their income, through our work with internal and external partners such as the O'Toole Centre; SHELTER and CAB. Working in partnership with other organisations we will aim to maximise the impact of initiatives

We will increase support to our tenants to develop IT skills and increase access to the internet for tenants and residents.

We will improve access to employment and training opportunities, working with partners and stakeholders to create employment opportunities for our residents.

We will promote sustainability by supporting our tenants on issues such as fuel poverty and energy efficiency

particularly where this promotes effective budget management

We will link collection of our debts to the corporate debt policy.

Objective 4: *To set appropriate standards to measure performance, service delivery and tenant satisfaction*

We will develop systems to allow us to collect and analyse relevant information to achieve top quartile performance for key indicators. We will develop performance measures and targets to demonstrate where we are performing well or underperforming. We will manage, monitor and review these with senior management, operational staff and tenants.

Anglesey County Council Income Management Service is keen to respond to the challenges faced by our tenants in respect of money and income management. We have a strong emphasis on providing Value for Money services and continuous improvement.

We will improve the value for money achieved through our income collection methods. In pursuing value for money we will identify when it is not effective to create rechargeable works orders and we will ensure timely identification of whether former tenant debts are collectable or not.

We will involve our tenants in future service developments.

Performance indicators for this service should not be viewed in isolation it is important that they link closely to other services within Housing Services.

To measure our progress in meeting these objectives we will use quantitative and qualitative indicators. These will be included within the services balanced scorecard which will be reported monthly. In addition relevant Performance Indicators (PI) will be discussed in each officer's appraisal.

Quantitative and qualitative indicators will include:

Financial inclusion

- Number of customers referred to all agencies for support and outcomes
- Customer take up of services – insurance; pilot classes
- Value of extra benefit secured for customers through advice service (income maximisation).

Rent charges and arrears

- Rent collected as a proportion of rents owed (including and excluding arrears)
- Proportion (%) of tenants with more than seven weeks' arrears
- Proportion (%) of tenants who have had NOSP's served
- Number of tenants evicted as a result of rent arrears
- Average arrears £
- % of system-prompted arrears actions that were carried out – either completed or rejected
- Number of arrangements made/ % maintained

4 Monitoring progress

- Number of tenants visited before NoSP
- % of successful court cases – order granted
- Number of Court Orders cleared
- Percentage of new tenants given a pre-tenancy interview
- Percentage of new tenants who have had HB, determination within six weeks.
- Percentage of new lettings clear at 12 weeks
- Average arrears for introductory tenancies.
- On site target for HMOs; Year 1 – 60:40; Year 2 – 80:20.

Former tenant debt

- Former tenancy debt collected % (existing at end of previous financial year)
- Former tenant debt collected % (newly arising during financial year)
- Cumulative FTA debt
- Cumulative FTA write-off
- FTA written off as % of total rent debit
- Number of tenancies in arrears at termination
- Average arrears of tenancies when ended.

Garages

- Level of garage rent arrears

- Garage rent collected
- Number of garages let.

Rechargeable works

- Income collected from rechargeable works (existing at end of previous financial year)
- Income collected from rechargeable works (newly arising during financial year).

Miscellaneous income

- Amount of income collected from miscellaneous sources against debit for this area.

5 Expected impact

We expect, through the successful implementation of this strategy, to have the following impact:

- *Customers* will feel supported in maximising their income and sustaining their tenancies. They will have access to support in reducing existing arrears. They will be able to avoid the creation of new debt and be supported to reduce the level of existing debt
- *Anglesey County Council Housing Services* will be providing a more proactive service and will be seen by customers as more supportive. Rent and debt collection will improve and the organisation will benefit from increased income
- *Other organisations* may benefit if our customers are better educated and advised in relation to money management and have access to wider financial services. In this way

their overall level of debt may be reduced.

6 Strategy delivery

The actions required to implement this strategy in its first year are contained in an income management strategy action plan 2013/14.

Delivery of strategy actions will be monitored through PIs linked to the balanced scorecard and through our staff appraisals.

The strategy and its action plan (see Appendix B) will be a key document in the delivery of the HRA Business Plan and the sustainability of housing services.

Appendix A

Where are we now?

Although we have developed how we deliver income management services, there are significant weaknesses in our performance, our culture and our overall approach to income management. The current state of the income management services is reflected in the following:

Culture

- Traditional views of service delivery with a lack of innovation or flexibility
- Negative view of the service and its new structure, by some staff
- Limited ownership of the roles and responsibilities in relation to the service and individual contribution.

Financial inclusion

- There is a funded benefits advice service which provides in-depth advice and assistance and representation for benefit appeals and backdates
- Partnership working with SHELTER and CAB
- Direct Debit is promoted
- Affordable contents insurance is available from the Authority, payable with the rent and promoted through the tenants handbook
- Tenants affected by Welfare reform changes have been identified and supported
- In partnership with Menai college we piloting accredited money

management courses and IT classes

- Outreach advice services to estates are provided
- Allocation policy reviewed to address under occupation changes ('bedroom tax')
- Tenant budget sheets are included in sign up pack
- Grant funded home starter kits for new tenants via temporary accommodation route.

Rent charges and arrears

- Housing management officers undertake the sign up meeting for all tenants to support them with payment methods and benefit claims
- Tenancy handbook is provided to all new tenants
- New tenants are encouraged to pay by DD; have bank accounts and take up home contents insurance
- Range of ways to pay and two DD dates in place; but more needed to meet customer needs
- Tenancy support service established
- Draft corporate debt policy developed
- Quarterly rent statement developed and issued to tenants
- Arrears procedures are not fully effective in identifying increasing arrears and taking action to contact

tenants. As a result rent collection performance is declining

- Rent arrears have been increasing for the last three years with arrears at 3.82% of rent collectable (£505,056.93 at year end 2012/13)
- Void and allocation process focus may be impacting on pro active approach to arrears management
- Information to tenants not user friendly or consistently used.

Service charges

- No service charge policy but aim to develop by March 2014
- Service charges are not de pooled and therefore not charged on a cost to benefit approach to tenants but work underway in conjunction with other authorities (Denbighshire; Flintshire; Wrexham) to start this exercise
- No clear information provided to customers about service charges/services received
- Service charges to leaseholders have been de pooled and are charged at cost, resulting in an inequitable approach
- No VfM approach to service charges to customers.

Former tenant debt

- Dedicated officer in place and some use of personal contact to chase debt but not fully proactive
- Limited performance measures in place to track outcomes

- Limited systematic proactive approach to FTA debt collection
- Debt levels have increased since April 2011/12 to current debt level of 1.83% of collectable rent
- Current FTA debt is £242,271.41 (as at year end 2012/13).

Welfare Reform

- Profiling and support work undertaken on 'bedroom tax' and benefit cap tenants
- Range of information in newsletters/website to publicise changes; pocket sized leaflet developed
- Limited profile data limits understanding of Welfare Reform impact.

Garages

- Limited proactive management of garage arrears/income collection
- Garages arrears are significant and increasing
- the number of occupied garages is decreasing
- Limited co-ordination of the repairs and maintenance of garages and there is no dedicated and growing budget for this purpose. A garage audit has started to determine sustainability of sites
- There remains a high number (260) of vacant garages and garages awaiting repair, allocation or disposal.

Rechargeable works

- No recharge policy or procedure so no proactive approach in place
- Limited linkages to other service areas such as income management when raising recharges
- Procedures for rechargeable works billing are not timely which makes securing payment difficult
- Collection rates are low
- Rechargeable debt is not systematically managed

Addition miscellaneous income areas

In addition to the mainstream income areas Housing Services, deals with and collects the following income streams:

- SP charges – these are collected as part of rent and arrears are therefore chased by HMO
- Sewerage charges – non mains drainage costs such as septic tank emptying and maintenance are not collected from leaseholders
- Contents insurance – procedure in place; included within rent; when arrears arise on the account; agreements are made initially but broken agreement results in the insurance policy being cancelled.

Where do we want to be?

We want to see a service where our customers, through maximising their income and having access to the full range of financial services, are able to sustain their tenancies by avoiding arrears and debt.

We want to maximise the income potential of the service to the Council in order that services can be protected and improved for our customers.

We want to become a high performing service which achieves top quartile performance for authorities in Wales.

For this to happen the following will need to be in place:

Cultural change

- Engagement and ownership of service delivery by all staff; with a positive solution based approach
- Strong clear performance measures with effective management, linked to systematic supervision and appraisal
- Clear direction and focus for the service
- Individual responsibility for ensuring we improve the way in which we work to deliver this strategy.

Financial inclusion

- Further develop initiatives to help alleviate financial exclusion
- Support to sustain tenancies with a range of opportunities for customers to improve their understanding of money management, managing debt, banking and budgeting
- Pro active pre tenancy financial assessment, support/guidance to applicants
- Provision of information on welfare and Housing Benefits at sign up

and at risk points throughout the tenancy

- Access to a range of money advice services; dedicated independent debt advice; specialist money management, benefits and debt advisors
- Support and promote the local credit union, low cost banking, utility cost comparators; increased DD dates to link to Universal Credit Tenancy and DD incentives
- Dedicated financial inclusion officer.
- Promotion of digital hubs and support for our tenants to use these.

Rent charges and arrears

- A sound understanding of our tenants and their needs through the collection of robust profiling data to enable targeted responses to arrears
- Clear procedures and policy; linked to effective IT system
- Early intervention when arrears arise. Support and advice available to help prevent arrears, manage arrears and that customers are readily accessing this support
- Challenging individual and team performance measures and supervision
- Effective IT and improved use of technology to support off site working
- Range of incentives relating to tenancy management.

Service charges

- A service charge policy in place
- De-pool all service charge costs and ensuring service charges demonstrate VfM
- Ensuring accessible information in place for service charge costs.

Former tenant debt

- Clear procedures in place
- Pro active pre termination action with an effective system for the avoidance of the unnecessary creation of former tenant arrears
- Rapid identification of whether debt is collectable, effective policy and procedures for the collection of such debt
- A range of methods/tools for the tracing of addresses.

Garages

- The number of vacant garages is kept to a minimum
- The income from garages is being maximised
- The garages and garage blocks are maintained to a high standard, funded by increased income and investment in garage maintenance
- Garages and garage sites that are not economical to bring into occupation have been identified and there are clear plans for their disposal.

Rechargeable works

- A procedure that ensures prompt, timely and effective debt collection
- Improved financial systems to notify recharges to customers in a timely manner
- An effective system for the avoidance of the unnecessary creation of rechargeable works orders.

Miscellaneous income

- A clear separation between arrears of rent and SP costs with clear procedure re chasing and recovering arrears
- A review of the insurance policy and process for tenants in arrears
- Undertake a consultation process relating to charges for sewerage costs and introduce and collect outstanding charges.

Appendix B

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
Objective 1: To minimise the level of new arrears and debts							
1	Develop the financial confidence of new and existing tenants	Develop affordability information and undertake checks for key target groups at application stage and before tenancy commencement	<p>Assist prospective tenants to understand if they can afford a tenancy</p> <p>Assist prospective tenants to explore benefits/support/advice prior to allocation</p> <p>Improve sustainability of tenancies</p> <p>Reduce arrears in tenancy</p>	KLR	<p>1/10/13 - Affordability Document to be finalised</p> <p>1/10/13 - Affordability Document to go out with all applications</p> <p>1/11/13 - Determine the approach to FI Officer role involvement</p>	H	3,6
		Develop pre-tenancy classes/budgeting skills classes for new tenants identified as at risk due to affordability.	Assist new tenants to budget and manage their money	FI Officer	1/12/13 - Identify approach and options for developing and introducing	H	3,6
		Consider offering pre tenancy classes to all applicants on waiting list (risk based)	Improve sustainability of tenancies	FI Officer	1/4/13 - Identify approach and options for developing and introducing	H	3,6
		<p>Ensure that post tenancy visits are used effectively by booking in first visit appointment at sign up</p> <p>Monitor post tenancy visits made</p>	<p>Identify arrears/debt issues at early stage</p> <p>Provide support and advice to tenants</p> <p>Improve sustainability of tenancies</p>	RS / WW	1/10/13	H	3,6
		Identify, further develop and strengthen partnership working with other agencies to provide advice and support to applicants pre tenancy	Clear routes for advice and support	FI Officer	1/12/13 – audit existing routes a	M	3,5,6

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
		Provide financial health checks to all tenants	More tenants will have access to financial information advice and guidance and more likely to take up products and services	HR	Already in progress. Review use and effectiveness 1/4/13	H	3,6
		Provide new tenants who have been homeless, support with their finances in readiness of taking up their tenancy	More tenants will have access to financial information, advice and guidance and more likely to sustain tenancy	HR	Already in progress. Review use and effectiveness 1/4/13	H	3,6
Objective 2: To maximise the collection of existing arrears and debts							
2	Develop a proactive approach to rent arrears collection, focussed on personal contact	Review existing policies, procedures and IT escalation process to support this to include: Current rent arrears rent recovery Garage arrears procedure Former Tenant Arrears procedure Recharges Policy and procedure	Supports staff to manage process efficiently Enables prompt effective action at early stages of arrears Through publicity tenants will know that the organisation is taking action	HR/ KR/ Elaine Upton HQN	23/9/13 IT meeting re escalation steps review 1/11/13 Current Arrears recovery and garage arrears procedure to be completed 30/10/13 Former Tenant Arrears procedure and Recharge policy and procedure reviewed	H	6
		Ensure that prompt action taken in recovering arrears and publicise action taken.	Prompt action supports recovery of arrears and reduces pressure on tenant	HR	1/11/13 - Included as part of review of escalation steps and procedure reviews October 2013 – publicise arrears actions taken April 2014 – review approach to use of signage in gardens to publicise action taken eg. Evicted for arrears	H	6

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
		Introduce a free phone number for customer contact re arrears or offer a call back service to tenants calling re arrears	Enables tenants to contact the service where they may not otherwise be able to afford to do so	RS/W W / HR	October 2013 –all staff to offer call back October 2013 – explore option for all Customer Service staff to take payments over phone/ ensure HMO take payments by phone	H	6
		Develop the use of texting, email and out-of-hours working to contact customers	Improved contact with tenants by their preferred method	DG	November 2013 – investigate and cost text messaging facility for arrears payment reminders/ arrears chasing November 2013 - Develop approach to out of hours working to meet needs of business in arrears management	H	6
3	Support tenants to minimise debt and rent arrears	Consistently promote DD in all service areas, introduce DD incentives exploring the opportunity to extend DD payment dates and frequency to meet needs of tenants when Universal Credit introduced	Encourages rent to be paid through most cost effective route	RS/W W/DG	December 2013 – introduce 4 dates for DD payments January 2014 – Identify approach to payment by DD on any date	M	3.6
		Promote DD/ SO at sign up and every contact with customer	Encourages rent to be paid through most cost effective route	All DG	All staff to promote DD/ SO at all contacts with customers January 2014 Review take up levels	M	3,6

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
		Explore new ways of rent payment such as the use of mobile applications	Offers customers widest range of options to pay	DG	December 2013 – research and report on costs and options	M	3,6
4	Support tenants to be financially responsible for rent account and arrears	Ensure that tenants have access to account details/statements on internet	Supports tenants to manage their money and accounts and track payments	KR/DG	December 2013	M	3,6
		Review existing rent statements with customers to ensure meets their needs, include a 'how to understand your rent statement' as part of pre tenancy courses	Supports tenants to manage their money and accounts and track payments	HR	December 2013 – review with Task and Finish group	M	3,6
		Introduce incentive schemes for clear rent accounts/tenancy management and payment by DD	To encourage payment of rent and use of most cost effective payment method	DG	June 2014 – research and develop approach. Pilot introduction of incentives and monitor effectiveness	H	3,6
		Promote and use rent free week to collect arrears	To encourage payment of rent and use of most cost effective payment method	SLW/DG	December 2013 – Publicise in property newsletter October 2013 – include in rent statement Annually in tenants newsletter	H	3,6
5	Increase the ability of staff to be more visible and effective on site	Consider the use of alternative working – handhelds/net books to allow greater on-site working	More effective use of staff time and more useful to customer	KR/SLW	July 2014	H	3,4,6

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
6	Improve approach to service charge management	Ensure that main service charges are de-pooled and actual costs of services are established for all new tenants	Supports equitable charges for tenants	DG/SL W	September 2013 - Consultant appointed March 2014 – consultation September 2014 - completed	H	3,6
7	Improve the approach to FTA management	Develop/ review FTA procedure and increase personal visits	Improved effectiveness; prompt arrangements made for recoverable income; non recoverable identified at early stage and written off	Elaine Upton HQN	30/10/13	H	3,6
		Use in-house FTA tracing system and using at least two debt collection agencies (no win/no fee)	Improved effectiveness; non recoverable identified at early stage and written off	DG	October 2013 – identify use of licence and location – introduce use into FTA process (see action above)	M	3,6
		Ensure that forwarding addresses and telephone numbers are always systematically collected as a priority at termination	Improved effectiveness; non recoverable identified at early stage and written off	Elaine Upton HQN/ KR	October 2013 (linked to procedure review action above)	M	3,6
8	Improve the way that recharges are managed	Ensure that Recharges policy is reviewed/ developed and that all staff are aware of the policy and procedure	Tenants are clear about recharge responsibilities and costs	Elaine Upton HQN	October 2013	H	3,6
		Ensure that all recharges are invoiced promptly	The Authority recovers the maximum amount of recharge income	Elaine Upton HQN	October 2013 – develop as part of policy review	H	3,6

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
		Set performance measure and service standards to support collection	Demonstrates effectiveness of service to customers	Elaine Upton HQN	October 2013 – develop as part of policy review	H	3,6
9	Improve the management of garages and improve collection rates	Ensure that there is a focus on managing garage arrears. Introduce clear monitored procedures Take prompt and early action to prevent high arrears	Tenants are aware of their responsibilities	KR	Letting of garages passed to CSO 1/11/13 – introduce new procedure (Actions already in place – DD payment/ rent in advance/ termination of garage tenancy when property arrears)	M	3,6
Objective 3: To ensure that financial exclusion is minimised and to minimise tenant debt							
10	Provide an agreed level of money advice services and a referral process for those seeking advice	Identify all other agencies and money advice providers working in Anglesey and build partnership working	To target services where they are most needed	FI Officer	March 2013	H	3,6
11	Increase access to benefit advice benefit entitlement and debt management through our work with internal and external partners such as the O'Toole Centre; SHELTER and CAB to maximise income through benefits	Promote benefits advice services already provided within Anglesey	To target services where they are most needed	HR	December 2013 - Tenant and Property newsletters December 2013 – promote on all new arrears letters	H	3,5,6

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
		Ensure all under occupancy visits (bedroom tax) to affected tenants are completed and follow up visits undertaken	To support tenants adversely affected by welfare benefit changes	RS/W W	Dedicated resource in place October 2013 – review On-going process	H	3,6
		Develop personal housing plans for those affected by under occupancy	To support tenants adversely affected by welfare benefit changes	HR/ KR	Dedicated resource in place October 2013 – review On-going process	H	3,6
		Identify partners and develop an approach to sharing of information and focus on better outcomes for specific cohorts of people	To support tenants adversely affected by welfare benefit changes	KR/DG	October 2013 – RSL sharing identified/ Welfare Reform Impact Partnership Review outcomes	H	3,6
12	Raise financial literacy and awareness for tenants	Further develop our support to tenants experiencing financial difficulty through our money management courses and basic IT courses, to enable our tenants to better understand and take control of their finances	Increase people's ability to manage their money	HR	September 2013 – new courses start January 2014 – evaluate courses	H	2,3,6
13	Develop opportunities for digital inclusion	Introduce computer internet terminals in access points with trained support/extend IT pilot	Support tenants to be able to manage UC application and money management	KLJ	July 2014 – research, explore feasibility, and identify approach. Link to corporate approach.	H	
14	Raise employment opportunities by removing the financial barriers to entering and sustaining employment	Review and further develop our pilot money management and IT course	Improving the financial knowledge and situation of people seeking employment	HR	April 2014 – review and evaluate. Identify feasibility of expansion of courses	H	2,3,6

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
15	Ensure that our communities have access to affordable credit, through supporting affordable credit initiatives and supporting the development of the credit union movement.	Promote credit unions in O'Toole centre and housing access points	Increase the provision of affordable credit options and reduce use of unauthorised, loan shark providers	FI Officer	December 2013	H	3,6
		Explore opportunities for credit unions outreach work	Increase the provision of affordable credit options and reduce use of unauthorised, loan shark providers	FI Officer/ Katie	December 2013	H	3,6
		Develop Community Centres as a resource for tenant access to services and credit union	Increase the provision of affordable credit options and reduce use of unauthorised, loan shark providers	FI Officer/ Katie	December 2013	H	3,6
16	Ensure that tenants have a safe place to save through our support to credit union movement	Develop and build closer working relationships with credit unions and explore opportunity for account options such as 'jam jar' and rent direct accounts	Increase in Credit Union membership and access to other services provided	FI Officer	April 2014	H	3,6
		Build links with Money Line Cyrmu	Increase access points for tenants	SLW	October 2013 – meeting arranged	H	3.6
17	Ensure our communities have access to banking services through exploring opportunities with banking partners	Develop packs which provide all information about opening a bank account/credit union account	Improved access to mainstream banking services – choice for tenants	FI Officer/ KLJ	April 2014	H	3,6

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
18	Continue to offer suitable home contents insurance products and increase take up	Promote and advertise the availability of the insurance scheme	More tenants will be insured leading to greater financial security	FI Officer	Ongoing – condition of tenancy at sign up April 2014 - Evaluate and report on current levels and issues	H	3,6
19	Address fuel poverty by providing an agreed level of Energy Advice and a referral process for further advice	Explore the opportunity to develop a fuel brokerage scheme for mainstream energy options such as gas and electricity	More tenants will have access to energy advice services including fuel price comparison and fuel debt repayment plans	FI Officer	November 2013 – contact Denbighshire CC to discuss opportunities re bulk purchase October 2013 – introduce energy warden pilot October 2013 – promote fuel switching service	H	3,6
		Deliver action to improve the level of insulation levels in properties	More tenants will live in well insulated properties	SHO	October 2013 – loft insulation programme completed/ work to upgrade voids ongoing	H	3,6
21	Implement the corporate debt policy	Link collection of our debts to the corporate debt policy	To provide a co-ordinated approach to debt recovery from our tenants	DG	October 2013 – consultation	H	2,3,6

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
Objective 4: To set appropriate standards to measure performance, service delivery and tenant satisfaction							
22	Develop methods to effectively performance manage the income management service	Develop a robust performance framework for monitoring the service Introduce challenging SMART targets for the service, staff at an individual and team level	To demonstrate the progress of the service to staff and tenants To link the performance monitoring and management to the corporate framework To support effective monitoring and identify areas for further support	Elaine Upton HQN	October 2013	H	4,6
		Develop the opportunity to use the Orchard Business Objectives more systematically to support performance analysis and resource targeting	To support staff in targeting resources effectively	All Managers	September 2013 – training on building reports March 2014 – review further training needs	H	4,6
		Undertake systematic profiling of arrears or trend monitoring (geographic/periodic/age/gender) and customer/debt profiling to enable targeting of resources and activities	To support staff in targeting resources effectively	RS/W W	October 2013	H	3,6
		Raise awareness of strategic aims and objectives for this service	To ensure that actions to improve the service are delivered and recognised	SLW	25/9/13 - Strategy launch event	M	6
		Ensure that training and development needs of all staff are fully met, linking to one-to-ones and appraisals	To support staff to undertake their roles and to be fully effective	All Managers	January 2014 – staff appraisals/ Customer Excellence training	H	4
		Develop local offers/service standards with customers and monitor and report performance	To deliver services that meet the needs of customers	HR	July 2014	M	3

Ref	Area requiring improvement	Actions	Key outcomes	Owner	Target dates and progress	Priority H/M/L	Links to trans plan theme no.
		Regularly publish performance reports to staff and customers	To raise awareness of the service among customers and to demonstrate that the authority will take action to recover its income	SLW	October 2013- Tenants newsletter Annual performance in tenants newsletter October 2013 – performance charts introduced into teams	M	3,6
		Ensure the service keeps up to date with best practice and innovative ways of working both within and outside housing sector	To be able to respond to changes and effective ways of working	KR DG	October 2013 – explore use of on line Money Action courses Review House mark best practice Review HQN Rien best practice	M	2
		Monitor and manage customer satisfaction reporting within the service	Understand and demonstrate areas of positive tenant service and address areas of weakness	DG/KR	April 2014 – identify, develop and implement customer satisfaction measurement methods	M	3

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AGENDA ITEM NO.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	Executive Committee
Date	04/11/13
Subject	Service Charges for Tenants and Leaseholders
Portfolio Holder(s)	Councillor Ken P Hughes
Lead Officer(s)	Shan L Williams, Head of Housing Services
Contact Officer	Darren Gerrard, Financial Systems Manager, Housing Services
<p>Nature and reason for reporting</p> <p>The report outlines the current arrangements of the Council for raising service charges, the scope for introducing service charges as well as highlighting some of the issues involved.</p> <p>A Service Charge is an amount paid by a tenant for extra landlord services, such as communal heating and lighting, which are not covered by the rent. Most Service charges, apart from those which relate to individual properties, can be met by Housing Benefit if the Tenants qualify for assistance.</p> <p>All other Registered Social Landlords and stock-retaining Local Authorities across Wales are already charging service charges on their Tenants. Now is an opportune time to look at introducing the service charges, as part of a collaborative project with Denbighshire, Flintshire and Wrexham Councils, and through jointly sharing the cost of expert assistance and support from HQN [Housing Quality Network], will result in the uniform and transparent process of developing the approach.</p> <p>Until March 2012, grass cutting for all Council Tenants aged over 60 years of age and those registered as disabled was funded from a particular grant, which has now come to an end. This meant that Housing Services paid for grass cutting during 2013/2014, from its rental income. Continuing this in future years is clearly not sustainable. To this end, this work will look at limiting the free grass cutting service to those over 70 years of age and those registered as disabled.</p> <p>Before any service charges are introduced, there will be a formal consultation period with our Tenants and with Leaseholders [in the event of any new or additional charges being introduced for Leaseholders].</p>	

A – Introduction / Background / Issues

The Council has 3,805 tenancies and 120 leaseholders which receive a variety of services, including, but not limited to:

- Sewerage
- Other utilities
- Grounds maintenance
- Grass cutting
- Cleaning
- Lifts
- Door entry systems
- TV aerials
- Fire safety equipment.

The Council currently charges service charges to 61 leaseholders for grounds maintenance services. Leasehold service charges sit within the Council's Finance Service.

The possible timescale for introducing service charges for grass cutting is in April 2014, and other services in September 2014.

The approach will be as follows:

The Project will be divided the work into three stages:

Stage one – review and assessment of available documentation, structures and IT [the subject of this report]

Stage two – implementation and roll out

Stage three – post implementation review.

B - Considerations

Stage one of the Service Charge project has identified the following issues for consideration:

Rent policy

Current rents are below target rent and therefore there is limited scope for reducing rents prior to the introduction of service charges. HQN has been advised that the Welsh Government new rent policy will be published in the next two weeks. The Welsh Government has also indicated that the timescale for the introduction of the new rent policy has not yet been finalised. In addition it is not yet clear whether the new rent policy will include guidance on depooling of service charges.

Tenancy Agreements

All tenants have very similar tenancy agreements covering secure, non-secure and introductory tenancies. The tenancy agreements allow for service charges under clause 4.1 and do not restrict the Council to an annual increase in charges.

Practical implementation

Service charges are currently added to tenancy agreements manually by housing officers. The Council uses the Orchard Housing Management system. The Orchard Service Charge module has not yet been implemented. Implementation of the service charge module will be key to achieving the proposed timescales for service charges.

The Civica finance system will, in the future, interface with the Orchard system. The Council's draft arrears policy, which has not yet been implemented, will need to be reviewed to ensure it includes service charges.

Grounds maintenance and grass cutting

The Council currently has three contracts (with one contractor) in place for grounds maintenance and grass cutting:

Sheltered – providing 13 cuts a year to private and communal gardens to 491 properties

Council – covering ten cuts a year to 700 private gardens of tenants who are over 60 or disabled or where no one in the household is capable of cutting the grass

Urban – providing grass cutting service for communal spaces and Highways.

Housing Services are charged in excess of £100k for the above contract.

The Council's service contract for tenants' private gardens is based on a workload of 700 gardens. The introduction of charges for this service, which is currently free, is likely to mean some tenants will decide that they no longer require/cannot afford the service. This potentially has implications for the cost per garden, which will increase if significant numbers of tenants decide they no longer need the service, or the contract may need to be renegotiated, at the first possible break period specified in the contract. The Council will need to review the Urban contract to identify the land which comes under the HRA and the land which falls under the general fund. This will also involve identifying those properties which benefit from HRA land and need to be included in the service charges.

The ability to recover grounds maintenance and grass cutting charges from leaseholders and freeholders of properties purchased from the Council under the Right to Buy [RTB] depends on the lease or conveyancing agreements. The Council have supplied a copy of the current RTB lease which will be reviewed in due course by HQN. The Council will need to take advice from Legal Services with regard to whether charges can to be levied on the freehold purchased properties.

Tenant satisfaction

From the 2012 tenant satisfaction survey 5.4% were dissatisfied with the value for money of overall estate services provided by housing services and the same percentage are dissatisfied that the rent is value for money. In addition 11.9% are dissatisfied with the cleaning and upkeep of communal areas, 9.9% are dissatisfied with repairs to communal areas, 10.5% are dissatisfied with the overall appearance of their neighbourhood.

In the section on 'your neighbourhood', rubbish and litter received the second highest rating when ranking issues as a major problem with 14.9% believing it is a major problem. 16% said they were dissatisfied with the grounds maintenance service and 7.4% were dissatisfied with estate services overall. These tenant satisfaction survey results present a challenge to the Council when introducing service charges. This satisfaction survey was being conducted when tenants were not paying directly for these services and show dissatisfaction with the current service exists.

Approach to implementation

The outcomes from stage one will be the development of an approach and financial model that could be used by the Council to administer and calculate the administration and service costs for tenants and leaseholders for the 2014/15 estimated accounts.

A detailed implementation plan for the roll-out will be developed. This will be based on the findings from stage one and most importantly the risk assessment. One of the things that the the Service will need to consider and agree is whether a pilot should be undertaken prior to full roll out. There are a number of benefits of running a pilot. Project management across all four local authorities will be provided by HQN. A project team has been established within the Housing Services which also includes the Housing Accountant and an officer from Revenues and Benefits.

C – Implications and Impacts		
1	Finance / Section 151	Awaiting comments
2	Legal / Monitoring Officer	No comment
3	Human Resources	No comment
4	Property Services (see notes – seperate document)	No comment
5	Information and Communications Technology (ICT)	
6	Equality (see notes – seperate document)	
7	Anti-poverty and Social (see notes – seperate document)	
8	Communication (see notes – seperate document)	
9	Consultation (see notes – seperate document)	The consultation process with Tenants and Leseholders will take place during stage two of the Project.
10	Economic	
11	Environmental (see notes – seperate document)	
12	Crime and Disorder (see notes – seperate document)	
13	Outcome Agreements	

CH - Summary

The report outlines the current arrangements of the Council for raising service charges, the scope for introducing service charges as well as highlighting some of the issues involved.

D - Recommendation

R1 that the Executive Committee gives approval for the Head of Housing Services to enter into the collaborative project with other North Wales stock-retaining Authorities

R2 that the Executive Committee accept the findings and recommendations from stage one [this Report]

R3 that the Executive Committee approves that the Housing Services proceed to stage two, implementation and roll-out

R4 that a further report detailing costs is presented to the Executive Committee, post consultation with Tenants and Leaseholders.

Name of author of report: Shan Williams, Darren Gerrard and Emma Trowler

Job Title

Date: 17/10/13

Appendices:

Appendix 1: Types of service charge

Background papers

Appendix one

Type of service charges

Below are the broad headings for types of service charge:

- Staffing costs (eg, cleaners)
- Heating and hot water fuel charges
- Light and power to communal areas
- Cleaning and refuse disposal
- Carpets and furnishings
- Laundry equipment, white goods and specialist equipment
- Building plant, equipment and installations
- Television systems
- Leisure facilities
- Gardens and grounds
- Roads and car parking
- Water supplies and sewerage charges
- Management costs
- Audit fees.

Eligibility for Housing Benefit

Most service charges qualify for Housing Benefit. Full details are set out in the Housing Benefit Regulations 2006, Statutory Instrument 2006 No 213, as amended. Under Regulation 12 Housing Benefit will meet the charges that a tenant has to pay as a condition of occupying their home except those charges that are ineligible. Regulation 12(e) in particular states: *Payments of, or by way of, service charges, payment of which is a condition on which the right to occupy the dwelling depends.*

Schedule 1 (and Part 1) lists those costs that are ineligible for Housing Benefit:

- Most charges in respect of food
- Laundry (other than the provision of premises or equipment to enable a person to do his or her own laundry)
- Leisure items such as either sports facilities (except a children's play area) or television rental and licence fees (unless it is the only practicable means of receiving the standard TV channels)
- Cleaning of rooms and windows except cleaning of communal areas
- The exterior of any windows where neither the claimant nor any member of his or her household is able to clean them where payment is not made in respect of such cleaning by a local authority (including in relation to England, a county council) or the National Assembly for Wales to the claimant or his or her partner or to another person on their behalf
- Transport
- Charges in respect of furniture or household equipment and the use of such furniture or equipment where it will become the property of the claimant by virtue of an agreement with the landlord
- Charges in respect of the provision of an emergency alarm system
- Charges in respect of medical expenses (including cost of counselling relating to mental disorder, mental handicap, physical disablement or past or present alcohol or drug dependence)
- Charges in respect of the provision of nursing or personal care (including assistance at meal-times, or with personal appearance or hygiene)
- Charges in respect of general counselling or any other support services
- Charges in respect of any services not specified above which are not connected with the provision of adequate accommodation.

Schedule 1 and Part 2 (Payments in respect of fuel charges)

A service charge for fuel except a charge in respect of services for communal areas shall be ineligible to be met by Housing Benefit. 'Communal areas' means areas (other than rooms) of common access (including halls and, passageways) and rooms of common use in sheltered accommodation.

AGENDA ITEM NO.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	The Executive Committee
Date	4/11/2013
Subject	Welsh Public Library Standards April 2011 – March 2014 : Maintaining a Values Service. The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014, Annual Return 2012-2013.
Portfolio Holder(s)	Councillor Ieuan Williams
Lead Officer(s)	Pat West : Principal Officer Museums and Archives Rachel Rowlands : Library Service Manager
Contact Officer	Rachel Rowlands x2094
Nature and reason for reporting	
<p>To seek Executive Board approval of the Welsh Public Library Standards Annual Report for 2012/13</p> <p>To report on the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising.</p> <p>To identify the relative strengths and weaknesses of the Library and Information Service as identified in the draft 2012 – 2013 annual report.</p>	

A – Introduction / Background / Issues
<p>Statutory Public Library Standards were introduced by the Welsh Assembly Government (WAG) in April 2002 to indicate minimum levels of library provision and are intended to provide comparative performance measurements to guide service improvements. The 1964 Public Libraries and Museums Act requires that each local authority “provide a comprehensive and efficient library service for all persons desiring to make use thereof”. As the terms “comprehensive and efficient” are not defined in the Act, WAG introduced the Public Library Standards to define levels of service and to assist the relevant Minister (currently the Minister for Culture and Sport) “to superintend, and promote the improvement</p>

of, the public library service”.

Maintaining a Valued Service is the Fourth Framework of the Welsh Public Library Standards for 2011-14. A new framework is being prepared for introduction in April 2014. The framework includes 9 Standards and 8 performance indicators. The Standards are meant to be achieved and comprise areas such as access to the service, opening hours, ICT provision, levels of stock and other resources and the number of staff. The performance indicators are intended to be comparable across all Welsh public library services and include levels of use, the number of items loaned and expenditure on the Library Service.

B - Considerations

See appendix 1.

C – Implications and Impacts

1	Finance / Section 151	
2	Legal / Monitoring Officer	
3	Human Resources	
4	Property Services (see notes – separate document)	
5	Information and Communications Technology (ICT)	
6	Equality (see notes – separate document)	
7	Anti-poverty and Social (see notes – separate document)	
8	Communication (see notes – separate document)	

C – Implications and Impacts	
9	Consultation (see notes – separate document)
10	Economic
11	Environmental (see notes – separate document)
12	Crime and Disorder (see notes – separate document)
13	Outcome Agreements

CH - Summary
<p>The Welsh Government (WG) via its policy division CyMAL (Museums, Archives & Libraries Wales) requires that the Council submits an Annual Report on performance towards the Public Library Standards for Wales.</p> <p>The Annual Report contains a summary of Library and Information Service performance during 2012/13 and has been submitted to CyMAL in draft form due to the assessment timetable. The Annual Report is attached as Appendix 2.</p> <p>The Assessment shows the service to be performing well and attains 6 the 9 set standards. This the same as the 2011/12 assessment. The assessment is attached as Appendix 3.</p>

D - Recommendation
<p>That the Executive Board approve the Welsh Public Library Standards Annual Report for 2012/13.</p> <p>That the Executive Board note the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising.</p>

Name of author of report
Job Title
Date

Appendices:
Appendix 1. Library Service Manager Report. Appendix 2. Isle of Anglesey Welsh Public Library Standards Annual Report for 2012/13. Appendix 3. Isle of Anglesey Annual Report 2012-13 Assessment

Background papers
CyMAL : Museum, Archives and Libraries Wales – <u>Maintaining a Values Service: The Fourth Framework of Welsh Public Library Standards 2011-14</u> http://cymru.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/wpls/wpls201114/?lang=en

CYNGOR SIR YNYS MÔN	
COMMITTEE:	The Executive Committee
DATE:	4/11/2013
TITLE OF REPORT:	Welsh Public Library Standards April 2011 – March 2014 : Maintaining a Values Service. The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014, Annual Return 2012-2013.
PURPOSE OF REPORT:	To report on the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising. To identify the relative strengths and weaknesses of the Library and Information Service as identified in the draft 2012 – 2013 annual report.
REPORT BY:	Rachel Rowlands : Library Service Manager

1.0 PURPOSE OF THE REPORT

- 1.1 To seek Executive Board approval of the Welsh Public Library Standards Annual Report for 2012/13
- 1.2 To report on the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising.
- 1.3 To identify the relative strengths and weaknesses of the Library and Information Service as identified in the draft 2012 – 2013 annual report.

2.0 EXECUTIVE SUMMARY

- 2.1 The Welsh Government (WG) via its policy division CyMAL (Museums, Archives & Libraries Wales) requires that the Council submits an Annual Report on performance towards the Public Library Standards for Wales.
- 2.2 The Annual Report contains a summary of Library and Information Service performance during 2012/13 and has been submitted to CyMAL in draft form due to the assessment timetable. The Annual Report is attached as Appendix 1.
- 2.3 The Assessment shows the service to be performing well and attains 6 the 9 set standards. This the same as the 2011/12 assessment. The assessment is attached as Appendix 2.

3.0 RECOMMENDATION

- 3.1 That the Executive Board approve the Welsh Public Library Standards Annual Report for 2012/13.
- 3.2 That the Executive Board note the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising.

4.0 REASON FOR RECOMMENDATION

4.1 It is a requirement by the Welsh Government that the Annual Report should be approved by the Executive Board.

5.0 BACKGROUND INFORMATION

5.1 Statutory Public Library Standards were introduced by the Welsh Assembly Government (WAG) in April 2002 to indicate minimum levels of library provision and are intended to provide comparative performance measurements to guide service improvements. The 1964 Public Libraries and Museums Act requires that each local authority “provide a comprehensive and efficient library service for all persons desiring to make use thereof”. As the terms “comprehensive and efficient” are not defined in the Act, WAG introduced the Public Library Standards to define levels of service and to assist the relevant Minister (currently the Minister for Culture and Sport) “to superintend, and promote the improvement of, the public library service”.

5.2 Maintaining a Valued Service is the Fourth Framework of the Welsh Public Library Standards for 2011-14. A new framework is being prepared for introduction in April 2014. The framework includes 9 Standards and 8 performance indicators. The Standards are meant to be achieved and comprise areas such as access to the service, opening hours, ICT provision, levels of stock and other resources and the number of staff. The performance indicators are intended to be comparable across all Welsh public library services and include levels of use, the number of items loaned and expenditure on the Library Service.

6.0 Library Service Annual Report 2012 – 2013 : Report Summary

6.1 The Welsh Public Library Standards (WPLS)

Welsh Government, CyMAL: Museums Archives and Libraries Wales, Maintaining a Valued Service The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014 Annual Return Pro Forma : 2012-2013 : Ynys Môn : Population 68,592 : No. of libraries : 10			
Standard		Performance	Meets the requirements?
1	% of households within: 3 miles = 70% : of a library (based on population density)	71% within 3 miles	Meets the requirements
2	Access to services to those not able to use conventional service points	✓	Meets the requirements
3	i) Opening hours no less than 120 hours per 1,000 population	149.22 (8.21 mobile library)	Meets the requirements
4	ICT facilities	✓	Meets the requirements
5	Additions to stock (per 1000 population) : Adults 124 , Under 16 61	Adult = 145.8 >16 = 75.9	Meets the requirements
6	Expenditure on items in stock (per 1000 pop.) Adult Lowest quartile £1685	£1,265	Partially achieves the requirements

	Median £1925 Top quartile £2137 Under 16 Lowest quartile £263 Median £322 Top quartile £426	£488	
7	Library authorities will ensure that no less than; 64% of all requests shall be supplied within 7 calendar days 79% within 15 calendar days 89% within 30 calendar days	66% 82% 92%	Meets the requirements
8	Staffing levels: No less than 0.37 (per 1000 population) Professional staff: At least 23%	0.33 21%	Not meeting the requirements
9	No less than 27m2 per 1000 pop (and building audits)	28m2	Partially achieves the requirements

6.2 The Welsh Public Library Performance Indicators (WPLPI)

WPLPI		11 / 12	12 / 13	Relative position NW	Welsh Average	Brief Commentary
1	Use (physical / virtual visits, attendance at events) of service (per 1,000 population)	5,169 Physical 3,965 Virtual 1,204	5548 Physical 4,094 Virtual 1324 Events 130	2/6	5754	A 7% increase on last year. Activities and promotions have increased footfall and embedded target setting is effective. Virtual Visits to our library Catalogue and on-line resources are growing
3	% take-up of public access PCs	43%	46%	2/6	40.14%	Computers are heavily used. This year sees a 3% increase on last year. Anglesey is a rural 'digitally poor' area. Close links with internal and external Adult Education providers promote and encourage usage. This figure does not include WiFi sessions. WiFi is available in 9 of our libraries and is heavily used.
4	Annual issues (per	4,845	4581	5/6	4516	A 5% decrease on

	1,000 population)					2011-12. Above the Welsh Average. Stock management practices aim to promote use and rotate stock. Effective stock purchasing and stock management is becoming increasingly difficult as the book fund decreases.
5	% of total authority library expenditure spent on the purchase of library stock	9.88%	10.9%	6/6	13.16%	A 1.02% increase on 2011-12 (largely due to a viament from the staffing budget) Anglesey Library Service Book Fund is funded significantly lower than the Welsh and North Wales average.
6	% of total authority revenue expenditure spent on the public library service	.80%	0.85%	5/6	0.91%	A .05% increase on 2011-12 Below the Welsh average
7	% total authority capital allocations spent on public library facilities	n/a	0.038%	5/6	0.42%	No significant capital building projects were carried out during the year.
8	Net expenditure on public library provision (per 1,000 population)	£15,834	£15911	4/6	£16176	0.5% increase on 2011-12 Below the Welsh Average

7.0 CyMAL Assessment (Please see : Appendix 1.)

7.1 The formal assessment of the performance of the Library and Information Service for the year 2012/13 calculates that the Authority achieves 6 of the 9 standards. This is the same total to that being achieved in 2011-12, but there are changes to some performances within that total. The Authority is partially achieving 2 others, but is not meeting the requirements of WPLS 8 (Staffing).

- 7.2 The standard relating to the total number of establishment staff has not been met by some margin (WPLS 8). The actual figure is 0.33 per 1,000 population compared to the standard of 0.37 per 1,000 population and the proportion of the total staff who are formally qualified as librarians is 20.99% compared to the Standard of 23%. The total staffing establishment is amongst the smallest in Wales and the proportion of professional staff is also low. The Assessment states that *‘There are clear signs of operational difficulties in this area, and the service review currently being undertaken needs to consider this matter very carefully as part of the transformation plan that is to be issued for the service. Lack of human resource capacity could well undermine the authority’s service transformation plans and aspirations for its library service. This is a matter drawn to the attention of the authority on previous occasions in the Welsh Government’s reports on its library service provision.’*
- 7.3 For the purpose of comparing performance with that of other Welsh public library authorities, the average number of Standards being met by all authorities in 2012-13 was 6, the highest number achieved was 8, and the lowest 3. Ynys Môn’s performance is therefore comparable with others in Wales.

Regional Comparison							
Conwy	Denbigh	Flint	Gwynedd	Wrexham	Ynys Môn	Wales Average	Wales Highest
5	5	5	8	6	6	6	8

- 7.4 The assessment states that there is little evidence of progress in overall performances and there is some cause for concern that current performances will be difficult to sustain during the final year of the fourth Framework of Welsh Public Library Standards. It appears unlikely that the authority will achieve more Standards before March 2014, and may lose ground in respect of one area (the purchase of books and materials) where levels of investment have been diminishing on a regular basis. It is also possible that this will impact on other related performance areas.
- 7.5 The Welsh Government will consider carefully the outcomes and proposals of any review of library services in Ynys Môn, and the manner in which the authority will propose to transform its library service, particularly the likely impact on performances in respect of the Welsh Public Library Standards framework.

Welsh Government

CyMAL: Museums Archives and Libraries Wales

Maintaining a Valued Service

The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014

Annual Return Pro Forma

All library authorities are required to complete this pro forma and are asked to follow the instructions provided carefully as the requirements in terms of reporting differ between sections.

All library authorities are requested to provide commentary against each and every Standard (WPLS) and against *each and every* Performance Indicator (WPLPI) in the 'Authority self-assessment' column provided, but only when data is included in the Actual Performance column. Failure to provide commentary could result in the pro forma being returned to library authorities for completion.

Completed *Annual Returns* should be submitted as an electronic document by Monday 1 July 2013

And sent to Dr Sarah Horton, Standards Adviser, CyMAL.
E-mail: sarah.horton@wales.gsi.gov.uk

Name of authority: Isle of Anglesey

Please tick as appropriate

This Annual Return has been approved by the authority prior to its submission to CyMAL

Yes No

If Yes, state whether approval was granted by

Full Council

Cabinet/Executive

Portfolio Member

Other (state title)

If No, state when approval is expected and when the definitive Annual Return submission will be forwarded to CyMAL

Approval expected 09/2013

Definitive submission to CyMAL by 09/2013

Please indicate briefly below:

1. The authority's scrutiny procedures applied to the assessment of library service performances undertaken by the Welsh Government for the year 2011-12, and sent to authorities for their consideration and action in September 2012 by the Welsh Government.

The assessment was received in August 2012, and copies were distributed to the Chief Executive, Director of Community, the Portfolio Holder for the Library and Information Service, the relevant Commissioner and to members of the Service Professional Team. (All library staff have since received copies of the assessment during staff meetings).

The assessment was presented to the Education and Leisure Scrutiny Committee by Mr John Rees Thomas: Head of Service on the 26th October 2012. The Committee Recommended that;

- the Library and Information Service Scrutiny Review Panel concludes its task of formulating firm recommendations on the future configuration and direction of the library service
- that the Library and Information Service Scrutiny Review Panel includes the following elements in to its work programme:
 - a) planning for a thorough Public Consultation and Equality Impact Assessment of the future direction of the Service
 - b) a facilitated seminar for the Panel Members and Portfolio Holder on the future off the Public Library Service (facilitated by CyMAL – Museums Libraries and Archives Wales)
- that the Library and Information Service Scrutiny Review Panel's final report and recommendations are presented for discussion at a full meeting of Anglesey County Council.

2. What decisions were made by the authority as a result of scrutiny procedures that sought to improve library service performances in relation to the Welsh Public Library Standards and Welsh Public Library Performance Indicators?

A seminar was held on the 21 November 2012 for the Library and Information Service Scrutiny Review Panel's members and Portfolio Holder, facilitated by CyMAL. A report on this seminar was presented to the Education and Leisure Scrutiny Committee on the 15/1/2013 by Mr John Rees Thomas: Head of Service. Members accepted the information and they noted the issues raised at the seminar as reflected in the report.

It was resolved –

- To note the concerns expressed by the CyMAL representatives and to refer them to the attention of the Executive and to the Senior Leadership Team.
- To reschedule the Library and Information Service Scrutiny Review Panel's task of formulating firm recommendations on the future configuration and direction of the Service to a final reporting timetable of March, 2013.
- That the Scrutiny Review Panel includes within its Work programme the elements identified in section 4 of the report as well as planning for a thorough Public Consultation and Equality Impact Assessment on the future direction of the Service as previously agreed.

3. What action was agreed as a consequence of those decisions?

It was agreed in The Education and Leisure Scrutiny Committee 15/1/2013 the:

- The Director of Community and/or Head of Service (Leisure and Culture) to make known to the Executive and the Senior Leadership Team the concerns expressed by CyMAL representatives regarding the Public Library Service on Anglesey.
- The Scrutiny Link and Support Officer to make arrangements to reschedule the Scrutiny Review Panels' brief of formulating recommendations on the future configuration and direction of the Library Service to a reporting timetable of March, 2013 and to incorporate within the Panel's work programme within that timescale the elements identified in section 4 of the report.

The Executive Committee at its meeting on the 18/2/2013, decided against accepting the budget reduction proposals submitted by the Library and Information Service. The anticipated budget reductions were the key driver to the report being prepared by the Library Scrutiny Panel, which was due to report in late March. The timetable for this report was, from the outset, a little ambitious, and did not afford sufficient time for meaningful public consultation and a thorough examination of specific issues, for example, locating libraries in schools. Following the confirmation of the Executive Committee's decision to us by the Finance Department, the Chairman of the Education and Leisure Scrutiny Committee (and Chairman of the Library Panel) agreed to cancel the Library Report to the Scrutiny Committee scheduled for late March : this decision was based on the opportunity afforded to the Service by the Executive Committee's decision - a 'breathing space' in essence - for a more measured approach to the 'transformation plan' for the library service. The plan now is to have an implementable Library Service Transformation Plan, 2013 – 2016, by September 2013.

4. (a) If you indicated in your Annual Return for 2011-12 that your authority was undertaking a formal review of its library service, please indicate whether the review has now been completed:

YES NO N/A

4. (b) If your authority commenced a formal review of its library service during 2012-13, please indicate whether that review has now been completed:

YES NO N/A

If you answered YES to either (a) or (b), briefly outline the main recommendations of the review, noting whether these recommendations have been accepted by the authority and at what level (e.g. Full Council, Cabinet, Executive, etc.). Please also indicate what actions have been taken / are planned in order to implement those recommendations:

If you answered NO to either (a) or (b), please indicate when the review is due to be completed:

5. Please indicate whether there have been any changes made to the resources available to the library service compared to 2011-12, e.g. efficiency savings, resource reductions/increases, restructuring of staff, etc., and indicate how they have impacted on the service in 2012-13:

Library & Information Service : 2012-2013 Budget Reduction

	Budget	Amount	Comment
1	Bookfund	£10,000	In addition to existing £10,000
2	Supplies and services	£5,000	Cleaning supplies and supplies and services general
3	TalNet	£4,480	Budget reduction (reduction in contribution)
4	Unallocated staffing	£2,230	Existing unallocated budget
5	Income increase	£4,620	Introduction of Pay & Display at Beaumaris library car park (01/2012)
Total		£26,330	

Reduction to the bookfund impacted significantly as illustrated in the return.

The Welsh Public Library Standards (WPLS) 2011-14

Notes on completion:

Annual data or information is required for WPLS 1, 2, 3, 4, 5, 6, 7, 8 and 9

Authorities should follow the guidance provided by the pro-forma against each Standard, and returns should be as required – further information and guidance is available within the published Framework document, and authorities should have due regard to this.

Authorities may be asked to resubmit *Annual Returns* if the data or information do not comply with the requirements.

	Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
1	<p>(i) Authorities whose resident population density is 20 or more persons per hectare shall ensure that the proportion of occupied households within 2 miles of a static library service point will be at least 95%</p> <p>or</p> <p>(ii) Authorities whose resident population density is between 1.1 and 19.9 persons per hectare shall ensure that the proportion of occupied households within 2.5 miles of a static library service point (or 10 minutes travelling time by public transport) will be at least 75%</p> <p>or</p> <p>(iii) Authorities whose resident population density is 1.0 persons or less per hectare shall ensure that the proportion of occupied households within 3 miles (or 15 minutes travelling time by public transport) of a static library service point shall be at least 70%</p> <p>Authorities who are failing to meet the stipulated requirement in (i) (ii) or (iii) shall also report on the number of households within a quarter of a mile of each scheduled mobile stop and within 2 miles of any other kind of service outlet providing access to library materials.</p> <p><i>Library services should briefly describe the nature of that provision and the numbers of households served in the Authority self-assessment column.</i></p>	<p>N/A</p> <p>N/A</p> <p>71%</p> <p>24%</p>	<p>Population of Anglesey = 68,592 Population Density = 0.96 per hectare</p> <p>Anglesey is a rural Island with a widely dispersed pattern of population density, for example, large areas of the islands inner hinterland are thinly populated in contrast to relatively dense pockets of population distributed along the coastline.</p> <p>We have 10 static libraries with 9 positioned around the outside of the island and 1 centrally located. Our Mobile library visits 108 stops providing a monthly service to our rural communities and population clusters.</p> <p>iii) This figure is derived by using the GIS system. It is based on a Postcode Headcount (taking into account vacant properties 5.73% on Anglesey)</p> <p>We have not been in a position to consider travelling time by public transport in this figure.</p> <p>This is the figure for our mobile stops of which we have 98 stops on the island. This was obtained from the GIS system and overlapping stops have been excluded where appropriate.</p>

Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
<p>State numbers of:</p> <ul style="list-style-type: none"> ▪ Static service points managed by the authority ▪ Mobile service vehicles operated by the authority ▪ Other kinds of service points/modes of delivery <i>Describe briefly in Authority self-assessment column</i> 	<p>2011-12</p> <p>10</p> <p>2</p> <p>1</p>	<p>2012-13</p> <p>10</p> <p>2</p> <p>1</p>
<p>2</p> <p>(i) Library authorities shall provide access to the service for those not able to use conventional service points</p> <p>(ii) Library authorities will continue to provide specialised assistance, facilities and equipment for people with particular access requirements</p> <p><i>Library services should briefly describe the nature of the provision in the Authority self-assessment column</i></p>	<p>✓</p> <p>✓</p>	<p>The Authority operates a Mobile library to 63 communities on the Island. The Authority operates a housebound service to those unable to use their local library.</p> <p>The service operates the school's library service providing curriculum and literacy support and materials to support reading for pleasure. The school's library service has a purpose built schools library van.</p> <ul style="list-style-type: none"> • Housebound service on a monthly rota • Residential / care home service • Schools library Service – van service and deposit collections to Primary schools <p>On-line resources providing 24/7 access to the library service.</p> <p>(ii) All our buildings are accessible and comply with the DDA Act 1995.</p> <ul style="list-style-type: none"> • CCTV text magnifiers in 2 service points • Low vision aid software – 3 service points • Adjustable computer desks in 5 service points • Lift access to all our mobile library vans <p>(ii) 20% of bookfund was spent on large print and full text audio books in 2012-13 Visually impaired and housebound people are exempt from selected library charges.</p> <p>Training has been refreshed on use of software and equipment as this was identified as an area of weakness.</p> <p>This is an area where we are constantly seeking to improve and provide additional services and facilities were possible.</p>

<p>3</p>	<p>(i) Library authorities will ensure that the aggregate annual opening hours for all service points shall be no less than 120 hours per 1,000 resident population</p> <p>Library authorities having 4 or less static service points shall ensure that the aggregate annual opening hours shall be no less than 104 hours per 1,000 resident population</p> <p>(ii) Library authorities will ensure that emergency non-opening hours of static libraries will be no more than 1% of total planned opening hours in any year</p> <p>(iii) Library authorities will ensure that mobile library visits/stops missed or cancelled will be no more than 2.5% of total planned number of visits/stops in any year</p> <p><i>The extent of any disruption caused by unusually severe winter weather should be considered and allowed for in the above returns for (ii) and (iii) by removing any losses of service due to severe weather from the calculations.</i></p>	<p>No. of hours: Static libraries 149.22 Mobile library 8.21</p> <p>No. of hours N/A</p> <p>No of service points N/A</p> <p>0.12 %</p> <p>1.65 %</p>	<p>The service as expanded opening hours by opening earlier in the morning. This was achieved within the existing staffing budget.</p> <p>Llangefni library was closed during its late night period on 2 occasions due to a failure in the heating system. The library opened as usual during daylight hours but it was necessary to close for the late night hours.</p> <p>The remaining closures (2 days in one of our smaller libraries and 2 mobile library routes) were cancelled due to staff shortages (sickness). This is the first year the service has reported emergency closures due to circumstances other than extreme weather and mechanical problems. These closures due to staff sickness reflect the implications of capacity issues as there we were unable to cover the hours at short notice.</p>
<p align="center">Framework 4 Standard</p>		<p align="center">Actual Performance as at March 31 2013</p>	<p align="center">Authority self-assessment</p>

4	<p>(i) Library authorities will provide the following ICT <i>facilities</i> for users:</p> <ul style="list-style-type: none"> (a) At least 7 networked public access personal or laptop computers per 10,000 resident population, providing free access to the Internet and full access to the authority's on-line catalogue of total holdings (b) Current hardware and software at library service points, renewed or refurbished according to corporate policies (c) Facilities that enable residents to use their own laptop computers in the libraries (d) WiFi at all larger service points (open for 30 hours or more per week) by March 2014 (e) Scanning and printing facilities (f) Plug-in facilities for digital media sources and portable devices (g) Free email access (h) Access to free introductory or basic support in the use of ICT facilities (i) Information literacy sessions for users (to develop use of library services and facilities) <p>(ii) Library authorities will provide the following ICT-based <i>resources</i> for users:</p> <ul style="list-style-type: none"> (a) General and reference information services (please describe briefly in the Authority self-assessment column) (b) Newspapers and other current information sources online (c) Community information (d) Local history and family history sources (e) Local authority and other governmental information sources (f) Access to e-learning resources and services 	<p>Insert ✓ or ✗ against each</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p>Insert ✓ or ✗ against each</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<ul style="list-style-type: none"> a) 9.5 personal computers per 10,000 pop. (65 Pc's). All provide free access to the internet and full access to the on-line catalogue. Each Public Access PC has a clear link on the desktop to the catalogue. b) The Corporate Policy does not specify a period for replacement. However the Service ensures that all PC's are updated when required. We currently have: <ul style="list-style-type: none"> 12-18months old – 42 computers 18months – 3 years – 15 Computers Over 3 years – 2 computers (8 years old) <p>The 2 PC's that are 8 years old were due for replacement during 2012-13 but networking problems have delayed this.</p> c) Laptops can be used in all of our libraries (see comment about WiFi below). Those libraries that have been refurbished (Beaumaris, Amlwch, Benllech, Llangefni, Menai Bridge) have dedicated electrical sockets. Our other libraries have convenient (if not purpose designed) electrical sockets that are available for use free of charge. The printer is a networked printer and whilst print outs cannot be made directly from laptops, they can be transferred to a PC for printing. d) WiFi is available in 9 of our 10 libraries. Newborough library (our smallest library 7 hours a week) is the only library that does not have WiFi, e) Printing is available in all our libraries. Our 2 full time libraries Holyhead and Llangefni have colour printing. Scanners are available in 5 of our libraries (Holyhead, Amlwch, Benllech, Llangefni and Menai Bridge) f) Plug –in facilities are available everywhere. g) Free e-mail access is available in all our libraries h) All members of staff have received training to assist the public with basic support which comprises of an introduction to logging on, e-mail and internet access and guidance on problem solving and help facilities. Free courses are also run by our Lifelong Learning Co-ordinator which offer introductory sessions and intermediate sessions in a variety of topics e.g. e-mail, digital images, internet, word processing and family history on line. These sessions are led by qualified tutors. i) Informal information literacy sessions are run in our larger libraries. <p>Online resources available free in Anglesey Libraries are Newsbank; Oxford Reference Online; Oxford DNB; Who's Who; OED; Grove Art and Music; Ancestry Library.</p> <p>Working in partnership with the lifelong learning coordinator we have a subscription to BYKI – online language package which provides access to interactive learning through the library membership card.- Usage is growing steadily.</p>
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	Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
5	<p>Library authorities shall achieve the following target for annual acquisitions of new collection items (in all formats) made available for public use in each year (per 1,000 total resident population)</p> <p>(a) For use by adults – 124 items per annum</p> <p>(b) For users under 16 – 61 items per annum</p>	<p>Actual performance in year</p> <p>No. of items: 145.8</p> <p>No. of items: 75.9</p>	<p>Adult Acquisitions have increased in 2012-13 despite a fall in the book budget of 8% from previous year. (Down from £118,000 2010/11, £112,000 2011/12, £102,550 2012/13)</p> <p>The service was in a position to boost the book fund from service underspends this year, but this was a one off opportunity £15,450 was added to the book fund to create a total book fund for 12/13 of £118,000</p> <p>The Service questions whether book stock quality can be sustained at the current level of acquisitions with the continuing reductions in book funds</p> <p>Full use is made of special offers and there is still an increasing trend to purchasing pbk's instead of hbk's</p> <p>Under 16 The number of items purchased for under 16's has fallen this year yet is still above the standard set. We have included our schools library stock as it is purchased directly out of our main book budget (this is consistent with previous years reporting). This stock is fully accessible to members of the public via the request system and through Llangefni library. Indeed the stock is used heavily in our libraries.</p> <p>The service benefits greatly from the joint purchasing arrangements via the TalNET joint purchasing consortium (Conwy Mon and Gwynedd) and the Welsh National book purchasing consortium: both contribute value for money to our stock acquisition.</p>

6	<p>(i) (a) Library authorities shall maintain a level of expenditure on collection items for adults per 1,000 total resident population that does not fall below the lowest quartile (UK 09/10) on average throughout the period to March 2014</p> <p>Lowest quartile £1685 Median £1925 Top quartile £2137</p> <p>(b) Library authorities shall maintain a level of expenditure on collection items for those under 16 per 1,000 total resident population that does not fall below the lowest quartile on average throughout the period up to March 2014</p> <p>Lowest quartile £263 Median £322 Top quartile £426</p>	<p>Actual expenditure</p> <p>£1,265</p> <p>Actual expenditure</p> <p>£488</p>	<p>Expenditure on Adult stock remains substantially below the Lowest Quartile. The bookfund suffered a cut in 2010/11, 2011/12 and again in 2012/13. As reported above the service was able to mitigate this cut somewhat by viaring an underspend from the staffing budget (due to a vacant post), however going into 2013/14 the service has concerns about the effects on the quality, range and quantity of stock that any further cuts will bring.</p> <p>Our expenditure on children and young people stock remains above the top quartile. Consideration has been given to re-distributing the book budget in favour of Adult stock, and this has happened to a minor extent however the Service sees its children's work as central to its resondetre and core to our Service Delivery plan and Corporate objectives.</p>
Framework 4 Standard		Actual Performance as at March 31 2013	Authority self-assessment

	<p>(ii) Library authorities shall ensure that they spend</p> <p>Either</p> <p>(a) a minimum average for the three-year period to March 2014 of £750 per annum per 1,000 Welsh speaker total resident population (adult and children under 16) on the purchase, marketing and promotion of Welsh-language materials</p> <p>Or</p> <p>(b) a minimum of 4% of the total library materials purchasing fund on average for the three-year period to March 2014 on the purchase, marketing and promotion of Welsh-language materials for adults and children under 16</p> <p>(iii) Library authorities will compare their acquisition performance against an indicative selected list of Welsh Writing in English titles to be circulated after consultation with the Welsh Books Council. Authorities should purchase a minimum of 75% of those titles listed annually and an average of at least 3 copies of those titles</p> <p>(iv) (a) Library authorities shall ensure that the time taken to replenish the lending stock on open access for adult users is no more than 8.9 years</p> <p>(b) Library authorities shall ensure that the time taken to replenish the lending stock on open access for users under 16 is no more than 8.9 years</p> <p>Note: reserve stocks should not be included in the calculation of performances against part (iv) (a) and (b) this Standard</p>	<p>Actual expenditure</p> <p>N/A</p> <p>State %</p> <p>8.48%</p> <p>%of list purchased</p> <p>88%</p> <p>Average no. of copies of each title purchased</p> <p>3.04</p> <p>State performance</p> <p>8.38 years</p> <p>6.12 years</p>	<p>Anglesey library service ensures Welsh language material is available and visible to our readers across Anglesey.</p> <p>We support several Welsh language readers groups and 2 Welsh as a second language readers groups, and we actively promote our Welsh language stock through promotional activities and targeted marketing.</p> <p>More copies of fiction and children's books were bought. This is in line with our purchasing policies. Our book budget often does not always allow for multiple copies to be purchased. We rarely purchase more than 4 copies. Non-fiction is often purchased on a single copy basis. The three titles not purchased are available through our partner libraries.</p> <p>In 2011/12 we reported 8.89 years. (Adult) acquisitions has remained consistent however overall stock holdings have been slightly reduced due to our stock management policy / withdrawal of older stock or transferring to our stores.</p> <p>(5.21 years 2011/12) Time taken to replenish has risen for the under 16's this is partly due to fewer acquisitions but also due to a less aggressive withdrawal policy this year as the previous year has weeded the stock significantly.</p>
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Framework 4 Standard		Actual Performance as at March 31 2013	Authority self-assessment
7	<p>Library authorities will ensure that no less than</p> <p>(a) 64% of all requests shall be supplied within 7 calendar days</p> <p>(b) 79% within 15 calendar days</p> <p>(c) 89% within 30 calendar days</p> <p>on average over the three-year period to March 2014</p> <p><i>Calendar days are to be calculated from when the request / reservation was made to the time when the borrower was informed that the material was available.</i></p> <p><i>Requests for pre-publication material should be calculated only from the date when materials are made available for purchase to the library service, i.e. exclude pre-publication requests still in the system.</i></p> <p>Note: Please indicate (insert ✓ or X) whether this data has been:</p> <ul style="list-style-type: none"> ▪ calculated via the service LMS <p>or</p> <ul style="list-style-type: none"> ▪ calculated on the basis of a sample period survey 	<p>LMS 60.8%</p> <p>79.93%</p> <p>90.82%</p> <p>Survey 66% 82% 92%</p>	<p>Need to include survey results to reflect LINC requests...</p> <p>Our LMS is unable to separate pre-publication orders. It also does not take account of LINC y Gogledd requests where the request does not go through the LMS in the usual fashion. It is for this reason that we conduct a sample period survey (March 2013), excluding pre-publication requests and including LINC y Gogledd requests. We reach this standard during our sample period survey (this is consistent with previous years)</p> <p>The TalNET and LINC y Gogledd partnerships have an extremely positive effect on our performance. Surveys carried out by the LINC y Gogledd project officer across the partnership demonstrate that the average supply time is well below 7 days.</p> <p>The seven day target is particularly challenging for the service operating as it does in a sparsely populated rural area with predominately small part time libraries.</p>

Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
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<p>8</p>	<p>(i) Library authorities shall ensure that total staffing establishment levels shall not fall below 0.37 per 1,000 resident population</p> <p>(ii) Library authorities shall ensure that at least 23% of total staff shall be formally qualified in library and information studies / science</p> <p>(iii) Library authorities shall ensure that the designated operational manager of library services shall be the holder of recognised professional qualifications in librarianship or information science or information management</p> <p>iv) Library authorities that use volunteer staff shall ensure that they:</p> <ul style="list-style-type: none"> • have a designated volunteer coordinator from the permanent staffing establishment • provide a written role description for each volunteer • meet the legal requirements for each volunteer in relation to the role being undertaken • provide induction training for volunteers • provide continuing training for volunteers • provide appropriate supervision for volunteers • are aiming to achieve accreditation status recognising that the organisation is meeting the standards noted in the National Occupational Standards for Managing Volunteers and Investing in Volunteers 	<p>State figure:</p> <p>0.33</p> <p>State %</p> <p>20.99%</p> <p>State qualification of post holder</p> <p>Library Service Manager Postgraduate Diploma in Library and Information Studies</p> <p>MCILIP</p> <p>Insert ✓ or X against each</p> <p>N/A</p>	<p>Staffing levels have remained constant but are a significant challenge indeed a substantial risk to the service.</p> <p>This return includes staff who work in our joint cataloguing and stock purchasing unit on a 22% basis (Based on Authority contribution levels to the TalNET budget - 22% for Anglesey) The figure also includes 33% of our Head of Service who is a qualified librarian and provides professional input to all aspects of the service.</p> <p>There is one 37 hour scale ½ vacant that has been vacant for 12 months</p> <p>We have also continued to omit the hours of the Lifelong Learning Coordinator. This member of staff is a Professional Librarian, and a member of our Professional team – however she is funded through the core Education Department and is not salaried out of our budget. If we include this post then our figures are 0.35 and 24.33 respectively.</p> <p>4 of our libraries are completely staffed on a single staffing basis whilst 3 others are single staffed on occasions during the weekly timetable.</p> <p>ii) We are a small professional team of 5 Professional Librarians:</p> <ul style="list-style-type: none"> • Library Service Manager • Children and young people librarian • 2 Community Librarians • 1 lifelong learning librarian (not from central budget) <p>Assistant Librarian Children and Young People is writing up her MSc dissertation (we received CyMAL funding for the 1st year of study)</p> <p>(iii) Our Head of Service also has professional qualifications Diploma in librarianship, MCILIP.</p> <p>(i.v) The Service does not use volunteer staff at present</p>
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Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
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<p>9</p>	<p>Library authorities will indicate:</p> <p>(i) Capital investment in their library service points (including mobile services) from</p> <p style="padding-left: 20px;">a) the authority's own resources</p> <p style="padding-left: 20px;">b) from external sources</p> <p><i>State sources of any external capital investment in the Authority self-assessment column.</i></p> <p>(ii) Their actual repair and maintenance expenditure for each year of the Framework per 1,000 resident population, including any actual central charge levied on the library service for use of buildings as service points</p> <p>(iii) That they have undertaken:</p> <ul style="list-style-type: none"> ▪ an asset/condition survey for their service points or internally reviewed such surveys on one occasion in the five year from March 2009 to April 2014 ▪ a disability audit on one occasion in the five-year period from March 2009 to April 2014 <p>(iv) The total aggregate public area offered by the library service points per 1,000 resident population. The indicative standard is 27 square metres</p> <p>(v) Any other capital expenditure on the library service not relating to buildings incurred during the year</p> <p><i>State nature of expenditure in the Authority self-assessment column.</i></p>	<p>£ 9,871</p> <p>£ N/A</p> <p>£1,128</p> <p>Insert ✓ or X Date of survey: see comments column ✓</p> <p>Date of audit: 2004</p> <p>28 m²</p> <p>£0</p>	<p>Llangefni Library: £7,823 – final certificate building renovation contract. The scheme was grand aided but this expenditure was council funded.</p> <p>Menai Bridge library: £2,048 – retention payment- also council funded work</p> <p>iii) Property Services aim to survey 20% of all Council owned properties a year to ensure that every property is re-surveyed within a 5 year period.</p> <p>Amlwch 19/12/08 Benllech 6/5/09 Holyhead 9/6/09 Rhosneigr 3/6/09 Beaumaris 9/6/09 Llangefni 8/10/10 Menai Bridge 23/1/11 Moelfre 29/11/11 Cemaes 25/5/2012 Niwbwrch – rented property but building was refurbished in 2009</p> <p>The Service's buildings are considered to be in good state of repair. 5 of our libraries have been fully refurbished to a high standard under CyMAL's Community Learning Libraries initiative: the impact of this programme of refurbishment cannot be overemphasised in terms of its overall impact on the condition, quality and functionality of our libraries.</p>
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The Welsh Public Library Performance Indicators (WPLPI) 2011-14

Notes for completion

Data is required annually for Performance Indicators (WPLPI) 1, 3, 4, 5, 6, 7 and 8 - all are marked with * for the sake of clarity. Data should only be submitted for WPLPI 2 when the PLUS surveys (or their local equivalents) have been completed and when results are known.

Library authorities NEED NOT offer comments in those Performance Indicators where no data can yet be submitted (and until, for example the PLUS survey, or its equivalent has been conducted).

Authorities who do not use the PLUS survey services in their entirety are required to provide the following information in their Annual Return

- (i) When and by whom was the survey conducted?
- (ii) How and where was the survey conducted?
- (iii) How was the analysis undertaken and by whom?
- (iv) What questions were asked for each Performance Indicator?
- (v) What was the survey target sample and how was it calculated?
- (vi) What was the response rate?

Performance data should be cited to two decimal points where appropriate

Performance Indicators (WPLPI)		Reported Performance 2011-12	Actual Performance as at March 31 2013	Authority self-assessment
1*	The number of people using the library service per 1,000 resident population	No. per 1,000 population: Physical 3,965 Virtual 1,204	No. per 1,000 population: Physical 4,094 Virtual 1324 Events/activities 130	Our physical visits have increased by 3% the continued use of target setting has been seen as instrumental in keeping this upward trend. Virtual visits have increased by nearly 10%. The service is actively engaging in social media opportunities although this is complicated by corporate restrictions and a lack of a service specific social media page. Events and activities have also increased. Nearly 8,000 children took part in library activities during 2012/13.
2	(i) The % of library users (adults and children under 16) who are satisfied or very satisfied with the library service provided. <i>The benchmark of the Framework for an acceptable level of performance in this part of the Indicator is 90%</i> (ii) The % of adults who think that the choice of books available in the library they use is 'very good', 'good' or 'adequate' (iii) The % of users under 16 who think that the choice of books in the library they use is 'good' or 'OK'	N/A N/A N/A	N/A N/A N/A	PLUS was carried out during 2010-11 (March). We will carry out the survey again in 2013-14 2010-11 levels were i) 95% of Adult library users and 100% under 16 users are satisfied or very satisfied with the library service provided. ii) 99% of adults think that the choice of books available in the library they use is 'very good', 'good' or 'adequate' iii) 99% of users under 16 think that the choice of books in the library they use is 'good' or 'OK'
3*	The % of time allocated for use of public access ICT facilities actually taken up by users	43%	46%	An increase of 3% on last year which is possibly a reflection of the popularity of our IT taster sessions. This figure is recorded by the ICAM system and is monitored and reported internally quarterly. This figure does not include WiFi sessions. WiFi is available in 9 of our libraries and is heavily used especially by holiday makers, second home owners and students.

4*	The annual issues (loans) per 1,000 total resident population	No. per 1,000 population: 4,844.62	No. per 1,000 population: 4,580.8	A slight drop of 5% on last year. Which is a reversal of previous year's growth. (10/11/-11/12 saw a 12% increase.) This is a concern to the Service and analysis of the statistics will seek to identify any trends that need addressing.
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Performance Indicators (WPLPI)		Reported Performance 2011-12	Actual Performance as at March 31 2013	Authority self-assessment
5*	The % of total annual authority expenditure on the library service spent annually on the purchase of books and other collection items in all formats and made available to the public	9.88%	10.9%	Total expenditure on purchase of books and other collection items = £128,355 Total authority expenditure for library services = £1,179,816 It is important to note that the book fund was boosted by a viament from the staffing budget.
6*	The % of total authority revenue expenditure spent annually on the public library service The actual recharge (in £s) levied on the library service for central services	0.80% £ 196,368	0.85% £196,248	Total authority revenue expenditure on libraries = £1,179,816 Total authority revenue expenditure £137,758,000 Administration support outside of Library Staffing budget = £46,574 Central charges = £149,674
7*	The % of total authority capital allocations expended on public library facilities this year	(.25%)	0.038%	Total capital expenditure on libraries = £9,871 Total authority expenditure on capital = £25,427,965
8*	The net annual revenue expenditure on public library provision per 1,000 resident population, including staffing, materials, revenue costs of buildings and any recharge levied on the library service for central services	£15,834	£15,911	Population of Anglesey = 69,913 Total library NET expenditure £1,112,397



Adroddiad Blynyddol Ynys Môn 2012-13 Isle of Anglesey Annual Report 2012-13

Maintaining a Valued Service

The Fourth Framework of Welsh Public Library Standards

The year under review is the second under the Welsh Government's Fourth Framework of Welsh Public Library Standards. The Framework is operational for a three-year period from April 2011 to March 2014; its focus is on the maintenance of core library services in what is recognised as a challenging period for the public sector. The benchmarks and Standards set by this Framework reflect a more limited approach than in the past as the Welsh Government's assessment for the 2011-12 year indicated, but the Government is still seeking reassurance that Welsh public library authorities are endeavouring to carry out their statutory responsibilities in the delivery of the core library service.¹

The requirements

Welsh public library authorities are required to submit an Annual Return – reporting on performance against the Framework's 9 Welsh Public Library Standards and 8 Welsh Public Library Performance Indicators – in early summer each year. This is considered by a panel of assessors, including a peer review reference Group, drawn from among senior service managers in the sector, assisted by independent external expertise.

The authority's Annual Return for 2012-13, which was submitted by the authority in accordance with the stipulated requirements, has now been considered by the assessors.

This report – issued by CyMAL: Museums Archives and Libraries Wales, the division of the Welsh Government with responsibility for administering the Framework – represents the considered view of the assessors on the authority's performance in 2012-13.

The authority's scrutiny of performance and its response to the Government's previous assessment

The report on the authority's performance against the Framework of Welsh Public Library Standards and Performance Indicators in 2011-12 was scrutinised within the Scrutiny Panel's broader and formal review of the provision of library services already under way. In addition, as part of this review, the Welsh Government's division with responsibility for libraries facilitated a seminar for elected members during which some possible future scenarios for the future of library services in the authority were discussed. Subsequently the authority's Executive decided that the original timetable for

¹ Further information on the Welsh Public Library Standards performance assessment framework is available in the Framework document, *Maintaining a Valued Service*, and its accompanying guide, *How good is your public library service*, which are available online at: <http://wales.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/wpls/wpls201114/?lang=en>

the review was too constrained, and amended the target date for the completion of the work to September 2013. Performances in respect of the Standards have featured prominently in the review process. It is also noted that there will be elements of public consultation and an equality impact assessment undertaken as part of the review process.

Evidence of service planning

The current Scrutiny Panel review represents a significant and wide-ranging assessment of the future direction of the authority's service planning. The anticipated outcome by September 2013 is the production of a transformation plan for the library service that will also include a timetable for the implementation of its recommendations during the period up to 2016. The authority is placing considerable emphasis on achieving a sustainable model of public library provision, and the Welsh Government will wish to be informed of the main recommendations and proposals and action plan emanating from the review, in the authority's next Annual Return to be submitted in early July 2014.

The Welsh Public Library Standards (WPLS)

The authority's performance against the Welsh Public Library Standards has been assessed as follows. The authority:

- Is achieving 6 of the 9 Welsh Public Library Standards. This is a similar total to that being achieved in 2011-12, but there are changes to some performances within that total.

The provision in WPLS 1 (service points and access to them) has not changed during the year and the requirements are still being met. Similarly, the authority's services to library users with special requirements (WPLS 2) are also still meeting the requirements of the Standard, and it is noted that a significant percentage of the authority's books and materials fund is expended on providing specialist reading materials. ICT facilities and services provided for those with specialist needs are also of a very satisfactory order. The authority has increased its opening hours (WPLS 3 - opening hours and delivery of scheduled services) within its current budget allocation, in order to open libraries earlier in the day, and this is commendable. Scheduled services were also delivered within the targets set by the Standard, but it is noted that some emergency closures were necessary during the year for the first time due to the inability of the service to provide cover for staff sickness. The low staffing levels are already affecting operational effectiveness it would appear. General ICT provision in the authority's libraries meets the stipulated requirements in full (WPLS 4 – ICT facilities and services).

Despite reductions in expenditure on the acquisition of books and materials, the target levels of stock additions were met in WPLS 5 (annual acquisitions) during the year. It appears that underspends from other areas of the library service budget in 2012-13 enabled the service to achieve this performance, but there is little confidence that it can be

maintained at levels that meet the requirements of the Standard in future. In WPLS 7 (delivery of requests to users), taking survey data submitted into account (given issues over calculating performance by means of the library management system), the assessors decided that the requirements of this Standard were being met.

- Is partly meeting the requirements of a further 2 Standards.

In WPLS 6 (annual expenditure on books and materials) the impact of a sequence of reductions in the resources allocated to the purchasing fund is all too apparent. The target for the purchase of materials and children is met as are all the other sections of the Standard, but the allocation given to the purchase of books and materials for adult users is now considerably below the required level. Some element of redistribution between allocations to adult and children's purchases has taken place, but the service has identified services to children and young people as a priority and would not wish to reduce expenditure on such materials further. It is noted that a further £10,000 reduction is being made to the book fund, and it is clear that performances which are currently largely satisfactory in this Standard will inevitably decline.

In WPLS 9 (buildings and space) the authority is meeting the indicative Standard for space, it has carried out condition surveys on all its buildings in accordance with its planned programme, and all buildings are in good order following a significant recent refurbishment programme. However, the authority has not yet completed the full requirements in relation to disability audits, which were last completed in 2004.

- Is not meeting the requirements of WPLS 8 (staffing). Even though the service was being managed by an appropriately qualified person at the time the Return was submitted, the two main targets of the Standard are not being met by some margin, as was the case in 2011-12. The total staffing establishment is among the smallest in Wales and the proportion of professional staff is also low. There are clear signs of operational difficulties in this area, and the service review currently being undertaken needs to consider this matter very carefully as part of the transformation plan that is to be issued for the service. Lack of human resource capacity could well undermine the authority's service transformation plans and aspirations for its library service. This is a matter drawn to the attention of the authority on previous occasions in the Welsh Government's reports on its library service provision.

For the purpose of comparing performance with that of other Welsh public library authorities, the average number of Standards being met by all authorities in 2012-13 was 6, the highest number achieved was 8, and the lowest 3. Ynys Môn's performance is therefore comparable with others in Wales.

The Welsh Public Library Performance Indicators (WPLPI)

The Framework also asked library authorities to report against 8 Performance Indicators; many of these are comparable with figures reported under the third framework (2008-11), and it is therefore possible for authorities to identify certain trends in service performances.

The following table lists the authority's reported performances alongside Welsh average performances. The authority should reflect on these comparisons, and on the assessors' comments below, in its scrutiny of service performances. Performances against WPLPI 2, which requires surveys to be undertaken during the course of the Framework, will be assessed in the final year.

WPLPI		Authority Performance	Welsh Average
1	Use (physical / virtual visits, attendance at events) of service (per 1,000 population)	5548	5754
3	% take-up of public access PCs	46%	40.14%
4	Annual issues (per 1,000 population)	4581	4516
5	% of total authority library expenditure spent on the purchase of library stock	10.9%	13.16%
6	% of total authority revenue expenditure spent on the public library service	0.85%	0.91%
7	% total authority capital allocations spent on public library facilities	0.038%	0.42%
8	Net expenditure on public library provision (per 1,000 population)	£15911	£16176

In general there are some encouraging improvements in some reported Indicator performances in 2012-13 compared to those achieved in 2011-12. User numbers are slightly higher (WPLPI 1) as are use levels of ICT (WPLPI 3), which would appear to vindicate the authority's recent investment in its buildings and facilities modernisation programme. The percentage of total library service expenditure spent on books (WPLPI 5) is also slightly higher, but this may be because the resources saved from keeping posts vacant were transferred into the book fund, and could therefore only be a temporary improvement. The authority's overall allocation of revenue funding to the library service has also increased (WPLPI 6), but the Return does not explain how this has been achieved. Neither is any explanation provided for the rise in overall expenditure on providing a library service (WPLPI 8) at a time when the service was required to make significant cuts in its expenditure.

In those areas where performances have declined – such as annual issues (WPLPI 4), the service is already conducting an analysis of the causes, but it is possible that steadily declining expenditure on materials and books for adult users is having a very negative effect on the expectations and perceptions of users.

Concluding remarks

There is little evidence of progress in these overall performances and there is some cause for concern that current performances will be difficult to sustain during the final year of the fourth Framework of Welsh Public Library Standards. It appears unlikely that the authority will achieve more Standards before March 2014, and may lose ground in respect of one area (the purchase of books and materials) where levels of investment have been diminishing on a regular basis. It is also possible that this will impact on other related performance areas.

As noted above, the Welsh Government will consider carefully the outcomes and proposals of the current review of library service in Ynys Môn, and the manner in which the authority will propose to transform its library service, particularly the likely impact on performances in respect of the Welsh Public Library Standards Framework.

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	Executive Committee Meeting
Date	November 4 2013
Subject	School Organizational Code 2013
Portfolio Holder(s)	Councillor Ieuan Williams
Lead Officer(s)	Programme Manager – School Modernisation
Contact Officer	Programme Manager –School Modernization
Nature and reason for reporting	
<p>To inform the Executive Committee of the changes in the School Organizational Code that came into force on October 1 2013 and how this will affect the Council's way of dealing with opposition to a statutory notice to close a school.</p>	

A – Introduction
<p>The new School Organizational Code came into force on 1 October 2013 and it is relevant to all school organizational proposals published in the form of a statutory notice on or after that day. A decision is taken on proposals published before 1 October 2013 in accordance with arrangements made under School Standards and Framework Act 1998 and the (2013) Code is not relevant to them.</p>

B - Considerations
<p>School Organisational Code (Document number Statutory Code: 006/2013)</p> <p>http://wales.gov.uk/topics/educationandskills/schoolshome/fundingschools/statutoryproposals/guidance-from-1-october/?lang=en</p>

C – Implications and effects		
1	Finance / Section 151	
2	Legal/Monitoring Officer	
3	Human Resources	There would be more training considerations if the option to refer opposition to a Local Decision Making Committee was chosen – training for committee members and clerk, training content and choice of training provider.
4	The Property Service	
5	Information and Communication Technology (ICT)	
6	Equality	
7	Anti-poverty and Social	
8	Communication	
9	Consultation	
10	Economic	
11	Environmental	
12	Crime and Disorder	
13	Outcome Agreements	

CH - Summary

1. Background

Under the old arrangements (School Organizational Code 2009), the process of making proposals is as follows:

- The proposer (the local authority) prepares the proposal gathering information and seeking views informally.
- The proposer undertakes statutory consultation with key groups that are stakeholders.
- The proposer analyses the responses to the consultation and decides whether the proposal should go ahead. If the proposer goes ahead with the intention, notices are issued that allow any individual or establishment to present an objection within 28 days from issuing the notice.
- If there is no objection, the proposer decides whether to continue with the proposal or not.
- If there is one objection, refer the matter to the Welsh Ministers who will announce their decision within 3 months.
- If the proposal is acknowledged, it is the proposer's statutory duty to implement it.

Even so, there were difficulties with the procedure and it was seen that there was a need for a new school organisation (partly) for the following reasons:

1. The Welsh Government's opinion was that this process takes too much time and could lead to delays when local authorities are endeavouring to make changes that would lead to making better use of the resources that are available for education.
2. As local authorities are responsible for planning and providing places in schools, the Welsh Government's feeling is that the decisions regarding planning and providing places in schools, should be made locally in the majority of cases.
3. Under the old legislation (2009), one objector who does not necessarily have a direct interest nor in a school, can cause a proposal to be directed to Welsh Ministers. The Welsh government believes that this is inappropriate.

Therefore, in order to change this procedure, the new School Organization Code was brought into existence under sections 38 and 39 of the School Standards and Organization Act (Wales) 2013. The Act was given Royal Assent on March 4, 2013.

2. Deciding on proposals

In order to simplify and speed up the procedure in accordance with points 1.1 to 1.3 above, the procedure was changed. Under the 2013 Organization Code that came into force on October 1 2013, Welsh Ministers have to approve **only the following proposals**:

- (a) Proposals that affect sixth form education; or
- (b) Proposals that have been made by someone apart from the relevant local authority e.g. school, with that local authority having presented an objection that has not been withdrawn in writing before 28 days from the end of the objection period.

At present, the Isle of Anglesey County Council's Executive Committee have the authority to make a decision to issue a statutory notice to close a school and this will not change under the School Organization Code 2013. Therefore, in accordance with 2a and 2b above, if the Isle of Anglesey County Council's Executive Committee decided to issue a statutory notice to close a primary school and opposition to that decision was received, under the new arrangements, the matter would not be referred to Welsh Ministers. Rather there are two possible options if an objection to publish a statutory notice to close a primary school is received namely:

1. Refer the matter to the Executive Committee or
2. Set up a Local Decision Making Committee.

2.1 Referring the matter to the Executive Committee

According to the School Organization Code 2013: "Where local authorities are required to approve or determine proposals which have received objections, a proposed amendment²⁰ to Schedule 2 to the Local Authority (Executive Arrangements) (Functions and Responsibilities) (Wales) Regulations 2007 (as amended) will permit the local authority's executive (*i.e. The Isle of Anglesey County Council Executive Committee*) to exercise this function. Executives and/or Cabinets are already responsible for overseeing school organisation planning, including decisions to consult on and to publish school organisation proposals and will have a well developed understanding of school organisation issues. This understanding, combined with their more general experience of decision making and the fact that they are democratically accountable to the local electorate, makes executives well placed to decide whether or not contested school organisation proposals should be approved".

Therefore, if there is opposition to a decision to publish a statutory notice to close a primary school, **one option** is to refer the matter back to the Anglesey County Council's Executive Committee.

As the Executive Committee is a standing committee, no additional work would be required to arrange the hearing of an appeal against a decision to publish a statutory notice.

2.2 Setting up a Local Decision Making Committee

If there is a need for Anglesey County Council to approve or decide on proposal(s) under the new School Organizational Code after October 1 2013, that can be done by setting up a local decision making committee. This can be in co-operation with other regional local authority/authorities. In order to set up a 'local decision making committee', guidelines were placed in the School Organization Code (2013) regarding the following matters:

2.2.1 Size

The size of the committee would be significant in shaping its effectiveness. If it was too large, it would be unwieldy and it could be difficult to establish a consensus. If it was too small, there might be too little debate and too narrow a perspective. The suggestion in the School Organizational Code is that a committee with five members would be the ideal size.

2.2.2 Make up

The committee's make up would be important and will influence people's attitude towards it. If the intention is to emphasise its independence from the Isle of Anglesey County Council's Executive Committee, perhaps it will be necessary to 'disqualify' the executive members and anyone associated with the local authority, the proposer (if different from the local authority) or the schools to which the proposals are relevant, and it can raise doubts regarding their ability to act impartially in relation to the proposal.

As long as they are not 'disqualified', Anglesey County Council can decide to appoint committees that include elected members only, or people who are not associated with the local authority (including members of another local authority), or any combination of both.

The guidelines suggest that it would be wise for local authorities to ensure that at least one member of the committee has direct experience of working in the education sector. A member or a former member of a school's senior management team or an experienced school governor could be suitable in this regard.

If the committee includes elected members only, it is suggested in the guidelines that there should be consideration to making it more balanced from the political perspective in the way that is outlined in sections 15 and 16 of the Local Authority and Housing Act 1989. It is suggested that the local authority can recruit, train and keep a pool of suitable individuals and appoint to a committee according to need. There would be a number of advantages to this, including reducing the time that is needed to set up a Committee according to need and it would assist the

local authority to ensure that prospective committee members have received adequate training.

The guidelines say: “Local authorities could also co-operate to develop shared regional pools. This would increase the potential number of eligible and suitably experienced candidates whilst at the same time providing more opportunities for committee members to gain experience and develop expertise in making school organisation decisions. However, when appointing panels from any such regional pool, local authorities might want to ensure at least some members have specific local knowledge.”

All committee members would receive appropriate training before considering proposals, and that experienced committee members are kept abreast of any amendments to guidance and are given the opportunity of undertaking refresher training. Training need not be extensive but might look to ensure that committee members are familiar with the guidance contained in the Code and are familiar with the relevant parts of the 2013 Act. Two or more local authorities could collaborate to deliver training which, in addition to possible financial savings, could provide benefits such as the wider sharing of good practice.

As a reminder, the four main rules in the 1989 Local Authority and Housing Act regarding allocation of seats are noted here:

- (a) All seats on a committee cannot be allocated to the same political group;
- (b) The majority of seats on a committee have to be allocated to a political group if the number of persons that belong to the group are a majority of the Council members;
- (c) Conditional on paragraphs (a) and (b) above, the number of seats on the usual committees allocated to every political groups are the same as the number of all seats that the members of that group has on the Council;
- (d) Conditional on (a),(b) and (c) above, the number of seats on a committee that is allocated to all political groups is the same proportion of the seats on the committee as the number of seats that the members of that group has on the Council.

In accordance with the requirements of Local Authority Regulations (Different Arrangements) (Wales) 2007 it is a requirement to allocate committee chairmanship in order to ensure, as far as is practical, that the authority’s political balance is reflected by those chairmanships.

2.2.3 Voluntary School

If a school with a religious character that is Catholic or Church in Wales (or there is an intention for it to have such a religious character) is subject to a proposal, the Isle of Anglesey County Council can invite the Diocesan Education Board of a Church in Wales relevant diocese or the Bishop of a relevant diocese of the Catholic Church to nominate a representative to be one of the committee members. In the case of any other voluntary school that has a designated religious character, the individuals or the people who appoint the foundation governors should be invited to nominate a representative.

2.2.4 Administrative

The School Organization Code (2013) says that it would be advisable for the local decision making committee to ensure that the Isle of Anglesey County Council provides the services of a clerk. Although the clerk would not be a member of the committee, he/she can act as a source of independent advice. In order to be able to do this, the clerk would need to have a good understanding of the Code and of the relevant parts of the 2013 Act, and that he/she has received appropriate training. The local authority would need to provide appropriate legal advice to the committee as need be. The clerk should not have dealt with any part of the proposal that the committee is considering and should not have any interest in any decision that is made by the committee members.

The clerk's key tasks would include:

- making the necessary administrative arrangements for the committee;
- be an independent source of advice on procedures, the Code and the relevant parts of the 2013 Act;
- record the proceedings, decision and the reasons for it; and
- ensure notification and publication of the decision.

To enable the committee to make an informed decision, the local authority would need to send the documents outlined in the School Organization Code to the appointed clerk soon after the end of the opposition period. The committee should base its decision on this written evidence rather than try or consider new information (unless it is of the opinion that it will assist in its decision within the timetable) or consider oral observations.

As this panel would be independent, from the Executive Committee, the likelihood of overturning the original decision is greater. If the original decision was reversed, it could jeopardise the whole modernisation programme, not just a single project.

As the Local Decision Making Panel has not yet been set up, a substantial amount of work would be required to establish it so that it could hear an appeal against a decision to publish a statutory notice.

3. Conclusion

It will therefore be necessary to decide on which procedure to follow (option 1 or 2 below) in a situation where opposition to a decision by the Isle of Anglesey County Council's Executive Committee to issue a statutory notice to close a primary school is received under the new School Organization Code that came into force on October 1 2013:-

1. Refer the matter to the Executive Committee or
2. Set up a Local Decision Making Panel

D -Recommendation

The Executive Committee is asked to decide on which procedure to follow in a situation where opposition is received to a decision by Anglesey County Council's Executive Committee to publish a statutory notice to close a primary school under the new School Organization Code that came into force on October 1 2013 namely either:

- a. Refer the matter to the Executive Committee or
- b. Set up a Local Decision Making Committee.

In a situation of receiving opposition to a decision by Anglesey County Council's Executive Committee to issue a statutory notice to close a primary school under the new School Organization Code that will come into force on October 1 2013, it is recommended that :

The matter should be referred to the Executive Committee.

Name of the report's author
Post title
Date

Emrys Bebb
Programme Manager –School Modernisation
October 17 2013

Appendices:**Background papers**

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	EXECUTIVE COMMITTEE
Date	Monday 4th November 2013
Subject	EU Convergence Programme (2014-2020): Project Prioritisation and Development
Portfolio Holder(s)	Cllr. Aled Morris Jones
Lead Officer(s)	Dylan J. Williams
Contact Officer	Aled P. Davies
1.0 Nature and reason for reporting	
<p>To secure the Executive Committee's support to progress with the development of strategic priority projects which could secure EU Convergence Funding (2014-2020).</p>	

A – Introduction / Background / Issues
<p>2.0 Background</p> <p>The agreement by the EU Council and EU Parliament on the EU budget (2014 – 2020) means that West Wales and the Valleys will again receive 'Convergence' funding. This is the highest level of EU support (£1.52billion of grant aid), and is the final opportunity for Anglesey to access this amount of EU funding intervention.</p> <p>The current economic and financial climate makes EU Programmes an important source of funding for local government and key partners to deliver regeneration and economic development activity. Both the IACC and the North Wales region need to be pro-active, influencing and developing strong intervention business cases to exploit and maximise EU Funding Programme opportunities.</p>

3.0 Context

EU Convergence is an economic development programme with a clear focus on job creation and growth. It is also a key enabler for promoting social inclusion and combating poverty.

The draft Operational Programme (setting out the funding priorities and strategy in eligible areas of Wales), has a greater focus on economic growth opportunities, with investment decisions being driven by opportunities to maximise impact and deliver economic transformation.

The key proposed investment priorities for the EU Convergence Programme in West Wales and the Valleys are SME competitiveness; strategic infrastructure; research, development and innovation; renewable energy and energy efficiency; helping people into work; skills for all; early years and young people.

As has been the case in the past, being successful in securing EU funding requires significant speculative project development effort. This speculative effort requires human and financial resources (both of which are currently in short supply). Despite this, the resource investment in project development activity should be given careful consideration as it has the potential to provide substantial added-value, positive impact and outcomes.

4.0 Anglesey Project Development Priorities

Anglesey is very well placed to secure EU funding during the next round of programmes. The growth opportunities associated with the Energy Island Programme (EIP) provide demand-led requirements for intervention activity. This aligns with WG emphasis on targeting future EU funding around areas of opportunity, as opposed to the past approach of focussing investment on overcoming market failure.

The key challenge for Anglesey is to ensure that local benefits are maximised, making sure that local businesses take advantage of the supply chain opportunities, and that the local people are equipped with the skills to take up the job opportunities created. A key part of the programme will involve infrastructure investment to create the environment for business competitiveness and growth.

The IACC could have a dual role in supporting the future delivery of EU interventions – leading on the development and implementation of certain projects and supporting and facilitating the development and delivery of projects by external partners.

Based on the project development process to date, the key priorities emerging from Anglesey fall in line with those of the Welsh Government and the EU Commission :

- **Infrastructure Investments** – providing the platform for business growth and addressing barriers to growth;

- **Business Support** – ensuring support to promote entrepreneurship and new business starts, and support the competitiveness of existing businesses to take advantage of supply chain and growth opportunities;
- **Energy** – promoting the transition to a low carbon economy through promotion of renewable energy and energy efficiency measures
- **Developing People** - getting people skilled up to take advantage of employment opportunities and promote social inclusion.

5.0 Regional Project Development Perspective

Following a recent review of current arrangements for the implementation of EU funding in Wales (Guilford Review), recommendations were made in support of an increased emphasis on a regional delivery approach for the 2014-2020 programmes. As such, collaboration of effort across the North Wales region will have increasing prominence in future.

In response to this challenge, the North Wales Economic Ambition Board (NWEAB) recently commissioned URS economic consultancy (on the IACC Framework Agreement) to develop a *North Wales EU Regional Framework, Delivery and Implementation Plan*. The document will articulate the needs / aspirations of the region, and help guide the development, prioritisation and implementation of future EU funding interventions.

Work on the commission is on-going and will culminate in the production of a final report later in 2013. The NWEAB will utilise the document to inform and influence decision making in the pursuit of future EU funding for the region.

6.0 Project Development, Scoring and Selection

During the summer of 2012, the IACC Economic Development Unit mobilised an initial idea generation process to inform future intervention thinking for the 2014-20 funding period. This process resulted in a long list of project ideas (engagement and communication with all other IACC Service areas), which were rationalised following an assessment process largely based on potential impacts and deliverability.

Following the publication of draft Operational Programmes for Structural funding support in January 2013, the proposed areas of intervention likely to be supported by Welsh Government became apparent (although these are yet to be endorsed by the European Commission). Subsequently, the Economic Development Unit mobilised the second stage in the development process i.e. the development of initial / outline Project Mandates to provide further details around the initial ideas. This culminated in a draft report with key priority strategic projects being considered by the joint SLT/ HoS Team on 10th September 2013.

A total of 45 outline mandates had been formulated and considered prior to the SLT/ HoS Team meeting. These had been scored against a number of fundamental criteria

(i.e. strategic alignment with EU Structural Fund programme; likely economic impact; deliverability; and leverage/ additionality potential).

A gap in intervention proposals was identified within the field of Renewable Energy and Energy Efficiency, together with Research, Development and Innovation. Action is now being instigated to overcome these deficiencies.

The proposed priority strategic projects identified, and supported/ endorsed by the SLT/ HoS Team on 10th September 2013 are outlined in **Annex A**.

7.0 Forward Work Programme

Following the identification of the key strategic projects, and subsequent Executive Committee consideration, the next stage will involve formal project development. The resource implication associated with this stage are significant (human and financial). In a climate of decreasing core funding, such speculative development activity is required if the IACC is going to secure external EU funding to deliver related corporate objectives.

Key project development requirements can be summarised as:

- Supporting information – full evidence base
- Options Appraisal
- Preparing a business case (in compliance with the UK Government Green Book “Five Case Business Model”)
- Synergy with local priorities and WG objectives
- Match funding sources and availability
- Establishing robust delivery partnerships and governance model
- Define clear objectives and impacts
- Identifying risks and mitigation
- Consider future sustainability and exit strategy

8.0 Conclusions

Anglesey is well placed to benefit from EU funding. The Welsh Governments aim of targeting resources on ‘growth drivers’ align with the private sector opportunities on the Island.

Future success in securing EU funding will require speculative project development. If IACC is to capitalise and secure future activity and investment resources must be targeted to development projects and potential interventions. This commitment is speculative.

The increased emphasis on strategic projects / delivery during future programmes will require close collaboration with key stakeholders across North Wales. This approach

was adopted during current programmes, and will be built upon during the next funding period.

B - Considerations

1. Do the proposed strategic priority interventions reflect the corporate aims and respond to the economic challenges and opportunities facing Anglesey?
2. Will the proposed strategic interventions synergise with likely private sector activity/ investment to enable the Island's businesses and residents to take full advantage?
3. Within current resource constraints, how capable is the IACC of developing strong business cases to pursue the EU Convergence Programme opportunities?

C – Implications and Impacts

1	Finance / Section 151	
2	Legal / Monitoring Officer	
3	Human Resources	
4	Property Services (see notes – separate document)	
5	Information and Communications Technology (ICT)	
6	Equality (see notes – separate document)	
7	Anti-poverty and Social (see notes – separate document)	Clearly this programme is crucial to tackling poverty on the Island. Outcomes will need to be co-ordinated with other programmes designed to tackle poverty – including Communities First, Flying Start, Families First, and help to mitigate the effects of Welfare Reform.
8	Communication (see notes – separate	

C – Implications and Impacts		
	document)	
9	Consultation (see notes – separate document)	
10	Economic	The ability of the EDU to deliver a meaningful Programme of interventions to support economic development is influenced by its ability to secure external EU funding.
11	Environmental (see notes – separate document)	
12	Crime and Disorder (see notes – separate document)	
13	Outcome Agreements	

CH - Summary

D - Recommendation
<ol style="list-style-type: none"> 1. The Executive Committee support and endorse the priority strategic projects (<u>Annex A</u>) which could secure EU Convergence Programme Funding (2014-2020) Convergence Programme support; 2. The Executive Committee support the further development of strategic priority projects in accordance with the new Corporate Governance arrangements; 3. The Executive Committee recognise that the ability of the IACC to secure future EU Structural Funding will be partly influenced by the amount of resources dedicated to the development of projects/ interventions.

Report by: Aled Davies (on behalf of Dylan J. Williams: Head of Service Economic Development)

Job Title: PDO EU Support & Funding)

2nd October 2013.

Appendices:
Annex A: Proposed Priority Strategic Projects

Background papers

TABLE 1 : PROPOSED ANGLESEY PRIORITY PROJECTS (EU CONVERGENCE FUNDING 2014-20)					
Title	Description	Lead	IACC Corporate Aims	Outputs / Results	Score (20)
Theme 1: Strategic Infrastructure					
Anglesey Sites & Premises	Investment in the provision of high quality sites and premises at strategic locations across the Island linked in with EIP and EZ opportunities	IACC	<ul style="list-style-type: none"> • Prosperous economy • Enhance built environment 	<ul style="list-style-type: none"> • Land developed • Premises created • Jobs accommodated • Jobs created 	16
Utilities Infrastructure	Investment in upgrading utilities infrastructure to ensure capacity for growth and accommodate scale of future private sector investments.	External	<ul style="list-style-type: none"> • Prosperous economy • Enhance built environment 	<ul style="list-style-type: none"> • Utilities upgraded • Jobs created 	15
Anglesey Strategic Transport	Package of strategic transport improvements to facilitate private sector investment and the accessibility of opportunities to the local workforce	External	<ul style="list-style-type: none"> • Prosperous economy • Enhance built environment 	<ul style="list-style-type: none"> • Upgraded roads • Access to employment sites 	17
Menai Science Park	Hub for academic, research and commercial expertise to promote business investment, competitiveness and growth.	External	<ul style="list-style-type: none"> • Prosperous economy • Enhance built environment • People achieve full potential 	<ul style="list-style-type: none"> • Innovation Centres R&D • Enterprises supported • Research supported • Jobs created 	18
Holyhead Port Redevelopment	Redevelopment of the Port to accommodate spin-out opportunities of Energy Island Programme. Focus on landing / construction / manufacturing opportunities.	IACC	<ul style="list-style-type: none"> • Prosperous economy • Enhance built environment 	<ul style="list-style-type: none"> • Land developed • Inter-modal facilities improved • Jobs created 	16
Theme 2: SME Competitiveness					
Regional Supply Chain Programme	Improve local SME capacity and capability to capitalise on supply chain opportunities from EIP investments	IACC	<ul style="list-style-type: none"> • Prosperous economy • People achieve full potential 	<ul style="list-style-type: none"> • Enterprises supported • Individuals supported to set-up new enterprises • New jobs created 	20

Title	Description	Lead	IACC Corporate Aims	Outputs / Results	Score (20)
Business Investment Package	Suite of discretionary funding to promote business start-up and improved competitiveness / growth.	IACC	<ul style="list-style-type: none"> • Prosperous economy • People achieve full potential 	<ul style="list-style-type: none"> • Enterprises supported • Individuals supported to set-up new enterprises • New jobs created • Private investment levered 	16
Lwyddo'n Lleol Youth Enterprise programme	Integrated package of interventions to promote a spirit of enterprise amongst young people and bursary funding to assist with starting up businesses	IACC / LAs	<ul style="list-style-type: none"> • Prosperous economy • People achieve full potential 	<ul style="list-style-type: none"> • Participants gaining qualifications • New business starts • Job creation 	16
Theme 3: Skills & Employment					
EIP Employment & Skills Brokerage	Innovative Employment and Skills Brokerage model to maximise uptake of employment opportunities stemming from EIP projects	External	<ul style="list-style-type: none"> • Prosperous economy • People achieve full potential 	<ul style="list-style-type: none"> • Participants gaining qualifications • People entering employment 	18
STEM Co-ordination Programme	Early intervention programme for school age children to highlight local career opportunities in science / technology sector – promoting STEM subjects at an early age.	IACC	<ul style="list-style-type: none"> • Prosperous economy • People achieve full potential 	<ul style="list-style-type: none"> • Participants gaining qualifications • Entering further learning 	15
Engineering & Construction Apprenticeships	Provision of additional apprenticeships in engineering and construction to take advantage of opportunities stemming from the Energy Island Programme.	External	<ul style="list-style-type: none"> • Prosperous economy • Enhance build environment • People achieve full potential 	<ul style="list-style-type: none"> • Participants gaining qualifications • Entering employment 	18
Post-16 Vocational Training Programme	Provision of bespoke training provision aligned fully with the requirements of private sector developers in North Wales.	External	<ul style="list-style-type: none"> • Prosperous economy • People achieve full potential 	<ul style="list-style-type: none"> • Participants gaining qualifications • Entering employment 	18

Title	Description	Lead	IACC Corporate Aims	Outputs / Results	Score (20)
Potential NEETS Programme	Integrated collaboration engagement model to prevent / address NEETS young people – linking them to vocational routes and career opportunities.	IACC	•People achieve full potential	•Participants gaining qualifications •Participants entering further learning	16
Theme 4: Energy and Energy Efficiency					
Marine Energy Programme	Integrated package of measures to capitalise on emerging marine energy opportunities in the region.		•Prosperous economy	•New job creation	16
Ynys Werdd (Business Energy Efficiency)	Promotion of energy efficiency within businesses to reduce carbon footprint and instigate shift towards a low carbon economy.		•Prosperous economy	•Increased business competitiveness	16

AGENDA ITEM NO.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	Meeting of the Executive
Date	4th November 2013
Subject	Review of the provision of the Main Office Canteen
Portfolio Holder(s)	Richard Dew
Lead Officer(s)	Rhys Griffiths
Contact Officer	Paul Hinchcliffe
Nature and reason for reporting The canteen provision within the main offices has been the subject of consideration since the service was brought in house during 2012. Following a staff survey in 2013 and the receipt of a petition, a decision is now required to confirm the future of the facility.	

A – Introduction / Background / Issues

The Canteen facility provided within the Main Office building which was opened in 1998. It was expected at that time that the facility would operate at a profit and it was originally managed by an external caterer through a contractual arrangement. This arrangement provided for a rental income to be paid to the Council for the exclusive use of the Canteen to provide catering for the Council's requirements. Following some difficulties experienced in that contract and a subsequent tendering process, a new company was engaged in 2007 to provide the catering service for a period of 5 years. The terms of the agreement were broadly similar to the earlier agreement but with a reduced rental requirement. Following a period of dispute during 2010/11, a report was submitted to the Commissioner on 6 December 2011 and a decision was taken to terminate the contract and transfer the to an in-house provision. The longer term arrangements were to be reviewed further in light of experience gained during 2012 in running the facility.

During the budget process in the autumn of 2012 a bid was submitted for funding of £15,000 to cover a deficit in running costs which was being experienced. This bid was not accepted by the Council and a report was submitted to the Portfolio Holder on 15 March 2013 to seek a way forward. A decision was taken to consult with staff and users on options to either close or reduce the provision and accordingly a survey was undertaken during April 2013. During the period of consultation a petition was also raised opposing the closure of the canteen. The petition was presented to the County Council at its meeting on 10 October 2013 and it was reported that following review a report would be presented to the Executive for a decision to be taken.

This report provides information following analysis of the staff survey results, consideration of the petition and with respect to the current financial account in respect of the canteen.

B – Considerations

Results of the Consultation

The consultation period commenced on 16 April 2013 and came to an end on 30 April 2013. The consultation was carried out via the Y Ddolen / The Link on email (with requests for staff not on the system to be provided with a hard copy), was included on the staff MonITor system, was also sent to all Heads of Service and was also sent as hard copy to all Elected Members.

The consultation asked respondents about their service area, frequency of visits to the canteen and preferences for a variety of options for future provision. Space was provided for comments to be provided.

Overall the level of responses received to the consultation was considered to be low, especially as there was also an indication at the time of the consultation taking place that a petition was being raised against possible closure. The Main Office accommodates the majority of office based staff working for the Council. A recent survey has indicated a total of 609 workstations although it is likely that more than this number of staff work from the building when flexible working arrangements are also considered. Whilst the canteen primarily serves staff within the Main Office, staff from other Council owned office buildings may also make use of the canteen from time to time. Staff employed by the Council also includes, for example, Social Workers, Teachers and others who may make only occasional visits to the Main Office during the course of their work. 92 staff and members responded to the consultation and this represents 15% of staff, based on the workstation provision, regularly working in the Main Office building.

The following statistics resulting from the consultation are considered to be of note:

The majority of respondents make regular use of the canteen either daily or several times a week. However, a high proportion of respondents (30%) only use the canteen occasionally. Six of the respondents identified locations other than the Main Office as their working base and three respondents did not identify any working base or service area. The percentage of respondents who are based in the Main Office as a proportion of all staff (based on workstations) regularly working in the building is 13%.

The percentage of respondents using the canteen on a daily basis was 21% and the percentage of staff based in the Main Office who responded to the consultation and who use the canteen on a daily basis was 19%.

The following tables are provided to indicate more details of the responses received. A number of charts are appended to this report to further indicate the responses received.

Frequency of use of the Canteen by respondents

	No.	%
Daily	19	20.7
Several times per week	29	31.5
Several times per month	11	12.0
Occasionally	28	30.4
Very rarely / never	3	3.3
respondent not providing data	2	2.2
totals	92	100.0

Overall percentage in favour of various options

	No.	%
Hot meals	54	38.0
Cold meals	30	21.1
Sandwiches	19	13.4
Pre packed	15	10.6
Sandwich service	16	11.3
nothing	8	5.6
totals	142	100.0

Only 48 staff and members using the canteen on a daily basis or several times a week responded to the consultation. This represents a low customer base for the purpose of business planning in connection with any venture to keep the canteen open as an operational facility and which covers its own costs.

Slightly over 1/3 (38%) of respondents indicated a preference for hot meals to be continued. A slightly higher percentage (41%) indicated preferences for options which do not include any provision of meals, i.e. sandwich and drinks, pre-packed foods, a sandwich service around the offices or no provision at all (other than kitchenettes within the service areas), whilst 21% indicated a preference for only cold meals to be provided.

The majority of respondents who visit the canteen daily or several times a week (48 respondents in total) indicated a preference for hot and/or cold meals to be provided (72%). However, 43% of those visiting only several times a month or occasionally (42 respondents in total) also indicated a preference for hot and/or cold meals. The provision of hot and cold meals on a daily basis for a base level of say 50 customers whilst also providing the same options for a further similar number of customers who may, or may not, visit is likely to lead to either inefficiencies in running the facility, or disappointed customers. Of those indicating a preference for sandwiches, pre-packed foods, sandwich service or no provision just over 1/3 (38%) visited the canteen daily or several times a week, whilst just under 2/3 (62%) visited

several times per month or less. The figures were almost reversed for those indicating a preference for hot and cold meals who visited the canteen daily or several times a week (68%) and for those who visited several times a month or less (32%).

Overall, and considering the relatively low numbers of returns to the survey and the relatively low numbers of staff and Members who apparently use the canteen daily to purchase hot meals, it is difficult to draw firm conclusions from the survey to support the continued provision of a hot food service.

On average, and based on daily takings, it is estimated that each day approximately 25 persons make use of the canteen for breakfasts, approximately 30 persons purchase a midday meal and a further approximately 30 persons purchase sandwiches at lunchtime.

Petition

As noted above, during the period of the survey a petition had been organised for concerned staff and members to sign in order to register an objection to the proposed closure of the canteen.

The petition has been analysed in conjunction with the results of the consultation questionnaire. Approximately 51 staff and Members (some 55%) of those responding to the survey consultation document also signed the petition. Five of those signing the petition appear also to have expressed a preference in the survey consultation response indicating they would not require hot or cold meals to be available.

The petition included 406 signatures. Further analysis indicates that some 8 signatures are duplicate entries and some 6 signatures appear to be from persons who are not staff or Elected Members. There appear therefore to be some 392 valid signatures on the petition, 51 of whom (13%) have also responded to the survey consultation, as noted above.

It is clearly apparent that the majority (87%) of persons signing the petition did not consider it appropriate to complete a staff survey to inform the process of their preferred options. It is not clear therefore how many of those who signed the petition visit the canteen on a daily or regular basis to purchase meals. It is apparent from the information provided above however that considerably less than 406 staff and members visit the canteen to make purchases on a daily basis.

Financial Considerations

Until 2012 the canteen had been operated by external organisations and only limited financial information or usage figures have been available to the Council. 2012/13 represents the first financial year for which the Council has detailed financial information and the following figures provide the year end situation.

The staffing level during the year was 3 members of staff plus occasional relief staff, and the costs were some £35,105. The main equipment provision and utility costs have historically been covered by the Council under separate budget headings, however, other equipment costs, cleaning materials and protective clothing costs were some £3,235. The costs associated with purchasing of food provisions for resale in the canteen and vending machines was some £32,500. The total cost associated with the canteen was therefore £70,840, excluding the provision of equipment and utility costs.

Income in total was some £51,857.

Overall therefore the canteen cost the Council some £18983 to run during 2012/13.

During the 2013 one member of the canteen staff has left the Council to take up alternative employment and, following discussions with the Portfolio Holder, in the interests of cutting costs the post has not been refilled. The impact of this has been to limit the service that could be made available, particularly at times when one of the two remaining members of staff is not available and relief cover cannot be provided. During the current financial year up to the end of August 2013 the canteen has run at a loss of some £8,937. Based on current projections the Service expects the canteen to have a deficit of some £21,450 by the end of March 2014.

It is clear from the above that insufficient use is made of the canteen on a daily basis to enable the facility to cover the operating costs. In view of the mixed results from the staff survey, taken in combination with the low usage which is evident from daily till receipts, and in consideration of the projected deficit by the end of the financial year, it is recommended that the canteen facility be permanently closed at the earliest opportunity in order to limit operational losses.

If the Executive agrees to this recommendation, it is considered appropriate to explore options for external providers to be given options to provide a lunchtime sandwich service within the office building providing that this would be at no cost to the authority. Further consideration should also be given to future use of the area currently occupied by the canteen and I would recommend that the kitchen equipment and associated hatch etc. be removed to enable the whole area to be considered for alternative uses. Options for alternative uses should be reviewed by the Smarter Working Accommodation Project Team, which is currently reviewing a variety of options for alternative ways of working within the office accommodation and for office rationalisation. Review by this Project Team will ensure that use of this space is considered in relation to a number of pressures to reduce the overall office accommodation whilst improving the quality of services provided to the public. The Project Team is scheduled to provide a full Business Case by February 2014 following its review of all options in connection with the Council's office accommodation. This review is timely therefore in connection with a decision in relation to the canteen facility, and a decision in respect of the canteen will also inform the work of the Project Team.

C – Implications and Impacts		
1	Finance / Section 151	
2	Legal / Monitoring Officer	
3	Human Resources	Redeployment/redundancy implications for affected staff in the Canteen.
4	Property Services (see notes – separate document)	Included in the report
5	Information and Communications Technology (ICT)	
6	Equality (see notes – separate document)	
7	Anti-poverty and Social (see notes – separate document)	
8	Communication (see notes – separate document)	
9	Consultation (see notes – separate document)	
10	Economic	
11	Environmental (see notes – separate document)	No implications for Council's responsibilities under the Countryside and Rights of Way (CROW) Act, 2000 nor the Natural Environment and Rural Communities(NERC) Act, 2006.
12	Crime and Disorder (see notes – separate document)	
13	Outcome Agreements	

CH - Summary

The main office canteen facility has been operating at a loss for the past 18 months since the service was transferred to an in-house provision. The results of a survey of users and a petition have been considered along with financial information for running the facility. It is clear that insufficient use is made of the canteen on a regular basis to enable the facility to cover operating costs.

Recommendations are made in the report to close the facility and to consider alternative arrangements for the provision of sandwiches at lunchtimes and for alternative use of the area presently occupied by the canteen.

D - Recommendation

I recommend that the Main Office canteen facility be permanently closed at the earliest opportunity, that options be explored for a lunchtime sandwich service to be provided within the building by external caterers at no cost to the Council, and that a review of the best use of the space currently occupied by the canteen is undertaken as part of the Smarter Working Project Team.

Name of author of report:

Mike Barton

Job Title:

Head of Service (Property)

Date:

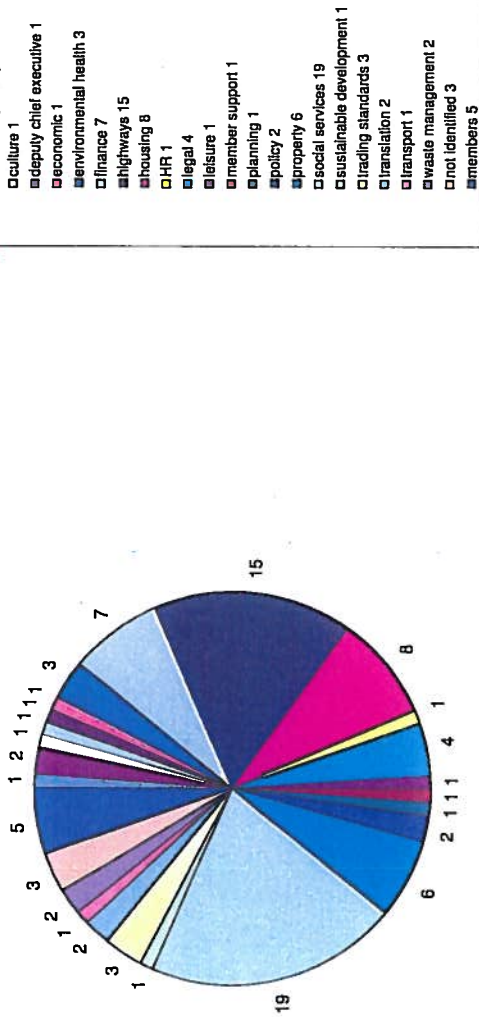
October 2013

Appendices:

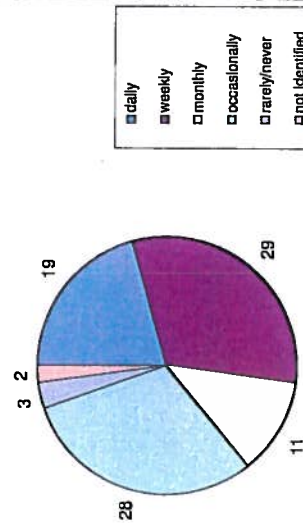
Results of Staff and Member survey consultation

Background papers

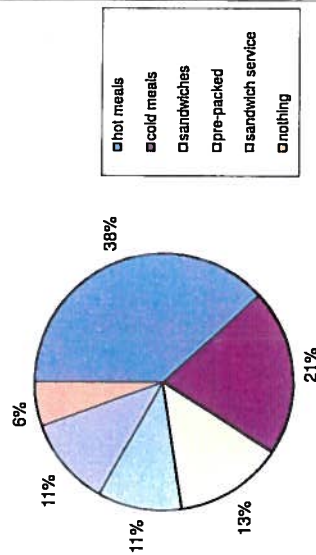
Service areas and numbers of respondents

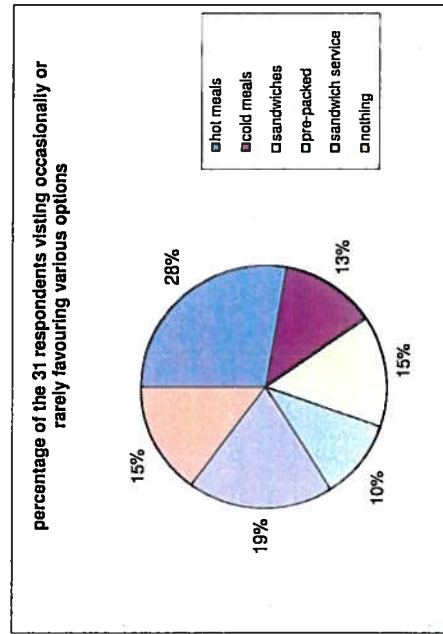
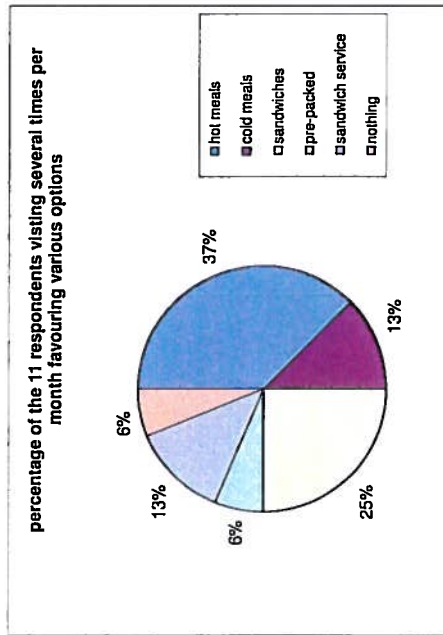
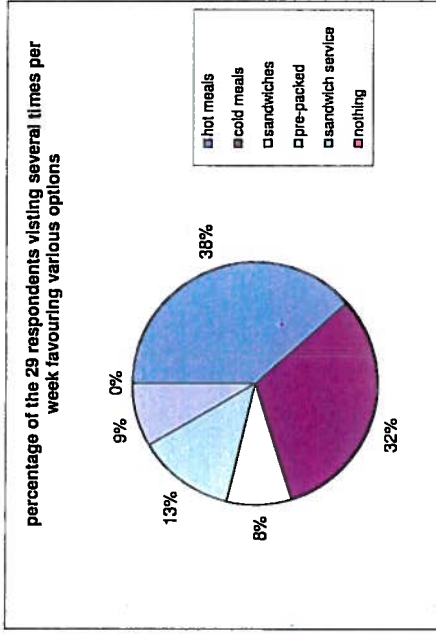
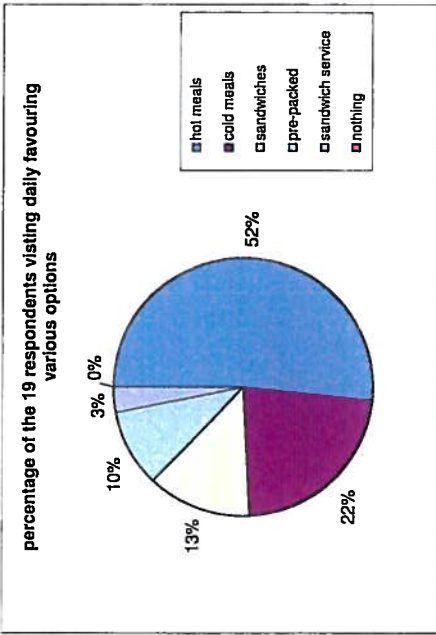


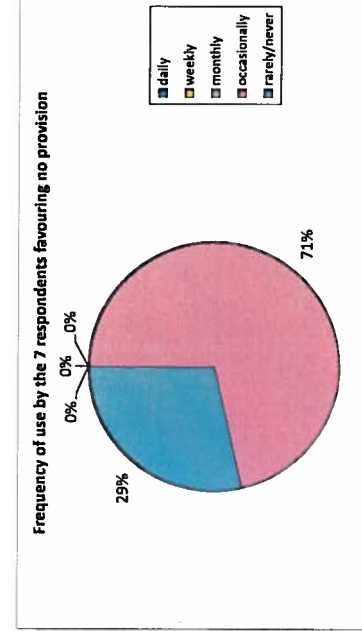
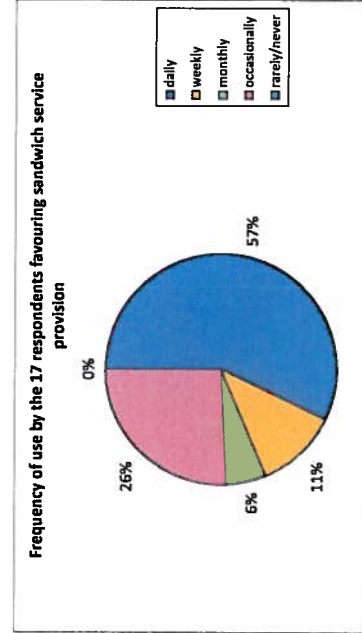
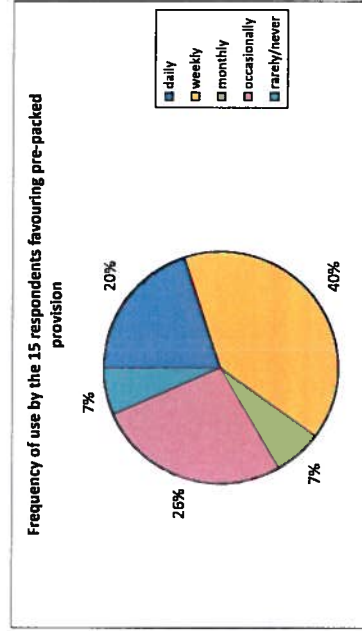
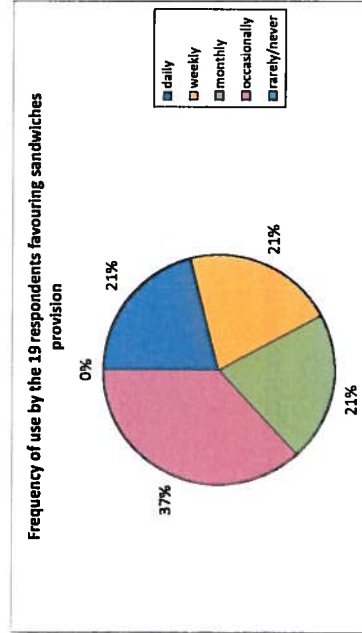
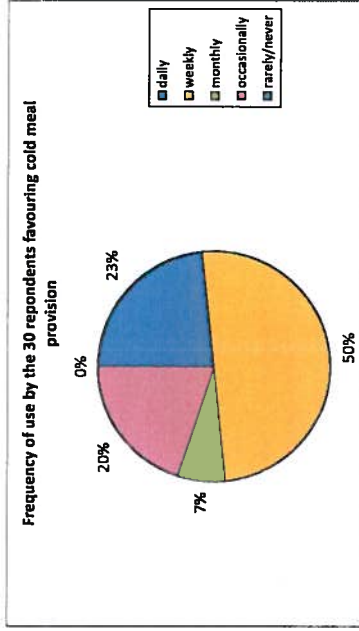
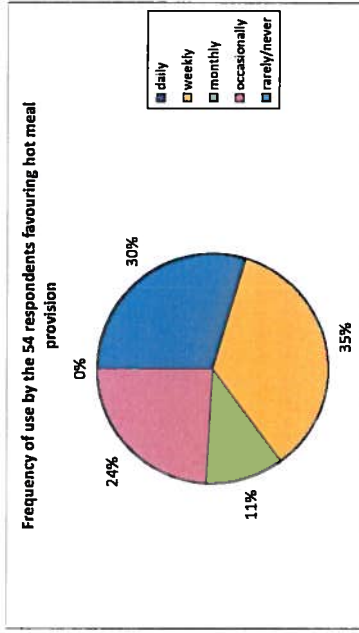
Number of respondents showing frequency of use



overall percentage in favour of various options







DDIM I'W GYHOEDDI NOT FOR PUBLICATION

Datblygiadau Parc Gwyddoniaeth / Science Park Development

PRAWF BUDD Y CYHOEDD PUBLIC INTEREST TEST

Paragraff(au) 14, 15, 18A Paragraph(s) 14, 15, 18A	Atodlen 12A Deddf Llywodraeth Leol 1972 Schedule 12A Local Government Act 1972
Y PRAWF – THE TEST	
<p>Mae yna fudd y cyhoedd wrth ddatgan oherwydd / There is a public interest in disclosure as:-</p> <p>Bydd gan y cyhoedd ddi-ddordeb mewn gwybod sut mae'r Cyngor yn bwriadu rheoli ei stadau mân-ddaliadau a'i gynlluniau ar gyfer y dyfodol er mwyn:</p> <ul style="list-style-type: none"> • Adolygu atebolrwydd a thryloywder • Herio'r penderfyniadau a wneir • Deall a chymryd rhan mewn penderfyniadau mewn perthynas â'r safle. <p>The public will be interested in how the Council proposes to manage its small-holdings estates and what future plans it has for this area in order to:</p> <ul style="list-style-type: none"> • Review accountability and 	<p>Y budd y cyhoedd with beidio datgelu yw / The public interest in not disclosing is:-</p> <p>Mae'r eiddo yn destun cytundeb prydles ar hyn o bryd rhwng y Cyngor a thenant.</p> <p>Gallai datgelu gael effaith ar fudd masnachol y Cyngor neu'r trydydd parti sydd â diddordeb yn y safle.</p> <p>Nid yw'r trydydd parti wedi datblygu cynlluniau manwl hyd yma ar gyfer y safle ac felly nid oes gwybodaeth ar gael am unrhyw gynlluniau o'r fath.</p> <p>Nid oes gan y trydydd parti ganiatâd cynllunio i ddatblygu'r safle ac nid oes cais wedi ei gyflwyno i'r perwyl hyd yma. Bydd unrhyw gais cynllunio a all gael ei gyflwyno yn y dyfodol yn agor i'r cyhoedd i'w weld.</p> <p>Gallai ryddhau gohebiaeth fewnol beryglu unrhyw gynlluniau y bydd y Cyngor yn dymuno eu datblygu o bosib a gwerth y safle ar gyfer ei werthu yn y dyfodol gan effeithio ar fudd masnachol y Cyngor yn y safle.</p> <p>Nid oes unrhyw ymgynghoriad cyhoeddus wedi ei gynnal hyd yma mewn perthynas â'r safle hwn.</p> <p>The property is the subject of an existing lease agreement between the Council and a tenant.</p> <p>Disclosure could impact on the commercial interests of either the Council or the 3rd party</p>

<p>transparency</p> <ul style="list-style-type: none"> • Challenge decisions made • Understand and participate in decisions regarding the site 	<p>interested in the site.</p> <p>The 3rd party has not yet developed detailed plans for the site and so information regarding any such plans is not available.</p> <p>The 3rd party does not have Planning Consent for development of the site and no application has been submitted to date. Any Planning Application which may be submitted in future will be in the public domain.</p> <p>The release of internal correspondence could jeopardise any plans which the Council may wish to develop and the potential value of site in relation to any future proposals, thus affecting the Council's commercial interests in the site.</p> <p>No public consultation has taken place to date regarding the site.</p>
<p>Mae budd y cyhoedd wrth gadw'r eithriad o bwys mwy na budd y cyhoedd wrth ddatgelu'r wybodaeth.</p> <p>The public interest in maintaining the exemption outweighs the public interest in disclosing the information.</p>	

NOT FOR PUBLICATION

Document is Restricted

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