

# Public Document Pack



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL

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

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<b>RHYBUDD O GYFARFOD</b>	<b>NOTICE OF MEETING</b>
<b>PWYLLGOR GWAITH</b>	<b>THE EXECUTIVE</b>
<b>DYDD LLUN 9 CHWFROR 2015 10.00 o'r gloch</b>	<b>MONDAY 9 FEBRUARY 2015 10.00 am</b>
<b>SIAMBR Y CYNGOR SWYDDFEYDD Y CYNGOR LLANGFNI</b>	<b>COUNCIL CHAMBER COUNCIL OFFICES LLANGFNI</b>
Swyddog Pwyllgor	<b>Mairwen Hughes</b> 01248 752518 Committee Officer

## **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

## **Aelod Democratiaid Rhyddfrydol Cymru /Welsh Liberal Democrat (Heb Ymuno / Unaffiliated)**

Aled Morris Jones

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.

***Please note that meetings of the Committee are filmed for live and subsequent broadcast on the Council's website. The Authority is a Data Controller under the Data Protection Act and data collected during this webcast will be retained in accordance with the Authority's published policy.***

## **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 MINUTES (Pages 1 - 4)**

To submit for confirmation, the minutes of the meeting of the Executive held on 12<sup>th</sup> January, 2015.

### **4 MINUTES FOR INFORMATION (Pages 5 - 12)**

To submit for information, the draft minutes of the Corporate Parenting Panel held on the 8<sup>th</sup> December, 2014.

### **5 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 13 - 26)**

To submit a report by the Interim Head of Democratic Services.

### **6 DISCRETIONARY HOUSING PAYMENTS POLICY 2015/16 AND SUBSEQUENT YEARS (Pages 27 - 42)**

To submit a report by the Interim Head of Function (Resources) and Section 151 Officer.

### **7 CONSTITUTION CHANGES - TERMS OF REFERENCE OF APPEALS COMMITTEE (Pages 43 - 48)**

To submit a report by the Head of Function (Council Business)/Monitoring Officer.

### **8 EXTENDING THE TERM OF THE STANDARDS COMMITTEE (Pages 49 - 52)**

To submit a report by the Head of Function (Council Business)/Monitoring Officer.

### **9 HOUSING RENTS 2015/16 (Pages 53 - 62)**

To submit a report by the Head of Housing Services.

### **10 SUPPORTING PEOPLE COMMISSIONING PLAN (Pages 63 - 68)**

To submit a report by the Head of Housing Services.

### **11 HOUSING REVENUE ACCOUNT BUSINESS PLAN (Pages 69 - 138)**

To submit a report by the Head of Housing Services.

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**12     SCHOOL MODERNISATION - LLANNAU AREA (Pages 139 - 142)**

To submit a report by the Director of Lifelong Learning.

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## THE EXECUTIVE

### Minutes of the meeting held on 12 January, 2015

- PRESENT:** Councillor Ieuan Williams (Chair)  
Councillor J. Arwel Roberts (Vice-Chair)
- Councillors Richard Dew, Kenneth Hughes, Aled Morris Jones,  
H. Eifion Jones, Alwyn Rowlands
- IN ATTENDANCE:** Chief Executive  
Deputy Chief Executive  
Director of Community  
Director of Lifelong Learning  
Director of Sustainable Development  
Interim Head of Democratic Services (for item 3)  
Head of Economic and Community Regeneration (for items 10 & 12)  
Head of Environment and Technical Services (for item 9)  
Head of Housing Services (for item 5)  
Housing Strategy & Development Manager (LR) (for item 5)  
Principal Sports Development Officer (SMJ) (for item 12)  
Committee Officer (ATH)
- APOLOGIES:** None received
- ALSO PRESENT:** Councillors John Griffith, Llinos M. Huws, Trefor Ll. Hughes, R. Meirion Jones,  
R.G. Parry, OBE, Nicola Roberts

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#### 1 DECLARATION OF INTEREST

Councillor J. Arwel Roberts declared a non-prejudicial interest in respect of item 7 on the agenda.

#### 2 URGENT MATTERS CERTIFIED BY THE CHIEF EXECUTIVE

None to report.

#### 3 MINUTES

The minutes of the previous meeting of the Executive held on 15<sup>th</sup> December, 2014 were submitted for confirmation.

**It was resolved that the minutes of the previous meeting of the Executive held on 15<sup>th</sup> December, 2014 be confirmed as a true record.**

#### 4 THE EXECUTIVE'S FORWARD WORK PROGRAMME

The report of the Interim Head of Democratic Services incorporating the Executive's Forward Work programme for the period from February to September, 2015 was submitted for consideration.

The Interim Head of Democratic Services reported with reference to the two scheduled meetings of the Executive in February that consideration of the 2015/16 Budget had now been deferred from the 9<sup>th</sup> to the 16<sup>th</sup> February meeting and subjects from the 16<sup>th</sup> February meeting brought forward to the meeting on the 9<sup>th</sup>. A request has been made by the Council Business Section to reschedule the matter of the Audit Committee's Terms of Reference to the April meeting of the Executive. Likewise the Department of Lifelong Learning has asked that Schools Modernisation in the Rhosyr area be put back to the Executive's March meeting and Schools Modernisation in the Llannau area be brought forward to the 9<sup>th</sup> February meeting.

**It was resolved to confirm the updated Forward Work Programme for the period February to September, 2015, subject to the additional changes outlined at the meeting.**

## **5 LOCAL HOUSING STRATEGY 2014-19**

The report of the Head of Housing Services incorporating the Local Housing Strategy for Anglesey for 2014-19 was presented for the Executive's consideration. The Local Housing Strategy provides the Council's vision of how housing for the people of the Island can be improved over a five year period and the priorities to achieve this.

The Portfolio Member for Housing and Social Services reported that the draft Strategy had been the subject of consultation between August and September 2014, and had been endorsed by the Partnership and Regeneration Scrutiny Committee.

The Head of Housing Services confirmed that the consultation had been supportive of the direction of the Strategy whilst asking for additional emphasis to be placed on affordable homes and allocation of social housing to local people. A newly established Anglesey Housing Partnership will be responsible for delivering the Strategy and reviewing the action plan annually.

The Chair proposed, and it was agreed, that the Executive be also updated annually on progress on performance against the Action Plan and Strategy.

**It was resolved –**

- **To recommend the Local Housing Strategy and accompanying Action Plan for adoption by the County Council.**
- **That the Executive be provided with an annual update on progress on performance against the Action Plan and Strategy.**

## **6 SAFEGUARDING ARRANGEMENTS FOR VULNERABLE PEOPLE**

The report of the Head of Adults' Services in relation to safeguarding arrangements for Vulnerable Adults in Anglesey was presented for the Executive's consideration.

The Director of Community highlighted the fact that significant changes will come into effect by the end of the year under the Social Services and Wellbeing Act (Wales) which will place the safeguarding of adults onto a statutory footing similar to that for safeguarding children. The Officer said it is anticipated that the Authority will consequently face new requirements and consideration will have to be given to whether services can be restructured to meet those requirements and any accompanying costs. She confirmed that she would report back during the year regarding any consequent risks and challenges.

**It was resolved –**

- **To note the update regarding safeguarding set out in the report at Appendix 1 – Ynys Môn Protection of Vulnerable Adults Highlight Report 2013/14**
- **To note and agree the developments outlined in section 5 of the Highlight Report at Appendix 1**
- **To note the update in respect of the Safeguarding Adults' Regional and Local Arrangements as at Appendix 2**
- **To note and agree the recommendations set out in section 3 of the report at Appendix 2**
- **To support continued Member engagement in the overall Safeguarding Agenda.**
- **That a report on progress be submitted to the Executive in September, 2015**

## **7 SCHOOL MODERNISATION – HOLYHEAD AREA**

The report of the Director of Lifelong Learning incorporating the combined Strategic Outline Case (SOC) and Outline Business Case (OBC) for a new primary school in Holyhead was presented for the Executive's consideration and approval prior to the document's submission to the Welsh Government as part of the funding arrangements for the project.

The Portfolio Member for Education reported that the document is divided into five sections covering the strategic, economic, commercial, financial and management dimensions of the project. The Welsh Government has allowed the Officers from the Authority to prepare a combined

rather than individual SOC and OBC to save time. Welsh Government approval for the document will mean the release of finance for the project.

The Portfolio Member for Finance confirmed that the Interim Head of Resources and Section 151 Officer has indicated his support in principle for the combined document.

**It was resolved –**

- **To approve the combined Strategic Outline Case/Outline Business Case (SOC/OBC) for the new primary school in Holyhead, and**
- **To approve the submission of the SOC/OBC to the Welsh Government.**

## **8 CAPITA SIMS**

The report of the Director of Lifelong Learning in respect of extending the consortium arrangements for the provision of the CAPITA ONE Technical Assisted Support Service was presented for the Executive's consideration.

**It was resolved to approve the procurement option outlined in the report for the extension of the CAPITA ONE Technical Assisted Support Service.**

## **9 UPDATE ON FLOOD MANAGEMENT ACT**

The report of the Head of Environment and Technical Services incorporating an update with regard to the implementation of the Flood and Water Management Act 2010 was presented for the Executive's consideration.

The Executive was agreed in endorsing the proposal that Dwr Cymru be called upon to upgrade its sewerage and combined sewerage and surface water systems at some critical locations on the Island. It was further proposed, and agreed that the Leader in collaboration with the Portfolio Holder and the Assembly Member and Member of Parliament for Anglesey seek a meeting with Officers from Dwr Cymru to expedite this matter.

**It was resolved –**

- **To note the contents of the report.**
- **To urge Dwr Cymru by letter to upgrade its sewerage and combined sewerage and surface water systems at some critical locations on the Island.**
- **That the Leader in consultation with the Portfolio Member (Highways, Property and Waste Management), Assembly Member and Member of Parliament for Anglesey seek a meeting with Officers of Dwr Cymru to progress matters without delay.**

## **10 REVIEW OF THE LLANGEFNI SKATE PARK CLOSURE**

The report of the Director of Sustainable Development incorporating an overview of the options available for the reinstatement of the Llangefni Skate Park and the potential external grant funding sources that could assist that objective was presented for the Executive's consideration.

The Portfolio Member for Economic Development, Tourism and Leisure confirmed that the County Council will be taking a lead on this matter in terms of providing support for local bodies to take the reinstatement of the skate park forwards. He emphasised the importance of establishing sound governance and accountability arrangements for the future management of a reinstated facility and those sentiments were endorsed by the Executive.

The Chair referred to comments presented by e-mail by Councillor Dylan Rees, a Local Member and by Councillor Victor Hughes who had originally instigated the scrutiny review of the skate park closure.

Councillors R. G. Parry, OBE and Nicola Roberts spoke as Local Members. Councillor R. Meirion Jones spoke in his capacity as Chair of the Corporate Scrutiny Committee and sought reassurance that the lessons learnt from the manner in which the closure of the skate park had been effected had been disseminated to Officers across all the Council's departments. The Chief Executive confirmed that that could be arranged.

**It was resolved –**

- That a meeting be arranged between Officers in Economic and Community Regeneration with the Llangefni Town Council and Llangefni Social Enterprise to agree a way forward on delivering a reinstatement scheme.
- To formalise the future management and governance of any facility and learn lessons from past experiences.
- To allocate Officer time from Economic and Community Regeneration (EC&R) to assist in the process of delivering any reinstatement scheme.

## **11 EXCLUSION OF THE PRESS AND PUBLIC**

It was resolved under Section 100 (A)(4) of the Local Government Act 1972, to exclude the press and public from the meeting during the discussion on the following item on the grounds that it involved the disclosure of exempt information as defined in Schedule 12A of the said Act and in the Public Interest Test presented.

The Chief Executive referred to the process for assessing and determining whether issues need to be exempted from public discussion and he clarified that this occurs when specific matters deemed to be of a sensitive nature are under consideration e.g. employment matters and matters that involve individuals or personal details; commercial and contractual matters which if disclosed would prove disadvantageous to the Council.

## **12 LLANGEFNI GOLF COURSE**

The report of the Head of Economic and Community Regeneration with regard to the future of the Llangefni Golf Course and Driving Range in a context of increasing budgetary pressures was presented for the Executive's consideration.

**It was resolved to respond to the current financial pressures by maximising value from the golf course land asset to re-invest in other statutory County Council facilities (whilst minimising grant claw-back and enabling market value to be maximised in the public interest) by :**

- Closing the golf course in April, 2015
- Leasing the golf course land (short-term) for agricultural use.
- Maintaining and managing the driving range and practice areas until 2017
- Reviewing and progressing options to maximise value from site disposal in 2017

**Councillor Ieuan Williams  
Chair**



## CORPORATE PARENTING PANEL

### Minutes of the meeting held on 8 December, 2014

- PRESENT:** Mr R.P. Jones (Chief Executive) (Chair)
- Councillor Ieuan Williams (Council Leader & Portfolio Member for Education)  
Councillor Kenneth Hughes (Portfolio Member for Housing & Social Services)  
Councillor Ann Griffith (Corporate Scrutiny Committee)  
Councillor Dylan Rees (Partnership & Regeneration Scrutiny Committee)  
Sue Willis (Continuing Care Service Manager)  
Mr Douglas Watson (Chair Anglesey Foster Carers' Association)  
Mrs Gwen Carrington (Director of Community)  
Dr Gwynne Jones (Director of Learning)  
Anwen Huws (Head of Children's Services)  
Mrs Delyth Molyneux (Head of Learning)  
Deborah Stammers (Child Placement – Team Leader)  
Gwenan Evans (LAC Learning Mentor)  
Nia Mullings-Jones (LAC Personal Advisor)  
Sean McClearn (Leaving Care Co-ordinator)  
Ann Holmes (Committee Officer)
- APOLOGIES:** Alison Jones (NYAS), Mr Llyr Bryn Roberts (Principal Officer, Corporate Parenting & Partnerships) Heulwen Owen (LAC Education Liaison Officer), Natalie Woodworth (Principal Officer, Operations), Mrs Rona Jones (Independent Reviewing Officer)
- ALSO PRESENT:** Mandy Humphries (North Wales Adoption Service) (for item 3)
- 

#### 1 DECLARATION OF INTEREST

No declaration of interest was received.

#### 2 MINUTES 8<sup>TH</sup> SEPTEMBER, 2014 MEETING

The minutes of the previous meeting of the Corporate Parenting Panel held on 8<sup>th</sup> September, 2014 were submitted and confirmed as correct.

#### 3 NORTH WALES ADOPTION SERVICE (NWAS)

The Annual Report and Quality of Care Review of the North Wales Adoption Service for 2013/14 was presented for the Panel's information.

Mandy Humphries, NWAS Team Manager referred to the review of the quality of service as forming the substantive part of the report and she said that there had been two significant changes namely, the disbanding of the monthly OMG meetings and new governance by way of the Partnership board meeting on a quarterly basis with a view to improving and facilitating decision making.

The following issues were raised in the ensuing discussion:

- Although the response rate to the staff survey was relatively low, the Panel noted that the feedback had been very positive generally in terms of how staff feel they have been supported by Management, are valued and are provided with development opportunities. However, clarification was sought in relation to comments made to the effect that the service is succeeding in spite of rather than because of management input due partly to the way adoption is seen by local authorities and because of the dire financial climate and the uncertainty nationally and regionally about the future of adoption and Social Workers' role

within it. The Team Manager said that some staff have felt isolated in not having a team around them. There is also some anxiety around the establishment of a national service. The Head of Children's Services said that there are risks which the NWS Partnership Board will be seeking to mitigate in terms of top slicing finance to fund the national adoption service; that level is not known as yet nor how it will impact on the regional collaborative. The Welsh National Adoption Register and the impact of that register will need to be monitored as it does not allow for placements in England which for some children may be the best solution. The Welsh adoption landscape is changing but the Partnership is well placed to face the national challenge.

- The input as regards support and training for the three joint adoption panels and the investment made in developing panel members. It was asked whether in the Management's view and experience they are effective and are improving. The Team Manager said that as regards the Gwynedd and Ynys Môn Joint Adoption Panel the transition and merger was felt to be seamless as attested to by the reflections of the Panel's Chair. Some issues around attendance have arisen very recently but those have been addressed by drawing on the central list of panel members which has been introduced following regulatory changes and which has ensured that adoption matches are not delayed.
- The level of support available for adopters on Anglesey. The Team Manager said that the service is able to offer a range of support options but that more work is required as regards therapeutic support and provision for children who are experiencing difficulties. The National Service will help in developing adoption support. The Head of Children's Services confirmed that one of the advantages of the regional collaborative is in providing Anglesey with access to a wider range of services than it would be able to provide by itself and also in providing assurance that its provision is consistent with legal requirements. The CSSIW inspection report on the safeguarding provision for LAC indicates however that too great a burden is put on the local authority for ensuring therapeutic input; CAHMS has withdrawn representation from the panel due to pressures on the service. They have indicated that they could only provide representation if this was funded to allow backfill.

The Panel noted the importance of the availability of early intervention services in preventing and/or alleviating problems later and registered its concern regarding the level and extent of Health input in this respect.

- The need in terms of recruitment of adopters to address the mismatch between where the adoption demand lies which is for children under 2 years old and the placement need which is for older children.
- The nature of pre and post adoption support and whether Anglesey is clear regarding its support responsibilities within the regional partnership as regards both the children for whom it arranges placements but also for those children who have been placed for adoption on Anglesey by other counties in terms of being aware of and meeting their needs.
- Linguistic and cultural needs and their importance from the perspective both of the experiences of children being placed and in terms of professional work procedures.
- The risks in maintaining local arrangements whilst moving towards a regional and national agenda.

**It was agreed to note the Annual Report and Quality of Care Review of the North Wales Adoption Service for 2013/14 and the issues identified in discussion.**

**NO FURTHER ACTION ARISING.**

#### **4 MATTERS ARISING FROM THE PREVIOUS MEETING**

##### **4.1 Barnardo's Cymru Joint-Initiative**

The Head of Children's Services informed the Panel that Rebecca Wide from Barnardo's who had planned to be present at this meeting was now unable to attend because of work commitments. She had requested that the matter be deferred to the next meeting.

**It was agreed to defer the item to the Panel's next meeting to allow the Barnardo's Officer to address the Panel.**

#### **4.2 Data on Absconding from Care**

In the absence of the Principal Officer Operations, it was agreed that information with regard to absconding from care be circulated in writing to the Panel's members and for any concerns that Members may have subsequently to be made known to the Chair.

**ACTION ARISING: Principal Officer Operations to circulate data on absconding from care in writing to the Panel's Members.**

#### **4.3 Rotherham Inquiry**

A briefing paper by the Head of Children's Services in respect of the independent inquiry into child sexual exploitation in Rotherham was presented for the Panel's consideration.

The Head of Children's Services drew the Panel's attention to the implications of the review for the Isle of Anglesey and specifically for Elected Members in their capacity as corporate parents. She reported that the Authority with its partners has undertaken a great deal of work in the area of child sexual exploitation/trafficking and is well placed to respond to the issues arising. The CSSIW inspection report on safeguarding arrangements for Looked After Children comments on matters in relation to child exploitation to the effect that the local developments in this service area are regarded as positives. The Officer said that many of the practice issues identified in Rotherham around supervision, quality assurance and assessment, and recruitment etc. are integral to Children's Services in all authorities and are ones which the Children's Services in Anglesey have been addressing as documented in section 4.2 of the report. The CCSIW report also highlights that the Authority has introduced a Risk Model to provide staff with a clear risk assessment framework.

The Panel considered the report and sought assurance with regard to the following points:

- That the Authority has adequate oversight with regard to the safety and protection of children who are placed out of county.

The Head of Children's Services said that the SERAF risk assessment tool regarding which Barnardo's is leading is also utilised by the Police Service. As the tool has been adopted by Anglesey's Children Services, the same practice and models are therefore applied to all looked after children be they placed out of county or locally. It is important that a pattern of reporting on CSE is established both to the LSCB and to the Corporate Parenting Panel as well. With reference to Elected Members, the focus of activity in the next quarter will be a review of this Panel's remit and the provision of training on the guidance document - *If this were my child..... A Councillor's Guide to being a good Corporate Parent*. The Authority also needs to be assured that multi-agency practitioners including Education and the Youth Service are versed in CSE matters and have been trained therein.

- Whether in view of the pressures of austerity and financial cutbacks, the Authority's position is sound in terms of capacity, experience and expertise. The Head of Children's Services said that the challenge lies in developing the necessary skills set within a children's services workforce that is still relatively inexperienced. In terms of performance the service has improved and is meeting its targets but it is difficult to plan beyond 2015/16. Discussions about the risks have been held with the Portfolio Member and whilst it is recognised that certain aspects of the service will have to be done differently the challenge is to balance the risks inherent in a reducing budget with the expectations as regards national Social Services targets and outcomes.
- The Authority's approach to the ethnicity element of children and individuals who are on the social margins. The Head of Children's Services said that evidence from cases of sexual exploitation that come to the attention of the Child Sexual Exploitation Group do not present any pattern as regards specific groups, areas or geography. There are instances of individuals coming through Holyhead Port and to a lesser extent, from Eastern Europe and beyond, but there is no evidence to suggest organised arrangements on a significant scale by any particular community, area or group on the Island.

- The need to extend monitoring arrangements to taxis and to be vigilant with regard to unregistered taxis. The Head of Children's Services said that there will be consultation with the Licensing Service to ensure that taxi drivers are alerted to CSE and receive training therein.

The Portfolio Member for Housing and Social Services said that whilst the concerns regarding budgetary pressures are acknowledged and understood, the issue of resources was not the primary factor in Rotherham. The Authority in Anglesey will be keeping a close watch on services that deal with vulnerable individuals and every effort will be made to protect them and to ensure they remain effective.

**It was agreed to note the report and to accept and support the summary of recommendations for the Local Authority in Anglesey.**

## **5 NATIONAL INSPECTION: SAFEGUARDING AND CARE PLANNING OF LOOKED AFTER CHILDREN AND CARE LEAVERS WHO EXHIBIT VULNERABLE AND RISKY BEHAVIOURS**

The report of the Head of Children's Services on the outcome of the CSSIW's inspection of safeguarding and care planning of looked after children and care leavers who exhibit vulnerable and risky behaviours was presented for the Panel's consideration along with an action plan to address areas for improvement.

The Panel considered the report and made the following points –

- Concern was expressed regarding the feedback from young people that they felt they had little ability to exert influence or choice around where they were placed. The Head of Children's Services said that the pressure to meet targets in terms of the number of reviews undertaken within the statutory timescale does lessen the IRO's capacity to come to know the children involved. The Independent Reviewing Officer has been invited to discuss ways in which the Authority jointly with NYAS can engage more effectively with looked after children and young people so that their reviews become more meaningful to them.
- The need for the Action Plan to be more precise particularly as regards timescales and priorities. The Panel noted that it was difficult for it to exercise its challenge function effectively in terms of ensuring that the best outcomes are achieved for the LAC population without being provided with more specific information about cases. Whilst it was noted that the intention is to provide further training on corporate parenting and safeguarding, the point was made that training alone should not be seen as a panacea and that the Panel requires the appropriate information to be able to do its work properly. The Head of Children's Services said that that could be added to the Action Plan.
- Concern was expressed regarding access to the child and adult mental health service (CAMHS) and the implications not only for assessment and care planning but also for the Schools Counselling Service which it was noted is experiencing increasing pressure to take over the deficit brought about by the unavailability of CAMHS which due to diminishing resources, is escalating its thresholds. The Head of Children's Services said that the inspection report identifies two specific issues namely an over reliance by the Health Service on children's social services to provide funding and resources to assess and meet the therapeutic needs of looked after children and care leavers and difficulties for young people placed out of county to access support for their mental health needs. Sue Willis, BCUHB said that she could ask the Health Board to formulate a response to the matters identified and arrange for an officer from CAMHS to address the Panel to clarify the issues arising.

**It was agreed to accept the report and to note the contests.**

### **ACTION ARISING:**

- **Head of Children's Services to liaise with Sue Willis, BCUHB -**
  - **to provide a Health response to the issues identified in the CSSIW report regarding the relationship with CAMHS and the accessibility and availability of the service and,**
  - **to arrange for an officer from CAMHS to meet with the Panel to clarify the issues arising in relation to the availability of the service.**

- **Head of Children's Services to incorporate within the Action Plan, provision for making available to the Panel information about the LAC population to enable it to exercise its challenge function more effectively.**

## **6 REPORT OF THE INDEPENDENT REVIEWING OFFICER**

The report of the Independent Reviewing Officer (IRO) incorporating data in respect of the LAC population on Anglesey during Quarter 2 2014/15 was presented for the Panel's consideration.

The Panel noted the steady decline in the number of looked after children and young people since 2012. The Panel also noted the risks and concerns raised by the Independent Reviewing Officer in section 4 of the report to which the Head of Children's Services responded in clarification as follows –

- With regard to the issue of developing a safeguarding unit, that there is a HR process to be followed in relation to restructuring the children's services and ideally that would have been completed sooner. There are staff issues to be addressed before a Manager to the unit can be appointed and that process is ongoing.
- That no directive has been issued with regard to modifying or changing placements in the interests of identifying savings i.e. reducing out of county placements. The Authority will have to determine whether that is a viable option but the situation at present remains that if a placement is stable then the Authority is committed to supporting the child/young person in that placement. The Authority does challenge placement decisions to ensure they are the most appropriate but there is no scheme to move children from independent fostering agencies to local authority foster carers unless that is judged to be in the interests of the individual child/young person.
- With regard to the after-care population being lost to the Panel, the Director of Community said that the need for authorities to refocus attention on the after-care population is national theme and there is a view that some authorities do relinquish active responsibility for this group too soon even though legislation now extends that responsibility to individuals beyond 18 years of age. The Authority's arrangements for monitoring and tracking the after-care population were deemed to be insufficient and that is being addressed.
- With regard to celebrating the achievements of the looked after population, the Chair said that ways of making a corporate contribution to recognising the achievements of looked after children and young people would be discussed with the Fostering Recruitment and Marketing Officer.

**It was agreed to accept the report and to note its contents.**

### **ACTIONS ARISING:**

- **Head of Children's Services to follow up the risks and concerns noted in the IRO's report for validation and clarification.**
- **Fostering Recruitment and Marketing Officer to consult with the Chair regarding a corporate input to arrangements to recognise the achievements of the looked after population.**

## **7 SERVICE REPORTS**

7.1 The report of the Interim LAC Team Manager was presented and noted.

### **NO FURTHER ACTION ARISING**

7.2 The report of the LAC Education Liaison Officer for Quarter 2 2014/15 was presented and its contents noted.

The Panel restated its wish to see comparative attendance data for mainstream pupils and the looked after population.

### **NO FURTHER ACTION ARISING**

7.3 The report of the LAC Nurse was presented and noted.

Sue Willis, Continuing Care Manager said that she would follow up on performance information to ensure that the indicators remain on track. The Panel noted the risks and concerns which the LAC Nurse had commented on and indicated that it would like to see further explanatory detail around those for future reports.

**ACTION ARISING: LAC Nurse in future reports to expand on risks and concerns identified.**

7.4 The report of the Child Placement Team Manager was presented and noted.

**NO FURTHER ACTION ARISING**

7.5 The report of the Leaving Care Co-Ordinator was presented and noted.

The following issues were raised on the report –

- Concern was expressed regarding the number of young women leaving care who become pregnant and the question this raises about whether their care placement equips them with the skills to be able to form healthy relationships, and to be capable parents thereafter once their child is born. The Panel questioned whether the Authority helps young care leavers to develop the necessary life skills and noted the need for a comprehensive personal education programme for this group of individuals.
- The Panel also noted that in considering the care leavers group on the basis of statistics it was at risk of losing sight of them as individuals, and that it had insufficient appreciation of how they felt about their situation. The Head of Children's Services said that the Principal Officer for Corporate Parenting and Partnerships will be looking to set up a task group from amongst the Panel's Members to consider how it can enhance and extend its role. There is also a part to be played by NYAS in promoting participation by looked after children and young people.
- The need for looked after children and young people to receive adequate preparation for life after care to be able to cope with the freedom, responsibilities and obligations that life outside the care system brings. Sue Willis, Continuing Care Manager said that CAMHS has made a commitment elsewhere in North Wales to become involved in training with teachers, foster carers and social workers on how to support young people.

**NO FURTHER ACTION ARISING**

## **8 PALLIAL RELATED MATTERS**

The Director of Community confirmed that there were no significant matters to report since the previous meeting from the perspective of Anglesey apart from the Authority's continuing participation in the regional partnership in support of the Statutory Director in Conwy in her capacity as nominated safeguarding lead to provide support for those who have come forward under Operation Pallial. It is anticipated that those numbers could increase as the operation garners media attention and publicity.

**NO FURTHER ACTION ARISING**

## **9 ANY OTHER BUSINESS**

9.1 The report of NYAS regarding the provision and take-up of advocacy services in Quarter 2 2014/15 was presented and noted.

9.2 The Director of Community informed the Panel that there is a requirement on the Authority as part of a regional response to undertake a self-assessment of the readiness to implement the duties and responsibilities under each part of the Social Services and Wellbeing Wales Act 2014. Part 6 of the Act relates specifically to looked after and accommodated children. She circulated a copy of the self-assessment pro forma for the Panel Members' information and explained that completion of the pro-forma is intended to involve other people across a range of organisations. She suggested that the Principal Officer for Corporate Parenting and Partnerships looks at the role of the panel in light of the legislation.

**10 NEXT MEETING**

Noted as Monday, 9<sup>th</sup> March, 2015 at 2:00 p.m.

**Mr R. P. Jones  
Chair**

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<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>The Executive</b>
<b>Date:</b>	<b>9 February 2015</b>
<b>Subject:</b>	<b>The Executive's Forward Work Programme</b>
<b>Portfolio Holder(s):</b>	<b>Cllr Ieuan Williams</b>
<b>Head of Service:</b>	<b>Lynn Ball Head of Function – Council Business / Monitoring Officer</b>
<b>Report Author:</b> Tel: E-mail:	<b>Huw Jones, Interim Head of Democratic Services</b> <b>01248 752108</b> <a href="mailto:JHuwJones@anglesey.gov.uk">JHuwJones@anglesey.gov.uk</a>
<b>Local Members:</b>	<b>Not applicable</b>

<b>A –Recommendation/s and reason/s</b>
<p>In accordance with its Constitution, the Council is required to publish a forward work programme and to update it regularly. The Executive Forward Work Programme is published each month to enable both members of the Council and the public to see what key decisions are likely to be taken over the coming months.</p> <p>The Executive is requested to:</p> <p>confirm the attached updated work programme which covers <b>16 February – October 2015</b>;</p> <p>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;</p> <p>note that the forward work programme is updated monthly and submitted as a standing monthly item to the Executive.</p>

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

-

**C – Why is this a decision for the Executive?**

The approval of the Executive is sought before each update is published to strengthen accountability and forward planning arrangements.

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

Yes.

**DD – Is this decision within the budget approved by the Council?**

Not applicable.

<b>E – Who did you consult?</b>		<b>What did they say?</b>
<b>1</b>	<b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)	The forward work programme is discussed at Heads of Service meetings ('Penaethiaid') on a monthly basis (standing agenda item).  It is also circulated regularly to Corporate Directors and Heads of Services for updates.
<b>2</b>	<b>Finance / Section 151</b> (mandatory)	
<b>3</b>	<b>Legal / Monitoring Officer</b> (mandatory)	
<b>5</b>	<b>Human Resources (HR)</b>	
<b>6</b>	<b>Property</b>	
<b>7</b>	<b>Information Communication Technology (ICT)</b>	
<b>8</b>	<b>Scrutiny</b>	
<b>9</b>	<b>Local Members</b>	Not applicable.
<b>10</b>	<b>Any external bodies / other/s</b>	Not applicable.

<b>F – Risks and any mitigation (if relevant)</b>	
<b>1</b>	<b>Economic</b>
<b>2</b>	<b>Anti-poverty</b>
<b>3</b>	<b>Crime and Disorder</b>
<b>4</b>	<b>Environmental</b>
<b>5</b>	<b>Equalities</b>
<b>6</b>	<b>Outcome Agreements</b>
<b>7</b>	<b>Other</b>
<b>FF - Appendices:</b>	
The Executive's Forward Work Programme: 16 February – October 2015.	

<b>G - Background papers (please contact the author of the Report for any further information):</b>
<p>Previous forward work programmes. Part 4.2.12 of the Council's Constitution.</p>

# THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: 16 February – October 2015

Updated: 28 January 2015



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 **16 February – October 2015** 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.

\* Key:  
*Strategic – key corporate plans or initiatives*  
*Operational – service delivery*  
*For information*

## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: 16 February – October 2015

Updated: 28 January 2015

	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	<b>2015/16 Revenue Budget</b>  Category: <b>Strategic</b>	Adoption of final proposals for recommendation to the County Council	Deputy Chief Executive	Richard Micklewright Interim Head of Function - Resources  Cllr Hywel Eifion Jones	Scrutiny: 3 Feb 2015 Democratic Services: 29 Jan 2015	16 February 2015	26 February 2015
2	<b>2015/16 Capital Programme</b>  Category: <b>Strategic</b>	Adoption of final proposals for recommendation to the County Council	Deputy Chief Executive	Richard Micklewright Interim Head of Function - Resources  Cllr Hywel Eifion Jones		16 February 2015	26 February 2015
3	<b>2014/15 Revenue and Capital Budget Monitoring Report – Quarter 3</b>  Category: <b>Strategic</b>	Quarterly financial monitoring report.	Deputy Chief Executive	Richard Micklewright Interim Head of Function - Resources  Cllr Hywel Eifion Jones	10 February 2015	16 February 2015	
4	<b>Treasury Management Strategy Statement 2015/16</b>  Category: <b>Strategic</b>	Approval.	Deputy Chief Executive	Richard Micklewright Interim Head of Function - Resources  Cllr Hywel Eifion Jones		16 February 2015	26 February 2015
5	<b>Scrutiny Outcome Panel – Efficiency Savings 2014/15</b>  Category:	To consider the work of the Panel.	Deputy Chief Executive	Bev Symonds Scrutiny Manager  Cllr Hywel Eifion Jones		16 February 2015	
6	<b>Charges for non-residential services 2015/16</b>  Category: <b>Operational</b>	Approval.	Community	Alwyn Jones Head of Adults' Services  Cllr Kenneth P Hughes		16 February 2015	

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\* Key:

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: 16 February – October 2015

Updated: 28 January 2015

	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	<b>Standard Charge for Council Care Homes 2015/16</b>  Category: <b>Operational</b>	Approval.	Community	Alwyn Jones Head of Adults' Services  Cllr Kenneth P Hughes		16 February 2015	
8	<b>Independent Sector Residential and Nursing Home Fees 2015/16</b>  Category: <b>Operational</b>	Approval.	Community	Alwyn Jones Head of Adults' Services  Cllr Kenneth P Hughes		16 February 2015	
9	<b>Charges for independent home care services 2015/16</b>  Category: <b>Operational</b>	Approval.	Community	Alwyn Jones Head of Adults' Services  Cllr Kenneth P Hughes		16 February 2015	
10	<b>Increasing the Corporate Director's approval ceiling for 3 Towns Programme Grants in Holyhead</b>  Category: <b>Operational</b>	Approval.	Sustainable Development	Arthur Owen Corporate Director Sustainable Development  Cllr J Arwel Roberts		16 February 2015	
11	<b>The Executive's Forward Work Programme</b>  Category: <b>Strategic</b>	To update the work programme.	Deputy Chief Executive	Huw Jones Interim Head of Democratic Services  Cllr Ieuan Williams		16 March 2015	

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*Strategic – key corporate plans or initiatives*

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*For information*

## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: 16 February – October 2015

Updated: 28 January 2015

	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
12	<b>Annual Equality Report</b>  Category: <b>Strategic</b>	To approve the annual report for publication	Deputy Chief Executive	Huw Jones Interim Head of Democratic Services  Cllr Kenneth P Hughes		16 March 2015	
13	<b>Corporate Scorecard – Quarter 3, 2014/15</b>  Category: <b>Strategic</b>	Quarterly performance monitoring report.	Deputy Chief Executive	Bethan Jones Deputy Chief Executive  Cllr Alwyn Rowlands		16 March 2015	
14	<b>New Business Rates Relief for Charities and Non Profit-Making Organisations</b>  Category: <b>Strategic</b>	Approval of a new policy.	Deputy Chief Executive	Richard Micklewright Interim Head of Function - Resources  Cllr Hywel Eifion Jones		16 March 2015	
15	<b>Changes to the Constitution – Contract Procedure Rules</b>  Category: <b>Strategic</b>	Approval.	Deputy Chief Executive	Lynn Ball Head of Function - Council Business / Monitoring Officer  Cllr Alwyn Rowlands		16 March 2015	14 May 2015
16	<b>Common Allocations Policy</b>  Category: <b>Strategic</b>	Adoption of new Common Allocations Policy.	Community	Shan L Williams Head of Housing  Cllr Kenneth P Hughes		16 March 2015	

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: 16 February – October 2015

Updated: 28 January 2015

	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
17	<b>Public Sector Housing Capital Programme 2015/16</b>  Category: <b>Strategic</b>	To seek approval.	Community	Shan L Williams Head of Housing Services  Cllr Kenneth P Hughes		16 March 2015	
18	<b>Childcare Sufficiency Plan</b>  Category: <b>Operational</b>	Approval of the report and the 2015 plan.	Lifelong Learning	Dr Gwynne Jones Director of Lifelong Learning  Cllr Ieuan Williams		16 March 2015	
19	<b>Schools Modernisation – Rhosyr Area</b>  Category: <b>Strategic</b>	To agree the way forward following the informal consultation.	Lifelong Learning	Dr Gwynne Jones Director of Lifelong Learning  Cllr Ieuan Williams		16 March 2015	
20	<b>Schools Modernisation – Llannau Area</b>  Category: <b>Strategic</b>	To agree the outline business case.	Lifelong Learning	Dr Gwynne Jones Director of Lifelong Learning  Cllr Ieuan Williams		16 March 2015	
21	<b>Collaboration with Horizon on Highway Improvements</b>  Category:		Sustainable Development	Dewi Williams Head of Environment and Technical  Cllr Richard Dew		16 March 2015	
22	<b>The Council's Energy Policy</b>  Category:		Sustainable Development	Dewi Williams Head of Environment and Technical  Cllr Richard Dew		16 March 2015	

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Period: 16 February – October 2015

Updated: 28 January 2015

	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	<b>Amey Performance</b> Category:		Sustainable Development	Dewi Williams Head of Environment and Technical  Cllr Richard Dew		16 March 2015	
24	<b>Public Conveniences</b> Category:		Sustainable Development	Dewi Williams Head of Environment and Technical  Cllr Richard Dew		16 March 2015	
25	<b>The Executive's Forward Work Programme</b> Category: <b>Strategic</b>	To update the work programme.	Deputy Chief Executive	Huw Jones Interim Head of Democratic Services  Cllr Ieuan Williams		20 April 2015	
26	<b>Annual Delivery Document (Improvement Plan) 2015/16</b> Category: <b>Strategic</b>	Approval and recommendation to full Council.	Deputy Chief Executive	Bethan Jones Deputy Chief Executive  Cllr Alwyn Rowlands		20 April 2015	14 May 2015
27	<b>Constitutional Changes – Audit Committee Terms of Reference</b> Category: <b>Strategic</b>	Approval.	Deputy Chief Executive	Lynn Ball Head of Function - Council Business / Monitoring Officer  Cllr Alwyn Rowlands		20 April 2015	14 May 2015
28	<b>Llawr y Dref – options for the future</b> Category: <b>Operational and Strategic</b>	To approve the strategic direction prior to consultation with Tenants	Community	Shan L Williams Head of Housing Services Cllr Kenneth P Hughes		20 April 2015	

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: 16 February – October 2015

Updated: 28 January 2015

	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	<b>Free School Breakfasts</b> Category: <b>Operational</b>	Costs related to a change of policy	Lifelong Learning	Dr Gwynne Jones Director of Lifelong Learning  Cllr Ieuan Williams		20 April 2015	
30	<b>Lowering the admission age for Ysgol Llanfairpwll and Ysgol Goronwy Owen</b> Category: <b>Operational</b>	Agree to lower the admission age for these schools.	Lifelong Learning	Dr Gwynne Jones Director of Lifelong Learning  Cllr Ieuan Williams		20 April 2015	
31	<b>Libraries Service Review</b> Category: <b>Strategic</b>	Options for future service delivery.	Lifelong Learning	Dr Gwynne Jones Director of Lifelong Learning  Cyng Ieuan Williams		20 April 2015	
32	<b>Cultural Services Review</b> Category: <b>Strategic</b>	Options for future service delivery.	Lifelong Learning	Dr Gwynne Jones Director of Lifelong Learning  Cllr Ieuan Williams		20 April 2015	
33	<b>Youth Service</b> Category: <b>Strategic</b>	Options for the future delivery of the youth service.	Lifelong Learning	Dr Gwynne Jones Director of Lifelong Learning  Cllr Ieuan Williams		20 April 2015	
34	<b>The Executive's Forward Work Programme</b> Category: <b>Strategic</b>	To update the work programme.	Deputy Chief Executive	Huw Jones Interim Head of Democratic Services  Cllr Ieuan Williams		May 2015	

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For information

## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: 16 February – October 2015

Updated: 28 January 2015

	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	<b>Corporate Scorecard – Quarter 4, 2014/15</b>  Category: <b>Strategic</b>	Quarterly performance monitoring report.	Deputy Chief Executive	Bethan Jones Deputy Chief Executive  Cllr Alwyn Rowlands	TBA	May 2015	
36	<b>2014/15 Revenue and Capital Budget Monitoring Report – Quarter 4</b>  Category: <b>Strategic</b>	Quarterly financial monitoring report.	Deputy Chief Executive	Richard Micklewright Interim Head of Function - Resources  Cllr Hywel Eifion Jones	TBA	May 2015	
37	<b>The Executive's Forward Work Programme</b>  Category: <b>Strategic</b>	To update the work programme.	Deputy Chief Executive	Huw Jones Interim Head of Democratic Services  Cllr Ieuan Williams		June 2015	
38	<b>Schools Modernisation – Rhosyr Area</b>  Category: <b>Strategic</b>	To agree the way forward following the formal consultation.	Lifelong learning	Dr Gwynne Jones Director of Lifelong Learning  Cllr Ieuan Williams		June 2015	
39	<b>The Executive's Forward Work Programme</b>  Category: <b>Strategic</b>	To update the work programme.	Deputy Chief Executive	Huw Jones Interim Head of Democratic Services  Cllr Ieuan Williams		July 2015	

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: 16 February – October 2015

Updated: 28 January 2015

	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
40	<b>Lowering the admission age for Ysgol Llanfairpwll and Ysgol Goronwy Owen</b>  Category: <b>Operational</b>	Final decision.	Lifelong Learning	Dr Gwynne Jones Director of Lifelong Learning  Cllr Ieuan Williams		July 2015	
41	<b>The Executive's Forward Work Programme</b>  Category: <b>Strategic</b>	To update the work programme.	Deputy Chief Executive	Huw Jones Interim Head of Democratic Services  Cllr Ieuan Williams		September 2015	
42	<b>Annual Performance Report (Improvement Plan) 2014/15</b>  Category: <b>Strategic</b>	Approval of report and recommendation to full Council.	Deputy Chief Executive	Bethan Jones Deputy Chief Executive  Cllr Alwyn Rowlands		September 2015	September 2015
43	<b>Corporate Scorecard – Quarter 1, 2015/16</b>  Category: <b>Strategic</b>	Quarterly performance monitoring report.	Deputy Chief Executive	Bethan Jones Deputy Chief Executive  Cllr Alwyn Rowlands	TBA	September 2015	
44	<b>2015/16 Revenue and Capital Budget Monitoring Report – Quarter 1</b> Category: <b>Strategic</b>	Quarterly financial monitoring report.	Deputy Chief Executive	Richard Micklewright Interim Head of Function - Resources  Cllr Hywel Eifion Jones	TBA	September 2015	
45	<b>Safeguarding Arrangements for Vulnerable Adults</b>  Category: <b>Strategic</b>	Progress report.	Community	Alwyn Jones Head of Adults' Services  Cllr Kenneth P Hughes		September 2015	

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## THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: 16 February – October 2015

Updated: 28 January 2015

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
46	<b>The Executive's Forward Work Programme</b>  Category: <b>Strategic</b>	Deputy Chief Executive	Huw Jones Interim Head of Democratic Services  Cllr Ieuan Williams		October 2015	

\* Key:

*Strategic – key corporate plans or initiatives*

*Operational – service delivery*

*For information*

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**ISLE OF ANGLESEY COUNTY COUNCIL**

<b>REPORT TO:</b>	<b>THE EXECUTIVE</b>
<b>DATE:</b>	<b>9 FEBRUARY 2015</b>
<b>SUBJECT:</b>	<b>DISCRETIONARY HOUSING PAYMENT POLICY 2015/ 2016 AND SUBSEQUENT YEARS</b>
<b>PORTFOLIO HOLDER(S):</b>	<b>COUNCILLOR HYWEL EIFION JONES (PORTFOLIO HOLDER – FINANCE)</b>
<b>HEAD OF SERVICE:</b>	<b>RICHARD MICKLEWRIGHT (INTERIM HEAD OF FUNCTION (RESOURCES)AND SECTION 151 OFFICER)</b>
<b>REPORT AUTHOR:</b>	<b>KEVIN SPICE, DEVELOPMENT MANAGER AND GERAINT JONES, REVENUES &amp; BENEFITS SERVICES MANAGER</b>
TEL:	<b>01248 752212</b>
E-MAIL:	<a href="mailto:K SXFI@ANGLESEY.GOV.UK"><b>K SXFI@ANGLESEY.GOV.UK</b></a>
<b>LOCAL MEMBERS:</b>	<b>NOT APPLICABLE</b>

**A - Recommendation/s and reason/s**

**RECOMMENDATIONS**

To approve the current Local Discretionary Housing Payment Policy (DHP) Scheme unrevised from 6 April 2015 for 2015/16 and subsequent years (see Appendix A).

To ensure that total DHP spend for the financial year remains broadly in line with the amount allocated for the scheme by The Department for Work and Pensions (DWP).

**REASONS AND BACKGROUND**

The purpose of this report is to inform the Executive on the operation of the DHP scheme during the financial year 2014/15 and advise of any changes (if any) for the future.

DHPs provide claimants with ‘further financial assistance’ to meet their housing costs in addition to any other welfare benefits they receive, where the Local Authority considers that such additional help is necessary.

Councils are allowed to spend up to two and a half the amount of the DWP grant on the scheme, the ‘permitted total’, spending above this limit is prohibited in law. However, no budget currently exists to cover the cost of any expenditure between the DWP grant and the ‘permitted total’.

Following the welfare reform measures introduced in April 2013, demand for DHP has increased substantially. In 2013/14 there was a 420% increase in applications compared to the previous financial year. The year to date figures for 2014/15 suggest that DHP applications will rise by a further 20%.

In order to take account of new DWP guidelines for making awards, the Council’s DHP policy was updated and amended. The revised policy was approved by the Executive in March 2013. It was also anticipated that the welfare reform changes would result in an increase in demand for DHP. However, at that time, the extent of additional demand for the scheme could only be estimated. Consequently, the DHP policy was further amended and approved by the Executive in March 2014 in order to take account of operational experience gained following the introduction of the April 2013 changes.

The current policy is working well and officers are of the view it does not require any changes. Expenditure for 2013/14 was in line with projections; the DWP grant was spent in full but there was no need for substantial additional funding on the scheme by the Council.

For the current year, the DWP grant for DHP increased by £20k, giving the Council £156,026 to spend on the scheme. Whilst demand for DHP continues to increase, the number of successful

applications is gradually reducing. The reason for this is that second and subsequent awards are less likely to be approved. DHP is not intended as long term or indefinite top up of rent shortfalls. Repeat awards will normally only be made where the applicant can show that they have made tangible efforts to:-

- Seek cheaper accommodation
- Reduce living costs
- Find work

As a result of the passage of time, since the welfare reform measures were introduced more cases are now being refused on the grounds that there has been no tangible efforts on the part of the applicant to modify lifestyles. Consequently, there may be a small underspend on the scheme during the current financial year.

### **2014/15 YEAR TO DATE ANALYSIS**

At 21 January 2015 overall expenditure on DHP (spent and committed) amounts to £126,839, this leaves a sum of £29,187 to be spent over the next 12 weeks. Potentially, there there may be a small underspend on the scheme. However, the national DHP 'pot' for 2015/16 will be reduced by over £15 million. Consequently, it is likely that the reduction in DWP grant for 2015/16 will be equivalent to or more than any underspend for the current year.

Applications @ 21 January 2015, 670 – of which:-

- 155 awarded and carried over from 2013/14
- 269 approved
- 231 refused
- 15 pending assessment

50% of applications received were in respect of social sector households affected by the removal of the 'spare room subsidy' or 'bedroom tax'.

Of these, 191 (57%) were successful and 144 (43%) were refused. Total spend £66,674.

22% of applications were related to shortfalls in rent attributable to Local Housing Allowance in the private sector.

Of these, 64 (56%) were successful and 49 (43%) were refused. Total spend £39,603.

73 applications (14%) related to requests for rent deposits or moving costs.

Of these, 38 (52%) were successful, 34 (48%) were refused . Total spend £20,562.

DHP claim distribution

- Holyhead 39%
- Holyhead area 8%
- Llangefni 11%
- Menai Bridge area 15%
- Amlwch area 12%
- Central Anglesey 6%
- Western Anglesey 3%
- Other 6%



<b>B - What other options did you consider and why did you reject them and/or opt for this option?</b>		
The Executive's intention was for DHP spend to be at or near the DWP grant awarded. The current policy has met this objective. Any changes to the policy would either mean that spending would be considerably less than the DWP (this was rejected) or above the DWP grant (this was rejected as there is no current additional budget and this was not the intention of the Executive).		
<b>C - Why is this a decision for the Executive?</b>		
The welfare reform measures introduced in April 2013 has resulted in a significant increase in demand for DHP. Due to the uncertainty as to the extent and effect of the changes the DHP policy was updated and amended by the Executive to take account of operational experience in each of the past two financial years. It is now the view of officers that the current policy is sufficiently robust to be adopted on a long term basis and this requires Executive endorsement.		
<b>CH - Is this decision consistent with policy approved by the full Council?</b>		
Is consistent with the Council's Corporate Plan 2013 – 2017 and contributes to the priority – 'Increasing Housing Options and Reducing Poverty'.		
<b>D - Is this decision within the budget approved by the Council?</b>		
There is no specific budget for DHP expenditure above the DWP grant (for 2014/15 £156,026) up to the "permitted total" (for 2014/15 £390,065). The expenditure on the current DHP policy in 2013/14 and 2014/15 is at or near the DWP grant awarded.		
<b>DD - Who did you consult?</b>		<b>What did they say?</b>
1	<b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)	
2	<b>Finance / Section 151</b> (mandatory)	Author of Report
3	<b>Legal / Monitoring Officer</b> (mandatory)	
4	<b>Human Resources (HR)</b>	
5	<b>Property</b>	
6	<b>Information Communication Technology (ICT)</b>	
7	<b>Scrutiny</b>	
8	<b>Local Members</b>	
9	<b>Any external bodies / other/s</b>	
<b>E - Risks and any mitigation (if relevant)</b>		
1	<b>Economic</b>	
2	<b>Anti-poverty</b>	
3	<b>Crime and Disorder</b>	
4	<b>Environmental</b>	
5	<b>Equalities</b>	The Service undertook an Initial Impact Assessment of its proposed DHP Scheme. The Initial Impact Assessment identifies the groups likely to get assistance under the DHP Policy based on the DWP's own Impact Assessments regarding the groups affected by the UK Government's welfare reforms. The initial consultation and impact assessment assists the Council in satisfying the public sector equality duty in the Equality Act and are available from Revenues and Benefits Section, Resources Function.
6	<b>Outcome Agreements</b>	
7	<b>Other</b>	
<b>F - Appendices:</b>		
Appendix A – Discretionary Housing Payment Policy 2015/16 and subsequent years.		

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

- DWP's Discretionary Housing Payments Guidance Manual (including Local Authority Good Practice Guide) April 2013;
- Resources Function (Revenues and Benefits) Initial Impact Assessment, Outcome Report and Action Plan – October 2012.



# DISCRETIONARY HOUSING PAYMENTS POLICY 2015 (and subsequent years)

Date	Version	Name
January 2014	1.0	Kevin Spice



## 1.0 BACKGROUND

- 1.1. The Discretionary Housing Payment (DHP) scheme is intended to provide customers with '*further financial assistance*' with their housing costs in addition to any other welfare benefits where the Local Authority (LA) considers that such help is necessary.
- 1.2. Regulations covering payment of DHP are The Discretionary Financial Assistance Regulations 2000. Whilst the regulations give LAs very broad discretion as to how they administer the scheme, decisions must be made in accordance with good principles of administrative decision making. In determining whether to make an award, the LA must always act fairly, reasonably and consistently.
- 1.3. All DHP awards must be made within the overall cash limits as determined by the Department of Works and Pensions (DWP). The DWP will award the Local Authority (LA) an annual sum (*Government Contribution*) towards administration of the scheme. In addition to the Government Contribution, the LA may spend up to two and a half times that amount (*permitted total*) in DHP. Any awards in excess of the permitted total would be illegal.
- 1.4. The amount of money remaining in the DHP 'pot' should not be a factor in the decision making process; each decision must be made on its own merits, regardless of whether an award will be funded by the Government Contribution element or the LA contribution element of the overall Permitted Total. Decision making must be fair, transparent and consistent throughout the year.
- 1.5. Unspent DHP funds must be returned to DWP at the end of the financial year.

## 2.0 WHAT CAN DHP BE USED FOR?

- 2.1 Housing costs are not defined in the regulations, so this gives LAs a broad discretion to interpret the term as they wish. In addition to rental liability, housing costs may also be interpreted to include :-
  - Rent in advance
  - Deposits
  - Lump sum costs associated with housing needs such as removal costs (where such 'lump sum' payments are made, there will be no requirement for them to be repaid by the recipient)
- 2.2 Specific circumstances where DHP may be relevant will include :-
  - Reductions in Housing Benefit (HB) or Universal Credit (UC) where the benefit cap has been applied;
  - Reductions in HB or UC for under-occupation in the social rented sector;
  - Reductions in HB or UC as a result of Local Housing Allowance (LHA) restrictions;
  - Rent shortfalls to prevent a household becoming homeless whilst the Authority's Housing Department explores alternative options;
  - Rent Officer restrictions, such as Local Reference Rent or shared room rate;
  - Non dependant deductions;
  - Claimants affected by the "bedroom tax" who foster children;
  - Claimants with specific medical issues that may result in them incurring additional expenditure or needing additional accommodation;
  - Income tapers.

- 2.3 When considering DHP awards for rent in advance or deposits, the assessing officer should be satisfied that the new property is affordable and suitable for the tenant's needs.
- 2.4 DHPs are intended as a safety net for those experiencing difficulty in meeting their housing costs. The scheme should not be seen as a means of allowing applicants to maintain a certain level of lifestyle that they may have become accustomed to. To this end, the assessing officer may choose to reduce or refuse DHP where the applicant is clearly not prepared to make reasonable compromises with regards to their expenditure and lifestyle.
- 2.5 DHPs are a short term measure intended to allow the applicant sufficient time to:-
- Seek cheaper alternative accommodation (will not apply to tenants in social housing);
  - Negotiate a lower rent with their landlord (will not apply to tenants in social housing);
  - Seek employment;
  - Modify their household expenditure.

DHP should not be viewed as an indefinite top up of shortfalls in rent; awards will normally be made for a period of 26 weeks. Second or subsequent awards will only be made where the applicant can show that they have made every effort to improve their situation and that any failure to do so has been for reasons beyond their control.

- 2.6 One area of difficulty in assessing eligibility for DHP may arise with regards to applicants with alcohol and/or substance abuse problems. The individuals concerned may lead chaotic lifestyles that result in poor decision making, including expenditure on items that would, to most people, appear to be unreasonable; this should not necessarily preclude making a DHP award.

The main criteria in making a determination in such cases will be to determine whether the applicant is receiving appropriate help to deal with his/her problems. If he/she is being supported on a formal programme, delivered by an official service provider, it may be relevant to consider making an award of DHP. Awards in these circumstances should be supported by documentary evidence from the organisation working with the applicant.

- 2.7 DHP assessment officers must always take account of individual circumstances when assessing the reasonableness of household expenditure. For example, some medical conditions or disabilities may require high levels of expenditure on certain items; this should not necessarily preclude making an award. However, where such situations apply, the assessing officer may require the applicant to provide documentary evidence in support of the stated expenditure.
- 2.8 Following the abolition of Council Tax Benefits in 2013, **DHP can no longer be made towards Council Tax Liability.**

### 3.0 CRITERIA FOR MAKING DHP AWARDS

- 3.1 Before making an award, LAs must be satisfied that the claimant is entitled to:-
- HB; **or**
  - UC; **and**
  - Has a rental liability; **and**
  - Requires further financial assistance with housing costs.

**3.2** Following the introduction of Universal Credit, LAs will have to consider DHP claims from customers who are not receiving HB. Customers receiving UC will not receive a specific amount towards housing costs. In such cases, the assessing officer should ensure that the UC award: -

- Does include a housing costs element; **and**
- The amount of DHP awarded does not exceed the claimant's weekly eligible rent.

#### **4.0 WHAT DHP CANNOT COVER**

**4.1** There are certain elements of a claimant's rent that cannot be included in housing costs for DHP because the regulations specifically exclude them. Excluded elements include:-

- Ineligible service charges;
- Increases in rent due to outstanding rent arrears;
- Certain sanctions and reductions in benefit.

**4.2** In addition to the above, DHP will not be paid in respect of shortfalls resulting from:-

- A claimant choosing to lead an unreasonably lavish lifestyle which is clearly beyond his/her means (determining lifestyle may require a home visit);
- Repayment of overpayments and fines.

#### **5.0 THE APPLICATION PROCESS**

**5.1** Regulations require that there must be a claim for DHP before the LA can consider making an award.

**5.2** The LA will actively promote the DHP scheme with internal and external partners as well as with HB/UC claimants. Where staff identify situations where DHP may be relevant, they should always invite the customer or his/her representative to make an application.

**5.3** Applications must be made in writing and may be received by the Revenues and Benefits Section or any department within the LA acting on their behalf. Where an application is made to a department other than the Revenues and Benefits Section, it will be passed to them for determination.

**5.4** Applications for DHP should be accompanied by a statement of the applicant's income and expenditure in order to determine whether they are suffering financial hardship. If requested, the claimant may also be required to provide documentary evidence in support of stated expenditure. Applicants for 'one off' payments may be required to provide bank statements in support of their application for DHP.

**5.5** Where the DHP application relates to removal costs, the applicant will provide two quotes for the cost of the move.

**5.6** DHP applications will normally be made by the person entitled to HB or UC. However, claims can also be accepted from third parties, such as appointees or advocates acting on behalf of the claimant if they are vulnerable.

## 6.0 THE DECISION MAKING PROCESS

- 6.1 Each application for DHP should be considered on its own merits. Decisions should be fair and consistent throughout the year. The amount of funding available in the DHP 'pot' should not be a consideration in the decision making process.
- 6.2 When calculating entitlement, the LA should consider income and expenditure from all sources. Consequently, some benefits, normally disregarded in the means testing process, will not necessarily be disregarded when assessing eligibility to DHP. The assessing officer will have discretion to decide whether or not to take such benefits/allowances into account.
- 6.3 Where the applicant can show that benefits/allowances have been used for the specific purposes that they were intended, for example, additional expenditure required because of a disability or medical condition, the assessing officer can choose to disregard them as income when assessing DHP entitlement.
- 6.4 On occasion, the assessing officer may ask for a Revenues and Benefits Visiting Officer to call at the home of the applicant in order to obtain a clearer view of the applicant's circumstances and living conditions.
- 6.5 Should the assessing officer determine that an applicant's stated expenditure on certain items is unreasonably excessive, they have discretion to disregard part or all of that expenditure in the financial assessment. Similarly, where the officer deems that the applicant is clearly living beyond their means in an unreasonable manner, they may choose to disregard such expenditure from the calculation.
- 6.6 In some instances, an applicant will provide expenditure profiles that are clearly unrealistically low or do not include expenditure that would normally be present in any household. In such cases, the assessing officer should consider increasing the expenditure profile by an appropriate notional amount in order to ensure that the applicant is not unduly disadvantaged during the DHP assessment process.
- 6.7 The assessing officer should avail him/herself of all relevant information relating to the application before reaching a decision. To this end, if a home visit is not conducted, every effort should be made to interview the applicant, either in person or on the telephone, in order to obtain a more accurate picture of their circumstances.
- 6.8 DHPs are not intended as a long term solution to rent shortfalls. Consequently, 26 week awards of DHP will not normally be renewed unless there are exceptional circumstances.
- 6.9 When assessing entitlement to DHP, account must be taken of the affordability of the tenancy in question. Awards will not normally be made where the proposed tenancy is likely to be unsustainable.
- 6.10 In some instances, it will be clear that the applicant's circumstances are completely unsustainable; an award of DHP would have no impact on the claimant's ability to remain in their home regardless of any compromises that they may make. In such circumstances, the application may be refused, **or** an initial award may be made in order to allow the applicant 'breathing space' to make alternative accommodation arrangements. However, repeat awards in such circumstances will be unlikely.
- 6.11 Non-dependant charges will normally be treated as part of household income. However, the assessing officer may, in certain circumstances, choose to disregard the non-dependant charge as income. As a general rule, where the charge relates to a non-dependant who is employed, it should always be treated as income. However, where the charge relates to someone in receipt of benefits, the assessing offer may choose to disregard it as income if they believe that there is no reasonable prospect that the non-dependant will contribute towards household costs and, the failure to do so will result in financial hardship to the DHP applicant.



**6.12** DHPs are not intended to be an indefinite top up of a shortfall in rent. Consequently, assessing eligibility for second, or subsequent, awards at the same address will require additional factors to be considered to those applied to an initial application. The assessing officer must consider whether the applicant has made all reasonable efforts to improve his/her circumstances since the initial DHP award. Factors to consider will include:-

- Efforts to reduce household expenditure – has household expenditure reduced since the original DHP award was made? If expenditure has not reduced, is there a valid reason?
- Efforts to re-negotiate rent with the contract rent. Has the tenant given permission for the Landlord Liaison Officer to approach their landlord? (will not apply to social housing tenants)
- Efforts to seek cheaper accommodation or to downsize if they are over accommodated social housing tenants. Have they actively sought cheaper alternative accommodation – what evidence do they have of this?

Assessing this element of repeat applications will be a subjective matter; each case must be considered on its own merits. Where it is accepted that the applicant has made every reasonable effort to improve their situation, **or** the circumstances preventing them from doing so were beyond their control, it may be appropriate to make a further award. However, where it is clear that the applicant has made no effort to improve their circumstances, a further award will not normally be appropriate.

**6.13** There will be some cases where ongoing, long term, financial hardship suggest it would be neither reasonable nor feasible for the DHP applicant to move home or to reduce their household expenditure, for example, someone with disabilities living in a property adapted for their needs. In such cases, a longer term award may be appropriate. Awards of 12 months should be made and reviewed annually in order to determine whether there has been a change of circumstance that would preclude extending DHP for a further period.

**6.14** Expenditure on fines or benefit overpayments will not be considered in the financial calculation; DHP cannot be seen to be paying off such liabilities.

**6.15** The question of whether or not to accept expenditure relating to the servicing of debts in the DHP calculation will often be a contentious one. Whilst the repayment of outstanding debts will clearly place additional financial pressure on many households, DHP should not be viewed as a means of paying off such debts. DHP assessing officers will need to consider the amount of the debt outstanding as well as how and when it was incurred before making their determination. Factors to be considered with regards to expenditure on the servicing of debt will include:-

- Has the claimant sought to re-negotiate non priority debts? e.g. credit card agreements.
- Have they sought professional advice on how to clear their debts or reduce repayments?
- Could the claimant afford to service the debt before they began claiming benefits?
- Have the debts been incurred as a result of irresponsible borrowing/expenditure whilst in receipt of welfare benefits?

**6.16** In cases where the applicant is at risk of becoming homeless, Revenues and Benefits staff should liaise with the Housing Options Team in order to determine whether there may be another course of action or alternative source of funding that may be more relevant than DHP.

- 6.17** Where the applicant is in imminent danger of eviction, the DHP application should be 'fast tracked'. Fast tracking will only be considered when the request is from an official body such as CAB, Housing Department and Social Services etc. Where fast tracking is appropriate, the matter should be fully resolved within three working days.
- 6.18** If all supporting information is not present when fast tracking is deemed necessary, DHP should be awarded for a period of one month pending receipt of the required supporting evidence. The applicant should be told that the award is an interim one and that there is no guarantee that DHP will continue once all required information is received.
- 6.19** If, following receipt of all information, it transpires that DHP would not have been awarded, any fast track payment already made should not be recovered.
- 6.20** Where a DHP application is made due to a shortfall between Housing Benefit and contract rent, the case should be referred to the Housing Options Team to see if a rent reduction can be negotiated (this can only be done with the permission of the claimant). The DHP application will proceed as normal; however, if the Landlord Liaison Officer is successful in negotiating a rent reduction, any DHP awarded will be reduced or extinguished as appropriate.
- 6.21** DHP applicants should always be asked to give their consent for their landlord to be contacted. Where consent is refused, they should be informed that failure to give consent without good cause may result in their application for DHP being refused.
- 6.22** In some instances, it may be necessary to discuss the DHP application with other departments or agencies before making a final determination on the matter. In such instances, the approval of the claimant to share information should always be obtained.
- 6.23** The length of the award will be determined by the person dealing with the claim. Normally, awards will be for a period of 26 weeks; however, in some circumstances, an open ended award may be relevant. Where an award is indefinite, it should be reviewed annually to ensure that there has been no material change in circumstances. A change in the DHP recipient's circumstances during the award period may lead to the reduction or termination of the award.
- 6.24** Payment will normally be made to the claimant; however, in some instances, payment to a third party may be appropriate:–
- Landlord in the case of rent in advance or deposit;
  - Landlord if the claimant is considered vulnerable and is already having HB payments made to the landlord;
  - Removal company for removal expenses;
  - By way of a credit on the rent account in respect of Rent Rebate shortfalls;
  - Landlord where there is already rent arrears equivalent to one month or more.
- 6.25** DHP Applications should be considered in the light of the applicant's current circumstances as well as their previous history. Factors to consider will include:-
- Have they received returned deposits from their previous tenancy?
  - Was the applicant able to afford the rent liability when they first moved into the property?
  - Do they frequently move to properties with unreasonably high rent?
  - Do they have a history of renting properties larger than they need?
  - Is the applicant or his partner expecting a child and is moving to a larger property in anticipation of the need for an additional bedroom?
  - Do they have any medical or family circumstances that would warrant payment of DHP?
  - Has the applicant demonstrated that they have made reasonable efforts to find cheaper alternative accommodation?
  - Are there any exceptional or unforeseen circumstances that would warrant the award of DHP?

**6.26** In some instances, DHP awards may be conditional on the applicant agreeing to a course of action that may help alleviate their financial problems. The applicant cannot be compelled to undertake the suggested action. However, they should be informed that failure to agree to any suggested actions may lead to applications being refused despite there being a financial case for an award. Such circumstances may include:-

- Failure to accept a referral for help/advice to either internal or external stakeholders with regards to financial capability, budgeting, debt management etc.;
- Failure to give authority for the Housing Options Team to contact their landlord to try and negotiate rent reduction;
- Refusing to consider referrals for financial capability training or debt management advice despite the fact that their financial statement show clear problems in these areas.

Conditional DHP awards will be subjective and, potentially, contentious in nature; care should always be taken to ensure that any conditional actions placed upon the applicant are fair and reasonable and do not place unrealistic expectations upon them.

**6.27** With regards to lump sum payments, there will be no need to establish entitlement to HB at the address from which the application is received. As long as the applicant was in receipt of HB/UC at their previous address (even if the property was outside the LA boundary), DHP may be paid. Checks should be carried out to establish whether or not the LA where the applicant previously resided have already paid DHP in respect of the move.

**6.28** When considering an application for a deposit or rent in advance, the following criteria should be considered:-

- Why is the applicant moving? There must be a justification for the move, for example, medical reasons, over accommodation or overcrowding etc. DHP should not be used to cover situations where the applicant simply wishes to move to another property;
- Will the new property be affordable to the applicant? DHP should only be considered when the new property is affordable and suitable for the claimant's needs.

**6.29** If the application for deposit/rent in advance is for a property outside Anglesey, payment can still be made if the claimant is currently entitled to HB or UC within the area.

**6.30** In certain circumstances, payment of DHP on two homes may be appropriate, e.g. someone fleeing domestic violence.

**6.31** Backdated awards can be considered, however, backdated DHP cannot be awarded in respect of a period before 2<sup>nd</sup> July 2001.

## **7.0 TIMESCALES**

**7.1** DHPs are requested because the applicant is suffering hardship as a result of experiencing difficulty in meeting their housing costs. Consequently, it is essential that applications are dealt with as quickly as possible. Unless exceptional circumstances prevent it, all DHP applications should be determined within one month of receipt.

**7.2** Where the officer administering the DHP application deems a home visit to be appropriate, this should be undertaken as soon as is practical so as not to create unnecessary delay to the determination process.

**7.3** A home visit may not be required if all supporting evidence of income and expenditure is presented with the DHP application **and** there is no indication of unreasonable expenditure, or that the applicant is living beyond his/her means in an unreasonable manner.

## **8.0 THE AMOUNT OF DHP**

- 8.1** The amount and length of an award will vary depending on individual circumstances. It may take the form of a 'one-off' payment or regular periodic payments. In some cases, an indefinite award may be appropriate. Where such an award is made, it should be reviewed on an annual basis in order to ensure that there has been no change in circumstances that may be relevant to the award.
- 8.2** The level of award may cover all or part of a shortfall in rent or assist with the costs of taking up a tenancy. However, awards must not exceed the amount of the claimant's eligible rent (this will not apply in the case of 'one-off' payments, such as deposits, rent in advance or removal costs).
- 8.3** Where 'one-off' payments for rent in advance or rent deposits are made, the applicant should be made aware that the award must be used for the purpose stated. Failure to use the award for the stated purpose may result in the sum having to be repaid by the claimant.

## **9.0 APPEALS**

- 9.1** DHPs are not part of the HB scheme and are, therefore, not subject to normal appeal rights. However, the interests of natural justice dictate that there should be recourse to a formal review process where the applicant disagrees with the LA determination.
- 9.2** Where the applicant disagrees with the decision not to award DHP, or the amount or length of award, they can request that the decision be reconsidered. The reconsideration will be undertaken by a different officer at a more senior level.
- 9.3** Should the applicant disagree with the reviewing officer's determination, they can request that the matter be referred to a panel of the Council's elected Members for a final determination on the matter. When considering their decision, elected Members should ensure that their decision is made in accordance with the Council's DHP policy and be mindful of the fact that any award must not result in the Council's 'permitted total' being exceeded.
- 9.4** Should the applicant feel dissatisfied with the way that the matter has been dealt with by the LA, they also have recourse to the Local Government Ombudsman Service or Judicial Review.

## **10.0 NOTIFICATIONS**

- 10.1** Following determination of an application for DHP, the applicant must be notified of the outcome in writing. Notifications will include the following:-
- The amount of award;
  - Whether the award is to be paid as a lump sum or over a period;
  - The period of the award, including the date of termination if relevant;
  - The method of payment;
  - To whom the payment is to be made;
  - Where the award is for less than the amount of shortfall, an explanation of how and why the figure was determined;
  - Explain that the award is intended to:-
    - Allow the applicant time to seek cheaper alternative accommodation;
    - Allow the applicant time to negotiate a lower rent with the landlord;
    - Help alleviate short/medium term financial hardship.
  - Explain that awards made on the grounds of error, misrepresentation or a failure to declare material facts may be recovered;
  - Explain that the applicant is required to notify the HB Section if their financial circumstances change during the period of DHP award. Failure to notify changes may result in recovery of the DHP;
  - An explanation of the appeals process.

- 10.2 Where the award is for a deposit, it should include information about landlords' legal obligations to protect the deposit in a government approved tenancy deposit protection scheme.
- 10.3 Where DHP has been refused, the notification must give sufficient information to allow the applicant to decide whether to request that the matter be reconsidered or to lodge an appeal. The notification should clearly state the reasons for the decision and the factors taken into account when reaching that decision.
- 10.4 The notification should also clearly distinguish that appeal rights relating to the determination for DHP are separate from the appeal rights relating to HB and UC.
- 10.5 Where DHP is paid with HB, notifications must clearly show how much is HB and how much is DHP.
- 10.6 When a DHP award period is due to end, the claimant will be notified of the fact one month before the award is terminated. They will also be sent an application form for a repeat award. However, it should be made clear that there is no guarantee that a repeat application will be successful, even if the claimant's circumstances remain unchanged.
- 10.7 Where the applicant has given their permission for the landlord to be made aware of the outcome of the DHP application, the Authority will notify the landlord of both successful and unsuccessful outcomes.

## 11.0 PAYMENT CYCLES

- 11.1 Payment cycles will vary depending on the circumstances of the applicant and the reason for the award. Where a 'one off' payment is awarded, the notification should make that fact clear to the claimant.
- 11.2 Periodic payments will normally be made on a four weekly basis; however, weekly payments may be relevant should the claimant indicate that they have problems with money management/budgeting.

## 12.0 OVERPAYMENTS AND RECOVERY

- 12.1 Where an award of DHP has been made as a result of an error, misrepresentation or failure to disclose a material fact, fraudulently or otherwise, any resulting overpayment may be recovered.
- 12.2 Overpaid DHP awards cannot be recovered from other prescribed benefits. The only method of recovery is to request repayment of the debt from the claimant. This may be via the Council's sundry debtor system, debt collecting agencies or the courts.
- 12.3 There is no requirement for DHP awards in respect of rent deposits to be repaid so long as the award has been used for the purpose stated.
- 12.4 DHP awards made 'on account' under the fast track process should not be recovered.

## **13.0 RECORD KEEPING**

**13.1** DWP are required to monitor how DHPs are being used by customers affected by welfare reform. Consequently, LAs are required to record the main reasons for making awards. Each DHP award should be recorded under the following categories:-

- (i)** To support customers affected by the benefit cap;
- (ii)** To support customers affected by the social rented sector size criteria;
- (iii)** To support customers affected by LHA reforms;
- (iv)** Any other reason.

<b>ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>Executive &amp; Council</b>
<b>Date:</b>	<b>Executive: 9 February 2015</b> <b>Council: 26 February 2015</b>
<b>Subject:</b>	<b>Constitutional Changes to Terms of Reference of the Appeals Committee</b>
<b>Portfolio Members</b>	<b>Alwyn Rowlands</b>
<b>Head of Service:</b>	<b>Lynn Ball – Head of Function (Council Business) / Monitoring Officer</b>
<b>Report Author:</b> Tel: E-mail:	<b>Awena Walkden – Solicitor (Corporate Governance)</b> <b>Ext 2563</b> <b>awenawalkden@anglesey.gov.uk</b>
<b>Local Members</b>	<b>N/A</b>

<b>A –Recommendation/s and reason/s</b>
<p><b>RECOMMENDATION</b></p> <p><b>The Executive recommends to Council that:-</b></p> <ol style="list-style-type: none"> <li>1. Council approve the changes to the Constitution, as contained in Appendix 1 to this Report;</li> <li>2.The Head of Profession(HR) be authorised to amend any relevant policies and procedures to reflect the said changes;</li> <li>3. The Head of Function (Council Business) / Monitoring Officer be authorised to make any consequential amendments to the Constitution to reflect the said changes.</li> </ol> <p><b>REASONS</b></p> <ol style="list-style-type: none"> <li>1. The Appeals Committee currently has authority to decide appeals arising from any decision made in relation to the list of matters set out in 3.4.4.4 of the Constitution (as set out in Appendix 1 hereto) which includes employee appeals relating to grading, disciplinary and grievance.</li> </ol>

2. Research reveals that many Councils in Wales do not provide employees, below the level of Heads of Service, a right of appeal to Members; instead, their employment related appeals are heard by a panel of Officers.
3. We recommend that this Council change its practice to reflect that described in paragraph 2 above, and in Appendix 1, because:-
  - i It may not be practical for a panel of Members to be available to listen to all employment related appeals brought by staff (below Head of Service level)
  - ii At present, panels of five Members are derived from among the ten Members of the Appeals Committee. Not only is there potential for a high level of demand on a small number of Members, but the administrative work involved in calling these committee meetings is time consuming, availability is difficult to achieve given the requirement to comply with time limits and to achieve (best endeavours) political balance. Panels of Officers would provide a bigger pool, easier availability and less bureaucracy, as well as only having to comply with the time limits imposed by policy, rather than the additional need to comply with the legal requirements of calling a committee;
  - iii It would be expected that most senior officers would be very familiar with the Authority's HR policies, and their implementation would be part of their required skills set. Some may require training to support them but this is available in-house from the HR team.
  - iv The Head of Profession (HR) will put in place appropriate arrangements for appeals below Heads of Service level; these arrangements will be incorporated into relevant policies and will have due regard to the necessary degree of seniority, objectivity and independence of any panel of officers. There will be no prejudicial impact on those staff affected.
  - v There will be no loss of transparency as the nature of the relevant appeals mean they are invariably conducted in private, even when heard by Committee.
  - vi The proposed amendment constitutes an improved business process, better reflecting the particular roles and responsibilities of Members and Officers, and demonstrates compliance with the Council's first key improvement theme of being professional and well run.



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

The only other option is the status quo. For the reasons described we believe that the status quo does not represent the most effective, efficient and professional use of resources.

**C – Why is this a decision for the Executive?**

The implementation of the recommendations will result in constitutional change which may only be approved by the Council after consideration by the Executive.

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

The policies affected by this do not require a decision of full Council i.e. they are not within the Policy Framework; however, constitutional change means that Council will decide.

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

Yes

<b>DD – Who did you consult?</b>		<b>What did they say?</b>
1	<b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)	
2	<b>Finance / Section 151</b> (mandatory)	
3	<b>Legal / Monitoring Officer</b> (mandatory)	Commissioned the Report
4	<b>Human Resources (HR)</b>	Comments are included in the Report and are supportive of the recommendations
5	<b>Property</b>	
6	<b>Information Communication Technology (ICT)</b>	
7	<b>Scrutiny</b>	
8	<b>Local Members</b>	

<b>9</b>	<b>Any external bodies / other/s</b>	
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<b>E – Risks and any mitigation (if relevant)</b>		
<b>1</b>	<b>Economic</b>	
<b>2</b>	<b>Anti-poverty</b>	
<b>3</b>	<b>Crime and Disorder</b>	
<b>4</b>	<b>Environmental</b>	
<b>5</b>	<b>Equalities</b>	
<b>6</b>	<b>Outcome Agreements</b>	
<b>7</b>	<b>Other</b>	

<b>F - Appendices:</b>
Proposed amendments in Appendix 1.

<b>FF - Background papers (please contact the author of the Report for any further information):</b>

## ATODIAD / APPENDIX 1

### 3.4.4 Appeals Committee

3.4.4.1 A panel of 10 Members shall be appointed in accordance with the Political Balance Rules and will not include any members of the Executive.

3.4.4.2 From the Panel of 10 Members the Monitoring Officer will, for each and every appeal, appoint 5 Members to form an Appeals Committee and will use his/her best endeavours to appoint the 5 in accordance with the Political Balance Rules.

3.4.4.3 However if this is not feasible in respect of any particular appeal the Monitoring Officer will be permitted to appoint a non-politically balanced Committee, but will still endeavour to appoint from the Panel of 10 from as many Political Groups as possible. For the avoidance of doubt the Monitoring Officer will not follow a rotational method in selecting each succeeding Appeals Committee.

**(NB** These arrangements do not comply with the Political Balance Rules and the establishment of an Appeals Committee was voted upon separately by the Council and without any Member voting against the same.)

3.4.4.4 Subject to the provisions of paragraph 3.4.4.5 below, tThe determination of any appeal (where an aggrieved person has a right of appeal - whether a statutory right or a right agreed under any decision or scheme agreed by or on behalf of the Council) against any decision made by or on behalf of the Council in relation to the following matters or any matters sui generis with such matters:-

- (i) licensing and/or registrations
- (ii) functions relating to health & safety
- (iii) housing benefits
- (iv) employee related matters including grading; and
- (v) disciplinary appeals and grievances

**(NB** The Appeals Committee will not deal with Schools Exclusion and Admissions Appeals or Social Services Appeals.)

3.4.4.5 The Appeals Committee will usually only hear and determine appeals brought under paragraph 3.4.4.4 (iv) and (v) above in so far as they are raised by those at Head of Service level and above. The Appeals Committee will not, however, determine dismissal related appeals by the Head of Paid Service, Monitoring Officer, Section 151 Officer or Head of Democratic Services, as such appeals require a decision of the full Council.

3.4.4.6 In the event that an employee below Head of Service level wishes to raise an appeal arising under the grounds listed in 3.4.4.4 (iv) and (v) above his/her appeal will usually be heard by a panel of Officers to be appointed in accordance with the Council's employment policies and procedures from time to time.

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>Executive and Council</b>
<b>Date:</b>	<b>9<sup>th</sup> February 2015 and 26<sup>th</sup> February 2015</b>
<b>Subject:</b>	<b>Extending Term of Standards Committee</b>
<b>Portfolio Holder(s):</b>	<b>Councillor Alwyn Rowlands</b>
<b>Head of Service:</b>	<b>Lynn Ball</b>
<b>Report Author:</b> Tel: E-mail:	<b>Awena Walkden</b> <b>01248 752134</b> <b>awxce@anglesey.gov.uk</b>
<b>Local Members:</b>	<b>N/A</b>

<b>A –Recommendation/s and reason/s</b>
<p>The Executive recommends to Council that :-</p> <ol style="list-style-type: none"> <li>1. Council approve the reappointment of the independent Members of the Standards Committee for a further term of 4 years, from 17<sup>th</sup> December 2015.</li> <li>2. Council provides authority to the Monitoring Officer to make all consequential amendments to the Council’s Constitution, and the Standards Committee’s Constitution, to extend all future appointments to an automatic two terms for all independent Members of the Standards Committee.</li> </ol> <p><b>BACKGROUND</b></p> <ol style="list-style-type: none"> <li>3. Part 3 of the Local Government Act 2000 (as amended by the Local Government Act 2006) requires that the Council have a Standards Committee consisting of no fewer than 5, and no more than 9, Members.</li> <li>4. At least one Member (in this Council we have two) must be a Town or Community Councillor, collectively nominated by the Town and Community Councils. The Committee also includes two County Council Members.</li> <li>5. The current independent Members of the Standards Committee will cease to hold office on the 17<sup>th</sup> December 2015 in accordance with their current single term.</li> <li>6. All independent Members of the Standards Committee hold office for 4 years but are eligible to apply again for one further term.</li> </ol>

7. An earlier decision of the Council prevents these Members from being automatically appointed for another term without going through a competitive external appointments process.
8. However, the statutory regulations provide that there is no need to pursue a recruitment process in order to be appointed for a second term.
9. The Monitoring Officer has informally consulted with the current independent Members of the Standards Committee on their willingness to be reappointment for a further term of 4 years; and all such Members have confirmed that they would be happy to accept such reappointment.
10. The Monitoring Officer is of the view that appointing the existing independent Members of the Standards Committee would be a better course of action than recruitment because:-
  - 1) Legislation specifically permits it, but provides a maximum of two terms to ensure that the Committee is refreshed and renewed on a regular basis.
  - 2) There is no longer justification for continuing with the current local choice arrangements. That is, it can no longer be suggested that the Standards Committee has become jaded as a result of having to deal with numerous complaints and cross complaints. Nowadays, complaints are rare and most of the work of the Standards Committee is self-motivated rather than responsive.
  - 3) Significant time and resources have been invested by the Council in following the statutory process required for the recruitment and selection of the current independent Members of the Standards Committee. Similarly much work, by Officers and the Members themselves, has been undertaken in training and developing in their role. It would be a wasted investment for all concerned not to take the opportunity of maximising the investment by gaining a further four year term.
  - 4) The independent Members of the Standards Committee have acquired experience and confidence in their role and have done so diligently and professionally, including their valuable contribution to the North Wales Standards Committee Forum. Extending their term of office would be an opportunity to build on this.
  - 5) Any independent Member of the Standards Committee who did not wish to undertake a second term, or who is unable to complete the term, would be replaced through the statutory process and the Standards Committee Appointments Panel is already in place.
  - 6) Regulation is due to come into force (as yet date unknown) which would allow (but not compel) Councils to establish regional Standards Committees. Should this Council chose to go down that route then a recruitment, selection and development

process during 2015/16 may not prove to be the best use of resources.

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

Should Council refuse the recommendation then the only alternative option would be automatically triggered in any event.

**C – Why is this a decision for the Executive?**

The automatic appointment of the Standards Committee for a second term will require Constitutional change which can only be approved by the full Council after prior consideration from the Executive.

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

N/A - This is a Council decision

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

There are no budgetary considerations.

<b>DD – Who did you consult?</b>		<b>What did they say?</b>
1	<b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)	
2	<b>Finance / Section 151</b> (mandatory)	
3	<b>Legal / Monitoring Officer</b> (mandatory)	Report commissioned by the Monitoring Officer
4	<b>Human Resources (HR)</b>	
5	<b>Property</b>	
6	<b>Information Communication Technology (ICT)</b>	
7	<b>Scrutiny</b>	
8	<b>Local Members</b>	
9	<b>Any external bodies / other/s</b>	

	Independent Members of the Standards Committee  Group Leaders	Please refer to paragraph 9  Who supported the concept but acknowledging that it is a matter for all Members of the Council
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<b>E – Risks and any mitigation (if relevant)</b>	
1	<b>Economic</b>
2	<b>Anti-poverty</b>
3	<b>Crime and Disorder</b>
4	<b>Environmental</b>
5	<b>Equalities</b>
6	<b>Outcome Agreements</b>
7	<b>Other</b>

<b>F - Appendices:</b>
None

<b>FF - Background papers (please contact the author of the Report for any further information):</b>
None



<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>Executive Committee</b>
<b>Date:</b>	<b>9<sup>th</sup> February 2015</b>
<b>Subject:</b>	<b>Housing Rent HRA and Housing Service Charges 2015 - 2016</b>
<b>Portfolio Holder(s):</b>	<b>Councillor Kenneth P Hughes</b>
<b>Head of Service:</b>	<b>Shan LI Williams, Head of Housing Services</b>
<b>Report Author:</b> Tel: E-mail:	<b>Darren Gerrard, Financial Systems Manager</b> <b>01248 752265</b> <b>dkghp@anglesey.gov.uk</b>
<b>Local Members:</b>	

<b>A –Recommendation/s and reason/s</b>
<p>Members of the Executive Committee are asked to approve rent increase for 2015/16 as set out below :-</p> <p><b>R1</b> to approve increasing all rents below target rent of between £0.01 - £4.40 immediately to target rent.</p> <p><b>R2</b> to approve increasing all rents below target rent of between £4.41 - £21.00 per week by 2.7% plus £2 per week.</p> <p><b>R3</b> to approve reducing the current rents above target rent of between £0.01 - £2.00 per week immediately to target rent.</p> <p><b>R4</b> to approve increasing the current rent above target rent of between £2.00 - £21.00 per week by 2.7% minus £2 per week.</p> <p><b>R5</b> to approve an increase of 36p per week on garage rents.</p> <p><b>R6</b> to approve that the service charges costs as noted within section 3.3 of the report be applied to all tenants who receive the relevant services.</p> <p><b>Reasons</b></p> <p><b>1.0 Background</b></p> <p><b>1.1</b> Members of the Executive Committee will recall earlier reports submitted in July and October 2014 outlining the Housing Revenue Account Subsidy buy-out and the New Rent Policy for Social Housing and Service Charges.</p>

**1.2** The New Rent Policy for Social Housing and the de-pooling of service charges are required to be implemented from April 2015 for all Local Authorities in Wales.

**1.3** The formula for annual rent increases has been set by the Welsh Government for the next four financial years and will be the consumer price index (CPI) value at the previous September plus 1.5%. In September 2014 CPI was 1.2% thereby giving a total of 2.7% for 2015/2016.

**1.4** The Council's current rent levels are significantly below the intended policy target rents and harmonization with other social housing providers will require that council housing rents which currently fall below the policy target rents will be subject to an additional weekly increase up to a maximum of £2 above inflationary rent increases.

## **2.0 Rent increase for Anglesey tenants**

**2.1** Using the Welsh Government formula for rent increases under the New Policy the proposed rent increase for 2015/16 is 2.7% or an average weekly increase of £1.95. This will increase the average weekly rent from £72.36 to £74.31 which is still below the policy rent band. For the 3508 properties which currently fall below the policy target rents, there will be an additional weekly increase of up to £2. The maximum average weekly rent increase will therefore be £3.95 per week.

**2.2** For the properties which are significantly below the policy target rent, in order to move towards the target rent for these properties, it is proposed to increase the current rents by two methods as follows :-

1) For 270 properties where the difference between the current rent and the target rent is between £0.01 to £4.40 per week, the current rent will be increased immediately to target rent.

2) For the 3288 properties where the difference between the current rent and the target rent is between £4.41 to £21.00 per week the current rent will be increased by the formula 2.7% + £2 per week.

**2.3** The Council has a total of 290 properties where the current rents are above the target rent. The Welsh Government expects all Local Authorities to increase these rents at a reduced rate than 2.7%. We propose to use two different methods to reduce the rate of the rent increases for these properties:-

- 1) For the 123 properties we currently have where the difference between the current rent and the target rent is between £0.01 to £2.00, the current rent will be reduced immediately to target rent. This will reduce our annual rental income by a total of £3,000.
- 2) For the 167 properties where the difference between the current rent and the target rent is more than £2 per week we will use the formula of 2.7% increase minus £2 per week. This will increase our annual rental income by £4,000.

**2.4** Using these methods will move the Authority towards achieving the target rent at a quicker rate and provide an opportunity to develop greater consistency in rent levels currently charged. The new rent policy will generate an annual rental income of approximately £14.5m for the Authority.

**2.5** Comparison of Current Average Weekly Rents to Policy Rents

Policy Rent	Houses and Bungalows (£)					Flats (£)				Bedsits
	1Bed	2Bed	3Bed	4Bed	5+Bed	1Bed	2Bed	3Bed	4+Bed	
Average Current Rent	£75.28	£83.64	£92.00	£100.37	£108.73	£68.11	£75.67	£83.24	£90.81	£60.54
Average Current Rent	£67.11	£69.71	£76.11	£79.77	£88.24	£65.82	£66.45	£73.59	Nil	£64.41

**2.6** The new Welsh Government Rent Policy does not provide any guidance on how to increase garage rents. In order to fully recover the cost of maintaining and improving the standard of our garages a full assessment is required and this is envisaged to take place during 2015/16.

**2.7** The Council is therefore proposing to increase the garage rent by 36p per week which is the same amount as the increase for 2014/15 until the assessment is carried out. This will increase the rent from £7.05 per week to £7.41 and will generate income of £216k after deducting voids. As at 11<sup>th</sup> January 2015 there are 195 void garages.

**2.8** When re-letting void properties it is proposed that the rent will be set in accordance with the target policy rent which will eliminate the complication of the transitional increases.

### **3.0 Rent De-pooling**

**3.1 Historically**, Isle of Anglesey Council has included the cost of providing shared services in the rent that all tenants pay. Under the WG New Rent Policy of Social Housing, the Council is required to separate these costs and charge only those tenants that receive the services, a service charge.

**3.2** Work has been carried out to identify the pooled costs and ascertain the financial impact on affected tenants. It should be noted that the majority of these costs are eligible for housing benefit.

**3.3** The services will be charged based on actual costs, shared equally amongst all tenants who live in a particular size and type of property. This will ensure full transparency.

Current average weekly charges, based on 51 weeks, are:

Lift maintenance - £0.77

Cleaning of communal areas - £2.63

Fire alarms and fire equipment - £0.89

Door entry systems - £0.85

Heating & Lighting of communal areas - £0.48

TV Aerials within communal areas - £0.26

Painting of communal areas - £0.35

Management costs - £0.89

**3.4** Currently there are 64 leaseholders who will be charged for the services they receive by the Authority. This will generate an additional annual income of approximately £11k.

**3.5** As Members will recall from previous reports it is proposed that we do not reduce the gross rent before applying the service charge as our current rents are already significantly below the policy target rents.

### **4 Housing Benefit**

**4.1** Currently 2,760 of the Council's tenants (73%) will face no additional hardship as a consequence of the proposed rent increase, as they are in receipt of Housing Benefit. Tenants who are not in receipt of housing benefit will have to meet the increase in rent, unless of course they become eligible for benefit, following the rent increase.

**4.2** De-pooling of service charges will mainly apply to those who have shared communal service and this is typically flats and sheltered dwellings. The Council has 726 flats and over 300 sheltered properties that will be affected. It should be noted that 63% (700) of the current tenants are in receipt of housing benefit and will face no additional hardship as a consequence of the proposed service charges.

**4.3** In anticipation of the Government's Welfare Benefit Reform the provision for bad debts has therefore been increased to £86k for 2015/16 as we expect arrears will increase when tenants have to meet a greater proportion of rent themselves. We understand that Universal Credit is due to be introduced to some claimants during 2015 – 2016 in Anglesey. We also expect that arrears and collection costs will increase. The Service has an action plan in place which is designed to provide as much support as possible to tenants and mitigate risks to the HRA income and business plan.

**4.4** Housing Services has a Financial Inclusion Officer developing links and improving working practices at a strategic and operational level with both internal and external partners such as J E O'Toole, CAB, Mon Communities First, Gofal a Thrwsio, Age Cymru and utility companies. In addition, Shelter Cymru have been awarded a 12 month contract to provide debt advice within Housing Service and will commence imminently. This will provide the support required for tenants to manage their debts.

## **5.0 Consultation on Rent Reform and Service Charges**

**5.1** A consultation period ran from 3 November to 12 December 2014 comprising a postal and online survey; drop in sessions, door to door, and two question and answer sessions. The total number of response was 458 or 12% of tenants.

**5.2** Tenants were asked whether they agreed with the Council setting an average rent of £81 per week. More than half (66%) felt that this was too high whilst 18% agreed that this was right. A further 12% replied that they didn't know. We believe that this question was not fully understood by tenants. When staff explained to respondents during face to face consultation meetings it was soon realized that the wording of the question could have been made clearer. A greater number of respondents therefore may have misunderstood it to mean that all rents would increase to £81.00 per week. This was later explained in more detail to the tenants during the consultation process.

- 5.3** Tenants were asked whether an additional £2 per week was a reasonable amount to move towards achieving target rent. Tenants were equally split on whether £2 was reasonable or too high, both at 42%. An additional 2% thought that £2 was too low. A further 13% replied that they didn't know. In view of these results we believe our proposed approach of increasing rents by up to £2 per week above the inflation increase is acceptable to tenants.
- 5.4** We also asked what should happen where rents are above the average rent. 41% thought rents should be reduced to the average from April 2015, 21% thought rents should remain the same and 20% thought that these rents should be reduced gradually over time. A further 18% did not know or did not answer the question. Again tenants are equally split between reducing rents immediately and not, therefore we believe our proposed approach of reducing rents gradually will be acceptable to tenants.
- 5.5** Tenants were asked what should happen when properties become vacant. 53% thought that rents should be increased gradually, 41% thought rents should be at the new rent level, A further 6% did not answer the question. We therefore believe that our proposed approach of moving to the target policy rent when properties become vacant is fair as the prospective tenant has a choice of whether to accept the property at the rent it is being offered.
- 5.6** Tenants were asked what should happen where current tenants move to a different council property. 58% thought rents should be increased gradually, 35% thought rents should move to the new rent level. A further 7% did not know or did not answer the question. In view of these results we believe our proposed approach of increasing rents gradually is acceptable to tenants.
- 5.7** Tenants were asked whether garage rents should be increased so the amount raised would cover the cost of maintaining the garages. 47% agreed, 23% disagreed, 24% did not know and 6% did not answer the question. We therefore believe that our proposed approach of increasing garage rents to cover the cost of maintaining the garages will be acceptable to tenants.

- 5.8** Tenants were asked about whether they agreed with specific services being charged as a service charge. For the majority of services the numbers agreeing or disagreeing were evenly split (less than 5% difference between those agreeing and disagreeing). There were also a significant number of respondents answering don't know. Thirteen out of the seventeen services asked about there were more than 20% answering don't know.
- 5.9** Tenants were asked about whether service charges should be introduced in April 2015. 43% disagreed, 29% agreed. There were also a significant number of respondents answering don't know or did not answer the question (28%). The Welsh Government requires Local Authorities to begin de-pooling service charges from April 2015 and to have completed de-pooling by March 2016.
- 5.10** Tenants were asked about whether service charge should be charged to leaseholders and freeholders. 55% disagreed, 18% agreed. 27% did not know or did not answer the question. Despite this, we believe that it is fair that leaseholders and freeholders who receive the benefits of a service provided by the Authority, contribute towards the cost of the service and we propose to charge where we are legally able to do so.
- 5.11** Finally tenants were asked to rate improvements they would like to see to the housing service. Top priority was improvements to existing properties (54%), buying or building more homes (46%), Improving estates (30%) and improving how we look after our housing on a day to day basis (28%). We believe that these priorities are reflected in the proposal to maximize income in order to continue to improve existing homes and provide more affordable housing in the future.

The response has been used to inform the development of our latest HRA Business Plan 2015 – 2045 and will be presented to the Executive Committee on the 9<sup>th</sup> of February 2015.

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

With regards to the number of properties above target rent, different financial scenarios such as inflation increases and reduced by 50p, £1 and £1.50 per week were considered and it was decided that the proposed method used is the most fair and consistent for all tenants affected.

**C – Why is this a decision for the Executive?**

The new Welsh Government Rent Policy has implications for the HRA Business Plan.

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

All Local Authorities, as instructed by the Welsh Government under the new Rent Policy, are required to implement the new policy from April 2015. Rejecting this policy would ultimately mean a loss of income for the Authority and inevitably affect the services provided. This would also undermine the HRA Business Plan and possible intervention by the Welsh Government if not adopted.

**DD – Is this decision within the budget approved by the Council?**

Yes

<b>E – Who did you consult?</b>		<b>What did they say?</b>
1	<b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)	
2	<b>Finance / Section 151</b> (mandatory)	Supportive of the report
3	<b>Legal / Monitoring Officer</b> (mandatory)	No comment
4	<b>Human Resources (HR)</b>	
5	<b>Property</b>	No comment
6	<b>Information Communication Technology (ICT)</b>	
7	<b>Scrutiny</b>	
8	<b>Local Members</b>	
9	<b>Any external bodies / other/s</b>	

**F – Risks and any mitigation (if relevant)**

1	<b>Economic</b>	
2	<b>Anti-poverty</b>	
3	<b>Crime and Disorder</b>	
4	<b>Environmental</b>	
5	<b>Equalities</b>	
6	<b>Outcome Agreements</b>	
7	<b>Other</b>	



<b>FF - Appendices:</b>

<b>G - Background papers (please contact the author of the Report for any further information):</b>
Welsh Government Guidelines: New Rent Policy for Social Housing Notification letter 2015 – 2016 Copy of final Rent Policy Tables 1 – 4 2015 – 2016

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<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>Executive Committee</b>
<b>Date:</b>	<b>9.2.15</b>
<b>Subject:</b>	<b>Approval of Supporting People Programme Grant Commissioning Strategy and Spend Plan</b>
<b>Portfolio Holder(s):</b>	<b>Cllr Ken Hughes</b>
<b>Head of Service:</b>	<b>Shan Lloyd Williams</b>
<b>Report Author:</b> Tel: E-mail:	<b>Arwel Jones, Principal Development Officer, Housing Services</b> <b>01248 752064</b>
<b>Local Members:</b>	

<b>A –Recommendation/s and reason/s</b>
<p>The Supporting People Programme for Anglesey, which provides housing related support for vulnerable people and families (does not fund personal care) has seen its annual allocation from Welsh Government for 2015/16, reduced by 8.8%, which is commensurate with a £256,000 decrease. This is in comparison to a 7.7% average reduction across Wales and a 10.2%- 10.4% reduction across all other neighbouring North Wales Authorities.</p> <p>The level of reduction is substantial and in addition to the previous reduction over the previous 3 years, Supporting People Programme Grant Funding for Anglesey will have reduced by 23%. This presents significant challenges in providing support to mainly highly vulnerable individuals and families, many of whom live very chaotic lives.</p> <p>The attached Commissioning Strategy focuses upon the proposal for reconfiguring and in some cases fully decommissioning some services, based upon the criteria outlined under box b below.</p> <p>The key proposals, risks and implications are outlined within Chapter 5 of the attached Supporting People Commissioning Strategy. The reduction in funding has resulted in difficult decisions being made from April 2015, with unavoidable implications to the Local Authority’s Learning Disability Budget.</p> <p>Historically, Supporting People has invested heavily within the provision of support for People with Learning Disabilities, with in excess of 33% of the total funding allocated towards the needs of this service area. Service Reviews of support provided to people with Learning Disabilities highlighted disproportionate levels of Supporting People Funding, with some duties undertaken, being ineligible in accordance with the Welsh Government’s Guidance. Consequently, this will place additional pressures upon the Local Authority’s Social Care Budget, as such needs will remain.</p>

The need to identify reductions within Supporting People funding for learning disabilities has resulted in a reduction of 15.5% reducing from £912k to £771k.

In addition to learning disabilities Domestic Abuse has seen a reduction of 10.3%, Services for Offenders 21.0%, Alcohol and Substance Misuse 10.2% Single Parent Families 5.8% and homeless and Rough Sleepers 10.6%. All services for the afore mentioned areas are provided by either Third Sector Organisations or subsidiaries of Housing Associations. Unfortunately, the reductions in funding may result in some job losses within some projects, possibly at management levels. Further reductions will be made within non-direct staffing costs to achieve the identified efficiencies. Discussions with providers has to date indicated that the number of people supported by each of these providers can be sustained at the current level.

Investment within Housing Related Support for People with Mental Health Services, will remain unchanged whilst discussions remain ongoing in relation to future re-modelling

Services for Older People have been reduced, with the floating support services decommissioned in full, and both services for people with early onset dementia and the contribution towards re-ablement significantly reduced following review findings. It is envisaged that the needs of those individuals eligible for the afore mentioned projects will be met when reconfiguration of the current warden services and transformation of accommodation and support services for older people are achieved.

Investment in services for Young and Vulnerable People has increased by 10.3%. This is mainly due to the contractual arrangements for Coedlys which contained an annual increase over the course of the agreement, due to tapered lottery funding for the corresponding period. Reductions of 5.8% have been made with the same provider for other services for Young People which has in reality meant that the actual increase is less than it would otherwise have been, had there not been a reduction in funding.

Discussions have also commenced with Gwynedd Council, in relation to jointly commissioning services for Offenders and those with needs relating to Substance Misuse. It is proposed that these arrangements will be undertaken early in 2015/16 and will involve a full tender process.

The reductions shown above are an inevitable consequence of the decision taken to reduce the allocation for Anglesey by 8.8%. It is also anticipated that further reductions can be expected from the following financial year. It is therefore imperative that service provision is based on eligibility, service quality, strategic relevance and value for money, to provide equity of access (Equality Impact Assessment included within Plan) to the service user in relation to assessed need at a cost which is acceptable to both commissioner and provider.

It is therefore proposed that that the Executive Group:

1. Approve the recommendations of the Supporting People Commissioning Plan and
2. Approve the allocation of funding per service area, as outlined on page 38 of the Supporting People Commissioning Plan document.

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

The decisions were based upon a strategic approach which focused upon,

- Eligibility in accordance with the Supporting People Programme Grant Conditions,
- Strategic relevance in accordance with the Corporate Aims of the Isle of Anglesey County Council and those of the Community Directorate,
- Service Quality as discovered in the programme of detailed reviews undertaken over the previous two years,
- Value for money, following a detailed exercise undertaken across all providers, and, levels of need as gathered by providers when service users present with a range of diverse and complex issues which require support.

The above factors outline the rationales undertaken when considering various options to reduce funding within specific services, remodel others and in some cases decommission in full.

**C – Why is this a decision for the Executive?**

It is a requirement of the Supporting People Programme Grant Conditions specified by Welsh Government, that the Annual Plan receives approval at Local Elected Member Level.

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

Not applicable.

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

Not applicable – Supporting People is a Welsh Government Grant Programme.

<b>DD – Who did you consult?</b>		<b>What did they say?</b>
<b>1</b>	<b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)	No comments received
<b>2</b>	<b>Finance / Section 151</b> (mandatory)	No comments received
<b>3</b>	<b>Legal / Monitoring Officer</b> (mandatory)	No comments received
<b>4</b>	<b>Human Resources (HR)</b>	No objection to the proposals – However, Corporate Policies must be adhered to in the event of any implications of the proposals resulting in redundancy or redeployment of Council Staff.
<b>5</b>	<b>Property</b>	N/A
<b>6</b>	<b>Information Communication Technology (ICT)</b>	N/A
<b>7</b>	<b>Scrutiny</b>	
<b>8</b>	<b>Local Members</b>	Proposals agreed with at recent Service Challenge Meeting
<b>9</b>	<b>Any external bodies / other/s</b>	All commissioned providers have been consulted with, and have reluctantly accepted the proposals to reduce funding where applicable

<b>E – Risks and any mitigation (if relevant)</b>		
<b>1</b>	<b>Economic</b>	The reductions in funding, may lead to reduced hours or in some cases job losses within some of our currently commissioned projects
<b>2</b>	<b>Anti-poverty</b>	No direct impact anticipated, although possible reduced provision and support may exacerbate circumstances of some individuals due to possible reduced support in relation to budgeting skills and overall financial management.
<b>3</b>	<b>Crime and Disorder</b>	Reduction in the support provided may result in increased crime and disorder, particularly given the chaotic and complex needs of some of the service users, who require multi agency support and intervention.
<b>4</b>	<b>Environmental</b>	Not applicable
<b>5</b>	<b>Equalities</b>	An Equality Impact Assessment is included within the Local Commissioning Strategy, previously shared.

6	<b>Outcome Agreements</b>	Supporting People providers are subject to adhering to a mandatory outcomes framework as prescribed by Welsh Government.
7	<b>Other</b>	N/A

<b>F - Appendices:</b>

<b>FF - Background papers (please contact the author of the Report for any further information):</b>
Supporting People Programme Grant- Local Commissioning Strategy.

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<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>Executive Committee</b>
<b>Date:</b>	<b>9<sup>th</sup> February, 2015</b>
<b>Subject:</b>	<b>Housing Revenue Account Business Plan 2015 - 2045</b>
<b>Portfolio Holder(s):</b>	<b>Councillor Kenneth P Hughes</b>
<b>Head of Service:</b>	<b>Shan L Williams, Head of Housing Services</b>
<b>Report Author:</b> Tel: E-mail:	<b>Shan L Williams, Head of Housing Services</b>
<b>Local Members:</b>	<b>Relevant to all Elected Members</b>

<b>A –Recommendation/s and reason/s</b>
<p><b>R1</b> That the key objectives and priorities on which the HRA Business Plan is based be endorsed and that the updated Business Plan as set out in Appendix 1 be approved.</p> <p><b>1.0 Purpose of the Report</b></p> <p><b>1.1</b> Each year the Housing Revenue Account (HRA) 30 year Business Plan is updated, to take into account the latest information and projections available.</p> <p><b>1.2</b> Members are aware from seminars and previous Reports of the intended move to buying our debt from the HM Treasury and transferring to the Public Wales Loan Board (PWLB), thereby becoming self-financing. This will also bring a range of flexibilities to the Council, for example the ability to increase our housing stock, increasing investment in existing homes and regenerating neighbourhoods. The HRA remains ring-fenced.</p> <p><b>1.3</b> This Report provides information on the key principles and assumptions that will underpin the updated Business Plan, and asks the Executive to approve the updated HRA Business Plan.</p> <p><b>2.0 Background</b></p> <p><b>2.1</b> The Council, through its HRA, owns and manages just over 3,800 properties and just over 700 garages, across the Island.</p> <p><b>2.2</b> The HRA Business Plan contributes to all the fundamental themes within the Council's Corporate Plan. The main contribution is to the themes of Transforming Older Adult Social Care, Increasing our Housing Options and Reducing Poverty and Regenerating our Communities and Developing the Economy.</p>

**2.3** The HRA Business Plan is a 30 year plan which reflects the evolving environment in which we operate. Our focus is over the next 5 years but we must be mindful of the impact our decisions now, have over the longer term.

### **3.0 Priorities for 2015 – 2016**

**3.1** The Business Plan identifies six priorities – these are to:

- Complete transformation of the Repairs and Maintenance Service;
- Continue to manage and maintain the Council housing stock effectively and efficiently – improving income collection, reducing Anti-Social Behaviour and improving void turnaround performance;
- Introduce a new Housing Allocations Policy, taking advantage of the benefits of working with RSL's and other North Wales Local Authorities;
- Implement a new Domestic Abuse Policy and strengthen our Safeguarding arrangements;
- Commence the programme for developing / acquiring additional homes and establish arrangements for the new Council house building programme; and
- Put in place strengthened governance arrangements to monitor the performance of the Housing Service and delivery of the HRA Business Plan.

### **3.2 Tenant Involvement**

We continue to work with the Môt Tenants Voice Group, and they have been involved in developing a number of key policy initiatives and the HRA Business Plan. Their continued involvement is greatly appreciated. A questionnaire was issued to all Tenants in November to ask their opinion as to their preference to use the flexibilities which come with self-financing.

We are increasing the ways Tenants can be involved in a way that best suits them. We recognise that for many, there is a limited scope to how they devote time to extensive involvement.

### **4.0 Assumptions and Issues**

**4.1** In preparing the Business Plan, a number of assumptions have been made. Key assumptions have been documented in Appendix 1 of the HRA Business Plan.

The Plan is most sensitive to the following assumptions:

- Increase in bad debts
- Loss of Major Repairs Allowance (MRA)
- Increase in maintenance costs
- Increase in PWLB rates
- Reduction in rental income.

The table and narrative in Appendix 1 (pages 56 -58) sets out the impact of changes to these key assumptions.

Reduction in income will affect the date in achieving rent conveyance and also may affect the number of additional Council houses acquired or built.

#### **4.2 Rent increase**

The Welsh Government have introduced a new Social Rent Policy which has already been adopted by Registered Social Landlords (RSL's). This will be implemented by Local Authorities from April, 2015. The new formula is CPI plus 1.5% plus £2 per week for all properties below target rent. We propose to use the national rent increase formula as the basis to generate the 2015 – 2016 rent increase. This is the subject of a separate Report to Executive Committee 9<sup>th</sup> February, 2015.

#### **4.3 Welfare Reform**

Rent arrears are increasing for many of the Tenants affected by the under-occupation changes and has been compounded by a shortage of one and two bed properties on the Island. Policy direction is required with regards to how we proceed with Tenants who are affected by the changes and are in arrears for the first time, who are having problems coping with their new responsibilities.

Looking ahead to the introduction of Universal Credit. Evidence from the few pilot areas across the United Kingdom suggests that the impact cannot be accurately detected, however we anticipate that rent arrears will increase and so will bad debts and , therefore costs relating to bad debts. Bad debt provision within the HRA Business Plan has been increased and reflects this.

#### **4.4 Right to Buy Sales (RTB)**

Although RTB applications have risen, the actual number of sales remain at about 2 per annum.

Following exiting from current HRA subsidy arrangements, we will be able to retain the capital receipts, for re-investment in additional housing.

#### **4.5 Capital Investment**

Much of our capital investment is targeted to keeping our asset base in good condition. A detailed report will be presented to Executive Committee in March, 2015 outlining our Capital Investment Programme.

The draft capital budget for 2015 – 2016 is £8.589 million.

#### **4.6 Development Programme**

This is a new section within the HRA Business Plan and reflects the flexibilities gained with self-financing.

Increasing our housing stock is a stated priority not only for the Council, but also our Tenants who recognise the need for additional affordable housing.

A development strategy will shortly be developed, setting out the proposed approach to the Council's house building programme. It is proposed that 10 properties will be acquired during 2015 – 2016, with a further 40 units being developed during 2016 – 2017 followed by a further 15 units being developed per annum thereafter. It is proposed that development will be split two thirds new build and one third existing dwellings.

#### **5.0 Financial Implications**

The Business Plan contains the financial implications which arise from the assumptions being considered by Executive Committee. Section 7.1 (page 49) clearly states the underlying financial assumptions used whilst Section 7.2 (pages 50 – 51) of the Plan sets out the scene against which the Executive Committee will take HRA budgetary decisions for 2015 – 2016.

Arrangements will be put in place to ensure that the HRA borrowing cap headroom of £13million is not exceeded.

#### **6.0 Human Resource Implications**

The HRA Business Plan reflects the Council's ambitions in its Corporate Plan and those expressed by our Tenants.

There are resource implications attached to maintaining service standards to our Tenants, for example to tackle ASB and help Tenants cope with changes associated with Welfare Reform and the new responsibilities given to them.

There are resource implications associated with the house building programme. It is too early to be specific at this stage what additional resources will be needed. A provision has been included within the draft budget for this purpose.

Workforce development planning will be a key workstream during the year, with support from the Council's Human Resources Unit.

#### **7.0 Performance Management**

The Council's Performance Management framework is used for reporting on performance. A set of Performance Indicators have also been developed in conjunction with our Tenants.

Self-financing brings the need for a more robust governance arrangement which will be looking in greater detail on issues such as performance management, risk management and financial management.

### **8.0 Risk Management**

The HRA Business Plan's risk register has been included in Appendix 5 of the HRA Business Plan. Divided into three sections (governance, operational and financial risks) these will be fed into the corporate process of risk management.

### **9.0 Action Plan 2015 – 2016**

Section 8 of the HRA Business Plan (pages 52 – 55) outlines the key workstreams to be delivered during the year. The workstreams will be monitored and reported as part of the Council's performance framework and as part of the new governance arrangements for the HRA.

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

**C – Why is this a decision for the Executive?**

To enable the Executive to consider the 2015 – 2016 Revenue and Capital budgets, having regard to the latest HRA Business Plan

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

**DD – Is this decision within the budget approved by the Council?**

<b>E – Who did you consult?</b>		<b>What did they say?</b>
<b>1</b>	<b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)	
<b>2</b>	<b>Finance / Section 151</b> (mandatory)	No comment
<b>3</b>	<b>Legal / Monitoring Officer</b> (mandatory)	No comment
<b>4</b>	<b>Human Resources (HR)</b>	No comment
<b>5</b>	<b>Property</b>	
<b>6</b>	<b>Information Communication Technology (ICT)</b>	
<b>7</b>	<b>Scrutiny</b>	
<b>8</b>	<b>Local Members</b>	
<b>9</b>	<b>Any external bodies / other/s</b>	

<b>F – Risks and any mitigation (if relevant)</b>	
<b>1</b>	<b>Economic</b>
<b>2</b>	<b>Anti-poverty</b>
<b>3</b>	<b>Crime and Disorder</b>
<b>4</b>	<b>Environmental</b>
<b>5</b>	<b>Equalities</b>
<b>6</b>	<b>Outcome Agreements</b>
<b>7</b>	<b>Other</b>

<b>FF - Appendices:</b>
Appendix 1: HRA Business Plan 2015 - 2045

<b>G - Background papers (please contact the author of the Report for any further information):</b>
Stock Condition Survey Report, 2013
Rent and Service Charges Report to Executive Committee, 9 <sup>th</sup> February, 2015



CYNGOR SIR  
YNYS MÔN  
ISLE OF ANGLESEY  
COUNTY COUNCIL



**Cynnal A Chadw Tai Cyngor**  
**Council House Repairs  
And Maintenance**

trwsio@ynysmon.gov.uk  
08081 68 56 52 24 awr/24 hrs  
repairs@ynysmon.gov.uk



## Cynllun Busnes Cyfrif Refeniw Tai 2015 - 2045

## Housing Revenue Account Business Plan 2015 - 2045

[www.ynysmon.gov.uk](http://www.ynysmon.gov.uk)  
[www.anglesey.gov.uk](http://www.anglesey.gov.uk)



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**Appendices**

**Appendix 1  
Sensitivity Analysis**

**Appendix 2  
30 year financial model**

**Appendix 3  
Tenant – selected Performance Indicators to 2014 / 2015 carried forward to 2015/16**

**Appendix 4  
Repairs and Maintenance Proposed Performance Framework Indicators**

**Appendix 5  
Risk Register**



## **1.0 Introduction**

This Business Plan complies with the requirements of Welsh Government’s Guidance to support Business Planning and the Major Repairs Allowance (MRA) application, issued November 2014. The Council, through its Housing Revenue Account (HRA), owns and manages over 3,800 rented properties on the Island, providing homes to nearly 1 in 18 residents of the Island.

In July 2013 the UK Government and the Welsh Government reached agreement on the terms under which Authorities with housing stock in Wales could exit from the HRA subsidy system and become self-financing. The agreement requires authorities to buy their way out of the HRA Subsidy system through a one off payment that is referred to as the ‘settlement figure’. The agreement also imposes a limit on HRA borrowing.

The move to self-financing in April 2015 will mean that Authorities for the first time will be in a position where they can support their landlord activities from their own income. In addition Authorities can continue to apply for MRA. This is an annual capital grant from the Welsh Government to Authorities with housing stock. Only authorities that submit an ‘acceptable’ business plan to Welsh Government which demonstrates that WHQS will be achieved by 2020 can receive MRA. There are no current proposals to change the MRA arrangements.

Self-financing Authorities must continue to maintain a statutory, ring fenced Housing Revenue Account and to account for income and expenditure on council housing separately from Council Fund income and expenditure.

The new self-financing arrangements will increase revenue year on year for the eleven landlord authorities. This is because the annual negative subsidy payment of £73m from the eleven landlord Authorities in Wales to the HM UK Treasury will be replaced from April 2015 by a payment of £40million of interest charges on loans from the Public Works Loan Board (PWLB). What this will mean for us in Anglesey is that we will be paying approximately £760,000 less interest on our current loans every year, but the precise figure will depend on the interest rate for PWLB loans on 31 March 2015 when the loans are taken out.

The move to self-financing offers the opportunity for the eleven Authorities to use their role as a landlord to help achieve their wider priorities and ambitions within the context of the ring-fenced HRA. These could include economic regeneration, improving health and wellbeing, improving community safety and helping vulnerable people to live independently in the community.

Authorities will be able to:

- accelerate Welsh Housing Quality Standard (WHQS) work, to ensure achievement by 2020, and sustain it into the future
- increase investment in existing homes and in regenerating neighbourhoods over the short, medium and longer term
- ensure tenants benefit from more efficient and effective housing services. Tenants will also see increased transparency and alignment of approach to standards, rent policy and approach to setting service charges.
- increase the supply of new affordable homes

- increase investment in a range of other local priorities which could include increasing the energy efficiency of council homes, estate regeneration, remodelling general needs or sheltered housing, and purchase of existing homes to increase supply
- take a much longer term and business - like view of the housing stock and associated assets such as garages, commercial properties and land
- create jobs and training opportunities, and increase investment in the local economy.

The HRA business plan is over a 30 year period reflecting the evolving environment in which we operate. Our focus is over the next five years but we must be mindful of the impact our decisions now have for the longer term.

The plan has been discussed with the Housing Portfolio Member on behalf of the Cabinet, the Council's 151 Officer, and Corporate Director for Communities, on behalf of the Council's Senior Leadership Team. Consultation as part of the HRA subsidy exit has also been held with Elected Members, Scrutiny and Executive Committee. Consultation has been held with Môn Tenants Voice, the forum to represent Tenants views on the Island on the strategic direction and in selecting targets which will be reported direct to the forum and published six-monthly in the Tenants Newsletters. Both Tenants and Staff members have been involved in the process and have agreed our new Vision statement which is:

***Quality homes : sustainable communities***

and have also revised our values that underpin our work and drive the delivery of our services, as follows:

- customer focussed
- open and transparent
- value for money
- committed to working in partnership
- innovative solutions
- forward looking

The Plan has been produced by the Council's Housing Services, with information provided by, in the main, Housing and Finance Services. The HRA Business Plan is also a Council Corporate document.

**Links with the Council's Local Housing Strategy 2014 - 2019**

A new 5 year Local Housing Strategy has been prepared for adoption by the Full Council planned for February, 2015. The Strategy sets out the Council's objectives for all housing tenures on the island to best meet identified housing need and to ensure high housing standards for all citizens. The Housing Business Plan is one important means of meeting these overall objectives and there will be close linkages between the two documents.

The strategy is available to view on the Council's website: [www.anglesey.gov.uk](http://www.anglesey.gov.uk)

## Links with the Council’s Capital Strategy

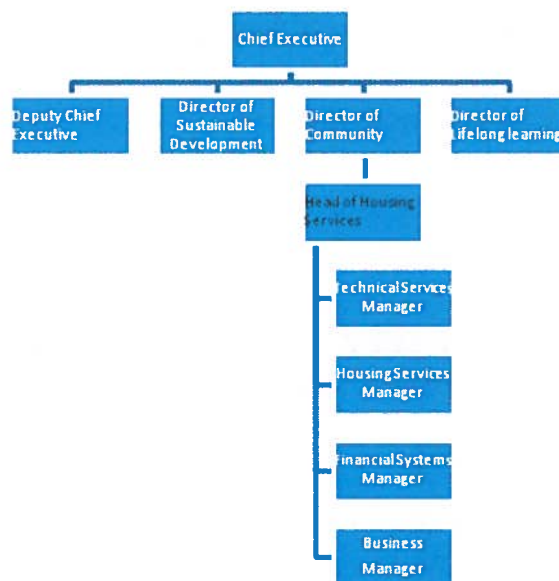
This plan is linked to the Council’s Capital Strategy which includes the demands of the HRA within the overall framework of capital expenditure, likely trends in grant funding and the Council’s borrowing strategy.

## Purpose of the Business Plan

As referred to earlier the Business Plan covers a 30 year period and sets out the Council’s overall medium / long term aims and objectives for the Housing Services as a landlord. It is reviewed on an annual basis.

It analyses the current situation regarding the condition of our housing stock and identified capital investment. It examines progress with maintaining the Welsh Housing Quality Standard (WHQS), which Anglesey County Council Housing Services achieved in 2012. It also shows how we are planning to use the new flexibilities under the new self-financing arrangements being introduced in April 2015 and how we meet the changes in housing needs, for example responding to changes in demographic trends and social and economic changes – through its Action Plan. The Plan also provides a framework for monitoring and evaluating progress in delivering the Action Plan.

## Outline management structure of the Council (Officers)



## Here are the key Units which are included within the Housing Services

- Housing strategy, Affordable Housing, Empty homes and Rural Housing
- Housing revenue / finance
- Allocations / homeless prevention/ housing options/ accommodation support
- Tenant engagement
- Business Unit
- Housing estate management including Anti-Social Behaviour
- Supporting People Programme
- Repairs and Maintenance
- Asset management

- Housing Renewal [grants and loans for private sector housing and DFGs]
- Community Safety
- Social Cohesion (Gypsy Travellers etc)
- Tackling Poverty
- Homes theme of the Vibrant and Viable Places Programme [Holyhead]
- Communities First
- Welfare Rights Unit
- Welfare reform
- Mon Housing Partnership
- Extra Care housing and accommodation options for older Adults
- Corporate responsibilities such as safeguarding, data protection, performance, business continuity, emergency planning, Programme Board.

### **Development of the revised 2015/2016 Business Plan**

Readers of previous Housing Business Plans will notice a change in its contents and presentation in this latest version.

The main changes being:

- New vision statement and Values statement
- Section on recently produced Local Housing Market Assessment (LHMA).
- Summary of key achievements from 2014 – 2015 (as at end of quarter 3, 2014 – 2015)
- More detailed information – demographics and findings of up to date independent 20% sample stock survey.
- Updated chapter on HRA Financial Plan and cash-flow.
- Sensitivity analysis
- New governance arrangements
- Key Action Plan for 2015 – 2016
- Revised Risk Register
- Tenant-selected indicators and Service selected-indicators on services being transformed.
- Update on Tenant Satisfaction, with headline results and results of latest STAR survey.

### **Strategic Context and Linkage to other Plans**

Housing Services and the Council's Housing stock remains a strategic priority of the Council, and this can be seen through the features within the key strategic documents. These being the Single Integrated Plan, Corporate Plan, Transformation Plan, Council's Capital Plan and Treasury Management Strategy, Joint Local Development Plan, Corporate ICT Strategy and individual Service Plans. The Council has established Programme Boards to address the key service areas which require transformation and Housing Services is represented on the Older Adult Services Transformation Board – one strand of which, is accommodation.

Aspects of the Housing Services also report to other Transformation Boards – these are the HRAS Reform Project, transforming the Repairs and Maintenance service, introducing the new Housing Management and Asset Management Software, Welfare Reform and a new Affordable Housing project.

## **Council’s Corporate Plan 2014-2017**

### **Council Priorities**

The Council's aims and strategic priorities were consulted upon and have been set out in the Corporate Plan for 2014 – 17.

The Isle of Anglesey County Council's aim by 2017 is to be:

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

To achieve this aim the Council will focus its efforts on what is important to its residents. Across demographics, geographies and different engagement mechanisms the overwhelming and consistent priorities are:

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

These priorities are therefore the focus of the corporate plan. However, it is developed against a backdrop of reducing funding for local government in Wales. Over the period of the Corporate Plan, current projections show that we will need to save in the region of £16million. With reducing resources and additional pressures from an ageing population and social deprivation, the Council will need to consider the delivery of services with a far greater emphasis on partnership arrangements.

Over the next four years, as a Council we are committed to:

- Transforming Older Adult Social Care
- Increasing our Housing Options and Reducing Poverty
- Regenerating our Communities and Developing the Economy
- Improving Education, Skills and Modernising our Schools
- Transforming our Information and Communication Technologies (ICT)
- Becoming Customer, Citizen and Community Focused
- Transforming our Leisure and Library Provision

### **Increasing our Housing Options & reducing Poverty**

It is important to ensure that all our citizens live in safe and appropriate homes that allow them to gain maximum benefit for access to jobs, leisure, amenities, education and to gain associated social and economic benefits. The Council will therefore continue our work to develop the housing market for local people with particular emphasis placed on working with partners to plan, develop and establish a greater number of affordable housing options.

In addition, with major global energy companies working towards a significant investment in Anglesey, the Council will continue to work with landlords in the social and private sector to maximise the number and quality of homes for contractors.

As a Council therefore, we undertake to –

- work with partners to modernise and co-ordinate the benefits advice service so as to improve independence, work towards our tackling poverty strategy and mitigate the effects of welfare reform
- increase the affordable housing options island wide and bring empty homes back into use
- explore options to support young people to enter the housing market
- work with partners to support apprenticeship opportunities for young people
- support those at risk of becoming homeless and homeless individuals to find permanent homes

### **Treasury Management Plan**

The Authority sets in place on an annual basis, a treasury management strategy which sets out how the Authority’s debt and investments will be managed. This is approved by the Council alongside the annual budget setting process. The treasury management strategy has historically been applied to the Authority as a whole and this will continue to be the case following the HRA self-financing reform. The Council is required by the HRA exit agreement with HM Treasury to take out PWLB loan(s) to fund the settlement figure, but will have freedom to decide where to source any additional borrowing.

An aggregate cap of £1.85 billion on HRA borrowing has been imposed on authorities by HM Treasury. Following consultation with the eleven retained housing Authorities and the WLGA the Welsh Government has agreed how to distribute the borrowing capacity between the eleven Authorities. The cap was arrived at by including the existing HRA borrowing requirement, the borrowing required for any future WHQS work, the settlement figure and local priorities such as new build and regeneration. For Isle of Anglesey County Council’s HRA, this means a borrowing cap of approximately £59 million.

The Housing Service remains determined to tackle the challenges ahead – improving the quality of our housing stock whilst also at the same time, delivering better and sustainable housing services for our tenants, in the current economic climate. The improvements of our stock is also viewed as an opportunity to stimulate economic and social regeneration by utilising the significant additional inward investment generated by boosting employment and training opportunities locally. The Housing Services will continue to strive to demonstrate areas of innovation, good practice and service excellence. .

This Plan aims to provide confidence to funders, tenants and Elected Members that the HRA resources and services are managed efficiently and effectively.

Further information about any aspects of this plan is available from the Head of Housing Services, Isle of Anglesey County Council, Council Offices, Llangefni, Anglesey LL77 7TW. E-mail [Housing@anglesey.gov.uk](mailto:Housing@anglesey.gov.uk)

**Signed:**

***Shan Lloyd Williams..... Councillor K P Hughes.....***  
***Head of Housing Services Housing Portfolio Holder***

**January 2015**

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## **2.0 Business Plan objectives**

- 2.1** As a landlord we want our tenants to live in good quality, affordable and energy efficient accommodation in safe and sustainable communities. It is well documented that the standard of housing can have a significant impact on an individual's life chances especially in relation to health and safety and can have long term impacts on learning, education and employment opportunities. Housing quality impacts on individual wellbeing and on wider society. The fact that we have successfully achieved the WHQS internal refurbishment programme reflects our commitment to providing quality accommodation to meet current and future customer needs and aspirations.

We also recognise that housing provision goes far beyond bricks and mortar to include for example, housing support, tenant involvement/engagement and environmental improvements. Our holistic approach to service delivery and continuous improvement ensures that we are able to make a valuable contribution to meeting corporate objectives of helping people achieve their full potential and to be healthy and safe.

Delivering consistently high quality customer-focussed services at reduced costs but which continue to meet performance expectations presents on-going challenges against a backdrop of increasing financial constraints. To this end, we will continue to engage with our tenants to elicit their views about the services they want and the way in which they want them to be delivered. We will involve them in improving services by reviewing, revising and monitoring service standards. We will also make better use of customer feedback to drive further service improvement.

## **2.2 Summary of key achievements to date during 2014 / 2015**

The key achievements for the Business Plan in 2014 / 2015 are as follows:

- Improvement in void property management
  - Void re-let time excluding hard to let properties  
End of Q4 2012/13 49 days, end of Q3 2013/14 39 days, end of Q2 2014/15 26 days
  - Void re-let time including hard to let properties  
End of Q4 2012/13 83 days, end of Q3 2013/14 64 days, end of Q2 2014/15 62 days
- Crown decorating vouchers issued to all new tenants and a 20% discount card to all existing tenants. The care line system has also been upgraded for all sheltered accommodation.
- Completion of 50 properties to WHQS previously classed as 'acceptable fails'.
- Achieving 100% cover of CP12 safety certificates on central heating system servicing
- Completion of 130 boiler replacements
- 30 full Economy 7 installations
- Completion of the UPVC door replacement contract for approx. 700 door sets
- Completion of fuel switching contract to natural gas at Llanfaes and Tyddyn Mostyn, Menai Bridge



- Major review of the Housing Allocations Policy is underway to ensure it is fit for purpose, maximising opportunities of working more effectively with Registered Social Landlords.
- O’Toole Centre (Welfare Benefits Unit) identified financial gains of above £1.5m for Anglesey residents from March 2014 – September 2014.
- Profiling information has been collected for over 90% of tenants which will enable more effective and efficient targeting of communications and services.
- Customer Care Charter reviewed and relaunched which provides a framework for consistent performance and clarifies customer expectations.
- Developed a Safeguarding Guide for staff
- Extensive consultation with tenants on rent reform, introduction of service charges and service priorities
- Phase II of our Housing Management IT project achieved

Phase II highlights are as follows: -

- Planned Maintenance module was delivered in order to meet our statutory Gas Inspection and Servicing requirements;
  - Keystone Asset Management has been delivered; together with interfaces between the Orchard Housing management system which will enable staff to have up to date information on mobile working devices which will improve customer experience and enable us to collect immediate customer feedback on services provided.
  - The priority for 2015/16 will be Customer Relationship Management Module which will ensure individual customer needs are met.
  - CAS the customer actions solution has been implemented which will enable us to meet the requirements of the Anti-social Behaviour, Crime and Policing Act which became legislation in October 2014.
- Good progress made with the action plan to transform the business of the Building Maintenance Unit and modernise our Repairs and Maintenance Service.
  - Established a Repairs and Maintenance Forum with Tenants to shape the future of the Repairs and Maintenance Service. Improvements to date include the introduction of Let-able Standards (voids) properties and look into establishing a ‘Handy Person Service’ for older tenants.

**2.3 Key Housing priorities for our landlord service next year (2015 / 2016) are set out below:**

- Complete transformation of the repairs and maintenance service.
- Continue to manage and maintain the Council housing stock effectively and efficiently – improving income collection, reducing ASB and improving void turn around performance.
- Introduce a new housing allocations policy, taking advantage of the benefits of working with RSL’s and other North Wales Local Authorities.
- Implement a new Domestic Abuse Policy and strengthen our Safeguarding arrangements.

- Commence the programme for developing/acquiring additional homes and establish arrangements for the new house building programme.
- Put in place strengthened governance arrangements to monitor the performance of the Housing Service and delivery of the HRA Business Plan.

## **2.4 Current Housing Needs**

### **Types of households in need**

The LHMA study indicates the following:

Some 7.5% of single non-pensioner households are in housing need compared to 0.6% of households with two or more pensioners. Overall, single non-pensioner households comprise 31.2% of all households in need and households with children a further 40.8% of households in housing need.

## **2.5 Evidence on Housing Need and local housing market**

A new draft Local Housing Strategy for Anglesey has been developed during 2014. This assesses the local housing market both on the basis of statistical data, including that summarised below, and through looking at the existing and future issues which will affect housing supply and demand on the island.

The Strategy is based around six themes

- Development – right homes for the island’s future
- Housing stock and communities are improved
- Preventing housing crisis and increasing housing options
- Support to promote housing independence
- Homes for longer lives
- The links between housing and the wider economy are fully realized

The key issues that the Strategy seeks to address over the 5 year period are:-

1. Responding to demographic and social change which is resulting in more older households and single person households and means that more smaller homes are required
2. Responding to the continuing consequences of Welfare Reform which also produces a requirement for smaller homes because of restrictions on housing benefit and requires significant financial inclusion work to prevent the risk of homelessness.
3. Planning for the impacts of the expected construction of Wylfa Newydd power station and other large scale projects which will bring thousands of additional workers to the island

4. Understanding and responding to the variations in housing needs across the island including regeneration needs in Holyhead and risks to rural housing posed by high prices and holiday homes in rural areas.

## 2.6 Local Housing Market Assessment

The current Local Housing Market Assessment for Anglesey was completed in 2013 based on data from a housing needs survey undertaken across the island in 2012.

The evidence on housing need, using the assessment model used in the LHMA, is summarised below:

When the assumption is made that households should spend no more than 25% of their income on housing costs the assessment found that there was a need for 635 additional affordable homes each year over the next 5 years. This is calculated on the basis of households inadequately housed and newly forming households who cannot afford market housing.

If the assumption is made that households should spend no more than 30% of their income on housing this reduces the figure to 134 additional affordable homes each year needed for the 5 years from 2013.

There is therefore clear evidence of an undersupply of affordable housing and ongoing demand from people in need of affordable homes.

The LHMA also looks at the size of homes which are needed on the basis of the housing survey and the current supply figures.

**Table 1**

<b>Size of additional units required to meet housing need over 5 year period</b>					
<i>Size of home</i>	<i>Need requirement</i>				
	<i>Gross annual need</i>	<i>Gross annual supply</i>	<i>Net annual need</i>	<i>As a % of total net annual need</i>	<i>Supply as a % of gross need</i>
One bedroom	458	65	393	61.9%	14.1%
Two bedrooms	283	216	67	10.6%	76.3%
Three bedrooms	237	134	104	16.3%	56.4%
Four or more bedrooms	71	0	71	11.3%	0.0%
<b>Total</b>	<b>1,049</b>	<b>414</b>	<b>635</b>	<b>100.0%</b>	<b>39.5%</b>

Source: Local Housing Market Assessment, 2013 (LHMA)

## 2.7 Size of accommodation required

Table 1 shows the size of accommodation required by households in housing need in the Isle of Anglesey. The supply distribution is derived from household dataset information on those who have recently moved into affordable accommodation. The last column presents the supply as a percentage of need. This is calculated by dividing the estimated supply of the property size by the derived need for that dwelling size. The lower the figure produced, the more acute the need for affordable accommodation in the area, as the current supply is unlikely to meet the identified need.

The Table suggests that there is a net need for all sizes of affordable housing. The largest net need is one bedroom accommodation, followed by three and two bedroom homes.

The requirement for one bedroom homes comes partly from single person households.

**Table 2**

### Social Housing lettings data

Number of social housing lets on Anglesey (excluding transfer and mutual exchanges)

	2010-11	2011-12	2012-13
<b>Landlord</b>			
North Wales Housing Association	4	22	38
Grwp Cynefin (Formerly CTE & CTC)	128	34	45
Clwyd Alyn	26	19	48
Anglesey County Council	185	222	189
<b>Total</b>	<b>347</b>	<b>297</b>	<b>320</b>

(Source- StatsWales)

Notes:

- *it is likely that fluctuations in lets by RSLs are explained by new developments completing and being let for the first time.*
- *The lettings data includes sheltered housing. For Anglesey County Council this is likely to be at least 13% of relets each year.*

## 2.8 Turnover

The data from StatsWales can be used to look at turnover in social housing in Anglesey as a whole and within the Council's own stock.

- Based on the figures above, there was a turnover of 7% of all social housing on Anglesey in 2012-13.
- There was a turnover of 5% of all Anglesey County Council’s own stock.

**2.9 Private Rented Sector**

The Local Housing Market Assessment used data on moves obtained from the housing survey to estimate turnover in the private rented sector.

It estimated that the turnover in the sector in Anglesey was 23.6% per year. This level of turnover would be typical to that recorded in other areas similar to the Isle of Anglesey. (the most recent data from the Survey of English Housing suggests that turnover in the private rented sector is around 30-40% per year).

**2.10 Ethnicity**

The ethnicity of households in need. Some 3.6% of ‘non White Welsh/British’ households are in housing need compared to 3.3% of ‘White Welsh/British’ households. Despite the lower prevalence of ‘White Welsh/British’ households in housing need, this group still constitutes some 97.0% of all households in housing need.

**2.11 Support Needs**

The number of households containing someone with a support need in housing need. It should be noted that the existence of the support need is self-defined rather than externally assessed.

Table 3 shows that households containing a support needs person are notably more likely to be in housing need than households where no support needs person is present.

<b>Table 3 Annual need requirement by support needs</b>					
<i>Support needs household</i>	<i>Need requirement</i>				
	<i>No. of h’holds in need (gross)</i>	<i>Not in need</i>	<i>Total Number of h’holds</i>	<i>% of h’hold type in need</i>	<i>As a % of those in need</i>
Contains someone with support need	339	6,426	6,765	5.0%	32.3%
Nobody with support need present	710	24,295	25,005	2.8%	67.7%
<b>Total</b>	<b>1,049</b>	<b>30,721</b>	<b>31,770</b>	<b>3.3%</b>	<b>100.0%</b>

Source: Isle of Anglesey Local Housing Market Assessment, 2013

## **2.12 Future housing needs 2012-2032 [excluding Wylfa Newydd]**

### **2.12.1 Demographic projections**

The most recently published population projections available at a local level are the 2008-based data from the Welsh Government. These projections indicate that the population within Isle of Anglesey is projected to increase by 4.1% between 2012 and 2032 (an increase of 2,877 people).

The projections allow for data to be broken down by five year age cohort. Figure 1 shows the projected change within each age cohort between 2012 and 2032. The population projection data indicates that there will be reductions in a large number of age groups (including the 15-34 and 40-69 age ranges) but some cohorts are predicted to grow dramatically. The largest growth is projected to be in the number of people aged between 85 and 89. The projected increase in older person households supports the need to develop accommodation for construction workers that is suitable for older people in the longer term (see the parallel Housing Solutions report). The overall projected growth in those aged 75 and over in the Isle of Anglesey (99.1%) is greater than that recorded for Wales as a whole (93.5%).

Very significant demographic pressures; the population aged 65 years and over is projected to increase by 39.13% by 2033; the population aged 75 years and over is projected to increase by 83.67% over the same period.

Substantial projected increases in the levels of dementia, disability and frailty amongst the increasing older population; a projected 75.24% increase in the population aged 75 years and over that will be living with dementia by 2033.

### 3.0 Business Plan Analysis

#### 3.1.1 Housing Stock Analysis

The Council has a stock of 3,802 dwellings and 767 garages. The latter are a combination of independent blocks constructed from brickwork or concrete sections, some with asbestos roofing and either traditional timber or metal ‘up and over’ doors. Others are individual garages within the curtilage of individual dwellings.

Council Housing Stock	As at 01.04.2013	As at 01.04.2014
1 bed flats	316	316
2 bed flats	402	402
3 bed flats	15	15
1 bed house / bungalow	395	395
2 bed house / bungalow	933	931
3 bed house / bungalow	1674	1,671
4/5 bed house / bungalow	72	72
<b>TOTAL</b>	<b>3,807</b>	<b>3,802</b>

Further information on the geographical profile of the housing stock in terms of type and size can be viewed by accessing the following link:

<http://www.angleseyhousing.co.uk/index.php?section=information&option=areas>

#### 3.1.2 Stock Valuation

Housing stock is recorded within the Authority’s accounts on a historical cost basis with a valuation being undertaken every 5 years in accordance with the Authority’s policies and procedures.

### 3.2 Delivery of Housing Services

#### 3.2.1 Estate Management

Estate and tenancy management is delivered from two offices by a team of eight officers, managed by Senior Housing Management Officers [North / South]. The Holyhead Office manages around 1,515 properties, including the towns of Holyhead and Amlwch, whilst the Llangefni Office manages 2,186 tenancies. To mitigate the impact of welfare reform , 6 officers are currently tasked with managing/ recovering rent arrears and supporting vulnerable tenants with a range of interventions such as referral to the Welfare Benefit team to maximise income and/or to the Financial Inclusion Officer and/or for debt advice The remaining two officers focus on tenancy / estate management matters such as tenancy

sign-up, supporting tenants to set up utilities and access benefits, investigating and addressing complaints of nuisance and anti-social behaviour, dealing with requests for tenancy amendments, dealing with requests for consents for tenant alterations/improvements, undertaking property inspections, supporting the victims of anti-social behaviour throughout the enforcement process.

The Service will be working with partner agencies towards achievement of the Wales Housing Management Standard for Tackling Anti-Social Behaviour which provides assurance on how anti-social behaviour is tackled.

Most common types of ASB reported

- Noise
- Verbal intimidation
- Rubbish
- Drugs / substance misuse
- Pets / vehicle / overgrown gardens

### **3.2.2 Rent collection**

The rent collectable in 2013/2014 was £13m, and a target of £13.5m is collectable for 2014/15. Rent is collectable through a variety of methods, which include Direct Debit, standing orders, Paypoint, PostOffice, direct from wages or salaries, by debit card or credit card over the telephone, automated touch tone, on-line payments.

During 2014/15 the Direct Debit dates available to customers were increased to offer any date of the month. This is done in preparation for the Universal Credit and will enable the tenants to pay their rent as and when they receive the Universal Credit payment.

The rent collection rate for 2013/2014 was 94.98%, lower than the collection rate of 95.40% in 2012/2013 against target of 96%. The figure has reduced slightly due to the impact of the Welfare Reform on tenants.

### **3.2.3 Self Service Portal Module**

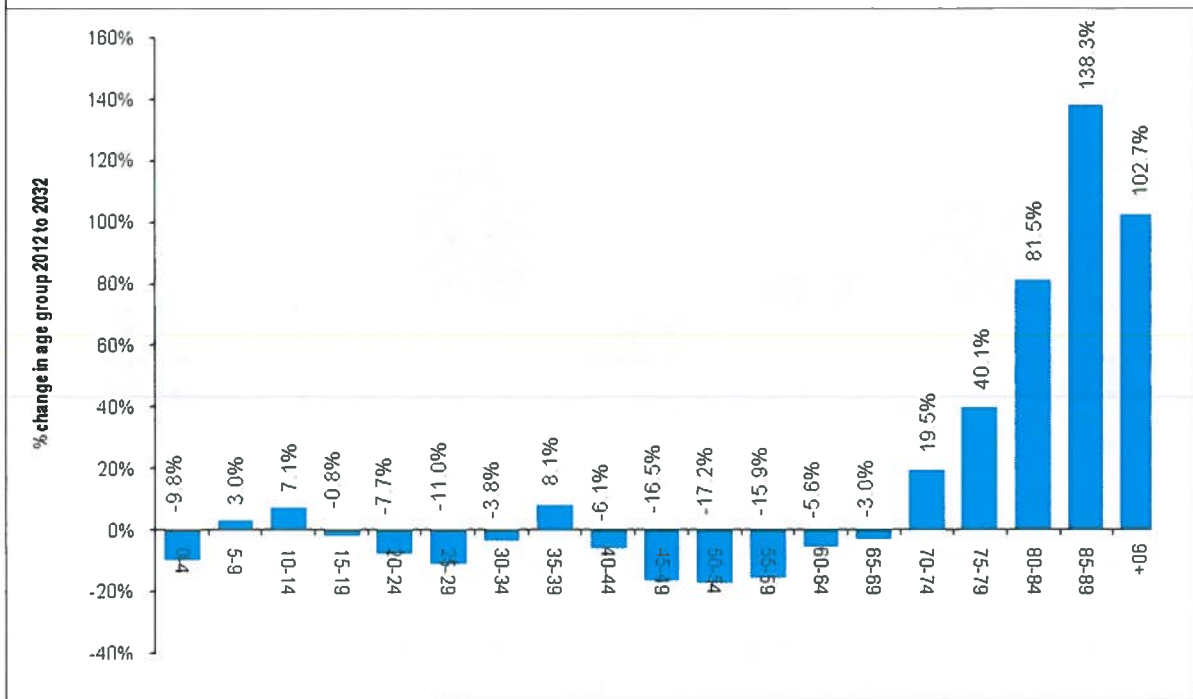
The self-service portal module is an online service that will provide our tenants with access to manage their rent account which will improve the Council's income collection. It will also provide facilities for tenants to view and update their personal details, make any requests for repairs and report a complaint or nuisance behaviour. The module is due to be operational by July 2015.

### **3.2.4 Current and former rent arrears**

The Council's approach towards rent arrears recovery is set out in the Income Management Strategy and action plan adopted in October 2013, and detailed in further policies and



**Figure 1 Forecast population change by age group in the Isle of Anglesey, 2012 – 2032**



Source: The Welsh Government 2008-based population projections

The Welsh Government household projections suggest that the number of households is set to increase at a faster rate to the population, therefore it is anticipated that the average household size will decrease from 2.19 to 2.03 persons over the next 20 years.

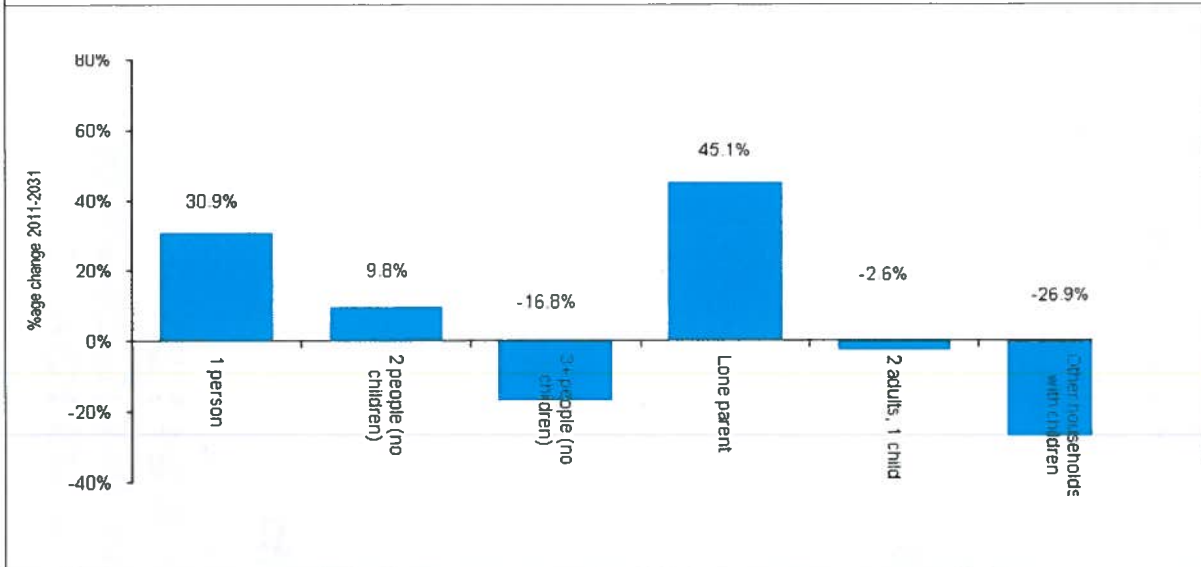
**Table 4 Change in population, households and household size, 2012 – 2032**

	2012	2032	% change
Population in households	69,682	72,558	+4.1%
Households	31,770	35,740	+12.5%
Average household size	2.19	2.03	

Source: The Welsh Government 2008-based population and household projections

The latest household projections for Isle of Anglesey suggest that the structure of households is likely to change over time. Whilst the Table above suggests that the overall number of households is expected to increase by 12.5%, Figure 2 shows that this increase is not uniform across different household groups. The number of 'other' households is expected to fall by 26.9%, whilst the number of lone parent households is expected to increase by 45.1%. There is also predicted to be a notable increase in the number of single person households.

**Figure 2 Summary change in household structure, 2012 – 2026**



Source: The Welsh Government 2008-based household projections

These population and household projections have been applied to the household survey dataset to provide an estimated household profile for 20 years' time. Before the accommodation requirements of the future population are calculated it is important to describe the approach used to create an accommodation profile adequate for each of these household types.

The full Reports are available on the Council's website [www.anglesey.gov.uk](http://www.anglesey.gov.uk) and will inform the type, location and size of future developments, for strategic discussions with our partner Social Registered Landlords and developers, and of course, subject to obtaining Elected Member support, will inform future developments by the Council's Housing Services.

procedures. The Plan will be reviewed by end of Quarter 4 2014/15

The level of current rent arrears amounted to £505k as at March 31, 2013 and as end of quarter 2, 2014/15 stood at £586k (3.93% of collectable rent).

Former tenant arrears amounted to £242k as at March 31, 2013, and at end of Q2 2014/15 stood at £260k (1.75% of collectable rent).

### **3.2.5 Difficult to lets / low demand**

The Council has a high demand for most of its properties. However, some difficulties are experienced in letting certain types of properties in sheltered housing and schemes for frail older people. The greatest issues are at Llawr y Dref, Llangefni. An options appraisal for the future of this building has been completed and initial costings have been reported, with provisional costings included in the HRA financial plan.

### **3.2.6 Rent Reform**

Following the introduction by Welsh Government of the new policy for Social Housing Rents, there are new guidelines on how much the Council can charge for each type of property and this is known as ‘target rent’.

The Isle of Anglesey County Council’s ‘target rent’ for each type of properties for 2015/16 are shown as follows:-

<b>Type of Property</b>	<b>Target Rent for 2015/16</b>
Bedsits	£60.54
1 Bedroom Flat	£68.11
2 Bedroom Flat	£75.67
3 Bedroom Flat	£83.24
4 Bedroom Flat	£90.81
1 Bedroom House	£75.28
2 Bedroom House	£83.64
3 Bedroom House	£92.00
4 Bedroom House	£100.37
5+ Bedroom House	£108.73

Based on the above figures, there are 3351 properties below the target rent and 451 properties above target. This totals to 88.1% and 11.9% respectively of our stock.

In order to achieve the current target rent figures, the Council propose to increase the rent by the formula, CPI + 1.5% + £2 per week for all properties below target and this will be accomplished by approximately 2021.

### **3.2.7 Leasehold Services and Service Charges**

Work is currently under way on de-pooling services charges from rent with a view to introducing these charges from April 2015.

The following service charges will be introduced –

- Door entry systems
- Lift servicing
- Fire alarms and equipment
- Heating and lighting of communal areas
- Cleaning of communal areas
- TV aerials in communal areas
- Painting of communal areas

These service charges will affect approximately 1100 (29%) of our tenants.

This table shows the annual cost for each service and the number of properties affected :-

<b>Service</b>	<b>Approximate Annual Cost £'000</b>	<b>Approximate Number of properties affected</b>
Ground Maintenance	95	788
Door Entry	34	788
Fire Alarm & Equipment	35	99
Lift Service	3	788
Communal Heating & Lighting	19	788
Communal Aerial	10	1100
Communal Cleaning	18	135
Communal Painting	0.2	14
Sewerage	19	89
Management	35	788
<b>Total</b>	<b>268.2</b>	

Out of the total costs of service charges we expect to recover approximately £202k as exemptions are provided to tenants for Ground Maintenance, if aged 70 and over or disabled.

#### **Consultation**

The Rents and Service charges consultation period commenced on the 3<sup>rd</sup> November 2014 and ended on the 12<sup>th</sup> December 2014.

Various consultation methods were made available to the tenants which included :-

History

People aged  
25-54

Status

Services that are intended to provide housing related support for two years or more will be identified as long term services and where appropriate will be chargeable. Long Term services will primarily meet the needs of:

- Older People
- Physical Disabilities
- Learning Disabilities
- Mental health
- Chronic Illness

A charge for a Supporting People Service will be defined as the unit subsidy in the case of a block subsidy contract, and the annual contract price divided by scheme capacity for block gross contracts.

### **3.2.11 Safeguarding**

Government legislation places a duty on all organisations to promote safeguarding. As Anglesey County Council staff we have an important role to play in promoting the welfare and the safeguarding of children, young and vulnerable adults within our community irrespective of our individual roles.

All Housing Services staff have been issued with guidance which outlines what is meant by ‘abuse’ and ‘neglect’ and how to recognise signs and indicators and what to do in suspected cases.

This complies with the corporate Safeguarding Vulnerable Adults Policy (December 2012) and Action Plan.

All Housing Services Staff will be briefed on the safeguarding procedures and statutory tests for making referrals to Social Services as part of the domestic abuse training during 2015.

### **3.2.12 Tenant Participation and Consultation**

The Team’s work programme for 2014/15 has been focussed on the following key areas:

- Ensuring that tenants have an active role in developing, delivering and monitoring housing services and that a wide range of tenants participate in different activities to promote meaningful and representative participation. Tenants have been actively involved in the review of housing-related support services for older people and the commissioning strategy is being developed using a co-production model.
- Developing the Tenant Portal by July 2015 which will allow tenants to securely access their rent accounts on-line and also submit service requests. The Portal will also facilitate on-line consultation.
- Ensuring that tenants were fully aware of welfare and housing benefit reforms and how they would impact on them personally by providing leaflets, newsletters, web page

information, drop-in sessions, money management courses, welfare benefit and debt advice

- Supporting tenants to develop the skills and confidence to contribute to service planning and delivery by attending conferences, networking events, training.
  - Working in partnership with Social Services, Supporting People and Community Voices to develop community hubs in Llangefni, Amlwch, Llangoed and Llanddona which has seen £10,000 invested in upgrading two communal lounges (Maes Gwyn, Llanddona and Pont y Brenin Llangoed). Work includes decorating communal areas and improving the facilities (tables, chairs, cooker, kettle, crockery and cutlery). The communal lounges will also have Wi-Fi installed and a laptop for community use.
  - Using more modern methods of engagement as part of our commitment to ensure consultation results are representative. For example the Tenant Participation team used Survey Monkey (online survey tool) for the Rent and Service Charges consultation via the corporate Council website and also promoted the event via facebook and twitter.
  - Continuing to support the Tenant Auditing Group as a mechanism for monitoring, scrutinising and improving services. The group won the TPAS Cymru “Improving Services’ award (throughout Wales).
  - Increasing the number of tenants interested in high level tenant engagement activities including tenants within the hard to reach age groups. Six new tenants have joined the MTOV panel (Mon Tenant and Officer Voice) and ten new tenants recruited to the newly established Repairs Forum.
  - With the support of the MTOV and TPAS Cymru, evaluated the success of the 2011-2014 Local Tenant Participation Strategy and drafted an updated version for 2015-2019 which will reflect changing service priorities. Key objectives for the revised strategy have been identified as:
    - Mainstreaming Tenant Participation as a “core activity” within Housing Services.
    - Utilising tenant profiling information to explore various methods for consultations to ensure consultation results are representative of the wider tenant body.
    - Improving access to information
    - Being innovative with engagement activities to encourage more tenants to get involved at a range of different levels.
    - Working in partnership with internal and external agencies.
    - Focusing on outcomes - what impacts have tenant participation activities had on influencing service delivery improvements
- Providing feedback to tenants to show them what impact their involvement has made.
- Developing strong partnerships to deliver community projects and access funding sources e.g. Tidy Towns, Keep Wales Tidy, Communities First, Tenant & Resident

- A postal survey was sent out to all 3802 tenants to obtain their opinions on the changes to the new rent and service charges. This survey was also made available online on the corporate council website.
- Face to face consultations were also available.
  - Drop in sessions were held at 6 locations across Anglesey (Llangefni, Holyhead, Beaumaris, Menai Bridge, Aberffraw and Amlwch). These sessions were available at various times throughout the day and including evening meetings.
  - Door to door questionnaires were carried out during a community clean up event at Brynsiencyn.
  - A question and answer session was held during the Mon Tenants Officer Voice (MTOV) on Monday 17<sup>th</sup> November 2014, in which the 12 regular tenants who have been involved throughout the MTOV meetings attended.
  - A question and answer session was held during the Sheltered Housing Forum on Thursday 4<sup>th</sup> December 2014 where over a hundred sheltered housing tenants were present.

A total number of 458 questionnaires were received which is 12% of our stock.

### **3.2.8 Sheltered Accommodation**

There are 23 Council owned/managed schemes on the island which provide 491 units of accommodation.

Sheltered schemes provide purpose built self-contained flats and bungalows which are only let to people who are 60+ or registered disabled.

The accommodation is easy to manage with adaptations where necessary to facilitate access mobility. All properties have hard-wired community alarms which provide an emergency response 24 hours per day 365 days per year. The call monitoring service is provided by GalwGofal on a North Wales regional basis.

Some schemes have communal facilities such as lounges, laundry rooms and gardens. Some schemes have a resident warden whilst others have a mobile warden service.

### **3.2.9 Older person accommodation**

The Council also provides 789 units of accommodation (flats and bungalows) which are designated for people who are 60+. All properties have a hard-wired community alarm.

Historically, the funding of the services provided to tenants within both sheltered housing and older people schemes has been heavily subsidised by the Supporting People Programme. As a result of a review of the Supporting People Grant and in accordance with the Welsh Government’s Supporting People Guidance which sets out the terms and conditions for the programme, all future housing related support must be funded based upon **assessed need and not on tenure** as has been the case historically . It will be focussed on the side of prevention, which will contribute in particular to ensuring vulnerable individuals remain independent and lead healthy and active lives in safe and secure communities.

The ‘No Place Like Home’ Supporting People Commissioning Strategy for Older People Services 2014/17 encompasses a community hub model to deliver future support, care and accommodation based services for older people residing on Anglesey. The community hub will provide both in-reach and outreach services and will be located within each of the 6 patches identified within the Model Môn Framework.

The Supporting People programme will therefore not continue to fund the services provided to persons accommodated in older people and sheltered housing units based on the existing service delivery model and this leaves a significant funding gap. We recognise that this accommodation has a valuable role to play in meeting the needs of older people now and in the future. Accordingly we are currently working on re-defining the sheltered housing and older people housing “offer” to make sure that it is an improved, fit for purpose and affordable service.

### **3.2.10 Housing Related Support**

#### **Charging Policy**

Supporting People Services is a chargeable service for people who have an assessed need for Housing Related Support and are not in receipt of Housing Benefit, Income Support or Guaranteed Credit. Pending the approval of the Local Supporting People Planning Group, it is intended to introduce a charging policy framework which will result in some individuals paying for housing related support, where they have the financial means to do so. Services will be categorised either as short term services (free) or long term services which will be chargeable unless eligible individuals receive one or more of the passport benefits mentioned above or are deemed financially unable to cover the cost and therefore exempt from paying following completion of a fairer charging process.

It is proposed that short term services which aim to achieve independent living within a period of two years will be free of charge. Short term services will primarily meet the needs of individuals who have needs within the following categories.

- Domestic Abuse
- Substance Misuse
- Young Vulnerable People aged 16-24
- Young Vulnerable Single Parents
- Offending
- Homeless
- Refugee



Groups, other Council Departments, North Wales Police, Schools, local Councillors, Probation Service.

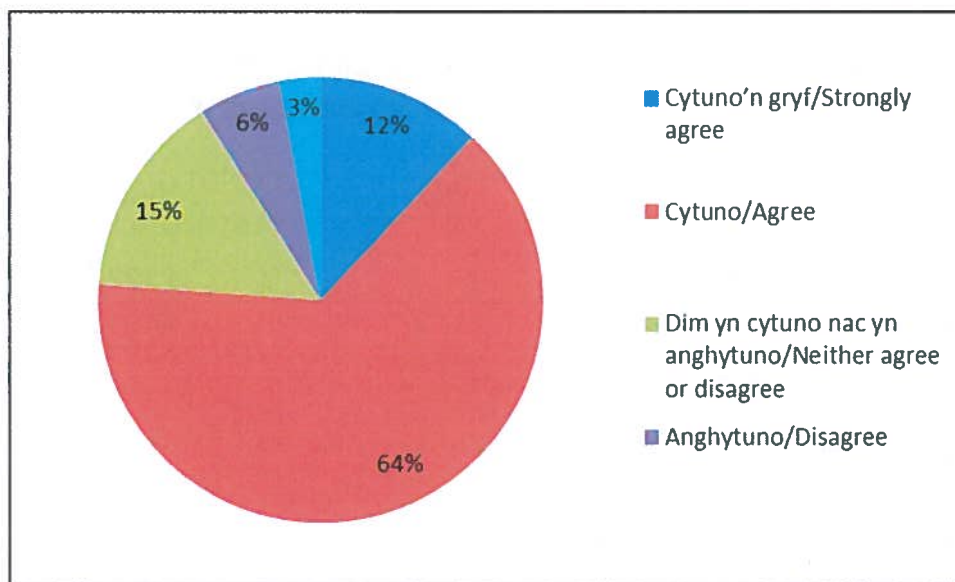
- Seeking to further integrate tenant involvement throughout our services and governance by providing bespoke staff training on Tenant Participation and encouraging staff to become actively involved in tenant and community events.
- Working with partners to maximise income and promote financial inclusion amongst tenants.
- Further promoting digital inclusion in readiness for Universal Credit through computer classes

For the next year, we will continue to develop and consolidate these areas and implement the Resident Involvement/Campaign Management module of the Orchard Housing Management System

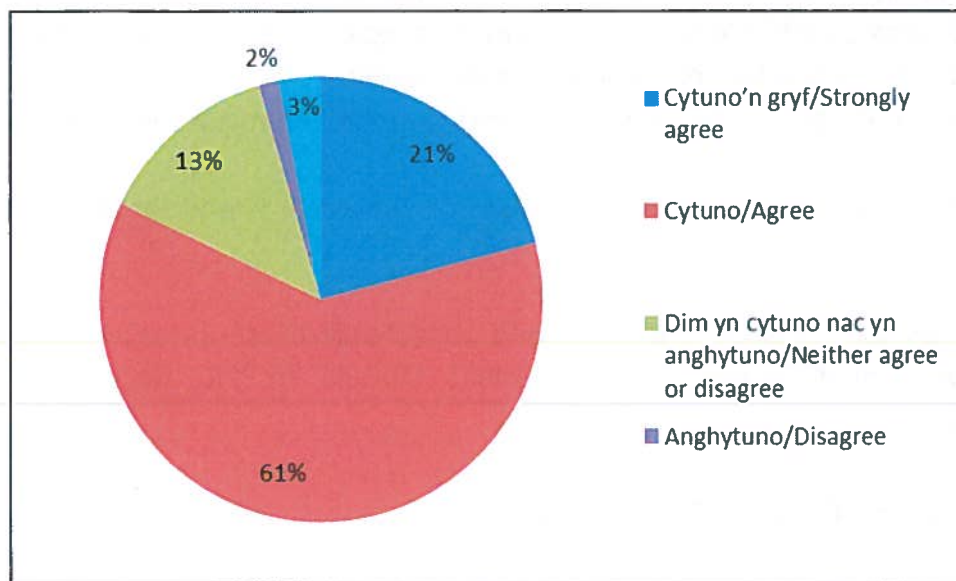
### **3.2.13 Successful outcomes of Tenant Participation**

As part of the review of the 2011-2014 Local Tenant Participation Strategy, tenants, officers and local members were asked to complete a questionnaire to assist with the process of evaluating the success or otherwise of tenant involvement/participation activities during the life of the strategy. Overall results were positive and demonstrated that the strategy had achieved success in promoting meaningful participation and involvement.

Tenants have an influence on decisions:



Tenants make a positive impact on services:



### 3.2.14 Right to Buy

Under the Housing Act 1985, the Council is required to sell Council properties to eligible sitting tenants at a discount.

During 2013/14 we saw the sale of 3 properties through the Right to Buy.

RTB applications have increased significantly over the last 24 months. Contributing factors include easier access to loan finance. Table below outlines activity as of 1<sup>st</sup> Dec, 2014:

Actions	No	Value
Properties – sold since 1 <sup>st</sup> April, 2014	2	£123,500
Properties – offers issued following valuation	7	£485,500
Properties – applications being processed	4	

Increasing sales has the following negative inputs :-

- Reduces the number of affordable homes available
- Reduces long term contribution each property makes to annual income

An assumption is made that as the general economy improves and develops that we will see an increase in RTB applications, therefore to mitigate the above mentioned negative inputs consideration will be given to submit an application to Welsh Government to suspend the Right to Buy scheme on the Island [up to five years], due to the anticipated increased demand for social housing on the Island.

Following a period of 5 years suspension an assumption has been included within the business plan that 2 properties will be sold through the RTB annually.

### **3.2.15 Common Housing Register**

Housing Services maintains a common Housing Register on behalf of the Ynys Môn Housing Partnership which includes our RSL (Registered Social Landlord) partners, Grŵp Cynefin , Pennaf and North Wales Housing.

There were 1605 applicants on the waiting list in December, 2014 compared with 1478 applicants in January 2014. 320 Council properties were allocated between 1/4/2013 and 31/03/2014.

197 council properties and 57 RSL (Registered Social Landlord) properties were allocated between 1 April 2014 and 31 December 2014.

During 2014 - 2015, our Accessible Housing Register will be developed, as part of the work of introducing our new Asset Management module.

By the end of 2014/2015, the Service will have agreed with our RSL partners a common housing allocation scheme, and have sought Council approval. The revised scheme will eradicate inefficiencies in the allocation process, ensure that a greater proportion of social lettings go to those individuals most in housing need, and ensure a common approach by all social landlords where properties become available for letting.

During 2015/2016, the Service will implement the revised common housing allocation scheme.

## **3.3 Investment Strategy**

### **3.3.1 Stock Condition Survey**

Our Housing Stock Business Plan for 2012 – 2013 confirmed our intention to commission a post-Internal Investment Programme Stock Condition Survey in order to:

- Seek independent verification that WHQS compliance has been achieved;
- Inform future investment planning priorities and financial requirements; and
- Update Stock Condition data prior to the adoption of asset management software, namely Keystone.

Following a report to the Council’s Executive Committee during June, 2013 the Housing Service engaged the services of an experienced company, namely Savills, to undertake a representative sample of 20% of the Housing Stock.

Below is an Executive Summary of the Stock Condition Survey undertaken by Savills during the summer of 2013:

*“1.1 In accordance with your instructions we have undertaken a stock condition survey of your housing stock, in summary, the main objectives of the exercise were:*

- a) *To provide accurate and statistically reliable information concerning repairs and maintenance as well as improvement costs forecast over a 30 year term;*
- b) *To collect, validate and report upon attribute and condition information about the stock for the purpose of improving existing records and future maintenance planning;*
- c) *To establish a methodology upon which further surveys may be undertaken in the future to supplement this survey exercise;*
- d) *To provide accessible, reliable and easily maintainable planning data for future repairs, maintenance and improvement programmes;*
- e) *To assess the properties in accordance with the Welsh Housing Quality Standard.*

1.2 *The total stock comprises 3,805 properties and we have surveyed a representative 20% sample. The sample has been carefully chosen to ensure a representative mix of properties based on the different types and locations. This information has been combined with a 100% survey we carried out in 2009 and updated to reflect the capital investment in the stock since that time.*

1.3 *The overall impression of the stock gained from the surveys is that it is in good condition having enjoyed the benefits of substantial investment.*

1.4 *The Council has finished the internal modernisation programme which consisted of new kitchens, bathrooms, rewires and heating systems. Whilst there has been investment in the external and environmental areas continued investment will need to be carried out to meet the ongoing obligations of the WHQS.*

1.5 *Our survey has included an assessment of the properties against the criteria set out in the WHQS. Other than where the residents have refused work or it is not pragmatic to carry out the work the housing stock meets the requirements for the WHQS.*

1.6 *We have identified a programme of work to maintain properties to the WHQS over the next 30 years, where practical to do so. Our assessment of the total repairs and maintenance costs of the stock for the next 30 years equates to a figure of £29,340 per unit. This cost purely relates to the actual building work and is exclusive of any management costs, revenue expenditure and VAT. It also excludes any allowance for future inflation or any decanting costs in the event that this is necessary.*

1.7 *The work identified as part of the stock condition survey has been priced by means of a Schedule of Rates. The rates we have adopted reflect those being paid by the Council as part of the major works programme.*

*The unit rates are, in our experience, competitive and represent good value for money. In terms of life cycles, we have applied industry standard life cycles to the building elements.”*

Life cycles of key components, mentioned in 1.7 above, allowed for within our 30 year cost projections include:

- Kitchen – 15 years
- Bathroom – 25 years
- Boilers – 15 years
- Radiators – 25 years
- Full re-wire – 25 years

We are satisfied that, wherever practically possible, all properties meet WHQS with the exception of refusals or acceptable fail criteria. Improvement works on past refusals are automatically carried out at Change of Tenancy. We could only consider recording an acceptable fail if the cost of remedy was economically impractical. At the end of 2012/13, the number of acceptable fails was 447 and by the end of Q3 2014 – 2015, the number of dwellings classified as acceptable fails are 338.

### **3.3.2 Progress on Capital Investment 2014 – 15**

#### **Internal Refurbishment Programme**

Following successful conclusion of the above mentioned programme during December, 2012 the Housing Services has continued to engage with residents that had previously declined the opportunity to have improvement work carried out.

This pro-active approach has proved beneficial and has further reduced the number of acceptable fails. In addition, work carried out at Change of Tenancy has and continues to make a positive contribution towards WHQS compliance.

In view of the above, we will continue to allocate capital funding for internal works until we are satisfied that all of the housing stock complies with WHQS. Funding for catch-up WHQS related work and asbestos management for 2014 - 2015 is in the sum of £750,000.

Evidence of continued investment in core WHQS element renewal is demonstrated in the attached mid-year monitoring proforma.

#### **Traditional External Planned Maintenance**

Since completion of the Internal Investment Programme in December 2012 the capital investment team have successfully procured significant work contracts in connection with traditional external refurbishment and environmental improvements. Table A below is an extract from our Contracts Register which summarises capital investment completed or procured during 2014:

The general scope of the work undertaken or currently on site typically involves re-roofing, the application of an insulated render system, replacement windows and doors where appropriate, external works to include paths, fencing and boundary walls. Certain dwellings have also benefited from the installation of Solar PV systems.

Total planned investment since the summer of 2013 exceeds £6.7m and the Housing Service is pleased to confirm that 6 out of 8 contracts have been awarded to contractors based in North Wales following open tender notices posted via Sell2Wales. The 2 other contracts involved WG appointed ARBED Scheme Managers and specialist door entry system suppliers.

Home improvements in all the schemes mentioned above will significantly improve the comfort and appearance of the homes and, where applicable, make them more affordable to heat. Traditional external planned maintenance will continue to form the basis of our capital investment plans for 2015 – 16.

**Table A**

Title (Of the contract)	Description	Start / Signature Date	End / Delivery Date	Total Value of Contract	Contract Procedure Type
Planned Maintenance Works involving 25 properties at Maes Cybi and various other locations in Holyhead	Carry out roofing works, the application of an insulated render system, replacement windows and doors where necessary and external works to include paths, fencing and boundary walls	15/07/2013	20/06/2014	£616,784.32	Open (Sell2Wales)
Planned Maintenance Works involving 40 properties at Maes yr Haf, Queens Park and Vulcan Street, Holyhead	This is a supplementary contract to Welsh Government ARBED related works which also involved 26 properties in the Private sector.	16/09/2013	13/10/2014	£1,116,056.17 + £900,000 WG ARBED funding	Negotiated
Planned Maintenance works involving 18 flats at Llys Watling, Holyhead	The requirement is to carry out refurbishment and improvement works to the existing flats including re-covering flat roofs, replacement of windows and improvements to covered entrances, the application of external insulated render and external works improvements.	03/11/2014	20/03/2015	£205,082.43	Open (Sell2Wales)
Planned Maintenance Works involving 49 flats at Glan Cefni Flats, Llangefni & Maes y Coed Flats, Menai Bridge	The requirement is to carry out refurbishment and improvement works to the existing flats including re-covering flat roof, replacement of windows and external doors, repairs to balconies, clean façade, and replacement of finishes to circulation and communal areas, and external works improvements.	08/09/2014	09/03/2015	£744,242.34	Open (Sell2Wales)
Planned Maintenance Works involving 31 properties at Bryn Tawel, Chapel Street, Field St, Brynsiencyn and Tai Dinas, Llangefni	Carry out roofing works, the application of an insulated render system, replacement windows and doors where necessary and external works to include paths, fencing and boundary walls	07/04/2014	06/03/2015	£866,264.00	Open (Sell2Wales)
Door Entry Systems Contract 2013/14	Upgrade of doors and entry systems serving communal areas to various blocks of flats	18/11/2013	19/04/2014	£320,780.48	Restricted
Planned Maintenance Works involving 34 properties at Pentrefelin, Penycefn, Llewelyn St in Amlwch, Maes Padrig, Cemaes and Maes Bwcle, Llanfechell	The requirement is to carry out roofing works, the application of an insulated render system, replacement windows and doors where necessary and external works to include paths, fencing and boundary walls.	07/07/2014	27/03/2015	£1,008,891.75	Open (Sell2Wales)
Planned Maintenance works involving 31 properties at Bro Llewelyn, Ffordd yr Eglwys and Stryd Llewelyn in Llanfaes and Maes Hyfryd, Llanfairpwll	The requirement is to carry out roofing works, the application of an insulated render system, replacement windows and doors where necessary and external works to include paths, fencing and boundary walls	21/07/2014	13/03/2015	£1,011,403.12	Open (Sell2Wales)

### **.3.3 Renewable Energy and Feed in Tariff**

The Housing Service has embraced solar technology and 312 Council owned properties benefit from Solar PV systems. A further 87 properties benefit from the installation of Solar Thermal technology.

In total, 129 of the above mentioned systems are eligible for Feed in Tariff subsidy (FiT). Total income generated up to September, 2014 is in the region of £210,000. Initial performance statistics indicate that the Council should expect FiT income per annum of approx. £60,000.

During 2014 – 2015 we commenced the re-cycling of this income and installed further Solar PV systems. A total of 25 new systems to serve bungalows for the elderly which are located off the mains gas network have been installed at Maes Bwcle, Llanfechell and Bryn Tawel, Brynsiencyn during this year.

#### **3.3.4 Fuel Switching**

As previously reported the Council has a significant number of properties which are not served by the mains gas network. The Housing Service is pleased to confirm that since 2012 a total of 235 new gas connections were ordered for the following locations:

- TyddynMostyn, Menai Bridge
- New Street, Beaumaris
- The village of Llanfaes
- The village of Llanerchymedd

During Jan – Sept, 2013 connection works and the installation of central heating was completed at TyddynMostyn, New Street and Llanfaes.

Completion of mains gas infrastructure works at Llanerchymedd is nearing completion and the installation of central heating is also approaching completion. This scheme has been welcomed by our Tenants who previously relied on far more expensive oil, bulk LPG or electric systems.

#### **3.3.5 Security Doors and Electronic Door Entry Systems**

A contract for the third and final phase of the above mentioned programme was completed during April, 2014. The value of this work is in the region of £320,000 and will complete all necessary renewals and upgrades in connection with security doors and associated entry systems.

#### **3.3.6 Asbestos**

The Housing Service has a duty to manage asbestos in its properties. Following completion of the Internal Investment Programme, funding continues to be made available to manage asbestos and during December, 2013 specialist contractors completed Asbestos Management inspections wherever possible in all of our properties.

The results of the aforementioned inspections will inform future policy and capital investment requirements for the continued management of asbestos or, where appropriate, the removal of asbestos containing materials. Robust arrangements are in place for the removal of asbestos which affects work undertaken on day to day repairs and capital works. During 2014 the asbestos management module of our new asset management system was installed.

### **3.3.7 Environmental Statement**

‘Sustainable Communities’ have been described as places where people as ‘places where people want to live and work now and in the future. They meet the diverse needs of existing and future residents, are sensitive to their environment and contribute to a high quality of life’.

The WHQS Environmental Standard requires homes to be located in ‘attractive and safe environments to which residents can relate and in which they can be proud to live’. Our approach to deliver environmental improvements is consolidated within our WHQS Environmental Statement which was produced in May 2012 and we continue to be guided by its commitment to secure sustainable local solutions which can bring positive benefits in terms of health, well-being and the quality of life of residents.

Our approach recognises that residents perceptions of their locality are very subjective in nature and that in order to bring long term sustainability ‘buy-in’ we need to embrace creative solutions which bring community and environmental benefits. Consequently environmental projects are largely driven by tenant and resident priorities.

We continue to work closely with TPAS Cymru to fully exploit opportunities for joint initiatives and partnership working to maximise the benefit to local communities. During the past 12 months four Housing Services led Community Clean-up Days and four Tidy Towns Environmental Action Days have taken place on estates across the island and all have been joint ventures with Keep Wales Tidy, Waste management, Community Payback Scheme, local PCSO’s and local tenants and residents. All projects are evaluated and feedback has been consistently positive.

Six ‘road shows’ also took place which combined estate walkabouts with the opportunity to access money advice, welfare benefit ‘health checks’ etc to bring optimum community benefit.

In August 2012 we piloted the Environmental & Community Improvement Fund (ECIF) a pot of money earmarked for environmental and community improvements requested by tenants/leaseholders through a formal bidding process. Consideration is given to projects which improve the general appearance of the area, improve safety and security, help reduce crime (or the fear of crime), anti-social behaviour and improve community spirit. Projects are put forward by tenants, officers and members and the bids are assessed and prioritised against a set criteria by a panel comprising officers and tenants.



The ECIF has since become well established and the process streamlined following evaluation of first round projects. Seven community projects were undertaken at a total cost of £12,385. They include community clean-up events, funding of park benches, play equipment, fencing and improving pathways.

We are also in the process of consulting with tenants and residents on the Bro Tudur estate on Llangefni on various options for dealing with an unsightly garage site where there are high voids and persistent graffiti and vandalism.

We will continue to encourage and support diverse projects which bring wider community benefits and which support individual and community development. For example, we are currently running a number of courses with our partners aimed at promoting computer skills, money management/budgeting confidence and cooking skills.

### **3.3.8 Post HRA subsidy buy-out**

Our top four priorities for investment are:

- Estate regeneration;
- New build, increasing the provision of affordable housing;
- Accommodation for specific groups, for example older people, people with mental health;
- Addressing the energy efficiency / fuel poverty agenda.

These priorities have been consulted with our Tenants, Elected Members.

### **3.3.9 Repairs & Maintenance Building Maintenance Unit (BMU)**

The current delivery structure is split very clearly into two functions – a client team and a contractor team. The client team has responsibility for managing the in house contractor in terms of pre and post inspection, awarding work and managing the performance of the team. The contractor team has responsibility for delivering repairs, voids, adaptations and other works to a quality and within prescribed timescales.

A Transformation Manager was appointed during 2014/15 who has responsibility for transforming and modernising the BMU service.

### **3.3.10 The key drivers for the new service**

The key drivers for the service can be identified within the vision for the service and are also derived from many of the issues identified above. The vision for the service is as follows that it delivers *“an excellent, customer focussed Repairs Team, committed to delivering modern, efficient and high quality services, valued by our customers.”* It follows that the following are the key drivers for the service:-

- The service is customer-focussed in service delivery.
- It is a modern and innovative service adopting modern working practices, processes and effective use of IT
- The service is efficient and cost effective focussed on reducing duplication, waste and ensuring costs are comparatively low
- The service is of a high quality with performance indicators that reflect excellent levels of performance

Key actions from the action plan have been included within the HRA Action Plan. As readers can see, an efficiency target of £250k has been set for 2015-2016.

### **3.3.11 Council Housebuilding Programme**

Since the 1980's, councils have been discouraged by successive governments from building new affordable housing themselves, and encouraged to act as 'enablers', by facilitating RSL's to build new affordable housing. However, with the new flexibilities that come with self-financing arrangements, this has now changed, and local authorities are once again encouraged to build.

Both the Elected Members and tenants are supportive of this direction, which has led to the council to agree to implement a new council house building programme. The main advantages for this are as follows:-

- Council's HRA land and Council owned land could be developed for much needed affordable housing (currently there are around 1600 people on the councils housing register).
- The land and buildings are retained or Council/HRA assets rather than being transferring to an RSL at a subsidised price for the RSL to develop as affordable housing.
- Local Authorities are able to recover a significant part of vat costs of improving and maintaining our properties thus reducing costs.
- It will enable the council to increase its housing stock instead of continuing to see reductions in the stock through right to buy, thereby reducing the unit cost of managing and retaining the council's stock.
- The council will have greater control over the future allocation of affordable homes.

Development appraisals will be undertaken on each scheme to see whether or not development potential exists. Where appropriate the anticipated costs and income generation will be evaluated by carrying out a scheme financial viability assessment.

Grant funding may be available in the future, but any shortfall in capital funding in the meantime will come from the HRA and capital receipts from right to buy sales.

A development strategy will shortly be formed, setting out the proposed approach to the council's house building programme.

### **3.3.12 Welfare Reform**

Responsibility for welfare reform on a corporate basis lies with the Head of Housing Services. A specific project manager has been recruited to help mitigate the effects of welfare reform.

The business plan has given consideration to the impact of welfare reform. Financial modelling has been carried out in an attempt to consider likely scenarios, particularly in respect to potential increases to rent arrears as a result of under occupancy benefit criteria and the soon to be introduced universal credit.

Evidence from the few pilot areas is that arrears and bad debts will increase. This is the greatest risk facing the HRA.

Currently 73% of housing benefit is received directly into the HRA rather than to tenants. Universal Credit will be paid directly to claimants who will receive monthly payments in arrears. Additional costs will be incurred as a result of recovering arrears and supporting tenants who find difficulty in managing personal budgets.

The Council has put in place various measures to minimise the impact of welfare reform. Tenants have been provided with information about the changes and various that are available to help them cope financially, examples include money management courses, IT courses, help in preparing CV's and helping to prepare and access work opportunities.

We have worked with other partners to maximise entitlements to means tested and non means tested benefits such as free school meals.

The Financial Inclusion Officer has secured gains of £32,629 via schemes such as Warm Home Discount, Water Meter Installations and energy savings and re-payment negotiation.

We have invested in additional Financial Inclusion support for tenants and have teamed with Mon Communities First to tackle financial inclusion, support and train workless households into training and work opportunities through the LIFT initiative.

### **3.3.13 Staff training and development**

The Council operates a comprehensive Performance Development Review (PDR) process. Formal, structured interviews are held between Line Managers and their staff on an annual basis.

The PDR process covers:

- Performance over the previous year;
- Personal development and training received over the previous year;

- Identify areas for development over the forthcoming year, including performance targets and training needs;
- Personal Action Plan for the forthcoming year.

A new process is being introduced this year for the Council’s Heads of Service which involves a 360°review process.

The Council has a Corporate Training Programme – ranging from 1 day courses to longer development programmes such as management courses.

Other housing-related specialist courses are usually bought-in (if cost effective) or attended by a member of staff who will then train other staff.

### **3.3.14 Workforce Development Planning**

Workforce development planning is an area where we as a business need to strengthen. Done well, this helps the service to estimate future workforce requirements and calculates the numbers, nature and services of potential employees who may meet that demand. It’s about getting the right number of people, with the right skills, in the right place at the right time.

	<b>Age Group</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>
<b>Full Time</b>		<b>60</b>	<b>49</b>	<b>109</b>
<b>Part Time</b>		<b>2</b>	<b>6</b>	<b>8</b>
	<b>16 – 24</b>	<b>2</b>	<b>3</b>	<b>5</b>
	<b>25 – 34</b>	<b>12</b>	<b>18</b>	<b>30</b>
	<b>35 – 44</b>	<b>10</b>	<b>9</b>	<b>19</b>
	<b>45 – 54</b>	<b>18</b>	<b>13</b>	<b>31</b>
	<b>55 – 64</b>	<b>17</b>	<b>12</b>	<b>29</b>
	<b>65+</b>	<b>3</b>	<b>0</b>	<b>3</b>
<b>Voluntary Leavers</b>		<b>2</b>	<b>3</b>	<b>5</b>
<b>Retired</b>		<b>1</b>	<b>0</b>	<b>1</b>
<b>Other</b>		<b>4</b>	<b>0</b>	<b>4</b>
<b>Annual Turnover</b>				<b>9.4%</b>

During 2015 – 2016 our priorities will be to:-

- Better understand the characteristics of the Housing workforce, in terms of sex, hours of work, age, turnover
- Understand the reasons for staff leaving employment and take appropriate action to reduce future turnover.
- Identify staff who are likely to retire, or who may leave the Council’s employment, within foreseeable future, together with key / unique posts and plan and implement succession planning arrangements for post holders succession.

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### **3.3.15 Managing Absences**

Staff absenteeism due to sickness has been identified as a priority by the council since 2012/2013.

The introduction of a corporate sickness absence coordinator has demonstrated year on year improvement to the way the council manages staff absences. Implementation and compliance with sickness absence policies is realising further improvements to statistics. Performance is reported monthly to Senior Managers and Elected Members.

#### **4.0 Provision of Quality Services**

#### **4.1 Performance Management 2015 / 2016**

Corporate approach to measuring quality of services

Performance is reported on a quarterly basis through the Council's corporate performance scorecard and annually thereafter through its Annual Performance Report (APR). Both reports are scrutinised and challenged by Senior Officers and in public through Corporate Scrutiny Meeting and the Executive / Council.

The Council introduced a Corporate Scorecard during 2013/2014 (which includes relevant and important data requested from senior officers and members alike) and this has evidenced benefits already.

Service reviews take place twice a year are focussed on their financial management (June) and their performance management (November).

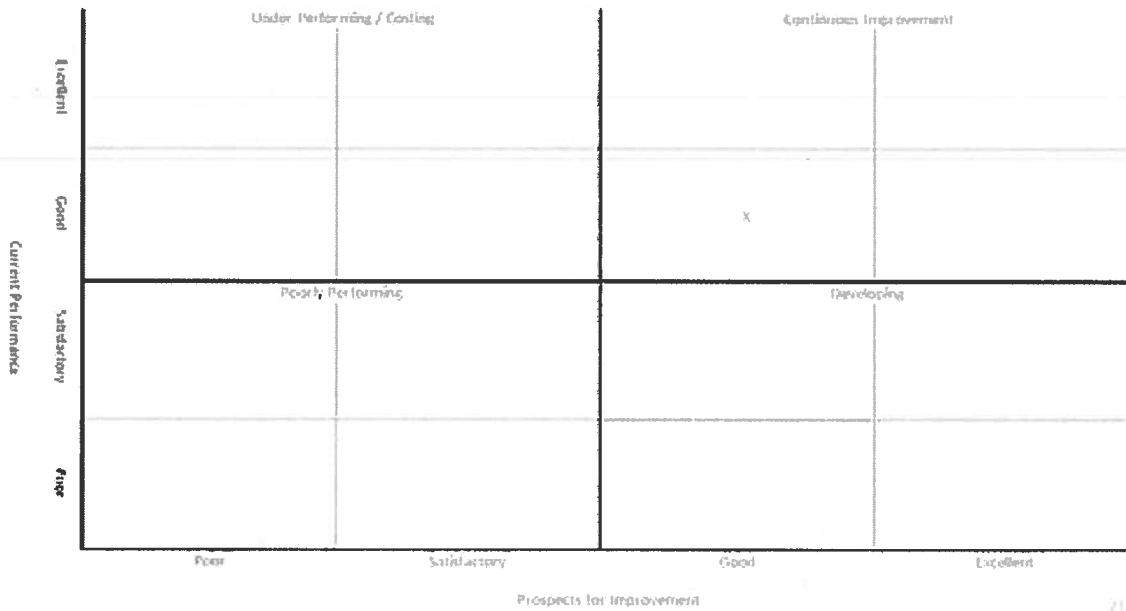
To prepare for the November reviews services were expected to self-assess their performance against ten key criteria –

- External Audit recommendations
- Internal Audit recommendations
- Customer Service
- Business Planning and Performance
- Horizon Scanning
- Governance & Accountability
- Resource Management
- People Management
- Collaboration
- Corporate Alignment

They are challenged by a Panel of Executive, Shadow Executive and Senior Officers with a view of coming to a corporate agreement on the service’s position statement and its draft priorities for the forthcoming year.

This self-assessment model was introduced for the first time during 2014 and provides a corporate overview of service position.

**Housing Assessed Position on Matrix (November 2014)**



**4.2 Performance Indicators and Targets**

A range of indicators are used to compare performance and gauge improvement, which gives an indication as to how effective the Council is in a particular area.

<p><b>Key Performance Indicators KPI's</b></p>	<p>Performance Indicators that are National or chosen by the Council which monitor the Council's key activities. These are reported to and monitored by Elected Members, Senior Leadership Team, staff and other partners on a quarterly basis. Examples include: rent arrears of current tenants, number of outcomes, rent arrears of former tenants.</p>
<p><b>Performance Indicators selected by Tenants</b></p>	<p>Indicators selected by our Tenants as being areas of performance important to tenants. Performance will be reported to the Môn Tenants Voice (MTV) on a quarterly basis. Examples include: % of appointments kept by BMU, % homes empty at year end.</p>

	See Appendix 3 for proposed targets for 2015 - 2016.
<b>Service Management Indicators</b>	These indicators are monitored by the Head of Housing Services and the Housing Services Management Team and are usually used in areas in need of improvement. These are monitored on either weekly or monthly basis. Examples include: satisfaction with services received; void turnaround times; transformation of repairs and maintenance service
	See Appendix 4 for the proposed service targets for transformation of repairs and maintenance service

**4.3 Internal Audit**

To provide assurance to the Council, of our governance arrangements, the Council has a team of internal auditors who carry out an annual programme of audits, which are reported to the Council’s Audit Committee.

During 2014 – 2015, the following Internal Audits were undertaken:-

Date	Description	Internal Audit Overall Opinion
June 2014	Housing Rents	
October 2014	National Fraud Initiative	Corporate Report – Actio Completed
November 2014	Homelessness	Amber

Future Internal Audits include Social Tenancy Fraud

**4.4 Awards gained during 2014**

- Housing Services secured an award of £1000 from the Wales Illegal Money Lending Unit to recognise our status as ‘2014 Stop Loan Sharks National Champion’ and to assist with further awareness raising campaigns. The Tenant Audit Group was entered into the TPAS Cymru awards and won 1<sup>st</sup> prize for the “Improving Services’ award.
- Staff Recognition - The service also secured three Anglesey staff awards in the following categories ‘Valuing and Developing Staff,’ and providing services that are ‘Customer, Citizen and Community Focused’. The awards are linked to the six key themes of the Council’s Corporate Plan 2014 – 2017 and recognise those people who go beyond the call of duty to achieve what’s necessary for the Council and its services.



## 4.5 Customer satisfaction

### 4.5.1 STAR

Housing Services undertook a detailed tenant satisfaction survey in 2012 and overall results were positive. We used the STAR questionnaire, a common tenant satisfaction survey developed by Housemark, the national housing benchmarking club, which enables the results of the survey to be benchmarked with other landlords subscribing to Housemark.

84% of those who responded were satisfied with the services provided by Housing Services (response rate 13%).

<b>Core Area</b>	<b>Satisfaction rate</b>
% respondents very or fairly satisfied with the overall quality of their home	84%
% respondents very or fairly satisfied with their neighbourhood as a place to live	84%
% respondents very or fairly satisfied with the service provided by Housing Services	84%
% respondents very or fairly satisfied with the way Housing Services deals with Repairs & Maintenance	79%
% respondents very or fairly satisfied that the rent provides value for money	79%
% respondents very or fairly satisfied that Housing Services listens to their view and acts upon them	66%

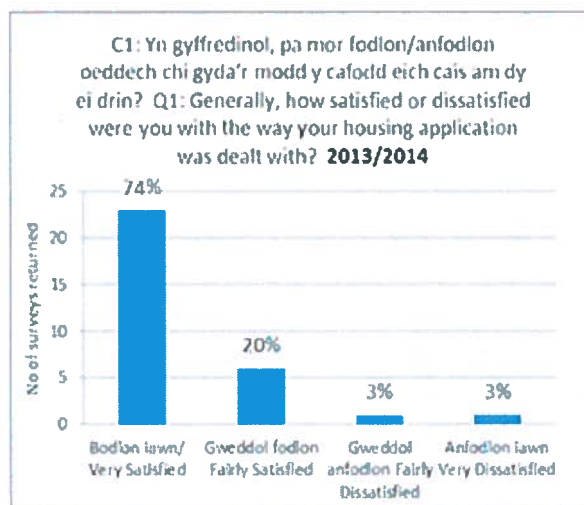
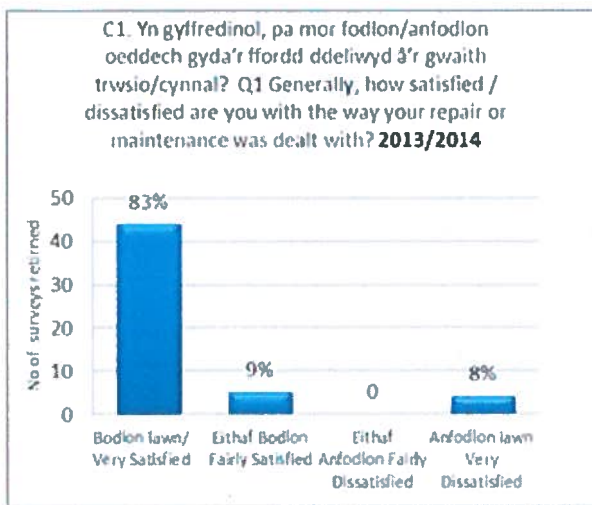
CHC Cymru has recently commissioned a STAR survey and the findings are due to be published shortly. Housing Services elected to participate in the process to enable it to measure current satisfaction levels with services and also to benchmark against those of RSL's (Registered Social Landlords) to identify service improvements. Results expected in January 2015.

**4.5.2** The Customer Services team is responsible for collating and analysing tenant satisfaction data across the various service areas. Performance is reported regularly to the Operational Managers' meetings where steps are agreed to address any shortcomings and achieve continuous improvements in service delivery.

Customer Satisfaction surveys covering most service areas including Repairs and Maintenance, Lettings, Housing Options and Estate Management are regularly issued to customers having used Housing Services. When returned they are collated and analysed in order to gain valuable feedback from our tenants and other service users. Feedback received is used to help recognise our strengths and the areas in which improvement can be achieved. Survey results are reported on at the monthly operational managers’ meetings and a report is given quarterly to the Môn Tenants and Officers Voice group (MTOV)

Currently, figures show that 94% of new tenants have been very satisfied or fairly satisfied with the way their housing application was dealt with. 92% of tenants are very satisfied or fairly satisfied with the way their repair or maintenance issue was dealt with.

**Customer Satisfaction results Repairs and Maintenance and New Tenants questionnaires 2013/2014**



**4.5.3 Tenant Auditing Group**

The aim of the Tenant Auditing group is to monitor and improve the service we provide.

During 2014 the group were asked to carry out an audit of OAP and Sheltered properties ready to let to ensure we were delivering against our minimum lettable standards

To carry out this audit the group visited 6 properties (two sheltered housing flats, two OAP flats, one bungalow and one house) during March 2014.

Using the minimum lettable standard check sheet the auditors carried out a visual inspection of each property to make personal judgements about whether or not the standard was being adhered to.

The findings of the report were positive and the auditors confirmed all properties had met the minimum lettable standard.

Four recommendations were made which included the following; flats with single door access should show the designated fire escape window, all kitchens should have a fire alarm or heat detector, all mail to be cleared from behind the front door prior to the sign-up

and all wood chip wall paper should be removed. The Tenant Auditing Group enhances Tenant involvement and shows our commitment towards Customer Excellence.

#### **4.5.4 Benchmarking Performance and Costs**

The Council places great importance on benchmarking our performance and costs against other housing providers (both Councils and RSL's). We are a member of HouseMark – a national house benchmarking organisation.

HouseMark also provides a Value for Money summary - 2013/2014 report expected in early January 2015.

Both Reports are analysed in detail by the Head of Housing and the Housing Services' Management Team and used for further service improvements.

#### **4.5.5 Maximising the Impact of Investment**

The Housing Service fully supports the Welsh Government's Wales Procurement Policy Statement. On all new procurement schemes over £500k from April, 2015, funded through the HRA and MRA, we will be demonstrating our approach to procurement, measuring the impact made, through using the 'Value Wales Community Benefit Tool.' This tool will demonstrate the positive impacts made by procuring goods and services from within the Welsh supply chain and adopt Targeted Recruitment and Training clauses within contracts.

In respect of traditional capital investment programmes, 2013 was a transitional period for the Housing Service following successful completion of our WHQS Internal Investment Programme which ran between October, 2008 and December, 2012.

The above programme was put together with complete consideration in connection with the use of local contractors and the use of employment and training obligations. Indeed, our tenders were the first to adopt Targeted Recruitment and Training clauses as part of the WHQS CAN DO Toolkit.

Using the Community Benefit Tool in the future will allow us to quantify the impact of our activities.

## **5.0 Diversity and Equality**

The Council is committed to equality of opportunity both in the provision of services and in its role as a major employer on the Island, and to the elimination of unfair and unlawful discrimination in its policies, procedures and practices. The Equality and Diversity Policy was reviewed in 2013 and aligns with the Council’s Strategic Equality Plan 2012 – 2016 which sets out how the Authority complies with the requirements of the Equality Act 2010 in promoting equality amongst those who share protected characteristics.

The Housing Service is fully committed to ensuring equality of treatment for all our customers without discrimination or prejudice in line with corporate policies and practices.

We undertake Equality Impact Assessments on strategies and policies to help us understand the potential impact of decisions and service delivery on people with different protected characteristics. The assessments also identify potentially mitigating actions to reduce or eliminate adverse impacts.

We currently subscribe to Tai Pawb, an organisation which promotes equality and social justice in housing in Wales, .

We seek to ensure that housing advice and services are fully accessible to everyone. We seek to promote understanding and tolerance of the different cultures within our communities and also to ensure that people value the needs and contributions of individuals and groups of individuals within those communities. We achieve this by providing training for staff and tenants.

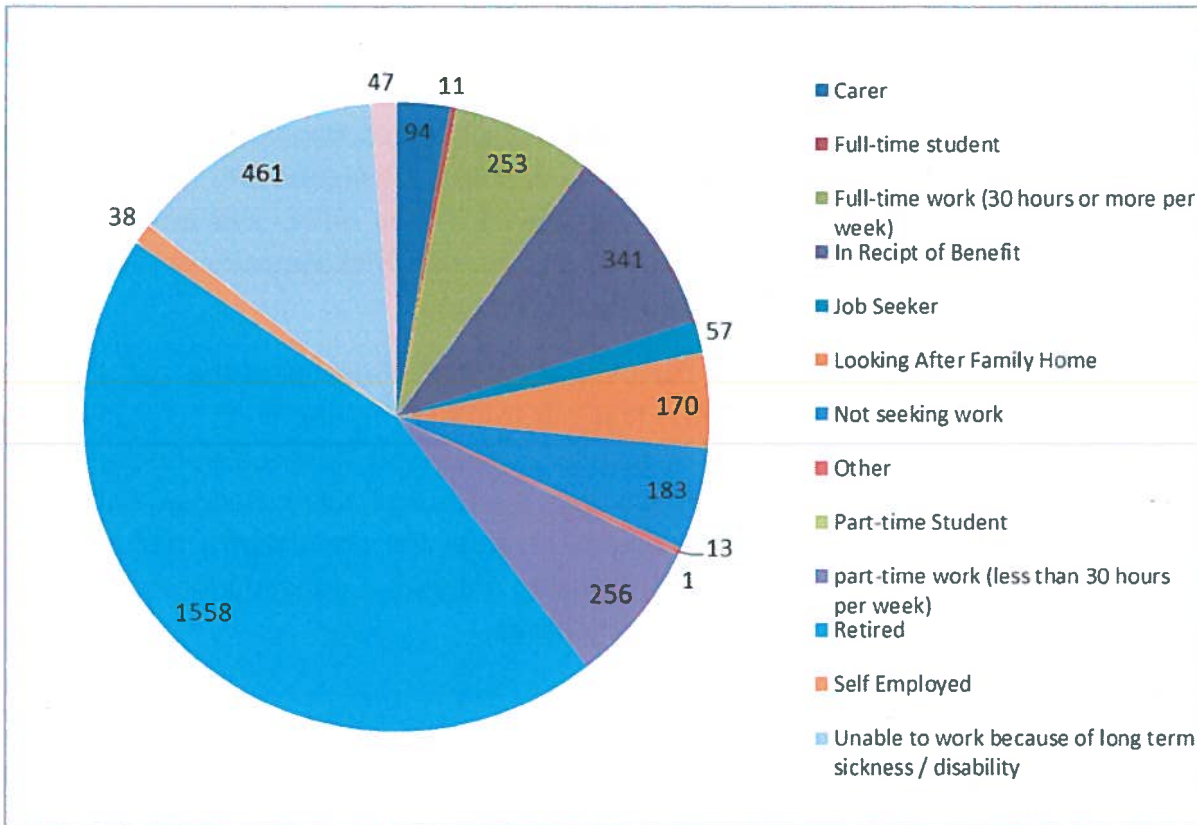
Tenant profiling data includes information on household composition and other information such as ethnicity, gender, age, disability and language and will enable us to tailor our services to ensure that they are appropriately provided when required.

The Housing Service is also guided by the Equality and Human Rights Commission’s non-statutory Code of Practice in Racial Equality in Housing.

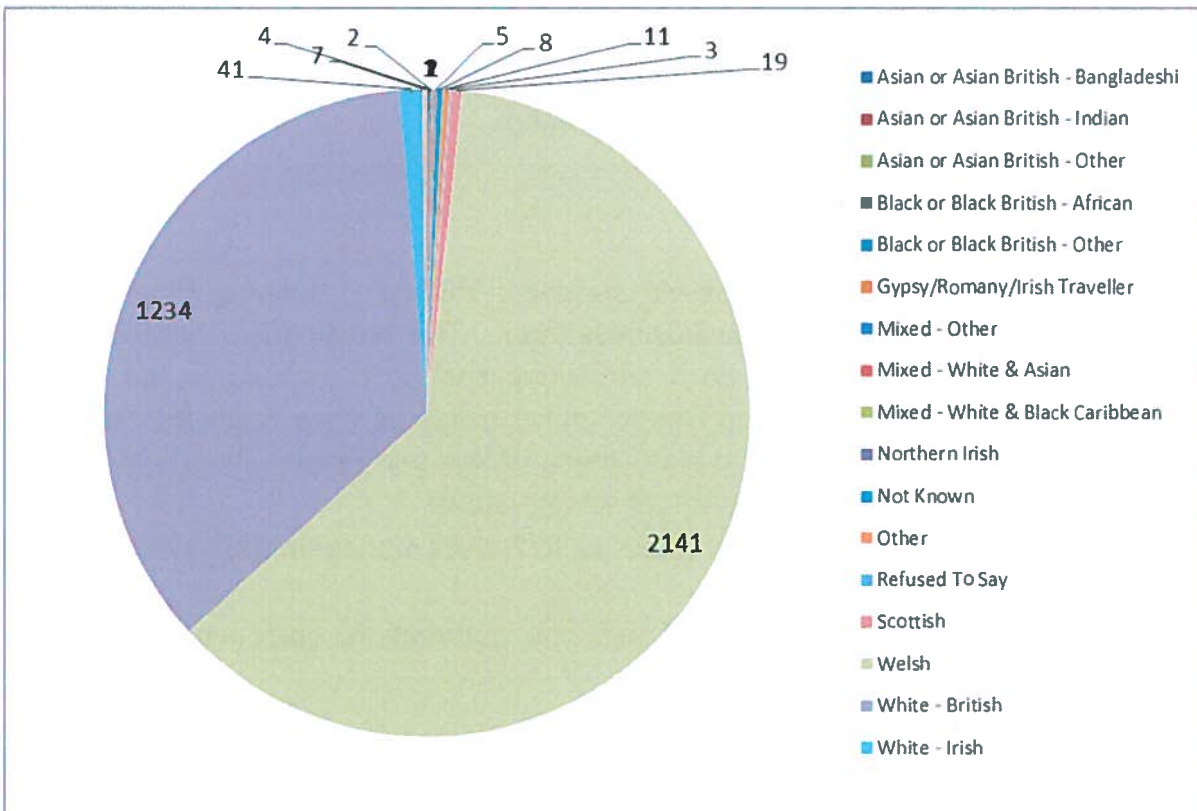
## **5.1 Welsh Language**

The Welsh Government published “More than Words” in 2012 – a strategic framework for Welsh language in Social Services, Social Care and Health. The supporting action plans sets out the practical steps we need to take to strengthen Welsh service provision. The Council is committed to delivering the action plan, which is linked to our Welsh Language Scheme.

Working Status of Council's Tenants



Ethnicity of the Council's Housing Tenants



## **6.0 Risk Management**

### **6.1 Corporate Risk Register**

The Corporate Risk Register identifies those risks which could impact on the Council's ability to meet its corporate aims and objectives. It identifies the source and consequences of the risk, the likelihood of it materialising, the impact it may have, and any mitigating action deemed necessary to manage the risk. The Corporate Risk Register is reviewed at least twice annually and in the light of any significant changes.

Amongst the risks currently included in the Corporate Risk Register is the risk that the Council fails to plan affordable and suitable housing to meet the needs of the population, together with the risk that the Council fails to plan for and support individuals affected by the Welfare Benefits Reforms. By identifying these risks the Council acknowledges that having suitable and affordable housing options available to meet the population's needs, which includes the needs of those requiring smaller housing units as a consequence of reduced benefits, is imperative to meeting its aims and objectives.

### **6.2 Housing Risk Register**

All Officers have responsibility for identifying risks that threaten their area of activity. The Housing Management Team has the responsibility and accountability for assessing and managing the risks.

Risk Management is applied to each identified risk – and any new risks are entered on the Services' Risk Register. The main risks within the Housing Risk Register are included within the Council's Corporate Risk Register.

Key Housing Operational Risks and Housing Risk matrix

### **6.3 Housing Business Continuity Plan**

- During 2015 / 2016, Housing Services will produce a Business Continuity Plan which will complement the Council's Corporate Business Plan. The Housing Business Continuity Plan will explain what we would do if something serious happened to the Housing Services. Examples could be if the Council office buildings were badly damaged or if we lost a lot of staff, perhaps due to staff illness. Roles and responsibilities of services with corporate responsibility, and individual service areas.
- Anticipated threats to service delivery (such as ICT, data management, severe weather, major careline or BT faults).
- The approach to be taken in the event of an E-bola outbreak, flu epidemic.
- Ways of minimising the threat / risk
- Disaster recovery and priorities
- Initial actions to be taken

## **7.0 HRA Financial Plan**

### **7.1 Underlying Financial Assumptions**

- Inflation is calculated using the Government target rate of 2% per annum.
- Rents are assumed to rise 1.5% above inflation per annum plus £2 per week until convergence with the benchmark rent attained (forecast to be 2020/21).
- The target rent is assumed to rise by 1.5% above inflation per annum.
- The provision for bad debts is forecast to increase from 0.6% in 2015/16 to 0.9% in 2016/17 with a further increase to 1.5% from 2017/18 due to the introduction of universal credit then gradually reducing by 0.1% every 2 years until the level of 0.6% is reached.
- Voids are expected to reduce to 1.9% from 2014/5.
- Supporting people income relates to the agreed contribution to the alarm installations in HRA properties. This is not expected to increase with inflation.
- Right to buy sales are expected to be 3 in 2014/15, suspended for 5 years from 2015/16 and then remain consistent at 2 per annum following the suspension period.
- The capital plan is based on the Stock Survey, with component replacements being carried out as per schedule of component life cycles.
- It is assumed that a development programme will commence in 2015/16 with the acquisition of 10 units, following this 40 units are expected to be developed during 2016/17 and following this 15 units per annum. It is expected that the mix of developments will be 2/3 new build and 1/3 existing properties.
- The interest rate on credit balances is assumed to be 0.65% per annum, on loans 5.37% per annum. The total amount of HRA borrowing as at 31/3/14 was £23.4m.
- The capital programme includes a one off programme of remodelling a an existing scheme of 51 units which is currently hard to let. A provision of £2.3m has been included in the plan over a 2 year period.
- Assumed that debt is not being re-paid early
- Other income includes feed in tariff income, commission from selling insurance, sewerage charges and recoverable repairs.
- For modelling purposes, the PWLB rate of interest we have used is 3.3%, which is the rate predicted as at 31/03/2014 by our Treasury advisors. The settlement figure (and therefore the limit on indebtedness) has been calculated based on a PWLB rate of 3.3% for consistency.



## 7.2 5 Year Capital & Revenue Budgets

### 5 Year Capital & Revenue Budgets

#### Draft Revenue Budgets

	2015/16	2016/17	2017/18	2018/19	2019/20
	£'000	£'000	£'000	£'000	£'000
Employee Costs	708	722	736	751	766
Premises Related Expenditure	582	595	607	619	631
Transport Related Expenditure	14	14	14	14	14
Supplies and Services	348	355	362	478	377
Support Services	1,114	1,136	1,159	1,182	1,206
Repairs and Maintenance	3,814	3,953	4,101	4,240	4,469
Capital Financing Costs	3,092	3,709	3,685	3,564	3,523
Contribution to Capital Programme	5,769	6,635	5,026	3,752	3,905
<b>Total Expenditure</b>	<b>15,441</b>	<b>17,119</b>	<b>15,690</b>	<b>14,600</b>	<b>14,891</b>
Net Rental Income	13,943	14,865	15,787	16,792	18,206
Other Income	670	684	699	714	729
Interest on Balances	22	15	12	25	47
<b>Total Income</b>	<b>14,635</b>	<b>15,564</b>	<b>16,498</b>	<b>17,531</b>	<b>18,982</b>
Revenue Surplus/(Deficit)	- 806	- 1,555	808	2,931	4,091
Balance Brought Forward	3,787	2,981	1,426	2,234	5,165
Balance Carried Forward	2,981	1,426	2,234	5,165	9,256



**Draft Capital Budget**

	2015/6	2016/17	2017/18	2018/19	2019/20
	£'000	£'000	£'000	£'000	£'000
WHQS Improvements & Maintenance	4,687	4,404	4,492	3,160	3,224
New Build		3,710	1,470	1,514	1,589
Regeneration / Remodelling of existing stock	1,530	832			
Acquisition of existing properties	1,372	1,959	714	728	742
Other Improvements	1,000	1,000	1,000	1,000	1,000
<b>Total Capital Expenditure</b>	<b>8,589</b>	<b>11,905</b>	<b>7,676</b>	<b>6,402</b>	<b>6,555</b>
<b>Capital Funding</b>					
Major Repairs Allowance	2,650	2,650	2,650	2,650	2,650
Capital Receipts	170				
Borrowing		2,620			
Capital Expenditure funded by HRA	5,769	6,635	5,026	3,752	3,905
<b>Total Capital Funding</b>	<b>8,589</b>	<b>11,905</b>	<b>7,676</b>	<b>6,402</b>	<b>6,555</b>

8.0 HRA ACTION PLAN 2015 / 2016

<b>General Housing Revenue Account Actions</b>			
	<b>Action</b>	<b>Responsibility for achievement</b>	<b>Target date</b>
HRA1	Deliver project plan to achieve successful implementation of HRA Subsidy buy-out from UK Treasury	Head of Service – Housing	April, 2015
HRA2	Where housing need has been identified, assess and identify possible sites to inform council housebuilding plan.	Housing Business Manager	August, 2015
HRA3	Subject to Executive Committee approval, consultation with Tenants and discussion with Adult Services Transformation Board, proceed with chosen option for future of Llawr y Dref.	Technical Services Manager	September, 2015
HRA4	Develop Business Continuity Plan	Head of Service – Housing	July, 2015
HRA 5	In view of HRA Self Financing strengthen current Governance arrangements.	Head of Service – Housing	July, 2015
<b>Housing Management</b>			
HRA6	Develop new common housing allocation scheme with RSL's for adoption and implementing during 2015 – 2016.	Housing Services Manager	June, 2015
HRA7	Update action plan to incorporate actions that are designed to prepare the service and tenants for the roll-out of Universal Credit.	Housing Services Manager Welfare Reform Project Manager	June, 2015
HRA8	Mitigate effects of Welfare Reform on the HRA budget and support citizens affected through implementation of Welfare Reform Project Plan.	Head of Service - Housing	Review annually

HRA9	Review Housing Services’ Anti-Social Behaviour Policy in the light of the new Anti-social Behaviour Crime & Policing Act, 2014 and best practice.	Housing Services Manager	July, 2015
HRA10	Work towards achievement of the Welsh Housing Management Standard for tackling Anti-social behaviour.	Senior Housing Management Officer	March, 2016
HRA11	Prepare for introducing new Rent Policy	Financial Systems Manager and Housing Accountant	March, 2015
HRA12	Implement Phase III of remaining ICT modules which include Electronic Document Management System, CRM and Dashboard and review effectiveness.	ICT Manager	July, 2015
HRA13	Implement Service Charges project (de-pooling of service charges from rent) and introduce clear and transparent service charges. Review Implementation	Financial Systems Manager	March, 2015  September, 2015
HRA14	Undertake, analyse and report on Learning Needs Analysis with all Housing staff and use to inform staff training plan for 2015 - 2016.	Housing Services Manager & Housing Business Manager	June, 2015
HRA15	Review Tenancy Agreement	Principal Housing Officer	September, 2015
HRA16	Undertake interim evaluation of debt advice caseworker service	Housing Services Manager	September, 2015
<b>Tenant Participation</b>			
HRA17	Promote and allocate funding for estate environmental improvements.	Tenant Participation Lead Officer	March and September 2015
HRA18	Implement and monitor new Local Tenant Participation Strategy / Action Plan.	Tenant Participation Lead Officer	March, 2016

HRA19	Conduct extensive consultation events e.g. , Llwr y Dref - remodelling warden service community hubs	Tenant Participation Lead Officer	June, 2015
HRA20	Develop and monitor usage of Tenant Portal	Tenant Participation Lead Officer	March, 2016
HRA21	Work with partner agencies to further develop community hubs	Tenant Participation Lead Officer	March, 2016
<b>Housing Repairs and Maintenance</b>			
HRA22	Continue to transform the BMU Service and achieve Excellence status – top quartile performance across Social Landlords (LA's and RSL's) in Wales.	Head of Service – Housing and Technical Services Manager supported by the Transformation Manager	Target completion of Transformation Project March, 2016
<b>Housing Capital Plan</b>			
HRA24	Complete implementation of Keystone Asset Management System	Housing Technical Services Manager	September 2015
HRA25	Produce the Development Strategy for the Council House Building programme.	Business Manager	June 2015
HRA26	Commence on Council House Building Programme by acquiring 10 units during 2015/16.	Business Manager	December 2015
HRA27	Maximise tender opportunities for local SME's to undertake Housing related Capital works - Target of minimum 5 traditional planned maintenance schemes to be procured via sell2wales	Housing Technical Services Manager	March 2016
HRA28	Introduce Community Benefit Clauses in all Capital Contracts where estimated expenditure exceeds £500k	Housing Technical Services Manager	April, 2015
HRA29	Continue to tackle 'acceptable fails' following WHQS compliance by	Housing Technical Services Manager	March, 2016

	means of undertaking the work at Change of Tenancy or by persuading former tenant refusals to have the work carried out		
HRA30	Improve environmental conditions on our estates by working in partnership with the Highway Authority in order to ensure continued targeted investment in non-adopted footpaths, roads and parking areas	Housing Technical Services Manager	March, 2016

**Appendices**

**Appendix 1  
Sensitivity Analysis**

**Appendix 2  
30 Year Financial Model**

**Appendix 3  
Tenant – selected Performance Indicators to 2014 / 2015 carried forward to 2015/16**

**Appendix 4  
Repairs and Maintenance Proposed Performance Framework Indicators**

**Appendix 5  
Risk Register**

Appendix 1

Sensitivity Analysis

Scenario	Base Case	Increase Bad Debt by 1%	No MRA Grant from 2016/17	Increase New Build Units by 15 per annum	Increase Maintenance costs by 5%	PWLB Rate Increase by 0.5%
Year	Surplus (Deficit) c/fwd £,000	Surplus (Deficit) c/fwd £,000	Surplus (Deficit) c/fwd £,000	Surplus (Deficit) c/fwd £,000	Surplus (Deficit) c/fwd £,000	Surplus (Deficit) c/fwd £,000
2014.15	3,787	3,787	3,787	3,787	3,589	3,787
2015.16	2,981	2,981	2,981	1,363	2,591	3,094
2016.17	1,426	1,349	1,350	1,375	1,391	1,362
2017.18	2,234	1,988	1,346	1,325	1,957	2,366
2018.19	5,165	4,738	1,320	1,769	4,638	5,484
2019.20	9,256	8,632	2,442	3,344	8,415	9,756
2020.21	14,520	13,692	4,724	6,052	13,352	15,196
2021.22	20,324	19,282	7,568	10,855	18,819	21,165
2022.23	26,152	24,889	10,392	15,735	24,297	27,158
2023.24	29,609	28,110	10,833	18,317	27,389	30,773
2024.25	33,024	31,284	11,219	19,112	30,431	34,340
2025.26	37,063	35,072	12,210	19,418	34,085	38,530
2026.27	41,720	39,467	13,067	20,748	38,341	43,343
2027.28	47,579	45,049	15,851	24,150	43,789	49,355
2028.29	53,545	50,730	18,726	27,648	49,331	55,469
2029.30	61,525	58,413	23,599	33,177	56,875	63,595
2030.31	70,292	66,872	29,246	39,517	65,195	72,505
2031.32	80,456	76,709	36,273	47,315	74,899	82,811
2032.33	90,923	86,841	43,588	55,414	84,893	93,414
2033.34	102,150	97,720	51,647	64,312	95,633	104,777
2034.35	110,237	105,444	56,549	70,114	103,218	112,997
2035.36	119,937	114,759	63,047	77,629	112,401	122,829
2036.37	129,951	124,380	69,843	85,466	121,883	132,973
2037.38	140,972	134,991	77,268	94,373	132,355	144,121
2038.39	152,880	146,473	86,283	104,238	143,698	156,156
2039.40	167,995	161,136	98,127	117,457	158,230	171,396
2040.41	183,500	176,179	110,344	131,088	173,135	186,972
2041.42	200,204	192,402	123,741	146,013	189,219	203,790
2042.43	218,155	209,853	138,368	162,294	206,532	221,854
2043.44	237,229	228,407	154,100	179,813	224,947	241,039



<b>Additional Borrowing</b>	<b>2,620</b>	<b>2,700</b>	<b>6,110</b>	<b>8,545</b>	<b>3,200</b>	<b>2,250</b>
<b>Borrowing Headroom</b>	<b>13,000</b>	<b>13,000</b>	<b>13,000</b>	<b>13,000</b>	<b>13,000</b>	<b>13,000</b>

\*Based on estimated 2015-2016 Borrowing Headroom

### **Sensitivity Analysis**

The base case business plan shows the HRA to have solid financial footing, this being due to the condition of the Council’s housing stock meeting the Welsh Housing Quality Standards. The borrowing requirement for the base plan is £2.62m which take into consideration the Council’s aspiration to develop 470 homes over the 30 year duration of the plan.

#### **Increased Bad Debts**

If we increase the bad debts by 1% above the assumptions of the base case then the overall borrowing requirements of the base plan would increase to £2.7m.

#### **Loss of MRA**

Should the Welsh Government withdraw the MRA from 2016/17 then there would be a loss of £2.65m per annum for the Council. The overall effect of this over the 30 year period would be that the Council’s borrowing requirement would increase to £6.11m for the period which is still within the Council’s current borrowing headroom of approximately £13m.

#### **Increase the developments of new build by 15 units per annum**

To increase the number of new units developed by 15 units per annum would significantly increase the Council’s borrowing requirement to £8.545m over the period of the plan which again is within the borrowing cap limit.

Should a scenario arise whereby we face the loss of the MRA and we wished to increase the number of units developed by 15 units per annum this would not be possible as the borrowing requirement would be £14.655m which would breach the current borrowing headroom of approximately £13m.

#### **Increased Maintenance Costs**

If the maintenance costs were to increase by 5% above the assumptions of the base case then this would increase the borrowing requirement to £2.75m which is an increase of £600k to that of the base case.

**Increase to the PWLB interest Rate**

Should the PWLB interest rates increase by 0.5% above the assumptions of the base case then this would result in a borrowing requirement of £3.2m over the period of the plan.



**Appendix 3**

**Tenant – selected Performance Indicators to 2014 / 2015**

Service	Definition
1.Repairs	Overall Tenant satisfaction  %Tenants very satisfied or satisfied with the service received
2. Repairs	% of appointments kept by BMU
3. Repairs	% of void calls – appointment made but Tenant not at home
4. Repairs	% repairs completed during one visit
5. Lettings	Re-let times excluding hard to let properties
6. Lettings	Re-let times including hard to let properties
7. Lettings	% homes empty at year end
8. Tenant Participation	Number of Environmental clean-up days held

**Appendix 4**

**Repairs and Maintenance Proposed Performance Framework Indicators**

	<b>General</b>	<b>Target March 2015</b>	<b>Target March 2016</b>
1	Ave number of employee working days lost to sickness	7.5 days	7.5 days
2	Mileage (Reducing The Council's Carbon Footprint)	tbc	tbc
3	Savings Target	0	£250,000
	<b>Responsive Repairs</b>		
4	% of responsive repairs for which an appointment was made and kept	95%	95%
5	Customer Satisfaction with responsive repairs	85%	85%
6	% of repairs completed right first time	80%	80%
7	% of emergency repairs completed within timescale	99%	99%
8	% of urgent repairs completed within timescale	99%	99%
9	% of routine repairs completed within timescale (20 days)	95%	95%
10	% of pre-inspections for responsive repairs	10%	10%
9	% of post inspections completed for responsive repairs	10%	10%
11	% of emergency repairs as a total of all repairs	10%	10%
12	% of urgent repairs as a total of all repairs	20%	20%
13	Ave Cost of a responsive repair	tbc	tbc
14	Average time taken to complete non-urgent responsive repairs	20 days	20 days
14	Productivity of workforce - % of time which is classified as productive	65%	80%
15	Ave number of jobs completed per operative per day	6	6
	<b>Cyclical Servicing</b>		
16	% of homes with a valid CP12	100%	100%
17	% of homes with a valid Oftec Certificate	100%	100%
18	% of homes with a valid Hetas Certificate	100%	100%
	<b>Empty Properties</b>		
19	Average re-let time for lettable voids	25 days	20 days
20	Customer Satisfaction with Empty Homes Procedure	85%	85%
21	Ave cost of a void	tbc	tbc
	<b>Planned Maintenance</b>		
22	% works delivered to programme	90%	90%
23	Cost of works as a % of budget	100%	100%
24	% of revenue repairs repairs expenditure relating to planned	60%	60%
25	Customer satisfaction with planned maintenance service	90%	90%
	<b>Contact Centre</b>		
24	% Calls Answered	90%	90%
25	Ave Time to answer (5 rings )	95%	95%
26	Number of Aborted Calls as a percentage of all calls %	5%	5%
27	Calls dealt with at First Point of Contact	80%	80%

Cyfeirnod Risg / Risk ID	Risg / Risk	Effaith (Canlyniadau) / Impact (Consequences)	Perchennog y Risg / Risk Owner	Risg Cynhenid / Inherent Risk			Risg Gweddilliol / Residual Risk			Gweithred Ychwanegol Sydd Eu Hangen / Additional Action Required			Amlededd Adolygu / Review Frequency
				Tebgoirwydd / Likelihood	Effaith / Impact	Sgôr / Score	Tebgoirwydd / Likelihood	Effaith / Impact	Sgôr / Score	Gweithred / Action	Swyddog Cyfrifol / Responsible Officer	Dyddiad Targed / Target Date	
	<b>Governance risks</b>												
G1	Existing governance arrangements not robust for new self-financing HRA	lack of transparency and accountability; poor leadership, risk of non-compliance with HRA / WG and Corporate guidelines	Head of Service	3	B3	4	c4						
G2	Procurement of development partners for Council housebuilding programme	non-compliance with procurement guidelines / local companies not winning tenders	Business Manager	2	C2	3	C3						
	<b>Operational risks</b>												
O1	Voluntary Agreement not signed by all LA's	could jeopardise the whole project	Head of Service	1	B1	1	c1		agree details behind signing off of document as part of project management arrangements		Head of Service		
O2	Right to Buy levels increase	associated rental income loss, delay in providing replacement homes	Head of Service	3	b3	3	c3		Application to WG; bi-monthly monitoring of RTB takeup, scenario planning if increase is significant. Model into business plan if trend is continuing		Business Manager		

OP5	increase in ASB activities, higher associated costs of estate management, complaint resolutions, court costs	Head of Service	A	2	A2	Appoint a dedicated ASB officer to lead on more complicated ASB cases	D	4	D4	investigate closer working with North Wales Police early intervention team	Head of Service
OP4	shortage of skills and capacity required to deliver the increased estate renewal plan and new housebuilding programme	Head of Service	B	3	B3	arrangements will need to be in place to identify skills required and capacity within the Council and recruit as appropriate	c	3	c3	on a corporate basis, identify any periods where there may be additional capacity from other capital schemes e.g. school modernisation programme	Head of Service
OP5	Risk to overall success of the HRAS project by not meeting critical milestones in the project plan	Head of Service	A	1	A1	Robust project management to project plan, regular reviews of current position and forward planning / early booking of critical meetings	c	2	c2		
OP6	schemes not delivered to agreed timescales. Increased costs in connection with securing alternative	Head of Service / Technical Services Manager	B	3	B3	financial checks undertaken and qualitative assessments undertaken prior to contract awards	d	3	d3		
OP7	reputational damage if we were to partner with a developer who failed to deliver	Head of Service	b	3	b3	workforce development planning in place	c	3	c3		
OP8	loss of skills, knowledge and experience	Head of Service	B	2	B2	Council is looking to maximise the number of homes it provides, and intends to respond to housing need in terms of dwelling size and type, where possible	b	3	b3	development plan will be developed to mitigate the effects as far as possible. Extra care housing developments also proposed for Older Adult population.	Business Manager
OP8	financial climate will sure to increase demand for social housing, plus increase in price of housing in general on the Island. Demographics may change pattern in need	Business Manager	b	2	b2	Seminar arranged for Elected Members to take through various scenarios and likely impacts of decisions taken	C	2	C2	model difference scenarios	Finance Officer
OP8	Demand for social housing continues to increase	Business Manager	b	2	b2	Seminar arranged for Elected Members to take through various scenarios and likely impacts of decisions taken	C	2	C2	model difference scenarios	Finance Officer
OP8	Financial risks	Business Manager	b	2	b2	Seminar arranged for Elected Members to take through various scenarios and likely impacts of decisions taken	C	2	C2	model difference scenarios	Finance Officer
OP8	Rent increases not implemented in accordance with WG expectations	Head of Service	b	2	b2	Seminar arranged for Elected Members to take through various scenarios and likely impacts of decisions taken	C	2	C2	model difference scenarios	Finance Officer

1	PWLB interest rate falls significantly thus increasing the buy-out [settlement figure] to an unsustainable level	other Local Authorities could decide not to proceed and pull-out of the HRAS project	Treasury Management Manager	b	1	b1	Monitor trends over forthcoming weeks	b	2	b2			
2	withdrawal of MRA grant	loss of £2.65m per annum. Overall effect over 30 years would be that the borrowing requirement would increase to £6.675m which could hinder Council's housebuilding programme	Head of Service / Finance Manager / Business Manager	a	2	a2	continued dialogue with WLGA and WG	c	2	c2			
3	increased maintenance costs e.g. due to associated Wyfya Newydd construction	borrowing requirement would increase	Head of Service / Technical Services Manager	a	2	a2	open and transparent compliant tendering procedure	c	3	c3	tender rates will be continuously monitored to ensure that schemes remain within business plan financial parameters		Technical Services Manager
4	PWLB interest rate increased by 0.5% above assumptions used in base case	borrowing requirement would increase by £2.38m over period of plan	Treasury Management Manager	c	3	c3	fixing of interest rates at time of drawing down loans	d	4	d4			
5	Welfare reform changes around introduction of Universal Credit	increase in debt and arrears	Housing Services Manager	a	1	a1	Impact assessments being undertaken. Action plan in place to mitigate effects, including supporting our Tenants in making the transition	a	2	a2	action plan to be developed for introduction of Universal Credit		Housing Services Manager
6	Welfare Reform / Universal Credit changes will lead to increase in need for additional staff and associated costs	UC pilot projects and current workloads of staff, demonstrate the need for additional staff	Housing Services Manager / Business Manager	a	1	a1	Impact assessments being undertaken. Action plan in place to mitigate effects, including business case for additional resources	a	2	a2	action plan to be developed for introduction of Universal Credit, including working with DWP, Job Centre plus, Library services, RSLs and 3rd sector		Welfare Reform Project Manager



TEBYGOL RHWDD / LIKELIHOOD						
Digwyddiad bron yn sicr o ddigwydd yn y rhan fwyaf o amgylchiadau / Event is almost certain to occur in most circumstances	>70%	Bron Yn Sicr / Almost Certain	A			
Digwyddiad debygol o ddigwydd yn y rhan fwyaf o amgylchiadau / Event likely to occur in most circumstances	30-70%	Tebygol / Likely	B			
Bydd y digwyddiad o bosib yn digwydd ar ryw adeg / Event will possibly occur at some time	10-30%	Posib / Moderate	C			
Digwyddiad annhebygol a all ddigwydd rhyw byd / Event unlikely and may occur at some time	1-10%	Annhebygol / Unlikely	D			
Digwyddiad prin fydd ond yn digwydd mewn amgylchiadau eithriadol / Event rare and may occur only in exceptional circumstances	<1%	Prin / Rare	E			
		Dinod / Insignificant	4	3	2	1
		Dinod / Insignificant	Bychian / Minor	Cymedrol / Moderate	Sylweddol / Major	Trychinebus / Catastrophic
Gwasanaeth / Service		Dim effaith ar ansawdd y gwasanaeth, tartu gyfyngedig / No impact to service quality, limited disruption to operations	Mân effaith ar ansawdd y safonau gwasanaeth mewn cael eu bodloni, amharhad tymor byr i weithredau / Minor impact on service quality, limited disruption to operations	Gostyngiad sylweddol yn ansawdd y gwasanaeth, amharhad difrifol / Significant fall in service quality, serious disruption to service standards	Effaith sylweddol ar ansawdd gwasanaeth, lluosog heb eu bodloni, amharhad tymor hir i weithredau / Significant impact on service quality, multiple service standards disruption to operations	Gostyngiad trychinebus yn ansawdd y gwasanaeth allweddol ddim yn cael eu bodloni, ymyriad trychinebus hir cynor i weithredau / Catastrophic fall in service quality and key service standards are not met, long term catastrophic interruption to operations
Erw Dai / Reputation		Pryder cyhoeddus wedi ei gyfyngu i gwynion lleol / Public concern restricted to local complaints	Mân sylw arifafnol lleol / cyhoeddus / cyfyngedig / chwynion / Minor adverse local / public / media attention and complaints	Syw andwyol lleol difrifol neu sylw andwyol mewn y wasg rhanbarthol neu chenedlaethol / Serious adverse regional or national media attention	Beirniadaeth rhanbarthol difrifol neu genedlaethol negyddol / Serious negative regional or national criticism	Condemiad rhanbarthol a chenedlaethol hir / Prolonged regional & national condemnation
COST ANIANNOL / Financial Cost (£)		< £50k	£50k - £750k	£750k - £750k	£750k - £3m	> £3m

**Allwedd Difrifoleb Risg Corfforaethol / Corporate Risk Severity Key**

**EFFAITH / IMPACT**

Risg a reolir yn hawdd yn lleol - dim angen i gymwys rheolaeth / Risk easily managed locally - no need to involve management

Risg gallu cael eu rheoli ar lefel gwasanaeth - efallai bydd angen rhoi gwybod i uwch reolwyr at UDA / Risk containable at service level - senior management and SLT may need to be informed

Ymyrraeth gan yr UDA a / neu gyfrangiad Pwyllgor Gwaith / Intervention by SLT and / or Executive Committee involvement

Ymyrraeth sylweddol gan yr UDA a Pwyllgor Gwaith / Significant SLT and Executive Committee intervention









<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>Executive Committee Meeting</b>
<b>Date:</b>	<b>9 February 2015</b>
<b>Subject:</b>	<b>Modernising Anglesey Schools – a site for the new Primary School in the ‘Llannau’ area</b>
<b>Portfolio Member(s):</b>	<b>Councillor Ieuan Williams</b>
<b>Head of Service:</b>	<b>Gwynne Jones</b>
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<b>Local Members:</b>	<b>Councillor Ken Hughes Councillor Llinos Medi Huws Councillor John Griffith</b>

<b>A – Recommendation(s) and Reason(s)</b>
<p>At its meeting on February 11, 2013, Anglesey County Council’s Executive Committee resolved to support Option 5 (namely a new area school for Llanfachraeth, Llanfaethlu and Llanrhuuddlad) as the option that the Executive Committee favours for formal consultation on a review of the primary education provision in North West Anglesey, conditional upon noting suitable finance and a site for the development before beginning the formal consultation process.</p> <p>It was reported back to the Executive Committee on March 17, 2014 that the Lifelong Learning Department Officers had:</p> <ol style="list-style-type: none"> <li>1. ensured <b>finance</b> in principle for the new primary school and</li> <li>2. had identified the <b>site</b> for the new primary school.</li> </ol> <p>In order to ensure half the <b>finance</b> for the project from the Welsh Government, a Strategic Outline Case was presented to them in May 2014 and subsequently approved. A letter from the Welsh Government dated 19 August 2014 stated: “I am pleased to inform you that the Strategic Outline Case (SOC) in respect of the ‘Ysgol Y Llannau’ has been approved and that you can now progress to Outline Business Case (OBC) stage.” It is planned to submit the OBC to Welsh Government in March 2015.</p> <p>This report outlines the work conducted to identify a favoured <b>site</b> and how and why that has changed from the original choice.</p> <p>It is recommended that the Executive Committee:</p> <ol style="list-style-type: none"> <li>1. Approve and agree to the site, named Option 7 in the consultation document, being the preferred site for the proposed new primary school.</li> <li>2. Authorise officers from Environmental and Technical Services to discuss purchasing the requisite land for the proposed new primary school subject to obtaining planning</li> </ol>

permission.

**B – Which other options did you consider and what were your reasons for refusing them and or for choosing this option?**

**1. Shortlisted Sites**

Prior to the statutory consultation period in the North West of Anglesey (also referred to as the Llannau) on 31 March 2014 – 19 May 2014, a total of 8 sites were identified by the school modernisation project team and considered as possible locations for the new Llannau school. During the consultation period stakeholders and consultees recommended that the project team should consider other available sites, and as a result a further 10 sites were proposed by the stakeholders and considered by the project team. In May 2014 the project team assessed and scored a total of 18 sites. A total of 9 non-financial options criteria were used to evaluate the sites.

A Stakeholder Group has been established for the Llannau project, specifically to act as a forum for structured discussions to ensure that a cross section of views can be debated as part of the consultation and engagement process within the School Modernisation Programme. The group met on 23<sup>rd</sup> June 2014 to discuss the scoring matrix and the scores produced for the 18 sites. Site (2) – Ysgol Llanfachraeth with additional fields scored the highest. However the stakeholder group and the consultees, requested that the project team should consider locating the new school in the centre of the new proposed catchment area, thus proposing option 7 – the second highest scoring site. The reasons for this were:-

- The site is nearer to the centre of the catchment area and this would fulfil the original aim.
- It would give security of numbers for the new school.
- It would help attract pupils who live in Llanddeusant and nearby villages
- As pupils attend the new school, the security of numbers of pupils for Ysgol Uwchradd Bodedern will improve as pupils from the three schools are in its catchment area.
- If the new school is located in Llanfaethlu, individuals would have to go past the school to go to other schools.

It is the stakeholders opinion that a more centralised location for the new school will address some of the concerns raised during the consultation. It was agreed at the meeting in June 2014 that a total of two sites were to be considered on the short list.

Site	Score (June 2014)	Score (January 2015)
(2) Ysgol Llanfachraeth with additional fields. Located in the southern part of the proposed catchment area	62.5	75
(7) A site in Llanfaethlu. Located in the centre of the proposed catchment area	60.0	84

The project team continued with Feasability and Survey work on both sites.

It was concluded that no archaeological issues were associated with the Llanfachraeth site.

It was identified at an early stage that the Llanfaethlu site would require a staged programme of archaeological assessment and evaluation. It is immediately outside the essential setting of Carreglwyd Grade II\* Registered Historic Park and Garden and although the identified 'significant views' are away from the possible school site, the impact of its construction on the setting of the Registered area are to be considered. Similarly, impact on the setting of the Grade II\* listed medieval parish church, which is adjacent to the site, would need to be assessed. CADW and Gwynedd Archaeological Trust have been consulted upon on this aspect. In addition to a desk-based assessment, a geophysical survey of the site was requested; and to be followed by trial trenching to investigate potential archaeology identified and verify the results.

A full geophysical survey of the site has been completed. During the excavation in the identified trenches, there has been a concentration of Neolithic features in two of the trenches and a reasonable artefact assemblage has been recovered so far. It is looking increasingly likely that this site is the remains of a Neolithic house. An increased area of excavation will need to be carried out during January at an additional cost of approximately £36k leading to a total cost of £53,566. The additional works will have an impact on the programme and the budget.

The project team has received verbal confirmation that the works and findings undertaken to date on the Llanfaethlu site does not mean that the site cannot be developed. If the items found can be excavated to the Gwynedd Archaeological Trust's approval, the site can be developed. The scores for both sites were reviewed in a meeting of the Stakeholders on January 19 2015 and they are listed in the table above.

The next stage within the project plan is the land purchase / value negotiations. It is requested that the Executive Committee, in light of the above information, can approve the Llanfaethlu site as the preferred option and authorise officers to commence negotiations with the land owner.

**C – For what reason is this a decision for the Executive Committee?**

The Executive Committee is responsible for school organisation matters.

**D – Is this decision in keeping with the policy approved by the full Council?**

Yes

**DD – Is this decision within the budget approved by the Council?**

Yes – It is one of the plans in the Strategic Outline Programme approved by the Executive Committee in its meeting on January 13, 2014.

<b>E – With whom did you consult?</b>		<b>What were their comments?</b>
<b>1</b>	<b>Chief Executive / Senior Management Team (SMT)</b> (mandatory)	
<b>2</b>	<b>Finance / Section 151</b> (mandatory)	Finance have been involved in developing this report and have no further comment.
<b>3</b>	<b>Legal / Monitoring Officer</b> (mandatory)	
<b>5</b>	<b>Human Resources (HR)</b>	No comment
<b>6</b>	<b>Property</b>	
<b>7</b>	<b>Information Communication Technology (ICT)</b>	
<b>8</b>	<b>Scrutiny</b>	
<b>9</b>	<b>Local Members</b>	
<b>10</b>	<b>Any other external body/bodies</b>	

<b>F – Risks and any mitigatory steps (if relevant)</b>	
<b>1</b>	<b>Economic</b>
<b>2</b>	<b>Anti-poverty</b>
<b>3</b>	<b>Crime and Disorder</b>
<b>4</b>	<b>Environmental</b>
<b>5</b>	<b>Equalities</b>
<b>6</b>	<b>Result Agreements</b>
<b>7</b>	<b>Other</b>

<b>FF - Appendices:</b>

<b>G – Background Papers (please contact the Report’s author for any further information):</b>
<ol style="list-style-type: none"> <li>1. Minutes of the Stakeholder Engagement Group meetings on 23/06/14, 10/11/14 and 19/1/15.</li> <li>2. Scoring matrix for the 18 possible sites</li> <li>3. Site schematics for the 18 possible sites</li> </ol>