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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Dr Gwynne Jones.
Prif Weithredwr – Chief Executive

CYNGOR SIR YNYS MÔN
ISLE OF ANGLESEY COUNTY COUNCIL
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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR GWAITH	THE EXECUTIVE
DYDD LLUN 14 MAWRTH 2016 10.00 o'r gloch	MONDAY 14 MARCH 2016 10.00 am
SIAMBR Y CYNGOR SWYDDFEYDD Y CYNGOR LLANGFNI	COUNCIL CHAMBER COUNCIL OFFICES LLANGFNI
Swyddog Pwyllgor	Mairwen Hughes 01248 752516 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 declaration 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 - 8)

To submit for confirmation, the draft minutes of the meetings of the Executive held on the following dates:-

- 8th February, 2016
- 22nd February, 2016 (Extraordinary)

4 MINUTES FOR INFORMATION (Pages 9 - 12)

To submit for information, the draft minutes of the Voluntary Sector Liaison Committee held on 15th January, 2016.

5 FORWARD WORK PROGRAMME (Pages 13 - 24)

To submit the report of the Head of Democratic Services.

6 STRATEGIC EQUALITY PLAN 2016-2020 AND ANNUAL EQUALITY REPORT 2014/15 (Pages 25 - 88)

To submit the report of the Head of Democratic Services.

7 CORPORATE SCORECARD - QUARTER 3, 2015/16 (Pages 89 - 102)

To submit the report of the Head of Transformation.

8 2015/16 REVENUE BUDGET MONITORING REPORT - QUARTER 3 (Pages 103 - 116)

To submit the report of the Head of Function (Resources)/Section 151 Officer.

9 2015/16 CAPITAL BUDGET MONITORING REPORT - QUARTER 3 (Pages 117 - 126)

To submit the report of the Head of Function (Resources)/Section 151 Officer.

10 THIRD SECTOR FUNDING CODE (Pages 127 - 160)

To submit the report of the Head of Function (Resources)/Section 151 Officer.

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11 DISCRETIONARY HOUSING PAYMENTS POLICY 2016/17 (Pages 161 - 178)

To submit the report of the Head of Function (Resources)/Section 151 Officer.

12 PARTNERSHIPS POLICY (Pages 179 - 190)

To submit the report of the Assistant Chief Executive (Partnerships, Community and Service Improvement).

13 SUPPORTING PEOPLE COMMISSIONING PLAN 2016/2019 (Pages 191 - 274)

To submit the report of the Head of Housing Services.

14 HOUSING REVENUE ACCOUNT 30 YEAR BUSINESS PLAN 2016-2046 AND HRA HOUSING CAPITAL PROGRAMME 2016 TO 2017 (Pages 275 - 344)

To submit the report of the Head of Housing Services.

15 APPLICATION TO SUSPEND RIGHT TO BUY (RTB) (Pages 345 - 350)

To submit the report of the Head of Housing Services.

16 ADDITIONAL LEARNING NEEDS - REVISED ANGLESEY AND GWYNEDD PARTNERSHIP ARRANGEMENTS (Pages 351 - 360)

To submit the report of the Head of Learning.

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THE EXECUTIVE

Minutes of the meeting held on 8 February, 2016

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
Assistant Chief Executive (Governance & Business Process Transformation)
Assistant Chief Executive (Partnerships, Community & Service Improvement)
Head of Resources & Section 151 Officer
Head of Learning
Head of Housing Services
Head of Democratic Services
Housing Strategy & Development Manager (LR)
Housing Services Business Manager (NM)
Revenues & Benefits Services Manager (GHJ) (for item 6)
Interim Scrutiny Manager (AGD) (for item 5)
Committee Officer (ATH)

APOLOGIES: None

ALSO PRESENT: Councillors Derlwyn Hughes, Jeff Evans, John Griffith, Llinos Medi Huws, R.Meirion Jones, Alun Mummery.

Prior to commencing with the business of the meeting, the Chair announced that item 13 on the agenda had been withdrawn as the matter had been dealt with under delegated powers.

1. DECLARATION OF INTEREST

Councillor Aled Morris Jones declared a prejudicial interest with regard to item 6 on the agenda and took no part in the discussion thereon.

Mr Marc Jones, Head of Resources and Section 151 Officer also declared an interest with regard to item 6 on the agenda.

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

None to report.

3. MINUTES

The minutes of the previous meeting of the Executive held on 25 January, 2016 were presented for confirmation.

It was resolved that the minutes of the previous meeting of the Executive held on 25 January, 2016 be confirmed as correct.

4. THE EXECUTIVE'S FORWARD WORK PROGRAMME

The report of the Head of Democratic Services incorporating the Executive's Forward Work Programme for the period from March to October, 2016 was presented for the Executive's approval.

The Head of Democratic Services reported that item 9 on the Work Programme which was scheduled for consideration at the Executive's 7th March meeting has been deferred to the 14th March meeting at the request of the Housing Services.

It was resolved to confirm the Executive's updated Forward Work Programme for the period from March to October, 2016 subject to the additional change outlined at the meeting.

5. SCRUTINY OUTCOME PANEL: 2015/16 EFFICIENCY SAVINGS

The final report of the Scrutiny Outcome Panel of the Corporate Scrutiny Committee which was tasked with monitoring the savings proposed by the service directorates into the current year by monitoring on a quarterly basis, the 2015/16 budget, was presented for the Executive's consideration.

Councillor R.Meirion Jones, Chair of the Corporate Scrutiny Panel and Chair also of the Scrutiny Outcome Panel reported that the work of the Scrutiny Outcome Panel was a continuation of the work it had initially undertaken with regard to the 2014/15 efficiency savings. The Panel met on a number of occasions as indicated in Appendix 1 to the report and was provided with input by several key officers from across the service directorates. The contents of the report have been accepted by the Senior Leadership Team.

The Interim Scrutiny Manager elaborated on the Panel's five main conclusions along with the seven individual recommendations which it had made.

It was resolved to approve the Final Report with its five main conclusions and 7 individual recommendations.

6. BUSINESS RATES DISCRETIONARY RELIEF POLICY FOR CHARITIES AND NON-PROFIT MAKING ORGANISATIONS 2016/17

The report of the Head of Resources and Section 151 Officer seeking approval for the adoption of the current Discretionary Business Rates Relief Policy – Charities and Non-Profit Naming Organisations for 2016/17 was presented for the Executive's consideration.

The Portfolio Member for Finance reported that the report confirms that the current relief policy has been a success, in that virtually no applications have been made that are not covered by the policy leading to a significant reduction in applications being considered individually. The only change proposed is the addition of £7k to the £50k budget to cover the cost of the proposed scheme in 2016/17.

It was resolved –

- **To adopt the current Discretionary Business Rates Relief Policy – Charities and Non-Profit Making Organisations as detailed in Appendix A for the financial year 2016/17 only, and to instruct the Head of Function (Resources) and Section 151 Officer to ensure that administrative procedures before 31 March, 2016 advise relevant charities and non-profit making organisations that the policy will apply for 2016/17 only and will cease on 31 March, 2017.**
- **That the current budget of £50k be increased by £7k to £57k to meet the costs of the proposed scheme during 2016/17.**
- **That during 2016/17 the Head of Function (Resources) and Section 151 Officer undertakes a public consultation on the policy, based on the issues raised by the November, 2015 review and also investigates whether alternative business rates relief can be provided at less cost to the Authority, for charities and non-profit making organisations.**

7. ANGLESEY AND GWYNEDD GYPSY TRAVELLERS ACCOMMODATION NEEDS ASSESSMENT 2016

The report of the Head of Housing Services incorporating the Anglesey and Gwynedd Gypsy and Travellers Accommodation Needs Assessment, 2016 was presented for the Executive's consideration.

The Portfolio Member for Housing and Social Services reported that the Council has a statutory requirement under the Housing Wales Act, 2014 to undertake a Gypsy and Traveller Accommodation Assessment and to provide sites for where the assessment identifies an unmet need. The assessment was conducted jointly with Gwynedd and is fully compliant with statutory guidance issued by the Welsh Government.

The Housing Strategy and Development Manager outlined the study methodology and said that the evidence used included one to one interviews with Gypsies and Travellers as well as secondary data involving census and education records and records of unauthorised encampments occurring in the study area. A Steering Group comprising of Gwynedd and Anglesey Council Members, Planning Policy and Housing Officers and membership of the Gypsy and Traveller community has met regularly to oversee the study.

The Assistant Chief Executive (Governance & Business Process Transformation) said that gathering evidence from the Gypsy and Travellers community is difficult due to the fact that the numbers in this community who live on Anglesey or who travel through the Island are small, their stays are often short and they tend to be dispersed across the Island, and this is reflected by the evidence in the assessment. In order to form as complete a picture as possible of the Gypsy and Traveller community and their needs, emphasis was placed on the secondary data.

Councillor Derlwyn Hughes, Chair of the Partnerships and Regeneration Scrutiny Committee reported that the Committee considered the Needs Assessment at its meeting held on 2 February, 2016 and that it recommended the assessment be approved subject to noting the Committee's concerns regarding the level of consultation with the Gypsy and Travellers community, town and community councils and local residents.

The Executive sought assurance regarding the consultation and engagement process and the evidence which it had produced.

The Assistant Chief Executive (Governance & Business Process Transformation) confirmed that the evidence is as robust as possible for a community as small as this and as varied and at times difficult to reach. She was satisfied that the work had been conducted as thoroughly and as objectively as possible. The purpose of the study was to identify the accommodation needs of individuals within the Gypsy and Traveller community – wider consultation i.e. with local residents, businesses and town and community councils will occur later once consultation commences on possible sites.

The Executive noted that the assessment addresses the changing situation by recommending that the Steering Group continues to meet twice a year to ensure ongoing monitoring will be maintained and that the Welsh Government requires that every council undertakes a formal assessment every 5 years.

It was resolved –

- **To approve the Anglesey and Gwynedd Gypsy and Travellers Accommodation Needs Assessment 2016 with particular attention to the recommendations made for Anglesey.**
- **That the Gypsy and Traveller Accommodation Needs Assessment be submitted to the Welsh Government as required under the Housing (Wales) 2014 by 26th February, 2016.**

8. RENT AND SERVICE CHARGES FOR COUNCIL TENANTS 2016-17

The report of the Head of Housing Services seeking approval for rent increase and service charges for 2016/17 was presented for the Executive's consideration.

The Housing Services Business Manager elaborated on the proposals and the basis on which they were made. The Officer referred to garage rents and said that in order to fully recover the cost of maintaining and improving the standard of the Authority's garages, a full assessment is required which is envisaged will take place during 2016/17. The Council is therefore proposing not to increase garage rent due to the condition of the garages and the level of voids until the work is completed.

The Executive welcomed the intended assessment of garages and noted that it would wish to see it completed ahead of the presentation of this report next year.

It was resolved –

- **To approve the rent increase in line with the Welsh Government target rent based on collection over 51 weeks.**
- **To approve increasing all rents below target of between £0.08 - £2.57 by 1.4% plus an amount up to the maximum of £2.00 per week to bring to target rent.**
- **To approve increasing all rents below target rent of between £2.77 - £3.41 by 1.4% plus £2.00 per week.**
- **That the rent for the 142 properties that are above target rent should remain at their current levels.**
- **To approve the proposal of not applying any increase to the garage rents.**
- **That the service charges costs as noted within Section 3.3 of the report be applied to all tenants who receive the relevant services.**

9. TRANSFORMATION OF THE LIBRARY SERVICE

The report of the Head of Learning setting out the Library Service Consultation findings was presented for the Executive's consideration.

The Portfolio Member for Education reported that the national and local agendas and financial challenges make it necessary for the Authority to review the way in which Library Services are provided. The Executive at its meeting held on 20 July, 2015 granted permission for the Library Service to undertake a consultation exercise on future models of delivery and the consultation findings are now presented.

The Head of Learning reported on the extent and reach of the consultation exercise and the main messages therefrom.

Councillor R.Meirion Jones, Chair of the Corporate Scrutiny Committee reported that the Committee at its meeting held on 1st February, 2016 considered the consultation findings and took the view that savings at the upper range of 60% were excessive; that it supports the Service in its endeavour to continue to investigate possible solutions; that it notes that a further period of consultation is to be undertaken on the final proposed costed models prior to presenting final recommendations to Scrutiny and the Executive, and that it commends the consultation methodology as a model that could be considered for adoption corporately.

The Portfolio Member for Planning said that it is important that the message is disseminated that what is being considered is not the closure of libraries but rather alternative models for the delivery of library services with a view to the provision of an improved service. It is important also that consultation with community based groups commences without delay.

It was resolved –

- **To note the response of the citizens of Anglesey to the proposals and ideas put forward during the consultation on the Library and information Service Review: The Way Forward – October/ November, 2015.**
- **In light of the need to find savings of between 20-60%, to give permission for the service to continue to explore and cost the potential future models in the context of these consultation findings, as outlined in the library service review. Particular attention needs to be paid to the effects of any changes on vulnerable groups and communities.**

- In light of the above, that consideration be given to offering more services from the current library buildings.
- In light of the above also, that consideration be given to the possibility of offering an authority-led community managed library service model in 6 or 8 of the part-time libraries. Such services should meet the 18 Core Entitlements outlined in the 2014 Fifth Welsh Public Library Standards Framework.
- To give permission to open discussions on Community Managed libraries with Town and Community Councils and other community based groups, within the context of the Council's statutory duties and the Welsh Public Library Standards.
- That a volunteer contribution model for added value activities be investigated within the context of the Council's statutory duties and the Welsh Public Library Standards.
- To give permission to move to phase 2 of the consultation process and to conduct a further period of consultation on the final proposed costed models in June and July of 2016 with a view to presenting final recommendations to the Scrutiny Committee and the Executive in early Autumn 2016, to implement a revised library service model in 2017-18.

10. TRANSFORMATION OF THE YOUTH SERVICE

The report of the Head of Learning setting out the Youth Service Consultation findings were presented for the Executive's consideration.

The Portfolio Member for Education reported that the national and local agendas and financial challenges make it necessary for the Authority to review the way in which Youth Services are provided. The Executive at its meeting held on 20 July, 2015 granted permission for the Youth Service to undertake a consultation exercise on future models of delivery and the consultation findings are now presented. The consultation survey as at Appendix 1 to the report resulted in 930 young people's questionnaires being completed in addition to input from Lleisiau Lleol – Llais Ni project interaction with schools and other groups.

Councillor Derlwyn Hughes, Chair of the Partnerships and Regeneration Scrutiny Committee reported that the Committee at its meeting held on 2 February, 2016 considered the consultation findings and whilst it acknowledged the thoroughness of the consultation exercise it had concerns that the Youth Service is being eroded and consequently, it was of the unanimous view that the savings to be found within the service should be pegged at 20% in order to mitigate the effects on vulnerable groups.

The Executive noted the Scrutiny opinion, and having considered the matter, was supportive of the report as presented taking the view that for the purpose of further consultation, all possibilities need to be explored and potential models costed on the basis of a range of savings options prior to the formulation and submission of final recommendations in early autumn.

It was resolved –

- To note the response of the young people and citizens of Anglesey to the proposal and ideas put forward during the consultation on the Youth Service Review: Our Youth, Our Future.
- To give permission for the service to continue to explore and cost the potential future models in the context of the consultation findings, as outlined in the youth service review consultation findings document. This will include costings for a service based on 20%, 30%, 40% and 50% savings as outlined in the Corporate Plan 2013-17. Particular attention to be paid to the effects of any changes on vulnerable groups.
- To give permission to move to phase 2 of the process and to conduct a further period of consultation on the final proposed costed models in June and July of 2016 with a view to presenting final recommendations to the Scrutiny Committee and the Executive in early Autumn 2016, to implement a revised youth service model in 2017- 2018. Based on the consultation findings the options to be considered will include the six options listed in the report.
- That the Executive supports the Youth Service and Transformation Board to review staff structures, terms and conditions to reflect changed responsibilities within the proposed new service.

11. LICENSING POLICY

The report of the Head of Planning and Public Protection incorporating an amended Licensing Policy was presented for the Executive's consideration.

The Portfolio Member for Planning reported that the Authority is required under the terms of the Licensing Act 2003 to review its Licensing Policy every five years. The introduction of the Deregulation Bill together with changes in other sections of existing legislation has necessitated an early review. The review was also conducted as part of a collaborative exercise with the other North Wales Authorities.

It was resolved to endorse the report and the amended Licensing Policy for presentation to the County Council on 10 March, 2016.

**Councillor Ieuan Williams
Chair**

DRAFT

THE EXECUTIVE

Minutes of the special meeting held on 22 February 2016

- PRESENT:** Councillor Ieuan Williams (Chair)
Councillor J Arwel Roberts (Vice-Chair)
- Councillors R Dew, K P Hughes, A M Jones, H E Jones and Alwyn Rowlands.
- IN ATTENDANCE:** Chief Executive,
Assistant Chief Executive (CT),
Assistant Chief Executive (AM),
Head of Function (Resources)/Section 151 Officer,
Head of Function (Council Business)/Monitoring Officer,
Head of Adults Services,
Committee Officer (MEH).
- ALSO PRESENT:** Councillors T.V. Hughes, Llinos M. Huws, A.W. Mummery.
- APOLOGIES:** None

1 DECLARATION OF INTEREST

No declaration of interest received.

2 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED to adopt the following :-

“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 as it may involve the likely disclosure of exempt information as defined in Paragraph 12A (Paragraphs 14 & 16) of the said Act and in the attached Public Interest Test.”

3 EXTRA CARE HOUSING DEVELOPMENT - LLANGEFNI

Submitted – a joint report by the Head of Adult’s Services and the Head of Housing Services in relation to the above.

The Head of Adult’s Services reported on the contents of the report and noted that it is considered that such a facility of Extra Care Housing provision is paramount to the Council’s long term corporate objectives for Adult Social Care to reduce the number of clients who are placed in residential care and to reduce the in-house provision of residential care.

The Head of Function (Resources)/Section 151 Officer outlined the risks associated with procurements processes and the potential loss of the Social Housing Grant which could affect the Extra Care provision.

The Portfolio Holder (Housing & Social Services) emphasised the need for an Extra Care Housing Development in Llangefni and thanked the Officers for their work in respect of the Extra Care Housing Development.

Councillor A.W. Mummery stated that he fully supported the Extra Care provision in Llangefni. He stated that he has been involved in discussions on the matter within the Partnership and Regeneration Scrutiny Committee and the Adults Services Transformation Board.

It was RESOLVED :-

- **To accept the report and the recommendations contained therein.**
- **To accept the terms of the 'Memorandum of Understanding' attached to the report;**
- **To agree that the Chief Executive (in consultation with the Leader of the Council and the Head of Function (Resources)/Section 151 Officer) take any appropriate necessary steps to complete the transaction.**

The meeting concluded at 9.25 am

**COUNCILLOR IEUAN WILLIAMS
CHAIR**

Voluntary Sector Liaison Committee

Minutes of the meeting held on 15 January, 2015

PRESENT:	Councillor Alun Mummery (In the Chair)
	Local Authority
	Councillor Ieuan Williams (Leader of the Council)
	Voluntary Sector
	Mr Stephen Williams (Age Cymru Gwynedd & Môn) Mr Andrew M Hughes (Medrwn Môn)
IN ATTENDANCE:	Mrs Annwen Morgan (Assistant Chief Executive - IOACC) Mr John R.Jones (Chief Officer (Medrwn Môn) Ms Lyndsey Williams (Community Voices – Medrwn Môn) Ann Holmes (Committee Officer – IOACC)
APOLOGIES:	Councillor Alwyn Rowlands, Mr Islwyn Humphreys (Samaritans), Ms Eleri Lloyd Jones.

1. CHAIR

In the absence of the Chair and Vice-Chair, Councillor Alun Mummery was elected Chair for this meeting of the Committee.

The Chair welcomed Mrs Annwen Morgan to her first meeting of the Voluntary Sector Liaison Committee. On behalf of the Committee, the Chair also extended his condolences to Mr J.Huw Jones, Head of Democratic Services on the loss of his father.

Prior to commencing the business of the meeting, the Committee was provided with a brief history of the establishment and development of Penysarn Village Hall.

2. DECLARATION OF INTEREST

No declaration of interest was received.

3. MINUTES OF THE 14 OCTOBER, 2015 MEETING

The minutes of the previous meeting of the Voluntary Sector Liaison Committee held on 14 October, 2015 were presented and confirmed as correct.

Arising thereon –

- The Chief Officer of Medrwn Môn sought clarification of the status of the Final Report on the Review of the Third Sector and whether he would be made privy to its findings. The Leader of the Council confirmed that a detailed analysis of the Local Authority's investment in the Third Sector had been undertaken by the Head of Resources and Section 151 Officer which the Chief Officer of Medrwn Môn would have an opportunity to see.
- The Chief Officer of Medrwn Môn confirmed that a briefing session for the third sector on tendering arrangements had taken place with the Council's Procurement Officer and had proved helpful. However there still remained gaps in the sector's knowledge particularly with regard to procurement.

- The Chief Officer of Medrwn Môn said that he had met with the Chief Executive with regard to potential use of Charitable Trust funds. The Medrwn Môn Board is keen to develop ideas and a further meeting will be sought in due course. It is important also that the Council is assured that the sector makes effective use of the funding it receives and that it can demonstrate that its governance arrangements are robust.
- Funding Code of Practice – it was noted that the Assistant Chief Executive (Partnerships) is currently reviewing the Council's partnerships arrangements in their entirety and that the status of the Code will become clearer following the review. It was however suggested that the Funding Code be forwarded to the Head of Resources and Section 151 Officer for comment.

ACTION ARISING: Assistant Chief Executive to follow up on the Funding Code of Practice with the Head of Resources and Section 151 Officer.

- Social Services and Wellbeing Act – the pressures which the Act is likely to introduce were noted. It was also noted that what is new in the Act is the emphasis which it places on the wellbeing dimension and on a person centred approach. The Third Sector is working with its partners regarding the best use of resources and in developing information, advice and advocacy so that small problems do not escalate into major ones requiring specialist intervention. There is a focus on prevention. It was noted that there will have to be a rethink of how care is provided so that provision meets the needs of the individual in a way that accords with the individual's wishes and in a way that looks to make the best use of what is available in the community. This might in some cases involve simple measures such as help with shopping or tackling isolation and may not necessarily require expensive care packages. It is about finding out what the individual needs and is as much about adopting a different approach and mind-set as about using resources in a more efficient way. Reference was made to a pilot project in Gwynedd which involves putting the "What Matters Conversation" into practice, and examples of how this works were given and discussed.
- Third Sector Capability and Resilience – it was noted that the Powys Association of Voluntary Organisations had produced a report on Third Sector Capability and Resilience and that it had been agreed at the previous meeting that in light of funding reductions, the benefits of undertaking a similar exercise on the Isle of Anglesey would be explored. The Chief Officer of Medrwn Môn said that whilst the support structure in terms of a Compact and Funding Code is in place what needs to be developed is a strategy regarding the Council's expectations for the sector in the current climate. It was suggested that it would be helpful for representatives of Medrwn Môn to have a dialogue with the Assistant Chief Executive (Partnerships) regarding what are the Council's expectations and how the Third Sector can fulfil them which in turn might also assist with the funding process.

ACTIONS ARISING:

- **Assistant Chief Executive (Partnerships) to follow up with Medrwn Môn on the feasibility of undertaking a Third Sector Capability and Resilience Review on Anglesey.**
- **Assistant Chief Executive (Partnerships) to meet with representatives of Medrwn Môn to discuss and clarify the Council's expectations for the sector.**

4. BUDGET 2016/17

The Leader of the Council updated the Committee on the Budget position which had been alleviated to a certain extent by a less than expected reduction in the Revenue Support Grant and he explained the implications in terms of the funding gap, the savings required and what savings had been identified to date. The Leader confirmed that the reduction in Third Sector funding is less than at first indicated. A report regarding the budget will be presented to the Corporate Scrutiny Committee at its meeting to be held on 1 February, 2016 ahead of the formulation on the 7 March, 2016 of the Executive's final budget proposals for submission to full Council on 10 March, 2016. The Leader also briefed the meeting on the gist of the public response to the budget consultation.

Whilst noting that some organisations had experienced a funding cut, third sector representatives acknowledged that the situation was not as severe as originally feared but still felt that the actual

process could be improved by a clearer dialogue with organisations and by better explaining how decisions regarding proposed reductions are arrived at. **It was agreed to note the position.**

5. COMMUNITY VOICES

Ms Lyndsey Williams provided the Committee with an update on Community Voices activities with regard to the following –

- Budget
- Horizon
- Citizen Panel
- Scrutiny
- Medrwn Môn Third Sector Consultation on the 2016/17 Budget and the responses made by third sector organisations
- Joint Engagement and Consultation Board

Attention was also drawn to the Auditor General for Wales's Report – All Wales Local Government Improvement Study: Council Funding of Third Sector Services 2015-16. **It was agreed that the Chief Officer of Medrwn Môn would forward a copy of the report to the Council's Assistant Chief Executive (Partnerships) and the Procurement Officer.**

6. THE EXECUTIVE'S FORWARD WORK PROGRAMME

The Executive's Forward Work Programme for the period from January to August 2016 was presented and was noted.

7. DEVELOPMENT PLAN – COMPACT

The Chief Officer of Medrwn Môn suggested and it was noted, that consideration needs to be given to establishing the key milestones for the Committee's business across its three meetings annually e.g. consultation on the budget; review of the effectiveness of the Funding Code and the Compact and Third Sector Strategy to ensure that it is keeping on top of matters and is aware of what is working well and what isn't.

8. NEXT MEETING

It was agreed that the next meeting of the Committee scheduled for Friday, 8 July, 2016 be held at Bodorgan Community Centre.

**Councillor Alun Mummery
In the Chair**

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	14 March 2016
Subject:	The Executive's Forward Work Programme
Portfolio Holder(s):	Cllr Ieuan Williams
Head of Service:	Lynn Ball Head of Function – Council Business / Monitoring Officer
Report Author: Tel: E-mail:	Huw Jones, Head of Democratic Services 01248 752108 JHuwJones@anglesey.gov.uk
Local Members:	Not applicable

A –Recommendation/s and reason/s
<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 April – November 2016;</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>

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

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.

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (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.
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
5	Human Resources (HR)	
6	Property	
7	Information Communication Technology (ICT)	
8	Scrutiny	
9	Local Members	Not applicable.
10	Any external bodies / other/s	Not applicable.

* Key:

Strategic – key corporate plans or initiatives

Operational – service delivery

For information

2

F – Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
FF - Appendices:		
The Executive's Forward Work Programme: April – November 2016.		

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

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

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2016

Updated: 3 March 2016



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.

Executive decisions may be taken by the Executive acting as a collective body or by individual members of the Executive acting under delegated powers. The forward work programme includes information on the decisions sought, who will make the decisions and who the lead Officers and Portfolio Holders are for each item.

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.

Reports will need 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.

The Executive's draft Forward Work Programme for the period **April – November 2016** is outlined on the following pages.

* Key:

S = Strategic – key corporate plans or initiatives

O = Operational – service delivery

FI = For information

THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2016

Updated: 3 March 2016

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
APRIL 2016						
1	Consultation on Sites for Gypsies and Travellers on Anglesey To consider the results of the consultation.	Housing Services	Shan L Williams Head of Housing Services Cllr Aled Morris Jones	30 March 2016	The Executive 4 April 2016	
2	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive 25 April 2016	
3	Welsh Language Policy Approval of a policy which incorporates the Welsh Language Standards.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive 25 April 2016	May 2016
4	Final Report of the Scrutiny Outcome Panel: Debt Management	Council Business	Huw Jones Head of Democratic Services Cllr R Meirion Jones	14 March 2016	The Executive 25 April 2016	

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THE EXECUTIVE'S FORWARD WORK PROGRAMME

Period: April – November 2016

Updated: 3 March 2016

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
5 Anti Social Behaviour Approval of changes to the Officer Delegation Scheme in the Constitution to allocate powers within the Anti Social Behaviour Act 2014 to officers.	Recommendation to the Council to be made by the full Executive as this matter has not been delegated to any portfolio holder.	Council Business	Lynn Ball Head of Function – Council Business / Monitoring Officer Cllr Alwyn Rowlands		The Executive 25 April 2016	May 2016
6 Syrian Refugees The Executive's agreement to accept Syrian refugees	This is a matter for the full Executive the recommendation to accept refugees requires political support.	Partnerships, Community and Service Improvement	Annwen Morgan Assistant Chief Executive – Partnerships, Community and Service Improvement Cllr Alwyn Rowlands		The Executive 25 April 2016	
7 Annual Delivery Document (Improvement Plan) 2016/17 Approval of report and recommendation to full Council.	Forms part of the Council's Policy Framework – a collective decision is required to make a recommendation to the full Council.	Corporate Transformation	Scott Rowley Head of Corporate Transformation Cllr Alwyn Rowlands		The Executive 25 April 2016	May 2016

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8 Common Allocations Policy Adoption of final policy, post consultation.	This is a matter for the full Executive to decide as it involves a key Council policy.	Housing Services	Shan L Williams Head of Housing Services Cllr Aled Morris Jones		The Executive 25 April 2016	
9 Llawr y Dref, Llangefni – Business Case (S)	The approval of the full Executive is sought as it is a strategic and transformational decision affecting the future use of Llawr y Dref, Llangefni.	Housing Services	Shan L Williams Head of Housing Services Cllr Aled Morris Jones		The Executive 25 April 2016	
10 Asset Management Action Plan Approval.	This is a matter for the full Executive in accordance with its decision on 14 December 2015.	Highways, Waste and Property	Dewi Williams Head of Highways, Waste and Property Cllr J Arwel Roberts		The Executive 25 April 2016	
11 New Destination Anglesey Management Plan 2016 - 2020 Approval.	This is a matter for the full Executive to approve and support a new Destination Management Plan for the Island. As part of this, the review being a crucial part of the process.	Economic and Community Regeneration	Dylan Williams Head of Economic and Community Regeneration Cllr Ieuan Williams		The Executive 25 April 2016	

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Updated: 3 March 2016

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MAY 2016						
12	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive May 2016
13	Corporate Scorecard – Quarter 4, 2015/16 (S) Quarterly performance monitoring report.	This is a matter for the full Executive as it provides assurance of current performance across the Council.	Corporate Transformation	Scott Rowley Head of Corporate Transformation Cllr Alwyn Rowlands	TBA	The Executive May 2016
14	2015/16 Revenue and Capital Budget Monitoring Report – Quarter 4 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Hywel Eifion Jones	TBA	The Executive May 2016
15	Transformation of the Culture Service To decide on the options to implement following public consultation and expressions of interest.	A decision is requested from the Executive on the preferred options for implementation in Stage 2 of the transformation programme (from April 2016).	Lifelong Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes	12 April 2016	The Executive May 2016

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JUNE 2016						
16	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive June 2016
17	Revenue / Capital – 2015/16 Final Accounts	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Hywel Eifion Jones		The Executive June 2016
18	Review of the Schools Modernisation Strategic Programme	The approval of the full Executive is requested to review the schools modernisation strategic programme.	Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes		The Executive June 2016
19	Additional Learning Needs – Revised Anglesey and Gwynedd partnership arrangements	The approval of the full Executive is sought for the revised management structure and governance arrangements.	Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes		The Executive June 2016
20	Purchase of land to improve the A5025 Approval.		Highways, Waste and Property	Dewi Williams Head of Highways, Waste and Property Cllr J Arwel Roberts		The Executive June 2016

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JULY 2016						
21	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive July 2016
SEPTEMBER 2016						
22	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive September 2016
23	Annual Performance Report - 2015/16 (S) Approval of report and recommendation to full Council.	Forms part of the Council's Policy Framework - a collective decision is required to make a recommendation to the full Council.	Corporate Transformation	Scott Rowley Head of Corporate Transformation Cllr Alwyn Rowlands		The Executive September 2016 September 2016
24	Corporate Scorecard – Quarter 1, 2016/17 (S) Quarterly performance monitoring report.	This is a matter for the full Executive as it provides assurance of current performance across the Council.	Corporate Transformation	Scott Rowley Head of Corporate Transformation Cllr Alwyn Rowlands	TBA	The Executive September 2016

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25 2016/17 Revenue and Capital Budget Monitoring Report – Quarter 1 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Head of Function – Resources / Section 151 Officer Cllr Hywel Eifion Jones	TBA	The Executive September 2016	
26 Transformation of Library Service Following statutory consultation, decide on the structure and nature of the service from April 2017 onwards.	The decision of the full Executive is sought with regard to the preferred model for the libraries service from April 2017.	Lifelong Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes		September 2016	
27 Transformation of the Youth Service	The decision of the full Executive is sought with regard to the preferred model for the youth service from April 2017.	Learning	Delyth Molyneux Head of Learning Cllr Kenneth P Hughes		The Executive September 2016	
OCTOBER 2016						
28 The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive October 2016	

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NOVEMBER 2016						
29	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Huw Jones Head of Democratic Services Cllr Ieuan Williams		The Executive November 2016

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S = Strategic – key corporate plans or initiatives

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	14 March 2016
Subject:	Strategic Equality Plan 2016-2020 and Annual Equality Report 2014/15
Portfolio Holder(s):	Cllr Aled Morris Jones
Head of Service:	Lynn Ball, Head of Function – Council Business / Monitoring Officer
Report Author:	Carol Wyn Owen, Policy and Strategy Manager
Tel:	01248 752561
E-mail:	CarolWynOwen@anglesey.gov.uk
Local Members:	Not applicable

A –Recommendation/s and reason/s
<p>Recommendation : The Executive is requested to approve the Council’s Strategic Equality Plan 2016 - 2020 and Annual Equality Report 2014/15 for publication by 31 March 2016.</p> <p>Reasons:</p> <p>The Public Sector Equality Duty (PSED) requires that all public authorities covered under the Equality Act 2010 Statutory Duties (Wales) Regulations 2011 must:</p> <ul style="list-style-type: none"> • publish a Strategic Equality Plan (SEP) and equality objectives, which must be reviewed every four years. • publish an annual equality report by 31 March in the year following each reporting period. <p>The role of both the SEP and the the Annual Equality Report is to support the Authority in meeting its general equality duty to:</p> <ul style="list-style-type: none"> • Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010 • Advance equality of opportunity between people who share a relevant protected characteristic and those who do not • Foster good relations between people who share a protected characteristic and those who do not

The Council published its first SEP in April 2012. That Plan, and the equality objectives included in it, have now been reviewed, resulting in an updated SEP for 2016–2020 (Appendix 1). The Plan is based on a set of shared equality objectives developed by the North Wales Public Sector Equality Network. Partnership documents (shared objectives and background/research) are in the process of being finalised and will be published alongside the Council’s SEP.

The Annual Equality Report (Appendix 2) is the fourth annual report to be published since the introduction of the Equality Act 2010. This report covers the period from 1 April 2014 to 31 March 2015 but also includes an outline of developments up to December 2015 so as to provide a more up-to-date picture and to complement our new Strategic Equality Plan.

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 obtain high-level strategic ownership of our equalities agenda.

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.

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	The draft Strategic Equality Plan and Annual Equality Report were circulated internally to services and other relevant officers for comment and were considered by SLT at its meeting on 22 February 2016.
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
5	Human Resources (HR)	
6	Property	
7	Information Communication Technology (ICT)	
8	Scrutiny	

9	Local Members	
10	Any external bodies / other/s	

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

FF - Appendices:
<p>Appendix 1 - Strategic Equality Plan 2016-2020</p> <p>Appendix 2 - Annual Equality Report 2014/15</p>

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

Isle of Anglesey County Council

Draft Strategic Equality Plan 2016-2020

DRAFT



Foreword

As an authority we are committed to equality, both in the provision of services and as a major employer, and to the elimination of unfair and unlawful discrimination in all our policies, procedures and practices.

This is the second Strategic Equality Plan to be produced by the Isle of Anglesey County Council. It aims to build on the priorities identified in our first Plan and the actions identified within it will, within the capabilities and influence of the County Council :

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
- advance equality of opportunity between persons who share a relevant protected characteristic and those who do not
- foster good relations between people who share a relevant protected characteristic and people who do not

We shall be pleased to receive constructive comments, contributions and involvement from any quarter within or outside the County Council's area to help us achieve our objectives in this very important aspect of our work.

Councillor Aled Morris Jones
Equality and Diversity Portfolio Holder
Isle of Anglesey County Council


How to contact us

If you have any questions or wish to make comments about this Strategic Equality Plan, please contact:

Please contact:

The Policy Unit (Equality)
Council Business
Isle of Anglesey County Council
Council Offices
Llangefni
Anglesey
LL77 7TW

E-mail:  equality@ynysmon.gov.uk

Telephone:  01248 752520 / 752561

We are happy to provide this document in alternative formats on request. Please use the above contact details.

Mae'r ddogfen yma ar gael yn y Gymraeg. Os ydych yn darllen y fersiwn electronig, defnyddiwch y ddolen "Cymraeg" ar ochr dde'r bar uchaf. Os ydych yn darllen copi papur, defnyddiwch y manylion cyswllt uchod i gael copi o'r fersiwn Gymraeg os gwelwch yn dda.

This document is available in Welsh. If you are reading the electronic version, please use the "Cymraeg" link on the right hand side of the top bar. If you are reading a paper copy, please use the above contact details to obtain a Welsh version.

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North Wales Public Sector Equality Network	
- Shared Equality Objectives Document	
- Background and Research Document	

Introduction

The Equality Act 2010 is about ensuring a fair deal for everyone and focuses on ending discrimination, advancing equality of opportunity and fostering good relations between different individuals and communities. The Act replaces previous anti-discrimination laws with a single Act. It simplifies and clarifies the role of local authorities as leaders in achieving equality improvements for their citizens and communities.

The Act lists a number of characteristics which must not be used as a reason to treat some people worse than others - these are known as 'protected characteristics' and are listed below:

- Age
- Gender reassignment
- Sex
- Race – including ethnic or national origin, colour or nationality
- Disability
- Pregnancy and Maternity
- Sexual Orientation
- Religion or belief – including lack of belief
- Marriage and civil partnership (but only in respect of the need to eliminate discrimination)

The Welsh Government has introduced specific duties for public bodies in Wales to help them meet the general duty. As part of these specific duties, public bodies are required to develop and publish equality objectives and Strategic Equality Plans and review all its equality objectives at least once every four years.

The Council's Strategic Equality Plan

The Council published its first Strategic Equality Plan (2012 – 2016) in April 2012. That Plan, and the equality objectives included in it, have now been reviewed, resulting in this updated Strategic Equality Plan for the next four years.

We are committed to mainstreaming equality into the work of the authority at all levels by integrating equality considerations into existing improvement work within our key strategies and plans. It is important, therefore, that this Plan should not be seen as a 'stand-alone' document but as a plan that complements and signposts to some of our other key corporate and service plans.

Our Island

The Isle of Anglesey is an island of just over 700 square kilometres, and comprises a mostly rural landscape. Its 200km coastline includes a wide variety of sandy beaches and rocky coves that attract a significant tourism industry in the summer months. The A55 forms one of two crossings that connects our island with mainland Wales, and enables passengers and freight to travel to and from the port of Holyhead.

There are five main towns on the island, the largest of which by far is Holyhead, with a population of about 13,500. Anglesey is more sparsely populated than most local authorities in Wales, but all its towns and villages are accessible within half an hour from the Council's administrative office in Llangefni.

Information about the population of Anglesey can be found on page 8.

Our Council

Political Structure

Anglesey's residents are represented by 30 elected members (also known as Councillors).

The Council's main decision-making body is an Executive of seven members, chaired by the Leader of the Council. The Executive's decisions are held to account by two Scrutiny Committees.

Further information about the Council's political arrangements, including details of our committees and dates of meetings, can be found on the Council's website under the heading '[Councillors, democracy and elections](#)'.

Management Structure

A new strategic management structure came into effect on 1 January 2016 which includes the Chief Executive and two new Assistant Chief Executive posts, responsible for:

- Governance and Business Process Transformation
- Partnerships, Community and Service Improvement

Heads of Service have operational responsibility for our services, namely:

Adults' Services (Social Services)
Children's Services (Social Services)
Corporate Transformation
Council Business
Economic and Community Regeneration
Highways, Waste and Property
Housing
Learning
Planning and Public Protection
Resources

Corporate Business Plan

The Council's current Corporate Plan sets out our strategic aims up to 2017. Our main aim is by 2017, to be a professional and well-run Council, innovative and outward looking in our approach, committed to developing people and partnerships in order to deliver efficient and effective services of good quality that are highly valued by our citizens.

As part of the development of the Corporate Plan, Anglesey residents were asked which of our services were most important to them and the overwhelming and consistent priorities were:

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

As a result, these priorities form the basis of our Corporate Plan. When working on the above, the Council will continue its commitment to equality, in terms of:

- service provision
- its responsibilities as a major employer and
- ensuring that Council policies, procedures and practices do not discriminate in any way.

The Council also publishes:

- **An Annual Delivery Document** which focuses on the work we are doing to realise the targets set in the Corporate Plan.
- **An Annual Performance Report** which looks at performance over the previous financial year against the improvements and priorities set out in the Annual Delivery Document for the same year.

Relevant Equality Information

The Council publishes relevant equality information within a wide range of corporate and service strategies and plans. Documents are published on our website. Paper copies or other alternative formats are also available on request – please use the contact details on page 3 to get in touch with us.

Key information on the population of Anglesey is outlined below.

The estimated resident population for Anglesey was 70,169 on 30 June 2014

In the last five years, the population of Anglesey has seen an increase of 0.5% (336 people).

According to the 2011 Census, (as at 27 March 2011):

- 49.1% were male and 50.9% female.
- 22.4% were people of retirement age, compared to 18.4% across Wales
- 17.0% were children aged 0-15, compared to 18.2% across Wales.
- 98.2 were white, compared to 95.6% across Wales
- 0.7% were from a mixed/multiple ethnic group, compared to 1.0% across Wales
- 0.7% were Asian/Asian British, compared to 2.3% across Wales
- 0.1% were Black/African/Caribbean/Black British, compared to 0.6% across Wales
- 0.3% were from another ethnic group
- 57.2% of people could speak Welsh, compared to 19.0% across Wales.

Source: Office for National Statistics (Anglesey Infobase).

Statistics held by the Council's Adults' Services on disability show that, as at 31 March 2015:

- 303 people were listed on the Learning Disability Register
- 5,130 blue vehicle badges had been issued (during 2014/15)
- 2,516 individuals were registered with physical disabilities and sensory impairment - it should be noted, however, that not every person with a disability or impairment choose to register with the service but still require a form of service.

According to records held by our Waste Management Service, as at 27 November 2015 :

- 1077 households receive the Council's assisted waste collection service, and
- 332 households receive the household clinical waste collection service.

The background information for each equality objective and action area can also be considered relevant equality information.

We acknowledge that we do not have a complete picture of the size, nature and complexity of all protected groups on Anglesey, and that collecting this must be an ongoing process. We will continue to collect relevant information through engagement wherever possible.

Employment Information

Employment Information and Pay Differences

The Authority has an electronic Human Resources system to record and monitor workforce data, which since 2014 has been successfully utilised to input details of new staff into the system. Additional work is however required to ensure that information relating to staff employed prior to 2014 is current and up to date. Restrictions in terms of ability of the system and the implications on a very tightly resourced service has meant that the Authority has been unable to accurately record and monitor workforce data in its entirety.

We have sought to address this through the actions that have been identified under equality objective 3 – Address inequalities in employment (page 23).

The employment information currently available for the Council is outlined on our 2014/15 Annual Equality Report.

Promoting Knowledge and Understanding

The Authority is committed to providing learning and development opportunities to staff that enable them to perform to their optimum ability. We also recognise that it is important for people throughout the Authority to be aware of the general and specific equality duties to ensure that it is considered in their work when relevant. We have addressed this through our action area entitled 'a staff training programme is in place to ensure the right staff have the right skills to deliver equality improvement' (page 34).

Promoting equality

As an authority we are committed to equality, both in the provision of services and as a major employer, and to the elimination of unfair and unlawful discrimination in all our policies, procedures and practices.

The Authority recognises that adhering to its Equality & Diversity Policy, combined with relevant employment policies and practices, maximises the effective use of individuals in both the organisation and employee's best interests. We also recognise the great benefits in having a diverse workforce with different backgrounds, solely employed on ability. As an example of this, the authority has committed itself to becoming a Disability Symbol User, and is therefore working continuously to maintain the five commitments, including interviewing all applicants with a disability who meet the minimum criteria for a job vacancy and making every effort when employees may become disabled to make sure they stay in employment.

More examples of what we have done over the past four years to promote equality have been included in our Annual Equality Plans which are available on our website. Paper copies or alternative formats can also be provided on request.

Assessing for Impact

The Authority recognises the statutory requirement for undertaking equality impact assessments and training is available for any staff members who feel they require further guidance when using the Authority's Equality Impact Assessment templates.

The aim is for this process to become mainstreamed into day to day work of policy-making, employment practice, service delivery and other functions carried out within the organisation. This appears to be moving positively with more and more areas recognising the need for the equality impact assessments and evidence demonstrating that the guidance and templates available are being utilised.

To further embed and mainstream equality considerations, we have ensured a closer alignment between the equality impact assessment process and project management within the Authority. Initial screening will occur at Project Start-up and will continue to be an integral part of the process.

In terms of complying with publication requirements, all committee reports are published on the Council's website. A summary of the results of impact assessments will be provided in committee reports. The template currently used for reports to the Council's Executive includes a specific section which requires officers to outline any 'equality implications'.

Where it is clear from the assessment that the likely or actual impact on the authority's ability to meet the general duty is substantial, then reports will include the elements described below:

- The purpose of the policy or practice that has been assessed
- The steps that have been taken to impact assess that policy or practice
- A summary of the information that was taken into account
- The results of the assessment
- The decision taken in respect of the assessment

Engagement

The Council values the views of the public, its service users, partners and other interest groups as part of providing effective services that meet the needs of the people of Anglesey. By seeking those views and then acting on them, the Council can ensure that its services better reflect the needs and aspirations of all those it serves.

A joint engagement and consultation board has been set up by Medrwn Môn where the Community Voice principles of engaging with hard to reach communities has been adopted corporately - this board has representation from across the Council, which includes officers and elected members, as well as Community Voice and Medrwn Môn staff. Here the board has agreed to use the National Principles for Public Engagement as the baseline for ensuring that hard to reach groups can engage.

Medrwn Môn also has project workers in the North Wales Regional Equality Network, North Wales Deaf Association and North Wales Advocacy who work directly with beneficiaries under the protected characteristics of the Equality Act. The project officers y all work with the Council to ensure that their voices are heard in service provision design and delivery.

Our engagement activities for the purpose of developing this Plan began with a regional event hosted by the North Wales Public Sector Equalities Network (NWPSSEN) on 2 October 2015 at the Conwy Business Centre, Llandudno Junction – further details can be found under ‘Collaboration’ below.

Collaboration

North Wales Public Sector Equality Network

Since the new Equality legislation was introduced in 2010, equality officers in all six North Wales Local Authorities, Betsi Cadwaladr University Health Board, North Wales Fire & Rescue Service, Welsh Ambulance Service NHS Trust, National Parks Authority and North Wales Police have been working collaboratively to advance the equality agenda and to tackle issues on inequality that cut across the public sector in North Wales.

During 2011, the North Wales Public Sector Equality Network (NWPSSEN) conducted joint activities to develop a set of shared objectives which every partner agreed to. These shared objectives were developed after a North Wales consultation event, along with the evaluation of the evidence available at that time, including information published in the Equality & Human Rights Commission report “How Fair Is Wales?” Each objective had an accompanying set of action areas and different partners agreed to contribute to different action areas.

In accordance with legislation, equality objectives must be reviewed at least every four years. A second engagement event was held on 2 October 2015 to listen to what our stakeholders had to tell us about our priorities for the next four years. Based on this engagement event and analysis of published reports and anecdotal evidence, NWPSSEN concluded that the original objectives are still relevant and required only a small amount of changes to the accompanying action areas. Further details can be found in our partnership documents:

- Shared Equality Objectives document
- Background and Research document

The shared equality objectives across North Wales for 2016-20 are listed below:

1. Address **Health** inequalities
2. Address unequal outcomes in **Education** to maximise individual potential
3. Address inequalities in **Employment and Pay**
4. Address inequalities in **Personal Safety**
5. Address inequalities in **Representation and Voice**
6. Address inequalities in **Access** to information, services, buildings and the environment

These equality objectives are relevant to all our organisations and each organisation will have its own Strategic Equality Plan which will set out how they intend to show progress on addressing the inequalities identified by our research and engagement.

Equality Objectives

As noted on page 5, we are committed to embedding equality into the work of the authority at all levels by integrating equality considerations into existing improvement work within our key strategies and plans. This is reflected in the equality objectives and action areas we have identified in that they form a mixture of work in progress within existing strategies as well as some new areas.

The following pages explain how we have chosen to contribute towards the six shared equality objectives developed by the North Wales network. A seventh objective has also been identified to address local issues.

All the objectives, actions and timescales are summarised in this Plan on the following pages.

Objective One: Address Health inequalities

Key Theme: Increase the number of people, in under-represented groups, choosing healthy lifestyles

Four years ago, we noted that schemes were already in place in Anglesey to encourage specific groups to become more active. For example:

- Through the Disability Sport Wales initiative, the main aim of which is to increase the number of disabled people to regularly take part in sports and physical activity.
- Sport Wales Dragon Sport and 5 x 60 schemes aspire to get every child hooked on sport for life. A key priority within these schemes is to increase participation with particular emphasis on encouraging more girls to take up physical activity.
- Stepping Out, another Sport Wales initiative, aims to develop an inclusive and varied walking programme for adults. Another exciting scheme for youngsters and adults is the cycling initiative which lends itself very well to intergenerational initiatives.

In addition, The National Exercise Referral Scheme (NERS) is funded by Welsh Government and Public Health Wales (PHW), working in partnership with the Welsh Local Government Association (WLGA), local authorities, and Local Health Boards. It targets clients who are at risk of developing chronic disease, providing an opportunity for referrals to access a high quality supervised exercise programme to improved health and wellbeing.

Aimed at those over 17 years of age, who are not used to being regularly physically active and have a medical condition, the Scheme is designed to provide opportunities to exercise that are fun, rewarding and that can be incorporated into everyday life. There are a wide range of activities both gym based and class based to choose from for patients that have been through rehabilitation programme or referred by a health professional (GP, Nurse, and Physiotherapist etc). Patients will be able to access a wide range of opportunities and these will be available between 16 and 32 weeks of the programme (depending on medical condition).

Also, Disability Sport Wales have introduced InSport to provide inclusive, quality sessions to disabled people. It is a four tiered (Ribbon, Bronze, Silver and Gold) identification and accreditation process which any sports club can go through to show they are committed to providing and delivering inclusive sport. DSW have designed the InSport programmes so that they support the partner in developing inclusive provision, opportunity and practices which will ensure that disabled people gain access to the level of participation / performance they require.

Achievements over the past four years have been outlined in our annual equality reports. We will continue to report on progress over the next four years.

Our contribution to the above key theme area will be to continue to provide activities for targeted groups and look at increasing participation rates in some instances

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Objective One: Address Health inequalities

Key Theme: Improve dignity and respect in care for everyone, particularly older people, vulnerable people, transgender and lesbian, gay and bisexual people

We recognise the importance of ensuring that older and vulnerable people are fully supported and are well informed when making decisions about their own future. A Local Area Co-ordination model has been developed and will be introduced in Anglesey. This model provides the opportunity to shift the focus from people as "passive recipients of social care" to people as valued citizens. Emphasis is placed on putting each person at the centre of decision-making and working with the individual and family to pursue their vision for a good life as part of their community

At our recent regional engagement event, we were told that people should be able to express themselves in the language they are most confident with so that any misunderstandings are avoided. 'More than Just Words' is a Strategic Framework for Welsh Language Services in Health, Social Services and Social Care which has been developed by the Welsh Government.

Social Services proactively offer services through the medium of Welsh to service users. During 2014/15, the Council introduced a new Integrated Assessment Framework within Adult Services and has ensured that the assessment forms include a record of the user's choice of language. The service has reviewed its agreements with external providers so as to ensure that providers comply with the requirements of 'More than Just Words' and can provide services in both languages on behalf of the County Council.

Our contribution to the above key theme will be to:

- Implement Local Area Co-ordination across Anglesey
- Continue to work towards ensuring a person-centred approach in the care assessment process by promoting the proactive offer of services through the medium of Welsh.

Objective One: Address Health inequalities

Key Theme: Better address the rights and aspirations of people with mental health issues and learning disabilities

The Council recognises that healthy mental wellbeing is equally as important as physical wellbeing. At our recent regional engagement event, we were told that work needed to be done to recognise the cultural and communication needs of people with mental health issues. Also, when we first developed this key theme four years ago, people with learning disabilities had told us that they wanted to live full, inclusive lives where they could be as independent as possible, be supported to take risks and contribute to their local communities and society as valued citizens. This continues to be a priority.

Our contribution to the above key theme will be to undertake a comprehensive review of all commissioned and provided services in order to ensure that services are contemporary, are of good quality, meet current and emerging legislative requirements and best practice guidelines.

This will be achieved through the Transforming Adult Services work programme.

Objective Two: Address unequal outcomes in Education to maximise individual potential

Key Theme: Reduce the educational attainment gap between different groups

Feedback from representatives at our regional engagement event did not focus on this area, although the gender gap in relation to educational attainment was recognised.

National research indicates inequalities in the levels of attainment between genders, ethnicities and between disabled people and non-disabled people. In Anglesey, pupils with sensory and physical disabilities have continued to be provided with adequate support so that no significant gap in education attainment was seen between disabled pupils compared with their peers at the end of all Key Stages. Also, there was no significant gap in educational attainment at 16+ between pupils with English as an additional language (EAL) and the results for their peers in 2013. It should be noted that the numbers of pupils within both these categories are low.

Published figures are available for Wales, North Wales and for each local authority area on attainment by gender. These show the gap in attainment between boys and girls has narrowed and been eliminated in Maths and Science at GCSE level. However, in English or Welsh as a first language the gap remains stubbornly in place.

Over the years 2013 to 2015, the gender difference for the Core Subject Indicator at the end of Key Stage 4 has been lower for Anglesey schools than the Wales figure and is less than 10%. The difference for Anglesey narrowed from 2013 to 2014 but increased in 2015. The issue needs to be continually addressed.

Another area that needs to be addressed relates to free school meals. There is a difference in performance of pupils who receive free school meals and those who do not and it was also found in Anglesey that the take-up of free school meals (FSM) had been below expected levels and declining. One of the factors behind this was found to be the stigma attached to claiming FSM, especially in secondary schools. A 'cashless' school meals system has now been introduced – this system removes the stigma by making it impossible to distinguish between those who pay for their meals and those who do not.

Although primary pupils do not pay openly for their lunches (therefore reducing opportunity for stigma) the Education Service is further reducing opportunities for stigma by introducing an on-line payment system for primary schools in 2016. This will eliminate the need to present any cash payments by parents/pupils unless out of choice.

Our contribution to the above key theme will be:

To maintain the performance of pupils with sensory and physical disabilities at the end of all Key Stages so that no significant gap in educational attainment is seen

That there will be no significant gap in educational attainment at 16+ of pupils with English as an additional language (EAL) who have been in the authority's schools for more than three years

To halve the educational attainment gap between boys and girls at the end of Key Stage 3, where it is more than 10% and to continue to address the issue across all schools.

Implement plans to lessen the difference in performance of pupils who receive free school meals and those who do not

Continue with the cashless system for school meals in secondary schools to lessen the stigma for children from disadvantaged backgrounds and introduce an on-line payment system for primary schools in 2016.

Objective Two: Address unequal outcomes in **Education** to maximise individual potential

Key Theme: Reduce identity based bullying in education

Participants at our regional engagement event felt that anti-bullying actions in schools should also include cyber bullying. Awareness raising and training sessions on the dangers and potential problems that occur with using social media should be given to parents and children, and the importance of hate crime within bullying should also be raised with schools to promote the issues and the potential problems.

During 2014 Estyn¹ conducted a thematic review of progress made to tackle bullying in schools. They concluded that it was still the case that *'certain groups of pupils are at a higher-than-average risk of being bullied, including:*

- *pupils with special needs or a disability;*
- *lesbian, gay, bisexual and transgender pupils; and*
- *pupils from a minority ethnic or religious background.'*

They also observed that:

'In most secondary schools, pupils and staff are concerned about the rise in cyberbullying, particularly in relation to the protected characteristics. Cyberbullying has created new forms of bullying that are unfamiliar to some staff. In the best practice, staff keep up-to-date with the technologies that pupils use and understand their potential for misuse inside and outside school.'

The report made a series of recommendations to be taken forward by schools, local authorities and regional consortia.

The Council is already working with partners across North Wales to highlight the issues of hate crime and promote reporting to North Wales Police or Victim Support, particularly during the annual All-Wales Hate Crime Awareness Week (each October). This work is described in more detail on page 24.

Our contribution to the above key theme will be to:

¹ Estyn, action on Bullying (2014)

build on the work of the last three years by developing anti-bullying activities which aim to lessen hate crime and using Estyn's report "Action on Bullying" (2014) and other resources as a base for school activities.

Distribute information to schools during the annual All-Wales Hate Crime Awareness week

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Objective Three: Address inequalities in Employment and Pay

Key Theme: Identify and address inequalities within recruitment, retention, training and promotion processes

The Council is committed to ensuring that no job applicant or employee receives less favourable treatment on the grounds of any of the protected characteristics, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable. We recognise that adhering to our employment policies and practices maximises the effective use of individuals in both the organisation and employee's best interests.

An example of this is the Authority's policy regarding the right to apply for flexible working. The Authority has decided not to limit these rights to those set out in law alone but to allow any employee within the Authority to be able to make a request.

Recent developments with respect to allowing staff to work any 5 days out of 7, means that staff are able to work flexibly on any day of the week subject to the agreement of their line manager.

Our contribution to the above key theme will be to continue to:

Raise awareness amongst staff of the right of any employee to apply for flexible working

Continually look to develop further strategies to assist staff to work flexibly

Objective Three: Address inequalities in Employment and Pay

Key Theme: Identify and address any pay gaps between people with different protected characteristics

As we have already noted on page 9, the absence of an up-to-date electronic system has meant that Human Resources have been unable to accurately record and monitor workforce data in its entirety. However the Authority has sought to address this problem, by offering office based staff a self-serve system whereby they can update their own personal details, which automatically feeds into the electronic system. The Authority has also undertaken a similar paper exercise for those who do not have access to the electronic systems. To date the take up from staff has been minimal.

Our contribution to the above key theme will be to continue to develop systems whereby the Authority is able to establish any gender pay gaps. This will be developed to encompass all the protected characteristics.

Future actions will be to analyse the workforce data year-on-year and produce an annual report of the information analysed

Objective Four: Address inequalities in Personal Safety

Key Theme: Increase the reporting of hate crime and harassment increases and take steps to reduce incidents of hate crime and harassment, including online abuse and bullying

The Council is already working with partners across North Wales to highlight the issues of hate crime and promote reporting to North Wales Police or Victim Support.

Hate crime is bullying, harassment or hate targeted against a person or group of people because of who they are, or who someone thinks they are. In 2013 there were 397 reports across North Wales. In response to this, the Welsh Government has created an All-Wales Hate Crime Awareness Week [beginning with 11-18 October 2014] to increase understanding and encourage victims to report. During the awareness week on Anglesey during 2014 and 2015, information was posted on the Council's website, Facebook, Twitter accounts, and a press release was issued. In 2014, there was a programme on MônFM community radio (Thursday, 16 October) as well as a free poster campaign on local buses.

Victims are encouraged to report by phoning North Wales Police on 101 (999 in an emergency) or alternatively Victim Support has been commissioned by the Welsh Government as the official National Hate Crime Report and Support Centre for Wales. The contact details are:

Telephone: 0300 30 31 982 (free 24/7) www.reportheate.victimsupport.org.uk

Locally based Victim Care Units will make contact with victims within 48 hours of receiving a report.

Our contribution to the above key theme will be to continue to work with partners across North Wales to highlight the issues of hate crime and promote reporting to North Wales Police or Victim Support during the annual All-Wales Hate Crime Awareness Week (October).

Objective Four: Address inequalities in Personal Safety

Key Theme: Increase the reporting of domestic abuse and take steps to reduce incidents of domestic abuse

Over the last four years, our contribution to this action area was to continue to work towards raising awareness and eradication of domestic abuse through the work of the Ynys Môn Domestic Abuse Forum. This forum, which was supported by the Ynys Môn Community Safety Partnership, included representatives from all relevant agencies working across Anglesey and was the oldest forum of its kind in Wales. Following the merging of the Anglesey and Gwynedd partnerships, there had been an intention to replace the Forum with a joint domestic abuse forum. This has not yet happened as guidance is awaited from Welsh Government on the roles of domestic abuse forums across Wales and what they are expected to look like. In the meantime, we will be reporting to a regional domestic abuse forum.

The Domestic Abuse, Stalking and Harassment and Honour Based Violence (DASH 2009) Risk Identification, Assessment and Management Model means that all police services and a large number of partner agencies across the UK will be using a common checklist for identifying and assessing risk, which will save lives. The purpose of the checklist is to give a consistent and practical tool to practitioners working with victims of domestic abuse to help them identify those who are at high risk of harm and whose cases should be referred to a Multi-Agency Risk Assessment Conference (MARAC) meeting in order to manage the risk. Councils will be required to implement a National Training Framework for Council staff on Domestic Abuse This will involve identifying relevant officers across services to ensure that these assessments take place.

Our contribution to the above key theme will be to continue to address Community Safety priorities in relation to domestic violence and ensure implementation of the Violence Against Women, Domestic Abuse and Sexual Violence National Training Framework for Council staff in respect of e-learning and the Ask and Act initiative when the statutory guidance is formally published.

Objective Four: Address inequalities in Personal Safety

Key Theme: Increase awareness in vulnerable communities around telephone and online fraud

Scams, fraud and identity crime were among the issues raised under this objective at our regional engagement event. Participants were mainly concerned about elderly scams but this type of deception can occur with any age group. Scams happen over the internet, the telephone or by door to door salesmen. The aim of the crime is to dupe the householder into buying or agreeing to part with either cash or to hand over banking details.

Ynys Môn Citizens Advice Bureau together with Anglesey Trading Standards, have built an effective, trusted partnership identifying scam issues. They have worked on national events such as National Consumer Week and Scams Awareness Month providing education to local communities on how to say “thanks but no thanks” to cold callers.

They work in partnership to organise joint events such as a recent drop in event held at Holland Arms Garden Centre where hundreds of people were fully educated about scams and concerns to look out for.

Ynys Môn CAB have made a significant contribution to the policy and campaigns work within Citizens Advice and their close relationship with their trading standards colleagues locally has been vital to national campaign success.

Ynys Môn CAB received a Hero Award at the Chartered Trading Standards Institute’s Conference in Bournemouth on Thursday 2 July 2015 for the significant contribution the team made to consumer protection in Wales.

Our contribution to the above key theme will be to continue to work in partnership with Ynys Môn CAB to raise awareness and provide education to local communities on how to deal with cold callers.

Objective Five: Address inequalities in Representation and Voice

Key Theme: Decision-making bodies become more representative of the communities they serve

During regional engagement work while developing the last set of plans, many contributions focused the need to encourage people from under-represented groups to stand for or apply to decisions making bodies. Representative groups which run alongside decision making bodies and are consulted by them were seen to be a positive innovation but not an alternative to greater representation on the decision making bodies themselves.

The last local government elections on Anglesey were held in May 2013. The elections were conducted on new electoral boundaries, the size of the Council reduced from 40 to 30 and the pattern of electoral wards changed from single to multi member. All 30 seats were contested by 107 candidates, 19 being female. Of the 19, three were duly elected to the Council.

In July 2013, Lesley Griffiths, Minister for Local Government and Government Business, announced the establishment of an Expert Group on Diversity in Local Government. One of the Expert Group's tasks was to examine the profile of local government with a view to making recommendations on improving diversity in local government at the 2017 local elections. The Expert Group's report 'On Balance: Diversifying Democracy in Local Government in Wales' was published on 5 March 2014. 24 recommendations are made in the report and 15 of these relate to widening participation in local government.

As a result, a national campaign, involving Welsh Government, local government and relevant equalities and civic partners, will be launched during the autumn of 2016 to ensure that information is received by the public about local government and that the idea of becoming active in local government is carried into the community.

Our contribution to the above key theme area will be to support the national campaign to widen participation in the 2017 local government elections.

Objective Five: Address inequalities in Representation and Voice

Key Theme: Consultation and engagement is improved through strengthening links between the public sector and local and national groups representing people from all protected groups

The importance of engagement was one of the main issues raised with us locally when we were developing our objectives back in 2011 and this remains as a regional priority.

In July 2014, the Older People's Commissioner for Wales published a Toolkit² for Older People on how to engage effectively with local authorities. This was developed in response to feedback received by the Commissioner during a national engagement roadshow that many older people " ...do not know how to engage with Local Authorities and influence the decisions that affect their lives and often feel powerless when Local Authorities propose to reduce or bring to an end these essential services."

The Toolkit provides a wide range of information about how older people can make their voices heard, how decisions can be challenged and the support available to help them do this. It is available on the Council's website, together with other useful information on engagement for older people.

Following on from this national toolkit, a Skills Toolbox for older people has been developed in partnership locally as part of a 'Local Voices' project. This Toolbox has been designed to help older people to learn and practice three important skills – problem-solving; finding information and negotiating with other people. The aim is to help older people gain confidence when having to solve problems ranging from getting tradesmen to carry out repairs or asking the Council to improve street lighting.

Finally, we explain on page 12 how we have been holding regional engagement events as part of NWPSSEN. Network members will continue to work together to share good practice and make the most of resources available.

Our contribution to the above key theme will be to:

² Effective Engagement with Local Authorities – Toolkit for Older People; Older People's Commissioner for Wales (July 2014)

Work with our regional partners to assess the feasibility of regional engagement and consultation structures

Work with partners to identify and engage with hard to reach groups in the local population and work towards filling the gaps identified in local data

Work with our local partners to ensure that we make the best use of resources within existing forums to progress equality issues

roll out the Skills Toolbox produced by the Community Voice portfolio to help the learning and practice of three important skills: solving problems, finding out information and negotiating solutions with people.

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Objective Six: Address inequalities in **Access** to information, services, buildings and the environment

Key Theme: Improve access to information and communications and the customer experience, particularly for people with sensory loss and for those whose first language is not English or Welsh

We were told at our recent regional engagement event that access to public buildings continues to be problematic for people with a physical or sensory impairment. The reception area is one of the first opportunities the Council has to make an impression on the visitor and therefore needs to be designed in a way that is fully accessible, as well as both practical and inviting. As part of our Smarter Working Project, the main Council office entrance area will be re-designed to make one main reception area with excellent service at the point of contact for our visitors.

Access to information was highlighted by all the groups that took part in our most recent regional engagement event. One of the key messages was the need for more information points in local areas. The Council has purchased 8 computer kiosks which will be available across Anglesey for residents to use in 2016. These kiosks are user friendly and provide short cuts to useful information which will support individuals to maximise their income, search for jobs and claim Universal Credit. There will be two kiosks in the Council's reception area as well as our libraries in Amlwch and Newborough; Iorwerth Rowlands Centre, Beaumaris; Gwelfor Community Centre and J E O'Toole Centre, Holyhead.

We also noted that we needed a diversity profile of our housing tenants to help us gain a better understanding of individual needs. This has been completed for existing housing tenants and the profiling of new tenants is routinely carried out at commencement of tenancy. Tenants can now also access their tenancy and rent account online and update personal information by registering to use the 'My Home' tenant self-service portal.

Another key message from our recent engagement event was the need for more training for people to access digital information. Our Tenants Participation Team is available to help any tenants having difficulties registering on 'My Home' or setting up an e-mail account. Môn Communities First also hold weekly IT drop in sessions at Holyhead.

Our contribution to the above key theme will be to:

Work towards creating a corporate one-stop-shop reception in the main Council buildings to improve spatial access to transactional service provision

Introduce 8 touch-screen kiosks to enable service users to pay rents remotely and access welfare advice within their communities

Continue to develop and maintain a diversity profile of Council housing tenants to gain a better understanding of individual needs

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Objective Six: Address inequalities in **Access** to information, services, buildings and the environment

Key Theme: Improve physical access to services, transport, the built environment and open spaces

Work to improve accessibility to public buildings has continued. Substantial projects have been completed at leisure centres and secondary schools totalling £275,966 in 2012/13 and £246,867 in 2013/14. A review of accessibility needs is proposed for 2016/17, subject to funding being made available.

The importance of accessible public transport was raised on a number of occasions during engagement activities four years ago.

Although all buses are required to be accessible by 2017, and all trains by 2020, our regional research work has found that significant problems persist in the meantime. Recent research on disability in Wales by Leonard Cheshire found 23% of disabled people have had to turn down a job due to a lack of accessible transport. Research by the Bevan foundation for the Equality and Human Rights Commission found that:

'Eleven per cent of respondents in the 'Living in Wales' survey said that they did not use public transport because of health reasons (Welsh Assembly Government, 2008).

Similarly, the report by the Welsh Consumer Council/Equal Opportunities Commission (2005) found that 10 per cent of men aged 45 and over and 14 per cent of women aged 45 and over said they had a physical problem or disability that made using the bus difficult.'

All the daily bus services in Anglesey are operated by fully accessible low floor buses. We have for some time been improving our bus stops to make them more accessible. By the end of 2014/15, easy access boarding kerbs were in place at 185 bus stops on the island (32%). Although no specific budget had been earmarked for 2015/16, it is intended to carry out further improvements as part of other planned schemes. The number of easy access boarding kerbs in place as at September 2015 was 187 (33%).

Adapting outside space, such as installing dropped kerbs and tactile crossing facilities, is also an important feature of improving physical access. Disability Wales have argued that:

'If the built environment is inaccessible this leads to the creation of access barriers in carrying out everyday activities. Access barriers exclude disabled people from becoming fully inclusive members of society. Both external and internal access must be well thought-out along when creating an access barrier free built environment... '

Having dropped kerbs on our streets is not just essential for wheelchair and mobility scooter users, but also useful for a wide cross section of people, from parents with buggies, to older people and tourists with heavy luggage. Tactile crossing facilities - red coloured, textured paving - are installed at crossings where the footpath has been dropped flush with the road. Its purpose is to help warn pedestrians with a visual impairment that they may be about to step onto the road.

Our contribution to the above key theme for the next four years will be to:

- continue to improve bus stops on the island to make them accessible.

(Works will be carried out as part of footway renewal schemes undertaken by the Highways, Waste and Property Service, and utilising any grant funding received to improve accessibility at bus stops)

- Continue to provide suitable drop kerbs and tactile crossing facilities as part of footway improvement schemes

Objective Seven: Improve the Council's **procedures** to ensure fairness for all

Action Area: A staff training programme is in place to ensure the right staff have the rights skills to deliver equality improvement

It is the aim of the Authority to ensure that employees have the skills, competence and confidence to discharge their duties effectively taking due account of the complexities associated with the Equality and Diversity Agenda. As an employer, the Authority is committed to providing learning and development opportunities to staff that enable them to perform to their optimum ability.

Providing awareness training for staff is seen as good practice in improving understanding of equality and diversity issues in general. The introduction of a brief overview of Equality and Diversity matters into the corporate induction highlights the importance placed on this to employees as they commence their employment with the Authority.

We will :

Raise awareness of equality matters amongst the Authority's workforce.

Continue to promote equality and diversity training for all staff and where requested ensure that the training is tailored to meet the needs of individual services.

Objective Seven: Improve the Council's **procedures** to ensure fairness for all

Action Area: An effective corporate process is established to ensure the ongoing assessment of impact across services

Our arrangements for assessing impact on protected groups have been outlined on page 10.

We will continue to develop and improve our corporate process and secure a consistent approach across the authority in terms of completing effective impact assessments.

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Objective Seven: Improve the Council's **procedures** to ensure fairness for all

Action Area: Procedures and practices in place that will enable procured services to meet the authority's commitments and expectations on equality

We know that the Council remains responsible for meeting the general duty even where relevant works or services are contracted out to an external supplier. We also know that, when procuring works, goods or services from other organisations on the basis of a relevant agreement, we must:

- Have due regard to whether it would be appropriate for the award criteria for that contract to include considerations to help meet the general duty
- Have due regard to whether it would be appropriate to stipulate conditions relating to the performance of the contract to help meet the three aims of the general duty.

We therefore need to ensure that equality considerations are built into our procurement processes.

In view of the above, we will ensure that all tenders include a question asking whether tenderers have an Equality and Diversity Policy and comply with the Equality Act 2010 – this will be a pass/fail requirement.

Monitoring progress

Progress towards fulfilling the actions identified in this Plan:

- will be monitored as part of our performance management arrangements as we continue to focus on integrating equality considerations into day-to-day business; and
- will be reported in our Annual Equality Reports.

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Objective One: Address Health inequalities				
What we intend to do	By when	Responsibility	Relevant Group	Further details:
Key Theme: Increase the number of people, in under-represented groups, choosing healthy lifestyles				
Continue to provide activities for targeted groups and look at, in some instances, increasing participation rates	Ongoing work programme	Economic and Community Regeneration (Leisure Services)	Age Disability Gender	Page 14
Key Theme: Improve dignity and respect in care for everyone, particularly older people, vulnerable people, transgender and lesbian, gay and bisexual people				
Implement Local Area Co-ordination across Anglesey.	Ongoing	Social Services - Adults	Age Disability	Page 16
Continue to work towards ensuring a person-centred approach in the care assessment process by promoting the proactive offer of services through the medium of Welsh (in line with 'More than Just Words')	Ongoing	Social Services - Adults	Age Disability Carers	Page 16

Objective One: Address Health inequalities				
What we intend to do	By when	Responsibility	Relevant Group	Further details:
Key Theme: Better address the rights and aspirations of people with mental health issues and learning disabilities				
Undertake a comprehensive review of all commissioned and provided services in order to ensure that services are contemporary, are of good quality, meet current and emerging legislative requirements and best practice guidelines.	Within the timescale of the transformation of adult services programme.	Social Services - Adults	Disability	Page 17
Objective Two: Address unequal outcomes in Education to maximise individual potential				
What we intend to do	By when	Responsibility	Relevant Group	Further details:
Key Theme: Reduce the educational attainment gap between different groups				
Maintain the performance of pupils with sensory and physical disabilities at the end of all Key Stages so that no significant gap in educational attainment is seen	Continuous	Learning	Disability	Page 19

Objective Two: Address unequal outcomes in Education to maximise individual potential

What we intend to do	By when	Responsibility	Relevant Group	Further details:
No significant gap in educational attainment at 16+ of pupils with English as an additional language (EAL) who have been in the authority's schools for more than three years	Continuous	Learning	Race	Page 19
Halve the educational attainment gap between boys and girls at the end of Key Stage 3, where it is more than 10% and to continue to address this issue across all schools.	Continuous	Learning	Gender	Page 19
Implement plans to lessen the difference in performance of pupils who receive free school meals and those who do not.	Continuous through the effective use of Pupil Deprivation Grant finance at individual school level.	Learning	Children and young people from disadvantaged backgrounds	Page 19

Objective Two: Address unequal outcomes in Education to maximise individual potential				
What we intend to do	By when	Responsibility	Relevant Group	Further details:
Continue with the cashless system for school meals in secondary schools to lessen the stigma for children from disadvantaged backgrounds and introduce an on-line payment system for primary schools.	All secondary schools have now implemented a cashless system. The Authority to put an on-line payment scheme in place for primary schools by April 2016.	Learning	Children and young people from disadvantaged backgrounds	Page 19
Action Area: Reduce identity based bullying in education				
Build on the work of the last three years by developing anti-bullying activities which aim to lessen hate crime and using Estyn's report "Action on Bullying" (2014) and other resources as a base for school activities.	Continuous	Learning	All groups	Page 20

Objective Two: Address unequal outcomes in Education to maximise individual potential				
What we intend to do	By when	Responsibility	Relevant Group	Further details:
Distribute information to schools during the annual All-Wales Hate Crime Awareness Week. (See also objective 4 – Personal Safety – page 24.)	Annually.	Learning / Council Business (Policy)	All groups	Page 20

Objective Three: Address inequalities in Employment and Pay				
What we intend to do	By when	Responsibility	Relevant Group	Further details:
Key Theme: Identify and address inequalities within recruitment, retention, training and promotion processes				
Raise awareness amongst staff of the right of any employee to apply for flexible working	Continuous	Corporate Transformation (HR)	All.	Page 22
Continually look to develop further strategies to assist staff to work flexibly	Ongoing programme of work	Corporate Transformation (HR)	All.	Page 22

Objective Three: Address inequalities in Employment and Pay

What we intend to do	By when	Responsibility	Relevant Group	Further details:
Action Area: Identify and address any pay gaps between people with different protected characteristics				
Continue to develop systems whereby the Authority is able to establish any gender pay gaps	This will be developed following completion of job evaluation and single status.	Corporate Transformation (HR)	Gender	Page 23
Encompass all the protected characteristics	This will be developed following completion of job evaluation and single status.	Corporate Transformation (HR)	All groups	Page 23
Analyse the workforce data year-on-year and produce an annual report of the information analysed.	31 March annually.	Corporate Transformation (HR)	All groups	Page 23

Objective Four: Address inequalities in Personal Safety

What we intend to do	By when	Responsibility	Relevant Group	Further details:
Key Theme: Increase the reporting of hate crime and harassment increases and take steps to reduce incidents of hate crime and harassment, including online abuse and bullying				
Continue to work with partners across North Wales to highlight the issues of hate crime and promote reporting to North Wales Police or Victim Support during the annual All-Wales Hate Crime Awareness Week (October).	Ongoing.	Council Business (Policy)	All groups	Page 24
Key Theme: Increase the reporting of domestic abuse increases and take steps to reduce incidents of domestic abuse				
Implement the Domestic Abuse National Training Framework abuse for Council staff to ensure that the 'Ask and Act' initiative and the DASH RIC assessments take place.	Ongoing	Community Safety	Gender	Page 25

Objective Four: Address inequalities in **Personal Safety**

What we intend to do	By when	Responsibility	Relevant Group	Further details:
Key Theme: Increase awareness in vulnerable communities around telephone and online fraud				
Continue to work in partnership with Ynys Môn CAB to raise awareness and provide education to local communities on how to deal with cold callers.	Continuous	Public Protection (Trading Standards)	Age Disability	Page 26

Page 72

Objective Five: Address inequalities in **Representation and Voice**

What we intend to do	By when	Responsibility	Relevant Group	Further details:
Key Theme: Decision-making bodies become more representative of the communities they serve				
Support the national campaign to widen participation in the 2017 local government elections.	Autumn 2016 – Spring 2017	Council Business (Democratic Services)	All groups	Page 27

Objective Five: Address inequalities in Representation and Voice

What we intend to do	By when	Responsibility	Relevant Group	Further details:
Key Theme: Consultation and Engagement is improved through strengthening links between the public sector and local and national groups representing people from all protected groups.				
Work with regional partners to assess the feasibility of regional engagement and consultation structures.	Continuous	Council Business (Policy)	All groups	Page 28
Work with partners to identify and engage with hard to reach groups in the local population and work towards filling the gaps identified in local data.	Continuous	Council Business (Policy)	Race; Gypsies and Travellers; Religion and Belief; Gender Reassignment; Sexual Orientation.	Page 28
Work with local partners to ensure that we make the best use of resources within existing forums to progress equality issues.	Continuous	Corporate Transformation / Council Business (Policy)	All groups	Page 28

Objective Five: Address inequalities in Representation and Voice

What we intend to do	By when	Responsibility	Relevant Group	Further details:
Roll out the Skills Toolbox to help the learning and practice of three important skills: solving problems, finding out information and negotiating solutions with people.	Ongoing	Social Services – Adults, in partnership with the Community Voice project	Age Disability	Page 28

Objective Six: Address inequalities in Access to information, services, buildings and the environment

What we intend to do	By when	Responsibility	Relevant Group	Further details:
Key Theme: Improve access to information and communications and the customer experience, particularly for people with sensory loss and for those whose first language is not English or Welsh				
Work towards creating a corporate one-stop shop reception in the main Council buildings to improve spatial access to transactional service provision.	Ongoing	Corporate Transformation	All Groups	Page 30
Introduce 8 touch-screen kiosks to enable service users to pay rents remotely and access welfare advice within their communities.	Ongoing	Housing	All Groups	Page 30

Objective Six: Address inequalities in Access to information, services, buildings and the environment				
What we intend to do	By when	Responsibility	Relevant Group	Further details:
Continue to develop and maintain a diversity profile of Council housing tenants to gain a better understanding of individual needs.	Ongoing	Housing	All groups	Page 30
Key Theme: Improve physical access to the services, transport, the built environment and open spaces				
Continue to improve bus stops on the island to make them accessible.	Ongoing	Highways	Disability	Page 32
Continue to provide suitable drop kerbs and tactile crossing facilities as part of footway improvement schemes	Ongoing	Highways	Disability	Page 32

Objective Seven: Improve the Council's procedures to ensure fairness for all				
What we intend to do	By when	Responsibility	Relevant Group	Further details:
Action Area: A staff training programme is in place to ensure the right staff have the rights skills to deliver equality improvement				
Raise awareness of Equality & Diversity amongst Council staff	Continuous	Corporate Transformation (HR)	All groups	Page 34

Objective Seven: Improve the Council's procedures to ensure fairness for all

What we intend to do	By when	Responsibility	Relevant Group	Further details:
Continue to promote equality and diversity training for all staff, where services have identified specific training needs, such as offering training specifically for front-line staff	Continuous	Corporate Transformation (HR)	All groups	Page 34
Action Area: An effective corporate process is established to ensure the ongoing assessment of impact across services				
Continue to develop and improve our corporate process and secure a consistent approach across the authority in terms of completing effective impact assessments.	Continuous	Council Business (Policy)	All groups	Page 35
Action Area: Procedures and practices in place that will enable procured services to meet the authority's commitments and expectations on equality				
Ensure that all tenders include a question asking whether tenderers have an Equality and Diversity Policy and comply with the Equality Act 2010 – this will be a pass/fail requirement.	Continuous.	Resources (Procurement)	All groups.	Page 36

DRAFT

Isle of Anglesey County Council

Draft Annual Equality Report 2014/15

DRAFT



How to contact us

If you have any questions or wish to make comments about this Annual Report, or would like to receive this information in alternative formats, please contact the Policy Unit:

By e-mail: equality@ynysmon.gov.uk

By phone: 01248 752520 / 01248 752561

By fax: 01248 750839

By post: The Policy Unit (Equality)
Council Business
Isle of Anglesey County Council
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Llangefni
Anglesey
LL77 7TW

Mae'r ddogfen yma ar gael yn y Gymraeg. Os ydych yn darllen y fersiwn electronig, defnyddiwch y ddolen "Cymraeg" ar ochr dde'r bar uchaf. Os ydych yn darllen copi papur, defnyddiwch y manylion cyswllt uchod i gael copi o'r fersiwn Gymraeg os gwelwch yn dda.

This document is available in Welsh. If you are reading the electronic version, please use the "Cymraeg" link on the right hand side of the top bar. If you are reading a paper copy, please use the above contact details to obtain a Welsh version.

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1.0 Introduction and Background

1.1 Strategic Equality Plan

The Council published its first Strategic Equality Plan (2012 – 2016) in April 2012. That Plan - and the equality objectives included in it - have now been reviewed, resulting in an updated Strategic Equality Plan for 2016 – 2020. The Plan and related documents can be found at: www.anglesey.gov.uk/equalityplan

1.2 Annual Equality Report

This is our fourth annual equality report since the introduction of the new general duty under the Equality Act 2010 and specific duties under the Statutory Duties (Wales) Regulations 2011. This report covers the period from 1 April 2014 to 31 March 2015. We have also included an outline of developments up to December 2015 so as to provide a more up-to-date picture and also to complement our new Strategic Equality Plan.

1.3 Council Priorities

The Council's current Corporate Plan sets out our strategic aims up to 2017. Our main aim is by 2017, to be a professional and well-run Council, innovative and outward looking in our approach, committed to developing people and partnerships in order to deliver efficient and effective services of good quality that are highly valued by our citizens.

As part of the development of the Corporate Plan, Anglesey residents were asked which of our services were most important to them and the overwhelming and consistent priorities were:

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

As a result, these priorities form the basis of our Corporate Plan. When working on the above, the Council will continue its commitment to equality, in terms of:

- service provision
- its responsibilities as a major employer and
- ensuring that Council policies, procedures and practices do not discriminate in any way.

The Council also publishes:

- **An Annual Delivery Document** which focuses on the work we are doing to realise the targets set in the Corporate Plan.
- **An Annual Performance Report** which looks at performance over the previous financial year against the improvements and priorities set out in the Annual Delivery Document for the same year.

1.4 North Wales Public Sector Equality Network (NWPSSEN)

Equality officers in all six North Wales Local Authorities, Betsi Cadwaladr University Health Board, North Wales Fire and Rescue Service, Welsh Ambulance Service NHS Trust, National Parks Authority and North Wales Police have shared good practice for many years. During 2011/12, NWPSSEN developed a set of shared objectives which every partner has agreed to. These objectives have now been reviewed to coincide with the preparation of Strategic Equality Plans for 2016-20 and are listed below:

- Address **Health** inequalities
- Address unequal outcomes in **Education** to maximise individual potential
- Address inequalities in **Employment and Pay**
- Address inequalities in **Personal Safety**
- Address inequalities in **Representation and Voice**
- Address inequalities in **Access** to information services, buildings and the environment

We explain how the Council has chosen to contribute towards the shared objectives in our Strategic Equality Plan and NWPSSEN documents.

Network members will continue to work together to share good practice and make the most of the resources available.

2.0 Identifying, collecting and using relevant information

2.1 Our Communities

We believe that we are continuing to take positive steps to identify and collect relevant equality information. This information is included within a wide range of corporate and service strategies, plans and committee reports that are published

on our website. Paper copies or other alternative formats are also available on request – please use the contact details on page 2 to get in touch with us.

We are committed to continuously developing and improving the information we hold about protected groups on Anglesey and will continue to work with our partners and involve people to achieve this.

2.2 Our Staff

2.2.1 Employment Information

The Authority is constantly striving to collect and analyse data on the required protected groups through the electronic Human Resources system. In this equality monitoring exercise, consideration has been given to the protected characteristics of gender age, ethnicity, sexual orientation and disability of current staff, where that information has been shared with the Authority. There is also an analysis of those who have applied for vacant posts within the Authority. Analysis of the remaining protected characteristics has not yet been undertaken and the Authority is committed to finding solutions to ensure this information is collated.

The following table outlines the employment information currently available for the Isle of Anglesey County Council.

People employed by the Authority as at 31 March 2015											
Male	Female	Total	Age <25	Age 26-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	*Disa- bled	*BME**	*LGB** *
697	2223	2920	222	532	653	792	576	145	19	3	5
People who have applied for jobs with the Authority over the last year											
Male	Female	Total	Age <25	Age 26-34	Age 35-44	Age 45-54	Age 55-64	Age 65+	*Dis- abled	*BME**	*LGB** *
362	610	972	45	117	78	101	31	2	34	10	10
<p>*It is not mandatory for employees or applicants to provide this data. Of those who have declared, this is the breakdown. **BME – Black, Minority Ethnic ***LGB – Lesbian, Gay, Bisexual</p>											

2.2.2 Training

The Authority is committed to the development of employees and elected members to ensure that those employed and working with the Authority are skilled, trained and motivated to meet the challenging and diverse needs of the community. This training and awareness begins from the employee's first day and continues throughout their employment.

We also recognise that it is important for people throughout the Authority to be aware of the general and specific equality duties to ensure that it is considered in their work when relevant. We have addressed this in our Strategic Equality Plan for 2016-2020 through our action area entitled 'a staff training programme is in place to ensure the right staff have the right skills to deliver equality improvement' (page 34).

The Authority continues to make positive steps towards promoting and developing equality and diversity within the organisation, and will continue to develop and evolve current methods to ensure progress continues.

3.0 Assessing for Impact

The Authority recognises the statutory requirement for undertaking equality impact assessments and training is available for any staff members who feel they require further guidance when using the Authority's Equality Impact Assessment templates. The aim is for this process to become mainstreamed into day to day work of policy-making, employment practice, service delivery and other functions carried out within the organisation. This appears to be moving positively with more and more areas recognising the need for the equality impact assessments and evidence demonstrating that the guidance and templates available are being utilised.

To further embed and mainstream equality considerations, we have ensured a closer alignment between the equality impact assessment process and project management within the Authority. Initial screening will occur at Project Start-up and will continue to be an integral part of the process.

4.0 Promoting Equality

In the following paragraphs we outline some examples of what we did during 2014/15 and more recently to promote equality. For consistency, we are reporting under the themes of our regional equality objectives:

4.1 Health - 5x60 Programme

The 5x60 programme aims to increase the number of secondary age pupils taking part in sport or physical activity for 60 minutes, at least 5 times a week. The programme, which is being run in Anglesey's secondary schools, also aims to increase the opportunities for girls by offering sessions such as "Only Girls Aloud". The number of females in Anglesey taking part in sport at least 3 times a week has increased from 34% in 2013 to 47% in 2015. The number of female sports club members has increased from 46% in 2013 to 52% in 2015.

4.2 Education - Young Ambassadors in Schools

The Young Ambassador programme aims to recognise and reward committed sports leaders in our schools and communities with further training and opportunities. A project is underway to launch the programme at Canolfan Addysg y Bont, with the assistance of the Ambassador for Llangefni Secondary School.

4.3 Employment and Pay - Helping People into Work

Through Môn Communities First, support is provided for vulnerable individuals, for example, people with mental health issues, young people from backgrounds where going out to work is not considered the 'norm', to get into voluntary work, training or employment.

4.4 Personal Safety - National Hate Crime Awareness Week

Hate crime is bullying, harassment or hate targeted against a person or group of people because of who they are, or who someone thinks they are. In 2013 there were 397 reports across North Wales. In response to this, the Welsh Government has created an All-Wales Hate Crime Awareness Week [October each year] to increase understanding and encourage victims to report. The Council continues to work with partners across North Wales to highlight the issues of hate crime and promote reporting to North Wales Police or Victim Support during the All-Wales Hate Crime Awareness Week.

Victims are encouraged to report by phoning North Wales Police on 101 (999 in an emergency) or alternatively Victim Support has been commissioned by the Welsh Government as the official National Hate Crime Report and Support Centre for Wales. The contact details are:

Telephone: 0300 30 31 982 (free 24/7) www.reporthate.victimsupport.org.uk

Locally based Victim Care Units will make contact with victims within 48 hours of receiving a report.

4.5 Representation and Voice - Skills Toolbox

A Skills Toolbox for older people has been developed in partnership locally. This Toolbox has been designed to help older people to learn and practice three important skills – problem-solving; finding information and negotiating with other people. The aim is to help older people gain confidence when having to solve problems ranging from getting tradesmen to carry out repairs or asking the Council to improve street lighting. We have included our intention to roll out this Toolbox as one of the actions in our Strategic Equality Plan (see page 28 of the Plan)

4.6 Access to information, services, buildings and the environment - LGBT Fostering and Adoption

Over the past two years, we have had a joint LGBT fostering and adoption stall at North Wales Pride events (working in partnership with the North Wales Adoption Service). In the past, information sessions have also been held during LGBT adoption and fostering week – <http://www.lgbtadoptfosterweek.org.uk/>

At the initial enquiry stage, information for prospective foster carers includes a link in our information pack to New Family Social <http://www.newfamilysocial.org.uk/> (page 10) and information is available via our Frequently Asked Questions around age, language, sexual orientation, disability, marital status etc.

5.0 Our Equality Objectives

5.1 What we have done so far

Our equality objectives for 2012-16, and details of how we chose them, were published as part of our first Strategic Equality Plan and progress reports have been included in our Annual Equality Reports since 2012. Our Strategic Plan for 2016-20 gives an outline of how we will develop these objectives further over the next four years.

We believe that we have been taking positive steps towards fulfilling our equality objectives since 2012. This is demonstrated in our new Strategic Equality Plan and in the examples noted in section 4 of this annual report – promoting equality.

5.2 What we intend to do next

We will continue to work towards achieving our revised equality objectives and report annually on the progress we make. We are committed, within the capabilities and influence of the County Council, to :

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Equality Act 2010
- advance equality of opportunity between persons who share a relevant protected characteristic and those who do not
- foster good relations between people who share a relevant protected characteristic and people who do not

March 2016

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ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	EXECUTIVE / CORPORATE SCRUTINY COMMITTEE
DATE:	March 14th 2015
SUBJECT:	SCORECARD MONITORING REPORT - QUARTER 3 (2015/16)
PORTFOLIO HOLDER(S):	COUNCILLOR ALWYN ROWLANDS
HEAD OF SERVICE:	SCOTT ROWLEY
REPORT AUTHOR: TEL: E-MAIL:	GETHIN MORGAN 01248 752111 GethinMorgan@anglesey.gov.uk
LOCAL MEMBERS:	n/a

A - Recommendation/s and reason/s	
1.1	This is the third scorecard of the financial year 2015/16.
1.2	It portrays the position of the Council against its operational objectives as outlined and agreed collaboratively between the Senior Leadership Team / Executive and Shadow Executive for Q3.
1.3	The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows – <ul style="list-style-type: none"> 1.3.1 People Management - continue to further embed good management processes and practices with regards to sickness management with a focus on long term cases which can be influenced, and improvements in the undertaking of ARMs within timescales as to further improve on our sickness rates, costs and management as a Council 1.3.2 Financial Management – through the SLT, commentary and discussion re; financial issues are to be noted from the Q3 finance report considered at this meeting. 1.3.3 Performance Management – underperformance against indicators is recognised and managed through the mitigation measures noted to aide improvement during Q4. 1.3.4 Customer Service – The continued implementation of the action plan in response to the Ombudsman Reports.

1.4 The Committee is asked to accept the mitigation measures outlined above.		
B - What other options did you consider and why did you reject them and/or opt for this option?		
n/a		
C - Why is this a decision for the Executive?		
This matter is delegated to the Executive		
CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Yes		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	This was considered by the SLT at their meeting on the 16th of February and their comments are reflected in the report
2	Finance / Section 151 (mandatory)	No further comment
3	Legal / Monitoring Officer (mandatory)	No further comment
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
F - Appendices:		
Appendix A - Scorecard Monitoring Report – Quarter 3, 2015/16 & Scorecard		
FF - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> 2015/16 Scorecard monitoring report - Quarter 2 (as presented to, and accepted by, the Executive Committee on 30th November 2015). 		

APPENDIX A: SCORECARD MONITORING REPORT – QUARTER 3 (2015/16)

1. INTRODUCTION

- 1.1 One of the Council's aims under the Wales Programme for Improvement is to secure the means by which continuous improvement can be evidenced and presented across the board. To that end, on an annual basis, a performance report has been drafted and published at the end of October, which demonstrates progress.
- 1.2 This scorecard was developed in parallel to identify and inform Council leaders of progress against indicators which explicitly demonstrates the successful implementation of the Council's day to day work and assists in providing the evidential base from which the performance report is drafted.
- 1.3 The scorecard continues to develop and embed, reflecting those changes that have been undertaken to traditional systems and practices within the Council. This year's indicators included within the scorecard (similar to last year) have been decided through a process of engagement and consultation with the Penaethiaid, Senior Leadership Team, the Executive and Shadow Executive.
- 1.4 The scorecard (Appendix 1) portrays the current end of Q3 position and will be considered further by the Corporate Scrutiny Committee and the Executive during March.

2. CONSIDERATIONS

- 2.1 This is the third year of collating and reporting performance indicators in a co-ordinated manner. The Council is now seeing trends establish themselves with regards to a number of those indicators and SLT / Scrutiny and Executive comments are having an impact on operational delivery.

2.2 PEOPLE MANAGEMENT

- 2.2.1 With regard to Absence Management, Q3 performance showed a slight improvement (3.07 Days Sick per FTE) in performance when compared to the same period in 2014/15 (3.21 Days Sick per FTE). However, sickness for the period April to December continues to be worse (8.4 Days Sick per FTE) when compared to the same period in 2014/15 (8.33 Days Sick per FTE).
- 2.2.2 This along with the underperformance in the first half of the year means that we are on course to hit 11.73 Days Sick per FTE this year (Table 1) and therefore 1.73 Days Sick per FTE over our target of 10 Days Sick per FTE. This is a 0.2 day decline in performance based on 14/15 figures.

Sickness absence - average working days/shifts lost

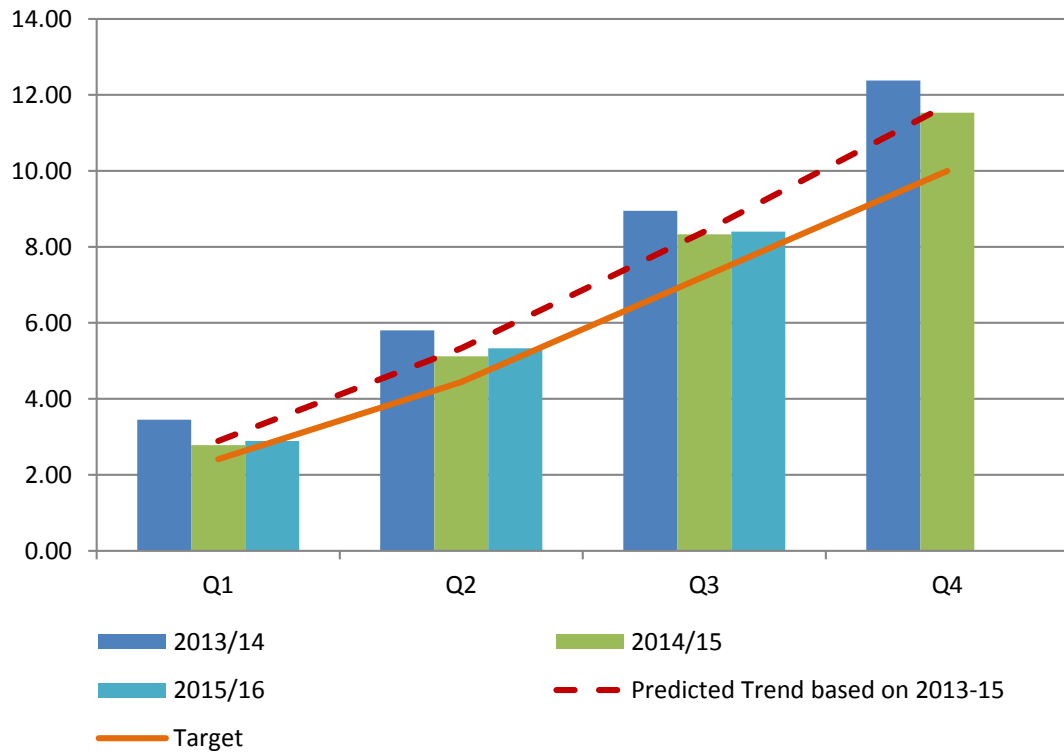


Table 1

2.2.3 Analysis of the associated data shows that one of the main reasons for not achieving our corporate target in Q3 of 7.5 days sick per FTE, was due to Long Term Sickness rates which continue to be high. During Q3 we saw an approximate 3,800 working days lost due to long term sickness as noted in Table 2 below.

LONG TERM SICK DAYS

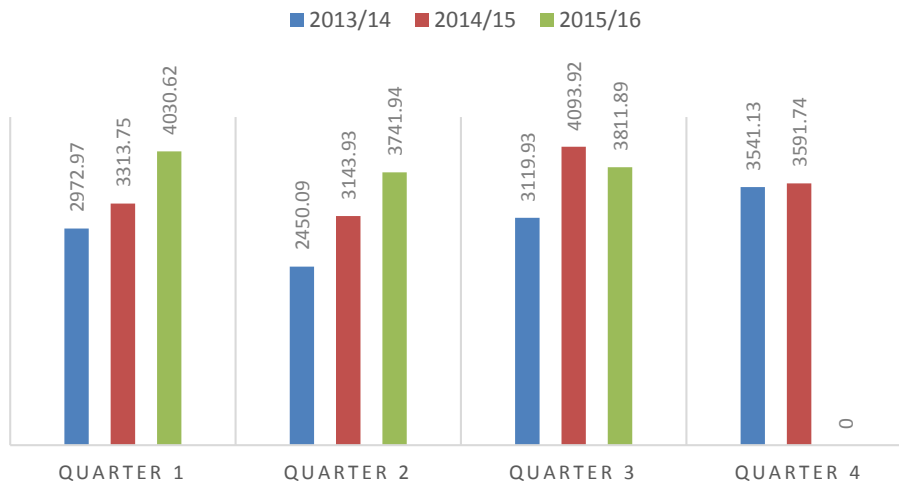


Table 2

- 2.2.4** There is however evidence that improvement work on Long Term sickness undertaken in Q2 and Q3 has seen, for the first time this year, an improvement when compared to 2014/15, although there is still some improvement to be made to reach performance of 2013/14.
- 2.2.5** It is believed that this improvement work should also show an improvement in Long Term sickness rates for Q4 and into the new financial year.
- 2.2.6** Our short term sickness for Quarter 3 (3318 days) improved slightly from the same period last year (3370 days). The recommendations agreed (in previous reports) and enacted upon to tackle short term sickness continue to show improvement and can be evidenced in Table 3 below.

SHORT TERM SICK DAYS

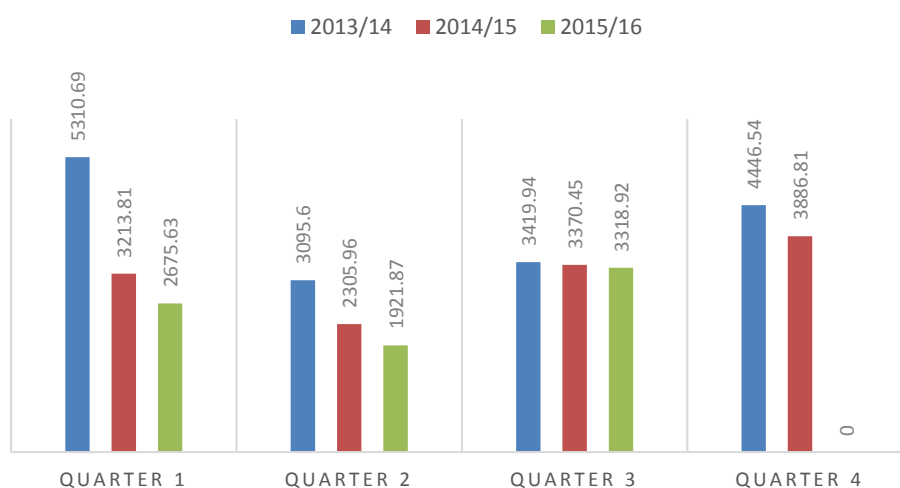


Table 3

- 2.2.7** Whilst this is a positive step in the right direction the overall picture does demonstrate poor performance in comparison with previous years and the rest of Local Authorities in Wales where it is evidenced that our performance will continue to be placed in the lower quartile and perhaps worsen our overall position.
- 2.2.8** During Q3 the Council's Heads of Service implemented agreed options to improve Long Term Sickness, focussing efforts on the Long Term Sickness cases which could be influenced in accordance with our Managing Absence Policy. The work undertaken has already seen an improvement and expectations are that these improvements will continue to be evidenced during Q4 and into 2016/17.
- 2.2.9** Associated with sickness rates is the 'management' of sickness. An integral part of the management process within the Council is staff's compliance with corporate sickness policies which include return to work interviews (*indicator 5 on scorecard*).
- 2.2.10** The Council has embedded this working practice across its services and analysis of the data now appears to indicate a plateau in Return to Work (RTW) interviews being held within 5 working days (Table 4).

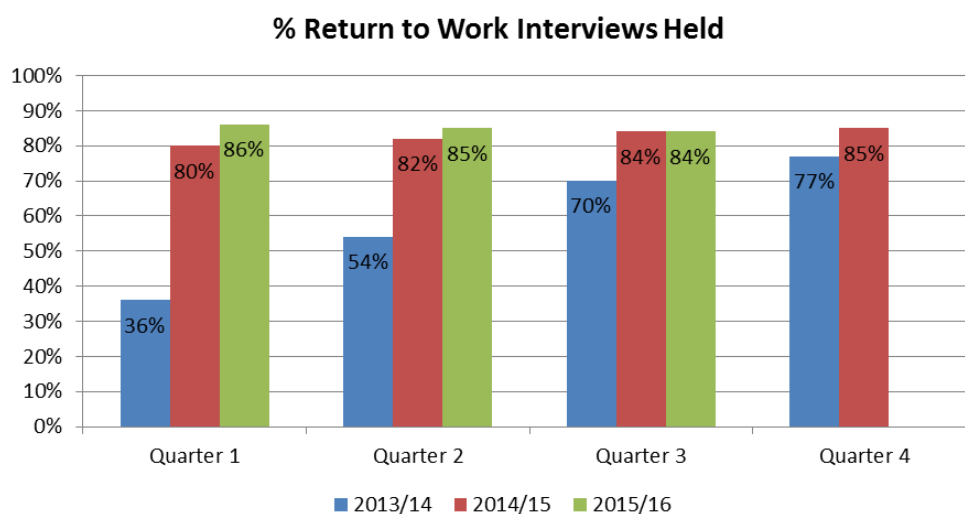


Table 4

2.2.11 Further work has been undertaken during Q3 with regards to the ensuring the Attendance Review Meetings (ARMs) are completed. To date there have been 243 members of staff that have hit the trigger point for an ARM.

2.2.12 The SLT therefore recommends –

- To continue to further embed good management processes and practices with regards to sickness management with a focus on long term cases which can be influenced, and improvements in the undertaking of ARMs within timescales as to further improve on our sickness rates, costs and management as a Council.

2.2.13 The ‘% of staff with a Disclosure Barring Service (DBS) Certificate’ (item 14 on the people management section) now includes data from all services and is, at the time of writing this report, showing 98% of staff have a DBS in place. The remaining 2% of staff are in the process of applying for a DBS.

2.3 FINANCIAL MANAGEMENT

2.3.1 The overall projected financial position for 2015/16 on services is an overspend of £390K which is less than 1% (0.31%) of the Council’s net budget for 2015/16. This is a significant improvement on the forecast overspend of £980K (0.78%) which was reported during quarter 2.

2.3.2 The predicted outturn includes an overspend of £476K on Children’s Services which is the result of an overspend on looked after children. The demand against this budget is difficult to control as the costs relate to statutory services to safeguard and promote the wellbeing of children in the authority’s care. The Executive is being asked to fund this from the Council’s general reserves. If this is approved the outturn would reduce by this amount though council reserves will also have reduced.

- 2.3.3** In addition the net impact of council tax collection is shown in this quarter's forecast. An over-achievement on the collection of council tax of £153K is predicted. However, a provision of £213K for bad debt on council tax is being recommended to ensure the council is prudent and provides for the risk of non-payment of council tax. The net impact of council tax on the council fund is therefore an overspend of £60K.
- 2.3.4** If the overspend on Children's is funded by general reserves the estimated outturn after the impact of council tax is predicted to be an underspend of £26K.
- 2.3.5** The SLT recommends:-
- That the position set out in respect of financial performance to date, the projected year end deficit, and actions being taken to address this are noted

2.4 PERFORMANCE MANAGEMENT

- 2.4.1** The scorecard for Performance Management has been amended for 2015/16 to show performance against indicators requested by the Senior Leadership Team, Executive and Shadow Executive. The following provides the narrative against the challenges and drive needed to further succeed in 2015/16.
- 2.4.2** At the end of Q3 we note that 3 indicators are RED against their annual target for the year and 8 indicators which are AMBER.

- 2.4.3** One indicator within Adult Services continues to be RED on the scorecard from Q2 –

- (i) *03 - LI/018b - the % of carers of Adults who requested an assessment or review that had an assessment or review in their own right during the year* which shows as **AMBER** on the scorecard. The result for Q3 (86.3%) is below the target of 93%, it is however an improvement on the Q2 performance of 77.9% and also shows that the mitigating actions from the Q2 Scorecard Report are making a difference. Since April 2015 a total of 443 requested an assessment or where due review and 382 of these were assessed. 61 are awaiting assessment or review

Mitigation - A list of outstanding reviews and assessments as well as future Q4 reviews have been passed to the carers team to action during Q4. An internal review of the data held within the carers systems has also been implemented resulting in any changes to the citizens circumstances being updated on the carers systems in a timely manner.

- 2.4.4** Four indicators within Childrens Services shows as **AMBER** –

- (i) SCC/002 - During the year, the percentage of children looked after at 31 March, who have experienced one or more changes of school, during the periods of being looked after, which were not due to transitional arrangements – Q2 16.18%, Target – 15% **AMBER**. This compares with a performance of 16.67% for Q2, which was also discussed in the Q2 Scorecard Report.

The service endeavours to ensure that our Looked after children are able to continue their schooling in their current school wherever possible. Sometimes it is better for the child to change school rather than travel many miles to school,

every morning and afternoon; however each decision for a change of school is always only undertaken after looking at all the positives and negatives of such a change. Therefore this PI is very difficult to adhere to, due to each individual child's circumstances, wishes and requirements. In the period up to the end of Q3, 10 children changed school and 8 of these were in accordance with their permanency plans, whilst the remainder moved into residential settings.

- (ii) SCC/025 – the % of statutory visits to looked after children due in the year that took place in accordance with regulations Q3 – 86.54% Target – 100% **AMBER**. This is a decline on the performance of 90.52% in Q2. This indicator was also discussed in the Q2 Scorecard Report.

The number of children looked after has increased by 30% since April 2015, therefore a number of visits have been late because of this increase in demand. Unfortunately the resources within the service has found it difficult to maintain targets. This has been further exacerbated by staff ill health.

Mitigation to improve these standards for Q4 are as follows –

- FIT team capacity to be reviewed as demands have increased. Service Manager and Team will continue to address this.
- Sickness absence / Annual leave to be continually managed via the corporate policies and procedures with monthly updates recorded.
- The trackers system to continue to be used weekly and system to be devised to ensure visits are completed when staff are on leave or there are sickness absences.

- (iii) SCC/041a: The percentage of eligible, relevant and former relevant children that have pathway plans as required; Q3 – 79.17%, Target – 90%, **AMBER**. This is down when compared with a performance of 86.36% during Q2 when it was Green on the Scorecard.

Three After Care young people have adamantly refused to receive a service, therefore it has not been possible to plan or create a pathway plan for them. No mitigating actions have been identified.

- (iv) SCC/043a: The % of required core assessments completed within 35 working days; Q3 – 76.29%, Target 85, **AMBER**. This result is slightly up on the performance of 75.81% in Q2 where it was discussed in the Q2 Scorecard Report.

The number of our children under a Child Protection Plan has now increased by 100% since April, so the number of required core assessments has also increased. Unfortunately the resources within the service has found it difficult to maintain targets. This has been further exacerbated by staff ill health

Mitigation – to improve these standards during Q4 the following will continue to be actioned –

- Team Managers to remind staff of related timescales, individual staff members to be addressed via reflective discussions and the tracker system to be updated.

2.4.5 Two indicators within Learning continues to show an underperformance from Q2 –

- (i) 18 – LCL/004: The number of library materials issued during the year is AMBER on the scorecard with a performance of 214k issues compared to a target of 225k issues.

Library materials issued are under target and slightly down on 2014/15 figures but the library service has set a high target (above last years performance) as a mechanism for improvement. This is challenging given the economic and staffing realities. These figures exclude e-resources which are increasing.

Mitigation – to improve the issues during Q4 the service will –

- Continue to promote reading and borrowing through engaging in Reader Development Activities.

- (ii) 13 – Number of days lost to temporary exclusion – Secondary is RED on the scorecard with a performance of 155.5 days lost compared to the annual target of 94 days lost.

There have been many serious incidents in 2 schools over the period. The Education Officer has carried out awareness-raising sessions with both schools and has given additional resources, namely time with a specialist teacher for both schools.

Mitigation – to improve matters during Q4

- The Education Officer will visit the schools to undertake a follow up visit to the awareness-raising sessions.

2.4.6 One indicator continues to show an underperformance from Q2 in Q3 within Economic & Community Regeneration –

- (i) 19 – LCS/002b – *The number of visits to local authority sport and leisure centres during the year where visitors will be participating in physical activity* is **RED** on the scorecard. The result of 324k against a target of 383k.

Participation numbers are lower than anticipated however the service set a challenging target at the start of the year. Severe weather has also impacted upon Leisure Centre Participation figures during Q3. There was damage to Amlwch, Holyhead and Llangefni Leisure Centres during the period of severe weather in Q3.

Mitigation – the following will be implemented during Q4:

- It is expected that the number of participants at Leisure Centres at the end of Q4 will have increased as a result of the offer of new classes and Direct Debit Packages

2.4.7 Four indicators within the Housing Service shows an underperformance, all of which were discussed in the Q2 Scorecard Report –

- (i) 20 - % of tenants satisfied with responsive repairs; Q3 - 88.5%, Target 92%; **AMBER**

Training for all operatives on the completion of Tennant Satisfactory Questionnaires (TSQs) is on-going. In addition, the delay in migration to EE from Vodafone has affected dynamic connectivity for accurate data transfer resulting in a potential loss of records. Trend for the KPI is up, this trend should continue for Q4 of 2015/16

Mitigation - A review of all operatives' returns will be carried out and further Tool Box Talks (TBT) arranged to ensure data is correctly captured

- (ii) 21 – Average number of housing repair jobs completed per operative per day; Q3 – 3.2, Target – 6; **RED**
&
(iii) 22 - Productivity of workforce - % of time which is classified as productive; Q3 – 71.8%, Target – 75%; **AMBER**

Format for capturing number of jobs completed is under review as void property and day to day multi trade/multi Schedule of Rates orders are currently counted as single jobs within the KPI calculation. In addition cyclical servicing works orders are not contained within the calculation for the KPI. An element manual adjustment will be required.

Training for all operatives on the correct use of mobile devices implemented to improve capturing of timed activities. In addition, the delay in migration to EE from Vodafone has affected dynamic connectivity for accurate data transfer resulting in a potential loss of records.

Mitigation – A Schedule of Rates will be built into the data collection system for future records. A further improvement should be seen in Q4.

- (iv) The average no. of calendar days to let lettable units of accommodation (excluding DTL's); Q3 – 38.4, Target – 25; **RED**

There is has been an improvement in the number of days properties are let. A new process is now in place and being implemented and is working well. However the service is still seeing a trend where properties are being refused mainly for personal reasons, and the time it takes to work through the housing waiting list.

Mitigation – to improve this for Q4 the following will be actioned -

- A review of all applicants on the waiting list is to be undertaken and all applicants will be interviewed. This review will improve the quality of data that is currently held and help the service better understand its customer base.

2.5 CUSTOMER SERVICE

- 2.5.1 Regarding Customer Complaints Management, by the end of Q3 45 Complaints were received and 4 Stage 2 Complaints in Social Services. All of the complaints have received a response and of these complaints 10 were upheld in full, 5 were partially upheld whilst the remaining 30 were not upheld.

- 2.5.2** During Q3 the Ombudsman upheld 2 complaints made about Childrens Services. There were 2 Ombudsman reports received in October and the service agreed 2 Action Plans based on the recommendations on both reports. One action plan has been completed during Q3 while progress is ongoing on the other.
- 2.5.3** The SLT recommends –
- The continued implementation of the action plan in response to the Ombudsman Reports.
- 2.5.4** There were 63 concerns recorded from April to December and of these concerns 33 related to Waste Management, 11 for Planning, 11 for Resources, 5 for Leisure, 2 for Housing and 1 for Highways. The majority of the Waste Management concerns relates to phone calls not being answered due to staffing shortages
- 2.5.5** In the Q2 Scorecard Report, the SLT recommended “a review of Waste Management Customer Services to be undertaken during Q3 to ascertain why there are a high number of concerns and also identify suitable solutions to the issues affecting its’ current performance.” This review has taken place during Q3 and there are positive discussions being held with regards to some of the solutions identified in the review.
- 2.5.6** The % of FOI requests responded to within timescale performed at 63.5% at the end of Q3 compared to 65% for the same period in 2014/15. It should be noted that this is still some way short of the target of 80%.
- 2.5.7** There were 605 FOI requests to the council between April and December with a total of 1951 questions needing to be responded to within timescale. This compares favourably with the 655 requests and 3122 questions needing to be responded to during the same period in 14/15.
- 2.5.8** During Q2 the Tenant Auditing Group (TAG) undertook an audit of the Council as part of the Customer Service Excellence Project. The aim of the mystery shop was to ensure all services within the council are adhering to the Customer Care Charter.
- 2.5.9** TAG presented the Audit report to the Customer Service Excellence Board in November. The board have accepted the recommendations and have agreed a process to action the recommendations.
- 2.5.10** During Q3 a process has been put in place within services to ensure that the way we respond to letters is professional and replicated throughout the council. The remaining recommendations will be implemented over the next few months as part of the Customer Service Excellence project.

3. RECOMMENDATIONS

- 3.1** The Committee is requested to scrutinise the scorecard and note the areas which the Senior Leadership Team are managing to secure improvements into the future. These can be summarised as follows –
- 3.1.1** People Management - continue to further embed good management processes and practices with regards to sickness management with a focus on long term cases which can be influenced, and improvements in the undertaking of ARMs

within timescales as to further improve on our sickness rates, costs and management as a Council.

- 3.1.2** Financial Management – through the SLT, commentary and discussion re; financial issues are to be noted from the Q3 finance report considered at this meeting.
- 3.1.3** Performance Management – underperformance against indicators is recognised and managed through the mitigation measures noted to aide improvement during Q4.
- 3.1.4** The SLT recommends – The continued implementation of the action plan in response to the Ombudsman Reports.
- 3.2** The Committee is asked to accept the mitigation measures outlined above.

Corporate Scorecard C-Q3

Gofal Cwsmer / Customer Service	Canlyniad / Actual	Targed / Target	CAG / RAG	Tuedd / Trend	Canlyniad 14/15 Result
01) No of Complaints received (excluding Social Services)	45	49	Gwyrdd / Green	→	65
02) No of Stage 2 Complaints received for Social Services	4	-	-	-	-
03) Total number of complaints upheld / partially upheld	15	-	-	-	-
04) Total % of complaints acknowledged within 5 working days	100%	100%	Gwyrdd / Green	→	100%
05) Total % of written responses to complaints within 20 days	72%	80%	Ambr / Amber	↓	100%
06) Number of concerns (excluding Social Services)	63	-	-	-	71
07) Number of Stage 1 Complaints for Social Services	38	-	-	-	-
08) Number of Ombudsman referrals upheld	2	4	Gwyrdd / Green	→	-
09) Number of Compliments	580	-	-	-	-
10) % of FOI requests responded to within timescale	63.5%	80%	Coch / Red	↓	-
11) Number of FOI requests received	605	-	-	-	-
12) Average 'rings' taken to answer telephone (1 Ring = 3 Sec)	3	5	Gwyrdd / Green	→	-
13) % of telephone calls not answered	12%	15%	Gwyrdd / Green	→	-
14) % of written communication replied to within 15 working days of receipt (Mystery Shop - Q2)	67%	-	-	-	-
15) % of written responses in the customers language of choice (Mystery Shop - Q2)	100%	-	-	-	-
16) % of telephone calls answered bilingually (Mystery Shop - Q2)	77%	-	-	-	-
17) % of staff that took responsibility for the customer query (Mystery Shop - Q2)	90%	-	-	-	-

People Management	Canlyniad / Actual	Targed / Target	CAG / RAG	Tuedd / Trend	14/15 Result
01) Sickness absence - average working days/shifts lost	8.4	7.5	Coch / Red	↑	11.53
02) Short Term sickness - average working days/shifts lost per FTE	3.41	-	-	-	-
03) Long Term sickness - average working days/shifts lost per FTE	4.99	-	-	-	-
04) % of RTW interview held	84%	80%	Gwyrdd / Green	↓	85%
05) % of stress related sickness	8%	9%	Gwyrdd / Green	→	5%
06) Number of employees that have hit trigger points requiring a Attendance Review Meeting (ARM)	-	-	-	-	-
07) Number of staff authority wide, including teachers and school based staff (FTE)	2321	-	-	-	2336
08) Number of staff authority wide, excluding teachers and school based staff(FTE)	1310	-	-	-	1362
09) % of PDR's completed within timeframe	76%	80%	Ambr / Amber	↑	53%
10) Local Authority employees leaving (%) (Turnover) (Annual)	6%	-	-	-	-
11) Local Authority employees made redundant (compulsory)	13	-	-	-	-
12) Local Authority employees made redundant (voluntary)	5	-	-	-	-
13) No. of Agency Staff	22	-	-	→	21
14) % of staff with DBS Certificate (if required within their role)	98%	-	Gwyrdd / Green	↓	-

Rheolaeth Ariannol / Financial Management	Gwariant / Spend (£)	Amrywiad / Variance (%)	CAG / RAG	Tuedd / Trend	14/15 Result
01) Forecasted end of year outturn	£124,620,000	0.00%	Gwyrdd / Green	-	-
02) Salary Year to Date Variance	£603,786	1.87%	Coch / Red	-	-
03) % of Budget spent on Salary	-	39.60%	-	-	-
04) Cost of agency staff	£718,283	-	Coch / Red	-	-
05) Cost of consultancy	£1,637,877	-	Ambr / Amber	-	-
06) Notional cost of sickness absence	£1,711,590	-	Coch / Red	-	-
07) Budget v Actuals (Transformation)	£338,853	10.73%	Coch / Red	-	-
08) Budget v Actuals (Childrens Services)	£249,112	5.11%	Coch / Red	-	-
09) Budget v Actuals (Economic & Community Regeneration)	£95,083	4.28%	Gwyrdd / Green	-	-
10) Achievement against efficiencies (Resources)	-£70,000	86.42%	-	-	-
11) Achievement against efficiencies (Childrens Services)	-£116,000	63.04%	-	-	-
12) Achievement against efficiencies (Adult Services)	-£80,000	19.66%	-	-	-
13) Income v Targets (excluding grants) (Housing)	£1,025,885	39.75%	Coch / Red	-	-
14) Income v Targets (excluding grants) (Resources)	£38,602	31.03%	Coch / Red	-	-
15) Income v Targets (excluding grants) (Childrens Services)	£75,961	19.67%	Coch / Red	-	-
16) % of Council Tax collected (for last 3 years)	98.8%	-	-	-	-
17) % of Business Rates collected (for last 3 years)	98.7%	-	-	-	-
18) % of Sundry Debtors collected (for last 3 years)	97.0%	-	-	-	-
19) % Housing Rent collected (for the last 3 years)	97.5%	-	-	-	-

Rheoli Perfformiad / Performance Management	Canlyniad / Actual	Targed / Target	CAG / RAG	Tuedd / Trend	Canlyniad 14/15 Result	Canlyniad 13/14 Result	Chwarter 14/15 Quartile
01) SCA/002b: The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	20.52	22	Gwyrdd / Green	↑	22	23.28	Isaf / Lower
02) SCA/018a: The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	92.3	93	Gwyrdd / Green	↓	93	92.87	Canolrif Isaf / Lower Median
03) LI/18b The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right	86.2	93	Ambr / Amber	↑	93		-
04) SCA/018c: The % of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a	96.3	96	Gwyrdd / Green	↓	96	96	-
05) SCA/019: The % of adult protection referrals completed where the risk has been managed	91.8	90	Gwyrdd / Green	↓	90	91.92	Isaf / Lower
06) SCC/002: During the year, the percentage of children looked after at 31 March, who have experienced one or more changes of school, during the periods of being looked after, which were not due to transitional arrangements	16.18	15	Ambr / Amber	↑	15	18.5	Isaf / Lower
07) SCC/025: The % of statutory visits to looked after children due in the year that took place in accordance with regulations	86.54	100	Ambr / Amber	↓	100	93.53	Upper
08) SCC/041a: The percentage of eligible, relevant and former relevant children that have pathway plans as required	79.17	90	Ambr / Amber	↓	90	78.26	Isaf / Lower
09) SCC/43a: The % of required core assessments completed within 35 working days	76.29	85	Ambr / Amber	↑	85	77.88	-
10) Attendance - Primary (%)	95.3	94.5	Gwyrdd / Green	-	94.5		Canolrif Isaf / Lower Median
11) Attendance - Secondary (%)	-	93.3	-	-	93.3		Canolrif Isaf / Lower Median
12) No. of days lost to temp exclusion - Primary	18.5	18.75	Gwyrdd / Green	↑	25		-
13) No. of days lost to temp exclusion - Secondary	155.5	70.5	Coch / Red	↓	94		-
14) KS4 - % 15 year olds achieving L2+	56.9	56	Gwyrdd / Green	↑	56		-
15) EDU/015a: The percentage of final statements of special education need issued within 26 weeks including exceptions	-	-	-	-			-
16) EDU/015b: The percentage of final statements of special education need issued within 26 weeks excluding exceptions	-	-	-	-			-
17) LCL/001b: The no. of visits to public libraries during the year	216k	209k	Gwyrdd / Green	→	285k		Isaf / Lower
18) LCL/004: The no. of library materials issued, during the year	214k	225k	Ambr / Amber	↑	305k		-
19) The number of applicants with dependent children who the Council secured non-self contained bed and breakfast accommodation	0	-	-	→			-
20) % tenants satisfied with responsive repairs	88.5	92	Ambr / Amber	↑	92		-
21) Average number of housing repair jobs completed per operative per day	3.2	6	Coch / Red	↑	6		-
22) Productivity of workforce- % time which is classified as productive	71.8	75	Ambr / Amber	↑	75		-
23) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	35.2	25	Coch / Red	↑	25		-
24) STS/005b: The percentage of highways inspected of a high or acceptable standard of cleanliness	96.6	94	Gwyrdd / Green	-	95	96.3	Canolrif Isaf / Lower Median
25) STS/006: The percentage of reported fly tipping incidents cleared within 5 working days	99	94	Gwyrdd / Green	-	95	95.9	Canolrif Isaf / Lower Median
26) WMT/009b: The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled	58.8	58	Gwyrdd / Green	↓	58	55.2	Canolrif Isaf / Lower Median
27) WMT/004b: The percentage of municipal waste sent to landfill	21.6	40	Gwyrdd / Green	↑	41	43.2	Isaf / Lower
28) THS/011c: The % of non-principal (C) roads that are in an overall poor condition (annual)	-	-	-	-			THS/012 -Isaf / Lower
29) No. of attendances (young people) at sports development / outreach activity programmes	95k	60k	Gwyrdd / Green	↑	85k	144k	-
30) LCS/002b: The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity	324k	383k	Coch / Red	↓	540k	531k	Canolrif Uchaf / Upper Median
31) No of new apprenticeships (Quarter 2)	-	-	-	-			-
32) Adult Social Care Programme	-	-	Ambr / Amber	↓		Gwyrdd / Green	-
33) Leisure Transformation Project	-	-	Gwyrdd / Green	→		Gwyrdd / Green	-
34) Library, Culture and Youth Transformation Programme	-	-	Gwyrdd / Green	→		-	-
35) School Modernisation Programme	-	-	Gwyrdd / Green	→		Gwyrdd / Green	-

ISLE OF ANGLESEY COUNTY COUNCIL

REPORT TO:	EXECUTIVE COMMITTEE
DATE:	14 MARCH 2016
SUBJECT:	REVENUE BUDGET MONITORING, QUARTER 3 2015/16
PORTFOLIO HOLDER(S):	COUNCILLOR H E JONES
HEAD OF SERVICE:	MARC JONES
REPORT AUTHOR:	CLAIRE KLIMASZEWSKI
TEL:	01248 751865
E-MAIL:	ClaireKlimaszewski@anglesey.gov.uk
LOCAL MEMBERS:	n/a

A - Recommendation/s and reason/s

1. In February 2015, the Council set a net budget for 2015/16 with net service expenditure of £124.6m to be funded from Council Tax income, NNDR and general grants.
2. The budget for 2015/16 included required savings of £4.3m. These have been incorporated into the individual service budgets and achievement or non-achievement of these is reflected in the net under/overspends shown.
3. This report sets out the financial performance of the Council's services for the third quarter of the financial year which relates to the period 1 April 2015 to 31 December 2015. The projected position for the year as a whole is also summarised.
4. The overall projected financial position for 2015/16 on services is an overspend of £390k. This is less than 1% (0.31%) of the Council's net budget for 2015/16. This is a significant improvement on the forecast overspend of £980k (0.78%) which was reported during quarter 2. The explanations for significant variances are included within the report and the reasons for changes from quarter 2.
5. The predicted outturn includes an overspend of £476k on Children's Services which is the result of overspends on looked-after-children. The demand against this budget is difficult to control as the costs relate to statutory services to safeguard and promote the wellbeing of the children in the Authority's care. The Executive is, therefore, requested to fund this from the Council's general reserves. If this is approved, the outturn would reduce by this amount, though Council reserves will also reduce. The forecast also includes £350k overspend as part of Highways and Transport outturn which is the result of significant damage caused by the exceptional flooding and storms which have affected the Island. The Executive is requested to fund this from the Council's Insurance Earmarked Reserve, which would still leave an adequate amount for other insurance risks (£1.5m after all funding for storm damage). In addition, the net impact of council tax collection is shown in this quarter's forecast. An over-achievement on the collection of council tax of £153k is predicted. However, a provision of £213k for bad debt on council tax is being recommended to ensure the Council is prudent and provides for the risk of non-payment of Council Tax. The net impact of Council Tax on the Council fund is, therefore, an overspend of £60k. If the Executive approves the requested transfers from general and earmarked reserves as noted above, the estimated outturn, after the impact of Council Tax and movements from reserves, is predicted to be an underspend of £376k.

6. It is recommended that:-

- (i) The position set out in respect of financial performance to date is noted;
- (ii) The Executive is asked to approve funding of £476k from the Council's general reserves to fund the overspend on Children's Services;
- (iii) The Executive is requested to approve up to £350k from the Earmarked Insurance Reserve to fund the cost of flood damage, if required;
- (iv) The Executive is also requested to approve up to £250k from the Earmarked Insurance Reserve to cover the cost of storm damage to leisure centre roofs, as required.

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

n/a

C - Why is this a decision for the Executive?

This matter is delegated to the Executive.

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

Yes

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

Yes

DD - Who did you consult?

What did they say?

	Who did you consult?	What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	C/Ex approves of this report
2	Finance / Section 151 (mandatory)	n/a – this is the Section 151 Officer's report
3	Legal / Monitoring Officer (mandatory)	No Comment
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	

E - Risks and any mitigation (if relevant)

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

F - Appendices:

- Appendix A - Revenue Budget Monitoring Report – Quarter 3, 2015/16 (includes Annex A – table of forecast revenue outturn 2015/16)

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

- 2015/16 revenue budget (as recommended by this Committee on 16 February 2015 and adopted by the the County Council on 26 February 2015).

REVENUE BUDGET MONITORING – QUARTER 3 2015/16

1. General Balance – Opening Position

1.1 The provisional outturn for 2014/15 resulted in general balances at the start of the current financial year of £7.5m, a healthier position than previously expected.

2. Period to end of Quarter 3 (herein referred to as ‘the period’) – Financial Performance by Service

2.1 The details of the financial performance by service for the period and the projected out-turn position for each is set out in Annex A. A net overspend of £410k on services is predicted at 31 March 2016. This is an improvement on the estimated outturn reported at Quarter 2 which predicted an overspend on the services of £980k. The table below summarises the significant variances (£100k or higher).

Summary of projected variances at 31 March 2016 based upon financial information as at 30 September 2015	
	(Under) / Overspend £000
Adult Social Care	221
Children’s Social Care	476
Housing	(120)
Economy and Community	147
Highways and Transport	420
Planning and Public Protection	(444)
Waste Management	100
Corporate - Other Services	(248)
Resources – excluding benefits granted	135
Transformation	(122)
Resources – benefits granted	(338)
Whole Authority transformation target	300
Other (total of variances less than £100k)	(137)
Net over/(under) spend on services	390

3. Explanation of Significant Variances

3.1 Lifelong Learning

3.1.1 Central Education

3.1.1.1 This service was underspent by £16k (less than 1%) at the end of quarter 3. The forecast for the year-end is an underspend of £62k (less than 1%). This is an improvement on the forecast at Quarter 2 where the service was predicted to overspend slightly by £7k. The improvement is due to an increase in the underspends on out-of-county placements and Youth Services. The forecast underspend is mainly as a result of a number of compensating minor over and underspends. Larger overspends include: an overspend of £126k on integration – secondary; £100k on Cynnal and £157k on school transport. Significant underspends include an underspend of £242k on out-of-county placements and an underspend of £100k on youth. The Head of Lifelong Learning will review the budgets for 2016/17 in consultation with the Portfolio Holder to realign the budgets as relevant between integration and out-of-county budgets.

3.1.2 Culture

3.1.2.1 This service was £66k (6.3%) underspent during the period, with the forecast outturn for the year being an underspend of £2k. An improvement on the estimated overspend of £5k reported at Quarter 2. Museums and Galleries are expected to overspend by £50k which has reduced by £10k due to vacancy management. Library Services are expected to underspend by £50k which will offset the overspend in Galleries and Museums.

3.2 Communities

3.2.1 Adult Social Care

3.2.1.1 This service was £134k (0.88%) overspent for the period, with the forecast outturn for the year as a whole being a predicted overspend of £221k (1%). This is a significant improvement on the overspend of £505k reported during quarter 2. The improvement is the result of reduced estimated spend on Elderly Services. Remedial action through reducing costs in the provider unit has also contributed to the expected reduction in overspend.

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

- Services for the Elderly: forecast overspend of £4k;
- Physical Disabilities (PD): forecast underspend of £59k;
- Learning Disabilities (LD): forecast overspend of £284k;
- Mental Health (MH): forecast overspend of £214k;
- Provider Unit: forecast underspend of £146k; and
- Management and Support: forecast underspend of £76k.

3.2.1.3 The most significant budgetary pressures are in learning disabilities and mental health services.

3.2.1.4 Approximately 59% of the Service's budget is demand-led. Work is continuously on-going on predicting future costs of this demand-led budget. The year-end prediction at each month-end is based on the latest available information on each adult placement. Indeed, the circumstances can change from one week to the next. This makes predicting the year-end position extremely difficult and can result in large swings from one period to the next. Management of overall placement occurs through allocation panels which allow managers to consider in detail how placements are commissioned. This ensures not only a safe outcome for service users but also the most cost effective outcome for the Council. A specific review of LD Day Care is currently underway. An example of the cost pressures on the service is the 1.7% increase on fees for external residential placements for 2015/16, for which no additional budget has been provided. We estimate the impact of this alone to be £150k across the service for 2015/16.

3.2.1.5 In addition to reducing the costs in the provider unit, the service attempts to manage demand through close monitoring of placements at placement panels. The service aims to achieve the outcomes for service users at the most efficient service. However, attempts to restrict access to residential, nursing, domiciliary or day care for those who need it would place the department in breach of its statutory duties. The Service uses vacancy management where possible to reduce overspends.

3.2.2 Children's Services

- 3.2.2.1** The service was overspent by £249k (5.1%) during the period and is projected to be overspent by £476k (7.1%) for the year as a whole. This includes a projected overspend of £597k for Looked-after-Children. Additional high cost specialist placements, including out-of-county placements, are increasing the pressure on the looked-after-children's budget. The commissioning and social work budget is also now expected to overspend by £93k due to the costs of agency staff to cover essential posts. The service has reduced costs against more controllable budgets to reduce the overall overspend as much as possible.
- 3.2.2.2** SLT has considered a report by the Head of Children's Services about the budgetary impact of the demand for specialist social care placements and is requesting that the Executive release additional funding from general balances to fund the additional costs.

3.2.3 Housing (Council Fund)

- 3.2.3.1** This service was underspent by £157k (10.4%) during the period. An underspend of £120k (12%) is estimated by the end of the financial year. This is an improvement on the underspend of £50k predicted during Quarter 2. The underspend is due to welfare reform and debt advice projects starting later than anticipated.
- 3.2.3.2** The service has looked at mitigating this underspend which, while positive for the Council's overall financial position, has caused delays in the implementation of key welfare reform projects. There is no scope to progress the projects further before the end of the financial year.

3.3 Sustainable Development

3.3.1 Economic and Community (includes Maritime and Leisure)

- 3.3.1.1** The Service overall was overspent by £95k at the end of quarter 3 (4.3%). The service is projected to be overspent by £147k (3.67%) by 31 March 2016. This is lower than the overspend of £151k predicted at Quarter 2.
- 3.3.1.2** Economic is estimated to underspend by £7k by year-end. Economic was estimated to achieve a balanced budget during Quarter 2. The most significant budget pressure for Economic is an under-achievement of income targets of £56k due to termination of grant funding and capacity issues within the fee earning Graphic team. However, underspends on employees, tourism, supplies and services will fund the shortfall income.
- 3.3.1.3** Maritime is expected to underspend by £1k which is an improvement on the overspend of £40k reported during Quarter 2. This is due to Amlwch Port raising higher than expected income, which will offset the poor marine oil sales expected at Holyhead Port.

3.3.1.4 Leisure is predicted to overspend by £155k. This is a worsened position from the overspend of £111k reported during quarter 2. Since quarter 2 there has been additional pressures on leisure services due to reduced income during the temporary closure of Holyhead Leisure Centre due to storm damage. Leisure centres are expected to under-achieve on their income budgets and incur other minor overspends by an estimated £45k. In addition, overspends are expected as follows, similar to those reported last quarter: Parks and outdoor facilities £69k due to unachieved efficiency savings; the golf course will overspend by £37k due to unrealistic income targets. This will not continue beyond July 2015 as the Golf Course has been transferred to the Llangefni Partnership. A small overspend of £4k is expected on Sports Development due to a severance payment.

3.3.1.5 In addition to the impact of the storm damage on income generation which is shown in the above overspend, there is an estimated £250k of works required to repair the leisure centre roofs following the severe storms. The Executive is, therefore, asked to approve a transfer from the Insurance Earmarked Reserve to fund up to £250k for the storm damage repairs to leisure centre roofs.

3.3.2 Highways

3.3.2.1 This service was £414k (6.1%) underspent during the period and is projected to be £420k (4.5%) overspent by the year-end. This is a worsened position on the £160k overspend reported during Quarter 2.

3.3.2.2 The overspend is largely due to significant costs incurred as a result of the exceptional storms and flooding. Welsh Government have provided significant grant funding (£472k) towards the flood damage repairs. However, this does not cover all of the storm damage costs and the impact of the floods will cost the Council an estimated £350k. The Executive is requested to approve a transfer from the Insurance Earmarked Reserve up to £350k to cover the cost of storm damage repairs.

3.3.2.3 If the storms had not caused the extensive damage the service would have been reporting an improved position due to an improvement from £30k overspend to an underspend of £20k in Development Control. An overspend in Maintenance Management (£40k) and an under-achievement on car park income (£50k) are the other main budgetary pressures on the service.

3.3.3 Planning and Public Protection

3.3.3.1 This service was £200k underspent (11.4%) during the period and is projected to be £444k (15.49%) underspent by the year-end. This is an improvement on the underspend of £395k reported at Quarter 2. This improvement is largely due to an increased underspend of £40k on major developments.

3.3.3.2 Most of the budgets within Planning are underspending with the exception of Planning Delivery Wales, which is expected to overspend by £29k and PEG, which is forecast to overspend by £35k. Countryside and Coast are also expecting to overspend by £20k. Slippage on the Local Development Plan (LDP) has meant that there will be an underspend of £258k on the LDP for 2015/16.

3.3.3.3 There are a number of more minor compensating under and overspends within Public Protection. A predicted overspend of £34k is expected on licensing which is offset by underspends of £23k in Registrars and £8k in Markets.

3.3.4 Property

3.3.4.1 This service was £165k (15.61%) underspent during the period and is projected to be underspent by £74k (12.09%) for the year as a whole. This is an improvement on the predicted underspend of £54k reported during Quarter 2. The most significant expected overspend is £60k in emergency and planned maintenance works. This will be offset by a number of minor underspends and an underspend of £83k is expected against employee budgets due to vacancy management. The service mitigates its overspends by funding these from underspending areas.

3.3.5 Waste Management

3.3.5.1 This service was £142k (2.6%) overspent by the end of the period, with a projected overspend of £100k (1.4%) for the year as a whole. This is an improvement on the forecast overspend of £300k reported at Quarter 2. The improved position is due to confirmation of eligible grant funding from Welsh Government. Penhesgyn Transfer Station remains a budgetary pressure with an overspend of £200k expected. £100k of this will be offset by an estimated underspend in Waste Disposal.

3.4 Deputy Chief Executive

3.4.1 Corporate - Other Services

3.4.1.1 This budget was £323k (26.54%) underspent during the period, with a projected underspend of £248k (9.23%) for the year as a whole. This is an improvement on the underspend of £193k reported at Quarter 2. The main reason for the underspend is due to an accounting transfer for an amount of £262k from the balance sheet to revenue relating to a prior-year over-provision. This is a one-off windfall for 2015/16 only, without this the service would have been slightly overspent.

3.4.2 Corporate & Democratic

3.4.2.1 This budget area was £14k (2%) overspent during the period, with an overspend of £15k (less than 1%) projected for the year as a whole. An overspend of £2k was predicted during quarter 2. This worsened position is due to an estimated overspend of £6k on Members and £7k of unbudgeted legal fees.

3.4.3 Deputy Chief Executive's Office

3.4.3.1 The budget was overspent by £46k (6.79%) during the period and is projected to be £84k (115%) overspent by the year-end. This now includes the cost of the interim Head of Function (Resources)/Section 151 Officer as this role is part of the SLT structure. In addition, the Sycle system (CAMMS invoices) is expected to put pressure on this budget due to £33k of unbudgeted costs. The Sycle System is a performance management system for which there is no budget to offset the costs against. This system is in the process of being decommissioned but costs up to January 2016 will affect 2015/16. There is also £38k of savings target against this budget area but which relate to the wider Authority. This target was set in 2013/14 as a general target against this budget which is unlikely to be achieved.

3.4.4 Resources – Excluding Benefits Granted

3.4.4.1 The service was overspent by £105k (4.72%) at the end of the period, with a forecast overspend of £135k (16.92%) for the year as a whole. This is an improved position from the overspend estimated at quarter 2 of £197k. Budgetary pressures include more significant overspends of £54k on accounting staff, including agency; overspends on bank charges of £25k and saving to be found against tendering exercise. The more significant underspends include £30k savings on procurement staffing and £29k of windfall grants.

3.4.5 Resources - Benefits Granted

3.4.5.1 The forecast outturn is an underspend of £338k (5.71%) which is a significant improvement on the overspend of £50k reported at Quarter 2. This forecast includes an underspend on the Council Tax Reduction Scheme of £550k. The forecast on the Council Tax Reduction Scheme was not available during quarter 2 due to the uncertain nature of the expenditure, therefore, the actual was estimated to be in line with the budget. The forecast also includes the £50k of irrecoverable costs from the DWP which was included in quarter 2. A provision for bad debt on overpaid benefits of £162k is also included within this forecast.

3.4.6 Human Resources

3.4.6.1 This section was overspent by £302k (37.84%) in the period but is forecast to be £21k underspent for the year as a whole. This is a slight reduction from the underspend of £30k reported at Quarter 2. £281k of the period's overspend relates to Job Evaluation, for which funding has been requested from reserves. The underspend is due to remedial action through vacancy management.

3.4.7 ICT

3.4.7.1 This function was overspent by £107k (8.73%) during the period and is forecast to overspend by £14k at year-end. The function had previously reported a predicted balanced budget at quarter 2. The estimated overspend is due to £14k unachievable recharge income. This is due to a budgetary anomaly which was created during the budget setting for Anglesey Connected. This will need to be reviewed for budget setting 2016/17.

3.4.8 Legal & Committees

3.4.8.1 This service was underspent by £45k (4.22%) during the period and is forecast to be £61k (44.53%) underspent by the year-end. An overspend of £37k was reported for Quarter 2. The main reason for the improvement is central funding for £47k of land litigation costs relating to 2014/15 which should have been provided for last year. There are also minor underspends on most of the Function's main budget areas.

3.4.9 Transformation

3.4.9.1 This section underspent by £116k (25.33%) during the period and is forecast to be £122k (18.02%) underspent for the year as a whole. This underspend is due to delays in recruiting to key posts within the team. This is a significant reduction on the predicted overspend of £170k reported for Quarter 2. This is due to the removal of the £300k smarter working saving target from this budget to a central budget (under Corporate Finance) as the smarter working projects relate to services across the whole Council not just the transformation team.

3.4.10 Audit

3.4.10.1 This section underspent by £31k (15.66%) during the period and is forecast to underspend by £30k at 31 March 2016 due to savings from restructuring. This is an improvement on Quarter 2 where an underspend of £20k was predicted.

3.4.11 Corporate Finance

3.4.11.1 This budget header contains a number of areas such as investment income, financing costs and contingencies. Work is underway to analyse these budgets. It is hoped that there will be an underspend in this area as the Council has used internal borrowing (i.e. use of cash reserves rather than external borrowing). Once the underspend can be quantified, this will be reported. The contingencies budgets, which amounted to £2.124m at the start of the year, are expected to be on budget for the year as a whole. In addition, this budget now includes the £300k Smarter Working target which is unlikely to be achieved against this budget heading. However, there have been smarter working savings but these have been credited to services and are reflected in the outturn for 2015/16.

3.5 Housing Revenue Account (HRA)

3.5.1 The HRA is expecting to underspend by £500k due to delays in the full implementation of the Housing Management Unit (HMU) restructure. This was due to be funded from the HRA contingency budget which is not required at this stage. The surplus will remain in the HRA to continue the HMU restructure and to contribute to reducing debt. Significant savings in sub-contractor costs have also contributed to this underspend.

4. Conclusion

4.1 The net revenue expenditure incurred by the Authority to the end of December 2015 and the forecast financial position of each service has been outlined above and included in Annex A. An estimated overspend of £0.390m on services is predicted at this stage. This may change in the future due to events, service demands and information which may impact on the forecast. This predicted outturn position is an improvement on that reported at Quarter 2 where an overspend of £0.980m was estimated.

4.2 The report highlights that the most significant estimated overspends are in Adults Social Care (£221k); Children's Social Care (£476k); Economic, Community and Leisure (£147k); Highways and Transport (£420k); Waste (£100k); Resources (£135k) and Corporate Finance which includes the £300K unlikely to be achieved Smarter Working target. The reasons for these estimated overspends are explained above. SLT is monitoring the outturn position regularly and is proactively encouraging services to take remedial action to reduce overspends.

4.3 The Executive is asked to approve the transfer of £476k from the Council's General Reserves to fund the overspend on Children's Services due to the significant demand on the Looked-after-Children budget. If this is approved, outturn would improve by this amount and Council general reserves would reduce from £7.5m to approximately £7m. In addition the Executive is asked to a transfer the following from Earmarked Insurance Reserves: up to £350k as required for highways flood damage and, in the future, £250k for repairs following storm damage to leisure centre roofs. In addition the impact of Council Tax collection has been included in the forecast with an overspend of £60k due to the net impact of the provision for bad debt on Council Tax collection. If the Executive approves the movement from reserves and incorporating the impact of Council Tax collection, the estimated outturn for the Council for 2015/16 would lead to an estimated underspend of £376k.

Quarter 3 - Estimated Revenue Financial Performance 2015/16

Service/Function	Annual Budget	Q3 Budget	Q3 Actual & Committed spend	Q3 Variance	Q3 Estimated Expenditure to 31 March 2016	Q3 Estimated Outturn 31 March 2016	Q2 Estimated Outturn 31 March 2016
	£'000	£'000	£'000	£'000	£,000	£'000	£,000
Lifelong Learning							
Delegated Schools Budget	43,771	33,100	33,100	-	43,771	-	-
Central Education	8,122	2,897	2,881	(16)	8,060	(62)	7
Culture	1,728	1,053	986	(66)	1,726	(2)	5
Communities							
Adult Services	21,946	15,308	15,442	134	22,167	221	505
Children's Services	6,673	4,879	5,128	249	7,149	476	104
Housing	994	1,508	1,352	(157)	874	(120)	(50)
Sustainable Development							
Economic and Community (Inc. Maritime and Leisure Services)	4,009	2,220	2,315	95	4,156	147	151
Highways & Transport	9,234	6,769	6,355	(414)	9,654	420	160
Planning & Public Protection	2,867	1,749	1,548	(200)	2,423	(444)	(395)
Property	612	1,057	892	(165)	538	(74)	(54)
Rechargeable Works	-	211	125	(86)	-	-	-
Directorate Management	78	64	56	(8)	78	-	-
Waste	7,067	5,530	5,673	142	7,167	100	300
Deputy Chief Executive							
Corporate - Other Services	2,687	1,217	895	(323)	2,439	(248)	(193)
Corporate and Democratic Costs	2,233	674	688	14	2,248	15	2
Deputy Chief Executive's Office	73	677	723	46	157	84	34
Resources - Excluding Benefits Granted	798	2,226	2,331	105	933	135	197
Resources - Benefits Granted	5,918	5,989	6,022	34	5,580	(338)	50
Human Resources	199	798	1,100	302	178	(21)	(30)

Service/Function	Annual Budget	Q3 Budget	Q3 Actual & Committed spend	Q3 Variance	Q3 Estimated Expenditure to 31 march 2016	Q3 Estimated Outturn 31 March 2016	Q2 Estimated Outturn 31 March 2016
	£'000	£'000	£'000	£'000	£,000	£'000	£,000
ICT	(6)	1,225	1,332	107	8	14	-
Legal and Committees	137	1,064	1,019	(45)	76	(61)	37
Transformation	677	458	342	(116)	555	(122)	170
Audit	-	198	166	(31)	(30)	(30)	(20)
Corporate Finance	4,827	2,073	2,073	-	5,127	300	-
Total Council Fund	124,646	92,942	92,544	(398)	125,036	390	980
Movement from reserves for demand-led looked after children budget						(476)	-
Net impact of council tax collection						60	-
Transfer from the Insurance Earmarked Reserve to fund highways flooding and storm damage						(350)	
Total Council Fund 2015/16 after movement from Council balances and net impact of council tax collection	124,646	92,942	92,544	(398)	124,270	(376)	980
FUNDED BY							
NNDR	21,986						
Council Tax	30,955						
Outcome Agreement Grant	725						
Revenue Support Grant	70,980						
	124,646						

ISLE OF ANGLESEY COUNTY COUNCIL		
REPORT TO:	EXECUTIVE COMMITTEE	
DATE:	14 MARCH 2016	
SUBJECT:	BUDGET MONITORING REPORT THIRD QUARTER 2015/16 - CAPITAL	
PORTFOLIO HOLDER(S):	COUNCILLOR H E JONES	
HEAD OF SERVICE:	MARC JONES	(EXT. 2601)
REPORT AUTHOR:	GARETH ROBERTS	
TEL:	01248 752675	
E-MAIL:	GarethJRoberts@anglesey.gov.uk	
LOCAL MEMBERS:	n/a	
A - Recommendation/s and reason/s		
<ul style="list-style-type: none"> It is recommended to note the progress of expenditure and receipts against the capital budget. 		
B - What other options did you consider and why did you reject them and/or opt for this option?		
n/a		
C - Why is this a decision for the Executive?		
<ul style="list-style-type: none"> This report sets out the financial performance of the Capital budget for the third quarter of the financial year. Budget monitoring is a designated Executive function. 		
CH - Is this decision consistent with policy approved by the full Council?		
Yes		
D - Is this decision within the budget approved by the Council?		
Setting of the annual Capital Budget.		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	No further comments
2	Finance / Section 151 (mandatory)	n/a – this is the Section151 Officer’s report
3	Legal / Monitoring Officer (mandatory)	No further comments
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:

Appendix A - Capital Budget Monitoring Report – Quarter 3 2015/16

Appendix B – Summary of the Capital Project's Expenditure to date against the Capital Budget, and the Projected Expenditure at Year-End

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

- 2015/16 Capital Budget, as recommended by this Committee on 16 February 2015;
- 2015/16 Public Sector Housing Investment Programme 2015/16 (as presented to, and accepted by, this Committee on 20 April 2015); and
- 2015/16 Capital Monitoring report for the first quarter 2015/16.
- 2015/16 Capital Monitoring report for the second quarter 2015/16

1. INTRODUCTION

- 1.1 This is the Capital Budget monitoring report for the third quarter of the financial year, and allows Members to note the progress of Capital Expenditure and Capital Receipts against the Capital Budget.
- 1.2 In February 2015, the Council approved a Capital Programme for non housing services of £15.150m for 2015/16. In April 2015, the Council approved a Capital Programme for the HRA of £8.589m. There was £4.029m Capital Commitments brought forward from 2014/15, and there is a brought forward budget for the smallholdings programme, which is in its sixth and final year. In its meeting on the 20th April 2015, the Executive resolved to make release additional funding in order to complete the Beaumaris Pier scheme. Subsequent to the budget setting the Council has secured additional grant funding for certain projects in 2015/16. This brings the total Capital budget for 2015/16 to £35.595m.

2. PROGRESS ON EXPENDITURE 2015/16

2.1 Summary Table of the spending to 31 December 2015

Service	Annual Budget £'000	Profiled Budget £'000	Actual Expenditure £'000	Committed Expenditure £'000	Total Expenditure £'000	% Profiled Budget Spend %	% Annual Budget Spent %
Housing General Fund	2,583	991	912	-	912	92	35
Housing HRA	10,259	5,648	4,693	42	4,736	84	46
Education	10,454	2,045	1,892	139	2,031	99	19
Leisure	343	198	174	22	196	99	57
Economic Development	1,822	1,538	1,388	3	1,391	90	76
Highways and Transportation	5,902	4,057	3,109	324	3,432	85	58
Waste Management	119	-	-	-	-	-	-
Property	1,707	1,250	1,231	16	1,248	100	73
Corporate	1,561	261	261	352	613	235	39
Planning	845	390	333	37	370	95	44
Total	35,595	16,378	13,994	934	14,928	91	42
Funded By:							
Capital Grant	15,044						
Capital Receipts	4,646						
Supported Borrowing	1,159						
Unsupported Borrowing	7,705						
Revenue Contribution	7,041						
Reserves	-						
Total Funding	35,595						

- 2.2 The Profiled budget spent to the end of the third quarter is 91%, however, only 42% of the annual budget spent to date. The reason for this is that the budget profiling of a number of the capital schemes are weighted towards the last quarter of the financial year. There are concerns with the progress of three schemes resulting in a risk that funding may be lost, these are discussed in further detail in section 3.1 of this report. Briefly, these are the 21st Century schools, where work had originally been planned for the Autumn of 2015, but there is slippage due to problems with the listed building. The Llangefni Link Road scheme, which has been subject to delays caused by a potential challenge which may have led to judicial review. Finally, the Vibrant and Viable Places scheme, where only 36% of the budget has been spent. Although most of the works was profiled for the final quarter, there is significant pressure to spend the remaining £1.538m in the final quarter.

- 2.3** The Housing Revenue Account has spent 84% of its profiled budget, and 46% of the annual budget. There is a possibility that there will be significant slippage due to the underspend in the planned refurbishment scheme, the planned remodelling of existing stock has failed to commence, and the Council has been unable to acquire as many existing properties than was originally forecasted when the budget was set.
- 2.4** The smallholdings programme of improvements, financed from the ring-fenced capital receipts from the sale of smallholdings and rental income, is in its sixth year. Expenditure on this programme continues to exceed the funding through sales and rental income. A deficit of £1.393m was brought forward from 2014/15, capital receipts to the end of the third quarter amounted to £1.216m, with expenditure of £0.833m incurred to date. As a result the deficit now stands at £1.010m. There are further sales projected for 2015/16 and 2016/17, and these sales will be sufficient to cover the current deficit.

3. FUNDING

3.1 Capital Grants

- 3.1.1** There are a number of Capital Grant schemes in the Capital Programme for 2015/16. There are some schemes that have already been completed with all the Grant allocation being spent, such as the Flying Start Capital Grant. There are some schemes that are yet to commence such as the Road Safety Grant with a budget of £0.191m, but it is expected that this grant allocation will be fully spent by the end of the year.
- 3.1.2** There are three schemes that carry significant risk with regards to the Capital Grant funding which are as follows:-
- The 21st Century Schools project - The Isle of Anglesey County Council submitted its final expenditure matrix in October 2015 which indicated that £3.904m would be spent by 31 March 2016, including any expenditure incurred during 2014/15. The Capital Grant to be received from the Welsh Government for this amounts to £2.752m. The Welsh Government require at least £2.752m to have been spent between 01/04/14 and 31/03/16 on the 21st Century schools Band A projects. To date, only £1.631m has been spent, a shortfall of the target of £1.121m. Work is currently ongoing to revise the projection and identify ways to incur additional expenditure and this is hoped to reduce the shortfall in expenditure significantly. Although a target of £3.904m was set, the Welsh Government only require their grant allocation amount of £2.752m to be spent by 31 March 2016, and the authority can make up its matched contribution in future years.
 - Vibrant and Viable Places (VVP) Grant - the budget for 2015/16 amounts to £2.402m. At the end of the third quarter, only £0.864m has been spent, although, most of the scheme's budget profile was weighted towards the final quarter of the financial year. It is expected that the grant will be fully spent by the end of the year, but given the level of expenditure required in the final quarter there is a risk that the expenditure requirement will not be reached and that grant funding will be lost.
 - Llangedfni Link Road scheme - the budget for 2015/16 is £2.015m. However, at the end of the third quarter, only £0.198m has been spent, £1.817m below the target. There are plans in place for up to £1.600m to be spent before the end of the financial year, leaving an underspend of £0.217m. Although there is a potential that this will result in the loss of grant funding it is considered likely that the Council will be able to carry the grant funding forward to 2016/17. The project has been challenged by local residents and land owners and there was a potential that the project would have to be delayed pending the outcome of a judicial review but it appears that the issues has been resolved and that the project will commence shortly.

3.2 Capital Receipts

3.2.1 The Capital Receipts for this year to date are:-

	Budget 2015/16 £'000	Received to 31-Dec-15 £'000	Projection to 31-Mar-16 £'000
Housing HRA:			
Right to Buy Sales	170	568	568
Land Sales	0	15	15
Private Sector Housing:			
Sales of plots	0	0	0
Repaid charges	0	131	131
Repaid grants	5	10	10
Council Fund:			
Smallholdings	2,739	1,216	2,011
General	1,540	414	680
Industrial	2	0	0
Schools	190	0	0
Total	4,646	2,354	3,415

3.2.2 The projected Capital Receipts at 31 March 2016 is significantly lower than the original budget (26%). There are a number of reasons for this, firstly, being the anticipated sale of the Garreglwyd Care Home for £0.550m. The proposed sale was not completed and the Service are now considering options for Garreglwyd which may ultimately result in the sale of the home. Delays in the sales of other sites has resulted in £0.915m in receipts now not expected to be received until 2016/17. Little interest has been received in one site up for sale which was anticipated to generate of £0.13m in capital receipts. The delays in the completion of sales will result in increases in capital receipts in 2016/17.

3.2.3 The Capital Receipts budget for the Housing Revenue Account Right to Buy of £0.170m was based on the sale of 3 properties. To date, there have been 7 properties sold generating £0.568m in capital receipts.

3.2.5 The reduction in the level of capital receipts in 2015/16 results in the need to undertake more supported borrowing in order to finance the capital programme, this is shown in table 4.1 (below).

4. PROJECTED ACTUAL EXPENDITURE 2015/16

4.1 Table with projected Expenditure at 31 March 2016 and the revised funding

Service	Annual Budget £'000	Projected Expenditure £'000	Projected (Under) / Over Expenditure £'000	% Variance
Housing General Fund	2,583	2,442	- 141	- 2,583
Housing HRA	10,259	6,962	- 3,297	- 10,259
Education	10,454	3,790	- 6,664	- 10,454
Leisure	343	364	22	- 343
Economic Development	1,822	1,821	- 1	- 1,822
Highways and Transportation	5,902	5,687	- 215	- 5,902
Waste Management	119	-	- 119	- 119
Property	1,707	1,611	- 96	- 1,707
Corporate	1,561	1,086	- 475	- 1,561
Planning	845	854	9	- 845
Total	35,595	24,617	- 10,978	- 31
Funded By:	Annual Budget £'000	Projected Funding £'000	Variance	% Variance
Capital Grant	15,045	12,752	- 2,293	- 15
Capital Receipts	4,646	3,415	- 1,231	- 26
Supported Borrowing	1,159	1,920	761	66
Unsupported Borrowing	7,705	2,750	- 4,955	- 64
Revenue Contribution	7,041	3,744	- 3,297	- 47
Reserves	-	37	37	-
Total Funding	35,595	24,617	- 10,978	- 31

4.2 As can be seen from table 4.1(above) the forecast underspend on the Capital Programme for 2015/16 is £10.978m, with £10.231m of this being potential slippage into the 2016/17 Capital Programme. As previously reported, the most problematic schemes in the General Fund are the 21st Century schools and the Llangefni Link Road. There is also significant underspend forecasted for the Housing Revenue Account. The funding for this slippage will also slip into 2016/17 and can be broken down into Capital Grants (£1.576m), Supported Borrowing (£0.587m), Unsupported Borrowing (£4.805m) and Revenue Contribution (£3.263m). This has been factored in when producing the Treasury Management Strategy Statement for 2016/17. This can be seen in the Treasury Management Strategy Statement 2016/17 in the table in section 2.

4.3 The Capital Finance Requirement forecasted at 31 March 2016 is £130.178m, which in the underlying need for the authority to borrow, to be able to fund its Capital Programme. The External borrowing currently stands at £110.743m, meaning the authority essentially needs to borrow £19.435m either internally or externally, to fund the current Capital Programme. If this borrowing is undertaken externally, the authority will still be within its authorised borrowing limits as per the 2015/16 Treasury Management Strategy (Appendix 11)

5. YEARS 2 AND 3 OF THE PLAN

5.1 The Capital Programme for 2016/17 was considered by the Executive Committee at its meeting on 1 March 2016 and submitted for approval by the full Council on 10 March 2016. At the time of writing the report it is not known what the decision of the Committee and Council was in respect of the future capital programme. However the plan requests approval of a capital programme for the General Fund in 2016/17 of £26.933m and HRA fund of £11.636m. When the potential of £10.231m from 2015/16 is added to this planned programme the total budget for 2016/17 will amount to £48.800m. This level of commitment has been factored into the 2016/17 Treasury Management Strategy Statement (Section 2.)

Summary of the Capital Project's Expenditure to date against the Capital Budget, and the Projected Expenditure at Year-End

Service	Annual Budget (£)	Profiled Budget (£)	Actual Expenditure (£)	Committed Expenditure (£)	Total Expenditure (£)	Variance to profile (£)	% Profiled Budget Spent	% Annual Budget Spent	Projected Expenditure (£)	Projected (Under) / Over £	% Variance %
Housing General Fund											
Houses into homes to let	215,000	97,890	129,908	0	129,908	32,018	133	60	214,098	-902	0
Home Improvement Loan	90,000	90,000	88,945	0	88,945	-1,055	99	99	88,945	-1,055	-1
Unallocated Budget Town Homes - VVP Grant	498,820	0	0	0	0	0	0	0	498,820	0	0
Housing Study & Fees VVP	17,000	5,000	0	0	0	-5,000	0	0	17,000	0	0
VVP Housing Grant 1	20,000	20,000	19,963	0	19,963	-37	100	100	20,000	0	0
VVP Housing Grant 2	20,000	20,000	20,000	0	20,000	0	100	100	20,000	0	0
VVP Housing Grant 3	20,000	20,000	7,266	0	7,266	-12,734	36	36	20,000	0	0
Compulsory Purchase-Pilot Scheme	180,000	92,000	0	0	0	-92,000	0	0	140,000	-40,000	-22
Disabled Facilities Grants	846,000	546,000	574,203	0	574,203	28,203	105	68	800,000	-46,000	-5
First Time Buyer Grants	0	0	0	0	0	0	0	0	0	0	0
Unallocated Budget Enabling New Homes - VVP Grant	23,660	0	0	0	0	0	0	0	23,660	0	0
Cyttir Lane Social Housing VVP Grant	186,900	100,000	0	0	0	-100,000	0	0	186,900	0	0
Bwlch Alltran VVP	160,530	0	72,067	0	72,067	72,067	0	45	160,530	0	0
Affordable Housing Contingency brought forward 2014/15	305,070	0	0	0	0	0	0	0	252,000	-53,070	-17
Total	2,582,980	990,890	912,352	0	912,352	-78,538	92	35	2,441,953	-141,027	-5
Housing HRA											
Central Heating Contract	250,000	0	89,773	0	89,773	89,773	0	36	250,000	0	0
Planned Maintenance Contract	5,087,000	3,450,000	3,593,460	21,000	3,614,460	164,460	105	71	4,400,000	-687,000	-14
BMU Vehicles 15/16	370,000	370,000	361,541	0	361,541	-8,459	98	98	361,541	-8,459	-2
Environmental Works	500,000	200,000	56,185	6,431	62,616	-137,384	31	13	250,000	-250,000	-50
Fire Risk Management	250,000	0	0	0	0	0	0	0	0	-250,000	-100
Remodelling of Existing Stock	1,530,000	0	0	0	0	0	0	0	0	-1,530,000	-100
Acquisition of Existing Properties	1,372,000	960,400	424,072	0	424,072	-536,328	44	31	900,000	-472,000	-34
Public Sector Adaptations	150,000	105,000	99,444	14,749	114,193	9,193	109	76	200,000	50,000	33
WHQS Int Works Package	750,000	562,500	68,916	0	68,916	-493,584	12	9	600,000	-150,000	-20
Totals for : Housing HRA	10,259,000	5,647,900	4,693,391	42,180	4,735,571	-912,329	84	46	6,961,541	-3,297,459	-32
Education											
Refurbish School Toilets	198,490	198,490	198,490	0	198,490	0	100	100	198,490	0	0
Rewire Education Buildings	253,010	253,010	253,010	0	253,010	0	100	100	253,010	0	0
Reducing Fire Risk	148,800	148,800	148,800	0	148,800	0	100	100	148,800	0	0
Grant Datblygu Canolfan Bro Alaw	58,843	58,843	56,152	0	56,152	-2,691	95	95	58,843	0	0
21st Century Schools - BAND A1 - Holyhead	5,728,000	250,000	212,811	25,337	238,148	-11,852	95	4	1,995,000	-3,733,000	-65
21st Century Schools - Llanau	3,431,000	500,000	352,861	113,312	466,173	-33,827	93	14	500,000	-2,931,000	-85
Flying Start Capital Grant 2014/15	441,830	441,830	441,729	0	441,729	-101	100	100	441,830	0	0
Flying Start Capital Grant Llanfawr	5,000	5,000	4,277	0	4,277	-723	86	86	5,000	0	0
Flying Start Cent Holyhead VVP Grant	189,350	189,354	224,354	0	224,354	35,000	118	118	189,350	0	0
Total	10,454,323	2,045,327	1,892,484	138,649	2,031,133	-14,194	99	19	3,790,323	-6,664,000	-64

Service	Annual Budget (£)	Profiled Budget (£)	Actual Expenditure (£)	Committed Expenditure (£)	Total Expenditure (£)	Variance to profile (£)	% Profiled Budget Spent	% Annual Budget Spent	Projected Expenditure (£)	Projected (Under) / Over £	% Variance
Leisure											
Plas Arthur Leisure Centre Upgrade	85,000	63,750	74,714	747	75,461	11,711	118	89	85,000	0	0
Amlwch Leisure Centre Upgrade	85,000	63,750	6,573	21,344	27,917	-35,833	44	33	85,000	0	0
Unallocated Budget Active Community - VVP Grant	102,210	0	0	0	0	0	0	0	102,210	0	0
Holyhead Leisure Centre Upgrade VVP Grant	70,380	70,380	92,215	0	92,215	21,835	131	131	92,215	21,835	31
Total	342,590	197,880	173,502	22,091	195,593	-2,287	99	57	364,425	21,835	6
Economic Development											
Unallocated Budget Jobs and Business - VVP Grant	109,220	0	0	0	0	0	0	0	109,220	0	0
Holyhead Bus. Inv. Fund VVP Grant	145,000	75,000	72,791	0	72,791	-2,209	97	50	145,000	0	0
Sites & Premises (WEFO) Phase 1	780,000	780,000	779,845	0	779,845	-155	100	100	779,845	-155	0
Partnership Funding Unallocated Budget	58,000	0	0	0	0	0	0	0	58,000	0	0
Public Conveniences	86,000	64,500	41,228	0	41,228	-23,272	64	48	86,000	0	0
Anglesey Coastal Env Project	320,000	320,000	318,658	0	318,658	-1,342	100	100	318,658	-1,342	0
Cemaes Toilets	5,000	5,000	3,371	0	3,371	-1,629	67	67	5,000	0	0
Penrhos Units Upgrade VVP Grant	120,000	116,494	17,835	0	17,835	-98,659	15	15	120,000	0	0
HAWFC Extension VVP Grant	30,000	28,000	30,000	0	30,000	2,000	107	100	30,000	0	0
Caban Kingsland V.V.P Grant	50,220	47,178	47,178	0	47,178	0	100	94	50,220	0	0
Ynys Mon Gymnastics Club VVP 14/15	1,440	1,440	1,439	0	1,439	-1	100	100	1,440	0	0
Active Community Development VVP Grant	47,900	30,790	20,101	2,800	22,901	-7,889	74	48	47,900	0	0
Kingsland Community Centre VVP Grant	69,360	69,357	55,627	0	55,627	-13,730	80	80	69,360	0	0
Total	1,822,140	1,537,759	1,388,073	2,800	1,390,873	-146,886	90	76	1,820,643	-1,497	0
Highways and Transportation											
Market St Imp VVP Grant	15,840	15,840	5,700	1,300	7,000	-8,840	44	44	15,840	0	0
Car Parks	45,300	0	0	0	0	0	0	0	45,300	0	0
Vehicles	537,450	537,450	297,022	307,992	605,014	67,564	113	113	537,450	0	0
County Prudential Borrowing Initiative	2,000,000	1,850,000	1,820,794	0	1,820,794	-29,206	98	91	2,000,000	0	0
Beaumaris Flood Alleviation Works (WG)	900,000	675,000	771,800	0	771,800	96,800	114	86	900,000	0	0
Visitor Signage and Parking Meters VVP	18,240	18,240	6,023	0	6,023	-12,217	33	33	18,240	0	0
Llangefni Link Road	2,015,000	922,328	184,557	13,169	197,726	-724,602	21	10	1,800,000	-215,000	-11
Active Travel Mapping	5,000	0	0	0	0	0	0	0	5,000	0	0
SRIC 15/16	174,000	38,000	22,724	1,100	23,824	-14,176	63	14	174,000	0	0
Road Safety Grant	191,000	0	0	0	0	0	0	0	191,000	0	0
Total	5,901,830	4,056,858	3,108,620	323,561	3,432,181	-624,677	85	58	5,686,830	-215,000	-4
Waste Management											
Waste Containers Compound	118,520	0	0	0	0	0	0	0	0	-118,520	-100
Total	118,520	0	0	0	0	0	0	0	0	-118,520	0

Service	Annual Budget (£)	Profiled Budget (£)	Actual Expenditure (£)	Committed Expenditure (£)	Total Expenditure (£)	Variance to profile (£)	% Profiled Budget Spent	% Annual Budget Spent	Projected Expenditure (£)	Projected (Under) / Over £	% Variance
Property											
Building Risk Management Works	122,570	116,499	96,085	0	96,085	-20,414	82	78	122,570	0	0
Holyhead Fishdock	96,340	0	0	0	0	0	0	0	0	-96,340	-100
Llanbedrgoch cemetery	105,740	20,000	20,057	0	20,057	57	100	19	105,740	0	0
Beaumaris Pier	270,328	270,328	270,328	0	270,328	0	100	100	270,328	0	0
Llandona Cemetery	112,370	43,000	25,827	1,930	27,757	-15,243	65	25	112,370	0	0
Smallholdings	1,000,000	800,000	819,033	14,250	833,283	33,283	104	83	1,000,000	0	0
Total	1,707,348	1,249,827	1,231,330	16,180	1,247,510	-2,317	100	73	1,611,008	-96,340	-6
Corporate											
Smarter Working-Capital	1,125,000	0	172,120	105,874	277,994	277,994	0	25	750,000	-375,000	-33
ICT Strategy Contingency	23,960	0	0	38,960	38,960	38,960	0	163	23,960	0	0
IT BACKUP SYSTEM	150,000	0	0	50,000	50,000	50,000	0	33	50,000	-100,000	-67
IT MICROSOFT EXCHANGE	21,830	21,830	0	21,830	21,830	0	100	100	21,830	0	0
IT 3 COMM REFRESH	50,000	50,000	0	50,000	50,000	0	100	100	50,000	0	0
IT ADDITIONAL BACKUP SYSTEM	20,000	20,000	0	20,000	20,000	0	100	100	20,000	0	0
IT REPLACEMENT OF 2003 SERVERS	100,000	100,000	35,000	65,000	100,000	0	100	100	100,000	0	0
IT PROVISION FOR MICROSOFT & ORACLE LICE	15,210	15,210	0	0	0	-15,210	0	0	15,210	0	0
IT CMS Upgrade	15,000	14,218	14,218	0	14,218	0	100	95	15,000	0	0
IT - Infrastructure Enhancement	40,000	40,000	40,000	0	40,000	0	100	100	40,000	0	0
Total	1,561,000	261,258	261,338	351,664	613,002	351,744	235	39	1,086,000	-475,000	-30
Planning											
HLF	350,000	230,000	229,059	0	229,059	-941	100	65	350,000	0	0
Breakwater Park Study VVP	10,000	10,000	10,952	0	10,952	952	110	110	10,000	0	0
Unallocated Budget Market Hall Hub - VVP Grant	9,290	0	0	0	0	0	0	0	9,290	0	0
Mkt Hall Study VVP Grant	80,710	61,072	54,406	7,255	61,661	589	101	76	80,710	0	0
Development Fees VVP THI phase 2	59,000	44,250	38,751	29,477	68,228	23,978	154	116	68,228	9,228	16
THI Phase 2 Implementation	336,000	44,948	0	0	0	-44,948	0	0	336,000	0	0
Total	845,000	390,270	333,168	36,732	369,900	-20,370	95	44	854,228	9,228	1
Total	35,594,731	16,377,969	13,994,258	933,857	14,928,115	-1,449,854	91	42	24,616,951	-10,977,780	-31

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ISLE OF ANGLESEY COUNTY COUNCIL

REPORT TO:	EXECUTIVE COMMITTEE
DATE:	14 MARCH 2016
SUBJECT:	The Anglesey Compact and the Anglesey Code of Practice for Funding the Third Sector
PORTFOLIO HOLDER(S):	CLLR. H E JONES
HEAD OF SERVICE:	MARC JONES
REPORT AUTHOR:	CLAIRE KLIMASZEWSKI/BETHAN HUGHES-OWEN
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E-MAIL:	ClaireKlimaszewski@ynysmon.gov.uk
LOCAL MEMBERS:	N/A

A - Recommendation/s and reason/s

1. PURPOSE

To submit the revised Compact Agreement between the Council and the Third Sector for approval, including the Anglesey Code of Practice for Funding the Third Sector.

2. BACKGROUND

In November 2014 an independent review of Third Sector Funding arrangements was commissioned. The review aimed to identify the amount of funding arrangements which exist between the Council and the Third Sector. The review also evaluated the procedures and systems in place to monitor the funding arrangements with the Third Sector. The review was commissioned in order to comply with the Welsh Government Code of Practice for Funding the Third Sector and in response to audit recommendations. The review identified that approximately £10m was spent on funding arrangements with the Third Sector. This covered a number of services within the Council and the arrangements related to the a variety of goods, services and grants. The most significant expenditure with the Third Sector was on specialist social care placements. The review also identified that approximately 50% of the funding arrangement were funded by external grant, largely from Welsh Government. The review made a number of recommendations for improving procedures in relation to Third Sector funding arrangements. One recommendation was to review the Compact so that it complies with Welsh Government requirements. Another key recommendation was that an Anglesey Code of Practice for Funding the Third Sector be produced to incorporate Welsh Government requirements but also to set out consistent procedures to be applied across the Council in relation to Third Sector funding arrangements.

3. ANGLESEY COMPACT

3.1 The Anglesey Compact is a partnership agreement between the Third Sector and the Isle of Anglesey Council Council. It provides a framework within which the Council and the Third Sector can work effectively together to improve the quality of life for the people of Anglesey. Each Welsh local authority is required to have a compact with the Third Sector. This is usually with the Voluntary Sector Council (VSC) for their local area. Medrwn Môn is Anglesey's VSC and their role is to represent the sector as a whole hence Medrwn Môn is a key signatory of the Compact. The original compact between the Isle of Anglesey County Council and the Third Sector was published in 2007. Anglesey Local Health Group was also party to this compact. On 18 March 2013 the Executive considered a revised compact which was approved. The Health Board was not a party to this due to the abolition of local health boards and the creation of Betsi Cadwaladr University Health Board which separately agreed a compact for health services with the Third Sector across Wales. In addition to approval of the revised compact, on 18 March 2013 the Executive approved the Volunteering Policy (see Appendix 3).

3.2 The Welsh Government Code of Practice on Funding the Third Sector

In January 2014 Welsh Government published its revised Third Sector Scheme which included the Code of Practice for Funding the Third Sector. The code states on page 22 that:-

"...All other public bodies (including NHS bodies and local authorities) must comply with this code in cases where Welsh Government has awarded them hypothecated funding. It is also expected that Welsh local authorities'...adherence to these principles (as shown above) will be reflected in local Third Sector Compacts..."

3.3 The Compact approved in 2013 has, therefore, been reviewed and updated to reflect the Welsh Government principles in accordance with the code. The Compact was reviewed in partnership with Medrwn Môn. The completed compact was presented to the Voluntary Sector Liaison Committee on 9 July 2015 and it was noted that, following Penaethiaid's agreement, arrangements would be made to formally launch the Compact and associated Code of Practice. The Compact was signed by the Chair of Medrwn Môn and the Leader of the Council at the Anglesey Show in August 2015. The Compact is appended as Appendix 1 for formal agreement of the Executive.

4. THE ANGLESEY CODE OF PRACTICE FOR FUNDING THE THIRD SECTOR

4.1 In addition to the revised Compact an Anglesey Code of Practice for Funding the Third Sector was produced to provide practical guidance on the principles and procedures required for funding arrangements with the Third Sector. This covers services commissioned from the Third Sector and grants to the Third Sector. The code also includes the Welsh Government's mandatory principles for funding arrangement with the third sector. The Welsh Government's code requirements relate to hypothecated funding. However, for consistency, the Anglesey Code of Practice for Funding the Third Sector applied to all Third Sector funding arrangements. The Code was produced in partnership with Medrwn Môn and an event was held on 1 October 2016 to consult on the code with representatives from the Third Sector, the Council and service users participating in the consultation event. There was a positive response to the code at the event and the Executive is therefore requested to formally approve adoption of the code (Appendix 2) from April 2016.

5. RECOMMENDATIONS:

- 5.1 That the Executive approve the Anglesey Compact which is set out in Appendix 1.
- 5.2 That the Executive approve the Anglesey Code of Practice on Funding the Third Sector as set out in Appendix 2.
- 5.3 That the Executive approve the Volunteering Code of Practice as set out in Appendix 3.

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

N/A

C - Why is this a decision for the Executive?

This matter is delegated to the Executive.

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

Yes

D - Is this decision within the budget approved by the Council?		
Yes		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	
F - Appendices:		
<ul style="list-style-type: none"> • Appendix 1 – The Anglesey Compact • Appendix 2 – The Anglesey Code of Practice for Funding the Third Sector • Appendix 3 – Volunteering Policy (approved by the Executive March 2013) 		
FF - Background papers (please contact the author of the Report for any further information):		

The Anglesey Compact



A Partnership Agreement
between the Isle of Anglesey
County Council and the Third
Sector in Anglesey

Foreword

The Isle of Anglesey County Council (IoACC) Corporate Plan 2013-17 sets out a vision for a 'New Anglesey'; for 'Our Island, Our Future'. "The aim for Anglesey County Council is that, by 2017, we will be a 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, which are highly valued by our citizens".ⁱⁱ

The needs and hopes of people can be met if sectors are willing to build strong, healthy and vibrant partnerships to improve services and achieve the vision of the plan for Anglesey. This compact is our commitment as a partnership between the third sector and IoACC to work well together to improve outcomes for Anglesey.

This Compact builds on and replaces the previous Compacts between the Third Sector and the Isle of Anglesey County Council. It also complements the Compact agreement between Betsi Cadwaladr University Health Board and the Third Sector across North Wales and the North Wales Police and Crime Commissioner Compact.

The principles contained within the Welsh Government Code of Practice on Third Sector Funding, January 2014 are fundamental to our approach to working in partnership and are reflected in this compact and our Anglesey Code of Practice on Third Sector Funding (2015). All partners are encouraged to support the Compact's principles and practices and any related codes of practice. Medrwn Môn, the County Voluntary Council for Anglesey is a co-signatory to this compact. Medrwn Môn is the umbrella organisation which supports, promotes and advises local third sector organisations. We are delighted to present the revised Anglesey Compact which aims to help us build upon our existing working relationships and improve our partnership working for the benefit of the Isle of Anglesey.

Signed:

Chair of Medrwn Môn

Date:

Leader of IoACC

Date:



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Introduction

The Anglesey Compact is a partnership agreement between the third sector and local authority on Anglesey. It provides a framework within which the development of shared aims, objectives, mutual respect and understanding will assist the ability of the Authority and third sector partners to improve the quality of life for the people of Anglesey. We recognise that we can achieve more for the people and communities of Anglesey by working together, particularly in times of financial constraint.

This Compact and our partnership play a fundamental role in supporting the Council's corporate priority of becoming a Customer, Citizen and Community focused authority. Our third sector partners tend to be 'in-touch' with the community and play a key role in facilitating the involvement of citizens and engaging with them in the design, delivery and improvement of all public services.

The Compact is intended to guide the process of working in partnership to deliver public services. The **Voluntary Sector Liaison Committee** has an important role in implementing the Anglesey Compact.

The Compact is supplemented by the Volunteering Policy and the Anglesey Code of Practice on Third Sector Funding. Other codes of practice and policies may be developed as relevant to build upon our existing positive partnership working. The Welsh Government's Code of Practice on the Funding the Third Sector (2014)ⁱⁱⁱ includes a number of general principles.

These principles as summarised below, form an important basis for the Anglesey Compact and Code of Practice:-

Welsh Government and Anglesey Funding Principles

Any funding arrangement must be in pursuit of the delivery of Council, LSB and Welsh Government strategic policy objectives, as relevant to the funding stream;

- The Council respects and values the sector's independence;
- The Council recognises the importance of early and constructive dialogue with the third sector and will seek to be transparent and objective in its work with the Third Sector. Equally, the third sector will also engage in early dialogue on all matters affecting the Council in relation to its third sector arrangements, including seeking permission when using Council funding for match-funding;
- The Council will seek to make timely decisions about funding and commissioning arrangements in line with the Welsh Government code of practice and the Public Procurement regulations as relevant. The Council will notify third sector organisations about future funding at least three months prior to the expiry of an existing funding agreement;
- Security of funding - the Welsh Government advocates longer term funding arrangements wherever possible and appropriate. The Council acknowledges the benefits of longer-term funding arrangements and will implement longer term funding arrangements where it can and subject to adequate budgetary resources;
- Fair funding levels – inflation will be provided to the Third Sector funding arrangements where affordable. However, in times of financial pressures the Council considers it reasonable to expect constraint to be applied by the third sector organisations too. To help ensure fairness, the Council will aim to take as consistent approach as possible to inflation/efficiency savings as those applied internally. Specific needs of specialist sectors will also be taken into account as far as possible;

- Value for Money – third sector organisations are expected to ensure the economic, efficient and effective use of public money. Value for money considerations also apply to allocation of grants and procurement;
- Full cost recovery – third sector funding for a specific project or service will cover the full cost of running a project or service, including a share of the overheads subject to funding resources available. This excludes where the Council gives a grant or contribution to a third sector organisation towards their core costs;
- Commissioning principles - public bodies are expected to operate best practice commissioning principles and third sector organisations are expected to engage fully with the commissioning processes;
- Payments - the Council will make payments in arrears. Invoices should include adequate detail to explain purpose of the invoice and should be accompanied by monitoring information, as relevant to the funding agreement. In exceptional cases the Council will consider requests for payments in advance in writing where there is strong evidence for the need. Payments in advance will only be made in exceptional circumstances;
- Fair and reasonable treatment – the Council will aim to implement Welsh Government’s recommendation as far as practicably possible, that, as good practice, third sector should be provided with twelve weeks consultation and a twelve week notice period before any policy changes or decisions which would lead to any withdrawal or significant reduction of funding;
- Joint approach to monitoring, evaluation and audit – all partners need to engage fully in these essential processes;
- Identifying expertise and developing capability to deliver – The Welsh Government, as does IoACC, recognise that there is a wide range of knowledge and skills within the Third Sector across Wales. The third sector can, and does, make a major contribution to the achievement of Government and Council priorities and to improving the lives of Welsh people and communities of Anglesey. Welsh Government recognises that third sector organisations need support to ensure their potential is fully realised and good practice is shared widely. The diverse nature and skills offered by the approximately 700 third sector organisations operating in Anglesey is recognised by the Council and the third sector may play a key role in the transformation of Council services;
- Diversity – the council recognises the diverse needs of people and communities, and the variety of services to meet these needs. The code of practice also recognises the importance of the Welsh language and that there should be equal opportunities for service users to use Welsh and English languages in the third sector;
- Innovation – the code of practice advocates working in partnership with the third sector and other partners to identify innovative practices that improve the delivery of public services in Anglesey, particularly as part of the Anglesey Transformation agenda;
- Good governance and due diligence – this principle promotes the need for good governance and due diligence from the Council and Third Sector organisations alike;
- Monitoring the code of practice for funding the third sector – the final principle is about compliance with the code. Welsh Government will put robust monitoring processes in place to support compliance with the code. This Ynys Môn version of the code provides procedural guidance which will support compliance with the Welsh Government code.

Source: Welsh Government, Code of Practice for Funding the Third Sector, 2014 p25-35 (adapted)

The aims of the Compact

Through the Compact, we will develop our partnership between the local authority and the third sector on the Isle of Anglesey by helping us to:-

- Communicate better with each other;
- Understand and respect each other's views;
- Work together more effectively to support the people of Anglesey and develop services collaboratively.

Our shared aim is to provide quality services to the people of Anglesey. We recognise that there is added value in working in partnership towards common aims and objectives. Voluntary action and community involvement are an essential part of an inclusive and democratic society and add value to the quality of life on Anglesey. It is recognised that the third sector makes a valuable contribution to the economic, environmental and social development of Anglesey. The differences and diversity between the public sector and the third sector should be respected and valued. Each sector has its own set of responsibilities and constraints. A key focus of our partnership working will be on the wider good for Anglesey and its citizens. This will override individual agendas during our partnership work together.

The relationship between the sectors will be open and respectful and demonstrate trust. Each sector should strive for excellence, equity of access and embrace the principles of sustainable development. When working together, contributions from each sector should be given equal consideration and respect. Organisations in each sector have the right to contribute to, and challenge, matters that affect them.

Together through the Compact and our partnership working we will...

- Help to foster a thriving, diverse and independent third sector on Anglesey with funding and contracting arrangements which comply with the law and financial procedures;
- Promote the effective governance and management of both the local authority and the third sector. It will underpin a shared commitment to building the capacity of third sector organisations where consistent with a shared strategic direction;
- Help to ensure that the third sector not only participates in joint working and partnership structures but exercises a real influence on the planning and development of local services and public initiatives;
- Continue to develop the **Voluntary Sector Liaison Committee** as a liaison mechanism which is integrated with the public sector's decision making processes and the wider joint planning arena. The Committee will have representation from both public and third sector partners;
- Encourage all sectors to learn from best practice and seek continuous improvement in the planning and delivery of services;
- Provide a meaningful and effective procedure for resolving disagreements in a constructive and open way. Responsibility for this will lie with a monitoring body made up of representatives from the Compact partners;
- Whilst noting that the third sector is not a unitary body, it is envisaged that all representatives will have appropriate authority to follow up any apparent breaches of the Compact within their own sector. In the case of the public sector partners, they will have the authority to seek resolution at a senior level if necessary;
- Develop a shared action plan to deliver the objectives of the Compact and produce an annual progress report to the local authority and Medrwn Môn for distribution to third sector organisations;
- Help to ensure a wider and more sustained recognition of the social value of volunteering, in terms of both the personal and professional development of the volunteer and the public services provided.

Undertakings of Partners

The local authority and the third sector will support the development, implementation and monitoring of the Compact, in line with the agreed aim and principles. We will also implement the requirements of the Anglesey Code of Practice on Funding the Third Sector^{iv} and the Volunteering Policy^v as endorsed by Executive on 4 March 2013. This support will include:-

- The partners undertake to maintain high standards of governance and conduct and meet reporting and accountability obligations to funders and users;
- Partners will be encouraged to develop quality standards appropriate to the organisation, including promoting best practice and equality of opportunity in activities, employment, involvement of volunteers and service provision;
- Partners will involve service-users wherever possible and carers where appropriate in the development and management of activities and services; Service user consultation and feedback conducted by the third sector will be communicated to the local authority to support service planning and delivery;
- The partners endorse the need for detailed codes of practice to cover key issues as required and will review their own procedures and timetables in the light of any codes of practice;
- partners will ensure that key staff are able to participate in relevant partnership working arrangements to support this compact and our partnership;
- The partners endorse the need for procedures for resolving disagreements;
- The partners will review the operation of the Compact annually;
- all partners must seek permission from the nominated officer beforehand if any funding is proposed as match-funding for any other funding stream;
- The partners undertake to respect and be accountable to the law. In the case of third sector charities, they will observe the accounting framework and other appropriate guidance as laid down by the Charity Commission and other regulatory bodies.

ⁱ IoACC, 2013, Corporate Plan 2013-2017, foreword

ⁱⁱ IoACC, 2013, Corporate Plan 2013-2017, p2

ⁱⁱⁱ Welsh Government, January 2014, The Code of Practice for Funding the Third Sector p25-p35

^{iv} IoACC, 2015, Code of Practice on Funding the Third Sector

^v IoACC, 2013, Volunteering Policy



The Anglesey Code of Practice for Funding the Third Sector



This code of practice sets out the principles and procedures for funding arrangements with the Third Sector

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1. **Introduction**

The Isle of Anglesey County Council (IOACC) values the role of the Third Sector in supporting the Council and delivering projects and services for the benefit of Anglesey.

This code applies to those third sector organisations (including social enterprises) from which the Isle of Anglesey County Council (the 'Council') commissions a service, or to which it provides funding via a grant. Additionally, this code applies across the Council and should be followed by all services and officers when commissioning and funding provision with the third sector.

A group of Third Sector Champions representing departments and functions across the Council will support dissemination of this code and will work together to support the aims of the code.

2. **Aims**

This code of practice aims to:-

- Build upon the positive relationship that exists between the Council and the Third Sector through fair and transparent third sector funding arrangements which are applied consistently;
- Incorporate the principles and requirements of the Welsh Government Code of Practice on Third Sector Funding (January 2014).

The code complements the Anglesey Compact, which is the strategic Partnership Agreement between the Third Sector on Anglesey and the Council.

3. **What is a Third Sector Organisation?**

A Third Sector organisation is defined in S16 (2) of the Social Services and Well-being (Wales) Act 2014 (the 'Act') as "an organisation which a person might reasonably consider to exist wholly or mainly to provide benefits for society". In addition, the Act defines social enterprise in S16 (2) of the Act as "...an organisation whose activities are wholly or mainly activities which a person might reasonably consider to be carried out for the benefit of society (its social objects), and which (a) generates its income through business or trade, (b) reinvests most of its profits in its social objects, (c) is independent of any public authority and (ch) is owned, controlled and managed in a way that is consistent with its social objects.

This code uses the term Third Sector to include social enterprises.

4. **Underlying principles**

The Welsh Government's Code of Practice on Funding the Third Sector includes a number of general principles. These principles, as summarised below, form an important basis for the Anglesey Code of Practice.

- The funding arrangement must be in pursuit of the delivery of Council and Welsh Government strategic policy objectives as relevant to the funding stream;
- The Council respects and values the Sector's independence;
- The Council recognises the importance of early and constructive dialogue with the Third Sector and will seek to be transparent and objective in its work with the Third Sector;
- The Council will seek to make timely decisions about funding and commissioning arrangements in line with the Welsh Government code of practice and the Public Procurement regulations as relevant. The Council will notify Third Sector organisations about future funding at least three months prior to the expiry of an existing funding agreement;
- Security of funding – the Welsh Government advocates longer-term funding arrangements wherever possible and appropriate. The Council acknowledges the benefits of longer-term funding arrangements and will implement longer-term funding arrangements where it can and subject to adequate budgetary resources;
- Fair funding levels – inflation will be provided to the Third Sector funding arrangements where affordable. However, in times of financial pressures, the Council considers it reasonable to expect constraint to be applied by the Third Sector organisations too. To help ensure fairness, the Council will aim to take a consistent approach as possible to inflation/efficiency savings as those applied internally. Specific needs of specialist sectors will also be taken into account as far as possible;
- Value for Money – Third Sector organisations are expected to ensure the economic, efficient and effective use of public money. Value for money considerations also apply to allocation of grants and procurement;
- Full cost recovery – Third Sector funding for a specific project or service will cover the full cost of running a project or service, including a share of the overheads, subject to funding resources available. This excludes where the Council gives a grant or contribution to a Third Sector organisation towards their core costs;
- Commissioning principles – public bodies are expected to operate best practice commissioning principles and Third Sector organisations are expected to engage fully with the commissioning processes;
- Payments - the Council will make payments in arrears. Invoices should include adequate detail to explain purpose of the invoice and should be accompanied by monitoring information as relevant to the funding agreement. In exceptional cases, the Council will consider requests for payments in advance in writing, where there is strong evidence for the need. Payments in advance will only be made in exceptional circumstances;
- Fair and reasonable treatment – the Council will aim to implement Welsh Government's recommendation as far as practicably possible, that, as good practice, Third Sector should be provided with twelve weeks consultation and a twelve week notice period before any policy changes or decisions which would lead to any withdrawal or significant reduction of funding;
- Joint approach to monitoring, evaluation and audit – both the Council and Third Sector organisations will fully engage in monitoring, evaluation and audit procedures;
- Identifying expertise and developing capability to deliver – the Welsh Government, as does IOACC, recognise that there is a wide range of knowledge and skills within the Third Sector. The Third Sector can, and does, make a major contribution to the achievement of Government and Council priorities and to improving the lives of Welsh people and communities of Anglesey. Welsh Government recognises that Third Sector organisations need support to ensure their potential is fully realised and good practice is shared widely. The diverse nature and skills offered by the approximately 700 Third Sector organisations operating in Anglesey is recognised by the Council, and the Third Sector may play a key role in the transformation of Council services;

- *Diversity – the Council recognises the diverse needs of people and communities and the variety of services to meet these needs. The code also recognises the importance of the Welsh language and that there should be equal opportunities for service users to use Welsh and English languages in the Third Sector services. The standards required by the Welsh Language (Wales) Measure 2011 part 4 will need to be complied with by the Council and Third Sector organisations that deliver services on the Council's behalf;*
- *Innovation – the code of practice advocates working in partnership with the Third Sector and other partners to identify innovative practices that improve the delivery of public services in Anglesey, particularly as part of the Anglesey Transformation agenda;*
- *Good governance and due diligence – this principle promotes the need for good governance and due diligence from the Council and Third Sector organisations alike;*
- *Monitoring the code of practice for funding the Third Sector – the final principle is about compliance with the code. Welsh Government will put robust monitoring processes in place to support compliance with the code. This Anglesey version of the code provides procedural guidance which will support compliance with the Welsh Government code*

Source: Welsh Government, 2014, Code of Practice for funding the Third Sector, p25-34

5. **Scope**

Third Sector organisations are diverse in legal form, size and services they deliver. They can be community associations; self-help groups; voluntary organisations; charities; faith-based organisations; social enterprises; community businesses; housing associations; development trusts; co-operatives and mutual organisations. (Welsh Government, 2014, p.23)

This Code of Practice relates, primarily, to funding received by the Third Sector from the Council, whether as a grant or a commissioned service.

Where funding is administered by the Council on behalf of a funding body, for example:-

- The Welsh Assembly Government
- Partnership funding

the criteria laid down by the funding body will be followed and will over-ride any provisions of this code.

This code also recognises that many partnership arrangements exist between the Third Sector and the Council where there is no financial award:-

- Payments 'in kind' (e.g. access to accommodation);
- Access to training;
- Multi agency groups which promote a specific initiative.

6. **Funding Mechanisms**

The two main funding mechanisms between the Council and the Third Sector are by:-

Grant to the Third Sector organisation or a service commissioned (contractual arrangements) from the Third Sector organisation.

6.1 **Grant or Procurement**

The procedures for providing grants to Third Sector organisations and commissioning/contractual arrangements with the Third Sector are detailed below. There is sometimes confusion about whether to provide a grant or procure the service from a Third Sector organisation. Welsh Government provides the following guidance:-

Grant v procurement

A key determinant of whether a grant-funded or procured approach should be used is linked to the proximity of the purchase to the Government (or in this case local authority) business needs or policy. In general terms, a grant approach should be used where the government (local authority) wants to financially support external bodies to undertake activities to help meet its policy objectives and priorities. A procurement approach should be used when the Government (local authority) specifically defines the goods and/or services it requires for its direct benefit or use.

- Where the authority does not have the legal power to undertake the work itself, it is unlikely that it could acquire them under contractual arrangements. Instead, a grant could be provided;
- Where the intention is to secure a direct service for the Government (local authority), either in the supply of goods or services or in direct furtherance of its functions or policy objectives, then a procured approach is likely;
- If the council proposes to fund all the requirements for which the funding is being paid, it is likely that procurement would be the best approach to achieve value for money for the authority. Often, grant funding covers only a part of the cost of a project or activity with funding also coming from other sources. This means that other funders also have a stake in determining the direction and outcomes of the work;
- The degree of control also helps to determine whether a grant or a commissioned arrangement is the best approach. The more prescriptive the council wishes to be about specifying the service required or the outputs secured, the greater the presumption there is for proceeding via procurement.

Source: Welsh Government, 2014, Code of Practice for Funding the Third Sector, p38-39 (amended)

6.2 Grant funding to the Third Sector

Grants are provided by the Council to Third Sector organisations as a means of supporting an organisation to undertake activities which are congruent to the Council's priorities. This might be as a grant towards core costs of running and developing an organisation or to support specific projects or services.

6.2.1 Core Funding

The Welsh Government states that, generally, core funding is for financing a Third Sector organisation to carry out activities that the Third Sector organisation chooses, within broad parameters agreed with the Council. Core funding is used when there is a high level of trust between the public body and the Third Sector organisation. Welsh Government, 2014, p. 37. A core funding arrangement has the following characteristics:-

- The management relationship between the Third Sector and the Council is deliberately arm's length;
- The Council will review and confirm its priorities once a year;
- Monitoring and evaluation arrangements are more light touch;
- Accountability arrangements should emphasise the accountability of trustees or equivalent;
- Core funding allows the Third Sector organisation to conduct their key activities in accordance with their governing document;
- Core funding is, usually, provided for a given period (usually no more than 3 years).

6.2.2 Project Funding

A grant towards a project will, usually, be awarded, and then ultimately paid, for the achievement of defined outcomes generated by an individual project. Project funding can be used for revenue costs, for example, salaries and day-to-day running costs and/or capital costs such as the costs associated with the development or purchase of fixed assets such as buildings, as specified in the terms and conditions of the grant. Characteristics include:-

- Project funding tends to be time limited;
- Where the project is very short-term, for example, less than 3 months, and outside the cycle of a financial year, the requirement of three months' notice prior to commencement of the project is relaxed as this might not be realistic or desirable;
- Project funding is provided for specific outcomes.

6.2.3 Procedures to follow when issuing a grant

- (i) Ensure that the right approvals have been sought and that there is authority to offer the grant funding at the very start.
- (ii) Note the Wales Audit Office recommendations included in Appendix 1 and implement recommendations as relevant.
- (iii) Any funding pots of £10,000 or more to be awarded as grants must be advertised to give all relevant organisations the opportunity to bid for grants. This approach is not only more objective and fair but will help to identify and support the organisations which contribute the most to the priorities of the Council.
- (iv) An objective approach must be followed in allocating grants. An evaluation matrix to help score the grant bids and identify how they would support Council priorities should be produced for each grant award exercise. See appendix 2 for an example.
- (v) A panel should be convened to score the bids shortly after the deadline for receipt of bids. This panel should have officers on it which could offer objectivity. Ideally, a multi-agency approach could support objectivity, particularly where the grants being offered are substantial. An officer of Medrwn Môn could be invited to take part in the scoring panel as they support the Third Sector as a whole. However, if Medrwn Môn submits a bid as part of that particular bidding process to the Council, they cannot take part in the selection panel. Other representatives could be invited from individual Third Sector organisations. However, the representative should be impartial and their organisation must not be party or linked to the bidding process. Ideally, and where relevant, a service-user or users should be invited to take part in the panel, however, the service user must not have any links with any of the organisations submitting bids. A clear record of each bidding organisation's score must be kept with a clear record of the reason for the organisations selected (usually, the highest scoring based on a quality/price scoring ratio).

(vi) Write to successful grant applicants with the grant offer, details of when the grant will be paid and targets to be met. The letter must include duration of grant, list of key corporate priorities the grant will contribute to and monitoring information which will be appropriate to the amount of grant being offered (see monitoring section 12). **The grant letter must include the following sentence “this grant is provided and administered in compliance with the Welsh Government Code of Practice on Funding the Third Sector”** (2014, p34). The offer letter should include the requirement to notify the Council as soon as possible if the grant is no longer needed or if an underspend is predicted. The grant can then be reallocated and the Third Sector organisation could be advised to apply for future grant funding if required. A grant acceptance form should be sent with the offer letter, which requires the authorised signatories from the Third Sector organisation accepting the grant offer. The organisation must return this acceptance form within two weeks of the grant offer letter. In addition, the Welsh Government provides the following guidance in relation to grant offers:-

- Use of Funding - it is important that both the Council and Funded body are clear about their respective roles and responsibilities in the use of grant funding;
- Funding pre-conditions - the conditions that a funded body must satisfy before funding will be released;
- How to claim the Funding - this is an important section as it sets out when payments will be made and what funded bodies must do to satisfy Grant Officials that funding has been (or in some cases, will be) used responsibly and for intended purposes only;
- General obligations - refers to the areas for which funded bodies must implement measures to prevent fraud, ensure compliance with all relevant law and regulations, manage risk, and, generally, co-operate with the Council/Welsh Government officials seeking assurance as to the proper use of grant funding;
- Declarations - this is the funded body's formal agreement that it will comply with all the terms and conditions of funding set out in the award letter;
- Notification Events and their consequences - funded bodies must comply with the provisions of this section where one or more prescribed event occurs (e.g. grant has been overpaid or the funded body has failed to comply with funding conditions - a full list is contained in a schedule to the letter). The section also stipulates what Welsh Government may do in response to such notification;
- Audit requirements - as recipients of public monies, it is right and proper that funded bodies account for, and demonstrate appropriate and responsible use of, such monies. Where requested, they must give access to the Council, Welsh Government, Wales Audit Office or European Commission officials (or their representatives) to inspect any funded activities and associated documentation. A clear record of all expenditure relating to the grant should be recorded in the organisation's financial system including evidence of each transaction such as receipts, invoices, bank statements, etc.

(vii) Write to unsuccessful applicants and recommend that the Third Sector organisation contacts Medrwn Môn for advice and support. Offer feedback on request.

- (viii) Chase grant acceptance form if not received. Offer letter could state that the grant will become void if the acceptance form is not signed and returned.
- (ix) Enter the grant in Civica as a commitment against the relevant cost centre, code the commitment (and eventual payment) detail code to D0808 - grants and contributions to Third Sector organisations:-
 - Enter a requisition in Civica which, once approved, becomes an official order – set up as order type with multiple payments e.g. if the grant is paid in four quarterly instalments, set up the order for 4 items;
 - When creating the order, select the following products from within Civica, as relevant:-
 - Grants to Third Sector organisations (quarterly);
 - Grants to Third Sector organisations (six-monthly);
 - Grants to Third Sector organisations (one annual payment);
 - Grants to Third Sector organisations (monthly);
 - New Third Sector creditors are to be created under category A16;
 - Each time a grant instalment is paid, please ensure the payment is matched off against the relevant period in the order and that the instalment is recorded as goods received in Civica, so that the commitment is reduced accordingly.
- (x) Create a file (or section within a file) (electronic and/or paper) for each grant funded project where all correspondence and paperwork relating to that grant funded project can be stored. Financial documents need to be retained for six years and the current year by law.
- (xi) Monitor the grant funding arrangement as appropriate to the amount provided. Refer to the section on monitoring. Clawback funding if the terms/targets have not been complied with. This could be reallocated to another project which would deliver the priorities of the Council.
- (xii) Give an indication of the amount of grant, if any, for the next financial year by the end of December prior to the new financial year. The final award cannot be confirmed until the Council's budget has been approved in February preceding the new financial year. Where the grant is an on-going grant, the organisation must have three months' notice of any changes or termination of the grant. This might mean that the grant continues into May/June.

6.3 Contracts/procurement

All purchasing arrangements with the Third Sector, whether for the provision of works, supplies, goods, materials or services, should be completed in line with the Council's Contract Procedure Rules (<http://www.anglesey.gov.uk/council-and-democracy/councillors-democracy-and-elections/constitution/constitution-part-4-rules-of-procedure/constitution-49-contract-procedure-rules/>) Press Ctrl and left click on mouse to go the procedures. New contract procedure rules will be effective from September 2015. Please also refer to the Procurement Handbook for detailed guidance which is available on the intranet or contact procurement@ynysmon.gov.uk.

6.3.1 General Principles

All procurement procedures MUST:-

- Realise value for money by achieving an optimum combination (quality/price);
- Be consistent with the highest standards of integrity;
- Operate transparently;
- Ensure fairness in allocating public contracts;
- Comply with all legal requirements, including the EU Treaty principles;
- Ensure that non-commercial considerations do not influence any contracting arrangements;
- Support all relevant Council priorities and policies;
- Comply with commercial confidentiality requirements as well as relevant statutory requirements, including, but not limited to, the Freedom of Information Act and Data Protection Act.

In all instances where a corporate contract exists for a requirement, the corporate contract must be used. To check whether a corporate contract exists contact the procurement team on procurement@ynysmon.gov.uk

From September 2015, the limits will be:-

Financial limits	Action	Responsible Officer responsibilities
£1 to £9,999 – MINOR CONTRACTS SINGLE QUOTATION PROCEDURE	If there is no corporate contract for the goods/service, the responsible officer should obtain a minimum of one quotation from an approved list of suppliers, where one exists, or a general list of registered suppliers. However, if more than one quotation is sought, there is a greater chance of achieving value for money.	<ul style="list-style-type: none"> • Must assess whether the Third Sector organisation is competent for the purposed intended; • An audit trail must be maintained to show that processes and objective justification is shown for selection of the Third Sector organisation.
£10,000 to £24,999 – SMALL CONTRACTS QUOTATION PROCEDURE	The responsible officer must invite a minimum of three quotations sourced from an approved list of contractors, where a list exists. These contract opportunities <u>could</u> be advertised on www.sell2wales.gov.uk to identify interested providers.	<ul style="list-style-type: none"> • All those invited to quote shall be given access to the same information; • All firms invited to quote should have the same deadline and the quotations shall be evaluated together after the deadline; • An audit trail must be maintained showing what quotations were invited, how they were assessed and the result of the exercise.
£25,000 to EU Threshold (check with the procurement team as the EU Threshold is reviewed periodically) – LARGE CONTRACTS TENDERING PROCEDURE	<ul style="list-style-type: none"> • You <u>must</u> advertise on www.sell2wales.gov.uk to invite expressions of interest (or any such website as the Council shall use in order to comply with its purchasing obligations); • This may be supplemented by advertisement(s) in trade journals at the discretion of the service. 	<ul style="list-style-type: none"> • Refer to tendering procedure 4.9.7 within the contract procedures.

6.3.2 Exceptions to the above rules:-

Except where the Public Contract Regulations 2015 apply (contract the procurement team for advice), the Executive has the power to waive or vary requirements of the rules.

Additionally the rules can be waived or varied where the circumstances are certified by the Head of Function (Council Business)/Monitoring Officer or the Head of Function (Resources)/Section 151 Officer, or their respective deputies, in the following circumstances:-

- Rule 4.9.3.2.1 for works, services and supplies which are either patented or of such special character that it is not possible to obtain competitive prices;
- Rule 4.9.3.2.2 for supplies purchased or sold in a public market or auction;
- Rule 4.9.3.2.3 for works, services or the purchase of supplies involving specialist or unique knowledge or skills;
- Rule 4.9.3.2.4 where an organisation has won a contract for an earlier phase of the work via the competitive process and where the works form part of a serial programme and has previously been identified as such;
- Rule 4.9.3.2.5 for works, services or supplies which are only available from one organisation;
- Rule 4.9.3.2.6 involving such urgency that it is not possible to comply with the Rules;
- Rule 4.9.3.2.7 for specialist art or museum specimens to meet the requirements of an art or cultural event;
- Rule 4.9.3.2.8 in relation to time limited grant funding from an external body where the time limitation does not allow a competitive process to be completed and where the grant conditions allow this;
- Rule 4.9.3.2.9 for social care services under the Health and Social Care Act 2012 or the Children's Act 1989, provided that, where the contract is put out to tender, the tenders are invited or negotiated in accordance with rule 4.9.4.

All contracts must include the following sentence - "this contract has been procured and administered in compliance with the Welsh Government Code of Practice on Funding the Third Sector" (2014, P34).

7. Grant Funding to the Authority

Where the Third Sector grant or contracted service is funded by a grant to the Council, the Authority's grants protocol (2015) should be followed in all cases. In addition, there are grant claim instructions (2015) which must be followed in relation to grant claims. The grant terms and conditions of the specific funding body will override this code in the event of differences. Contact the Corporate grants team for advice:- JennyWhiston@anglesey.gov.uk, 01248 752616.

8. Payments to Third Sector Organisations

- Payments should be paid in arrears; only in rare and exceptional cases should they be paid in advance (with approval of the Head of Service and Section 151 Officer). An exceptional case would be where a small amount of funding is being provided to a small organisation which would not be able to fund expenditure in advance of the payment from the Authority;
- Once a payment is being made this should be matched against the order in Civica and goods received, so that it no longer shows as a commitment;

- Each new Third Sector organisation should be flagged within creditors as Third Sector on A16 classification for monitoring purposes;
- Grant funding awards under £2,000 will be made in a single payment;
- Invoices from the Third Sector must be paid within terms of trade;
- Payments will be in accordance with grant or contract terms as relevant and should be made on the basis of information sufficient to determine that the grant or contract terms have been complied with. For example, details of transactions and evidence of these transactions, completion of the required monitoring information, etc.

9. **Notification of funding opportunities**

Notification of external funding opportunities will be made available as they arise e.g. through Medrwn Môn, the press and sell2wales, through Medrwn Môn and other networks or systems as appropriate e.g. local press.

Where the Council intends to enter into a contractual arrangement for the provision of goods or services, it will follow the procurement procedure laid down in its Contract Procedure Rules to invite tenders or quotations as appropriate. Third Sector bodies may respond to such invitations, and may be awarded contracts if successful. This code complements the contract procedures rules.

10. **Types of funding**

10.1 **Revenue funding**

This type of funding supports the delivery of services and includes day-to-day spend on short term costs such as salaries, heating, rent, supplies and services, income.

10.2 **Capital funding**

This type of funding supports the purchase of assets i.e. assets which are used within the business for longer than one year, for example, property, equipment.

10.3 **Revenue and capital funding**

This type of funding supports both the delivery of services and the purchase of assets.

11. **Timing of funding notification**

The Council recognises that funding decisions relating to the overall Council Budget are normally made shortly before the beginning of the financial year to which they relate. This can have a negative effect on Third Sector service provision, recruitment and retention. For those agreements that span or are rolled over into successive financial years, indicative-funding allocations should be made available in December. The Third Sector accepts that this is not guaranteed funding and that no work should be undertaken until written notification of funding has been received.

This code confirms that Third Sector organisations will receive a minimum of 3 months' notice from final notification, e.g. June to 31 May, unless otherwise agreed by both parties.

12. **Monitoring and evaluation of performance**

Monitoring and evaluation of performance is essential to ensuring proper use of public funds and to identify opportunities for service development. While it must be robust and effective, it should be commensurate with the level of funding.

The Council and the Third Sector recognise that there will be different monitoring and evaluation requirements for different types and levels of funding. These will be based on the principles of value for money.

Monitoring and evaluation requirements will be set out in the funding agreement.

(i) Monitoring

- **Revenue funding for service provision and core activities**

This is the process of gathering and recording information on a regular basis. It keeps a record of the progress made and the work undertaken against agreed objectives, targets and indicators. The Third Sector recognises the need to maintain effective monitoring systems.

- **Capital funding for the purchase of assets**

Evidence that the allocated funding has been spent on the agreed asset will be required together with confirmation of insurance cover. An invoice will be required before funding is released. The Council will expect to secure repayment conditions to ensure the residual value of any capital asset is reimbursed in the event that it is disposed of or otherwise no longer used for the purpose intended.

Funding agreements may include conditions which, if not met, would make the funding repayable to the Council.

(ii) Evaluation

This is the process of:-

- looking at the monitoring and other information;
- consultation with the public and/or the group/s of people benefiting from the Third Sector organisations work and making a judgement about the quality and progress of the work in relation to the agreed expectations and stated aims. It will consider both outputs and outcomes in relation to Council priorities. Evaluation will be undertaken jointly within agreed timescales.

Feedback from monitoring and evaluation will be provided by the Council and will be used as the basis for future discussions about the agreement.

(iii) The Council will provide feedback on monitoring and evaluation.

A Monitoring and Evaluation Framework sets out good practice for the general monitoring requirements for both the Third Sector and for the Council (Appendix 3).

Specific requirements for monitoring and evaluation will be agreed in advance for individual agreements.

Monitoring and evaluation will need to identify how the grant/contract meets the terms and conditions of the financial arrangement including targets achieved and contribution to the priorities of the Council. On a six monthly basis (mid-year and outturn) a financial and outcome report will be prepared to detail the Council's investment in the third sector including the outcomes achieved by that investment.

13. External funding administered by the Council

Payment procedures will be in accordance with the requirements of the funding body. This will be detailed in the application pack.

The requirements for monitoring and evaluation will be made clear in the application pack. This will be in accordance with the requirements of the funding body, e.g. Welsh Assembly Government, Wales European Funding Office.

14. Financial Reporting

All Third Sector bodies will be required to supply copies of their financial statements with funding applications. Charities will adhere to the Charity Commission requirements on financial reporting. Individual funding agreements may specify additional financial reporting requirements in each case.

15. Underspends and overspends

The Third Sector recognises that, where an individual organisation cannot provide the activity or service as agreed, there is likely to be an underspend on the allocated funding. If this occurs, the Third Sector organisation will inform the Council of the anticipated underspend as soon as possible. This will enable contingency arrangements to be agreed.

Overspends remain the responsibility of the Third Sector organisation. The Trustees must assure themselves that they have appropriate processes in place to identify potential under and overspends at an early stage.

The quarterly monitoring arrangements on larger funding arrangements (£25,000 or more) must include details of spend to date, estimated spend to the end of the year and estimated total expenditure for the year (i.e. outturn).

16. Intervention when a funded organisation is in financial or other difficulty or when financial irregularities are suspected

The Code of Practice is designed to reduce the likelihood of an organisation getting into financial or other difficulty. However, where this does occur, the following guidelines should be followed.

Where a funded Third Sector organisation is in financial or other difficulty, the Trustees will give the Council formal early notification of their concerns and full disclosure of relevant matters. Likewise, the Council will give formal notification to a Third Sector organisation should concerns be brought to their attention.

Where any financial irregularities are suspected, the Council, or its appointed representative, will investigate and will require full co-operation and access to staff, records and premises.

The terms and conditions of the agreement may be invoked by either party.

In such circumstances, the Council and the Third Sector will apply the principles of the Compact and will agree actions to be taken by both parties.

17. Application of the code

The development of action plans to implement the good practice guidance in this Code will be the responsibility of individual Council departments and Third Sector organisations. All departments and third sector organisations are expected to comply with this code.

18 Breaches of the code

Breaches of the Code that cannot be resolved between the individual Third Sector organisation and a Council department will be referred to the Council corporate complaints procedure. The outcome will be reported to the Third Sector Liaison Committee.

19. Review of the code

The Code will be reviewed annually by the Section 151 Officer and nominated Lead for the Third Sector.

Changes to the Code will be taken in consultation with the Third Sector Liaison Committee and then passed to the Executive for adoption by the Council.

Signed by: _____
Section 151 Officer of IOACC

Date:

Signed by: _____
Chair of Medrwn Môn

Date:

Date of review: _____

Wales Audit Office

Recommendations for improved grants management in Walesⁱ

- 1) Look to simplify grants portfolio by combining schemes where appropriate.
- 2) Develop systems to ensure that the approach taken to grant funding and the operation of grant schemes is as consistent as possible across internal departments and, where possible, with other funders.
- 3) Work with others to learn from experience, develop complementary schemes and co-ordinate bidding timetables.
- 4) Work singly and together to improve the clarity and accessibility of grant-related information to bidders and encourage community involvement.
- 5) Ensure that risks relating to bidders' viability, capacity and capability are considered at the bidding stage, mitigated by additional support where this would be cost effective and monitored carefully during project delivery.
- 6) Ensure that project outcomes and standards of the project and financial management are clearly defined and agreed in writing with recipients before releasing funding.
- 7) Consider the relative merits of approaches other than grant funding, such as procurement, loans and investments before committing to a new or continued grant scheme.
- 8) Take robust action when grants have been overpaid or misused by suspending funding where necessary, recovering appropriate sums and, where funding is continued, strengthening requirements on recipients and monitoring arrangements before releasing further funding.

SAMPLE GRANT APPLICATION SCORING CRITERIA

Criteria:	Partnership	Inclusion	Fit with local priorities	Fit with IACC Priorities	Fit with departmental priorities	Plans for monitoring	Capacity building/empowerment	Staff awareness/support measures	TOTAL
Score:	3	3	3	2	3	3	2	2	20
Initiatives									

Partnership [/3] : award a mark for each of the following:

- Evidence that a council/Third Sector partnership has been involved in putting the initiative together
- Clear evidence that the initiative will be delivered through this partnership and of how this will work in practice
- Clear evidence of support from all the partners [e.g. financial contributions, letters of intent]

Inclusion [/3]: award a mark for each of the following:

- Clear argument as to why a group is 'hard to reach' and realistic proposals as to how the initiative will target them
- Evidence that steps are being taken and resources set aside to help groups overcome barriers to involvement [e.g. childcare, access arrangements, community transport, bilingual literature/service]
- If the initiative will be able to engage more than one 'hard to reach' group

Fit with local priorities [/3]: award one mark for each of the following:

- Evidence fit with locally agreed priorities
- Evidence of consultation on fit with local priorities
- Evidence of bringing innovation to the delivery of a local priority

Fit with IACC priorities [2]: award one mark for each of the following:

- Evidence of fit with a IACC priority
- Evidence of fit with more than one IACC priority

Fit with departmental priorities [/3]: award one mark for each of the following:

- Evidence of fit with a departmental priority
- Evidence of fit with more than one departmental priority
- Evidence of bringing innovation to the delivery of a departmental priority

Plans for monitoring [/2] award one mark for each of the following:

- Award one point if monitoring arrangements are set out clearly
- Award an additional point if active public involvement [i.e. as opposed to passive counting of numbers involved etc] is built in as part of the arrangements for monitoring and review [e.g. use of feedback forms, interviews with users, qualitative research]

Capacity building / empowerment [/2] award one mark for each of the following:

- Plans include the passing on of skills to users, carers and other members of the public
- Evidence that clear information [and any necessary support] will be available to enable individuals to make their own decisions

Staff awareness / support measures [/2] award one mark for each of the following:

- Evidence that staff will be made aware of the initiative
- Evidence that staff are supported to help deliver the initiative

Note the scoring criteria could be amended to reflect the specific requirements of the grant funding being allocated.

FRAMEWORK FOR MONITORING AND EVALUATION

Contract Funding value	Form of Agreement (minimum)	Annual monitoring (minimum)	Quarterly monitoring (minimum)	Evaluation
£10,000 and under	<ul style="list-style-type: none"> Letter of acceptance by Budget Holder or Chief Officer based on information supplied at application 	<ul style="list-style-type: none"> Annual Report Statement of Accounts Equality monitoring return [i.e. nationality, language etc. Provided by IACC] Statement of outcomes achieved and confirmation that the money has been spent in accordance with the application Annual service user feedback 		<p>Annual evaluation of the service (carried out by the Council) to include:</p> <ul style="list-style-type: none"> Extent to which the service level agreement requirements are met Extent to which service meets currently identified needs and priorities Extent to which service has the capacity to meet future predicted needs Value for money Level of service user feedback and action taken.
£10,000 to £25,000	<ul style="list-style-type: none"> Service Level Agreement] with intended outcomes and performance indicators 	<ul style="list-style-type: none"> Annual Report Statement of Accounts Equality monitoring return Statement of outcomes achieved and confirmation that the money has been spent in accordance with the application Annual service user feedback. 	<ul style="list-style-type: none"> Six Monthly service user and referrer evaluation (carried out by the Third Sector organisation) with an action plan linked to the required outcomes Six monthly monitoring 	<p>Annual evaluation of the service (carried out by the Council) to include:</p> <ul style="list-style-type: none"> Extent to which the service level agreement requirements are met Extent to which service meets currently identified needs and priorities Extent to which service has the capacity to meet future predicted needs Value for money Level of service user feedback and action taken.
£25,000 and over	<ul style="list-style-type: none"> Service Level Agreement/contract with intended outcomes, performance indicators and service standards 	<ul style="list-style-type: none"> Annual Report Statement of Accounts Equality monitoring return Service Review attended by appropriate IACC officer [Budget Holder or member of the Commissioning Team] Statement of outcomes achieved and confirmation that the money has been spent in accordance with the application Quarterly service user feedback. 	<ul style="list-style-type: none"> Quarterly monitoring return (template to be agreed with the budget holder and the Third Sector organisation), to include spend to date, estimated spent to the end of the year and estimated total spend for the year. Monitoring meetings may be held to follow up issues raised in monitoring return Quarterly service user and referrer evaluation (carried out by the Third Sector organisation) with an action plan linked to required outcomes. 	<p>Annual evaluation of the service (carried out by the Council) to include:</p> <ul style="list-style-type: none"> Extent to which the service level agreement requirements are met Extent to which service meets currently identified needs and priorities Extent to which service has the capacity to meet future predicted needs Value for money Level of service user feedback and action taken.

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CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Volunteering
Policy

1. Scope

This policy underpins one of the core principles in the Compact agreement between the Isle of Anglesey County Council and Medrwn Môn in relation to volunteering.

The Compact is a partnership agreement between the third sector and the local authority on Anglesey. It provides a framework within which the development of shared aims, objectives, mutual respect and understanding will assist the ability of public and third sector partners to improve the quality of life for the people of Anglesey.

2. Policy Statement

The Council recognises the valuable contribution that volunteers can give to the organisation. Volunteers bring with them a diversity of experience, backgrounds, skills, ages and outlooks, which can provide added value to the services delivered. This policy will:

- Let volunteers know how we will ensure fairness and consistency;
- Enable the volunteers to know where they stand;
- Offer security in terms of knowing how they will be treated;
- Help staff and volunteers understand each others roles.

In addition, this policy sets out the broad principles for working with volunteers within the Council in a fair and equitable manner. Its aim is to ensure that the benefits of volunteering are maximised for both the volunteers and the Council. It is of relevance to all within the Council, including volunteers, staff and elected Members.

This policy is endorsed by the Council as part of the Compact agreement and will be reviewed by the Voluntary Sector Liaison Committee on an annual basis as part of its remit to implement the principles in the Compact agreement.

3. Definition

Volunteering is an important expression of Citizenship as well as an important component of democracy. Volunteers are people who, unpaid and of their own free will, contribute their time, energy and skills to benefit the Community. Volunteering may be for a limited time (for example, to assist in the completion of a particular project or event), or it may be on an on-going basis (for example, to assist in the day to day delivery of a particular service).

The Council recognises its responsibility to arrange its volunteering efficiently and sensitively so that the valuable gift of the volunteers' time is best used to the mutual advantage of all concerned.

Some examples of ways in which volunteers contribute to the work of the Council are given below:-

- School Governors;
- Sport and the support of sport;
- Transport schemes
- Countryside management schemes
- Advocacy (social services)

The Council is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

4. Why Have a Policy?

A written policy gives formal recognition to the importance of volunteers and ensures that the following objectives are met:-

- Volunteers are involved in appropriate activities through a suitable selection procedure which includes references and, as required, Disclosure and Barring Service (DBS) checks
- Volunteers are welcomed, feel valued and receive a relevant induction from the service in question;
- Volunteers' contributions are maximised by providing appropriate training and support;
- More people are encouraged to become involved as volunteers;
- More volunteers remain involved.

This policy will help all staff involved in recruiting and managing volunteers to adhere to good practice and support volunteers in a planned and managed way.

5. What are the Benefits of Engaging a Volunteer?

- Experiences and skills can be drawn upon and developed to impact positively on a range of services and projects;
- Volunteers can be flexible and innovative in their approach;
- Volunteers enhance a sense of Community and help to build an inclusive society;
- The Community and the environment benefit from the contribution made by volunteers

6. Principles

6.1 Recruitment and Selection

The Council aims to recruit volunteers from all sections of the community with a wide range of skills, life experiences and knowledge.

The recruitment of volunteers will normally be carried out through the posting of advertisements in leaflets, newsletters and on the corporate website. It may also be done by making informal contact within the existing user community.

All prospective volunteers will be interviewed to discuss their skills, roles and expectations. The selection procedure will broadly follow the processes outlined in the Authority's Recruitment and Selection Policy (where appropriate), which will include references and a check from the Disclosure and Barring Service (DBS) if applicable.

6.2 Status of Volunteers

A volunteer is not an employee or worker and will not have a contract of employment with the Council. All voluntary work undertaken is unpaid. The Council will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role's requirements and that where available the Council will provide work for the volunteer. However, the volunteer is free to refuse to fulfil the role and the Council is not bound to provide the work.

Note: This policy does not apply to foster carers.

6.3 Volunteering Roles

It is the responsibility of the manager working with the volunteer to draw up an outline of the volunteer role. This will set out the duties of the role and the skills and experience necessary, as well as any training that is required before the voluntary work is undertaken. Voluntary work should complement the work of paid staff and provide added value to the benefit of service users. Volunteers are not intended to substitute for paid employees, so care should be taken to ensure that no undue demands are placed on our volunteers, and that they do not undertake work that should normally be carried out by paid staff.

6.4 Supervision and Support

The Council is committed to developing the knowledge, skills and effectiveness of its volunteers. This will be achieved by providing:-

- Appropriate training and development;
- Meaningful work within the priorities of the service;
- Effective supervision;
- Recognition of work completed;
- Clear targets, priorities and appropriate standards for the work assigned.

Volunteers will be entitled to receive a reference from the Council. This is conditional on the volunteer undertaking at least 30 hours of voluntary work of satisfactory standard whilst working directly on behalf of the Council.

6.5 Confidentiality

Where appropriate, volunteers will be required to sign a confidentiality agreement.

6.6 Grievance Procedure

Volunteers should raise any concerns of problems with their immediate supervisor.

6.7 Expenses

Where appropriate, volunteers will be offered reimbursement of reasonable travel expenses from their home to place of work. A mileage allowance for those using their own means of transport is set at 18 pence per mile. All expenses must be agreed in advance with the volunteer's immediate supervisor.

6.8 Notice

The Council or the volunteer should endeavour to provide as much notice as possible of their intention to end the volunteering arrangement.

7. Compliance with Council policies, procedures and protocols

A number of specific issues are relevant to this volunteering policy:-

7.1 Equality and Diversity

The Council is committed to equality and diversity, both in the provision of services and in its role as a major employer, and to the elimination of unfair and unlawful discrimination in all our policies, procedures and practices. The Council treats all people with equal respect, concern and consideration and recognises the valuable contribution made to the Isle of Anglesey by all individuals. Volunteers will be expected to accept and work in accordance with these principles.

7.2 Welsh Language Scheme

The Council recognises equal status for the Welsh and English languages. Welsh and English will be the official languages of the Council and will enjoy the same status and validity in the Council's administration and work. Volunteers will be expected to be aware of this principle.

7.3 Health & Safety

The Council has a responsibility for the health and safety of volunteers. Volunteers must be treated the same as paid staff in respect of health and safety. Volunteers should at all times follow the Council's health and safety policies and procedures. A risk assessment specific to each volunteer work area and role must be undertaken by a qualified person and a copy provided to the volunteer. Volunteers have a duty to take care of themselves and others who could be affected by their actions. Volunteers must not act outside their authorised area of work or duties. Volunteers must report all accidents and near misses to their supervisor.

7.4 Safeguarding Policies

Where appropriate, volunteers need to comply with the Council's Safeguarding policies and protocols in relation to vulnerable people.

7.5 Insurance

7.5.1 General

Volunteers will be indemnified against third party claims under the Council's Public Liability Insurance while carrying out their duties.

7.5.2 Drivers

Any person acting as a volunteer on behalf of the Council which requires the use of a vehicle (private or Council vehicle), must comply with the Council's Fleet and Driver Policy.

7.6 Disclosure and Barring Service (DBS) Check

Where the volunteering activity is with children and young people under the age of 18 years or vulnerable adults the volunteer will be advised that a Disclosure from the Disclosure and Barring Service must be applied for. Guidance will be provided by the relevant Council department.

ISLE OF ANGLESEY COUNTY COUNCIL	
REPORT TO:	THE EXECUTIVE
DATE:	14 MARCH 2016
SUBJECT:	DISCRETIONARY HOUSING PAYMENT POLICY 2015/ 2016 AND SUBSEQUENT YEARS & DISCRETIONARY ASSISTANCE FUND POLICY
PORTFOLIO HOLDER(S):	COUNCILLOR HYWEL EIFION JONES (PORTFOLIO HOLDER – FINANCE)
HEAD OF SERVICE:	MARC JONES (HEAD OF FUNCTION (RESOURCES) AND SECTION 151 OFFICER)
REPORT AUTHOR:	KEVIN SPICE, DEVELOPMENT MANAGER AND GERAINT JONES, REVENUES & BENEFITS SERVICES MANAGER
TEL:	01248 752212
E-MAIL:	KSXFI@ANGLESEY.GOV.UK
LOCAL MEMBERS:	NOT APPLICABLE
A - Recommendation/s and reason/s	
<p>RECOMMENDATIONS</p> <p>To approve the revised Local Discretionary Housing Payment Policy (DHP) Scheme from 4 April 2016 for 2016/17 and subsequent years (see Appendix A).</p> <p>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).</p> <p>To allow the Revenues & Benefits Service to withdraw the Discretionary Assistance Fund service currently provided by the DHP team.</p> <p>REASONS AND BACKGROUND</p> <p>The purpose of this report is to inform the Executive on the operation of the DHP and DAF schemes during the financial year 2015/16 and advise of any changes for the future.</p> <p>DISCRETIONARY HOUSING PAYMENT</p> <p>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.</p> <p>All DHP awards must be made within the overall cash limits as determined by the DWP. The DWP will award the Local Authority (LA) an annual sum (<i>Government Contribution</i>) towards administration of the scheme. LAs can top up the Government Contribution by an additional 150% (<i>permitted total</i>) if they so wish. Any awards in excess of the permitted total would be illegal</p> <p>Following the welfare reform measures of April 2013, demand for DHP increased substantially. In order to take account of the increase in demand and the effects of revised DWP guidelines for making awards, the Council’s DHP policy has been updated and amended annually. During the current financial year there are indications that the pattern of both applications and awards is changing; these changes are reflected in this revised policy.</p>	

For the current financial year, the DWP grant for DHP was reduced by 25%, giving the Council £118,413 to spend on the scheme. Spending above this amount would be permitted but would have to be funded by the Council. However, the reduction in funding was also matched by corresponding 24% reduction in the number of applications received. Consequently, we anticipate a slight underspend of this year's DWP grant. Anecdotal evidence from neighbouring authorities suggests a similar pattern throughout North Wales.

A combination of fluctuating demand and revised DWP guidance is making it increasingly difficult to achieve an appropriate balance between spending the entire DWP funding available for DHP and ensuring that there is no substantial overspend for which the Council currently has no budget provision.

Whilst it would appear that demand for the scheme is easing, a number of factors have the potential to change this in the near future. The latest round of welfare reform measures will be introduced during the next financial year. This is recognised by an increase in DWP funding for DHP for 2016/17. Anglesey's grant will increase by 15.6% to £136,898 with the increase being primarily attributable to the potential effect of further reducing the 'benefit cap' to £20,000. This change is likely to have a more far reaching effect than the original benefit cap which only affected a small number of Anglesey claimants. As yet, we do not know what effect these changes may have on both demand and expenditure. Additionally, the number of successful legal challenges to some of the welfare reform measures is increasing and may result in further strain on the DHP scheme.

The main changes that have become apparent locally during the current financial year are as follows:-

- The effects of the Spare Room Subsidy (SRS) (bedroom tax) continue to be substantial. Despite the overall reduction in DHP applications received this year, claims from households affected by SRS continue to increase (49.5% of all DHP applications related to SRS, compared to 45.6% the previous year). Clearly, those affected are still not managing to cope with the effects of the SRS. This is partly attributable to the lack of available and suitable housing stock to allow households to downsize and partly down to a lack of willingness of tenants to give up secure tenancies in homes to which they have a strong emotional and/or historic attachment;
- There has been substantial growth in the volume of applications for 'one off' costs such as rent deposits, removal costs and rent in advance. These applications now account for 15.7% of all DHP applications. This can cause problems as the costs involved can be substantial, especially if all three elements are claimed;
- There has been a reduction in the level of successful repeat applications. 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.

2015/16 YEAR TO DATE ANALYSIS

At 28 January 2016 overall expenditure on DHP (spent and committed) amounts to £100,564 this leaves a sum of £17,849 to be spent over the next 9 weeks. This is likely to result in a small underspend on the scheme.

DHP applications up to 28 January 2016 amounted to 518 – of which:-

- 92 were awards carried over from 2014/15;
- 219 approved for payment (51.4%);
- 190 refused;
- 17 pending assessment.

The majority of applications are from households affected by the Spare Room Subsidy (bedroom tax) - 50% of all applications received were for this reason. Of the claims received, 46% were awarded DHP.

10% of applications related to shortfalls in rent attributable to Local Housing Allowance in the private sector; of these, 78% were successful.

A total of 67 applications (16% of all applications) were received asking for help with deposits, moving costs or rent in advance. This is an area that will need to be monitored carefully in the coming year due to the cost of these awards when compared to rent 'top up' awards. It is noticeable that the costs being quoted by some removals contractors are escalating quickly as it has become clear that DHP can cover such expenses.

It is now three years since the welfare reform measures of 2013 were introduced. Despite the fact that making a further award of DHP will be conditional on the applicant making every effort to improve their financial situation, 49% of all DHP applications in the current year were for repeat awards. Overall, 50% of the repeat applications were successful. Of those applying: -

- 22% were applying for a second period of DHP;
- 15% were applying for a third period of DHP;
- 7% were applying for a fourth period of DHP;
- 5% were applying for a 5th, 6th or 7th period of DHP.

The average value per award is £459; an increase on the previous year due to the increased expenditure on 'one off costs'.

Staff shortages on the DHP/DAF team caused serious delays in processing during the summer months of 2015. These issues have now been resolved; the average time to process applications over the year to date is 30.7 calendar days, with the target time in the DHP policy being 30 days.

In total, only 22 applicants requested that the refusal to award them DHP should be reconsidered by a second, more senior officer. This equates to 5% of all applications. During the current year, no requests for a formal appeal to the Council's Appeals Panel were received.

DISCRETIONARY ASSISTANCE FUND

The Discretionary Assistance Fund (DAF) was introduced in April 2013; it replaced the Social Fund, previously administered by DWP. Welsh Government awarded the contract to administer DAF to a partnership consisting of The Family Fund, Northgate Information Services and Wrexham County Borough Council. Claims for assistance can be made online or via a 'trusted partner' organisation who are tasked with supporting claimants with their application.

When the scheme was first introduced in 2013 there was no 'trusted partner' organisation available in Anglesey. Consequently, a decision was taken by the Welfare Reform Project Board that the Revenues & Benefits Service should apply for 'Trusted Partner' status and that the service be delivered by the DHP team. The additional FTE post created was funded for an initial 12 month period (October 2014 to October 2015) by a grant from the Council's welfare reform project budget.

Statistical information had suggested that there would be approximately 600 applications for help under the scheme annually. However, operational experience does not support these figures. Whilst the overall number of DAF applications does match projections, the numbers routed via the DHP/DAF team was far fewer; since April 2015 only 76 applications have been made via the DHP/DAF team. It would seem that two main factors have contributed to the lower than expected number of applications:-

1. The majority of referrals for DAF emanate from DWP. Because of their 'digital where appropriate' policy, they invariably advise clients to apply for DAF online via the self service option as opposed to referring them to the Council to complete a supported application.
2. Initially, the Revenues & Benefits team were the only 'trusted partners' available in Anglesey. However, a number of other organisations have since applied for and achieved 'trusted partner' status and can offer the same service.

Following the restructure of the Revenues & Benefits Section, the staffing resource available for DHP administration will be reduced to one FTE. Grant funding for the DAF post is no longer available and there will be insufficient capacity within the revised staffing structure to accommodate the resource required to support DAF applications. Given that DAF applicants now have access to a range of agencies to support the application process, withdrawing the facility from the DHP team should not create any problems for potential applicants.

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

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).

C - Why is this a decision for the Executive?

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. Changes in the pattern of applications and awards have necessitated a further revision of the policy adopted in March 2015.

CH - Is this decision consistent with policy approved by the full Council?		
Is consistent with the Council's Corporate Plan 2013 – 2017 and contributes to the priority – 'Increasing Housing Options and Reducing Poverty'.		
D - Is this decision within the budget approved by the Council?		
There is no specific budget for DHP expenditure above the level of the DWP grant. As was the case in previous years, the intention is to ensure that overall expenditure on the scheme is at or near the DWP grant award (£136,898 for 2016/17).		
DD - Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	C/Ex has no further comment
2	Finance / Section 151 (mandatory)	Author of Report
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any external bodies / other/s	
E - Risks and any mitigation (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	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	Outcome Agreements	
7	Other	
F - Appendices:		
Appendix A – Discretionary Housing Payment Policy 2016/17 and subsequent years.		
FF - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> • 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 2016 (and subsequent years)

Date	Version	Name
January 2014	1.0	Kevin Spice
August 2015	1.1	Kevin Spice
January 2016	1.2	Kevin Spice

1. BACKGROUND

- 1.1 The Discretionary Housing Payment (DHP) scheme is intended to provide customers in receipt of Housing Benefit or the Housing Element of Universal Credit with '*further financial assistance*' with their housing costs 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 for Work and Pensions (DWP). The DWP will award the LA an annual sum (*Government Contribution*) towards the administration of the scheme. LAs can top up the Government Contribution, by an additional 150% (*permitted total*) if they so wish. 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 DHP awards will always be tenure neutral. Applications will be treated equally regardless of whether they relate to private or social sector tenants. The prime determinant for making an award will always be the individual circumstances of the applicant.
- 1.6 Unspent DHP funds must be returned to DWP at the end of the financial year.

2. 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. In addition to rental liability, housing costs may also be interpreted to include:-
 - Rent in advance;
 - Deposits;
 - Lump sum costs associated with housing need, such as removal costs.

As long as they have been used for the purpose intended, there will be no requirement for 'lump sum' payments 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 removal of the Spare Room Subsidy (“bedroom tax”) who foster children;
- Claimants with specific medical issues that may result in them incurring additional expenditure or needing additional accommodation;
- Reduction of entitlement due to the effect of Income tapers;
- Provision of lump sum payments in respect of ‘one off’ costs such as deposits, rent in advance or removal costs. When considering DHP awards for these costs, the assessing officer should be satisfied that the new property is affordable and suitable for the tenant’s needs and that there is a valid reason for the move;
- Where rent can no longer be afforded due to a relevant change of circumstance which is beyond the control of the applicant, e.g. loss of employment.

2.3 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.

2.4 When assessing DHP, applicants must complete a financial statement listing all household income and expenditure. Income from all sources will be taken into consideration regardless of whether they are normally disregarded in mainstream welfare benefits means testing.

2.5 DHP awards are normally 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 financial situation and that any failure to do so has been for reasons beyond their control.

However, in some circumstances, the applicant’s circumstances may require a longer term or indefinite award of DHP. In such circumstances, the award will be reviewed on a periodic basis in order to ensure that there has been no change in circumstances that would affect the award.

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. This may include expenditure on items that would, to most people, appear to be unreasonable. However, this should not necessarily preclude making a DHP award.

The main criteria in making a decision in such cases will be to determine whether the applicant is receiving appropriate help to deal with their problems. If they are 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.

Furthermore, the proportion of household income devoted to these items will also be a relevant factor in the decision making process.

- 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 some 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. CRITERIA FOR MAKING DHP AWARD

3.1 Before making an award, LAs must be satisfied that the claimant is entitled to:-

- HB; **or**
- Universal Credit containing a housing costs element; **and**
- Has a rental liability; **and**
- Requires further financial assistance with housing costs.

Since the introduction of Universal Credit, LAs must consider DHP claims from customers who are not receiving HB. Where a customer in receipt of UC makes a claim for DHP, 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;
- The value of the 'housing costs' included in the UC award is established.

4. WHAT DHP CANNOT COVER

4.1 Certain elements of a claimant's rent ~~that~~ cannot be included as 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 their means (determining lifestyle may require a home visit);
- Repayment of welfare benefit overpayments and fines.

5. 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. The Council's DHP policy will be made available online and in hard copy form. Internal and external stakeholders will also be provided with hard copies of the policy. Where staff identify situations where DHP may be relevant, they should always invite the customer or their 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 if 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. 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 DHP entitlement, welfare benefits and allowances that are normally disregarded during means testing **will** be treated as income for DHP purposes. The only exception will be the Mobility Component of Disability Living Allowance (DLA) if the claimant is using the allowance to pay for a vehicle under the Motability scheme. Whilst DLA and Personal Independence Payment (PIP) will be classed as income, the assessing officer should also ensure that any additional household expenditure attributable to the claimant's illness or disability is also taken into account when determining the application.
- 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 themselves 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 by 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 some instances it will be clear that the applicant's financial 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 on the grounds that it does not represent the best use of limited funding. Alternately, 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.
- 6.10** 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 welfare benefits, the assessing officer **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**, that the failure to do so will result in financial hardship to the DHP applicant.
- 6.11** 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 their 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 the contract rent. Has the tenant given permission for the Council to approach their landlord? (will not apply to social housing tenants);
 - Efforts to downsize if they are over accommodated social housing tenants. For example:-
 - Have they asked their social landlord for a transfer to a smaller property?;
 - Are they on the housing provider's transfer list?;
 - If there is no alternative available in the social sector, could they consider moving to the private rented sector?

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.

- 6.12** There will be some cases where the applicant's circumstances are such that it would be neither reasonable nor feasible for the DHP applicant to move home, find work or reduce their household expenditure, for example, someone with disabilities living in a property adapted for their needs. In such cases, a longer term or an indefinite 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.
- 6.13** Expenditure on court fines or welfare benefit overpayments will not be considered in the financial calculation; DHP cannot be seen to be paying off such liabilities.

- 6.14** 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?;
 - The level of debt outstanding and the proportion of household income allocated to servicing the debt.
- 6.15** 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.
- 6.16** 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.
- 6.17** 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.
- 6.18** 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.
- 6.19** Where a DHP application is made due to a shortfall between Housing Benefit and contract rent, every effort should be made to establish whether there is any prospect of the landlord agreeing to reduce the contract rent (this can only be done with the permission of the claimant). The DHP application will proceed as normal; however, if the negotiation of a rent reduction has been successful the rate of DHP awarded will be reduced or extinguished as appropriate.
- 6.20** Where the DHP application is for help with a shortfall in private sector rent, the applicant should be asked to give their consent to allow the Council to contact the landlord to see if there is scope for negotiating a rent reduction. Where consent is refused, the applicant should be informed that failure to give consent without good cause may result in their application for DHP being refused.
- 6.21** 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.
- 6.22** 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.

- 6.23** 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 8 weeks or more.
- 6.24** Under Universal Credit, the default method of payment will always be direct to the claimant. This will also apply to the 'housing allowance' element of UC award. However, payment to the landlord may be made if the claimant meets the relevant vulnerability criteria relating to Alternative Payment Arrangements. This provision applies to both private sector and social tenants. DHP applicants in receipt of UC will need to specify to who the 'housing allowance' element of UC payments are made.
- 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?;
 - Whether anyone in the household will be reaching a 'critical age'. For example, a child reaching an age where they qualify for the sole use of an additional bedroom; or a working age individual in a social tenancy becoming pensionable age.
- 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 Council to contact their landlord to try and negotiate rent reduction.
- 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/housing cost element of UC at the address for 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, rent in advance or removal costs, the following should be considered:-

- Is there a valid reason for the applicant to move home? Applications for one-off costs may be for substantial amounts of money, especially if the applicant is applying for deposit, rent in advance and removal costs. Before applications can be considered, the assessing officer should be satisfied that there is a justification for the move. Reasons for moving may include:-
- Medical reasons e.g. needing a property with no stairs;
- Over accommodation or overcrowding;
- Fleeing domestic violence;
- Eviction from previous tenancy.

One-off DHP payments should not be used to cover the costs involved where the applicant simply wishes to move to another property without valid justification.

- Will the new property be affordable? DHP should only be considered when the new property is affordable and suitable for the claimant's needs;
- Is there a rent deposit to be returned from the previous tenancy?;
- If there is an application for removal costs, was the applicant's previous address furnished or unfurnished? If it was furnished, is there a need for a full removal service?;
- Does the applicant have anyone who can help with the costs or removal?

If the DHP award does not fully meet the cost of the claim, it may be appropriate to refer the applicant to the Discretionary Assistance Fund for additional help by means of an Emergency Assistance Payment. Where such referrals are made, it is important to make the applicant aware that there is no guarantee that the application will be successful.

6.29 If the application for deposit/rent in advance/moving costs 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 2nd July 2001. Any application for backdating must show continuous good cause.

7. 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 present with the DHP application **and** there is no indication of unreasonable expenditure or that the applicant is living beyond their means in an unreasonable manner.

8. 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. APPEALS

- 9.1** DHP 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.
- 9.4** 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.
- 9.5** Should the applicant disagree with the decision of the Council's Appeals Panel the only recourse to further review will be to the Local Government Ombudsman service if they feel that the matter has been mishandled, or Judicial Review if they believe that the decision was incorrect in law.

10. NOTIFICATIONS

- 10.1** Following determination of an application for DHP, the applicant must be notified of the outcome in writing. Notification letters must be sufficiently detailed so as to enable the applicant to put forward an appeal should they disagree with the decision. 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;
 - 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 the landlord's 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. 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.
- 11.3** Where a claimant is in receipt of UC, the payment cycles will need to align with the monthly payment of UC.

12. 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. RECORD KEEPING

13.1 Department for Work and Pensions are required to monitor how DHPs are being used by customers affected by welfare reform. Consequently, Local Authorities are required to record the main reasons for making awards. Each DHP award should be recorded under the following categories:-

- To support customers affected by the benefit cap;
- To support customers affected by the social rented sector size criteria;
- To support customers affected by LHA reforms;
- Any other reason.

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	THE EXECUTIVE
Date:	14 March, 2016
Subject:	WORKING IN PARTNERSHIP – Policy Document
Portfolio Holder(s):	Cllr Alwyn Rowlands, Portfolio Holder (Transformation, Performance, Corporate Plan and Human Resources)
Pennaeth Gwasanaeth:	Annwen Morgan, Assistant Chief Executive
Report Author:	Anwen Davies, Health & Social Care Impact Officer
Tel:	01248 752578
E-mail:	AnwenDavies@ynysmon.gov.uk
Local Members:	Not Applicable

A – Recommendation / s and Reason / s
<p>1. BACKGROUND / CONTEXT</p> <p>1.1 Working in partnership has become an integral part of Local Authorities' working practices and there is evidence that this has led to developing a relationship of trust and has enabled the development of robust frameworks to deliver tangible outcomes for our customers, citizens and communities. Whilst partnership working can bring significant benefits, can respond to complex challenges and provide flexibility, innovation and additional resources to service delivery, it is not easy and can carry significant risks (often associated with complexity and ambiguity) unless delivered within a robust governance framework;</p> <p>1.2 The 2014/15¹ Annual Governance Statement summarised our partnership governance arrangements as a significant governance issue: <i>".... The Council does not have a formal Partnership Framework in place to provide assurance that all partnerships have adequate governance, management and performance arrangements in place to meet their stated objectives and that they provide value for money in relation to the Council's financial and other resources invested in them..."</i></p> <p>The Wales Audit Office concluded in the Corporate Assessment Report² that the Council plays a prominent role in collaboration and contributes well to partnership working. Collaboration and partnership working at all levels (local to international) is essential to enable the Council to achieve its ambitious investment and new job</p>

¹ Annual Governance Statement 2014/15 (dated May, 2015)

² Annual Improvement Report 2014/15 (incorporating the Corporate Assessment Report 2015), Wales Audit Office December, 2015

creation;

- 1.3** A report was completed recently by the Internal Audit Unit on the governance arrangements of our partnership working³ which provides a driver to progress some key development areas. This will therefore enable the Council to further develop its corporate approach to partnerships (strategic and operational, internal and external). The audit report contained 6 recommendations which are summarised in paragraph 3 below.

2. ALIGNMENT WITH THE COUNCIL'S STRATEGIC PRIORITIES

- 2.1** The Authority's improvement plans for the current term up to 2017 are detailed in our Corporate Plan⁴ and the Transformation Plan⁵. One of the Council's main objectives is a commitment to developing partnerships in order to provide effective and efficient services of good quality that are highly valued;
- 2.2** Our Self-Assessment⁶ states that Partnership and collaboration are integral to how the Council strives to achieve its ambition and its transformation programme. For a Council of its size, it is an important way of building capacity and is fundamental to our approach to delivering on joint priorities. We believe that successful partnership working is essential in order to provide better services for our customers and a successful Anglesey. Increasingly, our success as a Council will be judged on the basis of how well we work with others to improve the well-being of our citizens.

Our transformation work over the past 2 years has enhanced our status within the local government family in Wales and we are now fully involved in partnership work within that framework.

3. THE SCOPE OF PARTNERSHIP WORK-STREAMS

Our partnership work-streams will cover the following elements:

- 3.1** Develop a partnerships policy document [**policy**]
- 3.2** Develop a partnerships toolkit that will provide guidelines for establishing and developing partnerships [**toolkit**]
- 3.3** Compiling a central, corporate register of partnerships [**register**]
- 3.4** Developing monitoring arrangements for partnerships in order to keep track of outcomes and financial matters [**monitoring and reporting on performance**]
- 3.5** Establishing the role of the Audit and Governance Committee in relation to reviewing partnership governance arrangements including the monitoring of risk registers [**assurance and risk management**]
- 3.6** Conduct an annual review of the key partnerships [**annual review**].

³ Internal Audit Report : Partnerships – Governance Arrangements 003.15/16 (February, 2016)

⁴ Isle of Anglesey County Council Corporate Plan 2013-2017

⁵ Isle of Anglesey County Council Transformation Plan

⁶ Isle of Anglesey County Council Self Assessment Report January, 2015

4. POLICY DOCUMENT – WORKING IN PARTNERSHIP

4.1 The Council has extensive experience of working in partnership, be it on a local, regional or national level⁷.

4.2 Key Drivers: with increasing pressure on public finances, it is imperative that the Council ensures that clear guidelines are in place for determining when to establish partnerships, which service(s) and the outcomes expected of them and for the sound management of the relationship in order to:

- enable us to deliver on our Corporate Plan and strategic priorities. Also, to improve the experience and outcomes for those individuals who use our services
- evidence value for money or cost efficiency in our future investments and ensure clear and measurable outcomes
- respond to partnership risks and ensure that areas for development are addressed
- have clarity around accountability and monitoring arrangements
- identify any scope to rationalize partnerships and ensure a clear procedure for bringing any arrangements to an end.

4.3 The policy document (**APPENDIX 1**) focuses on partnerships where the Council chooses to work with other organisations in the private, public or voluntary sector. It does not address the links made through the procurement process.

4.4 The policy therefore summarises the Council's vision for partnership working and supplements the individual partnership statements that already exist eg Isle of Anglesey Compact (partnership agreement with the Voluntary Sector), the Shared Community Charter with the Town & Community Councils on the Isle of Anglesey.

4.5 Definition of partnership: the term partnership is being used increasingly in the public, private and voluntary sectors and therefore has many definitions. In the context of this policy document, a partnership is defined as:

A joint working arrangement where the partners are otherwise independent bodies, agree to co-operate to achieve a common goal of community cohesion and to achieve it, create an organizational structure or process and agreed programme.

5. RECOMMENDATIONS

The Executive is requested to approve:

5.1 The above definition of partnership as a basis for the partnership work-streams over the next period (see paragraph 4.5)

5.2 The Policy Document as a robust foundation for our partnership work (see Appendix 1)

5.3 A request that the Partnership and Regeneration Scrutiny Committee comments on the robustness of the policy document as a basis for the

⁷ Annual Improvement Report 2014/15 (incorporating the Corporate Assessment Report 2015), Wales Audit Office December, 2015

Council's partnership work and also as a framework to inform our monitoring arrangements by the scrutiny committees.

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

Not Applicable.

C – Why is this a decision of the Executive?

It is a matter for the full Executive as it is an integral part of the Council's governance arrangements.

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

Yes.

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

Unknown.

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (Mandatory)	The Senior Management Team considered the Policy Document at its meeting of 13/01/16 and the comments have been incorporated in the final version of the document.
2	Finance / Section 151 (Mandatory)	The Head of Function (Resources)/Section 151 Officer contributed as a member of the Senior Leadership Team. His comments are reflected in the final policy document.
3	Legal / Monitoring Officer (Mandatory)	No comments.
4	Human Resources (HR)	
5	Property	
6	Information and Communication Technology (ICT)	
7	Scrutiny	The Partnership and Regeneration Scrutiny Committee will consider the robustness of the Policy Document at its next meeting to be convened on 12 April, 2016.
8	Local Members	Not Applicable

9	Any external / other bodies	<p>The following bodies were invited to comment and the observations received have been incorporated in the final version of the Policy Document:</p> <ol style="list-style-type: none"> 1. Menter Môn 2. Medrwn Môn 3. Town & Community Councils Stakeholders Group.
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E – Risks and any mitigation (if applicable)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	Not Applicable
4	Environmental	Not Applicable
5	Equality	Not Applicable
6	Outcome Agreements	Not Applicable
7	Other	Not Applicable

F – Appendices:	
Policy Document – Working in Partnership (Appendix 1)	

FF – Background Papers (please contact the author of the report for further information):	
Anwen Davies, Health & Social Care Impact Officer, Isle of Anglesey County Council, Council Offices, Llangefni. LL77 7TW.	



WORKING IN PARTNERSHIP

POLICY DOCUMENT

This policy has been formulated within the context of the following documents by the Isle of Anglesey County Council:

1. Partnerships toolkit (providing guidelines for establishing and developing partnerships)
2. A corporate, central register of partnerships
3. Partnership monitoring arrangements (to keep track of outcomes and financial matters)
4. Arrangements for annual reviews of key partnerships.

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APPENDIX

Corporate Plan: themes and priorities

Appendix 1

1. Introduction and context

The Isle of Anglesey County Council has extensive experience of working in partnership, be it on a local, regional or national level¹. With increasing pressure on public finances, it is imperative that the Council ensures that clear guidelines are in place for determining when to establish partnerships, which service(s) and the outcomes expected of them and for the sound management of the relationship in order to:

- enable us to deliver on our Corporate Plan and strategic priorities (**Appendix1**). Also, to improve the experience and outcomes for those individuals who use our services
- evidence value for money or cost efficiency in our future investments and ensure clear and measurable outcomes
- respond to partnership risks and ensure that areas for development are addressed
- have clarity around accountability and monitoring arrangements
- identify any scope to rationalise partnerships and ensure a clear procedure for bringing any arrangements to an end.

This document focuses on partnerships where the Council chooses to work with other organisations in the private, public or voluntary sector. It does not address the links made through the procurement process².

This policy therefore summarises the Council's vision for partnership working and supplements the individual partnership statements that already exist eg Isle of Anglesey Compact (partnership agreement with the Voluntary Sector), the Shared Community Charter with the Town and Community Councils on the Isle of Anglesey.

2. Definition of partnership

The term partnership is being used increasingly in the public, private and voluntary sectors and therefore has many definitions. In the context of this policy document, a partnership is defined as:

A joint working arrangement where the partners are otherwise independent bodies, agree to co-operate to achieve a common goal of community cohesion and to achieve it, create an organisational structure or process and agreed programme.

A partnership is therefore a collaborative arrangement that could include any one or more of the following elements where partners:

- Agree to work together to achieve common objectives and outcomes for the community
- establish a new structure to achieve objectives and outcomes and where appropriate, create a new organisational structure separate to their own organisation
- plan and implement a jointly agreed programme, which may well involve joint staffing and/or resources
- share accountability, information, risks and benefits
- may be required by statute to come together for the purposes of joint working.

Collaboration describes the creation of sustainable relationships with a supplier(s) in the public, private or voluntary sectors or a social enterprise to deliver services, carry out projects or acquire supplies and equipment. The benefits include better planning, integration of services for customers, access to new and scarce skills, economies of scale, community benefits or joint investment eg job creation or other positive impacts on the local economy.

Based on this definition of partnership, the key partnerships in which the Council are involved are listed in a corporate, central register which is reviewed annually (**the current Register is on the Council's website**).

¹ Annual Improvement Report 2014/15 (incorporating the Corporate Assessment Report 2015), Wales Audit Office December, 2015

² Circumstances in which the Council would provide an opportunity to a range of organisations or individuals to provide their services for a specific purpose through a competitive process with the Council selecting one provider and confirming the arrangements by agreement

3. Why work in partnership?

There needs to be absolute clarity as to the circumstances under which it is appropriate for the Council to work in partnership with others and that this be considered in a completely transparent manner – by measuring against a set of criteria.

There are a number of reasons why working in partnership benefits the Council and the communities of Anglesey:

- I. **Strategic planning** – some matters extend beyond the boundaries of individual local councils and it could be beneficial for a number of councils (and possibly other organisations) to work together to have a greater influence. For example:
 - North Wales Councils collaborating with Further Education Colleges because their catchment areas are much broader than those of any individual council
 - Councils in the North working together with strategic partners to achieve economic growth by focusing on infrastructure, education and skills and the supply chain (North Wales Economic Ambition Board)
 - Isle of Anglesey and Gwynedd Councils working together to establish a local services board and partnership unit for the North West to provide strategic support across a number of partnerships.

- II. **Sharing resources and expertise** – some areas are specialised and there are benefits in public bodies working together and sharing resources and expertise rather than working separately. For example:
 - Raising standards in our schools requires specialist support and is a difficult area for the Council to justify creating a dedicated resource because the nature of the work is constantly changing with different schools needing different support from time to time. North Wales local authorities therefore receive a specialist service from a regional service³
 - There are some aspects in the area of Planning⁴ where it is appropriate to share resources with neighbouring councils. As a result, a joint planning policy unit has been created with Gwynedd Council to discharge these duties.

- III. **Working across sectors** – it is essential that the Council works effectively in conjunction with partners to provide a high quality service to the residents of the Island. For example:
 - Jointly planned services in the field of health and social care. To this end, the Council is working with the Betsi Cadwaladr University Health Board to ensure co-ordinated care for individuals who need support.

- IV. **Local collaboration** – there are national bodies that have responsibilities on Anglesey such as Natural Resources Wales, the Wales Probation Service. Also, there is joint working already happening through a number of networks such as the Voluntary Sector Liaison Committee, Engagement and Consultation Board and the Town & Community Councils Forum. Where our interests coincide and where there are opportunities to collaborate, it makes sense for us to work together to make the best use of public finances.

4. Criteria for selecting partnerships

In considering whether or not to work in partnership with other organisations, it is important that we consider each request or opportunity against a number of criteria. With the restrictions and pressure on public finances intensifying, we should not continue with partnerships merely because they have existed historically. There must be clarity as to why we should continue with any partnership, ensuring that we work with the most appropriate bodies. Therefore, any partnership should be measured against a set of criteria:

³ GwE- North Wales Schools Effectiveness and Improvement Service

⁴ For example creating a Local Development Plan

- A. **Aim** – clarity regarding the purpose of any partnership is essential. It should be ensured that any activity corresponds with the direction of the Council's Corporate Plan and contributes to the priorities that have been identified and endorsed by the County Council.
- B. **Value for Money** – an important benchmark in establishing or determining whether to continue with most partnerships. However, in some circumstances other criteria will be more important for example ensuring community resilience. In such circumstances, this should be made clear in the documents requesting permission to establish a partnership.
- C. **Resilience** – it is crucial that services are resilient, particularly if they offer services to the public. Any partnership should therefore ensure that its contribution is delivered in a manner that reinforces the Council's ability to provide high quality and reliable services for their users.
- D. **Accessing grants** – an increasing number of grants now make it essential for organisations to work in partnership eg from Welsh Government, Europe and other organisations. However, the fact that grant funding is available is not always a sufficient reason in itself to establish or commit to a partnership. Often, there are long term implications to receiving grants such as – the need for resources to maintain the original investment, the implications for the workforce who are directly involved in a grant funded scheme. It is therefore crucial that any such partnership can evidence how it contributes to the other criteria namely the aim, value for money and resilience.
- E. **Added value** – there are also broader benefits to working in partnership by bringing together local knowledge and expertise, using new methods of working and sharing resources and good practice in order to get the best value from the money that we spend. It is important that we encourage organisations to look at what other bodies offer and to identify the most efficient ways of working together in order to develop community resilience.

5. Adhering to Council policies

It should be ensured that any partnership either adopts the Council's policies or similar policies of other partners or policies that are consistent with those of the County Council. In particular, it should be ensured that any partnership adheres to the following policies:

- Equality Strategy
- Welsh Language Standards
- Health and Safety
- Information Governance
- Safeguarding
- Workforce
- Well-being Statement⁵

6. Governance and performance management arrangements

Once the Council has decided to establish a partnership or continue in partnership, demonstrating clearly how the criteria were addressed, it must be ensured that Governance and Performance Management arrangements are firmly embedded before the work commences, or in exceptional circumstances, within 2 months of forming the partnership.

It must be ensured that the following elements are in place:

- I. **Agreement** – a document that clearly outlines all the partners, the aim of the partnership and the service(s) provided must be available to all partners. This can be a Contract, a Service Level Agreement or a Memorandum of Joint Understanding, depending on the nature of the partnership.

⁵ Well-being of Future Generations (Wales) Act 2015 & Social Services and Well-being (Wales) Act 2014

- II. Clear and measurable outcomes** – the outcomes to be expected of any partnership should be clear from the outset. For partnerships that feed into the Council's Performance Outcomes or those collected nationally, it should be ensured that the wording and the method of data collection is consistent with the guidance available for this type of activity.
- III. Resources and funding** – as a rule, there will be an expectation upon the Council to contribute to a partnership either in the form of staff, a financial contribution or by attending meetings to provide input to the work. These expectations should be clearly laid out before agreeing to participate in any partnership. Partnership expectations could change over time and the partnership's arrangements will need to be reviewed if that happens in order to agree to any changes.
- IV. Governance** – clear and robust governance arrangements will be needed for any partnership. Those arrangements will vary depending on the nature of the partnership and the resources the Council will be contributing. Whatever the nature of the partnership, there should be clear procedures in place to manage the work and ensure adherence to the original agreement. Processes must be in place to ensure that the work programme is being implemented, that there is a clear process of identifying and mitigating risks, issues of integrity, propriety and value for money.
- V. Reports** – it is expected that an annual report is provided clarifying how the partnership has achieved against the aim and the agreed work programme. The annual report should be commensurate with the nature of the partnership – for example a one or two page report may be sufficient for some partnerships but a more detailed report would be expected in other cases. This should be agreed when establishing the partnership.
- VI. Reviews** – the Council should periodically review the value it receives from each of the partnerships. This review will vary from partnership to partnership and will depend on the nature of the work and the contribution of the Council. Each partnership should be reviewed at least once every three years and the frequency of reviews should be agreed with the other partners when setting up the partnership.

APPENDIX 1

CORPORATE PLAN 2014-2017

Key Themes:

THEME 1: professional and well-run

THEME 2: innovative, ambitious and outward-looking

THEME 3: Customer, Citizen and Community focused

THEME 4: valuing and developing our People

THEME 5: committed to Partnership

THEME 6: achieving

Priorities:

1. Transforming Social Care for Older Adults
2. Regenerating Our Communities and Developing our Economy
3. Improving Education, Skills and Modernising our Schools
4. Increasing our Housing Options and Reducing Poverty
5. Transforming our Leisure and Libraries Provision
6. Becoming Customer, Citizen and Community focused
7. Transforming our Information and Communication Technologies

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	14.3.16
Subject:	Approval of Supporting People Programme Grant Commissioning Strategy and Spend Plan
Portfolio Holder(s):	Cllr Aled Morris Jones
Head of Service:	Shan Lloyd Williams
Report Author: Tel: E-mail:	Arwel Jones, Principal Development Officer, Housing Services 01248 752064
Local Members:	

A –Recommendation/s and reason/s
<p>1. Approve the recommendations of the Supporting People Commissioning Plan 2016-19 and</p> <p>2. Approve the allocation of funding per service area, as outlined on page 38 of the Supporting People Commissioning Plan document</p> <p>Reasons</p> <p>1.0 Introduction</p> <p>1.1 The Supporting People Programme is a policy and funding framework initiative by the Welsh Government that provides housing related support for a range of diverse but equally vulnerable groups of people. The services provided do not include the funding of the accommodation or care provision.</p> <p>1.2 The programme focuses on the planning ,commissioning and monitoring of supported accommodation and floating support services which are delivered by various providers across a range of tenures that include accessible and affordable housing, sheltered accommodation, community warden support services, assisted living, supported tenancies, and extra care housing.</p> <p>1.3 One of the Supporting People funding requirements is the need to prepare a Commissioning Plan to inform Welsh Government and all partners and key</p>

stakeholders of our commissioning intentions and priorities. In accordance with Welsh Government Guidance the proposed Plan covers the 2016/19 commissioning Cycle, and is reviewed annually.

1.4 The Welsh Government has protected the Supporting People Programme Grant funding levels for 2016/17 across Wales and has temporarily suspended the redistribution programme which has seen funding for North Wales reduced by in excess of 23% over the previous 4 years.

1.5 However, the Welsh Government Minister has recently informed all 22 Local Authorities, that there is a requirement to establish better alignment between the following Grant funded programmes:

- Supporting People Programme Grant
- Communities First
- Flying Start
- Families First

1.6 It is anticipated that Local Authorities will need to evidence closer working across the four funding streams listed above. Furthermore, it has also been mooted by Welsh Government that all grants will have a 'top-slice' of 5% to be pooled and utilized across all individual Welsh Local Authorities. However, this is yet to be confirmed and discussions and information sharing remain ongoing.

1.7 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. This has over the past 12 months reduced to 27%, and a further disinvestment of Supporting People funding is has been approved by the Local Planning Group from April 2016. However, further work needs to be undertaken within this area in conjunction with Adult Social Care to ensure that the service is modernized into a fit for purpose, cost effective and sustainable model of independent living, whilst incorporating other non-eligible Supporting People elements such as care, supported employment and other day services into a holistic model of delivery across Anglesey.

It is anticipated that the work of separating care and support will be undertaken during the first quarter of 2016. This will form the basis for remodeling the jointly commissioned services and it is anticipated that revised provision can be implemented during the 2017/18 financial year. It is also envisaged that the outcome of the review will result in significant efficiencies within the Supporting People budget, which would contribute towards mitigating any further reductions in the grant funded programme and/or enabling increased

investment in other service areas through the commissioning of eligible homeless Prevention services. Maintaining the current level of investment of housing related support for people with learning disabilities which is funded by Supporting People, is not an option, and further pressure is expected by the North Wales Regional Collaborative Committee to streamline provision for this particular service user group. However, this will result in substantial financial implications and cost pressures for the Council's Social Care budget, particularly as there will remain a statutory duty to provide the assessed care provision to this vulnerable client group, which is not deemed eligible for Supporting People funding. A much lower level of support provision remains strategically relevant

1.8 During 2016, the Isle of Anglesey Supporting People Planning Group agreed to the reconfiguration of housing related support for people with mental health needs and also combining similar needs for people who have either needs relating to substance misuse, offending, generic homelessness or a combination of two or more, given the strong correlation which exists across these services.. These services are currently out to tender with a revised contract in the offing from May 2016.

1.9 Likewise, housing related support services for people with mental health needs is also currently out to tender and will be evaluated within the same process and timeframe, albeit as a separate lot.

2.0 It is anticipated that efficiency savings in the region of £90,000 will be achieved from tendering these services, (£20,000 from Mental Health) with no loss of service provision. This is primarily due to reducing management costs, which are currently high due to the number of different providers involved.

2.1 Housing Related Support for Older People will be the only service area which will receive an increase. This will be circa 4%. The increase in investment is at a direct result of the need to shift from a tenure led service delivery model to one which focuses on need. The current Sheltered Warden Service is to be decommissioned and replaced with a peripatetic model across 6 geographical patches. It is expected that the new service will attract a higher take up than is currently the case and all people aged 55 or over will be able to access this support, regardless of the type of accommodation in which they live. It is expected that a new contract will be awarded from 1.7.16. However, it is also likely that a transitional period of 3 months will be required from this date, to enable all the assessments to be undertaken whilst also ensuring that there will not be a break in provision for those currently accessing support.

2.2 The following services remain unchanged from the previous year's investment and number of people supported.

- Domestic Abuse
- Vulnerable Single Parents
- Young People
- Tenancy Related Support
- Single People aged 25-54
- Community Alarms

2.3 Services for people with Chronic Illness have been decommissioned in full from April 2016. This was previously commissioned across all of North Wales, with Flint Council acting as the lead authority. Following a detailed service review, it was unanimously agreed by the North Wales RCC that the services provided did not meet the Supporting People criteria leading to full decommissioning of the service.

2.4 Similarly following a review of housing related support services to people with physical and sensory disabilities, a recommendation was made to the Supporting People Planning Group to decommission the service in full. Evidence from the review clearly indicated that the funding paid for the provision of care rather than support, and people within this group who are either homeless or at risk of homelessness within 56 days can if required access the tenancy related support which is currently provided internally by the Housing Services.

2.4 Decommissioning of support services for people with chronic illness or physical and sensory disabilities will result in efficiency savings of £40,000 per annum, and will impact upon the Social Services Budget, by circa £33,000.

2.5 During the 2016/17, the Isle of Anglesey Supporting Team will prioritise services for people who experience domestic abuse. There will be a requirement to test the market, and in doing so consider new approaches such as safe houses for individuals and families who flee incidents of domestic abuse. It will also be necessary to test the market for services for young people. Demand across this client group has over the past 4 years been continuously increasing and emerging trends seem to suggest that such patterns are likely to continue, particularly with further changes expected within the welfare reform agenda.

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 Housing Services.
- 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.

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	Approved at SLT on 22.2.16
2	Finance / Section 151 (mandatory)	Present at SLT on 22.2.16 – No further comments presented
3	Legal / Monitoring Officer (mandatory)	No comment presented
4	Human Resources (HR)	Any staffing issues that may arise should be dealt with in accordance with recognised consultation and other HR processes.

5	Property	No comments
6	Information Communication Technology (ICT)	No comments
7	Scrutiny	No comments
8	Local Members	N/A
9	Any external bodies / other/s	All contract and commissioning details within the Commissioning Strategy and Spend Plan were discussed with providers prior to completing the documents and above report

E – Risks and any mitigation (if relevant)		
1	Economic	Minimal anticipated economic impact as the services being decommissioned are effectively care functions. Remodeling of Housing Related Support Needs for People with Mental Health, Substance Misuse and Offending history will retain current levels of staff. Remodeling of services for older people will result in a higher skill set and higher salaries.
2	Anti-poverty	No direct impact anticipated, as a result of changes although changes in national social policy particularly welfare reform may exacerbate circumstances for some vulnerable and / or chaotic individuals and families
3	Crime and Disorder	No direct impact from strategy. However an increase in crime and disorder, as a result of changing social policy and increasing poverty would result in demand outstripping supply and increasing unmet need. This could have a significant impact upon both service users and providers and particularly given the chaotic and complex needs of some of the service users, who require multi agency support and intervention.
4	Environmental	Not applicable
5	Equalities	An Equality Impact Assessment is included within the Local Commissioning Strategy, previously shared.
6	Outcome Agreements	Supporting People providers are subject to adhering to a mandatory outcomes framework as prescribed by Welsh Government.
7	Other	N/A

F - Appendices:

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

Supporting People Programme Grant- Local Commissioning Strategy.

Isle of Anglesey County Council Supporting People Commissioning Plan 2016/19

**Empowering people with support needs to live independently through the provision of appropriate high quality housing related support services
and
to achieve this through working in partnership with service users and other stakeholders so that we can enhance quality of life, maximise choice and ensure value for money**

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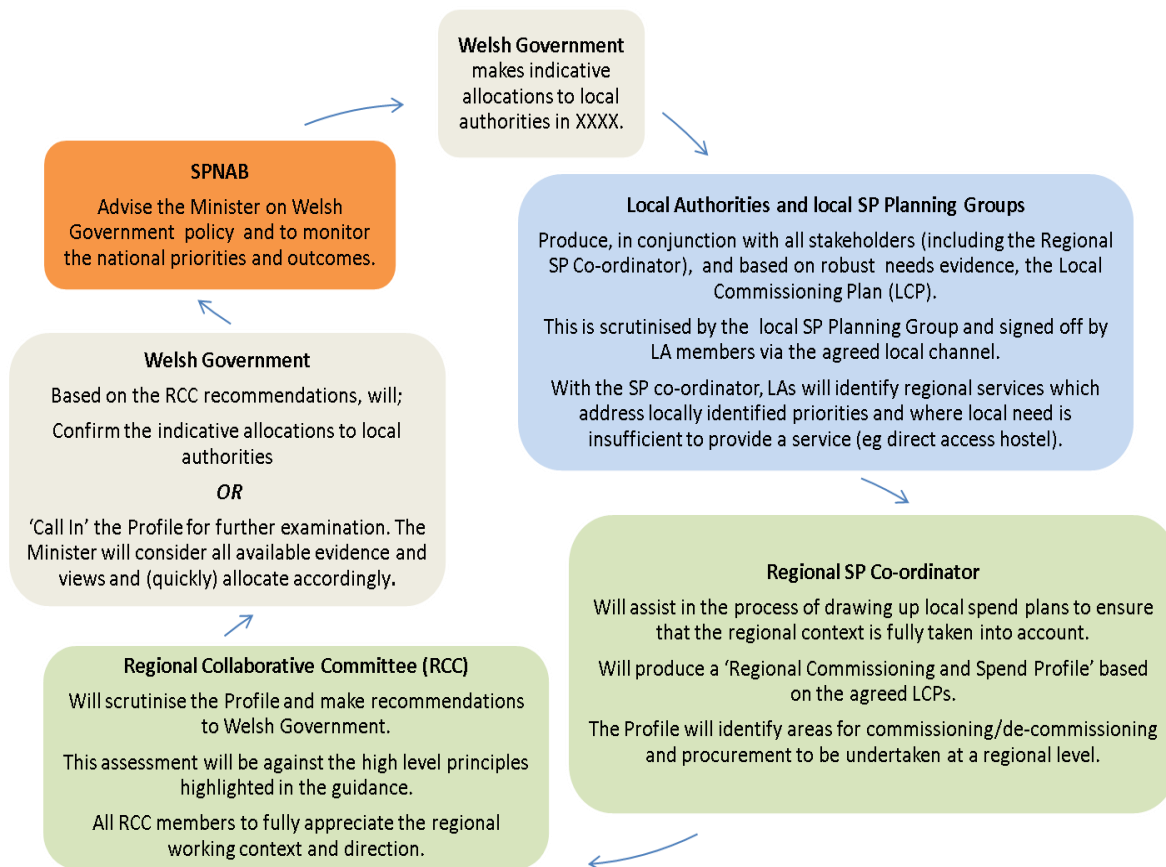
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1. Introduction.

- 1.1 This is the fourth Supporting People Local Commissioning Plan (LCP) since the introduction of the Supporting People Programme Grant in August 2012. The main purpose of this document is to provide a strategic overview of the commissioning intentions and priorities for the Supporting People programme on Anglesey between April 2016 to March 2019.
 - 1.1.1 Supporting People is a policy and funding framework initiative by the Welsh Government that provides housing related support for a range of diverse but equally vulnerable people. However, this does not include the funding of accommodation and care provision. The programme focuses on the planning, commissioning and monitoring of supported accommodation and floating support services, which are delivered by various providers across a range of tenures. These currently include accessible and affordable housing, sheltered accommodation, extra care housing, community warden support services, assisted living and supported tenancies. In addition, community alarm services and telecare monitoring are also eligible services and are part funded via the Supporting People budget.
 - 1.1.2 The services make an invaluable contribution towards achieving local and national policy objectives, particularly in relation to health, social care and wellbeing, reducing homelessness and social exclusion and promoting community safety.
 - 1.1.3 At the time of writing, the Welsh Government have issued a notice of their intention not to reduce the current level of funding across all Welsh Local Authorities from April 2016. This is a substantial boost to Housing Related Support Commissioners and all stakeholders at a time when levels of need and demand for support services appear to be ever increasing. The ability to maintain the level of funding will enable the Isle of Anglesey Supporting People Planning Group to retain the levels of provision across the vast majority of designated eligible groups, whilst also modernising and significantly increasing the number of units of support available for our older population.
 - 1.1.4 The Plan will require approval from the Isle of Anglesey County Council's Supporting People Planning Group before being submitted for analysis and approval by the North Wales Collaborative Committee. The commissioning intentions within this document along with the 5 other North Wales Local Commissioning Plans will inform the direction of the Regional Commissioning Plan, as we seek a higher level of consistency and reduced duplication across the region.

1.2 Regional Developments in North Wales.

- 1.2.1 The establishment of 6 Regional Collaborative Committees across Wales is now long established. North Wales has its own committee, where all 6 Authorities across the region are equally represented and accountable. Meetings are held bimonthly where commissioning priorities and intentions, expenditure details (including underspend and overspend details) performance issues and other strategic matters are discussed. Membership of the Regional Collaborative Committees includes a designated Local Authority Cabinet Member with portfolio responsibility for the Supporting People Programme, appropriate Senior Officers from Local Authority, Health and Probation. Additionally, there are two elected provider representatives (one on behalf of long term and one for short term services), Community Housing Cymru, and co-opted members, invited at the discretion of the respective Regional Collaborative Committees.
- 1.2.2 The role and functions of the Regional Collaborative Committees have been further strengthened by the formulation and implementation of a Memorandum of Understanding for each Group which have been signed by all members of the various multi agency organisations.
- 1.2.3 Despite not holding any executive decision making powers or budget allocation, the role of the RCC is seen as integral in scrutinising the individual and collective spend plans in North Wales and ensuring that funding is spent appropriately. Furthermore, since their inception a closer working relationship has developed across all 6 Local Authorities, and the interface between commissioners, providers and landlords also appears to have been strengthened.
- 1.2.4 The diagram below provides an outline of the Supporting People Governance arrangements across Wales since August 2012.



1.2.4 The Regional Collaborative Committees must produce a rolling 3 year Regional Action Plan, which is reviewed annually. The priorities are outlined below.

1.2.5 Regional Collaborative Committee's Priorities

1.2.6 The following paragraphs from 1.2.6 to 1.2.10 have been extracted from the Regional Supporting People Commissioning Plan for North Wales and highlights clear synergies with local priorities in Anglesey during this document's lifespan.

1.2.7 Regional Priorities outlined in last year's plan:

North Wales Strategy for mitigating the cuts which incorporates the 'Let's Keep on Supporting People' Campaign

- Data Collection and Service Gaps
- Preparing for impact of North Wales Prison
- Making / strengthening links with Families First, Communities First, Flying Start and Team around the Family
- Service User Involvement Framework
- Client Groups:
 - Learning Disabilities (work commenced and continuing)

- Mental Health
- Domestic Abuse
- Substance Misuse
- Older People (work commenced and continuing)

1.28 Priority areas for 2016:

Regional priorities are identified by the Regional Collaborative Committee, which takes into consideration emerging themes from Local Commissioning Plans.

- **Learning Disabilities** - A report will be going to the North Wales RCC detailing the current provision in each Local Authority for Learning Disability. The main issue for this client group is a portion of the grant is currently been spent on internal services that may not be eligible. The RCC following this report will give a recommendation for capping maximum hours and a North Wales stance on the approach and way forward for Learning Disabilities as currently the lack of compliance with eligibility may be placing the grant at risk.
- **Adopting the Memorandum of Understanding** and how the RCC works towards developing and achieving a strategic three year plan. This will also include how we we include other stakeholders .
- **Service User Involvement Framework** - The framework will be revisited in 2016. At present, Wrexham and Anglesey have an online questionnaire for service users to complete, this has proven popular in both authorities, and the amounts of responses have been high. Though both authorities are operating this differently, discussions are taking place whether a North Wales version could be adapted or North West and East versions (with each local authority asking the same questions). This is currently only out for comments with Lead Officers and Contracts and Reviewing Officers at each Local Authority, this will then be taken to the North Wales RCC Sub Group. A full update will be available in next year's Regional Strategic Plan.
- **Preparing for impact on North Wales Prison** - Wrexham Prison for male offenders will open in 2017 and will have a focus on the education, training and resettlement of offenders. Along with legislative changes within the Housing (Wales) Act 2014 and the Social Service and Wellbeing (Wales) Act 2014, this will have a significant impact upon the resettlement of offenders within North Wales. Local authorities will continue to attend the North Wales Prisoner Resettlement Steering Group to address these changes. The RCC has had an update from the management team of the North Wales Prison and are invited to the November RCC (2016) to further update.
- **RCC Sub Group** - In addition to the above priorities, the RCC Sub Group will:
 - Continue to work towards achieving the Aylward recommendation for Older People services

- Implement a new regional process for identifying unmet need and gaps in services (as per Denbighshire report on service gaps).

2. Strategic Context and Priorities.

2.1 Overview

2.1.1 The Isle of Anglesey County Council's Supporting People Local Commissioning Plan will be underpinned by a raft of national and local strategies, frameworks and policies. These include:

- **The Housing (Wales) Act 2014**
- **The National Housing Strategy, Improving Lives and Communities – Homes in Wales,**
- **The Ten Year Homelessness Plan for Wales 2009-2019,**
- **Welfare Reform**
- **The National Supporting People Outcomes Framework,**
- **The Isle Of Anglesey County Council Local Housing Strategy 2014-19**
- **The Isle of Anglesey Single Integrated Plan – Our Island Our Future which now combines the Community Plan, Health, Social Care and Wellbeing Strategy and the Children and Young People Plan, all of which were previously independent strategic documents.**

2.2 The Housing (Wales) Act 2014

The first ever Housing Act in Wales received Royal Ascent on 17th September 2014. It is envisaged that the Act will make a real difference to people and communities in Wales, both now and in the future.

Housing is an integral part of daily life for everyone. The benefits of having a decent, affordable home in good condition are considerable. It is an important influence on our health and wellbeing, education, the ability to maintain employment, access to social and leisure activities and improving social cohesion within local communities. It also makes a substantial contribution in reducing poverty and inequalities within our communities.

The introduction of the new Act has a number of key elements which are:

- Introduction of a compulsory registration and licencing scheme for private rented sector landlords and letting and management agents
- Reform of homelessness law, including placing a stronger duty on local authorities to prevent homelessness and allowing them to use suitable accommodation in the private sector

- Placing a duty on local authorities to provide sites for Gypsies and Travellers where a need has been identified
- Introduction of standards for local authorities on rents, service charges and quality of accommodation
- Reform of the Housing Revenue Account System
- Providing local authorities with the power to charge more than the standard rate of council tax on long-term empty properties and certain types of second homes
- Assisting the provision of housing by Co-operative Housing Associations and
- Amendment of Leasehold Reform and Urban Development Act 1993.

2.3 The National Housing Strategy for Wales; Improving Communities – Homes in Wales

This strategy sets out three key priorities for Wales, these being:

- Increased housing and greater choice
- Improving homes and communities
- Improving housing related support services and support particularly for vulnerable people and people from minority groups.

The strategy recognises that 'Local Authorities will continue to be a key driver in meeting housing need'.

2.4 The Ten Year Homelessness Plan for Wales 2009-2019

2.4.1 The strategic aims underpinning this document are:

- Preventing homelessness where possible
- Working across organisational and policy boundaries
- Placing the service user at the centre of service delivery
- Ensuring social inclusion and equality of access to services
- Making the best use of resources.

The aims of the National Housing Strategy and the Ten Year Homeless Plan are reflected in the Housing (Wales) Act which has been adopted and listed above .

2.4.2 Supporting People continues to be at the forefront of homeless prevention and will doubtless continue to play a crucial role in this field following the publication of a Code of Guidance by the Welsh Government in August 2012, which has since been revised in 2014. The Guidance Document emphasizes the need to utilize and prioritize the

Supporting People Programme Grant to reduce and prevent levels of homelessness, and it will therefore be an integral service in ensuring that the reforms to the Homelessness Law within the new Wales Housing Act 2014 are realised.

2.5 Welfare Reform,

- 2.5.1 The UK Government's Programme of Welfare Reform is being implemented in phases and the impacts are therefore emerging over time and will continue to affect many Anglesey households during the period of this commissioning cycle.
- 2.5.2 Direct impacts on housing include the change to housing benefit which has seen the removal of the spare room subsidy (more commonly known as the 'bedroom tax'; changes to the way local housing allowance is set (which supports many people living in the private rented sector) and the requirement that in the private rented sector, people aged under 35 years, will only receive housing benefit assistance which enable them to rent a room in a shared property. However, there are many other aspects of both measures already in place including the introduction of Universal Credit in the future which will especially impact upon lower income households and others in receipt of welfare benefit. Universal Credit will be paid four weekly in arrears directly to the tenant, unless exempt under the Alternative Payment Arrangements Guidance where such payments can be made directly to the landlord. Payment of housing costs made directly to the tenant, increases the risk that it will lead to hardship for some households, and may result in rent arrears accruing, thus increasing the risk of a higher number of evictions and consequent homelessness applications. It is anticipated that the intervention and support of Housing Related Support providers will be integral in ensuring that tenancies are maintained and the numbers presenting as homeless alleviated.
- 2.5.3 Proposed changes by Central Government to the housing costs within supported accommodation and independent living could result in considerable problems for designated vulnerable groups. Briefs already circulated appear to indicate that as of 1.4.18, certain types of accommodation such as refuge, hostels, shared supported living and Extra Care may no longer be considered as being exempt from the Local Housing Allowance (LHA) which determines the amount of housing benefit which is payable. Such changes may result in some projects becoming financially unviable for registered social landlords, thus significantly increasing the risk of further homelessness, poverty and anti-social behaviour, particularly amongst, those individuals and some families who lead complex and chaotic lifestyles/. Likewise it could impact upon older people and people with learning disabilities and could destabilise the substantial progress made in promoting independence since the introduction of the Community Care Act, resulting in an increased number admitted into institutionalised settings. Such social and economic policy driven by the Central Government, would appear to contradict both

the ethos of the Supporting People Programme as well as the key aims and objectives of the Social Services and Wellbeing (Wales) Act 2014.

2.6 Local

2.6.1 Isle of Anglesey Corporate Plan 2013 -2017

2.6.2 The Isle of Anglesey's Corporate Plan 2013-2017 identifies the Local Authorities key target areas to ensure that the citizens of Anglesey receive quality service which can contribute significantly to their quality of life.

2.6.3 Three key areas have been identified during the 4 year planning cycle, these being:

- Supporting the Most Vulnerable
- Developing the Economy
- Raising the Standards of and Modernising Schools.

2.6.4 Isle of Anglesey Single Integrated Plan 2013-2017

2.6.5 During February 2012, the Isle of Anglesey County Council, commissioned a Residents Survey. The survey provided valuable intelligence on what the Island's population felt were the main factors in ensuring that Anglesey was a good place to live. These were:

- **Health Services**
- **Low Crime levels**
- **Education facilities**
- **Support for Older People and**
- **Jobs and job prospects**

2.6.6 Developed by the Anglesey Local Service Board, The Single Integrated Plan offers an integrated and holistic view of the needs of Anglesey over the coming decade and aspires to achieve its vision of 'working together to create jobs, improve health and deliver a safe and sustainable place to live. The membership of the Local Service Board comprises of Senior Representatives from:

- North Wales Police
- Betsi Cadwaladr University Health Board,
- The Voluntary Sector, Fire and Rescue Services,
- Further and Higher Education Sectors, and

- ‘One Voice Wales’ which represents local Town and Community Councils.

2.7 Isle of Anglesey Local Housing Strategy

2.7. The Isle of Anglesey County Council’s 5 year Local Housing Strategy (2014-19) contains the following six key objectives and priorities.

- Development of the right homes for Anglesey’s future
- Making best use of existing housing stock and improving homes and communities
- 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 realised.

2.7.2 The Supporting People Programme will have a vital role in realising the vision of the Local Housing Strategy and in particular in preventing crisis from occurring and promoting housing independence.

2.8. Reducing Poverty

2,8,1 The above mentioned legislation, policies and strategies will also underpin the direction of travel, locally, regionally and nationally as we collectively attempt to reduce levels of poverty. and deprivation,

2,8,2 The Welsh Government is currently reviewing its tackling poverty programmes (Communities First, Flying start, Families First and Supporting People) and considering viable options simplify, streamline and where possible integrate delivery in 2016/17. It is understood that consideration is being given to the allocation of a designated percentage believed to be around 5% from each of the four funding streams to consider options for improved alignment across all 22 Local Authorities. This would result in all areas being required to introduce collective and innovative means of delivery to serve its most vulnerable citizens, where common themes and threads exist.

2.8.3 The Isle of Anglesey County Council led via its Supporting People Multi Agency Local Planning Group is committed to ensuring that closer working relationships is both promoted and achieved across these programmes in order to achieve positive outcomes to the most vulnerable individuals and families within our communities. However, whilst it is recognised that there may be common themes across all

programmes, each stream also has its specialist niche and in some cases, certain groups and needs do not overlap and will still require specialist intervention and support, rather than a generic approach.

3. Need, Supply and Service Gaps.

3.1 The main tool used to assess need is the Needs Mapping form which is completed by all commissioned providers as well as some stakeholders such as the Council's Housing Options, BAWSO, Shelter, etc, when a new service user presents with housing or support needs. The information is recorded on all individuals who present regardless of whether they are assessed as requiring a form of housing related support and subsequently allocated a support service.

3.1.1 The 6 North Wales Authorities have adopted a partnership approach to the gathering of NME data. A regional needs mapping form and database was introduced in May 2012 enabling data to be analysed at both local and regional levels in order to provide a comprehensive picture of need across the North Wales region. Since April 2014 all data is inputted on-line by those completing the intelligence.

3.1.2 Despite the comprehensive data that can be extracted from the database, there remain some difficulties with using this method. These include:

- Not all providers complete the forms
- There may be double counting
- There are inconsistencies of approach and understanding in completing the form.

3.2 Returned NME Forms

3.2.1 A total of 683 forms were completed and returned by service providers between April 2013 and March 2014.

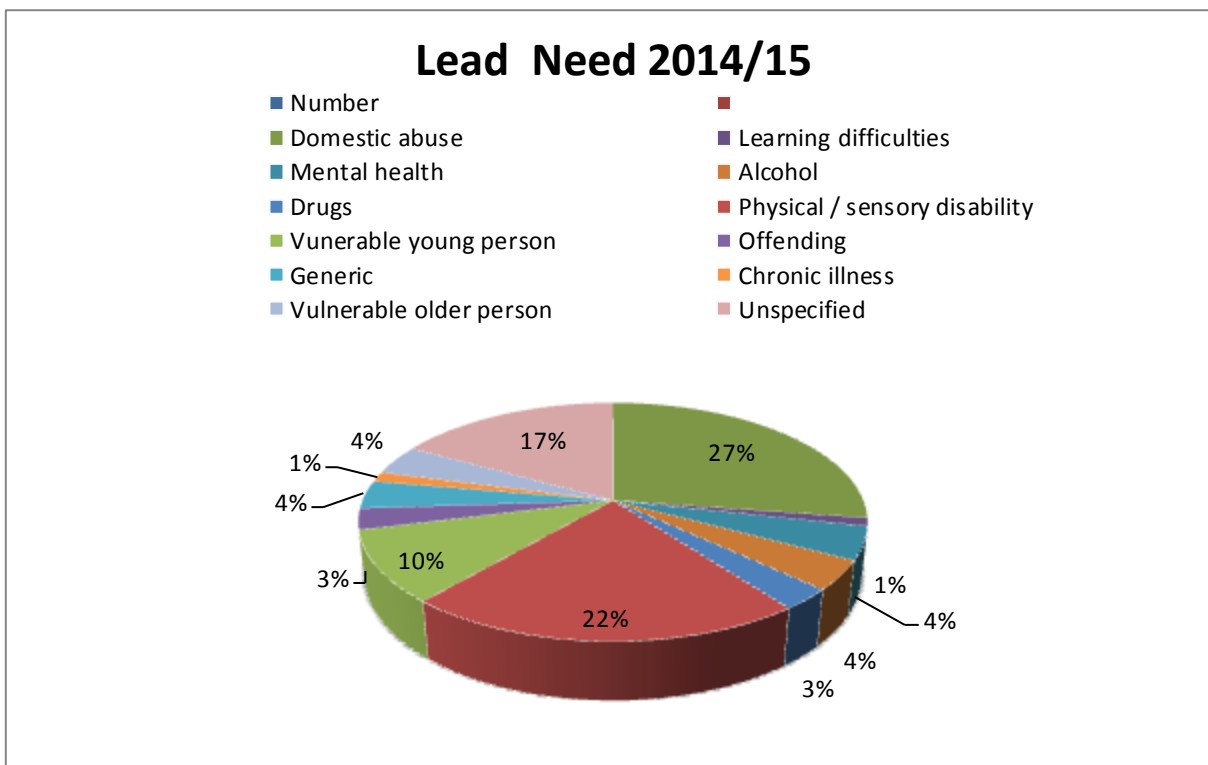
Table 2

Year	Number of NME forms Completed
2008/09	617
2009/10	724
2010/11	825
2011/12	690
2012/13	443
2013/14	683
2014/15	1,185

3.2.2 The total number of Needs Mapping forms relating to Anglesey Supporting People Services during 2013 /14 displayed a significant increase compared with the data received for the previous 12 months and was more in keeping with previous trends.

3.3 Analysis of the Needs Mapping Returns for 2014/15

3.3.1 Homelessness continues to be the largest reported lead need by a substantial margin. However, it should also be noted that the number of people who have presented to agencies as homeless or at risk of becoming homeless has reduced considerably. A total of 1,185 people presented with either housing or support needs during 2014/15. This compares with 683 referrals during, 2013/14, an increase of 74%.



3.3.2 A significant increase was recorded for people presenting with domestic abuse as a lead need during 2013/14. Once again Domestic Abuse was the second highest specific needs category, with the total increasing from 114 during 2013/14 to 324 in 2014/15, an increase of 184.2 (113%) and commensurate with 27.3% of all needs mapping referrals received, an increase of 10% compared with the previous year

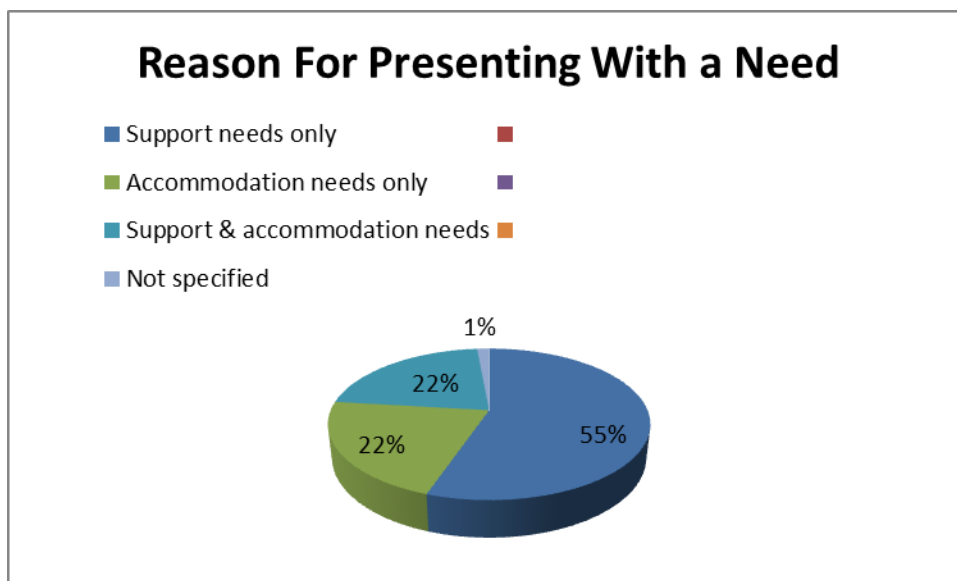
3.3.3 The number of vulnerable young persons also recorded a significant increase with 115 representations received compared with 54 during the previous year. This represents a percentage increase of 113% and the total percentage of young people presenting out of all referrals increased from 8% to 9.7%.

3.3.4 Unfortunately, a total of 200 (16.9%) presentations were unspecified and therefore, could not be allocated to any of the designated groups. This compares with 174 from 683(25.5%) from the previous year. Although this presents a significant improvement from the previous year, it does once again reinforce the inconsistencies of the

reporting of NME data amongst relevant agencies and support providers. It also demonstrates that this process should not be considered in isolation when assessing needs and gaps in service provision.

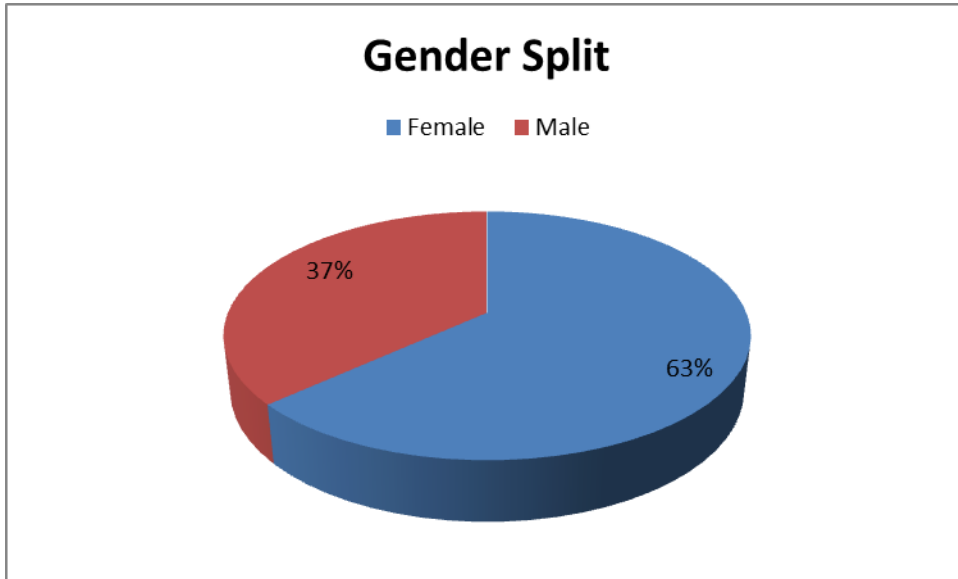
3.4 Reason for Presenting in Need

3.4.1 655 (55.3%) individuals presented with support needs alone. This compares with 31% from the previous year. In contrast 256 (21.6%) presented with accommodation needs alone, a drop of 13%, whilst 257 (21.7%) recorded both support and accommodation needs as being required, representing a drop of 8% on the previous year..



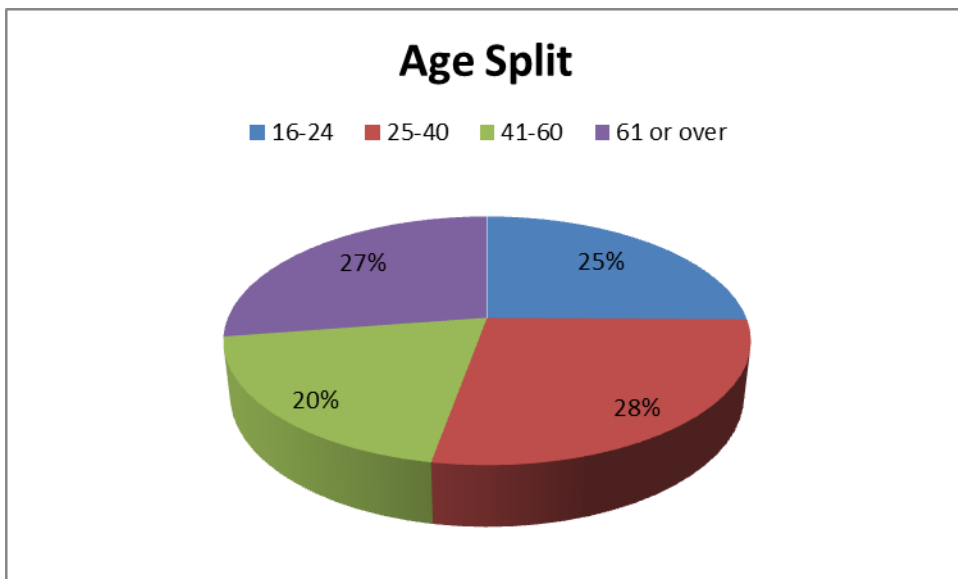
3.5 Gender Split

3.5.1 From the total of 1,185 representations made, 750 (63%) were female and 435 (37%) were male. This compares with 409 (60%) females and 207(40%) males during 2013/14



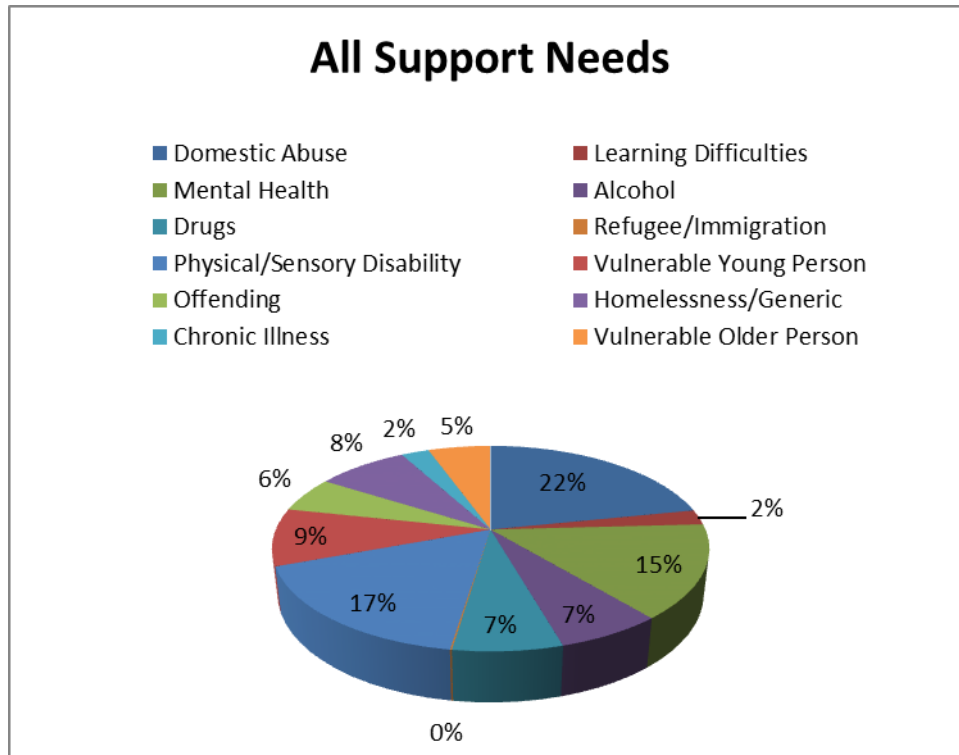
3.6 Age Split

3.6.1 In recent years the 16-24 age group has accounted for the highest number of individuals presenting with needs. However, the most recent data gathered highlights a significant shift in age trends, as shown in the graph below.



3.6.2 In comparison with previous years the 2014/15 appears to indicate a relatively equal distribution of needs led demand for services across the 4 identified age categories. However, there has been a substantial increase in the number of forms completed for both older people and those presenting with physical disabilities. This may have resulted in the considerable increase from 26 (6%) to 325 (28%) seen in the 60+ age group. In contrast the 16-24 age group saw presentations increase from 236 to 299, which accounted for 25% of the overall representations, but was in fact 10% lower than the previous year's returns.

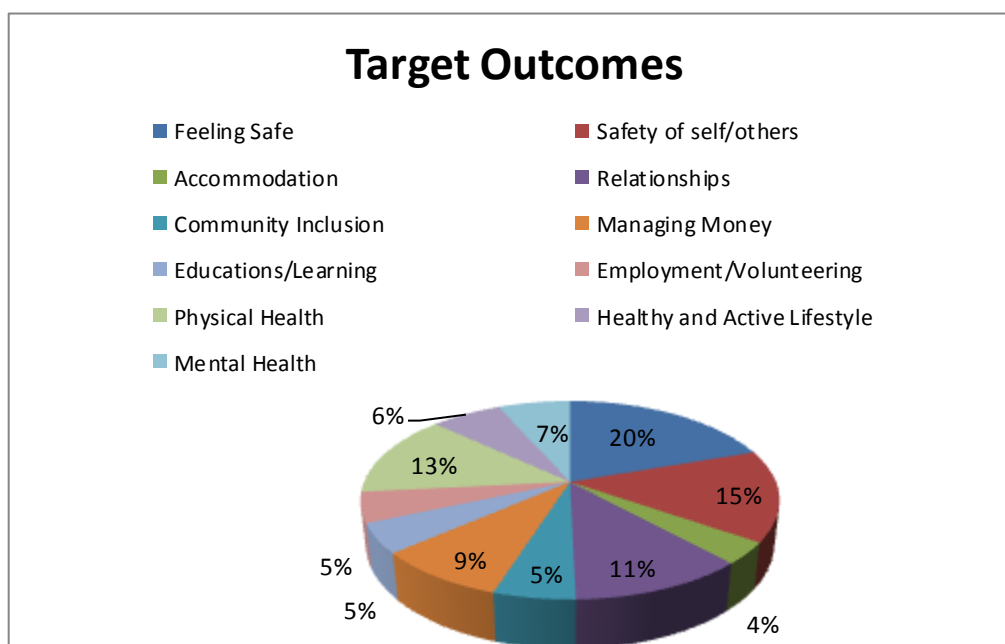
3.7. All Levels of Need.



3.7.1 A total of 1,702 overall needs were recorded for the 12 month period for 1.4.15 to 31.3.15. This is significantly lower than the previous year's total of 2,241. However, It should be noted that there have been a number of shifts within the needs mapping data for 2014-15 compared with 2013-14. These are believed to be attributable to changes made to the needs mapping form and process, including the move from a paper form to referrers completing the form themselves online. The number of questions remaining unanswered has fallen sharply making the data more reliable, which is encouraging and more than likely due to the process of a referrer moving through the questions online and educating the risk of omitting answers to some of the questions..

3.7.2 Domestic Abuse, accounted for 371 representations which was commensurate with 22% of all overall needs reported.. Physical and Sensory disabilities were the second highest, recording 287 (17%) representations. However, further caution should be taken with this return as it has been discovered that people receiving the reablement service have been classified under this group in error and should have been recorded as a vulnerable older person.

- 3.7.3 As has been the case over recent years, people with mental health needs, recorded a high number of presentations with 251 (15%). Mental health is seen as the main cross cutting theme and this is further evidenced by the fact that only 53 of the 251 identified mental health as the lead need.
- 3.7.4 The number of vulnerable young people had 154 representations of which 115 were of a lead need. 137 people presented as having generic homelessness needs of which only 45 were lead need. People with drugs and alcohol related needs recorded 116 and 113 of which 34 and 47 were respective lead needs.
- 3.7.5 A total of 3,155 target outcomes from the needs mapping data were recorded over the year. Feeling safe was the highest outcome category with 622 (19.7 %), and the safety of self and others second highest with 470 (15%). Surprisingly, the need for accommodation scored lowest of the 11 domains with 113 (3.6%) people indicating this need.



3.8 Service Gaps

- 3.8.1 It is inevitable at any given time that a programme such as Supporting People which provides support for so many different service areas, many of whom have chaotic needs, will contain gaps.

- 3.8.2 Service gaps have been further exacerbated over the past four years by the need to mitigate the effect of substantial reductions in funding, by reconfiguring and de-commissioning certain projects.
- 3.8.3 Additional factors such as increased poverty levels, struggling local economy, rising cost of living and the effects of welfare reform all impinge on the most vulnerable within our society, thus increasing demand at a time when supply is being reduced.

3.8.5 Older People

- 3.8.6 The shift from tenure led to needs led services for older people in accordance with the Aylward Review recommendations has resulted in the Local Authority being compelled to address levels of unmet need amongst the older population of Anglesey.
- 3.8.7 Current arrangements for provision of support do not extend to the wider community unless service users receive a social care re-ablement package and require an element of housing support or if they reside in accommodation based service such as extra care or sheltered accommodation.
- 3.8.8 Work remains ongoing to decommission a range of Supporting People funded projects for Older People. This includes remodelling the delivery of support across 23, Council owned Sheltered Warden Schemes, contribution to the reablement scheme and the current support element within an Extra Care Scheme on the Island. The funding for all three schemes will be re-invested into the provision of one generic housing related support service for older people across Anglesey, regardless of the type of accommodation in which they reside.
- 3.8.9 It is envisaged that the remodelling of this service will enable the take of older people accessing housing related support to double in volume from 2016/17 onwards.

3.8.10 Young People

- 3.8.11 The number of enquiries received by our Services for Young People and subsequent referrals have increased substantially over the past 4 years. The needs evidenced are also of a more complex nature and often involve costly multi agency intervention.
- 3.8.12 Despite the commissioning of supported accommodation and add-on floating support providing an additional 17 units, demand remains to outstrip supply, and given the current direction of social policy, particularly with further welfare reform changes expected, trends are not anticipated to show a decrease in numbers requiring a form of intervention. Consequently an upturn in the social and economic circumstances for some of our most vulnerable young people is unlikely.

3.8.13 Domestic Abuse

3.8.14 Anecdotal evidence gathered from needs mapping data and quarterly monitoring visits suggest that domestic abuse is increasing within society, with a number of cases displaying acute needs which requires multi agency assessment and intervention. There are clear trends from the data analysed that the number of people presenting with such needs are rapidly increasing year on year. However a number of domestic abuse incidents will remain hidden due to associated stigma and fear of repercussions. Unmet need will therefore unfortunately always remain within issues relating to domestic abuse.

3.8.15 Section 5 of this document, refers to proposed developments to remodel current provision and maximise resources by pooling funding which is provided by various Local Authority Commissioners to address what appears to be an increasing problem within society. This has been identified as a key priority during 2016/17.

4. Consultation Evidence.

4.1 The Isle of Anglesey's Supporting People Team has made, significant progress in addressing issues relating to consultation over the past three years.

The following evidences our progress over the past twelve months in relation to:

- Service User Involvement
- Older People Reconfiguration
- Tender Practices
- Providers engaging in meaningful service user engagement
- Detailed Service Reviews.(see Section 5 page 26 further details)

4.2 Service User Involvement

Service User Involvement has been identified as a key priority by Welsh Government within the Supporting People Programme and is now a standing agenda item at bi-monthly, North Wales, Regional Collaborative Committee.

The Isle of Anglesey County Council has received commendation from TPAS who have been commissioned by Welsh Government to lead and provide support to Supporting People Teams and RCC's to promote service user involvement across Wales. Feedback in a report presented to Welsh Government recently, praised the progress made by Anglesey and highlighted examples of good practice. These included

- Including current or ex-service users on Supporting People Tender evaluation panels.
- Development of an on-line service user questionnaire. See further details on pages 22-25.

4.3 Older People Reconfiguration

Extensive consultation with a range of stakeholders including tenants, council members, staff, Council Officers, and outside agencies has been undertaken as part of the proposed

configuration of housing related support for older people. Further reference is made in Section 5 of this document.

Consultations at all 23 council owned sheltered schemes were held, as well as at the Extra Care Scheme in Penucheldre. These sessions followed on from previous events including a dedicated accommodation event and a co-produced approach to develop a 'No Place Like Home' Commissioning Strategy which has underpinned the model adopted for development.

It is anticipated that the new service will be implemented during Qtr1 of 2016/17

4.4 Tender Practices

The need to test the market and engage in tender exercises to ensure compliance with European Procurement Rules has been a regular practice within the Supporting People Programme on Anglesey, over the past two years. During this period, service users have been represented during all evaluation panels held and having received induction and preparatory sessions have influenced and made substantial contributions to the final decision making process.

These include:

- Generic Tenancy Support,
- Young People, with Complex Needs,
- Single People aged 24-55
- Substance Misuse
- Offending
- Mental Health

4.5 Your Service Your Say

4.5.1 During the later stages of 2015/16, the Isle of Anglesey Supporting People Team have in conjunction with the Council's Information Technology Team developed an on-line service user our Service Your Say. To date 74 service users have completed the electronic pro forma which provides useful data in terms of gauging service user opinions on the quality of services, opportunities for involvement, gaps in services and areas for improvement. A further 38 have viewed or partially completed the requested information. Take up has been extremely encouraging and it is hoped that this resource can provide robust and meaningful data to reflect current provision and develop future services.

4.5.2 The data below provides a synopsis of the returns received to date.

112 service users have accessed the survey link

74 have completed the survey

38 have partially but not fully submitted the survey

Provider	Response %	Response Total	Supported Accommodation	Floating Support
Agorfa	5.88%	4	0	4
Anheddau	5.88%	4	3	1
CAIS	32.35%	22	21	1
Cartrefi Cymru	1.47%	1	0	1
Clwyd Alyn	0.0%	0	0	0
Digartref	5.88%	4	1	3
Gorwel	4.41%	3	0	3
Hafan Cymru	0.0%	0	0	0
Tyddyn Môn	0.0%	0	0	0
Hylands	0.0%	0	0	0
NACRO	8.82%	6	5	1
Môn Care	0.0%	0	0	0
Grŵp Cynefin	0.0%	0	0	0
The Wallich	19.12%	13	0	13
IoACC Housing Support	11.76%	8	0	8
Community Mental Team	4.41%	3	0	3

Out of 82 completed surveys in 6 people didn't wish to disclose which Provider they were supported by.

Relevant Client Groups	Response Percent	Response Total
Generic	14.93%	10
Mental Health	19.4%	13
Physical Disabilities	1.49%	1
Learning Disabilities	4.48%	3
Substance Misuse	40.30%	27
Older People (55+)	4.48%	3
Young People and Young Families (16-25)	2.99%	2
Domestic Abuse	4.48%	3
Vulnerable Single People	2.99%	2
Offending	5.97%	4
Homelessness and over age 25	20.90%	14

Out of 68 responses 7 people didn't wish to disclose which client group was relevant to them.

86.76% (59 responses) rated the service as very good, 11.76% (8 responses) rated the service as Good and only 1.47% (1 person) rated the service as very poor. There was no comment given for the poor rating.

The reasons for rating the service Very Good :-

“The staff has helped me feel more independent by encouraging me to do more for myself”.

“Helped me regain my confidence”

“I have learned how to live independently, able to finish and attend my college course.”

“Regular committed support and guidance enabled family to manage debt and reduce stress.”

“I have had all the support I needed and more, they never stop working until your targets are matched. This has to be to me by far the best agency to help homeless people in times of their needs. Outstanding support an advice.”

“Staff are friendly and helpful with any issues that I have and they advise me of any issues that I have”

“Because they have helped me with everything I need, and I would still be homeless if it wasn't for them”

Outcomes

The service users were asked which outcomes they felt the service had helped or is helping them to achieve; out of 68 responses these were the results. (7 SU's didn't answer this question)

Outcomes	Response Percent	Response Total (of 82)
To feel safe in your home and in the community	62.69%	42
To manage and maintain your accommodation	83.58%	56
To manage relationships e.g, with family members, neighbours, others	43.28%	29
To feel part of the community	65.67%	44
To manage your finances	74.63%	50
To engage in education and learning	28.36%	19
To engage in paid employment / voluntary work	25.37%	17
To be physically healthy	37.31%	25
Helped you to be mentally healthy	65.67%	44
Helped you to lead a healthy and active lifestyle	38.81%	26
To maintain your tenancy and prevent homelessness	73.13%	49

Service User Involvement

The service users were asked if they were given the opportunity to input or change any of the following services: - Out of 68 responses these were the results. (6 didn't answer the question)

Answer Choice	Yes	No	Response Total
Meetings	64	3	67
Newsletter input	27	38	65
Questionnaires about the quality of the service	58	5	63
Service user events	39	23	62
Arranging individual or group activities	34	26	60
Improving current services and or developing new services	27	29	56
Time spent supporting you	62	4	64
The activities and type of support you receive	60	4	64
Change in support worker or provider	55	11	66
Policies / procedures	18	37	55
Do you think the period you have received the support for is correct for your needs?	63	2	65
Do you feel involved and part of the support received	64	2	66
Are the numbers of hours you receive per week helping you to address your needs?	63	1	64

The Service users were asked: **“Do you have any comments or suggestions that you think would improve the service currently being provided?”**

“Better Information On How Different Departments Work.”

“Continuity of workers - support worker has often changed due to staff changes.”

“Needs to be maintained, I will fall back into bad ways without regular support.”

“Staff to have a laptop to complete paperwork.”

“More staff.”

The service users were asked: **“Do you think there are any services that are not available on the island? i.e. specialist services, counselling, transport etc.”**

“I wish that Prospect was available on Anglesey however I do my best to go to as many services available to me.”

“Definite lack of general support, need more support for people with learning disabilities.”

“Further support to help me get back in to work (haven't received much help from the job centre).”

“Transport to do daily living activities.” “Transport to appointments”

“No, maybe have grants for Mental Health.”

“More counselling.”

5. Priorities for Development

5.1 Reviewing and Monitoring of Services

5.1.2 The Supporting People Team on Anglesey have undertaken a programme of strategic reviews at three yearly cycles since the inception of the Programme in 2003. The review process is a rigorous and robust method used to determine eligibility, strategic relevance value for money and also acts as a medium to promote service user engagement and service development.

5.1.3 The intensive programme of service reviews undertaken by the Supporting People Team during 2013 and 2014 and 2105 has now been completed and a new cycle will commence in 2016

5.1.4 The evidence in terms of service quality, value for money and strategic relevance has been invaluable to determine where our priorities lie, which services have required remodelling, recommissioning or in some cases full decommissioning, during what has been an extremely challenging 3 years from a financial perspective.

5.1.5 Details of how we propose to utilise the 2016/17 funding are included below. In accordance with the Welsh Government’s requirements, all reductions have been based on strategic planning and intelligence rather than applying equal cuts across all services. All commissioned services are included with supply maps, consistent with the Welsh Government Eligible Groups and Spend Plan Categories.

5.2 Domestic Abuse

5.2.1

Provider	Units	Description
Gorwel	4	Refuge Provision
Gorwel	1	Dispersed Refuge

Gorwel	6	Floating Support
Gorwel	14	IDVA
	25	

5.2.2 A service review of the domestic abuse services for which Gorwel are commissioned to provide was undertaken during 2014. The findings of the review revealed that the current model of provision and in particular the floating support element was not cost effective. Consequently a reduction in funding was agreed from April 2015.

5.2.3 It is our intention to review Domestic Abuse provision in conjunction with other commissioners within the Local Authority during 2016/17. Consideration is likely to be given to alternative models to meet the needs of people within this service group, and in the interim, it is not proposed to further reduce the current allocation for this service area.

5.3 Learning Disabilities

5.3.1 Supply Map

Provider	Units	Description
Cartrefi Cymru	14	Permanent Supported Housing Projects across 6 Schemes.
Tyddyn Môn	17	Permanent Supported Housing Projects across 5 Schemes.
Môn Care	9	6 Permanent Supported Housing Schemes and 3 Units of Floating Support
Hylands	1	1 Unit of Supported Housing
Pen Y Graig	1	1 Unit of Supported Housing
	42	

5.3.2 The provision of housing related support for people with learning disabilities accounts for the highest cost of all eligible groups who receive Supporting People funding by some considerable margin. The annual outlay in respect of housing related support provision for people with learning disabilities currently amounts to £722,689 ,and is commensurate with 27.33 % of the Supporting People allocation for 2016/17. This equates to an average annual cost of £19,018?? for each of the 38 individuals who are supported to live independently within the community. The average calculation excludes

the 3 units of floating support which is commissioned at a cost of £22,563,.84 which equates to £7521.28 per person.

5.3.3 At the time of writing, work remains ongoing to transform the Local Authority’s provision into a modern, person centred, co-produced, fit for purpose and financially sustainable model for the Local Authority.

5.3.4 It is inevitable that the Regional Agenda which has prioritised Learning Disabilities as an area for reform will have an impact upon the local funding arrangements. The anticipated proposal to form an approach which is likely to result in the capping of housing related support for people with learning disabilities will have undoubted financial implications for the Authority’s Social Services Budget. However, we cannot continue to ignore the fact that unless this matter is addressed, the Supporting People Programme will continually be used to fund ineligible services and placing the overall programme funding at risk.

5.3.5 It is therefore proposed that the IoACC will undertake a case by case review of all Supporting People funded cases for people with learning disabilities, to ascertain what can be deemed eligible and ineligible tasks for housing related support funding.

5.3.6 It is proposed that this work be undertaken over a three month period during 2016 and will assist the Authority to remodel its provision of independent living models for people with Learning Disabilities.

5.3.7 In the interim it is proposed that the Supporting People Funding be reduced by £70,000 during 2016/17 which is commensurate with decrease of 8.8 % It is also highly likely that following the individual case reviews, that further reductions will be implemented as part of a new jointly commissioned Supporting People / Adult Social Care Service, However the anticipated savings which will result cannot be quantified at present and will depend upon the model of independent living which will be implemented. ,

5.4 Mental Health

5.4.1 Supply Map

Provider	Units	Description
Anheddau	3	Supported Accommodation (shared property)
Anheddau	15	Floating Support
CSS	6	24hr Supported Accommodation
CSS	70	Flexible Floating Support

- 5.4.2 Following regular discussions and engagement over the past two years between the Supporting People Team and designated providers of housing related support for people with mental health needs, significant strides have been achieved in ensuring that the service is now meeting eligible housing related support needs.
- 5.4.3 Gaps were previously identified within this service, where people with lower level mental health needs were unable to access the support unless they were assigned to the specialist Community Mental Health Service. Likewise, Section 117 funded cases were also receiving long term housing related support, despite this being identified as ineligible funding, unless housing related support was identified as a statutory priority on the after care discharge plan.
- 5.4.4 The establishment of a mental health steering group which has included Supporting People representation has assisted in changing the mind-set within this service into one which provides housing related support for people with mental health needs at all ends of the spectrum- i.e. from initial early intervention to enduring needs. This in turn has also impacted positively on other services such as the generic tenancy support services by reducing the referrals and waiting list into this service.
- 5.4.5 Despite the significant progress made within this area of housing related support, there remains a need to test the market and ensure that as commissioners, we are compliant with Procurement Rules.
- 5.4.6 At the time of writing, a tender process is underway to invite bids to deliver housing related support for people with mental health needs. The successful provider will be expected to deliver a combination of floating support and supported accommodation services, with the provision of 24/7 presence on site being removed, and replaced by an on-call service.
- 5.4.7 It is anticipated that efficiency savings of at least £19,000 per annum will be achieved as a result of the service remodelling, and the floating support service will be made available to an increased number of people within the community. The remodelled service is expected to be implemented from 1st May 2016.

5.5. Substance Misuse

5.5.1 Supply Map

Provider	Units	Description
CAIS	4	Supported Accommodation and Move-on Projects
Floating Support	33	6 High Level Units, 3 Medium level and 24 Low Level Support.
	37	

- 5.5.3 As is currently the case with people with mental health needs who require housing related support, a tender exercise is currently being held to appoint a provider to meet the support needs of people with substance misuse.
- 5.5.4 Anecdotal evidence indicated that there is correlation between substance misuse, offending history and episodes of homelessness. Although this is not always the case, further research indicated that other Housing Related Support Commissioners had also identified correlation across these groups and had subsequently merged financial resources to meet the needs across all 3 groups.
- 5.5.5 In the Autumn of 2015, a recommendation to merge housing related support services for people who have substance misuse, offending, and or homelessness needs was approved by the Isle of Anglesey's Supporting People Planning Group.
- 5.5.6 Merging the services have enabled economies of scale to be maximised, and management costs to be minimised. Merging the provision will also ensure that the number of units of provision is maintained at a lower cost, thus enhancing the value for money return at the front end of service delivery.
- 5.5.7 It is anticipated following the award of the remodelled contract currently out to tender that the savings to the Supporting People Programme Grant will be in the region of £80,000 per annum.

5.6 Young and Vulnerable People

5.6.1 Supply Map

Provider	Units	Description
Digartref Ynys Môn	9	Supported Accommodation, Core and Cluster Model with 7 Core and 2 Cluster Units (Coedlys)
Floating Support	6	Floating Support attached to Coedlys project

Digartef Ynys Môn	13	Supported Accommodation 9 Units at Llys Y Gwynt and 4 at y Gilfach
Digartref Ynys Môn	12	8 Floating Support and 4 Move-on Units
	40	

5.6.2 Demand for services to support young people and prevent homelessness has been continuously increasing over the past three years. The Coedlys Supported Accommodation Project has received 23 enquiries since 1.4.15, which has generated 16 referrals. However accommodation and support has only been provided to 10, such is the extent of the complex needs with which the young people present, resulting in longer periods of stays. During the same period 7 have left the project for a variety of reasons

5.5.2 The Coedlys Core and Cluster was initially jointly commissioned from May 2013, and included Supporting People funding, Families First and Big Lottery monies, for a 3 year period, with an option to extend the Supporting People component for a further 3 years, pending compliance and the availability of funding.

5.6.3 The ending of availability of the lottery funding will result in the Supporting People contribution having to be increased or efficiency savings being identified by the provider. Discussions remain ongoing to cover the shortfall, and it is not envisaged that there will be no further imminent changes to funding arrangements or units of provision from April 2016.

5.6.4 A need to test the market has also been identified in respect of housing related support services for young people, and is scheduled during the 2106/17 financial year.

5.7 Vulnerable Single Parents

5.7.1 Supply Map

Provider	Units	Description
Hafan Cymru	4	Supported Housing
Hafan Cymru	12	Floating Support
	16	

5.7.1 Hafan Cymru provide a combination of 4 units of Supported Housing and 12 Floating Support. Despite the lead need of those presenting to Hafan Cymru, designated as

Vulnerable Single Parents, the majority of those presenting are also victims of domestic abuse. The service therefore complements the provision of higher level need in terms of domestic abuse which is provided by Growel.

5.7.2 It is proposed for the forthcoming commissioning cycle that no reduction is made to the investment to provide housing related support for vulnerable single parents. However, as the vast majority of service users within this client groups are also victims of domestic abuse. Consideration will therefore be given to merging both this service and domestic abuse provision during 2016/17 as we seek to modernise and offer alternative options for many vulnerable single parents and those whom are victims of domestic abuse..

5.8 Generic Floating Support

5.8.1 Supply Map

Provider	Units	Description
IoACC Housing Services	80	Generic Floating Support Medium Level
Agorfa	21	Generic Floating Support Low Level
NACRO	13	Generic Floating Level Low Level
	114	

5.8.2 At present there are 114 units of generic housing related support. A review of the Agorfa Service undertaken during 2015, resulted in the recommendation that the service should be decommissioned in its current format. Furthermore the 13 units of generic floating support provided by NACRO has also been decommissioned and will account for significant efficiency savings during 2016/17.

5.8.3 It is not foreseen that the decommissioning of these units will see demand increased and waiting lists created for generic support as the changes within mental health, and older people will result in less referrals for these two client groups being received via the generic route.

5.8.4 The efficiency savings for this particular group cannot be disaggregated but form the majority of the savings identified as part of combining provision for substance misuse, offending and homelessness.

5.9 Offending History

5.9.1 Supply Map

Provider	Units	Description
NACRO	8	Doorstop 3 units of Supported Accommodation and 5 Units of Floating Support
NACRO	6	Dispersed Supported Accommodation
	14	

5.9.2 A detailed review of services which are provided by NACRO was undertaken during 2014. The review contained recommendations which would result in the remodelling of the Supported Accommodation element of the contract, and merging of the Supported Accommodation provision to 9 units and de-commissioning the current Doorstop service. This has been agreed in principle, due to lack of available suitable properties, which has led to a service which is predominantly floating support and therefore not being cost effective.

5.8.3 As previously mentioned, housing related support services for people with needs related to offending is currently out to tender, and will be merged with the needs of homeless people, and those engaging in substance misuse . The remodelled service will have nine units of supported accommodation for offenders which will be flexible to single people and or families as well as 5 units of floating support. In addition there will be an additional 34 units of floating support services which can be used flexibly across all three client groups as and when needs arise and intervention required.

5.8.3 The efficiency savings for this particular group cannot be disaggregated but form the majority of the savings identified as part of combining provision for substance misuse, offending and homelessness

5.10 Older People

5.10.1 Supply Map

Provider	Units	Description
Môn Care	10	Floating Support for People with Early Onset Dementia and Memory Loss needs
Môn Care	16	Reablement
Môn Care	491	Sheltered Warden Schemes across 23 Council owned Schemes.

Gorwel	54	Extra Care Provision at Penucheldre
Gorwel	25	Sheltered Housing at Llys Mair
Clwyd Alyn	40	2 x 20 Units Sheltered Housing Schemes with Community Warden and Alarms
	636	

- 5.10.2 Remodelling housing related support for older people was identified as a priority area during 2015/16.
- 5.10.3 A considerable amount of time and effort have been utilised to ensure that Anglesey's Supporting People Programme will from May 2016 become compliant with the Supporting People Programme Grant Conditions where it is a mandatory requirement by April 2017, that all services for older people must be based upon need, as per the Aylward Review.
- 5.10.3 The completion of reviews for all the above services over a three year period has undoubtedly highlighted the need to modernize and make access to services easier for Anglesey's older population.
- 5.10.4 Ninety Six percent of the above supply map for older people is based upon a tenure led approach, and consequently excludes the majority of Anglesey's older people from accessing housing related support. It was also identified within our service reviews that only a third of Council Sheltered Housing Tenants accessed the service provided.
- 5.10.5 Preserving the status quo was therefore not an option and consequently a co-production approach was adopted to facilitate the reconfiguration process. The views of service users, wider community and other stakeholders via the Ochr yn Ochr Co-Production Group, were seen as pivotal to ensuring that the reconfiguration process would ensure that eligible strategically relevant, fit for purpose outcome focused services which provide value for money will be delivered to meet the needs of our older population in future.
- 5.10.6 Amongst the range of options considered for older people services were
- Development of additional extra care schemes which would include housing related support provision. This remains a key corporate priority over the medium term.
 - Remodel existing sheltered housing provision into a hub and spoke model of provision

- Deliver a floating support service for all older people with assessed housing related support needs regardless of tenure and thus replace the service within the supply map shown above.
- Deliver a pilot targeted housing related support service in conjunction with Local Area Co-ordination within a designated geographical patch

5.10.7 Following extensive consultation both within the Authority and externally with Stakeholders, including all current service users, the development of an island wide floating support service for older people has been approved.

5.10.8 Service reconfiguration is aimed at doubling the take of the service, with circa 500 older people able to receive support at any given time. The provision of this service will result in it dovetailing with other accommodation and care services such as Extra Care Housing, as we aim to ensure as many of our older population can lead fulfilled and independent lives within the environment of their own homes and local communities for as long as possible. In doing so, it is also envisaged that such preventative action will lead to reduced admissions into hospitals, residential and nursing homes.

5.10.9 It is expected that the tender process will have been completed by April 2016, with the reconfigured service implemented during Qtr 1 of 2016/17.

5.11 Single People Aged 25-54 who are Homeless or at Risk of Homeless

5.11.1 Supply Map

Provider	Units	Description
The Wallich	14	Housing First – Intensive Floating Support for People who are either Homeless or Rough Sleeping
	14	

5.11.2 The Wallich were commissioned in April 2013 to initially provide 12 units of High Intensity Floating Support based upon the Housing First model to Rough Sleepers and those who are either homeless or at high risk of becoming homeless. A value for money exercise recently conducted highlighted the extremely high level ratio of support which this project provides per service user. Further discussions may be required in relation to exploring further cost efficiencies in the future. However, the number of units

have been increased from 12 to 14 during 2014/15, and a reduction in funding was agreed with the provider from April 2015.

5.11.3 A service review undertaken during 2015 highlighted that the staff to service user ratio was disproportionately high for a floating support project at 1 staff to 3.5 service user. Although the review acknowledged the quality and intensity of the provision, given the chaotic nature of the targeted group it was agreed that value for money could be increased and subsequently the number of units has since increased to 17 per week.

5.11.4 No further changes to the contractual investment are proposed during 2015/16.

5.11 Community Alarms

5.11.1 Supply Map

Provider	Units	Description
Housing Services (Tunstall)	1280	Community Alarms within Sheltered and Designated Older People Accommodation
Cynefin (Galw Gofal)	119	119 Community Alarms at y Penucheldre and Llys Mair
Môn Care (Galw Gofal)	170	Provision of Community Alarms and Telecare Provision.

5.11 The provision of community alarms are seen as intrinsic component in promoting the preventative agenda, promoting independence across a range of otherwise vulnerable groups, and contributing considerably to enable Supporting People funded services to achieve positive outcomes, particularly in promoting personal and community safety as well as independence and control.

5.12. There can be little doubt that the independence of a significant number of older people would be compromised without the provision of the community alarm and add-ons such as telecare and tele-health sensors.

5.13 It has been recommend that the funding for the provision of community alarms remains unchanged.

6.0 Spend Plan.

- 6.1 The information and data contained in the table below, compares the proposed budget for the 2016-117 year with the previous four years. It should also be noted that at the time of writing of this document, the proposed sum is an indicative amount.

Financial Year	Supporting People Programme Grant	Local Authority Contribution	Total
2012/13 (Aug/March)	£2,111,315	Nil	£2,111,315.05
2013/14	£3,052, 211	£45,000	£3,097,211
2014/15	£2,899,598	£197,613	£3,097211
2015/16	£2,643,866	£70,000	£2,713,866
2016/17	£2,643,866	£140,000	£2713,866

6.1.1

Based upon the above mentioned indicative amounts for 2014/15 and 2015/16, it would be reasonable to assume that Anglesey's Supporting People funding will be significantly reduced over the cycle of this commissioning Plan. In real terms the proposed reductions equate to 5.26% for 2014/15 and 8.8% for 2015/16.

Supporting People Spend Plan 2016/17

Client Group	2016/17 Total Grant Allocated £	Local Authority Contribution	% Increase or Decrease since 2015/16
Women experiencing Domestic Abuse	160,752	0.00	0.00%
Men Experiencing Domestic Abuse	0.00	0.00	0.00%
People with Learning Disabilities	722,689	70,000	-8.8%
People with Mental Health Needs	192,000	Nil	-8.8%
People with Alcohol Needs			
People with Substance Misuse Needs			
People with Criminal Offending History	295,000	0.00	-5.6%
People with Refugee Status	0	0.00	0.0%
People with Physical and Sensory Disabilities	0.00	0.00	-100%
People with Development Disorders (e.g Autism)	0.00	0.00	0.00
People with Chronic Illness Needs (e.g. HIV and Aids)	0.00	0.00	-100%
Young People who are Care Leavers	0.00	0.00	0.00
Young People with Support Needs (16-24)	421,673	70,000	0.00
Single Parent Families with Support Needs	74,189	0.00	0.00
Families with Support Needs	0.00	0.00	0.00
Single People with Support Needs not listed above (25-54)	92,143	0.00	0.00

People aged over 55 years of age with Support Needs (exclusive of alarm services)	386,984	0.00	+4.6%
Generic Floating Support / Peripatetic (tenancy support services which cover a range of needs.	186,854	0.00	+4.6
Alarm Services (inc sheltered / extra care.	111,582	0.00	0.0%
Total	2,643,866.03	140,000	

7. Equality Impact Assessment

Equality Impact Assessment (EIA) Part A – Initial Equality Impact Assessment

Start Date: 4.12.14. (

Completion Date: **Ongoing**

PART A - Step 1: Preparation

1.	What are you assessing?	<p>The impact of proposals contained within the Supporting People Programme Grant Commissioning Strategy for 2016/19.</p> <p>The strategy focuses on the commissioning of housing related support for a diverse range of equally vulnerable individuals or families who are either homeless or at risk of becoming homeless.</p> <p>The proposals include the remodelling, decommissioning and recommissioning of support services as detailed in the Commissioning Strategy and mandatory Spend Plan.</p>
2.	Is this a new or existing policy?	Updated from the 2015/18 strategy.

3.	What are the aims and purpose of this policy?	<p>To identify efficiency savings of approximately ?? within the Anglesey Supporting People Programme. This is due to a combination of a reduction in funding of 8.8% in the allocation issued from Welsh Government along with further projected overspend based upon historical evidence of an overspend which was previously funded from a reserve fund.</p> <p>This EQIA is concerned with the equalities impact of implementing such a significant level of efficiency savings on equally vulnerable individuals and families across a diverse range of service user areas. Equalities Data.</p> <p>The data below provides a snapshot of tenants / service users who have received a Supporting People Subsidy during quarter 2 of 2015/16. In accordance with the SP regional requirements, the data only provides a snapshot of new starters during that particular quarter.</p>							
		Gender		Male		Female			
				49		82			
		Age		16-24	25-34	35-44	45-54	55-64	65+
				50	50	61	76	191	217
Ethnicity		White	Mixed White & Asian	Mixed White and Black Caribbean	Mixed White – Other	Asian or Asian British - Indian	Asian or Asi British – Pakistani		
		125	0	0	0	1	0		
Ethnicity		Asian or Asian British – Bangladsehi	Asian or Asian British – Chinese	Asian or Asian British – Filipino	Asian or Asian British – Other	Black or Black British Caribbean	Black or Black British African		

		0	0	0	1	0	0		
Ethnicity	Black or Black British Other	Arab	Gypsy / Traveller	Other					
	0	0	0	0					
Nationality	Welsh	English	N Irish	Scottish	British	Irish	Other		
	63	13	0	0	48	1	2		
Preferred Language	Welsh	English	BSL	Other					
	24	90	0	1					
Religion	None	Buddhist	Jewish	Sikh	Hindu	Christian	Muslim	Other	
	68	0	0	0	0	15	1	0	
Disability / Impairment	Mobility	Sight	Hearing	Mental Health	Learning Difficulty	Dexterity	Other		
	10	0	0	16	1	0	0		
Sexual Orientation	Bisexual	Gay or Lesbian	Heterosexual	Prefer not to say					
	1	1	81	540					
4.	Who is responsible for the policy/work you are assessing?	Isle of Anglesey's Local Supporting People Planning Group which comprises of Local Authority Representation at Head of Service Level and /or middle management. Betsi Cadwaladr University Health Board, Probation Wales as well as Long and Short Term providers and Third Sector Umbrella Organisation are also members of the Group.							

5.	Who is the Lead Officer for this EIA?	Shan Lloyd Williams (Head of Housing Services, Isle of Anglesey County Council)
6.	Who else is involved in undertaking this EIA?	<p>Arwel Jones – Principal Development Officer, Housing Services, with Lead Officer Responsibility for the Supporting People Programme.</p> <p>Katy Heneghan– Review, Contract and Development Officer Supporting People Team.</p> <p>Lesley Thomas - Review, Contract and Development Officer, Supporting People Team.</p> <p>Anne Sutton - Data and Financial Analyst.</p>
7.	Is the policy related to other policies/areas of work?	<p>The Supporting People Programme is a policy and funding framework led by Welsh Government which disseminates annual funding to local authorities to support and assist some of the most chaotic and vulnerable people to manage their own home, to retain independence, and enhance their quality of life.</p> <p>Supporting the most vulnerable people within our society has been identified as one of three key priorities within the Isle of Anglesey County Council’s Corporate Plan 2013-2017. Other policy areas of work which this policy relates to are:</p> <ul style="list-style-type: none"> • The National Housing Strategy, Improving Lives and Communities – Homes in Wales, • The Ten Year Homelessness Plan for Wales 2009-2019, • The National Supporting People Outcomes Framework, • The Isle of Anglesey Local Housing Strategy 2014-2019 • The Isle of Anglesey Single Integrated Plan – Our Island Our Future which now combines the Community Plan, Health, Social Care and Wellbeing Strategy and the Children and Young People Plan, all of which

		<p>were previously independent strategic documents.</p> <ul style="list-style-type: none"> • Housing (Wales) Act 2014 • Social Services and Wellbeing (Wales) Act 2014
8.	Who are the key stakeholders?	Service Users, Tenants, Local Authority colleagues mainly from Social Services, Service Providers of Housing Related Support and their workforce, Registered Social Landlords, Private Sector Landlords Elected Members, Local Communities, Health Probation, Local 3 rd Sector

9 - Is the policy relevant to how the Authority complies with the public sector general duty relating to people who are protected due to age; disability; gender; gender reassignment; pregnancy and maternity; race, ethnicity or nationality; religion or belief and sexual orientation?	Yes	No
The elimination of discrimination and harassment	✓	
The advancement of equality of opportunity	✓	
The fostering of good relations	✓	

The protection and promotion of human rights	✓	
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PART A - Step 2: Information Gathering

<p>10 - Does this policy / area of work ensure equality for the Welsh and English languages in accordance with the Council's Language Scheme?</p>	<p>The Council is committed to providing a fully bilingual service in Welsh and English across all its services. We promote a proactive approach to ensure services can be offered in the Welsh language in accordance with the Welsh Government Strategy Framework 'Mwy Na Geiriau' More Than Words. We already ensure compliance with the Council's Welsh Language Scheme by monitoring services on a quarterly basis and undertake an annual survey of providers to evaluate compliance with the Welsh Language Act and the Welsh Language Measure for which the findings are shared with Welsh Government.</p>
<p>11 - Is there an opportunity through this policy / area of work to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?</p>	<p>A high number of service users will be first language Welsh-speakers. Due regard will be given to linguistic needs and we will ensure as mentioned above that service users are able to communicate with all service providers of housing related support in the language of their choice.</p> <p>There will be an expectation that all providers of housing related support (current and new) will provide a service in both Welsh and English and be able to demonstrate a culturally sensitive approach that celebrates diversity and be sensitive to the religious cultural, ethnic and linguistic needs of service users and be non- discriminatory in relation to gender, sexuality, language and disability.</p>
<p>12 - What potential contribution does this policy / area of work make towards ensuring that the Island's historical and contemporary culture flourishes and prospers?</p>	<p>Supporting People supports the most vulnerable individuals and families within society across the full age spectrum. Assisting people to seek, establish and maintain their homes across all tenures and supporting them to develop the necessary daily living, enhance their social networks and prevent isolation, receive support to find employment and improve financial control are all key factors in enabling citizens to live and network within the community of their choice and therefore contributing significantly to ensuring that the historical and contemporary culture flourishes and prospers.</p>
<p>13 - Are there any Human Rights issues? If so, what are they?</p>	<p>In line with a human rights based approach when commissioning and providing quality housing related support services, the vision on Anglesey encourages and</p>

<p>(The 16 basic rights in the Human Rights Act are listed at Appendix 1).</p>	<p>emphasises the need for participation and involvement in the design and delivery of services, policies and programmes by the people and communities who benefit from them.</p> <p>Due consideration must be given if there should be any breaches to the following: Article 8 - Right to a private life, respect family and friendships Article 10 – Freedom of Expression in terms of being able to access the appropriate information about the services, and the right to question the refusal of access to services or complaining about an aspect of the service provided. Article 14 – Adherence with the Equalities Act 2010.</p>
<p>14 - What has been done to date in terms of involvement and consultation with regard to this policy?</p>	<p>Consideration has been given to eligibility of services and commissioning arrangements have initially been prioritised accordingly.</p> <p>All providers have been consulted and options for recognising efficiency savings have been discussed. Options include reducing investment in some services, remodelling or decommissioning of others.</p> <p>Detailed consultation with service users who receive a sheltered warden service has been undertaken and has resulted in the production of the No Place Like Home Commissioning Strategy via a Co-Produced approach through Ochr Yn Ochr. Membership included Local Authority Officers from Housing and Social Services, Registered Social Landlords, Support Providers and most importantly service users. A further round of consultation has been undertaken to discuss the reconfigured model across all 23 council owned sheltered housing schemes and the Extra Care Scheme and RSL Sheltered sites at Penucheldre, Holyhead. Proposals have also received full scrutiny and approval at political level within the Local Authority.</p>
<p>15 - Are there any gaps in the information collected to date? If so, how will these be addressed?</p>	<p>No</p>

PART A - Step 3: Considering the potential impact

*For each protected characteristic, please detail in the column on the right in the table below:

- (1) Any reports, statistics, websites, links etc that are relevant to your document / proposal and have been used to inform your assessment, and/or
- (2) Any information gathered during engagement with service users or staff; and/or
- (3) Any other information that has informed your assessment of potential impact

**For determining potential impact, please choose from the following:

High negative; Medium negative; Low negative; Neutral; Low positive; Medium positive; High positive; No impact/Not applicable

Protected group	**Potential Impact	*Details	Mitigating action
Age	Low negative	<p>The Supporting People Programme can support individuals who have assessed housing related support needs from age 16 upwards. The Programme supports a wide range of service areas with equally vulnerable needs. This may involve providing supported accommodation for a young person aged 16-24, refuge or safe house for a victim of domestic abuse or an older and frail person living in sheltered or extra care accommodation. The programme on Anglesey provides circa 2,350 units of which circa 1,350 are community alarms within households where older people reside.</p> <p>All options must be evaluated to ensure that no Tenant /service user is disadvantaged in comparison to younger people with a similar degree of housing related support needs.</p>	<p>Changes imposed by Welsh Government to the Supporting People Programme across Wales have resulted in services to older people being based upon need rather than tenure. Historically all tenants within sheltered housing have received a Supporting People Service regardless of need, with the majority due to being in receipt of housing benefit receiving a full subsidy to the cost via Supporting People, whilst others have had to pay from their own income as part of the tenancy agreement.</p> <p>The Isle of Anglesey County is currently transforming its provision of accommodation and support services for older people with the emphasis upon developing extra care housing and</p>

Protected group	**Potential Impact	*Details	Mitigating action
		<p>Older people in general can find it difficult in adapting to change and may find the fear of change to be de-stabilising. The proposed change will impact upon both demand and cost for social care delivery, particularly within the re-ablement service where recent evidence gathered for the review demonstrated that 80% of service tasks were social care orientated and therefore not eligible for supporting people funding.</p> <p>Additionally, service users within the Penucheldre Extra Care Scheme and Llys Mair Sheltered Housing which are owned and provided by Grŵp Cynefin who do not receive housing benefit will be expected to pay for the housing related support service which they receive at a cost which is equal to the unit cost of the Supporting People subsidy. This will ensure equity across all tenures for older people.</p> <p>The proposed reduction in the number of units of the housing related support service for people with early onset dementia may result in a gap in services for this group on a short term basis, but it is anticipated that the reconfiguration of services for older people and in particular the creation of community hubs</p>	<p>community hubs. Supporting People have an integral role in developing housing related support services within a locality based community hub environment. The service will cover all tenures and therefore extend to older people with support needs who live in either private, rented or owner occupier properties who cannot under the current arrangements access housing related support services.</p> <p>People who currently receive re-ablement and the early onset dementia support will continue to receive housing related support providing they have an assessed need.</p> <p>Full consultation, has been undertaken with tenants and current wardens regarding the proposals to decommission the warden element and move to a peripatetic model.</p> <p>Investment in provision of housing related support for older people is expected to increase, by circa 4%. It is expected that the increased funding is to be offset by the reduction in other areas as a direct result of remodelling and efficiency savings.</p>

Protected group	**Potential Impact	*Details	Mitigating action
		<p>will address this gap and should significantly increase take up and make access easier due to a shift from tenure led to needs led..</p> <p>Staff. The decommissioning of the On-site resident Sheltered Warden Services within Council owned properties has been approved and will be replaced with peripatetic scheme co-ordinators who will provide the necessary housing related support. This is likely to impact negatively upon the number of staffing required to deliver support to the 23 council owned schemes.</p>	
Disability	Medium negative.	<p>Learning Disabilities has since the inception of the Supporting People Programme accounted for the highest cost pressures by a significant margin. In total it still accounts for circa 33% of the whole programme by a significant margin.</p> <p>Evidence gathered from strategic service reviews has pointed to a significantly disproportionate level of supporting people funding within this service areas. A number of care plans contain extraordinary high levels of housing related support hours for service users compared with individuals from other service</p>	<p>Supporting People cannot fund services such as social care and health. It is proposed within the commissioning strategy that a full review is to be undertaken to demarcate the level of care and eligible support currently provided at supported accommodation locations for people with learning disabilities.</p> <p>Given the top heavy support to care ratio of funding within a number of shared living properties, increased future funding will need to be met by adult social care as</p>

Protected group	**Potential Impact	*Details	Mitigating action
		<p>areas who may have high dependency and lead very chaotic lives.</p> <p>In addition there is a high level of health care input which would appear that some service users are unable to achieve a level of independence which meets with the 'doing with, rather than doing for' ethos of the Supporting People Programme. Consequently, as stated in the Welsh Government Supporting People Guidance, Supporting People should not replace care or health or be used as a substitute funding source where there is a statutory duty to do so.</p>	<p>there will still be a statutory requirement to fund given the complex level of needs which exists in such projects. The exact amounts cannot be quantified until the review has been completed. However, the financial impact is anticipated to be substantial and may need to be mitigated via the adoption of an incremental approach.</p>
Gender	Neutral.	<p>The impact of any proposed changes is not anticipated to affect male and female service users differently. However, analysis of the latest needs mapping data suggests that there is a split of 60-40 female to male in the numbers presenting to agencies with housing</p>	<p>All support providers will be provided with a minimum of three months' notice of any change in their contractual and financial terms. The impact of how the reductions will be managed will be subject to the discretion of the respective support</p>

Protected group	**Potential Impact	*Details	Mitigating action
	High Negative	<p>and or support needs.</p> <p>Staff.</p> <p>The vast majority of staff are of the female gender. It is therefore inevitable should reductions in funding lead to providers having to apply redundancy procedures, there will be a disproportionate impact upon a higher proportion of female staff having their hours reduced or in some cases, their employment terminated.</p> <p>It is expected that 9 current scheme wardens within council owned sheltered accommodation services will be made redundant and as they currently live within tied accommodation, there is also a risk that they may be required to seek alternative living arrangements.</p>	<p>providers in line with current contractual arrangements and their individual Human Resources Policies and Procedures.</p> <p>This will be subject to the approach undertaken by respective providers. All members of staff will be expected to be treated equally in line with the providers Human Resources Policies.</p> <p>The Council are currently undertaking a full consultation process with the wardens in relation to their employment and accommodation arrangements. Sessions have been held with both Human Resources Staff and Specialist Housing Options/Solutions to consider all possible options.</p> <p>Whilst it is expected that their employment arrangements will change, all possible avenues are being explored in relation to accommodation arrangements. However, consideration will be given to eligibility, affordability and best use of council stock.</p>
Gender Reassignment	No impact	The impact of any proposed changes is not anticipated to affect this protected	

Protected group	**Potential Impact	*Details	Mitigating action
Pregnancy & Maternity	Neutral	<p>characteristic</p> <p>Service Users / tenants who are supported will undertake risk assessments from the outset or pending a significant change of circumstances. Service providers should respond to pregnancy and maternity in line with this and their organisational policy</p> <p>The Human Resources policies and practices of both the Isle of Anglesey County Council and other providers commissioned will be adhered to in respect of staff along with appropriate risk assessments.</p>	<p>The proposed cuts are not anticipated to directly impact upon this protected group. It is anticipated that should any individual supported within a shared living environment such as a refuge, hostel or self-contained supported accommodation unit be assessed accordingly and where appropriate, safe and reasonable be moved to a floating support provision.</p>
Race / Ethnicity / Nationality	Neutral.	<p>It is not anticipated that any of the options proposed would result in individual or family from any particular racial group being disadvantaged. However, where specific services are currently provided to meet particular needs it is important that these are identified and steps taken to ensure that this is preserved and included in the choice offered.</p>	<p>The Supporting People Needs Mapping exercise contains a full equalities data as do the quarterly monitoring forms which all Supporting People funded services are expected to provide. All contracts contain a clause stating requirements to identify diversity which includes conforming with the Equalities Act 2010 and our tender process acts as a robust accreditation framework to ensure that all potential services celebrate diversity and are sensitive to the religious, cultural, ethnic and linguistic needs of service users and are non-discriminatory in relation to gender, sexuality, language and disability.</p>

Protected group	**Potential Impact	*Details	Mitigating action
Religion or Belief	Neutral.	Please see box immediately above	Please see box immediately above
Sexual Orientation	Neutral.	Please see box immediately above	Please see box immediately above
Welsh language	High positive	The Council is committed to providing a fully bilingual service in Welsh and English across all its services and has a clause in all contracts which requires all Supporting People funded service providers to comply with the requirements of the Welsh Language Act and Welsh Language Measure.	We will ensure that the new providers will comply with the Council's Welsh Language Scheme and the Welsh Government's 'Mwy NA Geiriau' (more than just words) strategy document. Six monthly monitoring meetings are held with providers to ensure contract compliance as well as an annual questionnaire issued to all providers and is specific to this theme. The findings of the survey are fed back to the Welsh Language Act Commissioner within Welsh Government.
Human Rights	Medium negative	The proposed efficiency savings will have an undoubted impact upon the ability of vulnerable people and families to access services, particularly if as anticipated the demand for services increases due to the impact of welfare reform and the introduction of Universal Credit.	All Supporting People Services must adhere to all aspects of Human Rights as per terms and conditions of the Contract.

Part A – Step 4: Outcome of Initial EIA

Is the outcome of the Initial assessment to proceed to full Equality Impact Assessment?	No – This initial EQIA will form the basis of further work as noted below:
	This Equality Impact Assessment will be reviewed following presentation of the proposals and evidence to the Supporting People Planning Group.
If no, are there any issues to be addressed?	
	Record Details: as above

If you have decided that a **full Equality Impact Assessment is required**, please proceed to **Part B**.

If your decision is **not to proceed to a Full Equality Impact Assessment**, please delete Part B from this template and proceed to **Part C - Outcome Report**.

Please proceed to **Part C - Outcome Report**.

Equality Impact Assessment (EIA) – OUTCOME

PART C – Step 1: Outcome Report

Organisation:	Isle of Anglesey County Council
---------------	---------------------------------

What is being assessed: (copy from Part A – step 1)	Proposed reduction in the level of investment within specific Supporting People funded projects that provide housing related support to a diverse but equally vulnerable range of individuals and families across a variety of service areas.
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Brief Aims and Objectives: (copy from Part A – step 1)	To identify efficiency savings of approximately £700,000 within the Anglesey Supporting People Programme.
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Did the Initial assessment proceed to full Equality Impact Assessment? (PART A – Step 4)	No – This initial EQIA will form the basis of further work as noted below:
	Record reasons for decision The EQIA will be reviewed following presentation to the Supporting People Planning Group
If no, are there any issues to be addressed?	As above
If yes, what was the outcome of the full EIA?	

Will the Policy be adopted / forwarded for approval? Who will be the decision-maker?	The final decisions based upon the recommendations presented will rest with the multi- agency – Isle of Anglesey Supporting People Planning Group.
	If no, please record the reason and any further action required:

Are monitoring arrangements in place? What are they?	The Supporting People Team have robust and regular monitoring arrangements.
--	---

Who is the Lead Officer?	Name:	Shan Lloyd Williams
	Title:	Head of Service – Housing Services
	Department:	Communities Department
Review date of policy and EIA:	To be determined.	

Names of all parties involved in undertaking this assessment	Name	Title
		Arwel Jones Katy Henaghan Lesley Thomas Anne Sutton
	Equalities Panel members. Rhian Hughes – Corporate Policy Shan Lloyd Williams Anwen Huws Michael Pulford Sharon Williams Barbara Williams Heulwen Roberts	Head of Housing Services Head of Children Services Clinical Manager Substance Misuse Service Probation Services Manager Learning Disabilities Mental Health Ops Mngr Housing Services Manager
Please Note: An Action Plan should be attached to this Outcome Report prior to completion		

PART C - Step 2: Action Plan

Please detail any actions that are planned following completion of your EIA. You should include any changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or to carry out further research.

Ref	Proposed actions	Lead officer	Timescale

Appendix 1 – Human Rights

Human rights are rights and freedoms that belong to all individuals, regardless of their nationality and citizenship. There are 16 basic rights in the Human Rights Act – all taken from the European Convention on Human Rights. For the purposes of the Act, they are known as ‘the Convention Rights’. They are listed below:

(Article 1 is introductory and is not incorporated into the Human Rights Act)

Article 2: The right to life
Article 3: Prohibition of torture
Article 4: Prohibition of slavery and forced labour
Article 5: Right to liberty and security
Article 6: Right to a fair trial
Article 7: No punishment without law
Article 8: Right to respect for private and family life
Article 9: Freedom of thought, conscience and religion
Article 10: Freedom of expression
Article 11: Freedom of assembly and association
Article 12: Right to marry
Article 14: Prohibition of discrimination
Article 1 of Protocol 1: Protection of property
Article 2 of Protocol 1: Right to education
Article 3 of Protocol 1: Right to free elections
Article 1 of Protocol 13: Abolition of the death penalty

Appendix 1.

Anglesey Supporting People Needs Mapping Report 2014-15

14/05/2015

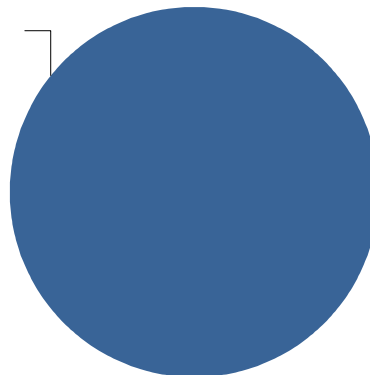
COMPLETION YEAR	Number
Total	1,185
Apr 2014 - Mar 2015	1,185

Distinct count of forms (HSID)	1,185
Sum of duplicates	6

FORMS	Number
Total	1,185
Anglesey	1,185

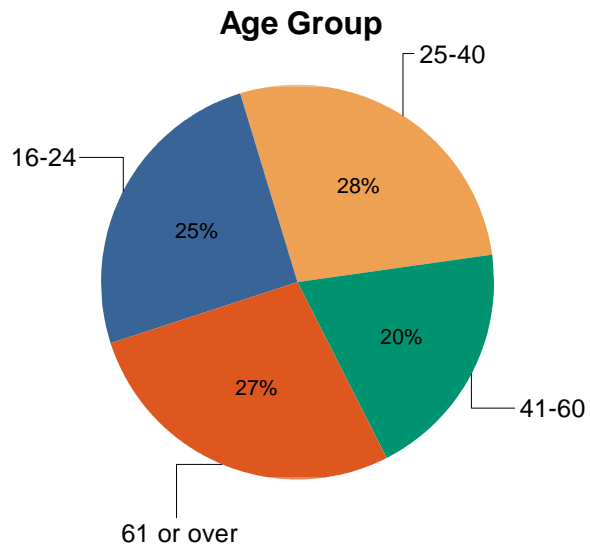
100%

Number of forms by Local Authority



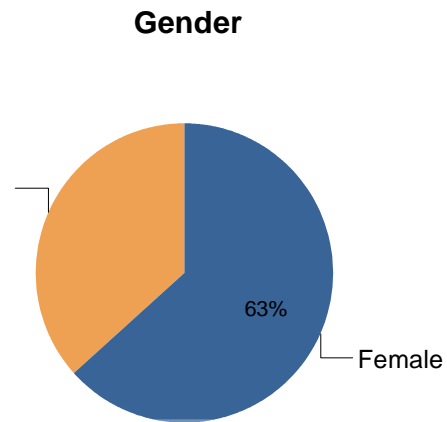
Section: Person this Form is About

AGE	Number
Total	1,185
16-24	299
25-40	327
41-60	234
61 or over	325



GENDER	Number
Total	1,185
Female	750
Male	435

37%



ARMED FORCES	Number
Yes	20

Section: Person Completing this Form

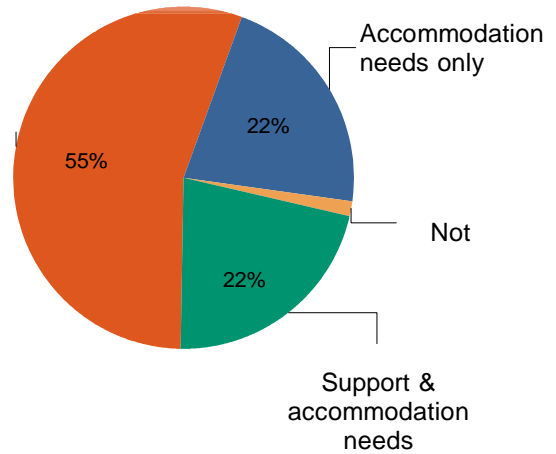
3

SOURCE OF NM FORMS	Forms
Total	1,185
Unspecified	1
Agorfa / Cefni Lettings	90
Anglesey County Council	197
BAWSO	2
Body Positive	1
CAIS	61
Digartref Ynys Mon	115
GISDA	1
Gorwel	311
Hafan Cymru	28
Môn Care	304
Nacro Cymru	47
North Wales Housing Association	5
The Wallich	20
Tyddyn Mon	2

Section: Reason for Completing this Form

REASON FOR COMPLETING	Number
Total	1,185
Support needs only	655
Accommodation needs only	256
Support & accommodation needs	257
Not specified	17

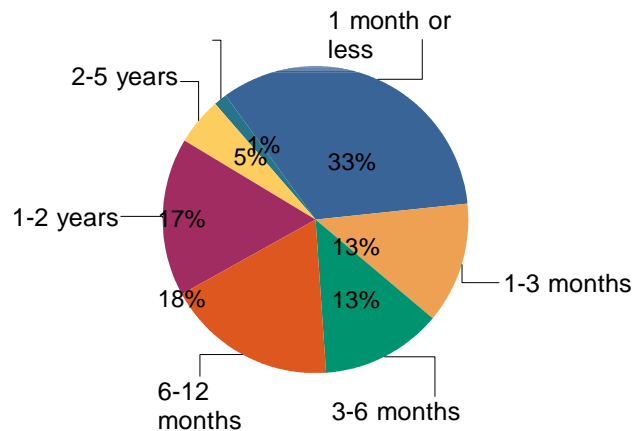
Reasons for Completing Form



FILLED IN FORM BEFORE?	Number
Total	1,185
Yes	78
No	1,104
Unspecified	3

IF "YES", HOW LONG AGO?	Number
Total	78
1 month or less	26
1-3 months	10
3-6 months	10
6-12 months	14
1-2 years	13
2-5 years	4
5 years plus	1

How Long Since Previous NM Form Completed?

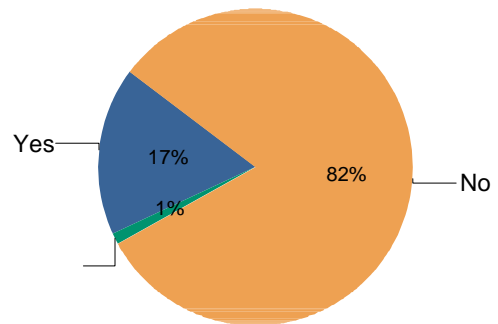


Section: Household

LIVE WITH PARTNER?	Number
Total	1,185
Yes	205
No	968
Unspecified	12

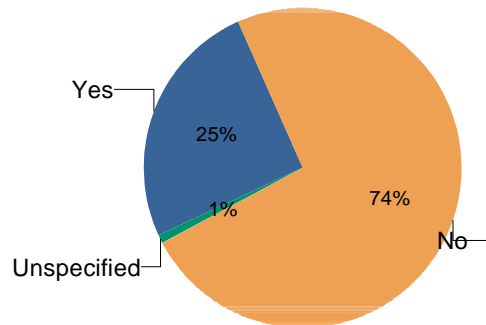
Unspecified

Currently live with Partner



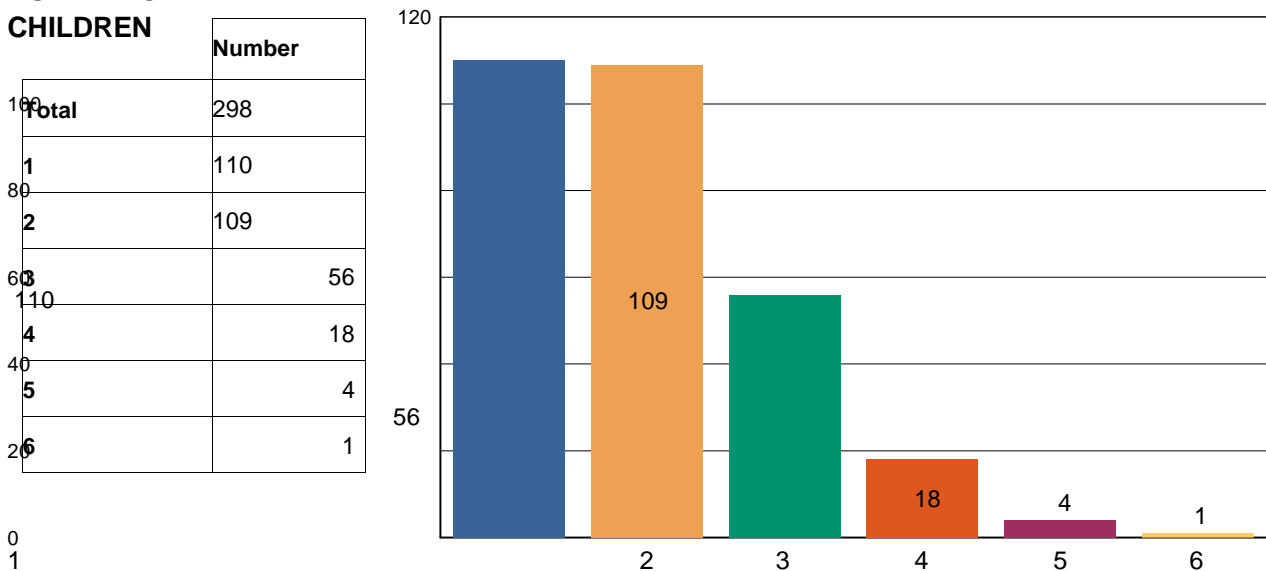
DEPENDENT CHILDREN?	Number
Total	1,185
Yes	301
No	874
Unspecified	10

Dependent Children?



NUMBER OF CHILDREN	Number
Total	298
1	110
2	109
3	56
4	18
5	4
6	1

Number of Children



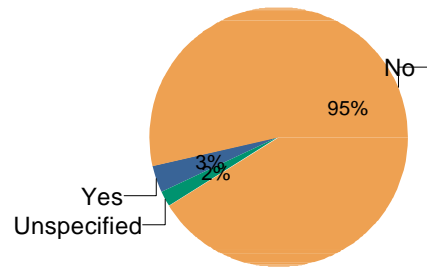
PARTNER / CHILDREN

		Children:	Yes	Children:	No	Children:	Unspec
Total		1,185	301	874	10		
Partner:	Yes	205	74	129	2		
Partner:	No	968	223	743	2		
Partner:	Unspecified	12	4	2	6		

PREGNANT?

	Number
Total	1,185
Yes	41
No	1,120
Unspecified	24

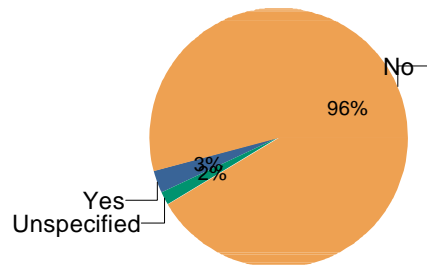
Pregnant?



DEPENDENT ADULTS?

	Number
Total	1,185
Yes	32
No	1,134
Unspecified	19

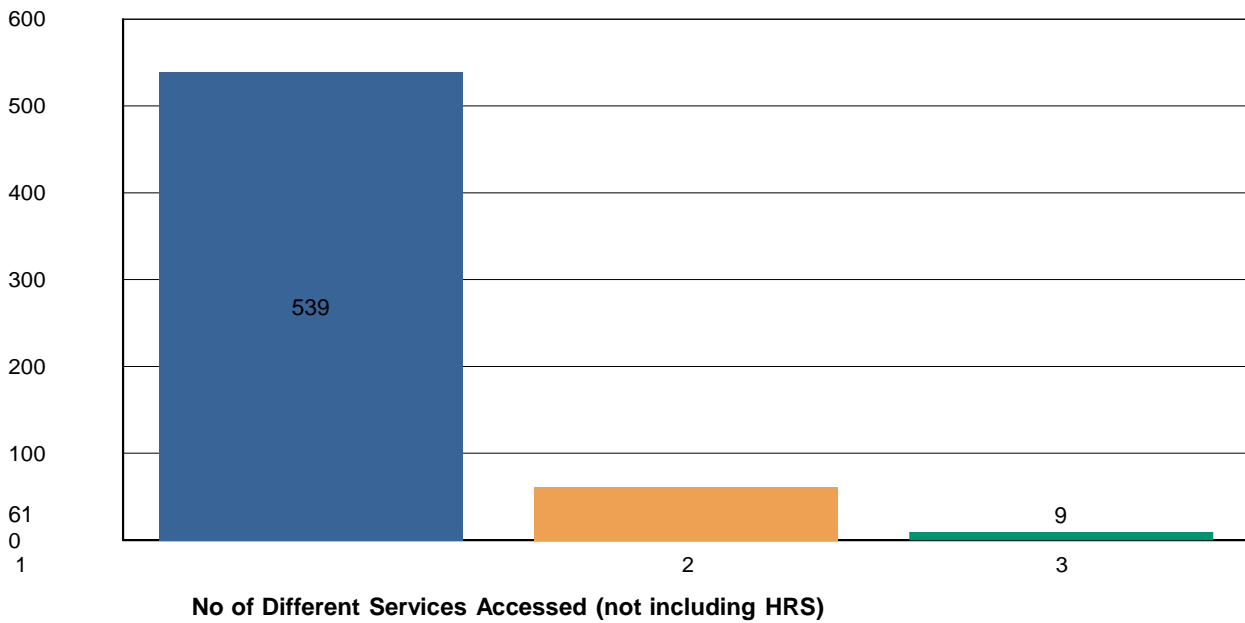
Dependent Adults?



Section: Current Services

Housing Related Support	248
Adult Social Services	319
Children & Family Services	104
Community Drug & Alcohol Service	104
Probation Service	48
Youth Justice Service	6
Community Mental Health Service	96
Child & Adolescent Mental Health Service	9
Forensic Mental Health Service	2

Multiple Current Services (not including HRS)

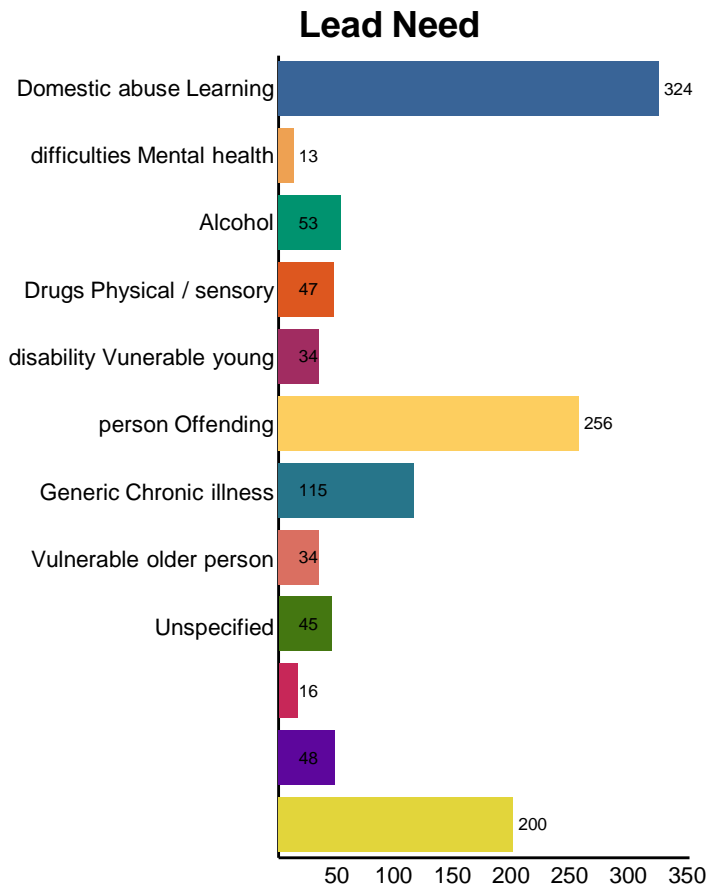


Section: Support Needs & Target Outcomes

8

Domestic Abuse	371
Learning Difficulties	40
Mental Health	251
Alcohol	113
Drugs	116
Refugee/Immigration	2
Physical/Sensory Disability	287
Vulnerable Young Person	154
Offending	95
Homelessness/Generic	137
Chronic Illness	42
Vulnerable Older Person	94
Feeling Safe	622
Safety of self/others	470
Accommodation	113
Relationships	361
Community Inclusion	168
Managing Money	273
Educations/Learning	152
Employment/Volunteering	156
Physical Health	425
Healthy and Active Lifestyle	205

LEAD NEED	Number
Total	1,185
Domestic abuse	324
Learning difficulties	13
Mental health	53
Alcohol	47
Drugs	34
Physical / sensory disability	256
Vulnerable young person	115
Offending	34
Generic	45
Chronic illness	16
Vulnerable older person	48
Unspecified	200

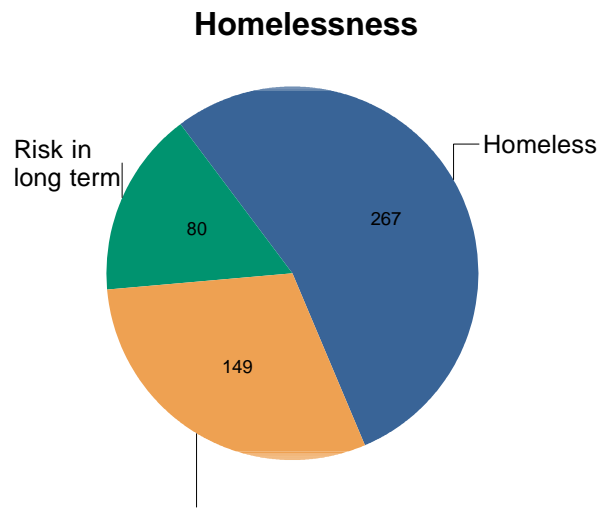


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Section: Accommodation Needs

HOMELESSNESS	Number
Homeless at time of completing form	267
Risk of homelessness in 2 months	149
Risk of homelessness in long term	80

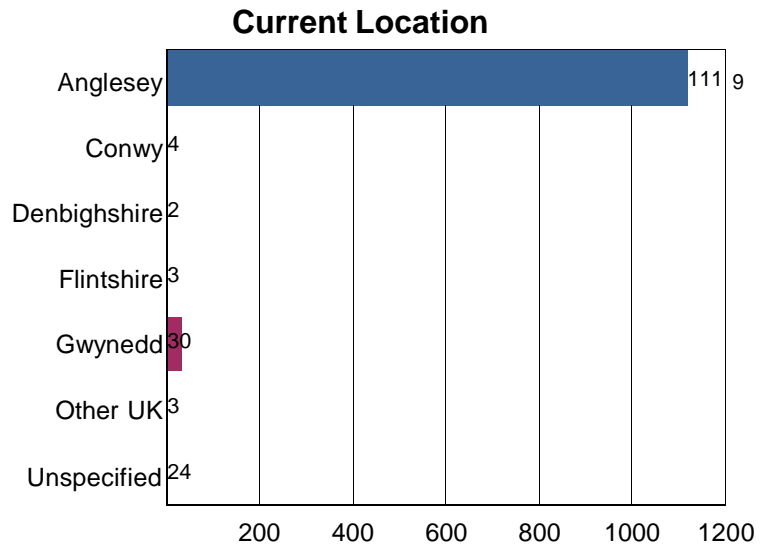
NOWHERE TO STAY TONIGHT?	Number
Box ticked	75



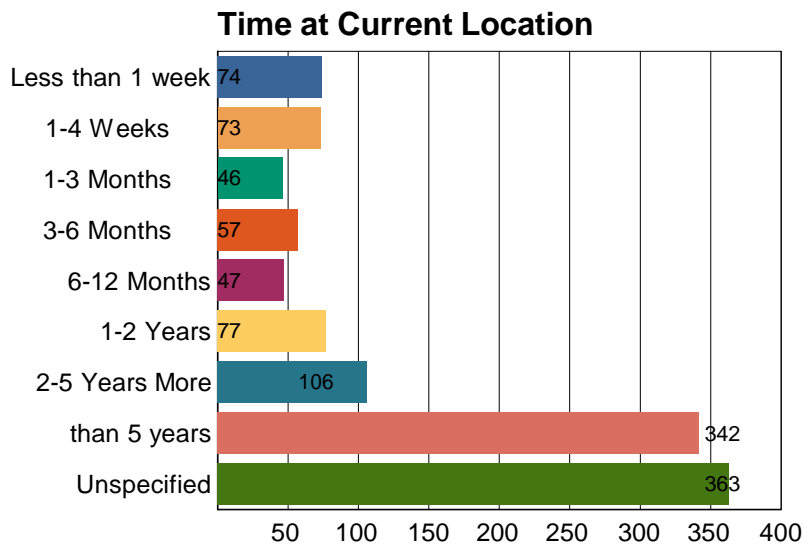
Risk in 2 months	Number
Notice of eviction	84
Condition/suitability of property	51
Rent/mortgage arrears	48
Family/relationship breakdown	302
Neighbour disputes/harassment	20

Section: Current Location

CURRENT	Number
Total	1,185
Anglesey	1,119
Conwy	4
Denbighshire	2
Flintshire	3
Gwynedd	30
Other UK	3
Unspecified	24

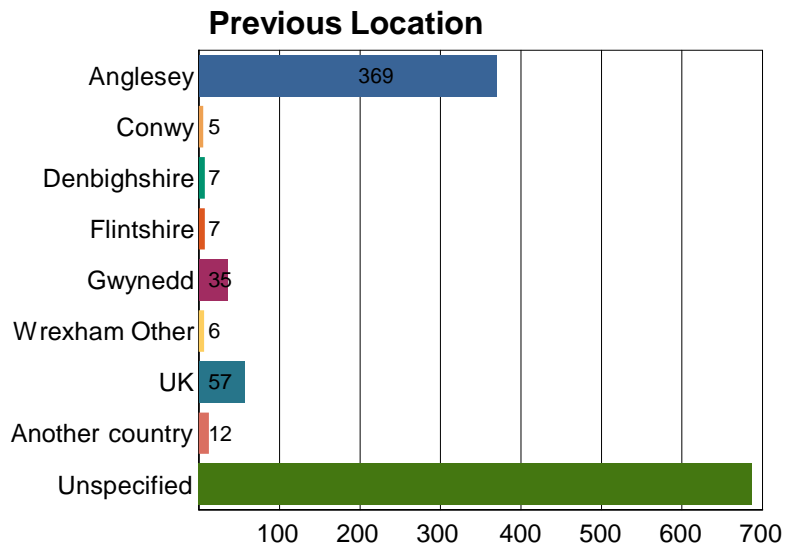


TIME	Number
Total	1,185
Less than 1 week	74
1-4 Weeks	73
1-3 Months	46
3-6 Months	57
6-12 Months	47
1-2 Years	77
2-5 Years	106
More than 5 years	342
Unspecified	363



Section: Previous Location

PREVIOUS	Number
Total	1,185
Anglesey	369
Conwy	5
Denbighshire	7
Flintshire	7
Gwynedd	35
Wrexham	6
Other UK	57
Another country	12
Unspecified	687



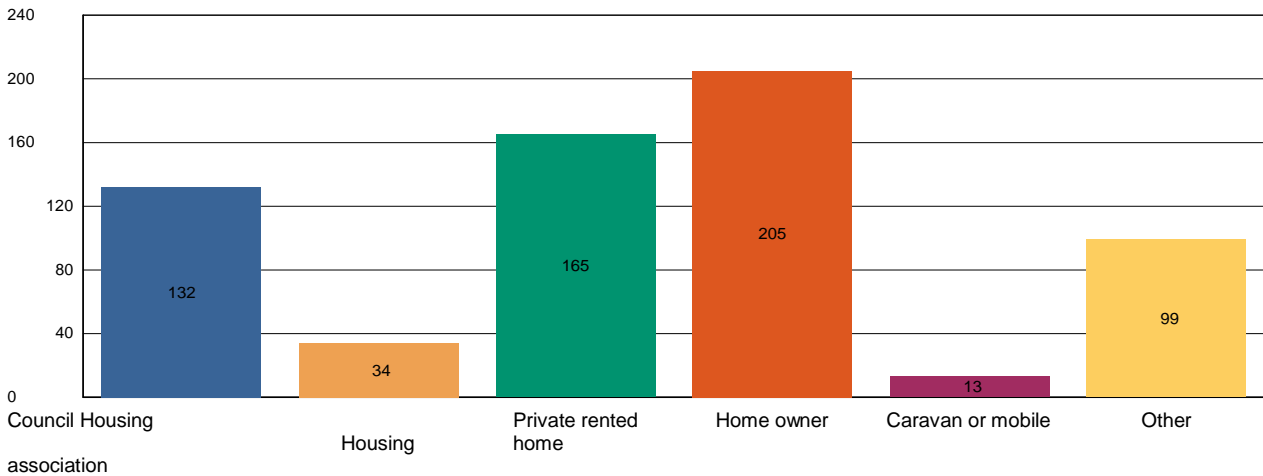
TIME AT CURRENT LOCATION / PREVIOUS LOCATION

		Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham	Other UK	Another country	Unspecified
Total	1,185	369	5	7	7	35	6	57	12	687
Less than 1 week	74	38	1	2	2	10	0	13	3	5
1-4 Weeks	73	49	0	2	2	3	2	8	2	5
1-3 Months	46	26	0	1	0	7	1	7	2	2
3-6 Months	57	29	3	0	1	4	2	7	0	11
6-12 Months	47	21	0	1	0	5	0	3	2	15
1-2 Years	77	50	0	1	1	1	0	4	0	20
2-5 Years	106	45	0	0	0	3	0	5	2	51
More than 5 years	342	76	1	0	0	2	0	4	1	258
Unspecified	363	35	0	0	1	0	1	6	0	320

Section: Current Accommodation

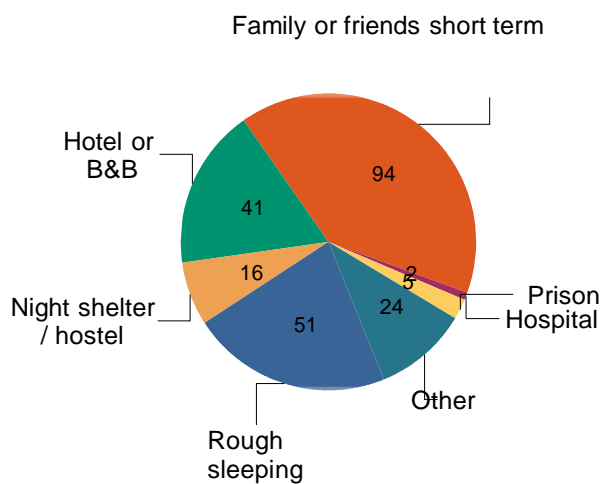
FIXED ACCOMMODATION	Total	Living in the Home of Family / Friends	Others
Council Housing	132	13	119
Housing association	34	1	33
Private rented	165	5	160
Home owner	205	7	198
Caravan or mobile home	13	1	12
Other	99	44	55

Current Accommodation



NO FIXED ABODE	Total
Rough sleeping	51
Night shelter / hostel	16
Hotel or B&B	41
Family or friends short term	94
Hospital	2
Prison	5
Other	24

No Fixed Abode



Section: Preferred Location

14

Anglesey	810
Conwy	14
Denbighshire	8
Flintshire	4
Gwynedd	46
Wrexham	2
Other UK	9
Another Country	1

Section: Preferred Accommodation

ORDINARY ACCOMMODATION

Council housing	316
Housing association	132
Private rented	182
Home owner	8
Caravan or mobile home	2
Other	5

SUPPORTED ACCOMMODATION

Self contained supported housing	93
Shared supported housing	55
Sheltered housing	12
Supported lodgings	3
Refuge or safe-house	27
Short term hostel	21
Residential rehabilitation facility	1
Nursing or residential care home	1
Floating Support	287
Other supported accommodation	15

Section: Equalities Information

CARER	Total
Total	1,185
Yes	28
No	973
Unspecified	184

ETHNICITY:

A. WHITE	Total
Total	1,119
White	1,119

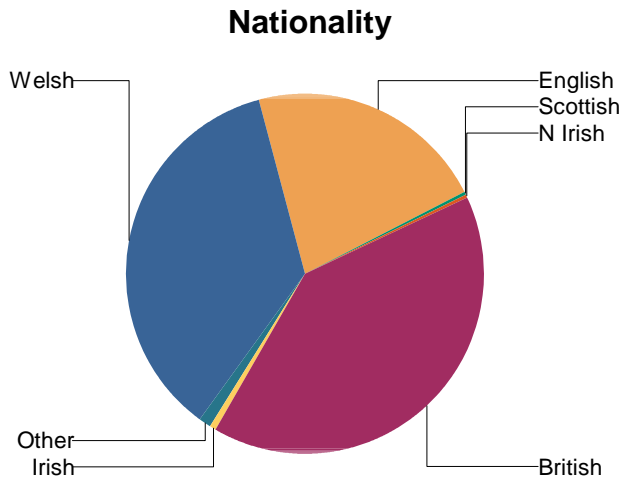
D. BLACK OR BLACK BRITISH	Total
Total	2
African	2

B. MIXED	Total
Total	7
White & Asian	2
E. OTHER GROUPS	
White & Black African	1
White & Black Caribbean	2
Other	2

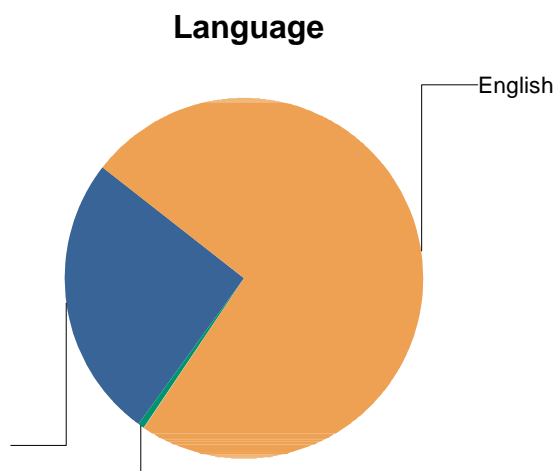
	Total
Total	4
Gypsy / Traveller	1
Other	3

C. ASIAN OR ASIAN BRITISH	Total
Total	6
Indian	3
Pakistani	1
Bangladeshi	1
Chinese	1

NATIONALITY	
	Total
Total	1,131
Welsh	406
English	244
Scottish	3
N Irish	3
British	455
Irish	7
Other	13

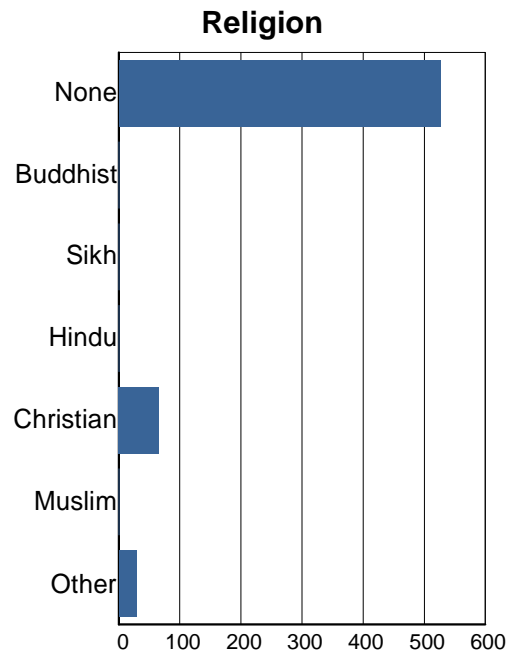


LANGUAGE	
	Total
Total	890
Welsh	228
English	658
Other	4



LANGUAGE	
	Total
Total	Welsh 2
	Other
German	1
Polish	1

RELIGION	
	Total
Total	626
None	527
Buddhist	1
Sikh	1
Hindu	1
Christian	66
Muslim	1
Other	29



DISABILITY

Mobility impairment	215
Sight impairment	20
Hearing impairment	8
Dexterity impairment	6
Learning difficulty	29
Mental health	144
Other impairment	21

GENDER SAME AS AT BIRTH

	Total
Total	1,185
Yes	922
No	17
Unspecified	246

SEXUAL ORIENTATION

	Total
Total	1,185
Heterosexual	533
Gay or Lesbian	6
Bi-sexual	6
Prefer not to say	212
Unspecified	428

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	14th March, 2016
Subject:	Housing Revenue Account 30 year Business Plan 2016-2046 and Housing Capital Programme 2016-2017
Portfolio Holder(s):	Councillor Aled M Jones
Head of Service:	Shan Lloyd Williams
Report Author: Tel: E-mail:	Shan Lloyd Williams Ned Michael, Housing Business Manager
Local Members:	Relevant to all Elected Members

A –Recommendation/s and reason/s
<p>The Executive Committee is recommended to approve:-</p> <p>R1. The draft Housing Revenue Account (HRA) Business Plan 2016-2046, and in particular the HRA budget for 2016-2017 as set out within the Plan, for submission to the Welsh Government;</p> <p>R2. The proposed Housing Capital Programme for 2016-2017</p> <p>Reasons</p> <p>1.0 Background</p> <p>1.1 The Council, through its HRA, owns and manages 3,784 properties and just over 700 garages, across the Island.</p> <p>1.2 The HRA Business Plan (Appendix 1) 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> <p>1.3 Members are already aware that the project of exiting the HRA Subsidy system was successful and on the 2nd April, 2015, all eleven stock retaining local authorities in Wales became self-financing.</p> <p>1.4 As part of the Voluntary Agreement signed by the Local Authorities with the Welsh</p>

Government, borrowing headroom of £13.482m as at June 2015 was negotiated and agreed. This will allow for new build and maintaining the Welsh Housing Quality Standards.

The abolition of the HRA system in April 2015 required the Council to take on additional borrowing to buy ourselves out of the HM Treasury system. The HRA borrowing requirements are as follows:

HRA existing borrowing £46.42m, of which the borrowing to exit HRA Subsidy was £21.17m.

1.5 As part of the buy-out, there were a number of alternative approaches that a stock retaining local authority could apply to its loan pool to account for Housing Revenue Account (HRA) and Council Fund (CF) debt.

The principles upon which the allocation of loans were to be based were as follows:

- The underlying principle for the splitting of loans, at transition, must have been that of no detriment to the Council Fund;
- Local authorities were required to deliver a solution that was broadly equitable between the HRA and the Council Fund;
- Future charges to the HRA in relation to borrowing are not influenced by Council Fund decisions, giving a greater degree of independence, certainty and control; and
- Un-invested balance sheet resources which allow borrowing to be below the CFR are properly identified between Council Fund and HRA.

Local authorities had three options to account for HRA debt. The first was to split the debt between Council Fund and HRA debt pools (the two pool approach). The second was to adopt a three pool approach and the third was to retain a one pool approach.

Following careful consideration and external advice sought from our Treasury consultants, Capita, the decision taken by the then S151 Officer was to adopt a one-pool approach, which means that the costs of borrowing are averaged between the Council Fund and HRA in proportion to their respective debts.

The one-pool approach was selected as this proved to be the most financially beneficial for the Authority as a whole, whilst simultaneously adhering to the principles above.

1.6 The HRA continues to be ring-fenced for the Council's Landlord functions which relate to the Council's housing stock. The ring-fencing of the account means that the Council may not subsidise council housing from the general fund.

2.0 Welsh Housing Quality Standard (WHQS)

2.1 Members are aware that WHQS was achieved in 2012, we were the second Authority in Wales to achieve this standard.

The Welsh Housing Quality Standard states that all households should have the

opportunity to live in good quality homes that are:

- In a good state of repair.
- Safe and secure.
- Adequately heated, fuel efficient and well insulated.
- Contain up-to-date kitchens and bathrooms.
- Well managed.
- Located in attractive and safe environments.
- As far as possible suit the specific requirements of the household, (e.g. specific disabilities).

3.0 Capital Programme 2016-2017

3.1 Capital programme has been estimated at £11.7m. This includes provision for £6.823m internal / external works, fire risk works, asbestos, disabled adaptations and energy efficiency works. The budget also allows for achieving full WHQS compliance by targeting acceptable fails, environmental etc see Appendix 3 for more details.

3.2 Llawr y Dref – a provision of £832k has been included within the Capital Program for the re-modelling of Llawr y Dref scheme in Llangefni. The works will concentrate on two block comprising of 28 one bedroom units and will include maximizing the internal floorspace within the units, incorporating a lift and generally upgrading the appearance of the building. It is intended that the scheme will be redesignated as being general needs housing.

3.3 A provision of £3.605m has been included within the revenue budget for repairs and maintenance works.

3.4 In addition £2.058m has been budgeted for in 2016-2017 for the first council housing new build on the Island. We will commence on our new build program of 15 units during the year, we are currently looking at sites in Pentraeth, Llanfaethlu, Valley and Holyhead for the first years programme.

3.5 Additionally a further provision of £2.058m has been included for the acquisition of a further 15 units of long term empty ex-Council owned properties lost through Right to Buy.

4.0 Resource implications

4.1 Additional staff will be required to deliver the Council's new build Council homes, and to support the smarter working agenda, we intend to strengthen Information System support by creation of an additional IS support officer post. The Housing Services Management Team will also be under-going a re-structure during the first quarter of the year in order to strengthen its governance arrangements.

Funding for these posts have been provided for within the Business Plan, funded through the

HRA.

5.0 Financial Model and Assumptions

5.1 The HRA Business Plan must be supported by a 30 year financial model and is detailed in chapter 7, pages 48 - 50.

The Business Plan is accompanied by a sensitivity analysis, which demonstrates the robustness of the plan. These are based on key assumptions and parameters set by Welsh Government, and predict the resources available and required to maintain WHQS and capacity for new build, and aims to provide assurances on the long term sustainability of the HRA.

Based on the base case scenario, we are due to reach rent convergence by 2022-2023.

5.2 Rental income and local rent setting policy are major factors in the future viability of the Business Plan. Following exit from HRAS, all rental income is now retained by the Council, in the HRA, and is used to cover expenditure, service debt and for investment in services and additional homes.

The next 5 year capital and revenue budget is included with this Report in Appendix 2.

Welsh Government has provided details of the minimum rent increase for 2016-2017. The information on setting the rent was presented to The Executive Committee on the 8th February, 2016.

6.0 Consultation with stakeholders

Detailed consultation has been undertaken with tenants, staff and Elected Members to inform the priorities of the revised 30 year Business Plan. Consultation has also taken place with members of the newly established Housing Services Board.

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?

--

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

yes

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	Business Plan fully endorsed by the SLT.
2	Finance / Section 151 (mandatory)	S151 Officer is happy that the business plan assumptions are reasonable and that the business plan is viable and reflects the current financial situation facing the HRA.
3	Legal / Monitoring Officer (mandatory)	
5	Human Resources (HR)	Any staffing restructures should follow appropriate consultation process in accordance with Council policies
6	Property	
7	Information Communication Technology (ICT)	
8	Scrutiny	
9	Local Members	
10	Any external bodies / other/s	

F – Risks and any mitigation (if relevant)

1	Economic	Capital Schemes go through the Council's procurement arrangements and use Value Wales for measuring Community benefits thus receiving support of the Economic and Community Regeneration Service.
2	Anti-poverty	All Council housing households benefit from WHQS and capital programme
3	Crime and Disorder	
4	Environmental	
5	Equalities	

6	Outcome Agreements	
7	Other	<p>The main risks to the business plan are:</p> <ul style="list-style-type: none"> i. Rent Restriction – following on what is happening in England; ii. Increase in Inflation or Borrowing Costs; iii. Local inflation due to Wylfa Newydd. iv. Welfare Reform <p>The business plan has been stress tested to take account of the risks both individually and together and that the business plan remains viable over the 30 years.</p>

FF - Appendices:

Appendix 1 - Draft HRA Business Plan 2016-2046
Appendix 2 – 5 year Capital and revenue budget 2016 - 2021
Appendix 3 – Capital programme 2016-2019

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

Stock Condition Survey Report, 2013
Rent and Service Charges Report to Executive Committee, 8th February 2016



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



**CYNLLUN BUSNES
CYFRIF REFENIW TAI
2016 - 2046**

**HOUSING REVENUE ACCOUNT
BUSINESS PLAN
2016 - 2046**



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Appendices

**Appendix 1
Sensitivity Analysis**

**Appendix 2
30 year financial model**

**Appendix 3
Tenant – selected Performance Indicators to 2015 / 2016 carried forward to 2016/17**

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

1.0 Introduction

This is the first Housing Revenue Account (HRA) Business Plan since the successful introduction of the self-financing system on April 2nd, 2015. In order to meet HM Treasury requirements, the eleven stock-retaining authorities entered into a Voluntary Agreement with Welsh Ministers, which enabled the Local Authorities to successfully exit the Housing Revenue Account Subsidy. The Voluntary Agreement set for each Local Authority, their HRA borrowing cap and the minimum interest to be paid on the loans drawn down from the Public Works Loan Board in order to fund the HRAS settlement.

The new self-financing arrangements are expected to generate revenue savings, by paying less interest charges on loans compared to the HRAS which will allow us to increase the investment in our existing housing stock, maintain Welsh Housing Quality Standards [WHQS] and also support the delivery of additional housing supply, through new council house building and also acquisition of existing dwellings.

The move to self-financing offers the opportunity for the Council to use our role as a landlord to help achieve the wider corporate priorities and ambitions within the context of the ring-fenced HRA. These include economic regeneration, improving health and wellbeing, improving community safety and helping vulnerable people to live independently in the community. Looking forward, there are opportunities within the Business Plan which are aligned to delivering the Social Services and Well-being (Wales) Act and Well-being of the Future Generations Act such as enabling tenants to live independently within their own homes and promoting well-being.

The Council must continue to maintain a statutory, ring fenced HRA and account for income and expenditure on council housing separately from Council Fund income and expenditure.

The Business Plan confirms the Council's commitment to

- maintaining WHQS standards and tackling 'acceptable fails',
- tackling areas where performance and service outcomes needs to be improved, driving further improvement for our Tenants,
- delivering services for our Tenants which offer value for money, during a period of increased reductions in public spending,
- increasing accountability through increased engagement of staff, Senior Leadership Team, Elected Members and key stakeholders,
- ensuring that there is adequate provision to best mitigate some of the potential impacts of Welfare Reform on the local communities, by giving them the tools to help themselves rather than create a dependency culture, and
- delivering our development programme for new build Council homes.

This Business Plan complies with the requirements of Welsh Government's Business Planning Guidance for the self - financing system for Local Authority Housing Revenue Account, issued in January 2016.

The HRA business plan is over a 30 year period reflecting the evolving environment in which we operate and helps demonstrate the long term sustainability of the Housing Revenue Account. The focus is over the next five years but we must be mindful of the impact our decisions now have for the longer term. The Business Plan demonstrates that our HRA Capital Finance Requirement (HRA CFR) remains within our borrowing cap over the next 30 years, and also confirms that we comply with the minimum annual interest payment requirement for the next five years.

Strategic Objectives

The HRA Business Plan is a Council Corporate document.

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."

The Council's Landlord services and the HRA Business Plan contributes to at least five out of the seven priorities.

The corporate plan states that, 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

Strategic Context and Linkage to other Plans

Housing Landlord 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. In addition to the Corporate Plan, evidence can be seen within the Transformation Plan, Council's Asset Management strategy, Treasury Management Strategy, Joint Local Development Plan, Vibrant and Viable Programme plan, Corporate ICT Strategy and individual Service Plans.

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

A new 5 year Local Housing Strategy was adopted by the Full Council during 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 HRA 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

Service Vision

Our Vision statement is:

Quality homes : sustainable communities

which is underpinned by our service 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
- ♣ forward looking

The Plan has been presented to The Council's Executive Committee, the Senior Leadership Team and the newly established Housing Services Board. The Council's 151 Officer has been part of the process of developing the Plan.

Consultation has been held with Tenants who attended two family fun days during January 2016, and the views of the newly established Repairs and Maintenance Forum and representatives of Môn Tenants and Officers 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 annually in the Tenants Newsletters.

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

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. Housing is an integral part of daily life for everyone. The benefits of having a decent, affordable, home in good condition are considerable. It is an important influence on our health and well-being, education, the ability to hold down a job, access to leisure activities and local communities. It represents the best possible start in life for children and is the foundation for strong, safe and fair communities. It also makes an important contribution to our goals of reducing poverty and inequalities within our communities. Housing also has an important role to play in relation to the economy: building new homes and repairing existing homes generates jobs, apprenticeships and training opportunities.

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.

The STAR survey was completed and analysed during 2015-2016, which has identified a couple of areas where performance has slightly reduced since the previous survey undertaken 2 years ago. To address this, a new Repairs forum and an Anti-Social Behaviour (ASB) forum have been developed, which are in addition to other methods of tenant scrutiny we have adopted as a landlord. Our mystery customer tenant group has recently been trained to undertake a mystery customer survey of the Council's corporate customer service standards.

2.2 Summary of key Landlord Services achievements to date during 2015 / 2016

- Good progress has been made with the transformation of the repairs and maintenance service. Examples including roll-out of ICT hand-held technology, early evening and Saturday morning appointments, externalising the out of hours call system, establishing a new Handyperson Service, multi-skilling of staff, and roll-out of a new staffing structure.

- Winning the Chief Executive's award at the Staff Award ceremony in December 2015 for the transformation programme and also the TPAS award for the newly established Handy person service in summer 2015.
- Identified preliminary work in preparation for the next phase of a new build development of Council housing.
- Continued to manage and maintain the Council housing stock effectively and efficiently – improving income collection, reducing ASB and improving void turn around performance.
- Developed new common housing allocations policy, taking advantage of the benefits of working with Registered Social Landlord's (RSL's), which is currently out to consultation.
- Re-structured the allocations and homelessness teams, to a fit for purpose Housing Options Team, tasked with providing an effective homelessness and homeless prevention service, in line with requirements of the Housing (Wales) Act, 2014.
- Developed a draft Domestic Abuse Policy as part of our commitment to strengthen our Safeguarding arrangements of vulnerable adults and children.
- Commenced the programme for developing/acquiring additional homes and establish arrangements for the new house building programme. To date, 9 dwellings have been acquired.
- Strengthened governance arrangements to monitor the performance of the Housing Service and delivery of the HRA Business Plan, through the establishment of a dedicated corporate Housing Services Board.
- Successful implementation of the new Social Rents and Service Charge Policy.
- Development of a new housing portal for Tenants – My Home.
- Roll-out of action plan to mitigate the effects of Welfare Reform and introduction of Universal Credit.
- Developed a business case for presenting to Welsh Government to temporarily suspend *Right to Buy* on the Island for 5 years.

2.3 Key Housing priorities for our landlord service over the next 2 years (2016/2018) are set out below:

- Delivery of the annual capital investment programme and demonstrate the community benefits delivered from the direct investment in housing, through the use of Value Wales measurement tools.
- Increase the supply of Council housing through a combination of new build and acquisition of properties.
- Work with the Corporate Asset Management Group to identify sites being disposed e.g. school buildings, and used as possible affordable housing sites and as part of the Council's regeneration plans.

- Invest in re-developing, refurbishing and re-designating units within Llawr y Dref, Llangefni thereby addressing the difficult and hard to let properties issue.
- Complete the outsourcing the repairs and maintenance stores function.
- Complete the Transformation programme of repairs and maintenance service and be able to demonstrate the efficiency savings achieved.
- Respond the challenges of Welfare Reform, and in particular changes facing under 35s and the further roll-out of Universal Credit, minimising the impact on tenants and their tenancies.
- Continue to promote channel-shifting, through supporting more Tenants through digital inclusion training.
- Continue to improve service provision in areas where performance is poor and/or where customer satisfaction results indicate the need to improve service outcomes. The two key functions being arears and voids turnaround.
- Continue to provide an effective homelessness and homeless prevention service, in line with requirements of the Housing (Wales) Act, 2014.
- Tackle ASB issues by making use of available tools under the ASB, Crime and Policing Act 2014. Monitor the effectiveness of the new Housing ASB Policy through the Tenant ASB group being established in early 2016-2017.
- Review the effectiveness of the new Housing Services Board and agree most appropriate method of maximising tenant input and scrutiny of HRA decisions.
- Meet the Council's financial challenges, by introducing new ways of working and adopting a more business-like approach to how we deliver our services.
- Recruit 2 graduate trainees, as part of our 'grow your own' employees and offer placements over a 3 year period as part of our workforce development plan.
- Continue to support the Council's wider corporate objectives which clearly benefits Tenants.

2.4 Housing Need and Demand for Affordable Homes

The Welsh Government's Housing Strategy "Improving Lives and Communities – Homes in Wales" provides the policy framework for the development of local housing strategies that contribute to realising the Welsh Governments vision for housing in Wales.

2.5 Local Housing context

Housing Need

Key findings of the draft Local Housing Market Assessment (LHMA) 2016 do not take into consideration any possible effects of Wylfa Newydd construction workers on the local housing market.

1) Socio-economic context

- i) The Census indicates that in 2011 the population of the County was 69,751 and that since 2001 the population has increased by 4.4%. The size of the household population has increased at a faster rate between 2001 and 2011 by 7.7%.
- ii) The Isle of Anglesey contains a lower proportion of the population that are of working age than is found regionally and nationally. The Black, Asian and Minority Ethnic population of the Isle of Anglesey is just 1.8% of the total population.
- iii) There has been a notable growth in part-time employment in the Isle of Anglesey over the last ten years, whilst the number of people in full-time employment has risen more modestly.
- iv) In the Isle of Anglesey the proportion of economically active residents who are unemployed is 2.8% currently and this figure has fallen over the last 12 months.
- v) The Isle of Anglesey contains proportionally more residents working in professional or technical jobs than is found nationally. The County also contains a lower than average level of working-age residents without any qualifications.
- vi) The mean earned income for employees in the Isle of Anglesey in 2014 is £32,635, higher than the national average, although this is skewed by a small number of very high earners.
- vii) The recent Census indicates that in 2011 there were 34,183 dwellings in the Isle of Anglesey and that since 2001, the dwelling stock had increased by 10.1%. The most common property type in the County is detached houses, followed by terraced dwellings.
- viii) The 2011 Census indicates that 68.8% of households in the Isle of Anglesey are owner-occupiers, 14.6% reside in social rented accommodation and 14.1% rent privately. The private rented sector has grown by over 60% in the County between 2001 and 2011. This substantial growth is similar to national trends.

2) The cost and affordability of housing

- i) According to data from the Land Registry, the mean house price in the Isle of Anglesey in the first quarter of 2015 was £186,229, higher than the average for Wales as a whole. Data shows that whilst prices have remained largely static since the economic downturn, the number of property sales has fallen notably.
- ii) The cost of housing by size was assessed for all tenures across the County. Entry-level prices in the Isle of Anglesey range from £80,000 for a two bedroom home in the Holyhead price market, up to £312,500 for a four bedroom property in the Menai Straits price market. Entry-level rents in the Isle of Anglesey range from £350 per month for a one bedroom home in Holyhead price market up to £675 per month for a four bedroom property in the Menai Straits price market.

- iii) Housing market gaps analysis shows the nature of the housing ladder in a particular locality. An analysis of the gaps between each tenure shows that there is a large income gap between the affordable rented sector and market entry.
- iv) Although affordability has theoretically improved since the previous LHMA, there remains a large proportion of households in the Isle of Anglesey that are unable to afford to access market accommodation in the County.

3) Improving market balance over the long-term

- i) The Edge Analytics demographic projections for the Isle of Anglesey, within the dwellings-led preferred scenario, indicate significant increases in particular age cohorts of the population, including those aged 90 and over. Overall this scenario suggests that the household population will rise by 2,420 by 2026, which equates to 220 households per year.
- ii) In terms of the accommodation required to provide housing market balance over the plan period, the model which is based on primary and secondary data, suggests that of the new housing required, 70% should be market, 3% shared ownership/help-to-buy, 17% intermediate rent and 10% social rented.
- iii) The model also indicates that new market accommodation should principally be two, three and four bedroom homes with a range of dwelling sizes required in the affordable sector.

4) Affordable Housing Need

- i) Following the stages of the housing needs assessment model specified by the LHMA Guide results in a net need estimate of 402 affordable dwellings per year in the Isle of Anglesey. Refining the model to reflect the local housing market, the net need figure becomes 186 affordable dwellings per year.
- ii) Help-to-buy and Intermediate Rent set at 80% and 70% of median market rates could all contribute towards meeting housing need.
- iii) A range of affordable accommodation sizes are required, but the need for four bedroom homes is the most acute affordable housing need.
- iv) As at December 2015 a total of 426 applicants had registered on Tai Teg, the affordable housing register for Anglesey, Gwynedd and Conwy, requiring an affordable home on Anglesey.

5) 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 804 applicants on the waiting list in December 2015 compared with 1478 applicants in January 2014. A total of 271 Council properties were allocated between

1/4/2014 and 31/03/2015 whilst a total of 90 RSL (Registered Social Landlord) properties were allocated during the same period.

Of the 804 applicants currently on the waiting list for rented properties the property size requirements were as follows:-

Number	Bedrooms
357	1
326	2
93	3
25	4
3	5

The revised common housing allocation scheme will be formally adopted in Q1 of 2016/17, and implemented in Q2 of 2016/17. Agreement will be reached with the partner RSLs during Q1 of 2016/17 on access to the allocations software module for management of the allocations function. An Accessible Housing Register will be incorporated as part of the new scheme, with new arrangements for assessing those needing adapted properties and the allocation of adapted properties.

The revised scheme will eradicate inefficiencies in the allocation process, ensure 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.

3.0 Business Plan Analysis

3.1.1 Housing Stock Analysis

As at the 31st of January 2016 the Council has a stock of 3,784 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	2014/15	2015/16
1 bed flats	316	318
2 bed flats	402	397
3 bed flats	15	16
1 bed house / bungalow	395	397
2 bed house / bungalow	931	932
3 bed house / bungalow	1671	1649
4/5 bed house / bungalow	72	75
TOTAL	3,802	3784

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>

A comprehensive review will be undertaken during 2016 of all of our garages with recommendations being presented to the Executive Committee before the end of the calendar year. A programme will be put in place to update our existing garage stock, in some areas it will involve improving the units where they are well used and in high demand and removing sites that are run down and which have a number of vacant units.

Each site will then be in good condition with improved security. Where garages have been removed alternative usage will be identified for those sites.

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 management includes the management of our estates, tenancy management (including arrears management and arrears recovery) and the management of anti social behaviour.

To ensure that the service was able to meet the growing demands brought about by changes in Welfare Reform and the introduction of the ASB Crime and Policing Act 2014, consideration was given to how the services were delivered and a decision was taken to change the service delivery method.

The previous structure saw this function being delivered by eight housing officers, six of whom had responsibility for arrears management and collection, with two officers tasked with responding to tenancy and estate management issues. The function was delivered from two offices and overseen by two team leaders (North & South). Having two officers responsible for estate management of stock was deemed ineffective and as a result officers tasked with addressing arrears management were often required to assist, diluting the time spent on successful income collection.

The service has been split into two clear functions with specific responsibilities ;

- arrears management and recovery
and
- estate management.

The arrears management function is now being delivered by way of six dedicated arrears recovery officers, with this function being overseen island wide by one senior officer. This has ensured a consistent approach to service delivery and has enabled officers within this team to focus solely on arrears management and supporting vulnerable tenants through the difficulties experienced as a result of changes brought about by Welfare Reform.

The estate management function is now undertaken by three officers, having benefited from the appointment of one additional officer which has meant that the management patches have been reconfigured to allow a more reasonable stock size to manage.

A dedicated Anti-Social Behaviour Officer has also been appointed to boost the estate management function, with the remit of tackling persistent and serious anti-social behaviour and developing the working relationship with partner agencies with particular focus on the development of the multi-agency Early Intervention Team. The line management function of this service area has been escalated to a senior officer.

3.2.2 Rent collection

The rent collectable in 2014/2015 was £14m, and a target of £14.5m is collectable for 2015/16. Rent is collectable through a variety of methods which include Direct Debit, standing orders, Paypoint, Post Office, 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. This will enable the

tenants to pay their rent as and when they receive the Universal Credit payment. Currently there are over 1165 tenants paying by direct debit.

Improving the service of income collection is paramount to maximising income to the HRA. We will be increasing the options of method of payment by introducing chip and pin terminals at the main office and at other locations on the Island. In addition, we will be streamlining the direct debit process through going live with AUDDIS and Paperless Direct Debit. This will improve the administration and make it more efficient by reducing paper handling and errors and also process claims quicker.

The rent collection rate for 2014/2015 was 99.79%, higher than the collection rate of 94.98% in 2013/2014 against target of 96%.

3.2.3 'My Home' Self Service Portal Module

'My Home' is a new service designed to support tenants to manage their tenancy online. It became available to tenants in October 2015 and to date 40 tenants have registered to use the service.

By registering to use 'My Home' tenants are able to view their up-to-date rent statement and pay their rent online, a function which will help to improve income collection as tenants become more aware of their balance and the different ways to pay.

Tenants are also able to book personal and communal repairs; view dates of any planned maintenance to their property, update personal information such contact details, update tenancy information such as adding a new member to the household, send feedback and communicate with Housing using the messaging service.

By encouraging more tenants to use 'My Home' will result in fewer tenants using the Customer Services' call centre, this will improve the customer experience as the waiting time for a call to be dealt with will be reduced and therefore will increase customer satisfaction.

We will continue to drive forward channel-shifting across the service during the next few years and measure efficiency savings created as a result.

3.2.4 Current and former rent arrears

A concerted effort has been made to address the level of current rent arrears with figures reflecting this. At the beginning of Q1 2015/16, the current arrears balance stood at £567,327, in comparison to £451,968 at the end of Q3 2015/16.

The Council is committed to supporting its tenants through the changes imposed by Welfare Reform and officers are monitoring closely and supporting all cases affected by the spare room subsidy. In addition, effective from 21st September 2015, Anglesey has seen the beginning of Universal Credit roll-out. As at end Q3 2015/16, 15 tenants were affected and are now receiving support.

Former tenant arrears amounted to £261,802 as at the beginning of April 2015, and at end of December 2015/16 stood at £286,678 (3.04% of collectable rent). It is recognised that performance in this area requires further attention.

3.2.5 Difficult to lets / low demand

It is widely recognised that overall, the demand for properties far outweighs the supply available at any given time, however some properties are more difficult to allocate than others, and these properties are referred to as 'Difficult To Let' (DTL).

Properties are classified as DTL if any or all of the following conditions are met:

- a property is offered and refused on three consecutive occasions
- the housing waiting list for that particular property type has been exhausted
- a property becomes empty in a scheme where there are already properties classified as DTL.

The majority of DTL properties historically have been based within sheltered housing schemes which have specific allocation criteria (tenants must be 60+ and or registered disabled).

The most prolific problems have been centred around one particular scheme developed in 1982, namely 'Llawr y Dref' Llangefni where there are 24 sheltered units, many of which are above ground floor level which no lift access. The units of accommodation have also been recognised as being extremely small in size which prospective tenants have cited for grounds for refusal.

We are currently working towards producing a business case for the re-modelling of the Llawr y Dref scheme which will involve investment and re-designation in relation to the use of the scheme.

It is expected that the re-modelling will ensure that the scheme is fully occupied.

In two other sheltered schemes which have also been difficult to let, namely Glan Cefni Llangefni and Maes y Coed in Menai Bridge, significant capital investment has been utilised to modernise the schemes which has made the schemes far more attractive to prospective tenants which has had a positive effect on the allocation of these properties.

Occasionally there will be a small number of properties which become classified as DTL, these will often be properties in rural locations where there are few public amenities and poor transport links.

3.2.6 Rent Reform

Based on the revised 'target rent' on the Welsh Government policy on Social Housing Rents, the Isle of Anglesey County Council's target rent for each type of properties for 2016/17 are :-

Type of Property	Target Rent for 2016/17
Bedsits	£62.83
1 Bedroom Flat	£70.68
2 Bedroom Flat	£78.53
3 Bedroom Flat	£86.38
4 Bedroom Flat	£94.23
1 Bedroom House	£78.11
2 Bedroom House	£86.80
3 Bedroom House	£95.48
4 Bedroom House	£104.15
5+ Bedroom House	£112.84

Using the above figures, there are 3224 properties below the target rent, 142 properties above target and 419 properties on target. This totals to 85.2%, 3.8% and 11% 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 until 2018/19, CPI +1% +£2 per week thereafter for all properties below target and this will be accomplished by approximately 2022/23.

3.2.7 Leasehold Services and Service Charges

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

Service	Approximate Annual Cost £'000	Approximate Number of properties affected
Ground Maintenance	95	788
Door Entry	0.4	788
Fire Alarm & Equipment	6	99
Lift Service	3	788
Communal Heating & Lighting	13	788
Communal Aerial	8	1100
Communal Cleaning	21	
Communal Painting	23	14
Sewerage	20	89
Management	14	788
Total	203.4	

Out of the total costs of service charges we expect to recover approximately £127k as exemptions are provided to tenants for Ground Maintenance.

In comparison to previous year charges, the total amount have reduced due to upgrades being made to the lifts, door entry system and fire alarm system. These works have resulted in reduction in the cost and number of repairs or service required..

3.2.8 Sheltered and Older Persons Accommodation

Following the mandatory requirement from Welsh Government to ensure that housing related support for older people is based upon assessed need rather than tenure, prior to April 2017, the Council's Executive Committee has approved a recommendation for a revised model to be delivered.

Current service provision for older people which is funded through the Supporting People Programme Grant is as follows, of which only 9.8% of the current provision is based on need rather than tenure:-

- 490 Units of Sheltered Warden Accommodation per week of which circa 160 utilise the service
- 10 Units of housing related support per week for people who have early onset dementia
- 16 Units of housing related support per week for people who receive a re-ablement support following admission to hospital or after an increase in their needs which requires a form of intervention
- 25 Units of Housing Association sheltered warden services
- 54 Units of Extra Care provision
- 1,290 Units of Community Alarms within Council owned Sheltered and Designated Older People Accommodation.

The revised model of provision is to be extended to the wider community and will therefore include people who reside as owner occupiers, general needs or within the private rented sector. Access will therefore be equitable and where there is an assessed need for either direct support / intervention and or an alarm service, older people in receipt of either one or more of Housing Benefit, Income Support and or Pension Credit, the Supporting People Programme Grant will fund the cost.

Where there is assessed need for support or an alarm but no entitlement to the aforementioned welfare benefits, a charge of £8.00 per week will be levied against the service user for the support and or £1.41 for the Alarm.

The service will be able to address circa 500 units per week which is marginally less than double the current provision of direct support utilised.

The tender process commenced during February 2016 and pending the contract award, the new service will be implemented during Qtr1 of the 2016/17 financial year.

3.2.9 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 have been briefed on the safeguarding procedures and statutory tests for making referrals to Social Services as part of the domestic abuse training during 2015.

3.2.10 Tenant Participation and consultation

The Tenant Participation team are currently working towards the *draft* 2015 – 2018 Local Tenant Participation Strategy (LTPS).

The vision for the new strategy has remained largely unchanged:

“To deliver a service which demonstrates meaningful partnership working between tenants and officers which in turn encourages others to become involved knowing that their views will be listened to and will influence service delivery improvements”

To achieve the vision 6 key objectives/targets have been set:

<u>Objective/target</u>	<u>Outcome</u>
Involvement: Provide a range of involvement options to ensure decision making takes into account tenant's views.	Decision making is directly influenced by tenants. Improved service.
Support: Develop the skills, knowledge and confidence of tenants to ensure effective involvement.	Tenants feel confident to take part in tenant participation activities at a range of different levels. Tenants increase their skills; knowledge and confidence to successfully manage and maintain a tenancy.
Consultation: Increase the involvement of tenants from under-represented groups to ensure consultation results reflect the profile of Anglesey tenants.	Tenant Participation operates fairly and in a non-discriminatory fashion and activities are open to everyone.
Sharing information: Improve communication with tenants to ensure that	Tenants feel informed and are aware of

tenants are informed about services that affect them in a format that suits them.	services.
Partnership working: Work with partners to enhance and maximise outcomes for our tenants and the community.	Increase finance and skills available to develop community activities which give tenants more opportunities to contribute to the wider community development agenda. Increase involvement from under-represented groups.
Mainstreaming: Ensure tenant participation is recognised as a core activity.	Improved relationship between landlord and tenant.

The strategy continues to be monitored quarterly by reviewing the yearly Action Plan during the Môn Tenants and Officers Voice (MTOV).

The MTOV is also an opportunity to make amendments to the Action Plan to ensure tenant participation activities are reflecting the changing needs and priorities of the business.

The 2015/16 work programme has been focused on the following key areas:

- Ensuring that tenants play an active role in developing, delivering and monitoring housing services.
- Ensuring that tenant participation activities are representative of the wider tenant body by offering a wide range of tenant participation activities at a variety of different levels.
- Working in partnership with external agencies to increase the number of participation activities available to tenants and maximise the outcomes by sharing resources and skills.
- Developing and implementing the 2015-2018 Local Tenant Participation Strategy.
- Working towards achieving the Welsh Government's Welsh Housing Quality Environmental Standard.
- Developing and implementing 'My Home' tenant's self-service portal.
- Developing initiatives to help raise awareness of Universal Credit and prepare tenants who will be affected.
- Digital inclusion.
- Improving communication with tenants and officers.
- Implementing the resident involvement module on Orchard.
- Working with tenants to develop their skills, knowledge and confidence.

3.2.11 Successful outcomes of Tenant Participation

The key achievements of Tenant Participations during 2015 include the following:

- Developed the *draft* Local Tenant Participation Strategy.
- Secured £10,000 grant funding to create 3 community hubs; these hubs provide free access to Wi-Fi and a laptop for tenant use.
- Secured funding with BT to provide a village hall in the heart of one of our estates with free wifi.
- Implemented a new quarterly staff newsletter to improve communication internally which has been a positive step towards mainstreaming tenant participation.
- Improved tenants' access to information; introduced 'My Home' self-service portal, made use of the Council website and social media to advertise and feedback on tenant participation activities, produced 4 Tenant Newsletters and made use of Môn FM community radio station.
- Funded 6 environmental projects via the Environmental and Community Improvement Fund at a total cost of £21,250.
- In addition to the environmental projects described above, worked in partnership with external agencies to carry out the following:
 - 4 community clean-up days.
 - 1 gardening project
 - 3 projects which resulted in estate improvements.
- Worked in partnership with North Wales Police to carry out 2 intergenerational projects aimed to reduce anti-social behaviour and 5 Housing/Police surgeries.
- The repairs and maintenance panel won 1st prize in TPAS Cymru's Tenant Participation awards for the Handyman initiative in the 'Improving Services' category.
- Received 1st prize in The Wales Tenants Federation Tenant Participation awards for a youth project in the 'Good practice in engagement' category.
- Worked with the Welfare Reform project to purchase 8 computer kiosks which will be located within the community and developed an easy to use interface.
- The Tenant Auditing Group carried out an audit of the corporate Customer Care Charter on behalf of the Customer Service Excellence Board (see 4.5.3).
- Carried out 6 Family fun days to promote tenant engagement.
- Supported 6 Tenant and Resident groups.
- Supported tenants involved at a strategic level to attend TPAS Cymru's Tenant Open Network and the Welsh Tenants Federation conference.

- Held 4 quarterly Sheltered Housing Forums attracting between 50 and 100 tenants at each forum.
- Carried out the following consultations with tenants:
 - STAR
 - Allocation Policy
 - Right to Buy
 - Warden service.

Communications

Effective communications is vital for keeping our Tenants, leaseholders and stakeholders involved with our work and plays a key role delivering a tenant focussed service. During 2016/17 the service will pilot its own dedicated Twitter account (currently this function is corporate) and will continue to communicate through the use of the:-

Local Press	Tenant Newsletter
Social Media	Website
Tenant Forums and open days	Posters and Flyers
Booklets and Leaflets	

We will continue to update our tenant profiling to ensure that we communicate to tenants by their preferred option.

Communication with staff

We aim to ensure that all staff are equipped with the relevant skills and knowledge to enable them to carry out their roles and help deliver the service and Corporate priorities. We regularly communicate with staff through bi-monthly staff meetings, Team meetings, Tool Box Talks, Council monthly publication, Monitor (intranet) and staff forums.

3.2.12 Right to Buy

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

Over the past 6 years we have seen the following number of applications and actual sales under the Right to Buy:-

Year	Applications	Sales
2009/10	20	4
2010/11	17	5
2011/12	21	2

2012/13	19	2
2013/14	26	3
2014/15	21	5

Since the 1st of April 2015 the data is as follows:-

Actions	No	Value
Properties – sold since 1 st April, 2015	7	£ 641,000
Properties – offers issued following valuation	8	£ 597,000
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

During the 2015/16 financial year the Executive Committee agreed that the Authority should submit an application to Welsh Government for the suspension of the Right to Buy to tenants for a period of 5 years.

Since the Right to Buy was introduced some 35 years ago the Authority has seen a reduction of approximately 3,100 units of its housing stock and as a result of the increase in demand for quality affordable social rented properties and the anticipated additional housing pressure expected on the Island due to significant economic developments it is envisaged that the five year suspension period together with our new build development program will allow us to increase our housing stock.

We are currently working on our business case to support our application to suspend the Right to Buy and currently consulting with our tenants.

3.3 WHQS Compliance and Investment Strategy

The Isle of Anglesey County Council was the one of the first Authorities to meet the WHQS standards back in 2012. The “Better Homes for People in Wales” states the Welsh Governments vision that “all households in Wales ... shall have the opportunity to live in good quality dwellings that are” :-

- in a good state of repair
- safe and secure
- adequately heated, fuel efficient and well insulated
- contain up to date kitchens and bathrooms

- well managed
- located in attractive and safe environments
- as far as possible suit the specific requirements of the household (e.g. specific disabilities)

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 2013/14, the number of acceptable fails was 338 and by the end of Q3 2015 – 2016, the number of dwellings classified as acceptable fails are 293.

3.3.2 Progress on Capital Investment 2015 – 16

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 2015 - 2016 is in the sum of £750,000.

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 since 2013:

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. 73 dwellings have also benefited from the installation of Solar PV systems.

Total planned maintenance investment since the summer of 2013 approaches £10.0m and the Housing Service is pleased to confirm that 8 out of 10 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 2016 – 17.

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	£756,848.38	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	£1,088,598.31 + £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	15/05/2015	£257,665.56	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 facade, and replacement of finishes to circulation and communal areas, and external works improvements.	08/09/2014	18/12/2015	£1,025,983.00	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	18/06/2015	£977,208.00	Open (Sell2Wales)
Planned Maintenance Works involving 43 properties at Pentrefelin, Penycefn, Llewelyn Street, Bethesda Street 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	14/08/2015	£1,297,483.66	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	28/09/2015	£919,410.73	Open (Sell2Wales)
Planned Maintenance works involving 49 properties at Penygroes, Llanddeusant: Maes Maethlu, Llanfaethlu: Troed y Garn, Llanfairynghornewy and Maes Gwelfor, Rhydwyn	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	29/06/2015	15/04/2016	£2,026,206.93	Open (Sell2Wales)
Planned Maintenance works involving 47 properties at Maes y Dref and Tan y Refail, Holyhead	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	29/06/2015	05/02/2016	£934,058.83	Open (Sell2Wales)

3.3.3 Renewable Energy and Feed in Tariff

The Housing Service has embraced solar technology and 385 Council owned properties benefit from Solar PV systems. A further 87 properties benefit from the installation of Solar Thermal technology.

In total, 202 of the above mentioned systems are eligible for Feed in Tariff subsidy (FiT). Total income generated up to September, 2015 is in the region of £280,000. Initial performance statistics indicate that the Council should expect FiT income per annum of approx. £70,000.

During 2014 – 2016 we commenced the re-cycling of this income and installed further Solar PV systems. A total of 73 new systems to serve properties which are located off the mains gas network have been installed at Maes Bwcle, Llanfechell, Bryn Tawel, Brynsiencyn, Maes Maethlu, Llanfaethlu, Maes Gwelfor, Rhydwyn, Penygroes, Llanddeusant and Troed y Garn, Llanfairynghornwy 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:

- Tyddyn Mostyn, 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 Tyddyn Mostyn, New Street and Llanfaes.

Completion of mains gas infrastructure works at Llanerchymedd was completed during 2015 and the installation of central heating has also been completed. This scheme has been welcomed by our Tenants who previously relied on far more expensive oil, bulk LPG or electric systems.

3.3.5 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.

3.3.6 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, the Council's Waste Management Service, 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.

3.3.7 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 issues;
- Addressing the energy efficiency / fuel poverty agenda.

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

3.3.8 Repairs & Maintenance Building Maintenance Unit (HMU)

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 HMU service.

3.3.9 The key drivers for the new Repair & Maintenance 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.”

To provide continuous improvement through consultation and feedback from our Repairs Forum and all of our customers, continuously challenging the methods and ways we provide our repairs and maintenance services.

The Council is committed to providing a high quality service and all staff are supported to work towards:-

- Consider our customers, our resources and our statutory obligations
- Ensure assets are maintained in a more efficient planned, sustainable and affordable way
- To deliver a cost effective repairs and maintenance service
- Ensure homes are maintained to a high standard and meet all statutory obligations
- Develop the performance management framework for the repairs service to deliver real outcomes for customers

Community Benefit

The service is committed to maximising the money it spends within the local community and by doing so promotes social, economical and environmental well-being. By using Value Wales we expect our contractors to deliver some of the following community benefits:-

- Work experience by working with Mon Communities First and Coleg Menai Llandrillo
- Employment of local labour
- Local apprentices/Trainees
- Opportunities for SME's
- Using local supply chains

Contractor compliance will be monitored through key performance indicators and use of Community Benefit measurement tool which is reported to Value Wales.

3.3.10 Welfare Reform

The Business Plan has given consideration to the impact of Welfare Reform. The financial modelling carried out has attempted to consider likely scenarios, particularly in respect of potential increases to rent arrears as a result of the reductions in Housing Benefit due to property rent and size restrictions and the future roll-out of Universal Credit. In addition, the modelling has considered the potential additional costs of additional support for maximising rent collection and arrears recovery.

The Council is putting in place various measures to minimise this impact and mitigate the effects on the HRA. Tenants have been provided with detailed information about the changes, setting out available options including home swapping and property transfers. Encouragement to pay rent via direct debit and over the new tenant portal has seen an increase in momentum over the past 12 months, and will continue into the next 12-18 month period, with tenants being encouraged to help themselves rather than creating a culture of dependency.

3.3.11 Digital Inclusion

Officers from the Tenant Participation Team have been attending sheltered housing complexes and across Anglesey in order to teach residents about getting online and how they can use the internet.

3.3.12 Financial Inclusion

The council is committed to ensuring that all residents have the best possible opportunity to gain the knowledge, skills and confidence to make informed decisions about managing their finances.

Budgeting advice and debt management are just two of the new services introduced during the year, as part of a range of financial inclusion tools.

Residents can be assisted by the Council's financial inclusion officers in a number of ways which include:

- facilitating access to mainstream financial services,
- maximising household income
- setting up monthly budgeting plans,
- sourcing the best and most competitive online deals to reduce household expenditure,
- source affordable credit, and appropriate bank accounts,
- improve access to money and debt advice,
- increasing people's financial confidence and capabilities,
- referral to the Council's J E O'Toole Welfare Benefits Unit or CAB to maximise their benefits entitlement.

Not only does the Council assist tenants within the social housing sector, but the Council is also working in partnership with the Wales Co-Op to deliver services to provide financial inclusion services to private sector tenants, and has also committed to working with the Department of Work and Pensions (DWP) to deliver advice to support people who are in receipt of Universal Credit.

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.

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.

	Age Group	Male	Female	Total
Full Time		56	52	108
Part Time		2	7	9
	16 – 24	6	3	9
	25 – 34	13	23	36
	35 – 44	9	9	18
	45 – 54	15	14	29
	55 – 64	12	10	22
	65+	3	0	3
Voluntary Leavers		10	6	16
Of which Retired		1	0	1
Other		9	6	15

During 2016 – 2017 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.

4.0 Capital Programme

4.1 2016 – 17 Investment Programme

The Planned Maintenance Programme for 2016/17 shown in the table below of the sum of £11,730m allocates the capital resources included in this Business Plan. The overall budget will include provision for carried forward commitment and slippage from the approved budget for 2015/16. Total budget including commitment is in the sum of £13,205m. The programme is underpinned by independently collected stock condition data and will contribute towards our Housing Management Strategy and the Corporate Asset Management Strategy.

This Public Sector Investment Programme forms part of the Corporate Capital Plan for 2016/17. In principle, it will adopt the same annual capital bidding process as the Corporate Capital Plan, with delegated authority granted to the Housing Services Board to prioritise and financially evaluate individual schemes.

<i>Scheme</i>	2016/17 (£ '000)	2017/18 (£ '000)	2018/19 (£ '000)
<i>Internal WHQS Works & Asbestos</i>	750	600	500
<i>Traditional Maintenance Programme</i>	4,832	5,035	2,377
<i>Fire Risk Management</i>	250	100	100
<i>Central Heating Works</i>	350	350	250
<i>Environmental Works</i>	350	250	250
<i>Re-modelling</i>	832	0	0
<i>Acquisition of existing Dwellings</i>	2,058	1,259	1,345
<i>New Build</i>	2,058	1,259	1,345
<i>Public Sector Adaptations</i>	250	250	250
	11,730	9,103	6,417

<i>Financing:</i>	2016/17 (£ '000)	2017/18 (£ '000)	2018/19 (£ '000)
<i>Major Repair Allowance</i>	2,650	2,650	2,650
<i>Capital Receipts</i>	565	0	0
<i>Revenue Contribution</i>	8,515	6,453	3,767
<i>Commitments Carried Forward</i>			
<i>Borrowing</i>	0	0	0
	11,730	9,103	6,417

4.1.1 Internal Investment Plan

The budget allocates the sum of £750,000 to tackle past WHQS refusals, capital elements upgraded at change of tenancy and for the continued replacement of kitchens, bathrooms and re-wires as they reach the end of their life cycles.

This budget will also be utilised for the continued management of asbestos within the housing stock or, where appropriate, the removal of asbestos containing materials.

4.1.2 Traditional External Planned Maintenance

Total budget for traditional Planned Maintenance is in the sum of £4.8m which includes £1.3m carried forward commitment from 2015/16. The Housing Service expects that a minimum of 6 contracts will be awarded during 2016/17 which will involve over 140 properties.

Procurement of schemes valued at over £500k will continue to support the Welsh Governments Procurement Policy Statement and impact on the local economy will be measured via the Value Wales Community Benefit Tool.

It is the Housing Service's aim that that the above contracts and procurement strategy will afford local contractors every opportunity to bid for capital investment works.

4.1.3 Central Heating Works

During 2016/17 we will commence a 2 year boiler replacement programme to replace approximately 350 of our older and increasingly unreliable heating boilers. It is anticipated that the works will be procured via a number of contracts and local SME's will be encouraged to tender for the works.

As part of the works a survey of the existing heating system will be undertaken and if radiators require replacement, they will be replaced as part of the boiler renewal programme. This will allow us to ensure that the systems installed are fit for purpose, sized correctly and are as efficient as possible for our tenants. Once completed, we will expect to see a reduction in day to day call out's for our heating engineers.

A budget of £350k to commence this work forms part of our expenditure profile for 2016/17.

4.1.4 Fire Risk Management

To ensure continued compliance with the Regulatory Fire Reform Order 2005 we have allocated the sum of £250k towards upgrading and/or renewal of fire-fighting equipment and fire detection systems to comply with fire risk assessments.

To facilitate the above, during 2015 the Housing Service together with colleagues in Property Services procured the services of a term contractor to undertake fire risk assessments, periodic inspections, servicing and capital works where deemed necessary and appropriate.

4.1.5 Environmental Works

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 include the continued funding of the Environmental and Community Improvement Fund whereby tenants are invited to submit applications for funding towards community improvements of their choice. There were 12 successful applications during 2015/16.

In addition, over a number of years the Housing Service has invested significant finance in order to improve the condition of roads, paths and communal parking areas on our estates that have not been officially adopted by the Highway Authority. These improvement works have historically been agreed on an annual basis in consultation with colleagues from Highways. The work has been undertaken by term contractors engaged by Highways.

It has now been agreed that responsibility for non- adopted areas will transfer to Highways from 1st April, 2016. To facilitate this transfer, Housing Services will contribute a final £150k towards essential maintenance during 2016/17. This arrangement will provide greater clarity for our residents in connection with future maintenance obligations.

A total of £350k is allocated towards environmental improvements in 2016/17.

4.1.6 Public Sector Adaptations

The budget includes a sum of £250k for major disabled adaptations. Typical works include the installation of stair lifts, provision of level access showers and extensions.

Minor adaptations such as handrails will continue to be funded via the revenue budget.

4.2 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 that came into effect in April 2015 this has now changed and Councils 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 and properties could be developed for much needed affordable housing (currently there are around 900 people on the Council's 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.

During the 2015/16 financial year, the Authority's Council House Development Strategy 2015-2020 was approved which includes targets increase our housing stock by 95 units over the 5 year period.

It is expected the two thirds of the development program will be new build with a third being acquisition of ex-council properties lost through the right to buy which have been empty long term.

During 2015/16 financial year we commenced the Development Program with the acquisition of 10 ex-council houses previously sold through the right to buy.

During 2016/17 we expect to commence on our new council house building program with plans to start the development of 15 during the year together with a further acquisition of 15 ex-council properties.

Our intended council house building program is:-

Year	New Build	Existing Dwellings	Total
2015/16		10	10
2016/17	15	15	30
2017/18	16	9	25
2018/19	10	5	15
2019/20	10	5	15
Total	51	44	95

We will commence on our new build program of 15 units during the year, we are currently looking at sites in Pentraeth, Llanfaethlu, Valley and Holyhead for the first years programme.

The Welsh Government Innovative Finance Team have announced that the second round of the Housing Finance Grant program will become available from April 2017 and that stock retaining local authorities will have access to this source of Grant funding.

Should the Authority be able to access this Grant funding then this will enable us to increase our intended new build development program as noted above.

5.0 Monitoring and Evaluation

5.1 Performance Management 2016 / 2017

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 and are focussed on their financial management (June) and their performance management (November).

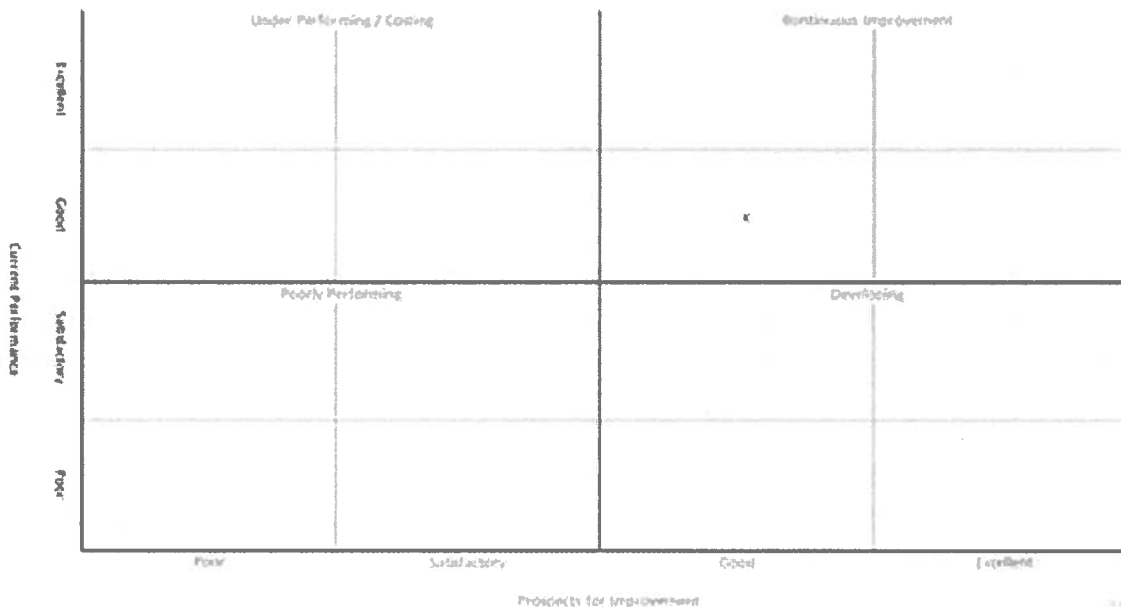
To prepare for the January reviews all services were expected to self-assess their performance against ten key criteria –

- 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 (January 2016)



5.2 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>Key Performance Indicators</p> <p>KPI's</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.</p> <p>Examples include: rent arrears of current tenants, number of outcomes, rent arrears of former tenants.</p>
<p>Performance Indicators selected by Tenants</p>	<p>Indicators selected by our Tenants as being areas of performance important to tenants. Performance will be reported to the Môt Tenants Voice (MTV) on a quarterly basis.</p> <p>Examples include: % of appointments kept by HMU, % homes empty at year end.</p> <p>See Appendix 3 for proposed targets for 2016 - 2017.</p>
<p>Service Management Indicators</p>	<p>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</p>

monitored on either weekly or monthly basis.

Examples include: satisfaction with services received; void turnaround times; transformation of repairs and maintenance service

Performance Indicators

Indicator	2014-15	2015 - 16		Target 2015-16	Performance
	Qrt4	Qrt1	Qrt3		
	Mar-14	Jun-15	Dec-15		
% of all responsive repairs on time	74.8%	77.2%	81.3%	85.0%	□
% of all Emergency repairs on time	95.3%	100.0%	97.6%	99.0%	□
Average time to re-let void properties (days) ex DTL's	27	37.4	35.2	25.0	□
% calls answered		70.00%	68.80%	90%	
Number of aborted calls as a % of all calls		30.0%	31.2%	5%	
The total amount of rent collected during the year from current and former tenants as a percentage of the total rent collectable for the financial year, in permanent accommodation	99.79%	98.39%	100.04%	101.00%	↑
The total amount of rent arrears owed by current tenants as a percentage of the total rent collectable for the financial year for Permanent accommodation	3.69%	3.67%	3.04%	3.50%	↑
The total amount of rent arrears owed by former tenants as a percentage of the total rent collectable for the financial year for Permanent accommodation	1.84%	1.88%	1.93%	1.60%	↓
The total amount of rent lost due to lettable units of permanent accommodation being empty as a percentage of the total rent debit for the financial year	1.30%	1.58%	1.70%	1.20%	↓

5.3 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 2015 – 2016, the following Internal Audits were undertaken:-

Date	Description	Internal Audit Overall Opinion
December 2015	Affordable Housing/Houses into Homes/ Self Build Scheme	Limited / Amber
May 2015	Bryn Trewan re-charge of sewage costs in relation to 60 properties.	Advisory only

Future Internal Audits include Social Tenancy Fraud

5.4 Tenant Feedback

5.4.1 STAR

STAR is a survey designed to capture tenant's views on services' delivered by social landlords. It has been developed to measure customer satisfaction, monitor trends over time and benchmark performance against other landlords.

Housing Services' carried out their second STAR survey during 2015. A variety of different methods was used to encourage tenants to take part in the survey and 587 were received in total.

The survey was developed using 8 sections; Demographics, Core, General Services, Service Priorities, Perceptions, Stock (*Older people, leaseholders, Supported Housing, Wales*), Theme (*Advice and Support, Contact and communication, Neighbourhood, Responsive Repairs*), Service Specific (*Anti-social behaviour, Complaints and Estate Services*).

The results of the survey indicate a decrease in customer satisfaction in a number of service areas compared to 2012. As STAR offers social landlords the ability to measure customer satisfaction 'over time' it is difficult to understand why and when this has happened.

- 80% participants were satisfied with the overall service provided by Housing.
- 82% participants were satisfied with the overall quality of their home.
- 83% of participants were satisfied with their neighbourhood as a place to live.
- 69% of participants are satisfied with the way Housing Services deal with Repairs and Maintenance.
- 84% of tenants are proud of their home.
- 78% of participants were satisfied (fairly or very) with the condition of their property when they moved in.

- 96% of participants were satisfied (fairly or very) with the support service they receive.

HouseMark has now launched StarT (Survey of Tenants and Residents Transactions) which work alongside STAR and offers social landlords the ability to measure 'real time' customer satisfaction whilst also monitoring trends over time and benchmarking performance against other landlords.

It has been recommended that Housing Services' introduces StarT for services such as responsive repairs, complaints or new tenancies to gain an understanding of how and why the customer satisfaction has decreased since 2012 and also to monitor customer satisfaction more closely.

5.4.2 Tenant Auditing Group

The Tenant Auditing Group (TAG) consists of 10 Anglesey Council tenants and was set up in 2008.

Members have received 'Tenant Auditing' training facilitated by TPAS Cymru and have completed 5 audits to date.

The aim of the Tenant Auditing Group is to support Housing Services to deliver an effective and efficient service which meets the needs of tenants. The group also support Housing Services' to meet one of the corporate aims of delivering a service which is customer, citizen and community focused.

During 2015 TAG carried out an audit of the corporate Customer Care Charter on behalf of the Customer Service Excellence Board.

The charter was launched in July 2015 and aims to ensure that all services within the Council work towards providing the same standard of customer care.

The audit involved a desk top audit of the Customer Care Charter document and a mystery shop of a cross section of Council services to measure the commitments within the charter.

The aim of the desk top audit was to ensure the Customer Care Charter is easy to read, customer friendly and accessible.

The aim of the mystery shop was to ensure all departments within the Council are adhering to the newly implemented Corporate Customer Care Charter.

To mystery shop TAG carried out the following: 28 visits (Council buildings), 40 phone calls, wrote 31 emails and 30 letters.

Overall, TAG felt that the standard of Customer Care within Anglesey Council was satisfactory however, we feel that there was significant room for improvement.

A written report detailing recommendations for improvement was sent to the Customer Services' Excellence Board in October and was presented to the board in November.

5.4.3 Benchmarking Performance and Costs

The below table is a summary of our headline cost, performance and satisfaction measures for 2014/15. The quartile represents where we sit on this measure compared to our peer group.

Note that we have provided quartile Red, Amber and Green shading for costs measures in this summary table for ease of interpretation.

Headline measures	Our Result	Quartile
Costs headlines		
Overheads as a % of adjusted turnover	8.5%	Middle Top
Total Cost per Property (CPP) of Housing Management	£406	Middle Lower
Total CPP of Responsive Repairs & Void Works	£906	Middle Lower
Total CPP of Major Works & Cyclical Maintenance	£1,518	Middle Top
Operational performance headlines		
Rent arrears of current tenants net of unpaid HB as % of rent due	3.6%	Lower
Average re-let time in days (standard re-lets)	54.3 days	Lower
Rent loss due to empty properties (voids) as % rent due	1.25%	Middle Top
Average number of calendar days taken to complete repairs	7.50 days	Upper
Percentage of properties with a valid gas safety certificate	100%	Upper
Staff turnover in the year %	17.5%	Lower
Sickness absence average working days/shifts lost per employee	11.1 days	Middle Lower
Satisfaction headlines		
Satisfaction with the service provided (%)	92.4%	Upper
Satisfaction that views being listened to (%)	70.0%	Upper
Satisfaction with the repairs & maintenance service (%)	83.1%	Upper
Satisfaction with rent VFM (%)	85.1%	Middle Top
Satisfaction with quality of home (%)	89.0%	Upper
Satisfaction with neighborhood (%)	88.3%	Upper

5.4.4 Maximising the Impact of Investment

Anglesey County Council endorses and supports WG views that capital investment in housing can realise significant additional community benefits. Practically all of our contracts following completion of WHQS Internal Investment Works have been made available to Wales based companies via the sell2wales website. In addition, since April 2015 all our capital investment contracts include community benefit clauses and a requirement that successful contractors complete the Value Wales Measurement Tool to demonstrate the benefits achieved.

5.4.5 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.

We continue to embrace diversity and embed equality into working practices. The revised Strategic Equality Plan 2016 – 2020 has identified 7 new equality objectives that will enable the mainstreaming of equality into all Council functions.

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.

The Council has purchased **8 computer kiosks** which will be available across Anglesey for residents to use in 2016. These kiosks are user friendly and provide short cuts to useful information which will support individuals to maximise their income, search for jobs and claim Universal Credit. There will be two kiosks in the Council's reception area as well as our libraries in Amlwch and Newborough; Iorwerth Rowlands Centre, Beaumaris; Gwelfor Community Centre and J E O'Toole Centre, Holyhead.

We will continue to capture the **diversity profile of our tenants** to help us gain a better understanding of individual needs. This has been completed for existing tenants and the profiling of new tenants is routinely carried out at commencement of tenancy. Tenants can now also access their tenancy and rent account online and update personal information by registering to use the 'My Home' tenant self-service portal.

A key message from our recent engagement event was the need for more training for people to access digital information. Our Tenants Participation Team is available to help any tenants having difficulties registering on 'My Home' or setting up an e-mail account. Môn Communities First also hold weekly IT drop in sessions at Holyhead.

5.4.6 Welsh Language

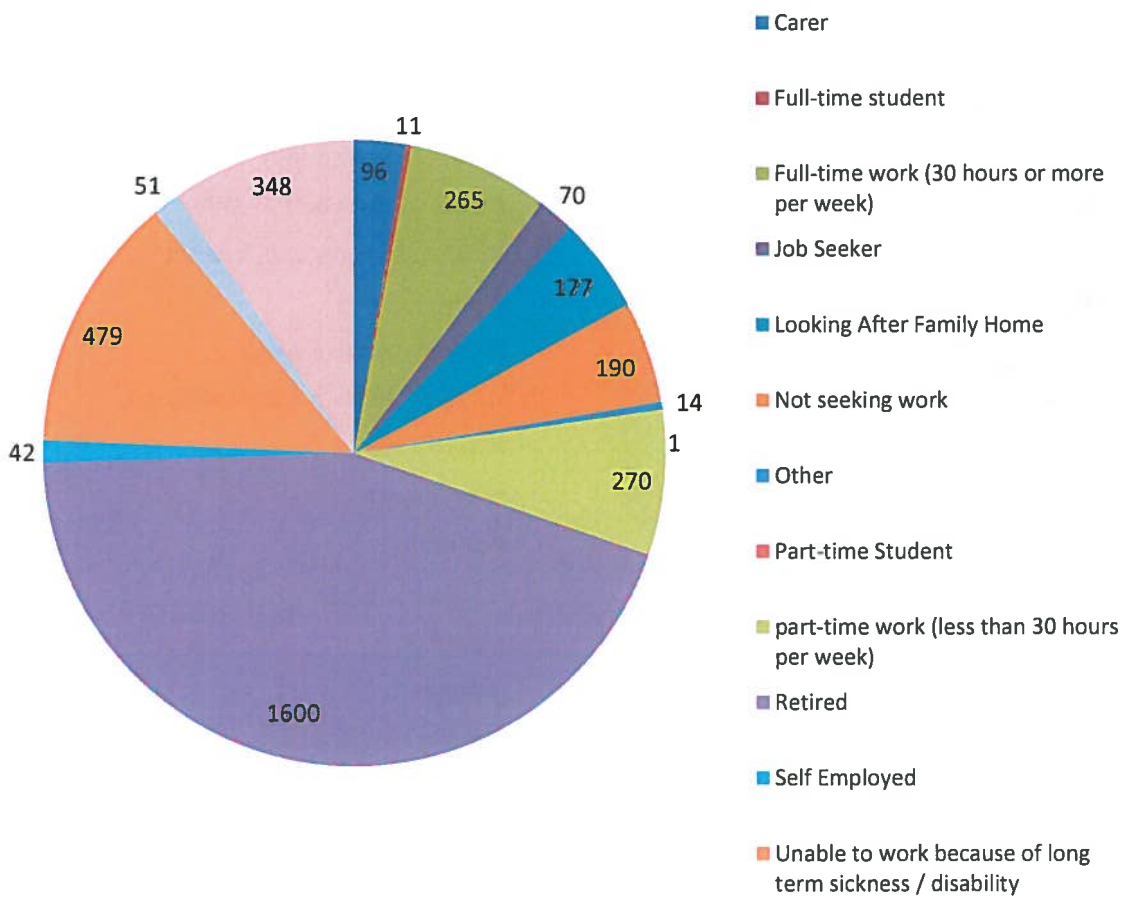
The County Council has now received a Compliance Order in relation to the Welsh Language Standards. This means that 154 statutory standards will come into force from 30/03/16 and will replace the Welsh Language Scheme. In addition, 6 further standards will come into force on 30/09/16.

On a practical level, these are as follows:

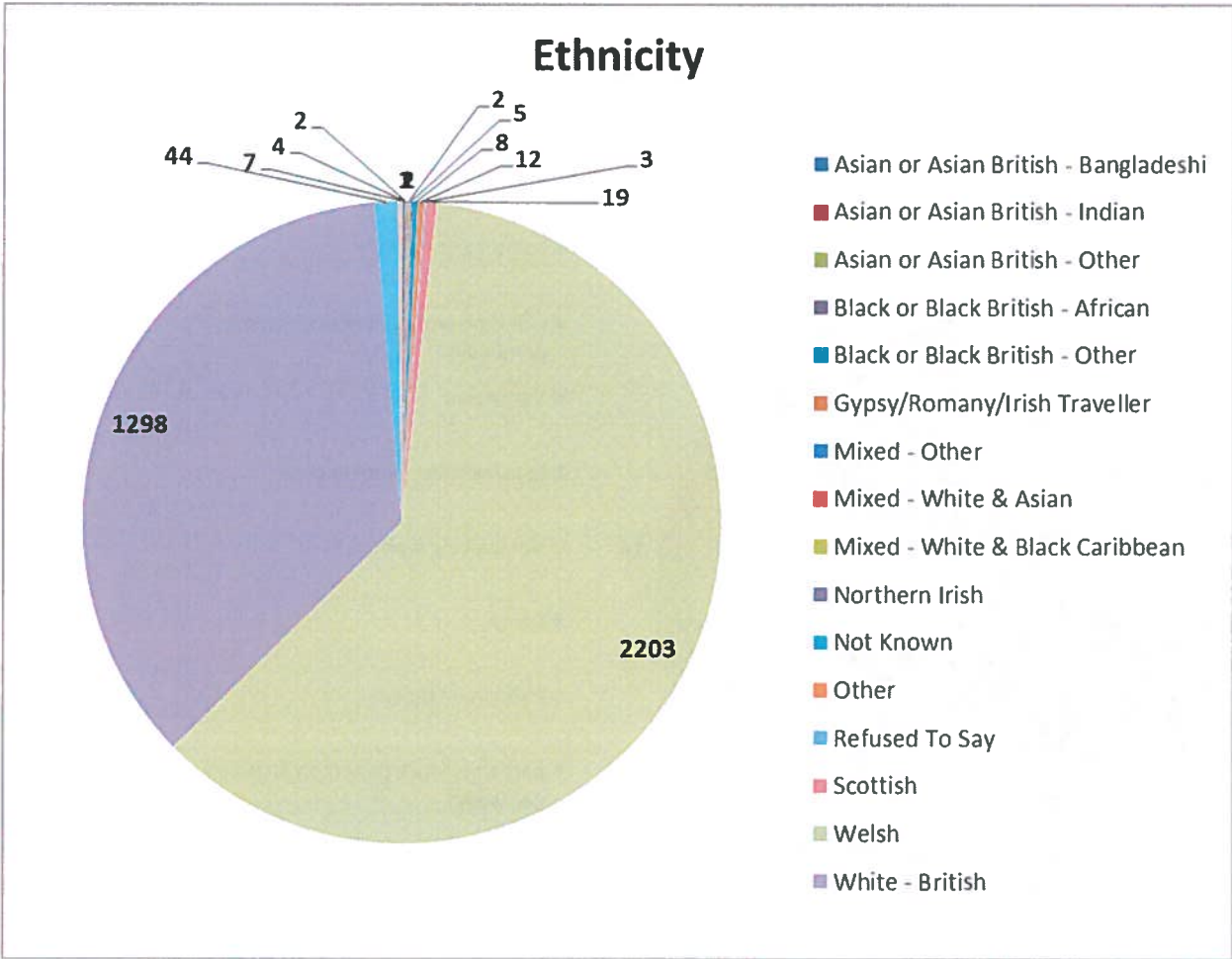
- the offer of language choice needs to be visible in our receptions;
- every telephone greeting must be bilingual with an offer of service through the medium of Welsh;
- any face to face interaction between a member of staff and a customer must offer the service through the medium of Welsh;
- any correspondence must be bilingual or in Welsh if that is the language choice of the customer;
- Welsh medium meetings should be provided to those who opt for Welsh medium meetings;
- when arranging public meetings, all promotional material must be available in Welsh and a translator present;
- all documentation, posters, notices, signage, forms and information pamphlets must continue to be produced bilingually (with a note on the English version stating that a Welsh version is available);
- a Welsh medium tender should not be treated less favourably than one presented in English and a Welsh medium interview must be offered to a Welsh medium tenderer;
- Welsh medium grant applications should not be treated less favourably than those presented in English;
- any employment matter (and associated written material) must be provided in Welsh if that is the employees' language preference;
- when amending or creating a policy, a Welsh Language Impact Assessment must be conducted.

5.5 Working Status of Council's Tenants

Status Description



5.6 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 quarterly annually and in the light of any significant changes.

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 are:-

- Rent restriction – following what is happening in England in relation to rents
- Increase in inflation – thus increasing costs
- Increase in Interest rates – thus increasing borrowing costs
- Local inflation in costs due to Wylfa Newydd
- Welfare Reform

The Business Plan has been stress tested to take account of the risks both individually and combined and the business plan remains viable throughout the 30 year period. (see appendix 1)

6.3 Housing Business Continuity Plan

- During 2015 / 2016, Housing Services produced a Business Continuity Plan which complements the Council's Corporate Business Plan. The Housing Business Continuity Plan and explains 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.
- 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 2018/19 then 1% above CPI plus £2 per week until convergence with the benchmark rent attained (forecast to be 2022/23).
- The target rent is assumed to rise by 1.5% above inflation per annum until 2018/19 and 1% above inflation thereafter..
- The provision for bad debts is forecast to increase to 0.9% from 2016/17, 1.5% from 2017/18, reducing by 0.1% every 2 years until the 0.6% level is reached again.
- Voids are expected to reduce to 1.7% from 2016/7.
- 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 of 8 in 2016/17, then 'Right to Buy' will be suspended.
- 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 continue in 2016/17 with the acquisition of 15 units and 15 new build units, following this 25 units are expected to be developed during 2017/18 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 0.4% per annum, on loans 5.37% per annum. The total amount of HRA borrowing as at 31/3/15 was £23.4m.
- The capital programme includes a one off programme of remodelling an existing scheme of 28 units which is currently hard to let. A provision of £832k has been included in the plan for 2016/17.
- 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.

7.2 Treasury Management Policy

On 2 April 2015/16 the HRA buy-out was completed and £21.2m was borrowed from the PWLB for this. The council proceeded with the buy-out as the council generate more income from the freedom this allows and will no longer be required to pay the annual HRA subsidy to HM Treasury.

The Council has adopted a one-pool approach for loans which means that the costs of borrowing are averaged between the general fund and HRA in proportion to their respective capital financing requirements.

5 Year Capital & Revenue Budgets

Draft Revenue Budgets

	2016/17	2017/18	2018/19	2019/20	2020/2021
	£'000	£'000	£'000	£'000	£'000
Management Costs	2,822	2,878	2,936	2,994	3,054
Repairs and Maintenance	3,605	3,713	3,825	4,016	4,217
Other Costs			108		214
Capital Financing Costs	3,225	3,135	3,012	2,962	2,895
Contribution to Capital Programme	8,515	6,453	3,767	3,921	3,215
Total Expenditure	18,167	16,179	13,648	13,893	13,595
Net Rental Income	14,809	15,705	16,719	18,034	18,660
Other Income	609	618	626	635	643
Interest on Balances	16	11	19	36	57
Total Income	15,434	16,334	17,364	18,705	19,360
Revenue Surplus/(Deficit)	- 2,733	155	3,716	4,812	5,765
Balance Brought Forward	5,415	2,682	2,837	6,553	11,365
Balance Carried Forward	2,682	2,837	6,553	11,365	17,130

Draft Capital Budget

	2016/17	2017/18	2018/19	2019/20	2020/2021
	£'000	£'000	£'000	£'000	£'000
WHQS Improvements & Maintenance	6,782	6,585	4,399	4,553	4,519
New Build	2,058	1,259	1,345	1,345	942
Regeneration / Remodelling of existing stock	832	-	-	-	-
Acquisition of existing properties	2,058	1,259	673	673	404
Other Improvements	-	-	-	-	-
Total Capital Expenditure	11,730	9,103	6,417	6,571	5,865
Capital Funding					
Major Repairs Allowance	2,650	2,650	2,650	2,650	2,650
Capital Receipts (Tab 2.)	565				
Borrowing		-			
Capital Expenditure funded by HRA	8,515	6,453	3,767	3,921	3,215
Total Capital Funding	11,730	9,103	6,417	6,571	5,865

8.0 HRA Key Priorities ACTION PLAN 2016 / 2017

General Housing Revenue Account Actions			
	Action	Responsibility for achievement	Target date
HRA1	Where housing need has been identified, assess and identify possible sites to inform council housebuilding plan.	Housing Business Manager	August, 2016
HRA2	Carry out re-modelling of Llawr y Dref scheme in Llangefni in order to minimise the number of void units.	Business Services Manager	February 2017
HRA3	Develop Business Continuity Plan	Head of Service – Housing	July, 2016
Housing Management			
HRA4	Develop new common housing allocation scheme with RSL's for adoption and implementing during 2016 – 2017.	Housing Services Manager	May 2016
HRA5	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, 2016
HRA6	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
HRA7	Implement Housing Services' revised Anti-	Housing Services Manager	March 2017

	Social Behaviour Policy in the light of the new Anti-Social Behaviour Crime & Policing Act, 2014 and best practice.		
HRA8	Work towards achievement of the Welsh Housing Management Standard for tackling Anti-social behaviour.	Principal Housing Officer	March, 2017
HRA9	Undertake, analyse and report on Learning Needs Analysis with all Housing staff and use to inform staff training plan for 2016 - 2017.	Housing Services Manager & Housing Business Manager	June, 2016
HRA10	Review Tenancy Agreement	Principal Housing Officer	September, 2016
HRA11	Undertake interim evaluation of debt advice caseworker service	Housing Services Manager	June, 2016
Tenant Participation			
HRA12	Promote and allocate funding for estate environmental improvements.	Tenant Participation Lead Officer	March and September 2016
HRA13	Implement and monitor new Local Tenant Participation Strategy / Action Plan.	Tenant Participation Lead Officer	March, 2016
HRA14	Conduct extensive consultation events e.g. , Llawr y Dref - re-modelling warden service community hubs	Tenant Participation Lead Officer	July, 2016
HRA15	Further promote usage of Tenant Portal	Tenant Participation Lead Officer	March, 2017
HRA16	Work with partner agencies to further develop	Tenant Participation Lead	March, 2017

	community hubs	Officer	
Housing Repairs and Maintenance			
HRA17	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, 2017
HRA18	Continue to implement transformation project of HMU realising the benefits of modernisation of the service in terms of cost savings and customer service.	Technical Services Manager supported by the Transformation Manager	March, 2017
Housing Capital Plan			
HRA19	Continue Council House Building Programme by acquiring a further 15 units during 2016/17. Commence on site with new house building program of 15 units utilising RTB capital receipts and HRA funding.	Business Manager	March, 2017
HRA20	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 2017
HRA21	Ensure Community Benefit Clauses are included in all Capital Contracts where estimated expenditure exceeds £500k.	Housing Technical Services Manager	Throughout the year.
HRA22	Continue to tackle 'acceptable fails' following WHQS compliance by means of undertaking the	Housing Technical Services Manager	March, 2017

	work at Change of Tenancy or by persuading former tenant refusals to have the work carried out		
HRA23	Carry out a stock condition survey and options appraisal of all Council owned garages.	Technical Service Manager	December 2016
HRA24	Implement revised model of housing related support for older people based upon need rather than tenure during Qtr 1 of 2016/17	Principal Development Officer	June 2016
HRA25	Complete the externalisation of a modern, high quality stores function within the HMU	Housing Technical Services Manager	September 2016
HTA26	Implementation of Health and Safety Action Plan following independent audit review	Housing Technical Services Manager	September 2016
HRA27	Support the implementation of the Corporate Welfare Reform Action Plan and reduce likelihood of the Islands' citizens experiencing poverty and homelessness, 18 – 35 age group as a result of Welfare Reform.	Principal Housing Officer	September 2016
HRA28	Finalise development and install bespoke Homelessness Module to capture requirements of Housing Options function.	IS Co-ordinator	September 2016
HRA29	Implement Common Allocation Scheme which will be adopted in April 2016.	Principal Housing Officer	May 2016
HRA30	Develop Accessible Housing Register to identify adapted / adaptable properties.	Principal Housing Officer	March 2017
HRA31	Continue to reduce	Housing Options	March, 2017

	operational void losses and reducing the number of DTL's	Manager	
HRA32	Maximisation of rental income through reduction of tenants arrears to 2.5%	Principal Housing Officer	March, 2017
HRA33	To offer two graduate trainee placements one in Housing Management and one in Technical Services.	Business Manager	August, 2016
HRA34	Establish Development Team for Council House Building programme.	Business Manager	June, 2017
HRA35	Implement the decision in relation to the application of suspension of the Right to Buy	Business Manager	September, 2017
HRA36	Develop comprehensive Asset Management Strategy for our housing stock to ensure that it continues to meet WHQS and is fit for purpose and links into the Corporate Asset Management Plan.	Technical Service Manager	October, 2017
HRA37	Strengthen the IS Team capacity to realise full working potential of all housing management systems by creating a new additional post.	Business Manager	June, 2017
HRA38	Review the Housing Services Board following the initial 6 months with a view to strengthening tenants views.	Business Manager	May, 2016
HRA39	Work towards creating a corporate one-stop-shop reception in the main Council buildings to improve spatial access to transactional service provision Introduce 8 touch-screen kiosks to enable service	Business Manager	May 2016

	users to pay rents remotely and access welfare advice within their communities		
HRA40	Continue to develop and maintain a diversity profile of Council tenants to gain a better understanding of individual needs	Principal Housing Officer	September 2016

Sensitivity Analysis

30 Year Plan Sensitivity Analysis

Scenario	Base Case	Increase Bad Debt by 1.0%	No MRA Grant from 2017/18	Increase New Build Units by 15 p.a.	Increase Maintenance costs by a further 2% p.a.	Increase Rents by Inflation from 2019/20	Increase Rents by Inflation -0.5% from 2019/20	Year
2015.16	5,414	5,414	5,414	5,414	5,414	5,414	5,414	5,414
2016.17	2,676	2,524	2,681	1,483	2,564	2,676	2,676	2,676
2017.18	2,828	2,512	1,308	1,384	2,477	2,828	2,828	2,828
2018.19	6,545	6,055	2,220	2,757	5,796	6,545	6,545	6,545
2019.20	11,358	10,679	4,219	5,261	10,075	11,186	10,710	10,710
2020.21	17,127	16,253	7,231	8,928	15,209	16,604	15,179	15,179
2021.22	23,842	22,761	11,108	13,395	21,134	22,771	19,899	19,899
2022.23	30,948	29,653	15,368	18,298	27,278	29,092	24,620	24,620
2023.24	35,251	33,729	16,817	20,461	30,430	32,364	26,123	26,123
2024.25	40,064	38,312	18,768	23,177	33,899	35,927	27,813	27,813
2025.26	44,915	42,924	20,742	25,493	37,092	39,274	29,143	29,143
2026.27	50,317	48,078	23,247	29,007	40,603	42,906	30,608	30,608
2027.28	56,810	54,310	26,836	33,703	44,957	47,306	32,637	32,637
2028.29	63,311	60,545	30,423	38,461	49,051	51,455	34,296	34,296
2029.30	70,593	67,552	34,783	44,080	53,642	56,067	36,247	36,247
2030.31	78,637	75,310	39,895	50,605	58,649	61,109	38,452	38,452
2031.32	87,913	84,284	46,230	58,487	64,558	66,966	41,230	41,230
2032.33	97,352	93,416	52,721	66,604	70,277	72,683	43,735	43,735
2033.34	107,385	103,131	59,796	75,424	76,215	78,601	46,242	46,242
2034.35	118,298	113,715	67,742	85,239	82,631	84,992	49,019	49,019
2035.36	127,507	122,576	73,973	93,517	86,915	89,149	49,275	49,275
2036.37	136,874	131,589	80,354	102,041	90,902	93,107	49,186	49,186
2037.38	147,053	141,402	87,527	111,507	95,216	97,405	49,209	49,209
2038.39	157,895	151,865	95,364	121,793	99,676	101,867	49,164	49,164
2039.40	170,465	164,035	104,918	134,024	105,315	107,405	49,861	49,861
2040.41	182,667	175,829	114,093	145,994	110,002	112,156	49,611	49,611
2041.42	195,784	188,524	124,174	158,905	114,982	117,249	49,441	49,441
2042.43	209,848	202,152	135,191	172,700	120,250	122,687	49,348	49,348
2043.44	224,715	216,567	146,651	187,547	125,620	128,298	49,149	49,149
2044.45	230,185	221,569	148,719	193,314	120,849	123,850	38,603	38,603
Additional Borrowing	0	0	1,250	3,050	0	0	0	0
Borrowing Headroom	13,441	13,441	13,441	13,441	13,441	13,441	13,441	13,441
	Convergence Reached in 2022/23	Convergence Reached in 2022/23	Convergence Reached in 2022/23	Convergence Reached in 2022/23	Convergence Reached in 2022/23	Convergence not reached	Convergence not reached	

*Based on estimated 2016-2017 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. There is no borrowing requirement for the base plan 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 again there would be no borrowing requirement.

Loss of MRA

Should the Welsh Government withdraw the MRA from 2017/18 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 £1.25m 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 £3.050m over the period of the plan which again is within the borrowing cap limit.

Increased Maintenance Costs

If the maintenance costs were to increase by 2% above the assumptions of the base case again there would be no borrowing requirement.

Appendix 3

Tenant – selected Performance Indicators to 2015 / 2016 carried forward to 2016/17

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

	General	Target March 2015	Target March 2016	Target March 2017
1	Ave number of employee working days lost to sickness	7.5 days	7.5 days	7 days
2	Mileage (Reducing The Council's Carbon Footprint)	tbc	260000	245000
3	Savings Target	0	£250,000	£200,000
	Responsive Repairs			
4	% of responsive repairs for which an appointment was made and kept	95%	95%	95%
5	Customer Satisfaction with responsive repairs	85%	92%	95%
6	% of repairs completed right first time	80%	80%	85%
7	% of emergency repairs completed within timescale	99%	99%	99%
8	% of urgent repairs completed within timescale	99%	99%	99%
9	% of routine repairs completed within timescale (20 days)	95%	95%	95%
10	% of pre-inspections for responsive repairs	10%	10%	10%
9	% of post inspections completed for responsive repairs	10%	10%	10%
11	% of emergency repairs as a total of all repairs	10%	10%	10%
12	% of urgent repairs as a total of all repairs	20%	20%	20%
13	Ave Cost of a responsive repair	tbc	£120	£110
14	Average time taken to complete non-urgent responsive repairs	20 days	20 days	20 days
14	Productivity of workforce - % of time which is classified as productive	65%	75%	80%
15	Ave number of jobs completed per operative per day	6	6	6
	Cyclical Servicing			
16	% of homes with a valid CP12	100%	100%	100%
17	% of homes with a valid Oftec Certificate	100%	100%	100%
18	% of homes with a valid Hetas Certificate	100%	100%	100%
	Empty Properties			
19	Average re-let time for lettable voids	25 days	25 days	20 days
20	Customer Satisfaction with Empty Homes Procedure	85%	85%	90%
21	Ave cost of a void	tbc	£1,340	£1,410
	Planned Maintenance			
22	% works delivered to programme	90%	90%	90%
23	Cost of works as a % of budget	100%	100%	100%
24	% of revenue repairs repairs expenditure relating to planned	60%	60%	60%
25	Customer satisfaction with planned maintenance service	90%	90%	90%
	Contact Centre			
24	% Calls Answered	90%	90%	90%
25	Ave Time to answer (5 rings)	95%	95%	95%
26	Number of Aborted Calls as a percentage of all calls %	5%	5%	5%
27	Calls dealt with at First Point of Contact	80%	80%	80%

Appendix 2

5 Year Capital & Revenue Budgets Draft Revenue Budgets

	2016/17	2017/18	2018/19	2019/20	2020/2021
	£'000	£'000	£'000	£'000	£'000
Management Costs	2,822	2,878	2,936	2,994	3,054
Repairs and Maintenance	3,605	3,713	3,825	4,016	4,217
Other Costs			108		214
Capital Financing Costs	3,225	3,135	3,012	2,962	2,895
Contribution to Capital Programme	8,515	6,453	3,767	3,921	3,215
Total Expenditure	18,167	16,179	13,648	13,893	13,595
Net Rental Income	14,809	15,705	16,719	18,034	18,660
Other Income	609	618	626	635	643
Interest on Balances	16	11	19	36	57
Total Income	15,434	16,334	17,364	18,705	19,360
Revenue Surplus/(Deficit)	- 2,733	155	3,716	4,812	5,765
Balance Brought Forward	5,415	2,682	2,837	6,553	11,365
Balance Carried Forward	2,682	2,837	6,553	11,365	17,130

Draft Capital Budget

	2016/17	2017/18	2018/19	2019/20	2020/2021
	£'000	£'000	£'000	£'000	£'000
WHQS Improvements & Maintenance	6,782	6,585	4,399	4,553	4,519
New Build	2,058	1,259	1,345	1,345	942
Regeneration / Remodelling of existing stock	832	-	-	-	-
Acquisition of existing properties	2,058	1,259	673	673	404
Other Improvements	-	-	-	-	-
Total Capital Expenditure	11,730	9,103	6,417	6,571	5,865
Capital Funding					
Major Repairs Allowance	2,650	2,650	2,650	2,650	2,650
Capital Receipts (Tab 2.)	565				
Borrowing		-			
Capital Expenditure funded by HRA	8,515	6,453	3,767	3,921	3,215
Total Capital Funding	11,730	9,103	6,417	6,571	5,865

Appendix 3

Scheme	2016/17 (£ '000)	2017/18 (£ '000)	2018/19 (£ '000)
<i>Internal WHQS Works & Asbestos</i>	750	600	500
<i>Traditional Maintenance Programme</i>	4,832	5,035	2,377
<i>Fire Risk Management</i>	250	100	100
<i>Central Heating Works</i>	350	350	250
<i>Environmental Works</i>	350	250	250
<i>Re-modelling</i>	832	0	0
<i>Acquisition of existing Dwellings</i>	2,058	1,259	1,345
<i>New Build</i>	2,058	1,259	1,345
<i>Public Sector Adaptations</i>	250	250	250
	11,730	9,103	6,417

Financing:	2016/17 (£ '000)	2017/18 (£ '000)	2018/19 (£ '000)
<i>Major Repair Allowance</i>	2,650	2,650	2,650
<i>Capital Receipts</i>	565	0	0
<i>Revenue Contribution</i>	8,515	6,453	3,767
<i>Commitments Carried Forward</i>			
<i>Borrowing</i>	0	0	0
	11,730	9,103	6,417

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	14th March 2016
Subject:	Application to Suspend the Right to Buy
Portfolio Holder(s):	Aled Morris Jones
Head of Service:	Shan Lloyd Williams
Report Author: Tel: E-mail:	Ned Michael – Housing Services Business Manager 01248 752 289 NedMichael@ynysmon.gov.uk
Local Members:	

A –Recommendation/s and reason/s
<p>To approve submitting a voluntary application to the Welsh Government for suspending the right to buy for our tenants for a period of 5 years in accordance with the rights that we now have as a Council.</p> <p>R1 To approve the action plan for submitting a voluntary application to suspend the right to buy to the Welsh Government.</p> <p>A2 To delegate the authority to the Head of Housing Services and the Section 151 Officer to sign off the application to be sent to the Welsh Government by 25th March 2016.</p> <p>As a result of housing matters in Wales having been devolved to the Welsh Government, the Welsh Government is offering Local Authorities the opportunity to submit a voluntary application to suspend tenants’ right to buy for a period of 5 years.</p> <p>Since these rights have become available, two Local Authorities have already submitted successful voluntary applications to the Welsh Government to implement this, namely Carmarthenshire and Swansea Councils.</p> <p>We are currently in the process of drawing up our voluntary application to the Welsh Government for suspending the right to buy for our tenants. The draft application will be distributed on 9th March to the members of the Executive Committee as an addendum to the agenda of the Executive Committee meeting on 14th March.</p> <p>Appendix A indicates the process and the timescale we will follow in drawing up our application and the aim is to submit our application by 25th March before the Purdah period</p>

begins.

We have received the Welsh Government's approval in relation to the process and the associated timetable we will follow in drawing up our application, the only comment made by them was that it is a very tight timescale and that it is good practice to have a consultation period lasting 12 weeks, whereas we have included an 8-week consultation period.

Before commencing the formal process of consultation with our tenants I attended a meeting of the MTV ("Môn Tenants Voice") to explain to them that we as a Council intended to submit such an application and to try explain to them the logic behind this, namely that we are eager to increase the supply of affordable housing on the island in light of the demand that exists for affordable housing.

An article was included in the newsletter which was distributed to tenants in December, stating our intention to submit the application to the Welsh Government.

Each individual tenant has now received a letter through the post together with a questionnaire, seeking their views on our proposal. Two fun days were also held on Saturday 16th January and 23rd January in order to provide tenants with the opportunity to ask questions and obtain further information.

On the Council's website a questionnaire has been included under consultations, and press statements have been released to draw tenants' attention to the consultation.

As a key part of the consultation, we are obliged to contact Registered Social Landlords who operate on Anglesey to seek their views regarding the proposal, as any suspension would apply to their stock on the island.

The proposal was discussed at a meeting of the Anglesey Housing Partnership and they were supportive of our intention to submit the application.

Responses were requested from the RSL by 1st March.

We have submitted regular reports to the Housing Services Board with regard to our application.

The consultation period with tenants ended on 19th February and here is a summary of the responses received:-

540 tenants have responded.

76% agreed with the proposal to suspend the Right to Buy.

The three main reasons why tenants agreed with the proposal were as follows:-

78% did not agree with the Council selling Council houses.

72% thought it was a positive step in the process of increasing the number of affordable rented housing on Anglesey.

64% did not have plans to buy their home.

For information, during the past three years we have lost 17 units through the right to buy, 2 during 2012/13, 3 during 2013/14, 5 during 2014/15 together with 7 units this year.

Since the right to buy was introduced, around 3100 have been sold through the right to buy.

Since the timescale is very tight for drawing up the application, I would request the delegated right for the Head of Housing Services and the Section 151 Officer to sign off the application in order that it to be sent to the Welsh Government by 25th March.

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

Consideration was given to not submitting a voluntary application to suspend the right to buy, but we decided against this as we have commenced a programme of buying former Council houses in order to increase our housing stock.

C – Why is this a decision for the Executive?

This is a decision for the Executive as it approves our application to suspend the right to buy.

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

This decision is consistent with two of the Corporate Objectives that have already been approved by the full Council, namely:-

- i) Increasing our Housing Options and Reducing Poverty

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

This decision is consistent with objectives set out in the Housing Revenue Account Business Plan.

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	Supportive of the application.
2	Finance / Section 151 (mandatory)	Supportive of the application.
3	Legal / Monitoring Officer (mandatory)	No observations.

5	Human Resources (HR)	N/A
6	Property	No observations
7	Information Communication Technology (ICT)	N/A
8	Scrutiny	
9	Local Members	A decision was made by the Executive in February 2015 to make an application to the Welsh Government.
10	Any external bodies / other/s	

F – Risks and any mitigation (if relevant)		
1	Economic	No observations.
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

FF - Appendices:
The process and timetable for submitting the application.

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

Figure 1. Isle of Anglesey County Council Right to Buy – Suspension Application Process

Stage of Process	Details / Comments	Consultation Milestones
Stage 1 – Gain Members support for application to suspend Right to Buy	Gain approval to develop application and to approach Welsh Government.	09.02.2015
Stage 2 – Report to Housing Services Board	Provide opportunity to inform process and raise issues.	02/12/2015
Stage 3 – Initial Meeting with Welsh Government Officials	Receive clarification of the level of detail required within application.	TBC
Stage 4 – Develop draft application to submit to Welsh Government	Develop Business Case, including Housing Market Assessment information / waiting list data / Private Rented Sector data etc.	TBC(Mid Jan)
Stage 5 – Meeting with Welsh Government to discuss draft application	Receive feedback on initial draft, including clarification on level of information provided. This will also include proposed consultation plan with tenants.	TBC
Stage 6 – Consultation Exercise with Tenants	Formal consultation with all Council tenants informed by early engagement with MOTV. This will include tenant engagement days, letters individually to all Council tenants and housing association consultation.	Between 08/01/2016 – 05/03/2016
Stage 7 – Further Meeting with Welsh Government Officials	Receive clarification from Welsh Government on level of consultation undertaken with tenants.	w/c 08/02/16
Stage 8 – Report to Exec Committee, Scrutiny Committee,	Present results of tenants consultation to Exec Committee, Scrutiny Committee and agree submission date of application.	14/03/2016
Stage 9 – Submission of Application	This will be signed off by Cabinet prior to submission.	TBC
Stage 10 – Confirmation from Welsh Government application passed to Minister for consideration	Welsh Government will confirm receipt of application and likely date for Ministerial decision.	TBC
Stage 11 – Write to Council and Housing Association tenants submitting RTB / RTA applications after the date the Minister considering the Council’s application	Standard letter will be developed to respond to all new applications received.	TBC
Stage 12 – Application approved by Minister	The Council Leader / Chief Executive are directly informed by the Minister of the decision.	TBC
Stage 13 – Write to all tenants to give them details of the suspension period.	Confirmation letter sent out to all tenants advising them of details of the outcome of the Consultation exercise and details of the suspension process.	w/c 07/03/16

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Isle of Anglesey County Council

Application to the Welsh Government
for the suspension of the Right to Buy
in Anglesey



The banner features a dark blue background with a white wavy line. On the left, the website www.ynysmon.gov.uk is displayed in yellow text, and www.anglesey.gov.uk is displayed in white text. On the right, there is a logo for the Isle of Anglesey County Council, which includes a circular emblem with a map of the island and the text 'CYNGOR SIR YNYS MÔN ISLE OF ANGLESEY COUNTY COUNCIL'. Below the logo is a small photograph of a bridge over a lake.

March 2016

Application to the Welsh Government for the suspension of the Right to Buy in Anglesey

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Appendices

Appendix 1 – Tenant Consultation Report

Purpose

This report sets out the evidence to support the application to the Welsh Government to allow the Isle of Angelsey County Council to suspend the Right to Buy throughout the island for a period of 5 years.

The report also proposes that the suspension is applied to all Council housing stock.

DRAFT

Background

The Welsh Government announced changes to the Right to Buy scheme in June 2015 to help protect Wales' current social housing stock. The maximum discount available to buyers was reduced from £16,000 to £8,000 and plans were announced to end the Right to Buy.

Local authorities in Wales are currently able to apply to the Welsh Government to suspend the Right to Buy if they perceive their existing levels of social housing stock is insufficient to meet the housing needs of local people.

The Isle of Anglesey County Council wishes to apply to the Welsh Government for a suspension of the Right to Buy scheme, which currently allows eligible council or social housing tenants in Wales to buy their home with a discount of £8,000. The Council believes that this suspension will assist in meeting some of the growing demand for affordable rented properties across the island.

Each local authority is able to choose how they wish to apply the suspension (e.g. by ward, property type, or an overall suspension for the designated region). Anglesey County Council favours a suspension across the whole island for all its housing stock. At present the Right to Buy is denied for residents of sheltered accommodation as stipulated under Schedule 5 of the Housing Act 1985.

If the Isle of Anglesey County Council is granted the right to suspend the Right to Buy it proposes to immediately introduce the measure for new applications.

Core evidence to support the application

Ratio of applications on the housing register compared to council allocations

Between 2013 and 2015 the ratio of the number of applicants on the housing register increased sharply in comparison to the number of new lets each year.

Table 1 - Housing Need and Allocations 2013-2016

Year	Number on Housing Register	Council Allocations	Ratio
2013-14	826	329	2.5:1
2014-15	1244	271	4.6:1
2015- (up to 31 Dec 2015)	1725	247	7:1
March 2016	900	247	3.6:1

Source: RTB - Core evidence to support application – Anglesey County Council

The housing register is reviewed on a monthly basis (since June 2015) with applicants contacted on the anniversary of their application. A 'one hit' review was carried out in June 2015 which has reduced the waiting list. The Council currently have 900 applications on the waiting list. In addition, an average of 23 applications are reviewed per month and an average of 14 applicants per month are cancelled. The review takes into account changes in circumstances of applicants and whether they wish to remain on our register. The data is therefore as up to date as possible.

Council allocations have fallen over the last few years and even with the recent purge of the waiting list it can be seen that the ratio is now 3.6:1. According to recent Welsh Government figures the average ratio within Wales is currently between 4:1 and 5:1. Nevertheless, affordable housing is still at a premium in our region and the Council wishes to suspend the Right to Buy across the whole island and for all eligible housing types.

Social housing stock

Anglesey County Council has a stock of approximately 3800 homes across its administrative area.

Table 2 – Council housing stock (2016)

Area	Stock
Holyhead	1088
Amlwch	251
Beaumaris	95
Llangefni	535
Menai Bridge	163
All Villages	1652
Total	3784

Source: RTB - Core evidence to support application – Anglesey County Council

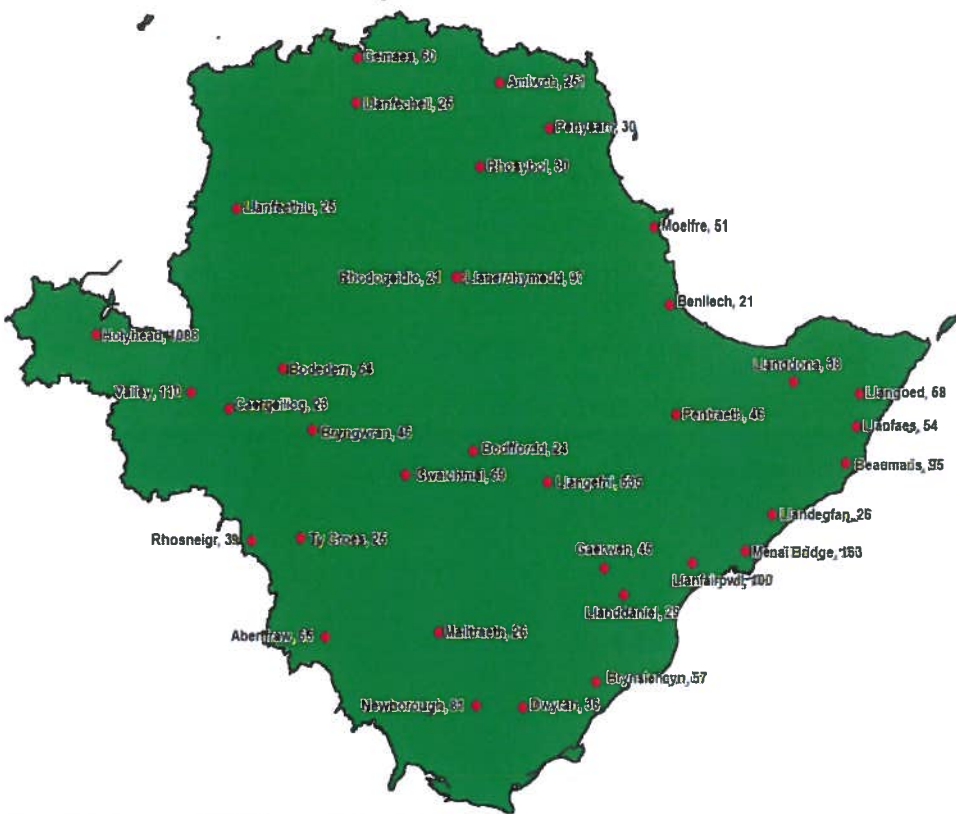
Of the above stock 1369 are classed as old age person homes or sheltered accommodation and are therefore exempt from the Right to Buy. Approximately 2,400 homes are therefore available to purchase under the Right to Buy legislation.

Table 3 - Size profile of the housing stock (2016)

Council Housing Stock	2014/15	2015/16
1 bed flats	316	318
2 bed flats	402	397
3 bed flats	15	16
1 bed house / bungalow	395	397
2 bed house / bungalow	931	932
3 bed house / bungalow	1671	1649
4/5 bed house / bungalow	72	75
TOTAL	3,802	3784

In addition there are 800 housing association properties on the Island which are provided by Cynefin Group, Clwyd Alyn Housing Association and North Wales Housing Association. All are provided to households classified as being in housing need.

The map below illustrates the spread of Council housing stock across the island.



Source - Location of Anglesey Council housing stock - Anglesey County Council

Analysis of the Housing Choice Register by area and bedroom size

Housing Register by bedroom need

Anglesey County Council administers a Common Housing Register on behalf of the Ynys Mon Housing Partnership which includes the Council, Cynefin Group, Clwyd Alyn Housing Association and North Wales Housing Association.

The table below indicates the largest need is for 1 and 2 bedroomed accommodation across all regions in the county. There is a particularly strong demand for 2 bedroomed properties in the villages.

Table 4 – Analysis of the Housing Register by bedroom need (2016)

Area	Bedroom Need					Total
	1	2	3	4	5	
Holyhead	120	92	30	9	0	251
Amlwch	40	32	13	5	1	91
Beaumaris	16	11	3	0	0	30
Llangefni	55	39	9	2	0	105
Menai Bridge	43	33	12	2	0	90
All Villages	114	150	45	8	2	319

Source: RTB - Core evidence to support application – Anglesey County Council

However, lettings of council stock during 2013-15 have been well below the need required for 1 and 2 bedroom properties in particular, and in many areas lettings have been made at less than half of the numbers required. For example, in Holyhead 120 applicants are waiting for a 1 bedroom property, but only 54 lettings of this property type were made from 2013-15. Similarly, in Amlwch there were 32 applicants with a 2 bedroom need, but due to the shortage of this size of property in the area the Council had only managed to let 4 homes of this size from 2013-15. The above examples serve to illustrate the acute shortage of council stock in Anglesey.

Table 5 - Council Lettings by Area and bedroom size for 2013-15

Area	Bedrooms					Total
	1	2	3	4	5	
Holyhead	54	74	46	2	0	176
Amlwch	14	4	8	0	0	26
Beaumaris	11	2	3	0	0	16
Llangefni	26	36	26	1	0	89
Menai Bridge	17	18	7	0	0	42
All Villages	50	107	91	3	0	251

Source: RTB - Core evidence to support application – Anglesey County Council

Across the social housing rented sector as a whole the average number of lettings (excluding transfers but including nominations) over the two-year period was 344 per annum.

Table 6 - Analysis of past housing supply (social rented sector)

Source of supply	2012/2013	2013/2014	Average
LA & RSL lettings (excluding transfers and exchanges)	320	367	344

Source: Welsh Government's StatsWales service

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Right to Buy activity in Anglesey

Right to Buy legislation was introduced by the Housing Act 1980 in England and Wales. Since its implementation a total of 3,122 council homes have been sold in Anglesey to date. The table below shows the level of disposals of social housing dwellings in Anglesey since 2001 and highlights how the rate of sales has slowed over the last 7 years.

Table 7 - Disposal of social housing dwellings in Anglesey 2001-2015

01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15
101	179	310	120	74	32	24	7	4	5	2	2	14	5

Source: Welsh Government's StatsWales service

Since the 1st of April 2015 the data is as follows:-

Actions	No	Value
Properties – sold since 1 st April, 2015	7	£ 641,000
Properties – offers issued following valuation	8	£ 597,000
Properties – applications being processed	4	

Pressure in the private sector

Private rented sector

The shortage of social housing on the island will mean many people seeking affordable accommodation will remain as part of the many 'hidden households', which frequently includes adult children in the family home, or will turn to the private rented sector. This sector is becoming increasingly important in Anglesey and the last Census indicated that it had increased by 60.5% between 2001 and 2011 compared to an increase of 5.9% across all other tenures combined.

The most recent data from our Local Housing Market Assessment Update indicates that 42.4% of lone parent households in our region would be unable to afford market housing if they were to move home now. Single person households are also relatively unlikely to be able to afford a suitable property. Households that contain two or more pensioners, are the most likely to be able to afford market housing on the Isle of Anglesey.

Some 16.5% of households headed by someone employed in the County would be unable to afford market housing in the Isle of Anglesey (if they were to move now) compared to only 5.0% of households headed by someone employed outside of the Isle of Anglesey.

It is estimated that nationally around a quarter of private tenants are in receipt of Local Housing Allowance. In the Isle of Anglesey the figure is 35.0% and the number of households in the private rented sector in receipt of Local Housing Allowance has remained very consistent over the last four years.

Table 8 – Private property rents in Anglesey by No. of Bedrooms

	No. of properties	Average price
One bedroom	14	£407 pcm
Two bedrooms	32	£521 pcm
Three bedrooms	30	£608 pcm
Four bedrooms	9	£760 pcm
Five bedrooms	1	£900 pcm

Source: Home.co.uk – January 2016

Owner Occupation

Gross annual incomes on the island were above average at around £25,000 in 2015, but still made home ownership in the region difficult, if not unattainable for many prospective purchasers. At entry level the problem is more pronounced and many local people, especially younger people, often find themselves priced out of the market.

Table 9 - Average property asking prices in Anglesey by No. of Bedrooms

	No. of properties	Average price
One bedroom	10	£ 77,455
Two bedrooms	181	£137,222
Three bedrooms	441	£190,555
Four bedrooms	266	£311,103
Five bedrooms	66	£350,474

Source: Home.co.uk – January 2016

The table below indicates that the mean price of dwellings in the Isle of Anglesey in quarter 3 2015, was £186,229, which was notably higher than the national average. The table shows that between 2011 and 2015 average prices have increased at a faster rate in the Isle of Anglesey than they have nationally.

Table 10 - Change in mean property prices 2010-2015

Location	Average price Jul-Sep 2011	Average price Jul-Sep 2015	Percentage change recorded 2011-2015
The Isle of Anglesey	£153,030	£186,229	21.7%
Wales	£156,621	£162,904	9.2%

Source: Land Registry

Table 10 indicates the size of the gaps for each dwelling size in each price market in the Isle of Anglesey. For example, three bedroom market entry rents are 39.6% higher (in terms of income required) than the cost of social rented accommodation in the Holyhead price market.

Table 11 - Scale of key housing market gaps in the Isle of Anglesey

Holyhead price market		
Property size	Affordable rent/market rent	Rent/buy gap
One bedroom	21.4%	-
Two bedrooms	41.3%	8.2%
Three bedrooms	39.6%	50.7%
Four bedrooms	54.1%	68.2%
Menai Straits price market		
Property size	Affordable rent/market rent	Rent/buy gap
One bedroom	38.7%	-
Two bedrooms	52.6%	83.6%
Three bedrooms	52.7%	91.0%
Four bedrooms	73.4%	175.6%
Rest of Anglesey price market		
Property size	Affordable rent/market rent	Rent/buy gap
One bedroom	12.7%	-
Two bedrooms	34.9%	60.9%
Three bedrooms	33.8%	97.3%
Four bedrooms	47.7%	151.0%

Source: Isle of Anglesey Council 2015 Local Housing Market Assessment Update

Second Homes

Statistics from the 2011 Census revealed there were more than 5,000 second homes on Anglesey, putting the island in sixth place for holiday home ownership throughout the UK. Two towns on the island topped the list for communities in Wales with empty homes for most of the year. According to figures released by the Office for National Statistics (ONS) 43% of homes in Rhosneigr were listed as being empty for most of the year. Second on the list was Trearddur Bay at 34%.

The proliferation of second homes on the island have significantly reduced the supply of residential property available to meet local housing needs.

New demand for housing

The latest Census indicates that the resident population in the Isle of Anglesey in 2011 was 69,751 and that since 2001 the population had increased by 4.4%, or just under 3,000 people. Despite the relatively slow increase the size of the household population grew at a faster rate between 2001 and 2011 by 7.7%.

Official figures indicate that the population in Anglesey is expected to increase over the next 10 years but is then expected to decline after the mid-2020s.

Table 12 - Derivation of newly arising need from new household formation

	<i>Number</i>	<i>Sub-total</i>
Number of households moving in past two years	5,426	
Minus existing households	-4,304	1,122
Total applicable moves (2013-15)	1,122	
Annual total applicable moves	561	
Minus households able to afford market housing (71.3%)	-400	161
Annual estimate of newly arising need	161	

Source: Isle of Anglesey Local Housing Market Assessment Update, 2015

The table above shows that an estimated 1,122 households were newly formed within the Isle of Anglesey between 2013 and 2015, which equates to 561 households per annum. The Local Housing Market Assessment Update estimated that 28.7% of these households were unable to afford market housing without some form of subsidy in Anglesey.

A household will fall into need if it has to move home and is unable to afford to do this within the private sector (an example of such a move would be because of the end of a tenancy agreement). A household unable to afford market rent prices but moving to private rented accommodation may have to either claim Local Housing Allowance or spend more than a quarter of their gross income on housing, which is considered unaffordable (or indeed a combination of both).

Overall therefore there is a newly arising need for social housing from 161 newly forming households per year. In addition, the Local Housing Market Assessment Update estimates that the annual newly arising need figure for existing households amounts to 513 making a total of 674 households per annum in need of social housing.

Major infrastructure projects

The proposed New Nuclear Build at Wylfa and other major developments proposed on the Island, will lead to a peak construction workforce of up to 10,000 workers expected over the next 5-10 years, and meeting this huge increase in demand whilst also meeting the housing needs of the existing population poses a considerable challenge to the County Council.

This poses considerable challenges to the County Council in terms of ensuring that the construction worker accommodation requirement of Horizon are met without displacing existing residents from the private rented sector or the housing market i.e. by reducing supply of available housing and increasing rents and house prices. We also need to minimise the impact on existing social and community infrastructure.

In addition to the proposed new nuclear development at Wylfa, there are a number of other major developments which will have a cumulative impact on housing needs.

Against this backdrop, it is therefore essential that the County Council maximises the opportunities from these economic developments whilst also bearing in mind the existing population's needs for housing and mitigating the possible displacement effects on the local housing market.

It is therefore imperative that the Welsh Government supports our application to suspend the Right to Buy of Council housing on the Island.

The affordable housing requirement in Anglesey

Our 2015 Local Housing Market Assessment Update estimates that a total of 2,305 households are living in unsuitable housing. This represents 7.4% of all households in the Isle of Anglesey. 1,678 (or 72.8%) do not have an in-situ solution and therefore require a move to alternative accommodation.

Table 13 Detailed affordable housing requirement table for the Isle of Anglesey

	Output
CURRENT NEED (Gross)	
1. Existing households in need of accommodation	1,678
2. <i>Plus</i> current non-households in need of affordable housing	3
3. <i>Minus</i> cases where they can afford to meet their need in the market	1,060
4. <i>Equals</i> total current housing need (gross)	621
AVAILABLE STOCK TO OFFSET NEED	
5. Current occupiers of affordable housing in need	82
6. <i>Plus</i> surplus stock	0
7. <i>Plus</i> committed supply of new affordable units	134
8. <i>Minus</i> planned units to be taken out of management	0
9. <i>Equals</i> total stock available to meet current need	216
10. <i>Equals</i> total Current need	405
11. <i>Times</i> annual quota for the reduction of current need	20%
12. <i>Equals</i> annual requirement of units to reduce current need	81
NEWLY ARISING NEED	
13. New household formation (gross per year)	561
14. <i>Times</i> proportion of new households unable to buy or rent in the market	28.7%
15. <i>Plus</i> existing households falling into need and unable to afford market housing	513
16. <i>Minus</i> potential out-migrants unable to afford market housing	7
17. <i>Plus</i> in-migrants unable to afford market housing	-
18. <i>Equals</i> total newly arising housing need (gross per year)	667
SUPPLY OF AFFORDABLE UNITS per year	
19. Annual supply of social re-lets (net)	344
20. <i>Plus</i> annual supply of intermediate housing available for re-let or resale at sub-market levels	2
21. <i>Equals</i> annual supply of affordable housing	346
NET SHORTFALL OF AFFORDABLE UNITS	
22. Overall shortfall (per annum)	402

Source: Isle of Anglesey Local Housing Market Assessment Update, 2015

Table 13 indicates the detailed affordable housing requirement for Anglesey, based on the current and newly arising need, and the availability of social housing stock. There is a net need for all sizes of affordable housing, although the largest net need is one bedroom accommodation, followed by four and two bedroom homes.

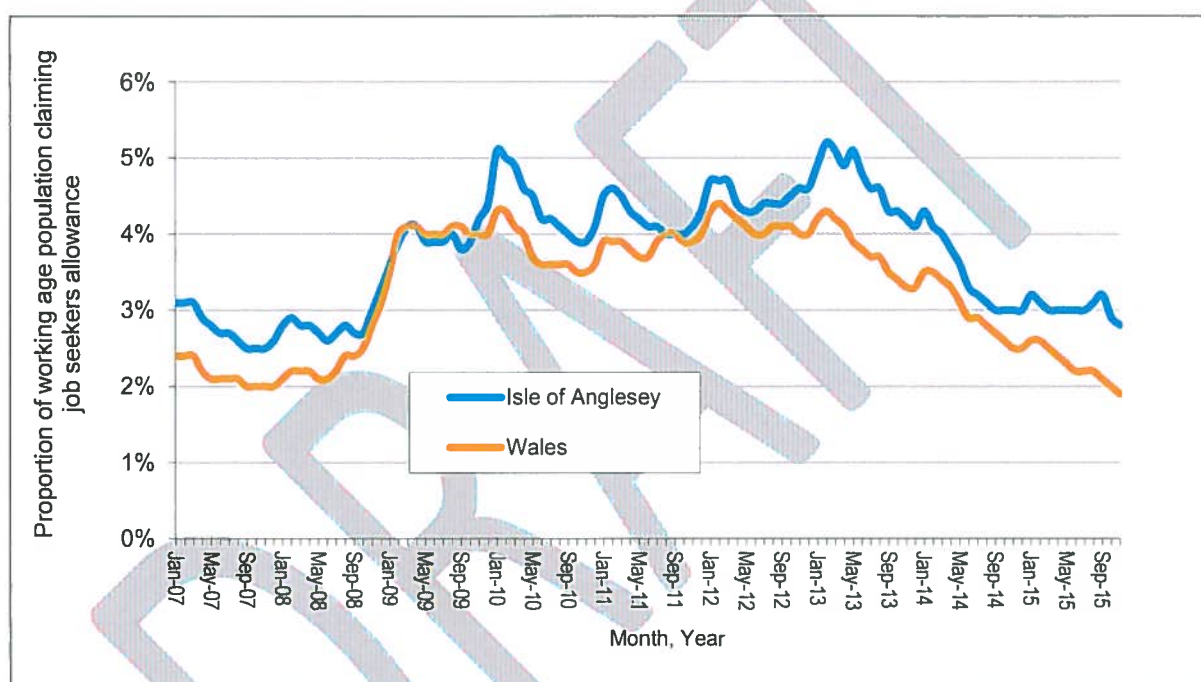
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Evidence of unemployment in Anglesey

A Joseph Rowntree Foundation study into poverty published September 2013 advised that there was more poverty in working households in Wales than non-working ones.

Of the people living in poverty, the report found there were more adults who had a job than not (*BBC news Wales Politics 18/09/13*). Poverty amongst people working was most prevalent in rural communities, whereas urban areas have a higher number of people living in out of work poverty.

Table 14 Level of unemployment in the Isle of Anglesey (2007-2015)



Source: ONS Claimant count

The ONS publishes the number of people claiming Job Seekers Allowance on a monthly basis. This provides a very up-to-date measure of the level of unemployment of residents in an area. The figures indicated that the Anglesey unemployment level, whilst fluctuating notably, had been consistently higher than the level for Wales. Unemployment in the Isle of Anglesey in November 2015 was 4.8% higher than the level recorded before the economic downturn in November 2007. This compares with a decrease in unemployment of 0.5% across Wales over the same eight year period.

During 2015 unemployment had fallen notably in the Isle of Anglesey (by 8.0%) and dramatically across Wales (by 22.0%).

The relatively higher levels of unemployment in Anglesey restricts the choices of where people can afford to live and increases demand for affordable housing.

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Vacancy rates in Council housing stock

The high pressure of demand for social rented accommodation across the island has meant that there is little in the way of anything other than operational voids in the council's housing stock. This may amount to 2 or 3 hard to let homes at any one time.

The council currently lets approximately 260 homes per annum from its stock of 3800, which equates to a 7% turnover.

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Measures being taken to increase the supply of affordable homes

Recent data from the Welsh Government's StatsWales service (March 2015) indicates that 134 new affordable dwellings are planned to be built in Anglesey between 2015 and 2017

Council affordable housing development

The Council has developed a 30-year plan to create more social housing on the island, including plans to end tenants' Right to Buy.

The Housing Revenue Account Business Plan 2015–2045 aims to add at least a further 500 local authority properties in Anglesey over this period. The Council has laid out the following development plans for the next 5 years.

Table 15 – Proposed council housing development 2015-2020

Financial Year	Proposed Housing Development
2015/16	Purchase 10 ex-Right to Buy homes
2016/17	Purchase 15 ex-Right to Buy homes and develop 15 new build homes
2017/18	Develop 25 homes
2018/19	Develop 15 homes
2019/20	Develop 15 homes

Source: Isle of Anglesey Council – February 2016

Over the longer term the Council will aim to develop a further 15 homes each year up until 2045.

Housing association development

The Council currently receives approximately £935,000 annually in social housing grant which it uses to support housing associations developing homes on the island.

There are 3 housing associations active in Anglesey who manage approximately 800 affordable homes between them. Recent and current affordable housing development schemes are shown below.

Clwyd Alyn Housing Association

Bwlch Alltran, Holyhead, Anglesey

8 x 1 and 2 bedroom flats, houses and a bungalow for affordable rent

Maes Elias Llangejni, Anglesey

22 x 2 bedroom flats for affordable rent

Rhosdir Gaerwen, Anglesey

12 x 3 and 4 bedroom houses and bungalow for affordable rent.

Tai Copr, Lon Goch, Amlwch, Anglesey - 8 units

8 x 2, 3 and 4 bedroom houses for affordable rent

North Wales Housing Association

Llain Cytir (Phase 3) Holyhead, Anglesey

19 x 2 and 3 bedroom flats and houses, including 2 disabled homes for affordable rent

44 Market Street, Holyhead, Anglesey

6 flats for affordable rent



Empty Homes Initiatives

In common with many parts of the country, Anglesey suffers from a number of empty homes and is working with the Welsh Government and private landlords to bring as much of this stock as possible back into use. Empty homes reduce the supply of housing available on the island which helps to keep rents at a higher level than they might otherwise be.

The Welsh Government's £10 million fund (Houses into Homes) allows councils to offer short term, interest free loans to help with the renovation costs of bringing empty properties back into use. In addition, Anglesey County Council has set up a local Empty Homes Loan Scheme to assist landlords in renovating or converting empty properties and make them suitable for reoccupation.

The Council also offers owners of empty homes a buyers and sellers 'matching service' where a free display service for properties that have been empty for 6 months or more is provided.

Local Development Plan

Anglesey County Council uses planning policy to ensure that a supply of affordable housing is provided on new residential developments.

The Council recognises that more hidden households are anticipated and in the foreseeable future home ownership in the region is likely to be restricted to those on higher than average incomes and those with equity from other sources. It is therefore vital to maximise the supply of new affordable housing.

The local development plan requires that a minimum proportion of between 15% and 25% affordable housing is provided on new developments. In addition, the provision for 100% new affordable housing is normally supported on sites where it can be shown to meet an identified need and the site is located on the edge of a centre or a village.

Both new build and converted housing developments are expected to contribute to make an affordable housing contribution as indicated in the table below.

Table 16 – Percentage of Affordable Housing Requirement

At least 25%	Gwynedd High Value Coastal, Rhosneigr, Beaumaris, Rural North West, Bridgehead, Trearddur & Rhoscolyn, South West, North East Rural, Larger Coastal Settlements, Rural Centres, Mid Rural, Northern Coast and South Arfon, Rural West,
At least 15%	Llangefni, Llyn, Western Coastal & Rural Arfon, Holyhead, Amlwch & Hinterland, The Mountains, Eastern Gwynedd & National Park, Blaenau Ffestiniog.

Source: Joint Local Development Plan (Anglesey and Gwynedd)

Home Ownership Initiatives

Anglesey County Council has developed a number of initiatives to help local people who currently cannot afford to buy on the open market but may not be eligible for social rented properties.

Tai Teg is an initiative between the Isle of Anglesey County Council, Gwynedd Council and other partners in the local housing sector including housing associations, estate agents and developers. Under the scheme people interested in home ownership, but who cannot currently afford to buy outright on the open market, can be considered for assisted home ownership schemes, including shared equity, shared ownership, and self-build plots.

Consultation

Anglesey County Council consultation

The County Council carried out a consultation exercise with their tenants during January 2016 and February 2016 to ascertain their views on the proposal to suspend the Right to Buy.

In early December a presentation was made to the tenants forum outlining the Authorities intention and reason for submitting an application for the suspension of Right to Buy and an article was included in the December 2015 tenants newsletter informing tenants of the Authorities intention to submit an application for the suspension to Welsh Government.

Following the article in the tenants newsletter two tenant events were arranged on two Saturdays in January giving tenants the opportunity question and discuss the reason why the Authority would be wanting to submit such application and more importantly to seek their views on the proposal.

All 3800 council housing tenants were invited to take part in a survey either by post, community events or online. The consultation exercise was also covered in the local media, including the *Business News Wales* and the *North Wales Chronicle* during January 2016.

In total 540 responses were received, (appendix 1) is a report on the tenant consultation.

Participants views on selling Council houses:

- 75% of participants were not happy that the Council sells Council houses which results in less rented housing being available on Anglesey.

Of the 25% of participants who were happy that the Council sells Council houses:

- 46% felt that there were enough affordable rented properties on Anglesey.

- 50% were eligible to purchase their home under the 'Right to Buy' scheme and had plans to buy their home within the next 5 years.

Participant views on suspending tenant's 'Right to Buy'

- 76% of participants agreed with the Council's proposal to suspend tenant's Right to Buy and to support the application to the Welsh Government to suspend this policy in the county for the next 5 years.

Participants views on the number of affordable rented properties on Anglesey

- 81% of participants felt that there were not enough affordable rented properties on Anglesey.

Student views on suspending tenant's 'Right to Buy'

The Council carried out an external consultation with a group of 6th form pupils at Ysgol Uwchradd Bodedern on January 27th 2016. The pupils were engaged in a discussion to consider what affordable homes meant, how important is providing housing options for young Anglesey residents, and how the current economic climate may be influencing housing options for young people living in Anglesey.

During the discussion, the students were asked to consider the benefits and disadvantages of the proposed application by Isle of Anglesey County Council to suspend the Right to Buy within the County, and how the outcome of the decision may affect the future availability of affordable rented accommodation on Anglesey.

To conclude the discussion, a show of hands was requested to demonstrate whether they were in favour of, or against the proposed application. There were 19 participants in the discussion, and all 19 replied in favour of the Council's application to suspend the Right to Buy, stating that by doing so, the Council would continue to provide a choice, and sustain levels of available affordable rented accommodation for future generations living on Anglesey.

Local Housing Association consultation

We contacted the three registered social landlords with housing stock on Anglesey seeking their views on the Council's proposal to apply for the suspension of Right to Buy, currently we have received responses from two, namely North Wales Housing and Pennaf Housing Group for which we have the following responses:-

I understand that the Isle of Anglesey County Council is applying under the appropriate legislation to suspend Right to Buy activity within its boundaries.

Housing is in increasingly short supply and it is important that local authorities can take whatever action is available to them to both retain existing homes and to increase supply where possible. I can appreciate that, with certain key developments likely to take place over the next few years – in particular the Wylfa Newydd project and the Land and Lakes development – it is vital that the Council acts now.

Housing is key to the economy and infrastructure of Anglesey. A strong housing sector on the island creates jobs, reduces health inequalities and makes savings to the health budget, regenerates communities and tackles poverty. Against a backdrop of austerity and the desperate need to offer people an affordable renting option, the Right to Buy is an economically irrational policy.

I am therefore pleased to give North Wales Housing's strong support to the Council's application to suspend Right to Buy activity on the island. Alongside the Council, we remain committed to delivering more and better homes for those in Anglesey who need them.

Paul Diggory, Chief Executive, North Wales Housing

Several years ago the Clwyd Alyn Board did debate whether they should operate a voluntary Right To Buy/Right to Acquire initiative. At this time there was agreement on the Board that we should not support the Right To Buy and Right To Acquire initiatives beyond our statutory obligations.

As this decision has not been revoked or changed our policy currently is not, if given the choice, to support these initiatives.

Consequently if the County Council adopts a similar approach we would support this.

Graham Worthington, Group Chief Executive, Pennaf Housing Group

Grwp Cynefin will submit their response following their Board meeting which is scheduled for the 23rd of March.

Local estate agents views on suspending tenant's 'Right to Buy'

The Council contacted several local housing associations in early March 2015 to ascertain their views on suspending the Right to Buy.

Burnells Holyhead

This agent believes the suspension could have a positive effect for their business as local authority tenants who wish to purchase a property would have to buy in the private sector.

The Council should build more houses to modern, high energy efficiency standards and retain them in perpetuity for rental, and unless the local authority is planning to hugely increase its housing stock, by building new homes, then suspending the right to buy is the correct action to take.

Mon Properties

This agent was very much against the Right to Buy policy and would support the suspension. The policy has resulted in diminishing much needed social housing stock.

The agent argued that tenants in the private rented sector have no right to a discount, so why should tenants in public sector rented properties benefit from this policy?

Suspending the Right to Buy would be a good thing for the Island's inhabitants as the Council could retain their stock and use it to meet the need for social housing. Local authority tenants wishing to buy would be forced to acquire properties on the open market alongside everyone else. Again, the agent believes that the suspension is likely to lead to an increased demand to purchase private sector properties.



Conclusion

The evidence in this report gives a clear picture of the extent of housing need on the Isle of Angelsey. This report demonstrates that the current supply of affordable homes on the island is insufficient to meet that need and that this situation is unlikely to change in the foreseeable future.

Measures continue to be taken by the Council and other social housing providers to increase the supply of affordable homes through other means, but this is undermined by the continued existence of the Right to Buy and the administrative costs that this imposes on the Council.

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Consultation: Proposed 5 year suspension to tenant's 'Right to Buy'

- February 2016

Summary	This report details the results of the proposed suspension to tenant's 'Right to Buy' consultation. Consultation was open between 19 th January and 19 th February 2016.
Date	22 February 2016
Author	Jodie Davies, <i>Tenant Participation Liaison Officer</i>

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1 Background

The demand for affordable rented properties on Anglesey is increasing annually.

Housing Services are working towards increasing their housing stock, however are losing properties each year as a result of tenants exercising their right to buy.

In a bid to increase the number of affordable rented properties on Anglesey, the Council is proposing to suspend tenants' 'Right to Buy' for 5 years.

To do this Housing Services must submit an application to the Welsh Government to request the suspension.

To support the application Housing Services carried out a consultation with their tenants between 19th January and the 19th February to find out what their views were on the proposal.

2 Methodology

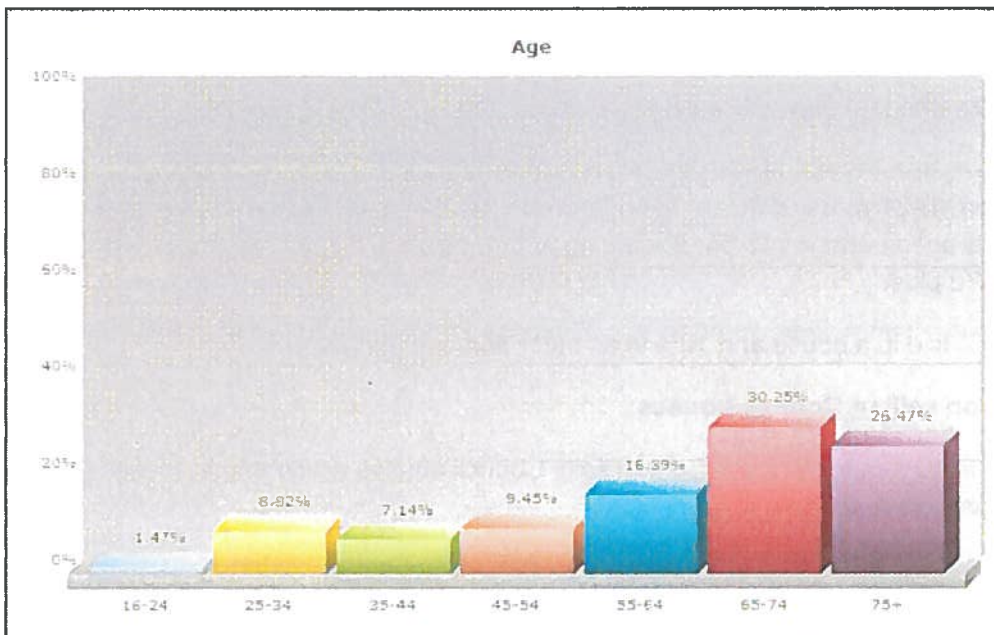
A variety of different methods was used to encourage tenants to take part in the consultation.

The table below gives a breakdown of the different methods used including how many surveys were received:

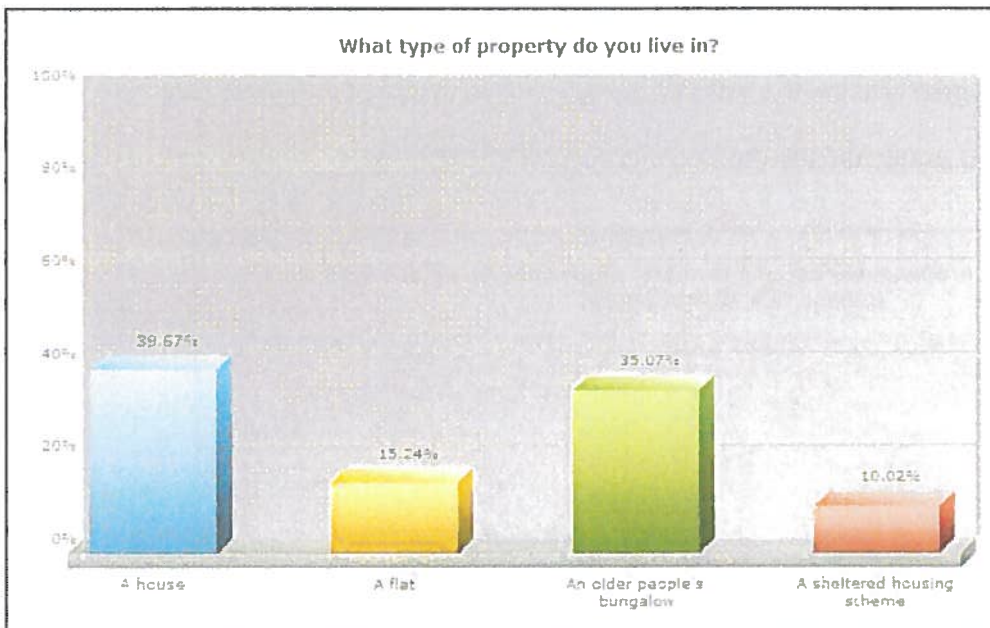
<u>Method</u>	<u>Description</u>	<u>Surveys received</u>
Postal	All 3800 of Housing Services' tenants were informed about the consultation by letter in the first week that the consultation was open. Enclosed with the letter was a paper copy of the survey and a free post envelop to return the survey.	437
Community events	To promote the consultation two family fun days were held during January. The consultation was also promoted during other community events organised by the Tenant Participation team during the consultation period.	27
Online	Tenants were given the option to complete the survey online via survey monkey which was available on the Council's corporate website.	76
	The online survey was advertised on the front page of the Council's corporate website throughout the consultation period and promoted regularly on Anglesey Council's social media sites.	
<u>Total</u>		<u>540</u>

3 Demographics

The chart below gives a break-down of the age range of participants:



The chart below gives a break-down of the type of accommodation participants live in:



4 Results

4.1 Participants eligibility and plans to buy their Council home within the next 5 years

- 51% of participants think they are eligible to buy their Council home under the 'Right to Buy' scheme and 26% of these tenants feel they would be in a position and would like to buy their home within the next 5 years.

Of the 26% of participants who feel they would be in a position and would like to buy their home within the next 5 years:

- 5% are aged between 16-24 years, 29% are aged between 25- 34 years, 22% are aged between 35-44 years, 17% are aged between 45-54, 9% are aged between 55-64, 12% are aged between 65-74 and 6% aged 75 plus.
- 10% live in a flat, 80% live in a house and 10% in an older persons bungalow.

4.2 Participants views on selling Council houses:

- 75% of participants *are not happy* that the Council sells Council houses which results in less rented housing being available on Anglesey.

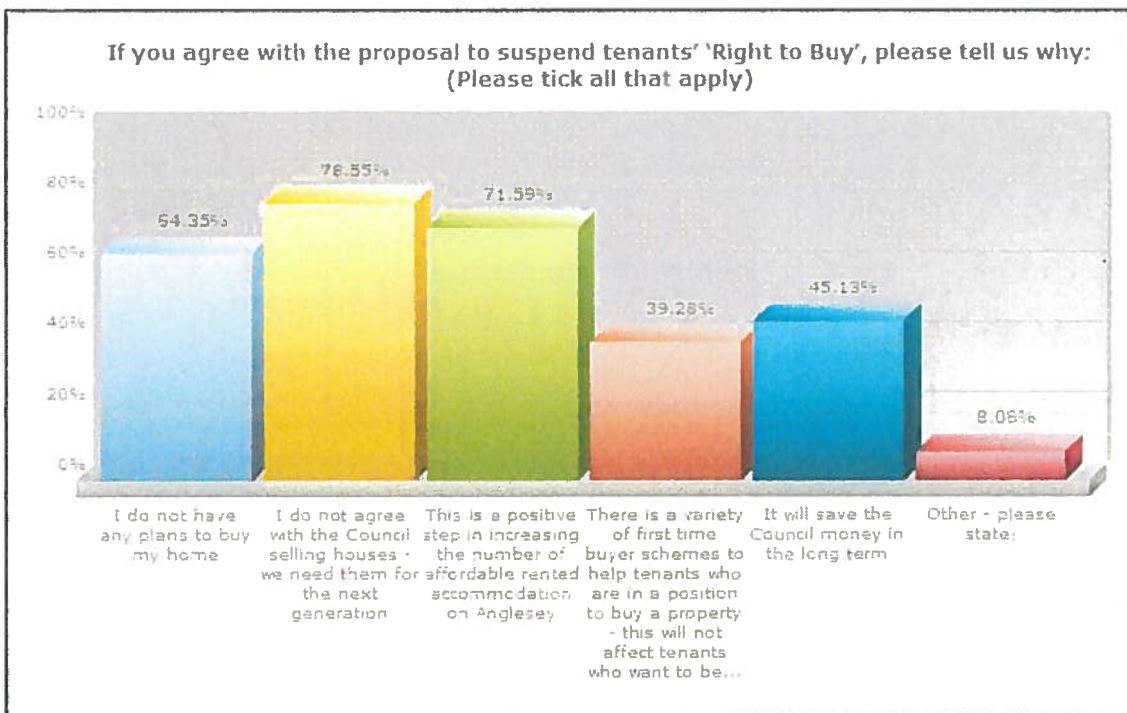
Of the 25% of participants who *are happy* that the Council sells Council houses:

- 46% feel that there are enough affordable rented properties on Anglesey.
- 50% are eligible to purchase their home under the 'Right to Buy' scheme and have plans to buy their home within the next 5 years.

4.3 Participant views on suspending tenant's 'Right to Buy'

- 76% of participants agree with the Council's proposal to suspend tenant's 'Right to Buy'

The reasons why participants agree with the proposal include the following:

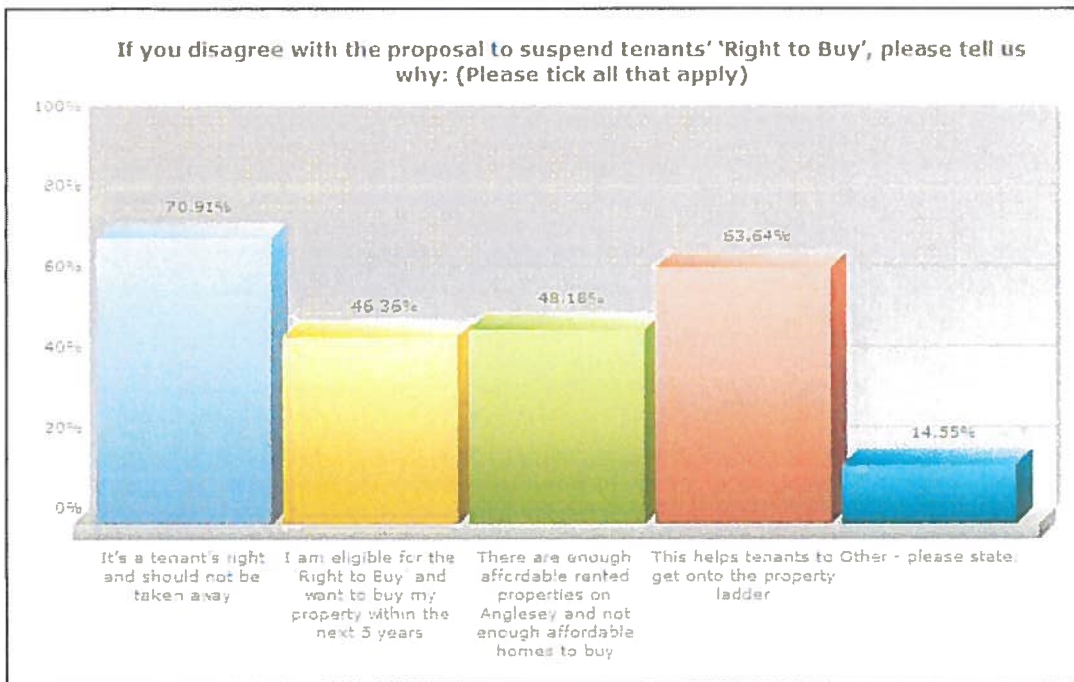


Reasons listed as 'other' include the following:

- ✚ People are 'safer' with a Council house.
- ✚ People cannot afford private rented and need a Council house.
- ✚ If more affordable homes were available then the younger people will not have to move away.
- ✚ Council homes were built for low income families and not for people who can afford to buy.

- 24% of participants did not agree with the Council's proposal to suspend tenant's 'Right to Buy'

The reasons why participants do not agree with the proposal include the following:



Reasons listed as 'other' include the following:

- ✚ The house would be better looked after (Housing do not do maintenance on their properties).
- ✚ It is the only way young families can afford to buy.
- ✚ Money made can be used to build more Council properties.
- ✚ It would not be fair to change the policy after so many years.
- ✚ Tenants do not want to move from their homes.
- ✚ There are plenty of private rented properties available.

- **76% of participants are happy to support Housing Services with the application to the Welsh Government to suspend tenant's 'right to buy' for the next 5 years.**

4.4 Participants views on the number of affordable rented properties on Anglesey

- 81% of participants feel that there are not enough affordable rented properties on Anglesey.

5 Conclusion

The results of the consultation will now be used to support Housing Services' application to the Welsh Government to suspend tenant's 'right to buy' for the next 5 years.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive Committee
Date:	14th March 2016
Subject:	Reviewing Anglesey and Gwynedd Collaborative Arrangements in Additional Learning Needs and Inclusion
Portfolio Holder(s):	Councillor Kenneth Hughes
Head of Service:	Delyth Molyneux
Report Author: Phone Number: E-mail:	Delyth Molyneux 2916 dxmed@ynysmon.gov.uk
Local Members:	Relevant to all elected members

A – Recommendation(s) and Reason(s)
<p>Both authorities are in agreement that the Gwynedd and Anglesey SEN Joint-committee arrangements need to be reviewed in order to face the new challenges in light of new legislation and diminishing budgets. It is also agreed that there is a need to reduce the number of central officers in the field in improving direct accountability for both counties in terms of the specialist services offered to schools and parents.</p> <p>The permission of elected members is requested to:</p> <ul style="list-style-type: none"> • Collaborate with Gwynedd officers and the SEN JC to remodel the current workforce within the SEN JC, with a view to adopting a new staffing structure between September 2016 – April 2017. • Collaborate with Gwynedd officers and the SEN JC to remodel the workforce currently within the inclusion service by September 2017. • Plan the new partnership to provide savings of 10% or approximately £500,000 over two years, to be fully implemented by 2018/9. • Plan a revised governance and accountability structure between both authorities, to be presented to the Executive Committee by June 2016. • Plan a transitional period of dual governance between the current SEN JC and the revised Anglesey/Gwynedd ALN Partnership. • Share information on the proposed model with schools, parents and stakeholders during the 2016 summer term. • Action the revised commission and governance arrangements by September 2017.

Reasons

There has been a history of effective collaboration between Gwynedd and Anglesey Councils in Special Education, and in light of ALN (Additional Learning Needs) legislative changes from 2017/8 and the financial challenges it has been agreed that it is timely to review future partnership arrangements in ALN and Inclusion.

The services in question include the following:

- Additional Learning Needs – strategy, policy, procedures, criteria and support resources;
- Inclusion service including promoting positive behaviour; out of school education including Pupil Referral Units and Home Education, Children in Care, Young Carers;
- Education Welfare Service;
- Support for vulnerable/sick children;
- Children and Young People Safeguarding Arrangements;
- Counselling Service;
- EAL (English as an Additional Language).

Why collaborate?

Raising Standards

A new arrangement will empower the work of both counties in terms of support, challenge and intervention in order to raise standards among additional learning needs and vulnerable pupils in our schools. A review of the ALN and inclusion arrangements will empower educational outcomes for our children and young people across both counties, and ensure the availability of skills and expertise for staff in our schools to support learners to achieve their potential.

A Strong Voice

One service across both counties would provide a stronger voice on a regional and national level particularly in ensuring Welsh Language and bilingual expertise and resources of the highest quality in ALN and Inclusion. It would also mean that both authorities are well placed to be flexible in responding to any further development which may arise.

The Welsh Language

Collaboration can ensure an appropriate focus on Welsh language and bilingual provision. Collaboration would strengthen the new partnership's ability to select bilingual applicants of good calibre and for both counties to provide National guidance in the field of Welsh language medium service provision.

Expertise

Collaboration would allow both Councils to ensure capacity and access to staff with the appropriate level of expertise where there are shortages in specialist fields. It would also facilitate succession planning for posts. In addition, full collaboration could ensure accountability of services through appropriate support, challenge and intervention to ensure quality services.

Resilience

Collaboration will contribute towards ensuring the increased resilience of services in moving forward. Bringing individual elements together would offer:

- an opportunity to shadow responsibilities;
- sharing of expertise and capacity across both counties where there are shortages in specialist areas;
- developing resilience to reduce the risk of ineffective services;
- filling gaps during absences; and
- unexpected additional demands on specific elements.

Effectiveness and efficiency

The collaboration arrangement will ensure improvement in the effectiveness of the services in question. The aim is to provide efficiency savings of around 10% or £500,000 over a two year period in the current ALN expenditure in the field, focusing on the management and administration levels, which would mean a reduction in the number of officers and joint-sharing of posts between both counties, functions which are currently duplicated.

B – Which other options did you consider and what were your reasons for refusing

them and or for choosing this option?

Consideration was given to continuing with the current arrangement, but this was refused as the current arrangement will not meet the additional requirements in light of the new ALN legislation. In addition, the current arrangement will not ensure the appropriate level of direct accountability for both authorities in terms of the effectiveness and efficiency of the provision.

Consideration was given to not working in partnership with Gwynedd Council, but that model is not sustainable as it does not allow appropriate levels of professional bilingual expertise where there are shortages in specialist fields. Also, it did not provide consistency in the quality of provision, resilience, reliability nor efficiency in the fields of ALN and inclusion.

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

Executive Committee approval is sought in accordance with the recommendations and permission is requested to move forward with planning a revised partnership with a view to presenting final recommendations to the committees by June 2016 with the intention of implementing Phase One from September 2016 and Phase Two by April and September 2017.

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

Yes

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

Yes

F – With whom did you consult?		What were their comments?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	
2	Finance / Section 151 (mandatory)	
3	Legal/Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	
8	Local Members	
9	Any other external body/bodies	

G – Risks and any mitigatory steps (if relevant)		
1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

H – Appendices:
Appendix 1: 'Reviewing Anglesey and Gwynedd Collaborative Arrangements for Additional Learning Needs and Inclusion'

I – Background Papers (please contact the Report's Author for any further information):

REVIEWING ANGLESEY AND GWYNEDD COLLABORATIVE ARRANGEMENTS FOR ADDITIONAL LEARNING NEEDS AND INCLUSION

PART 1 – CONTEXT

There has been a history of effective collaboration between Gwynedd and Anglesey Councils in Special Education, and in light of SEN legislative changes from 2017/8 and financial challenges it has been agreed that it is timely to review future partnership arrangements in SEN and Inclusion.

Both authorities are in agreement that the Gwynedd and Anglesey SEN Joint-committee arrangements need to be reviewed in order to face the new challenges in light of new legislation and diminishing budgets. It is also agreed that there is a need to reduce the number of central officers in the field in improving direct accountability for both counties in terms of the specialist services offered to schools and parents.

This outline paper seeks to summarise the discussion in suggesting some possible benefits, in the hope that elected members will agree to develop the partnership and review the current arrangements.

The services in question include the following:

- Additional Learning Needs – strategy, policy, procedures, criteria and support resources;
- Inclusion service including promoting positive behaviour; out of school education including Pupil Referral Units and Home Education, Children in Care, Young Carers;
- Education Welfare Service;
- Support for vulnerable/sick children;
- Children and Young People Safeguarding Arrangements;
- Counselling Service;
- EAL (English as an Additional Language).

Governance

In the context of the services noted in this paper, there are many possible management and governance models that would meet professional officer, elected member and scrutiny level requirements. There is certainly an agreement to ensure the equal participation of both Councils.

It is anticipated that there are advantages in establishing a joint governance arrangement for the ALN and Inclusion Service across both counties to ensure:

- the strategic priorities of both counties in the learning needs and inclusion educational fields are realised;
- clarity in terms of accountability in both counties' Corporate arrangements through regular reporting on performance and efficiency to the scrutiny committees, the Executive Committee and Full Councils as appropriate;
- ensuring effective, efficient and bilingual services which will provide value for money.

It is anticipated that a dual governance arrangement will need to be in place for the transitional period between the SEN JC and the new Anglesey and Gwynedd ALN partnership.

An inter-authority agreement would be drawn up to establish the partnership, following best practice guidance in the field to include agreement on a range of matters, with the main ones being identified as follows:

- Partnership functions

- Governance arrangements
- Establishing a business plan
- Resource and financial commitments
- Establishing service level agreements, operational protocols
- Performance management, reporting and Scrutiny arrangements
- Authorities' roles in agreed areas i.e. personnel, legal, pay and pensions
- Staffing
- Dispute resolution mechanisms
- Nature of the commitment to the partnership and its discontinuation if required

Why collaborate?

Raising Standards

A new arrangement will empower the work of both counties in terms of support, challenge and intervention in order to raise standards among additional learning needs and vulnerable pupils in our schools. A review of the ALN and inclusion arrangements will empower educational outcomes for our children and young people across both counties, and ensure the availability of skills and expertise for staff in our schools to support learners to achieve their potential.

A Strong Voice

One service across both counties would provide a stronger voice on a regional and national level particularly in ensuring Welsh Language and bilingual expertise and resources of the highest quality in ALN and Inclusion. It would also mean that both authorities are well placed to be flexible in responding to any further development which may arise.

The Welsh Language

Collaboration can ensure an appropriate focus on Welsh language and bilingual provision. Collaboration would strengthen the new partnership's ability to select bilingual applicants of good calibre and for both counties to provide National guidance in the field of Welsh language medium service provision.

Expertise

Collaboration would allow both Councils to ensure capacity and access to staff with the appropriate level of expertise where there are shortages in specialist fields. It would also facilitate succession planning for posts. In addition, full collaboration could ensure accountability of services through appropriate support, challenge and intervention to ensure quality services.

Resilience

Collaboration will contribute towards ensuring the increased resilience of services in moving forward. Bringing individual elements together would offer:

- an opportunity to shadow responsibilities;
- sharing of expertise and capacity across both counties where there are shortages in specialist areas;
- developing resilience to reduce the risk of ineffective services;
- filling gaps during absences; and
- unexpected additional demands on specific elements.

Effectiveness and efficiency

The collaboration arrangement will ensure improvement in the effectiveness of the services in question. The aim is to provide efficiency savings of around 10% or £500,000 over a two year period in the current ALN expenditure in the field, focusing on the management and administration levels, which would mean a reduction in the number of officers and joint-sharing of posts between both counties, functions which are currently duplicated.

Reorganisation

Establishing a new partnership would place both Councils in a useful position if a decision is made to reorganise or move towards further collaboration and joint-provision in future.

THE PRIORITIES OF BOTH COUNTIES IN ALN AND INCLUSION

Gwynedd Priorities – 2015-18 Improvement Plan

1. Continue to develop and implement current authority strategies to improve school attendance.
2. Implement the ALN strategy – ensuring that children and young people (between 0-25) with additional learning needs receive the best support to make progress in line with their abilities through the provision of cost effective services ensuring their safety.

Anglesey 2015-2017 Improvement Plan Priorities

- Reducing the barriers to attainment resulting from learning, behavioural and social challenges.
 - Developing the authority's Inclusion Strategy
 - Reviewing ALN procedures in light of proposed legislative changes.
- Improving primary and secondary attendance rates.

The necessary actions can be summarised as follows:

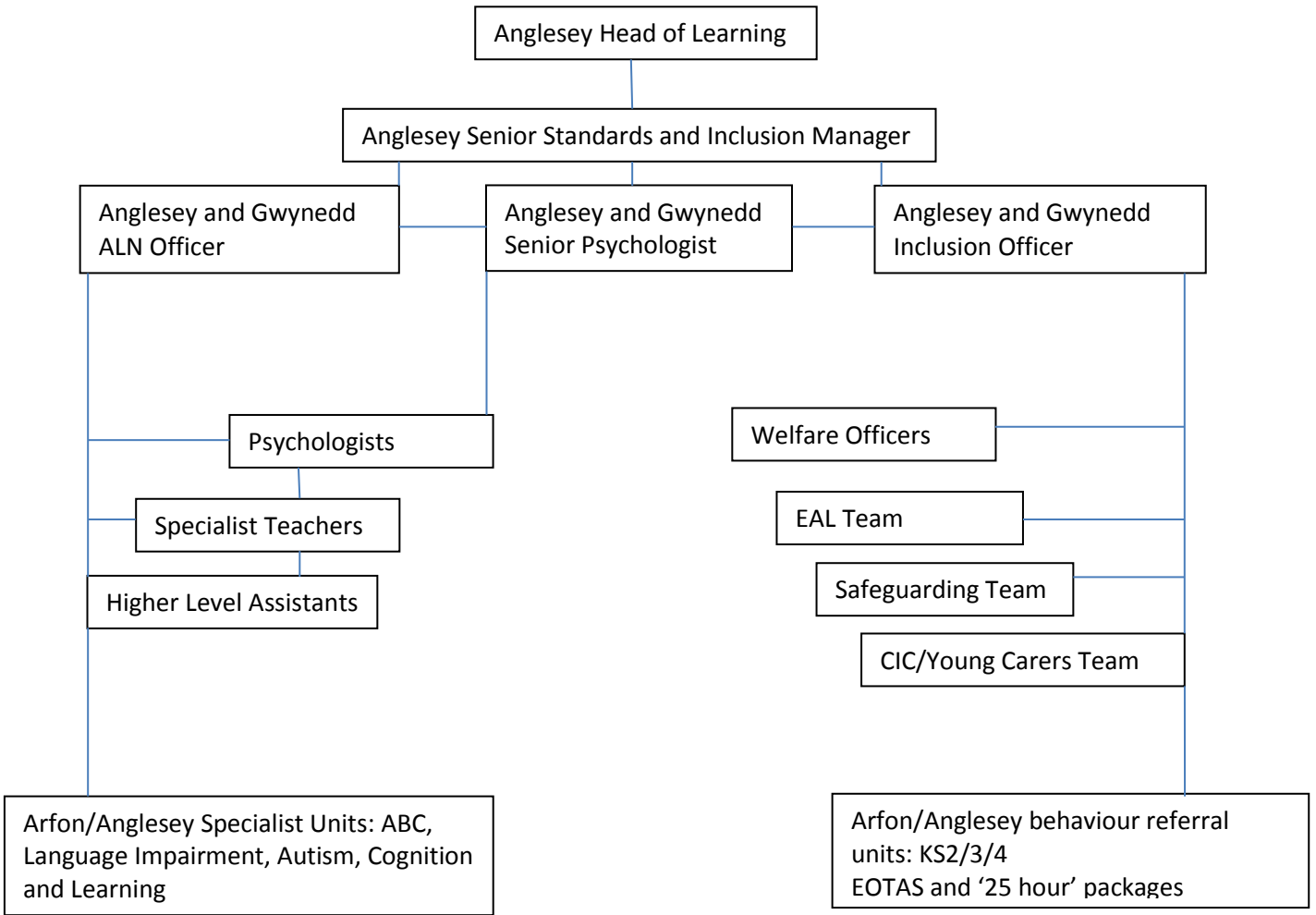
ADDITIONAL LEARNING NEEDS (ALN)

- The need to redefine the service in light of the 2016/17 legislation.
- Redefine roles within current services – operational aspects and accountability for standards and efficiency.
- Formulating a schools training and support strategy for ALN – developing a training programme/CPD to include targeting expertise, upskilling of school staff and specific support packages

INCLUSION

- Continue to develop and implement current strategies to improve school attendance – reduce the number of schools with attendance in quartiles 3 and 4.
- More specific redefining of welfare officer roles – attendance, welfare, and also EAL teachers, EOTAS.
- Safeguarding – need to ensure consistency in leadership, training and action. Reviewing safeguarding arrangements through ensuring that policies and procedures are clearly understood by all individuals working within education and that they are regularly updated and disseminated.
- Reviewing inclusion services with a particular focus on Behavioural Support provision and supporting behaviour within and outside of schools, including referral units and packages for learners at risk of becoming NEET.

Future staffing structure for Anglesey



There will be Specialist Teams for the following areas:

- Cognition and Learning
- Behaviour
- Medical and Physical
- Sensory
- Communication and Interaction
- EOTAS

All Specialist Teams will have an admission panel, including a supervisory lead psychologist:

- Admission/exit criteria
- Provision
- School guidance and training
- Specialist teacher(s) placement and management
- Higher level assistant(s) placement and management
- Tracking, reporting and quality

Next Steps

In order to move forward the permission of elected members is requested to:

- Collaborate with Gwynedd officers and the SEN JC to remodel the current workforce within the SEN JC, with a view to adopting a new staffing structure between September 2016 – April 2017.
- Collaborate with Gwynedd officers and the SEN JC to remodel the workforce currently within the inclusion service by September 2017.
- Plan the new partnership to provide savings of 10% or approximately £500,000 over two years, to be fully implemented by 2018/9.
- Plan a revised governance and accountability structure between both authorities, to be presented to the Executive Committee by June 2016.
- Plan a transitional period of dual governance between the current SEN JC and the revised Anglesey/Gwynedd ALN Partnership.
- Share information on the proposed model with schools, parents and stakeholders during the 2016 summer term.
- Action the revised commission and governance arrangements by September 2017.