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ISLE OF ANGLESEY
COUNTY COUNCIL

Mrs Annwen Morgan
Prif Weithredwr – Chief Executive

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR GWAITH	THE EXECUTIVE
DYDD LLUN 17 MAI 2021 10.00 o'r gloch	MONDAY 17 MAY 2021 10.00 am
CYFARFOD RHITHIOL WEDI'I FFRYDIO'N FYW	VIRTUAL LIVE STREAMED MEETING
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Plaid Cymru/Party of Wales

Llinos Medi Huws, Carwyn Jones, R Meirion Jones, Alun W Mummery, Robert G Parry, OBE, FRAGS, Robin Wyn Williams

Annibynnol/Independent

Richard Dew, Dafydd Rhys Thomas, Ieuan Williams

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 streamed 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 live stream 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 a Member or Officer in respect of any item of business.

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

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

3 MINUTES (Pages 1 - 20)

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

- 15 March 2021 (Extraordinary)
- 22 March 2021

4 CORPORATE PARENTING PANEL (Pages 21 - 28)

To submit for adoption, the draft minutes of the Corporate Parenting Panel held on 16 March 2020.

5 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 29 - 40)

To submit a report by the Head of Democratic Services.

6 HOUSING REVENUE ACCOUNT (HRA) BUSINESS PLAN 2021-2051 (Pages 41 - 88)

To submit a report by the Head of Housing Services.

THE EXECUTIVE

Minutes of the extraordinary virtual meeting held on 15 March, 2021

- PRESENT:** Councillor Llinos Medi (Chair)
Councillor Ieuan Williams (Vice-Chair)
- Councillors Richard Dew, Carwyn Jones, R. Meirion Jones, Alun Mummery, R.G. Parry, OBE FRAGS, Dafydd Rhys Thomas, Robin Williams
- IN ATTENDANCE:** Chief Executive
Deputy Chief Executive
Director of Education, Skills and Young People
Director of Function (Resources)/Section 151 Officer
Director of Function (Council Business)/Monitoring Officer
Head of Profession (HR) and Transformation
Head of Highways, Property and Waste
Head of Democratic Services
Programme, Business Planning and Performance Manager
Committee Officer (ATH)
- APOLOGIES:** None
- ALSO PRESENT:** Councillors Glyn Haynes, Kenneth Hughes, Dafydd Roberts, Director of Social Services, Communications Officer (GJ), Mr Gareth Wyn Williams (Local Democracy Reporter)

The Chair welcomed all those present to this extraordinary virtual meeting of the Executive.

1. DECLARATION OF INTEREST

Mr Marc Jones, Director of Function (Resources)/Section 151 Officer declared a personal but not prejudicial interest with regard to item 2 on the agenda his father- in-law being a member of Ysgol Talwrn Governing Body.

2. OBJECTION REPORT – LLANGEFNI AREA SCHOOLS' MODERNISATION (YSGOL TALWRN AND YSGOL Y GRAIG)

The report of the Director of Education, Skills and Young People setting out the objections received following the publication of a statutory notice of the Council's intention to increase the capacity of Ysgol Y Graig to accommodate pupils from Ysgol Talwrn, close Ysgol Talwrn and review the catchment areas of Ysgol Y Graig and Ysgol Talwrn was presented for the Executive's consideration.

The Portfolio Member for Education, Libraries, Culture and Youth provided a summary of the background to the proposal which formed part of the Schools' Modernisation Programme in the Llangefni area and referred to the statutory consultation that took place between 6 February and 20 March, 2020 on the future of the two schools. After being paused because of the pandemic the matter was scrutinised by the Corporate Scrutiny Committee on 10 December, 2020 and was then considered by the Executive on 17 December, 2020 which took the decision to increase the capacity of Ysgol Y Graig to

accommodate pupils from Ysgol Talwrn, close Ysgol Talwrn and review the catchment areas of Ysgol Y Graig and Ysgol Talwrn. The subsequent process has brought the matter to this point with the receipt of the report on the objections to the proposal approved by the Executive.

The Director of Education, Skills and Young People reported that in order to comply with the School Standards and Organisation (Wales) Act 2013 and the Schools Organisation Code 2018, the Council published a statutory notice on 18 January, 2021 of its intention to increase the capacity of Ysgol Y Graig to accommodate pupils from Ysgol Talwrn, close Ysgol Talwrn and review the catchment areas of Ysgol Y Graig and Ysgol Talwrn. There followed a 28 day objection period which came to an end on 15 February, 2021. A total of 46 objections to the proposal were received. To comply with the School Organisation Code 2018, the Council as the proposer must publish an objection report describing the objections received; this is presented under Appendix 1. The way in which the Council deals with objections to a statutory notice follows a procedure in accordance with the Code and has been in force since 2013. In accordance with section 5.3 of the Code, local authorities must then decide whether to approve, reject or approve the proposal with modifications. Having considered the objections received during the objection period, it is recommended that the Executive approve the original proposal which is to *increase the capacity of Ysgol Y Graig to accommodate pupils from Ysgol Talwrn, close Ysgol Talwrn and review the catchment areas of Ysgol Y Graig and Ysgol Talwrn.*

The Director of Education, Skills and Young People recapped on the journey to date beginning with the statutory consultation on the future of Ysgol Talwrn and Ysgol Y Graig which Council Officials undertook between 6 February and 20 March, 2020 having been authorised to do so after the Corporate Scrutiny Committee and the Executive considered the proposal paper in January, 2020. The consultation closed on the last day of school before the first lockdown period as a result of the global pandemic. It should be noted that the Council has received a letter from the Welsh Government in confirmation that Ministers are giving the Council an extension until 19 March, 2021 to publish any proposal. The Council has operated in accordance with the School Organisation Code 2018 throughout this process. As part of that consultation, the Council's original proposal and a number of other proposals were considered in detail. The consultation garnered 57 online responses and 10 letter and e-mail responses from individual and community organisations. Other educational models suggested by stakeholders were also assessed by Officers against the criteria and drivers of the current Schools' Modernisation Strategy. After considering all the responses and following a comprehensive analysis of their strengths and weaknesses against the drivers of the Strategy the original proposal was considered the most appropriate way forwards because it was deemed to meet the requirements of the Strategy's key drivers in terms of standards; leadership and management; adequacy of the school building; sufficiency of school places, cost efficiency; Welsh-medium provision and community use. The report at Part B refers to the 12 reasonable alternatives to the closure of Ysgol Talwrn that were considered and assessed but were found not to meet the key drivers of the Schools' Modernisation Strategy nor the challenges faced by the two schools. The proposal which is estimated to cost in the region of £6m will be funded 65:35 by the Welsh Government Band B 21st Century Schools Programme and by the Council through a combination of capital receipts and unsupported borrowing. Based on the calculations outlined in the report, the proposal is affordable. Moreover, the Council considers that it would be unwise not to invest given the increase in the number of children in the area in the past coupled to a projected increase in future as a result of a number of housing developments in the Ysgol Y Graig catchment area. The report also evaluates the impact of the proposal on future generations with regard to the long-term needs of the Island, reduced cost/dependency on the Authority in future; the extent of collaboration with others in the decision; citizen

participation in the decision making process and impact on equality and the Welsh language.

Referring to the Objection Report the Director of Education, Skills and Young People highlighted that the 46 responses received come from a cross-section of stakeholders and many include more than one reasons for objection. These reasons have been grouped into categories as objections based on – standards at Ysgol Talwrn; the pandemic; the Council's constitutional decision-making; potential impact on the community; the Council not listening; potential impact on the Welsh language, impact of the process on mental health; Ysgol Talwrn being treated differently; option of federating; impact on the village eisteddfod; impact on the cylch meithrin; transport and road safety; children's human rights; the way in which the Council has implemented the Well-being Act in the proposal's Impact Assessment; the scheme's costs; the Council's response; class sizes; the size of the expanded school, and the Ysgol Talwrn site. In line with section 49 of the School Standards and Organisation Wales Act 2013, the Objection Report contains a summary of the objections and the Council's response to those objections.

The Executive considered the objections as set out in the report noting the factors and process that had led to this stage. Questions were asked as follows –

- In noting that a range of stakeholders had had an opportunity to contribute during the statutory consultation process the Executive sought clarity on whether the Local Member of Parliament, the Local Member of the Senedd and the regional Members of the Senedd had provided any responses and if so what was their substance.

The Programme, Business Planning and Performance Manager confirmed that a response to the objections has been received from Anglesey's Member of the Senedd highlighting that he had had a discussion with parents at Ysgol Talwrn which had raised practical issues about engaging with the consultation process – specifically with Scrutiny. The Officer clarified that the Authority has since January, 2020 been through a comprehensive process and that it should be noted that the statutory consultation process ended before the implementation of the first lockdown on 23 March, 2020. The Authority has also introduced a protocol for Public Speaking at Scrutiny Committees which was amended in October, 2020 to allow this to be done at virtual meetings. Residents were made aware of this procedure via the Council website and on 11 November, 2020 people were being specifically informed of the protocol. In the time between amending the protocol and the discussion in Scrutiny in December further correspondence took place to let people know about the new process. Subsequently, correspondence from three individuals expressing an interest and asking how to they could speak at the Scrutiny meeting was received and from those three, two then withdrew and one individual did address the Corporate Scrutiny Committee on 10 December on behalf of parents and governors of Ysgol Talwrn under the Public Speaking at Scrutiny Committees Protocol.

The Member for the Senedd also raises a point about there being a feeling that the children themselves had not had an opportunity to be part of the process. The Authority has responded by highlighting the opportunity which pupils had to be part of the process and to give their views during the statutory consultation. The Member of the Senedd further points out that the Authority did remind children of their right to express their views under Article 12 of the United Nations' Rights of the Child Convention. The Authority believes that it had undertaken this under arrangements which were also agreed to by the two Head teachers.

A third point raised by the Anglesey Member of the Senedd relates to the Authority not giving sufficient consideration to the alternative options to closing Ysgol Talwrn.

As referred to by the Director of Education, Skills and Young People, the Authority is able to demonstrate that it has considered other alternative options and educational models both as part of the proposal paper and in considering the response to the original proposal.

- The Executive noted that 27 of the objections received are based on standards at Ysgol Talwrn specifically making the point that standards and the level of teaching at Ysgol Talwrn are high and that the school has provided children with a good education. The Executive sought clarity on the reasoning for the proposal on the basis of educational standards.

The Director of Education, Skills and Young People in acknowledging that educational standards at Ysgol Talwrn are good and that is a Green category school (a school that is performing well and needs the lowest level of support) advised the moving forwards with the recommendation will mean that pupils are taught in classes where the age range is no more than 2 years and where the school building meets 21st century schools' standards providing exceptional quality for pupils to learn. The expanded Ysgol Y Graig building and site would be fit for purpose in terms of meeting the requirements of the new Curriculum for Wales. More staff in the new expanded Ysgol Y Graig could mean greater variety within the curriculum as well as greater opportunity for a range of extra-curricular experiences. Additionally, as part of its response to the consultation, Estyn commented that the proposal was likely to maintain present standards with regard to education provision and leadership and management for children in the area. Although both schools are currently designated Category A Green schools, the Authority is taking a long term view to ensure that schools are prepared for future challenges; the proposal if implemented would ensure that standards at both schools are not only sustained in the expanded Ysgol Y Graig but that they continue to improve.

- The Executive noted that 24 of the objections received cite the impact of the pandemic particularly with regard to the timing of the consultation. The Executive sought assurance that Welsh Government had given its approval to the continuation of the process in the context of the pandemic.

The Programme, Business Planning and Performance Manager advised that the Authority being mindful that the last twelve months has been a turbulent time for communities has taken as sensitive approach as possible in arriving at this point in the process. The statutory consultation ended on 20 March, 2020 on the last day of school before the first lockdown period after which it became apparent that the Authority would not be able to meet the timescales specified by the School Organisation Code 2018 for publishing a statutory notice of its intentions. It therefore contacted Welsh Government to request a time extension to allow it to do so and Welsh Government confirmed its approval in May, 2020. In June, 2020 Welsh Government issued a minor amendment to the School Organisation Code to enable local authorities to continue with consultation on school organisation matters during the pandemic; this was in view of the fact that although a great deal of learning was taking place online, schools were open from July, 2020 which for the purpose of the amendment counted as a school day. Further amendments were issued in the period from September, 2020 to February, 2021 reinforcing the original amendment and consequently, the Authority is of the view that it has followed the guidance and has proceeded in accordance with the expectations of the amended School Organisation Code.

- The Executive noted that 10 of the objections raise the issue of federating specifically the possibility of federating Ysgol Talwrn with Ysgol Llanbedrgoch and that further this option was included in the consultation report. The Executive sought further clarity as to why this option was not favoured ultimately.

The Director of Education, Skills and Young People advised that the proposal paper presented to the Executive in January, 2020 acknowledged federation as a relevant option and the consultation document likewise included federation as an option for consideration. In the consultation report 12 reasonable alternatives to the closure of Ysgol Talwrn were considered and assessed of which 5 involved an element of federation. However as elaborated upon in the table at section 5.2.11 of the consultation document the disadvantages of these options were considered to outweigh the advantages. The Director confirmed that in his professional opinion federating Ysgol Talwrn with any other school does not meet all the challenges which the schools face in future; these include providing sufficient places at Ysgol Y Graig; providing sufficient space to present the Curriculum for Wales; addressing the variation in cost per pupil which for Ysgol Talwrn exceeds the Anglesey average; maintaining the Ysgol Talwrn school building which will still be inadequate to meet future educational needs; sustaining and driving improvements in educational standards in the long-term; ensuring sufficient Head teacher non-contact time and addressing financial aspects. For all these reasons he did not consider federation to be a realistic option in the case of Ysgol Talwrn.

- The Executive noted that 8 of the objections raise transport and road safety concerns in connection with moving Ysgol Talwrn pupils to the proposed expanded Ysgol Y Graig. In acknowledging these concerns, the Executive sought clarity with regard to the current traffic situation on the road from Talwrn to Llangefni and in the event that the proposal is approved, the Executive sought assurances regarding the provision both of safe transport to school for Ysgol Talwrn pupils and adequate parking at the expanded Ysgol Y Graig.

The Head of Highways, Waste and Property Services explained that the current Ysgol Y Graig was designed as a green school to encourage pupils to walk and cycle to school with both walking and cycling routes being provided. It was also designed to provide minimum parking provision in line with Welsh Government policy on promoting walking and cycling. There are however parking issues outside Ysgol Y Graig due to the use of cars to take children to and from school and these issues remain despite efforts to ask parents to park reasonably and to encourage their children to walk or cycle to school. Should the proposal be approved, it would provide an opportunity to improve the current situation and would entail undertaking a traffic impact assessment of the effects of extending the school and assimilating pupils from Ysgol Talwrn; this would then form part of a planning submission incorporating mitigation measures to include provision for a new car park which would need to be approved before the proposal could go ahead.

With regard to the traffic position, an October 2019 survey shows that 17% of Ysgol Talwrn pupils come from the Ysgol Corn Hir catchment area and 31% from the Ysgol Y Graig catchment area which means that 48% of Ysgol Talwrn pupils take the B5109 road from Llangefni to Talwrn daily. Should the proposal be approved they would not have need to make this journey. Whilst 67% of Ysgol Talwrn pupils come from outside the catchment area and are not able to walk or cycle to school only 10 pupils live within half a mile of the school and are likely to walk or cycle to school. It is envisaged that the proposal would involve less movement between Talwrn and Llangefni than currently in the other direction. For Ysgol Talwrn pupils who live in Talwrn transport to school by bus/minibus would be provided in line with the Authority's transport policy as

it would be unreasonable to expect the children to walk from Talwrn to Llangefni. It should also be noted that since the opening of the new Llangefni link road an additional car park close to the Penmynydd Road has been provided by Coleg Menai meaning that students can access the link road without having to pass either the current or proposed expanded Ysgol y Graig sites.

- The Executive noted that 13 of the objections are concerned by the potential impact of the proposal on the Welsh language. The Executive also noted that the Council's impact assessment which will remain a live document suggests that the proposal will have a positive impact on the Welsh language. The Executive sought further assurance regarding the effects on the Welsh language and asked for clarification in respect of how the "live" status of the impact assessment will be maintained.

The Director of Education, Skills and Young People said that the number of children speaking fluent Welsh at home is currently higher for Ysgol Y Graig pupils (72%) than for Ysgol Talwrn (40%) which provides the conditions for the language to flourish among children moving to the new expanded school should the proposal be approved. It would be the responsibility of the expanded school's Leadership Team to ensure the development of the language and to ensure that children are provided with as many opportunities as possible to develop their Welsh language skills within school and further, to work with the school community to promote use of the language at home. As at present the school would be expected to promote Welsh within the classroom and on the playing field in accordance with the Authority's Welsh language Charter. Ensuring that the impact assessment remains a live document is an important element of the proposal meaning the assessment document will develop and evolve to reflect the situation going forwards. Prior to lockdown, a project to promote the use of Welsh in local shops had commenced and although it has had to be paused because of the pandemic it will resume in support of the objectives of the Authority's Welsh Language Strategy and Charter within communities to develop the language with children at the expanded school being an integral part. Other schemes linked to the Welsh Language Centres, the Welsh Language Forum and in partnership with Menter Môn as well as the 10 year Welsh Language in Education Strategy are all key elements in developing the language.

The Programme, Business Planning and Performance Manager said that the impact assessment has to be a live document to enable the Authority to regularly ask questions of the community about impacts arising, and if so how they can be addressed by the Authority. As an illustration, a point raised in the objection report relates to the impact of the proposal on the village eisteddfod in Talwrn; the Authority is of the view that if the impact means children from Ysgol Talwrn not taking part, then it should be looking to work with Ysgol Y Graig and its pupils so they can participate in the eisteddfod thereby raising awareness about the eisteddfod among many more children, their parents and among homes which could be a model for the continuation of the eisteddfod into the future. In this way the Authority would be taking steps to mitigate any impact as the scheme develops.

Councillor Ieuan Williams, Portfolio Member for Service Transformation and the Welsh Language said he thought it important that the Council takes as proactive an approach as possible to enabling the village eisteddfod to continue.

The Director of Education, Skills and Young People confirmed that the eisteddfod and Welsh culture are important elements within the existing Ysgol Y Graig which is a mind-set that is expected to continue.

In closing remarks the Portfolio Member for Education, Libraries, Culture and Youth thanked all the Officers for their preparatory work throughout what has been a comprehensive process. He referred to the key drivers of the Schools' Modernisation Strategy which have provided an anchor to the process, and having considered all the views expressed and feedback along the way and in particular the objections submitted, he did not believe that the situation had changed fundamentally. He welcomed the commitment to promoting the local eisteddfod and to developing the Welsh Language but emphasised that the responsibility for ensuring the language flourishes is not one for schools alone and he urged parents and grandparents to ensure they pass down their Welsh language skills to their children and grandchildren. Difficult decisions sometimes have to be taken and closing a school is one of the most difficult. He proposed the recommendation of the report that the original proposal to increase the capacity of Ysgol Y Graig to accommodate pupils from Ysgol Talwrn, close Ysgol Talwrn and review the catchment areas of Ysgol Y Graig and Ysgol Talwrn be approved. The Executive supported the proposal.

It was resolved to approve the original proposal, namely to increase the capacity of Ysgol Y Graig to accommodate pupils from Ysgol Talwrn, close Ysgol Talwrn and review the catchment areas of Ysgol Y Graig and Ysgol Talwrn.

**Councillor Llinos Medi
Chair**

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THE EXECUTIVE

Minutes of the virtual meeting held on 22 March, 2021

- PRESENT:** Councillor Llinos Medi (Chair)
Councillor Ieuan Williams (Vice-Chair)
- Councillors Richard Dew, Carwyn Jones, R. Meirion Jones, Alun Mummery, R.G. Parry, OBE FRAgS, Dafydd Rhys Thomas, Robin Williams
- IN ATTENDANCE:** Chief Executive (items 1 to 5, and 10 to 12)
Deputy Chief Executive
Director of Function (Resources) & Section 151 Officer
Director of Function (Council Business)/Monitoring Officer
Director of Education, Skills and Young People
Director of Social Services
Head of Service (Highways, Waste and Property)
Head of Service (Housing Services)
Interim Head of Service (Regulation and Economic Development)
Interim Head of Service (Adults' Services)
Head of Democratic Services
Programme, Business Planning and Performance Manager (GM)
Principal Valuation Officer (TDE)
Economic Development Manager (THJ)
Principal Development Officer (Housing Services) (AJ)
Licensing and Corporate Safety Manager (SH)
Committee Officer (ATH)
- APOLOGIES:** None
- ALSO PRESENT:** Councillors Glyn Haynes, Trefor Lloyd Hughes, MBE, Aled Morris Jones, G.O Jones, R. Llewelyn Jones, Bryan Owen, Dylan Rees, Dafydd Roberts, Scrutiny Manager (AGD), Mr Gareth Wyn Williams (Local Democracy Reporter)

The Chair welcomed all the Members and Officers present to this virtual meeting of the Executive. Prior to commencing the business of the meeting, she referred to the Covid-19 situation in Holyhead and extended her thanks and appreciation to the Council's Officers, the Health Board and Public Health Wales for their hard work over the weekend in co-ordinating the Covid-19 testing arrangements. In updating the Executive she explained that a consignment of tests had reached Holyhead the previous day and are available for children, young people and their families and further on Monday, volunteers will be distributing test kits to households – this will take a few days and people are asked to have patience. Thanks go to the volunteers for giving of their time to carry out this task and to Medrwn Môn and to the Housing Service for leading on the work. In the interests of safety she asked people not to turn up without having made prior arrangements. Arrangements are also being made with the Ambulance Service to set up a testing centre in Holyhead Leisure Centre which it is hoped will be operational by the end of the week – this is for individuals showing no symptoms of Covid-19. The existing test centre in Holyhead is also available for walk/drive

in tests without prior appointment. The Leader highlighted that as this is the first instance of community spread on the Island (with no one identifiable transmission point), it requires a different response to that taken previously and she urged everyone in Ynys Cybi to take the test to safeguard both themselves and the wider community of Ynys Cybi.

1. DECLARATION OF INTEREST

Councillor Richard Dew declared a personal and prejudicial interest in item 7 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 meetings of the Executive held on 15 February, 2021 and 1 March, 2021 were presented for the Executive's approval.

It was resolved that the minutes of the previous meetings of the Executive held on 15 February, 2021 and 1 March, 2021 be approved.

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 April to November 2021 was presented for consideration and the following changes were noted -

- Item 2 – Service Asset Management Plan 2020 to 2030: Smallholdings Estate – rescheduled from 22 March, 2021 to the 26 April, 2021 meeting.
- Item 3 – Housing Revenue Account (HRA) Business Plan – rescheduled from 22 March, 2021 to the 26 April, 2021 meeting.
- Item 18 – Initial 2022/23 Draft Budget proposals – a new item for the 8 November, 2021 meeting.
- Items 20 to 23 – Performance and Budget Monitoring related items – new items for the 29 November, 2021 meeting.

It was resolved to confirm the Executive's updated Forward Work Programme for the period from April to November, 2021 as presented.

5. CORPORATE SCORECARD QUARTER 3 2020/21

The report of the Head of Profession (Human Resources) and Transformation incorporating the Corporate Scorecard for Quarter 3 2020/21 was presented for the Executive's consideration.

Councillor Dafydd Rhys Thomas, Portfolio Member for Corporate Business introduced the report for the third quarter of the 2020/21 financial year, a period which coincided with a short two week firebreak in October, 2020 and the introduction of a national lockdown in December, 2020. Overall, 79% of Performance Indicators are presenting as Green or Yellow with headline performance in staff absence management and the digital service shift subheading where all indicators have seen performances that have surpassed previous annual results during the pandemic. The Portfolio Member said that the importance of social media in sharing information and positively influencing behaviours to ensure greater local compliance with the Covid-19 national lockdown rules cannot be underestimated. The Council's social media channels have seen an increase of 8.5k followers from the end of

Quarter 3 2019/20 and mention should be made in this context of the Council's Communications Team whose clear and consistent messaging have kept the public well informed and up to date throughout the pandemic period. The Council is also mindful of those within the population who are digitally excluded and will continue to provide for their needs by alternative means. For those few areas that have been identified as not performing to target, the report explains why and offers mitigating measures aimed at improving performance going into Quarter 4 and beyond.

Councillor Richard Dew, Portfolio Member for Planning and Public Protection in referring to the impact of the pandemic on aspects of the Planning Service's performance highlighted recent feedback from local planning agents which stated that the Anglesey Council Planning Service is the only one in the region that is currently continuing to provide as near to normal a service as possible.

The Programme, Business Planning and Performance Manager advised that although some Performance Indicators are showing Red and are underperforming, the underlying trend for those PIs is upwards which is encouraging.

Councillor Aled Morris Jones, Chair of the Corporate Scrutiny Committee reported from the Committee's 8 March, 2021 meeting at which the Quarter 3 Corporate Scorecard was scrutinised. The Committee was grateful for the report and updates provided by Portfolio Members and Officers at the meeting and having considered those and other clarifications, and having asked to be provided with managing homelessness data for its next meeting, the Committee was happy to accept the report noting the areas which the Senior Leadership Teams is managing to secure improvements into the future and the mitigation measures outlined, and to recommend the same to the Executive.

The Executive acknowledged the positive report and the continuing good work that it reflects which Members felt was especially gratifying considering the additional demands which dealing with the pandemic has placed on all the Council's staff over this period.

It was resolved to accept the Scorecard monitoring report for Q3 2020/21, to note the areas which the Senior Leadership Team are managing to secure improvements into the future and to accept the mitigation measures as outlined in the report.

6. DAVID HUGHES CHARITABLE ESTATE AND ANGLESEY FURTHER EDUCATION TRUST ANNUAL REPORT AND ACCOUNTS 2019/20

The report of the Director of Function (Resources)/Section 151 Officer incorporating the Annual Report and Accounts for the Anglesey Further Education Trust for the year 2019/20 as attached at Appendix A was presented for the Executive's consideration and approval.

Councillor Robin Williams, Portfolio Member for Finance presented the Annual Report and Accounts and said that he was very pleased to be able to report about the progress made over the course of the year to which the report refers in ensuring greater utilisation of the Fund for the charitable purposes for which it was intended which follows a request made by the Executive in April, 2019 that the structure of the Trust be reviewed to this end. As a result, a one off allocation of £55k for each secondary school (from the Anglesey Further Education $\frac{1}{3}$ Fund) was approved by the Executive in October, 2019 to fund the cost of Learning Coaches to provide support for senior pupils undertaking GCSE and A level courses which is especially pertinent given what has transpired in terms of the impact of Covid-19 on schools and learning. The Executive also resolved to allocate an additional £8,000 per secondary school (from the Anglesey Further Education $\frac{2}{3}$ Fund) to provide grants to assist financially disadvantaged students to obtain places at colleges and universities and/or help with the purchase of books and equipment required to attend the courses in the first year. However, because of the pandemic, schools were not in a position

to invite applications during the 2019/20 summer term and consequently, no grants were awarded. Schools are therefore asked to remind pupils on their return of the availability of the grant and to actively encourage applications. In addition, Coleg Cymraeg Cenedlaethol is also administering a scholarship scheme for students from financially disadvantaged backgrounds to undertake University and College courses through the medium of Welsh. The Portfolio Member for Finance summarised that although further work needs to be done a solid start has been made in terms of utilising the fund and giving financial assistance to those for whom it was intended.

The Director of Function (Resources)/Section 151 Officer referred to what the accounts represent in terms of the composition of the Anglesey Further Education Trust, the source of its income and the purpose of the three funds which it incorporates. He confirmed that a plan was put in place with the secondary schools to administer the award of the grants to pupils but that this process was disrupted by the pandemic with the hope now being that as restrictions are eased, schools will be able to distribute and use more of the funding in the coming summer term. The Section 151 Officer added that he was able to report that Coleg Cymraeg Cenedlaethol has confirmed that 4 students will be receiving a grant of £500 in September, 2021 and that this expenditure will be reflected in the 2020/21 accounts. The report outlines the financial performance of the Trust for the year - total funds as at 31 March, 2020 were £3,152,966 with approximately £2.5m invested in the agricultural estate and the remainder in investments and/or cash deposits.

Councillor R. Meirion Jones, Portfolio Member for Education, Libraries, Culture and Youth expressed his gratitude both for the work and time expended on restructuring the Fund to enable its charitable purposes to be better fulfilled and thereby realise the educational benefits for pupils, and for the progress made subsequently. He was particularly grateful on behalf of Anglesey's schools and their pupils and he asked the Director of Education, Skills and Young People to remind schools about the availability of the grant funding. The latter confirmed that that is the intention.

It was resolved to approve the Annual Report and Accounts for the Anglesey Further Education Trust for the year 2019/20.

7. INDEPENDENT CARE HOME FEES FOR 2021/22

The report of the Interim Head of Adults' Services seeking the Executive's approval to increase independent sector care home fees for 2021/22 as proposed was presented for consideration.

As he had declared a personal and prejudicial interest in this item, Councillor Richard Dew withdrew from the meeting when the matter was discussed.

The Chair and Portfolio Member for Social Services presented the report stating that as from 6 April, 2016 the framework for financial assessment has come under the Social Services and Well-being (Wales) Act 2014. The Local Authority is required to review independent sector care home fees annually to coincide with Central Government's changes to benefits and pension levels and, in setting levels for independent sector care homes, the Authority needs to show that it has fully considered the costs of the provision in determining its standard care fees. As in previous years this is done in collaboration with the other Authorities in North Wales and the Health Board by utilising a Regional Fee Methodology. The Authority proposes to continue to use this model for 2021/22 which has reflected legislation changes in terms of pensions, national living wage and inflation as well as costs attributed to cover agency staff costs. The North Wales Methodology recommendations are set out in Table 1 of the report and are based on 10% ROI for 2020/21 and 2021/22.

The Chair clarified that for the reasons set out in the report, the Authority is proposing that a slightly amended ROI is adopted for 2 categories (Residential Adults and Nursing EMI – Social Care Element) and is therefore recommending that the rates set out in Table 2 are approved for Anglesey. It may be necessary to consider individual submissions from providers regarding the fees proposed. Exceptions to the fee rates will be considered if there is clear evidence to indicate that the fee set is not sufficient in any individual case.

The Director of Function (Resources)/Section 151 Officer advised with regard to the implications for the Council's budget that in setting the 2021/22 budget additional provision for inflation was made on the basis of the number of clients in Anglesey's independent care/nursing homes historically. Although the increase in fee levels is higher than the provision made for inflation, the number of clients in the homes has since reduced and if that number remains constant, expenditure should remain within budget. The number of clients to whom the fees apply tends to fluctuate each year in any case leading to variances in the budget as the number falls or rises so the fact that the fee increases exceed the provision for inflation is not considered a cause for concern.

It was resolved –

- **To acknowledge the North Wales Fee Methodology as implemented hitherto by the Authorities in North Wales as a basis for setting fees in Ynys Môn during 2021/22.**
- **To approve the recommendation to increase the fee level as noted in Table 2 of the report.**
- **In line with other Authorities, to authorise the Social Services and Resources function to respond to any requests from individual homes to explore their specific accounts and to utilise the exercise as basis to consider any exceptions to the agreed fees. Any exceptions to be agreed with the Portfolio Member, the Director of Function (Resources)/Section 151 Officer and the Head of Adults' Services from within current budgets.**

8. ENABLING THE ISLE OF ANGLESEY COUNTY COUNCIL TO TRANSITION INTO A CARBON NEUTRAL ORGANISATION BY 2030 – DELIVERING A NEW CORPORATE CLIMATE CHANGE PROGRAMME

The report of the Deputy Chief Executive outlining the steps to be taken to deliver a new corporate Climate Change Programme to support the Council's transition into a carbon neutral organisation by 2030 was presented for the Executive's consideration.

The Portfolio Member for Planning and Public Protection in presenting the report referred to the climate change crisis as relevant both to the Council corporately and to services individually, with the Council having committed to becoming carbon neutral by 2030. Although the immediate focus has been on managing the impact of the Covid-19 pandemic, the climate change emergency is ongoing and will become more pressing going forwards and local expectations that the Council will take resolute action will increase. Although there have already been achievements across the Authority – in Housing, Highways and Property for example - with regard to reducing carbon usage, protecting and adding value to the natural environment and cutting down on travel, the Council's climate change work requires a long term and far-reaching corporate approach. Whilst resources will be made available the Council's response needs to be underpinned by definite measurable plans that will make a difference.

The Deputy Chief Executive agreed that the profile, significance and expectations on the Council to take positive actions to address the climate change issue will grow over the coming months and years especially once the Covid-19 crisis is over. The Council will need

to provide clear leadership both internally and externally for the Island's communities, businesses and its partners and the reports seeks to set a solid foundation that will enable climate change considerations to become embedded in all aspects of the Council's work in future years. Section 3.2.1 of the report is key in setting out local authority commitments in terms of establishing a baseline, reporting, monitoring and providing evidence of meaningful progress towards the 2030 target of achieving carbon neutral status and it is anticipated that Welsh Government will soon be publishing a roadmap for public sector organisations that will correlate with those commitments.

It is important that climate change and environmental wellbeing should form an integral part of the Covid-19 recovery process and that recovery plans should capture and seek to build on the changes in attitude, behaviour and ways of working that have emerged during the pandemic but should also recognise that it is individuals and their decisions that make a real difference so that the approach is both a strategic one and is also a group based approach that includes the Council's staff, residents of the Island and the local Senedd and Parliament Members who represent them. Section 7 of the report provides the reasoning for the proposals which recommend that corporate co-ordination, capacity and expertise in this area be strengthened to enable the Council to take addressing the climate change responsibility forwards decisively and effectively with the support of dedicated resources.

Councillor Gwilym O. Jones, Chair of the Partnership and Regeneration Scrutiny Committee reported from the Committee's 11 March, 2021 meeting where the report was scrutinised. The Committee was informed and it noted that the climate change field is a very specialised and important area which involves a change of culture requiring the organisation to go on a learning journey. The way in which the Council needs to change the way it works was outlined to the Committee with emphasis on the fact that this is a long term journey with responsibility on the Council as well as all its staff. Reference was made to the key climate change legislation and policies and to the role of the Local Government Decarbonisation Strategy Panel and the commitments made by each local authority represented on the Panel. It was recognised that the Council is already doing much that is right in terms of becoming a carbon neutral organisation and that this needs to be more widely publicised; the attention now being focused on this matter for the benefit of the Island's residents and wider biodiversity was welcomed by the Committee and the intentions of the report were commended. Points were made regarding the importance of the procurement process in terms of sustainable purchasing and use of local products and companies and also in relation to the different ways of working and reduced travel as a result of the pandemic and the need to incorporate these lessons in the Council's plans going forwards. The Committee was also keen that the Climate Change Programme Manager once appointed, should visit schools to educate the next generation on the Council's climate change work and plans. The Scrutiny Committee was happy to support and recommend the proposals with regard to developing and implementing a new corporate Climate Change Programme; recruiting a Climate Change Programme Manager and establishing an internal Climate Change Working group.

The Executive likewise welcomed the report recognising that climate change is among the most important of the Council's priorities in terms of legacy and the wellbeing of future generations and Members were appreciative of the work at a time when the Council is still dealing with the pandemic and its implications.

Councillor Ieuan Williams, Deputy Leader was grateful for the report as a valuable starting point and in stating that he looked forward to receiving a clear and detailed programme with costings and delivery timescales, enquired as to when such a programme could be expected. The Deputy Chief Executive confirmed that developing a detailed action plan will be an early priority once the Climate Change Programme Manager is appointed. In hoping that the appointment can be made before summer, the objective would then be to put in

place an initial action plan to be taken through the democratic process by the end of the calendar year.

Councillor Robin Williams, Portfolio Member for Finance highlighted that the 2021/2022 Budget makes an initial provision for climate change works in recognition of Welsh Government's and the Council's commitment to achieving a carbon neutral public sector.

Councillor Carwyn Jones, Portfolio Member for Major Projects and Economic Development referred to the steps the Council has taken to date in becoming a more sustainable, energy efficient and climate aware organisation in relation to its housing stock, moving to electric fleet vehicles, waste management and disposal and the natural environment and emphasised the importance of having detailed plans at the ready to take advantage of external funding linked to climate change action.

Councillor R.G. Parry OBE, FRAGS, Portfolio Member for Highways, Waste and Property in acknowledging the role the Council has to play stressed the importance of Welsh Government also playing its part in helping local authorities make a difference for example in supporting the wider rollout of electric vehicle charging points in publicly accessible places such as in schools and Council buildings. The Deputy Chief Executive advised that the Authority has had discussions with Welsh Government with a view to attracting funding to create an electric vehicle charging plan for Anglesey that will form part of the national strategy that is being developed. It was pointed out that the solutions for Anglesey might need to be different to those for city areas on account of its more rural nature and that it is important to ensure that rural areas are treated fairly and equally.

It was resolved to support and endorse the following –

- **The development and implementation of a new corporate Climate Change Programme to enable the Authority to transition into a carbon neutral organisation by 2030.**
- **The Deputy Chief Executive being the SRO (Senior Responsible Owner).**
- **Prioritise resources on the local authority commitments agreed at the Local Government Decarbonisation Strategy Panel (section 3.2.1 of the report).**
- **The utilisation of a restricted reserve of £400,000 to create dedicated capacity/expertise to lead on progressing and co-ordinating the initial stages of development and delivery.**
- **The recruitment of a corporate Climate Change Programme Manager to lead on development and delivery.**
- **The establishment of a Climate Change Working Group (with political representation) – an advisory, non-decision-making group to make recommendations and requests.**
- **The appointment of a Climate Change Champion on the Executive and,**
- **That Councillor Dafydd Rhys Thomas be appointed as the Executive's Climate Change Champion.**

9. FUTURE OF THE LLANGEFNI GOLF COURSE

The report of the Interim Head of Regulation and Economic Development incorporating the consultation report on the proposed disposal of Llangefni Golf Course was presented for the Executive's consideration.

Councillor Carwyn Jones, Portfolio Member for Major Projects and Economic Development outlined the context to the proposed disposal of the Llangefni Golf course and referred to the consultation held thereon which follows the Executive's decision in May 2018 to support in principle the intention to dispose of the Golf course land and Ffridd household and reinvest

the proceeds to improve Plas Arthur Leisure Centre. An open tender process to manage and operate the driving range facility was undertaken with Golf Môn securing the tenancy agreement with the Council. The driving range which reopened in January 2019 has proved very popular and successful and this will remain open. As it involves a playing field, the public consultation on the future of the golf course had to be carried out under a process prescribed by the Playing Fields (Community Involvement in Disposal Decisions) (Wales) Regulations 2015 and thanks are due to the Officers for all their work in connection with managing the process.

The Interim Head of Service (Regulation and Economic Development) advised that following the Executive's decision in 2018 to endorse in principle the disposal of the Golf course, the Service has been considering options for its future. Participation figures had reduced and the running costs had become unsustainable for the Service. In conducting the consultation the Council has adhered to the requirements of Playing Fields (Community Involvement in Disposal Decision) (Wales) Regulations 2015 and is confident that the process followed is sound and that the options are realistic and achievable. The Officer said that the work has involved a number of officers from other services whose input to making the process as transparent and open as possible he appreciated and was grateful for. Referring to the Plas Arthur Leisure Centre, the Interim Head of Service said that the Service has identified an outline programme of investment which it would like to see implemented for the health and well-being of the local community and that any delay in proceeding is a risk.

The Economic Development Manager said that undertaking the public consultation under the Playing Fields Regulations 2015 was a new experience and a challenge. An earlier formal consultation on the proposed disposal of the Llangefni Golf Course went live on 9 March, 2020 and was intended to run until 26 April, 2020 had not the pandemic intervened. To prepare for the public consultation, external solicitors were commissioned to provide advice, guidance and assistance to ensure full compliance with the Regulations and they have raised no issues which provides assurance regarding the robustness of the process. The decision to be made is whether or not to dispose of the Golf Course taking into consideration the range of impact assessments that it has been necessary to carry out under the Regulations which are presented as supporting documents.

Councillor Aled Morris Jones, Chair of the Corporate Scrutiny Committee reported that there was consensus at the Committee's 8 March, 2021 meeting to which the matter was presented that having considered the circumstances and relevant factors, disposing of the Golf course was the most appropriate option with the focus of the discussion then being on how that could be done to secure the best possible price. The Scrutiny Committee came to the view that the Ffridd House could be sold immediately and the proceeds of sale used to improve Plas Arthur Leisure Centre but that the value of the Golf Course land would be much enhanced were it to be incorporated into the Joint Local Development Plan (JLDP) as development land when the Plan is next reviewed, hence the recommendation that the sale be delayed to allow options for doing so to be considered.

Councillor Carwyn Jones, Portfolio Member for Major Projects and Economic Development responded by saying that following the Scrutiny Committee's meeting he had consulted with the Joint Planning Policy Unit and the Chief Planning Officer about the feasibility of incorporating the Golf Course land in the JLDP and was able to report that the process would involve submitting robust evidence to show why development is needed in the area as well as demonstrating why the site is suitable for development in terms of amenities, traffic and infrastructure. Added to that the landowner would have to offer the site as a candidate site. The process can be lengthy with no certainty of success particularly as the Golf course land is located in the countryside and is not adjacent to the development boundary. Taking the route of the JLDP would also render the public consultation null and void as the purpose of the disposal is different to that on which the consultation was held meaning the consultation would have to be re-run. Whilst Scrutiny's aim of obtaining best value for the asset is acknowledged there are other ways in which this can be achieved and alternative

options could be explored with the professional input of Officers from the Property Service. Although recognising the need to secure the best possible price for the land, seeking its inclusion in the JLDP could mean its value may not be realised for several years whereas proceeding with the sale means that the proceeds can be invested in Plas Arthur Leisure Centre for immediate benefit for the health and well-being of the community of Llangefni. Taking all things into consideration, the Portfolio Member proposed an amended wording for recommendation 1 of the report to the effect that the sale of the Ffridd household and Golf Course land should proceed in consultation with the Portfolio Member for Highways, Waste and Property and the Portfolio Member for Major Projects and Economic Development and that the site be marketed to obtain the maximum possible income on the open market for sale.

Councillor R.G.Parry OBE, FRAGS, Portfolio Member for Highways, Waste and Property agreed that there is a pressing need to invest in the Plas Arthur Leisure Centre which the sale of the Golf Course would make possible. Any type of development on the land could be problematic for the community and letting the land for grazing would also entail costs to the Council.

Councillor Robin Williams referred to the discussion in Scrutiny about imposing conditions on the sale of the land to ensure that the Council is able to benefit from any future profits made on it as a result of development for example and he sought clarity on the feasibility of such an arrangement.

The Principal Valuation Officer advised that it would be possible to put an overage clause on the sale of the Golf Course land with the only proviso being that any such barrier placed on the sale of land can potentially affect the income received for it on the first day. The advantages, disadvantages and effect of entering into an overage agreement would be the subject of discussion and professional advice with the agent during the sale process.

It was resolved –

- **To proceed with the sale of the Ffridd household with some land and the remaining 42 acres in consultation with the Portfolio Member for Highways, Waste and Property and the Portfolio Member for Major Projects and Economic Development and to market the site to obtain the maximum possible income on the open market for sale.**
- **To undertake a minimum of 6 weeks notification in the local press of a Decision Notice indicating the Council's decision to dispose, and**
- **To reinvest any capital receipts received from the disposal of the site into the Plas Arthur leisure facility.**

10. STATEMENT OF LICENSING POLICY 2021- 2026

The report of the Interim Head of Regulation and Economic Development incorporating a Statement of Licensing Policy for 2021 to 2026 was presented for the Executive's consideration.

Councillor Richard Dew, Portfolio Member for Planning and Public Protection introduced the report stating that every five years the Licensing Act requires that the Council adopts a Statement of Licensing Policy which sets out how the Council will discharge its functions with regard to the regulation of licensed regulated activity. The draft policy has been produced in accordance with the Licensing Act statutory guidance on form and contents and is a revised and updated version of the Council's previous policy.

The Licensing and Corporate Safety Manager elaborated on the contents of the policy with regard to the principles that are applied in making decisions on applications, hearings, reviews and appeals under the Act in relation to the sale and supply of alcohol, provision of

late night refreshment and the provision of regulated entertainment. The Authority is duty bound to carry out its functions under the Act with a view to promoting with equal importance the four licensing objectives of preventing crime and disorder; public safety, prevention of public nuisance and the protection of children from harm. The powers of the Authority under the Act are carried out by the Licensing Committee, by a Licensing sub-committee or by one or more officers acting under delegated authority (Appendix D refers). When applications are advertised, the Responsible Authorities have a right to comment and make representations – Appendix B lists those authorities with whom the Council engages in administering the policy and legislation. The Policy also covers how temporary event notices and personal licences and club premises certificates are dealt with and refers to the link with Planning and Building Control. Also outlined in the Policy are the arrangements with regard to enforcement.

It was resolved to recommend the Statement of Licensing Policy 2021/26 to the Full Council for adoption.

11. HOUSING SUPPORT GRANT DELIVERY AND COMMISSIONING PLANS 2021/22

The report of the Head of Housing Services incorporating the Housing Support Commissioning and Delivery Plans for 2021/22 was presented for the Executive's consideration.

The HSG is an early intervention grant programme to support activity which prevents people from becoming homeless, stabilise their housing situation or helps potentially homeless people to find and keep accommodation. It does not fund the statutory duty on local authorities to prevent homelessness but augments, complements and supports the statutory service to ensure that the overall offer authorities provide helps people into the right homes with the right support to succeed.

Councillor Alun Mummery, Portfolio Member for Housing and Supporting Communities introduced the report by thanking the Housing Services Principal Development Officer for his work in developing the plans especially as the notification by Welsh Government of the increased allocation was only received days prior to Christmas. Notwithstanding the increase in the grant funding is very much welcomed, there is some anxiety about its continuation after 2021/22 and beyond given that it will have been committed for the purposes described in the report although it is understood unofficially that it will be maintained at this level as a minimum. Anglesey's indicative allocation for 2021/22 will be increased from April, 2021 by £856,722.50 which is the first increase in the grant for 5 years with the new indicative award set at £3,571,720.50. In previous years the allocation has been set at £2,714,998 of which £2,643,866 was allocated to the Housing Support element; £64,923 for Homeless Prevention (non-statutory) and £6,209 for the enforcement of Rent Smart Wales.

The Portfolio Member highlighted that over the past 18 months to two years data analysis and discussions with providers and other stakeholders have shown that there has been a shift in both the volume of referrals to the Housing Support Programme and in the number of complex cases which require support and targeted interventions. There were over 1,000 referrals in 2019/20 and 2020/21 is expected to see an equivalent if not higher number of referrals. Cases involving domestic abuse, mental health issues, substance misuse, individuals with a history of offending and young people in the 16 to 24 age range are a cause for concern especially when Covid-19 restrictions are lifted when levels of homelessness, mental health needs and domestic abuse are expected to increase and become more visible. Consequently, a rise in demand for Housing Support Services is anticipated. At present, the Service's commissioned units of support per week stands at approximately 700 where one unit equates to one individual or family; the numbers awaiting

contact or placed on waiting lists varies between 45 and 90 units and it is hoped that the additional funding can go some way to alleviating the demand.

The Portfolio Member elaborated on the proposed use of the additional money as set out in detail in section 4 of the report and referred to the challenge of ensuring that maximum benefit is realised quickly particularly as staff will need to be recruited whilst demand remains at an unprecedented high. At the time of writing, 99.3% had been committed for spending with a balance of £19,775.21 remaining and available for use for any of the three elements of the HSG. Similarly, any slippage incurred due to issues with recruitment or any other identified factor can be used flexibly.

The Housing Services Principal Development Officer acknowledged that formulating plans for the additional allocation in such a tight timescale has been a challenge; the increased funding is welcomed and it is hoped that it will help address the high level of demand although there are concerns about some of the groups which the funding supports even when the pandemic has ended.

In welcoming the increased support provided by Welsh Government for 2021/22, the Executive noted that the level of HSG funding in future years specifically whether it will be maintained at this increased level remains unconfirmed. This being so the Executive was of the view that Welsh Government should be urged to provide longer term certainty over future funding of the Housing Support Grant particularly in light of the additional pressures which Covid 19 is likely to create so as to enable the Authority to make appropriate provision to meet demand but also to help it plan its budget accordingly.

It was resolved –

- **To approve the recommendations of the IoACC's Housing Support Grant Delivery and Commissioning Plans for 2021-22 thereby ensuring compliance with the Grant's Terms and Conditions**
- **To endorse the funding allocation for every service area as outlined on the Supporting People Commissioning Plan, and previously approved by the multi-agency Housing Support Planning Group.**
- **That a letter on be sent to Welsh Government on behalf of the Portfolio Member for Finance and the Portfolio Member for Housing and Supporting Communities in recognition of the increased grant allocation and to also emphasise the importance of obtaining longer term certainty regarding the continuation of the grant at this level in order to enable appropriate provision to be made for the people whom the funding supports and to better facilitate budget and financial planning.**

12. SOCIAL SERVICES IMPROVEMENT PLAN PROGRESS REPORT

The report of the Director of Social Services and the Interim Head of Adults' Services on progress to date in Social Services was presented for the Executive's consideration.

The Chair and Portfolio Member for Social Services reported that the Social Services Improvement Panel has continued to meet regularly over the course of the past six months and continues to receive evidence of developments across both Adults' Services and Children and Families' Services. The report provides a synopsis of the projects/initiatives that have been taken forward in the period. It is also encouraging to note that Social Services are currently working within budget with both Adults' Services and Children and Families' Services on target to close the financial year in this position.

The Director of Social Services said that despite the daily challenges of Covid-19 and the unprecedented demands on staff, Social Services have managed to continue with their statutory duties as well as progressing developmental and innovative projects across both Adults' Services and Children and Families' Services. Young Carers ID Cards have been launched in the period to highlight a young person's status as a carer and a digital format has also been developed in response to young carers' stated preference for a digital ID. The Cartrefi Clyd scheme continues to expand with the third Small Group Home now progressing and an offer made on a fourth property to the North of the Island. The Service has secured ICF funding to purchase a detached bungalow in order to offer a better day care provision for children with complex needs and a property has been identified and is in the process of being purchased. The Service has also recognised the need to move quickly to a No Wrong Door approach in responding to the emotional well-being and mental health needs of children and young people that will ensure that children, young people and their families receive the help they need when they ask for it and will not be told that they are knocking on the wrong door and should go elsewhere.

The Interim Head of Adults' Services updated the Executive on progress within Adult's Services and acknowledged that the period has been challenging especially for service users and their families, and for carers and the Service's partners across the sector. What has emerged however is that everyone has pulled together to find creative solutions to ensure that support has continued to be provided for those who need it and as a result, collaboration has been strengthened. In terms of specific work streams, an independent audit of Adults' Social Care Services has been commissioned the intention being to provide an overview of what is a complex service area and produce clear and agreed recommendations on specific areas that require focus in order to improve the outcome for service users. Three Community Resource Teams are now in place and are meeting virtually. Elsewhere in Adults' Social Services, the pandemic has had a delaying effect with aspects of the work on the Adults' Learning Disability Day Opportunity Strategy currently on hold and the development of the Shared Lives Programme having been significantly impacted – it has been decided that this project will continue but will be opened up to support older people. Although the expansion of the Community Hubs has likewise paused, work has continued virtually for example on developing digital hubs.

Councillor Aled Morris Jones provided feedback from the Corporate Scrutiny Committee meeting on 8 March, 2021 where the report was discussed and updates were provided in response to questions raised. The Committee was satisfied with the improvements made and the pace of progress and recommended the report for the Executive's approval.

It was resolved to confirm that the Executive is satisfied with the pace of progress and improvements made to date within both Adults' Services and the Children and Families' Services.

**Councillor Llinos Medi
Chair**

CORPORATE PARENTING PANEL

Minutes of the virtual meeting held on 16 March, 2020

PRESENT: Mrs Annwen Morgan (Chief Executive) (Chair)

Councillor Llinos Medi (Leader & Portfolio Member for Social Services)
Councillor Alun Mummery (Portfolio Member for Housing and Supporting Communities)
Councillor R. Meirion Jones (Portfolio Member for Education, Libraries, Culture and Youth)
Councillor Richard Griffiths (Corporate Scrutiny Committee)
Barbara Jones (Anglesey Foster Carers' Association)
Liz Fletcher (Assistant Area Director West – Children, BCUHB)
Fôn Roberts (Director of Social Services)
Rhys Hughes (Director of Education, Skills and Young People)
Huw Owen (Independent Reviewing & Safeguarding Officer)
Dawn Owen (Independent Reviewing & Safeguarding Officer)
Nia Hardaker (Independent Reviewing & Safeguarding Officer)
Gwyneth Hughes (Senior Education Well-being Manager)
Keith Walters (Child Placement Team Manager)
Saul Ainsworth (Interim Service Manager – Safeguarding)
Melanie Jones (Integrated Manager – Children's Services)
Llinos Edwards (Looked After Children's Nurse)
Ann Holmes (Committee Officer)

APOLOGIES: Llinos Williams (Housing Services Manager)

The Chair welcomed everyone to the meeting and she congratulated Mr Fôn Roberts on his recent appointment as Director of Social Services.

1 DECLARATION OF INTEREST

No declaration of interest was received.

2 MINUTES OF THE PREVIOUS MEETING

The minutes of the previous meeting of the Corporate Parenting Panel held on 8th December, 2020 were presented and were confirmed as correct.

3 MATTERS ARISING

3.1 Looked After Children's Assessment Policy and Guidance

An update was provided by the Interim Service Manager (Safeguarding) who confirmed that a draft assessment policy document had been prepared and had been circulated to the Independent Reviewing Officers and Practice Leaders for comment. Local Authorities have a duty to assess all children referred to the Service whether they are in need of care and support; whether they are subject to Child Protection registration or whether they become looked after. For those children and young people who remain looked after for a long period whose situation and needs are likely to change as they grow older, the Service is seeking to ensure that assessment is not a one-off event. It has been agreed therefore, that every looked after child/young person will have an updated assessment a

minimum of once every twelve months. Additionally, should there be a significant change in the circumstances of a looked after child/young person e.g. a return to live with birth parents, discharge from care or leaving care, release from custody, a new adult joining the family group or the birth of a new sibling, then an updated assessment will be required the aim being to ensure that a child or young person that is looked after by the Authority has an assessment that is reflective of their current circumstances.

The Director of Social Services said that the objective is to implement the policy from 1 April, 2021 onwards; internal practice standards will be updated accordingly and Children's social care staff made aware of the changes and provided with training.

The Senior Education Well-being Manager asked that she be provided with the finalised Assessment policy to ensure co-ordination between the Children Services' policy and the Looked After Children's Policy for schools.

It was agreed to accept and to note the update.

3.2 Internal Audit Review – Function of the Corporate Parenting Panel

With regard to the Internal Audit Review Action Plan that followed Internal Audit's review of the Corporate Parenting Panel's function to assess whether it had in place appropriate arrangements to support and facilitate the Council in meeting its corporate parenting responsibilities, the Director of Social Services confirmed that a draft report is to be presented to the Senior Leadership Team on aligning the Panel more closely with the Social Services Improvement Panel and bringing it under the same governance structure thereby addressing a number of the recommendations highlighted by the Internal Audit review. Should there be any implications to the changes for the Council's Constitution then those will be addressed via the appropriate democratic processes under the direction of the Director of Function (Council/ Business)/Monitoring Officer.

It was agreed to accept and to note the update.

4 REPORT OF THE INDEPENDENT REVIEWING OFFICERS

The report of the Independent Reviewing Officers (IROs) as part of their duty to monitor the activity of the local authority acting as a good corporate parent under Part 6 of Welsh Government's Code of Practice was presented for the Panel's consideration. The report provided an overview of the period since the IROs last reported to the Panel in September, 2019 (three of the Panel's four meetings in 2020 having been suspended because of the pandemic) and included data collected at different times during the period.

Mr Huw Owen, Independent Reviewing Officer presented the report and highlighted the following points –

- That the case sampling undertaken by the IROs show that the situation with regard to the quality of assessments has improved but further work needs to be done to ensure that looked after children's assessments are current. The IROs welcome the Service's policy commitment to providing an up to date assessment for every looked after child.
- The IROs note the very significant improvements with regard to the provision of a Part 6 Care and Support Plan in preparation for reviews. Between 1 October, 2019 and 22 January 2020, 119 Reviews were undertaken and a Part 6 report was provided for 108 of those reviews (90.7%). Likewise during the period between 14 December, 2020 and 8 January, 2021 summary reports were received in 29 reviews out of 30 (96.6%); this progress is very much welcomed by the IROs as it means that more thorough preparations can be made in advance of review meetings.
- Although the IROs welcome the instruction given to Social Workers that they should share the Part 6 Care and Support Plan with the children and Foster Carers, the IROs still consider that the document used as a template for Part 6 Care and

Support Plan is not accessible for children, families or foster carers being lengthy and repetitive. The IROs note that the Service has started to reconsider the content of the document and although they recognise that this task has not been prioritised during the pandemic, they feel it should be resumed whenever possible.

- The IROs are of the opinion that maintaining case records has been consistently good for some time and note that systems are in place to monitor the recording.
- The IROs remain of the opinion that there are still cases where a Special Guardianship Order would be appropriate. The IROs note a willingness on the part of the Service to discuss this further with Foster Carers but a number are anxious about shouldering the responsibility. It is difficult to imagine that the Service could do more in this direction and the IROs recognise that it is important to respect the views of the carers who do not consider SGO as being suitable for them and accept that children should not be moved for the sake of an SGO. The IROs further note that a thorough review of the permanency Policy is being undertaken.
- The IROs feel that greater focus on Post-16 Pathway plans in terms of their being co-produced with the young person could lead to improved practice in this area.
- The IROs have adapted their working methods in response to the coronavirus pandemic and have succeeded in undertaking reviews throughout the lockdown period with 357 out of 366 (97.5%) conducted within the statutory timescale. The Safeguarding Unit is looking at ways of strengthening the review process including by continuing to look at different models to make it more child-centred and by improving the timeliness of review records.
- That the quarterly meetings between the IROs and Service Managers are constructive and a means of collaborating to improve practice. Recent discussions have focused on the suitability of the Post-16 Pathways Plan template; ensuring that instructions and commitments at the conclusion of care proceedings transfer into the day to day plans for children and providing a Life Story book for each looked after child.
- The consistency of Social Workers has improved significantly with data collected for the period from 1 October and 31 January 2020 showing continuity of Social Worker in 41 out of 51 reviews and for the period between 4 December, 2020 and 8 January, 2021 there was continuity of Social Worker in 23 out of 30 reviews.
- That during Quarter 3, 2019/20, the percentage of statutory visits was 81% against a target of 90% and performance in this area will continue to be monitored by the IROs. Evidence was also found of Social Workers going above and beyond what is required to provide support for children and their families.
- The IROs welcome the formation of a specific team for Looked After Children and Young People aged 15+. It is also encouraging to be able to report about the ongoing progress of looked after children and young people who have left care and embarked on the next phase of their lives examples of which are provided in the report.

In acknowledging the hard work and progress taking place in often challenging circumstances the Panel raised the following issues as areas to be followed up –

- Accepting that not every young person wants support or a Pathway Plan, the Panel sought assurance that the Service does have the means and capacity to prepare and complete the plan for every eligible young person in the Authority's care so that each young person's needs are agreed and clearly mapped out.

The Director of Social Services confirmed that the post -16 cohort of looked after young people has been recognised for some time as a group needing additional input with the Service having anticipated that the numbers in this group would increase this year and next commensurate with the number of children that have

come into care over the past few years and who would therefore require a Pathway Plan. The Service has therefore formed a specific team for looked after children and young people aged 15 years and over. The team sits within the normal Practice Group and has been formed using existing resources with a Practice Lead who has long-standing experience with post 16 looked after young people and two Personal Advisors. ICF funding has also been used to provide two support workers to provide assistance. The Service also intends to work with Voices from Care Cymru to explore different ways of working capitalising on the more frequent contact with young people which working digitally in the pandemic has facilitated. Additional funding from Welsh Government to provide Covid-19 related support for this group of young people has also been fully utilised with a request having been submitted for this funding to continue into the coming financial year.

- With reference to reviews, the Panel in expressing its appreciation that reviews continued to be undertaken throughout the lockdown period albeit by virtual/digital means with 97% having been carried out within the statutory timescale noted that an explanation of why the remaining 3% of reviews were not within timescale would have been helpful. The Panel noted further that the report makes little mention of how effective the child/young person has found engaging with reviews during the pandemic and whether virtual contact has been more or less intrusive for them. The Panel felt that the feedback could be used to inform new ways of working post pandemic by incorporating new technologies into the review process and taking what has worked from virtual reviews and combining that with face to face meetings to offer a more flexible approach to engaging with children and young people.

The Director of Social Services confirmed that feedback from young persons in care show that the levels of contact increased during the first lockdown period with Social Workers maintaining weekly contact with young care leavers to ensure their practical needs were being met. Coming out of the initial lockdown, each young person agreed a plan setting the frequency of contact subsequently and some of the additional Covid-19 funding was used to facilitate contact. The Service also draws on survey reports of looked after children and young people's experiences of Covid-19 by the Office of the Children's Commissioner for Wales in tandem with other partners including Voices from Care Cymru and Young Carers as well as the experience and input of the Service's own post-16 Personal Advisors. However, the Service would be happy for Voices from Care Cymru to undertake a specific piece of work on how the pandemic experience of looked after children and young people on Anglesey can be used to further improve future engagement.

- Noting that the report focuses upon the timeliness of assessment rather than quality, the Panel wanted to know how the Service intends to address the quality of assessments.

The Director of Social Services clarified that although practice standards set out the expectations with regards to assessments, there remain issues with the Part 6 Care and Support Plan assessment template in terms of its length, complexity and accessibility. The Service is planning to review the contents of the document to ensure that in meeting the requirements of the Social Services and Well-being (Wales) Act 2014 it is also fit for purpose and user friendly. Notwithstanding this work will take time and care and requires focus within the WCCIS Board meetings, the aim would be to develop a draft of a new template by the end of Quarter 1 or beginning of Quarter 2 2021/22. An officer within the Quality Assurance team also audits the quality of social work.

The Interim Service Manager (Safeguarding) advised that a tracking spreadsheet has been developed to provide day to day overview of work that is outstanding. As regards improving quality, the Service is working with the Quality Assurance team to utilise case audits to better effect and to improve practice with a view to identifying themes from audits and to develop quality assurance workshops where social work practitioners can have their own conversations about developing best practice.

- The Panel in noting that the Service states that a review of the Authority's Special Guardianship Orders policy may be required sought clarity on whether the Service considers a review necessary.

The Interim Service Manager (Safeguarding) advised that the Service would want children in the Authority's long-term care to become the subject of a private order such as a Special Guardianship Order that would provide them with a family life and the certainty of a long term placement. Barriers to applications by the Authority's foster carers are the financial and practical support available. The legislation requires the financial support to be reviewed annually meaning there is less security from a legislative perspective than with foster care. Some authorities have chosen to adopt a no detriment approach so despite the legal requirement for an annual review, they have a standard policy that there would be no difference to the financial and practical support offered to foster carers as special guardians than they would have received as foster carers. The matter needs further discussion within the Service before a decision is made but can be a cost effective approach in that children are encouraged out of public care which is beneficial to them and the Authority's existing costs are reduced as its statutory involvement decreases.

In accepting the report, the Panel thanked the Service and its staff for the work undertaken and the progress made and was agreed regarding the following actions

–

- **The Panel to be provided with a progress report on pathway planning to the next meeting including the provision and content of post-16 Pathway Plans.**
- **The Director of Social Services to report back to the Panel with any recommendations as regards amending the SGO policy with reference to a no detriment approach.**
- **The Director of Social Services to consider how the Service can demonstrate that it is improving the quality of assessments.**

5 LOOKED AFTER CHILDREN'S HEALTH REPORT

The report of the Looked After Children's Nurse providing an update on looked after children's health related matters was presented for the Panel's consideration.

The Looked After Children's Nurse highlighted the following –

- That as at 29 January, 2021 BCUHB had 161 looked after children under the remit of the Isle of Anglesey County Council – 118 were placed within Anglesey and 43 were placed in other BCU counties and outside North Wales.
- That there are 57 looked after children placed in Anglesey from other BCU areas and from outside North Wales.
- That 17 initial health assessments were conducted in the period from April to September, 2020. Where those were not conducted within timescale, the reasons for lateness are given.
- That a total of 143 Review Health Assessments have been carried out in the period from 1 April, 2021 to date.
- Most of the health assessments have been completed virtually or by telephone contact with follow up home visits being made where there are any health concerns.

- Working virtually has meant that more meetings have been attended and virtual training has worked well and has been conducted on a multi-agency basis. What has not gone so well is the loss of face to face contact with the looked after children and young people with some of the young persons in care lacking in confidence when meeting virtually and also feeling isolated because of the Covid related restrictions.
- The majority of referrals to additional health services involve the Speech and Language Therapy Service. Training indicates that the effects of trauma on the brain can be significant leading to difficulty in processing information; in those circumstances a referral to the Speech and Language Therapy Service can be more appropriate than to the Child and Adolescent Mental Health Service (CAHMS). Schools have developed a good understanding of the impact of trauma on a child's development and are delivering a training programme to staff on the subject.
- That regionally within BCUHB, workforce planning within the LAC nursing and administrative team is being reviewed partly as a result of the steady increase in the number of children and young people becoming looked after which has had a significant impact upon workload.
- That a LAC Nurse/CAHMS meeting has taken place to look at mapping services provided within BCUHB with a view to assisting when looked after children and young people move from one BCUHB area to another.

The Director of Social Services said that the Authority is grateful to BCUHB that the LAC nurses were not redeployed to work in any other areas of the Health Board during the pandemic and that communication with all agencies has been maintained.

The Panel thanked the LAC Nurse for the report and raised the following issues –

- That apart from providing data relating to the number of looked after children and young people being assessed or open to CAMHS, the report is not clear on whether intervention by CAMHS is sufficient or the impact it has in terms of addressing the emotional and mental health needs of the looked after children and young people referred to the service.

The Panel was advised that due to system incompatibility and despite much efforts, providing specific intelligence on looked after children and young people is problematic. The Health Board operates a number of data collection systems across services and because of technical issues, is not currently operating the WCCIS system which was introduced to better integrate health and social care information. Identifying children who are looked after within the data sets that are held by BCUHB in a way that provides timely and up to date information is therefore a challenge.

Following further discussion about the ability of the Health Board to identify and provide systematic information on children who are looked after, the Panel recognised that the pandemic has highlighted and emphasised existing systemic/IT issues which need a long-term solution.

Referring to speech and language difficulties and the impact they can have on a child's behaviour, the Senior Education Wellbeing Manager advised that the Education Service has been working with Sure Start for a number of years. A scheme named Welcome has been in effect for some time and delivered by the Health visitors for children aged 0 to 6 years and has now been adopted not only in nursery groups but also in schools. The scheme works through a programme that helps identify whether a child has actual speech deficiencies or is just slower in making progress and it provides the evidence for a more diagnostic assessment through speech therapy intervention. The scheme sits alongside the work with trauma informed schools. A further programme for children aged

6 to 11 years has now been piloted with five schools. Speech and communication difficulties inevitably have an impact on a child's behaviour.

- The Panel noted that capacity within the CAMHS Service has been a recurring theme in discussions and it sought an update on the position.

The Panel was advised that although there has been a shortage of CAMHS practitioners in the West area over the past two years, the Health Service has recently been successful in recruiting from outside the Health Board meaning there are no internal gaps to fill and the Service's vacancy levels are reducing as a result. New staff are expected to undergo induction and training but the Service is retaining its experienced practitioners who are moving into new work e. g. early intervention. A new Service Manager has been appointed who is an experienced CAMHS practitioner with a social work background. It was suggested to the Panel that it might wish to consider inviting the CAMHS Service Manager to one of its future meetings to explain some of the changes being introduced by the new team.

- The Panel in considering a suggestion that Officers be asked to map out the services which looked after children are currently receiving, was informed by the Director of Social Services that a significant piece of work is being commissioned at regional level to review local authority and other service arrangements which will among other things look at lessons to be learnt, doing things differently and resource implications which will address some of the matters arising. It might be helpful to await the output from the regional exercise before then taking the review down to a local level.

It was therefore proposed by the Chair and agreed by the Panel, that being mindful of the regional work, the relevant Officers from the Social Services, Health and Education should meet to examine current capacity and resources to deliver the services/ interventions that looked after children and young people need and to consider how the quality of provision is evaluated and measured with a view to providing a high-level overview to the Panel's next meeting.

In closing the discussion, the Panel was keen to know whether there were any standout areas which had created particular issues for the Authority's looked after children and young people during the pandemic period.

The Director of Social Services said that although it has been an intensive time for the Authority's Foster Carers, many have appreciated the opportunity which being free from schedules has created to spend time with the children in their care. A number of foster carers have indicated that they would like to routinely be allowed such time at the beginning of a new placement to better get to know the child they are fostering. Dealing with the pandemic has opened up a conversation about doing things differently in future.

The Director of Education, Skills and Young People agreed that the emergency period had been challenging for all children and that as schools have re-opened the impact of the pandemic on children and young people has become more apparent. Education is working with schools to provide a support package and is also working closely with Children and Families' Services.

The Chair suggested that it would be useful for the Panel to receive an overview of what has gone well and not so well in delivering services to looked after children and young people during the pandemic including aspects of pre-pandemic practices which if they were not to return would not be missed or would be done differently.

In accepting the update report provided by the LAC nurse, the Panel recognised the unique challenges which the period had created and the commitment of all staff in responding to them; the Panel was agreed on the following actions –

- That mindful of the regional work, the relevant Officers from Children and Families' Services, Health and Education meet to discuss (a) capacity and resource issues and (b) how the quality of services for the looked after population is evaluated and measured with the aim of presenting a high level overview to the next meeting.
- The Director of Social Services in consultation with the relevant Officers to provide the Panel at its next meeting with a summary review of what has gone well and not so well during the pandemic to include aspects of pre-pandemic practices which if they were not to return would not be missed, or would be done differently.

6 NEXT SCHEDULED MEETING

The arrangements for the next scheduled meeting of the Panel at 10:00 a.m. on Tuesday 8 June, 2021 were noted.

Annwen Morgan
Chair

DRAFT

Isle of Anglesey County Council	
Report to:	The Executive
Date:	17 May 2021
Subject:	The Executive's Forward Work Programme
Portfolio Holder(s):	Cllr Llinos Medi
Head of Service / Director:	Lynn Ball Director of Function – Council Business / Monitoring Officer
Report Author: Tel: E-mail:	Huw Jones, Head of Democratic Services 01248 752108 JHuwJones@ynysmon.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 June 2021 – January 2022;</p> <p>identify any matters for specific input and consultation with the Council's Scrutiny Committees during the Covid-19 emergency whilst taking into account the strategy for committee meetings up to 30 April 2021 endorsed by group leaders on 12 May 2020, which notes the expectations with regard to convening scrutiny committee meetings.</p> <p>note that the forward work programme is updated monthly and submitted as a standing monthly item to the Executive.</p>

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

C – Why is this a decision for the Executive?

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

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

Yes.

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

Not applicable.

Dd – Assessing the potential impact (if relevant):

1	How does this decision impact on our long term needs as an Island?	Not relevant.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	
7	Note any potential impact that this decision would have on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.	

E – Who did you consult?		What did they say?
1	Chief Executive / Senior 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 Heads of Services for updates.
2	Finance / Section 151 (mandatory)	
3	Legal / Monitoring Officer (mandatory)	
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	Under normal circumstances, monthly joint discussions take place on the work programmes of the Executive and the two Scrutiny Committees in order to ensure alignment.
9	Local Members	

F - Appendices:

The Executive's Forward Work Programme: June 2021 – January 2022

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

The Executive's Forward Work Programme

Period: June 2021 – January 2022

Updated 6 May 2021



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 and updates are published monthly.

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 latest version of the Executive's Forward Work Programme – **which is a live document and subject to change** - is set out on the following pages.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg / This document is also available in Welsh.

* Key:

S = Strategic – key corporate plans or initiatives

O =Operational – service delivery

FI = For information

The Executive's Forward Work Programme

Period: June 2021 – January 2022

Updated 6 May 2021

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)
June 2021						
1	Welsh Language Standards Annual Report 2020/21 Approval of report.	Portfolio holder with responsibility for the Welsh language.	Council Business	Huw Jones Head of Democratic Services Cyng leuan Williams	To be confirmed	Delegated decision June 2021
2	The Executive's Forward Work Programme (S) Approval of monthly update.	The Executive	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 21 June 2021
3	Corporate Scorecard – Quarter 4, 2020/21 (S) Quarterly performance monitoring report.	The Executive / Leader of the Council	Corporate Transformation	Carys Edwards Head of Profession – HR and Transformation Cllr Dafydd Rhys Thomas	Corporate Scrutiny Committee 7 June 2021	The Executive 21 June 2021
4	Revenue Budget Monitoring Report – Quarter 4, 2020/21 (S) Quarterly financial monitoring report.	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel 3 June 2021	The Executive 21 June 2021

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5 Capital Budget Monitoring Report – Quarter 4, 2020/21 (S) Quarterly financial monitoring report.	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel 3 June 2021	The Executive 21 June 2021	
6 Housing Revenue Account Budget Monitoring Report – Quarter 4, 2020/21 (S) Quarterly financial monitoring report.	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel	The Executive 21 June 2021	
7 Changes to the Constitution: Delegated Powers – Developments of National Significance and non-statutory Community Benefits To recommend that the Council approves delegated powers.	The Executive / Leader of the Council	Regulation and Economic Development	Christian Branch Head of Regulation and Economic Development Cllr Carwyn E Jones Cllr Richard Dew		The Executive 21 June 2021	Full Council 28 September 2021

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July 2021						
8	The Executive's Forward Work Programme (S) Approval of monthly update.	The Executive	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 12 July 2021
9	Summary of Draft Final Accounts 2020/21	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams		The Executive 12 July 2021
September 2021						
10	The Executive's Forward Work Programme (S) Approval of monthly update.	The Executive	Council Business	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 27 September 2021

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11	Corporate Scorecard – Quarter 1, 2021/22 (S) Quarterly performance monitoring report.	The Executive / Leader of the Council	Corporate Transformation	Carys Edwards Head of Profession – HR and Transformation Cllr Dafydd Rhys Thomas	Corporate Scrutiny Committee 13 September 2021	The Executive 27 September 2021	
12	Revenue Budget Monitoring Report – Quarter 1, 2021/22 (S) Quarterly financial monitoring report.	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel 9 September 2021	The Executive 27 September 2021	
13	Capital Budget Monitoring Report – Quarter 1, 2021/22 (S) Quarterly financial monitoring report.	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel 9 September 2021	The Executive 27 September 2021	
14	Housing Revenue Account Budget Monitoring Report – Quarter 1, 2021/22 (S) Quarterly financial monitoring report.	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel	The Executive 27 September 2021	

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15	Service Asset Management Plan 2020 – 2030 – Smallholdings Estate	The Executive / Leader of the Council	Highways, Waste and Property Cllr R G Parry OBE	Huw Percy Head of Highways, Waste and Property Cllr R G Parry OBE	To be confirmed.	The Executive 27 September 2021 – to be confirmed	
October 2021							
16	The Executive's Forward Work Programme (S) Approval of monthly update.	The Executive	Council Business Cllr Llinos Medi	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 25 October 2021	
November 2021							
17	2022/23 Budget (S) To finalise the Executive's initial draft budget proposals for consultation.	The Executive / Leader of the Council	Resources Cllr Robin Wyn Williams	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel 28 October 2021 Corporate Scrutiny Committee 1 November 2021	The Executive 8 November 2021	
18	The Executive's Forward Work Programme (S) Approval of monthly update.	The Executive	Council Business Cllr Llinos Medi	Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 29 November 2021	

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Period: June 2021 – January 2022

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19	Corporate Scorecard – Quarter 2, 2021/22 (S) Quarterly performance monitoring report.	The Executive / Leader of the Council	Corporate Transformation	Carys Edwards Head of Profession – HR and Transformation Cllr Dafydd Rhys Thomas	Corporate Scrutiny Committee 16 November 2021	The Executive 29 November 2021	
20	Revenue Budget Monitoring Report – Quarter 2, 2021/22 (S) Quarterly financial monitoring report.	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel 11 November 2021	The Executive 29 November 2021	
21	Capital Budget Monitoring Report – Quarter 2, 2021/22 (S) Quarterly financial monitoring report.	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel	The Executive 29 November 2021	
22	Housing Revenue Account Budget Monitoring Report – Quarter 2, 2021/22 (S) Quarterly financial monitoring report.	The Executive / Leader of the Council	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Wyn Williams	Finance Scrutiny Panel	The Executive 29 November 2021	

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December 2021						
23	The Executive's Forward Work Programme (S) Approval of monthly update.	The Executive	Council Business Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 13 December 2021	
24	AONB Management Plan 2021-2025	The Executive / Leader of the Council	Regulation and Economic Development Christian Branch Head of Regulation and Economic Development Cllr Richard Dew		The Executive 13 December 2021	
January 2022						
25	The Executive's Forward Work Programme (S) Approval of monthly update.	The Executive	Council Business Huw Jones Head of Democratic Services Cllr Llinos Medi		The Executive 24 January 2022	

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	17 May 2021
Subject:	Housing Revenue Account Business Plan 2021-2051
Portfolio Holder(s):	Alun Mummery
Head of Service:	Ned Michael
Report Author: Phone Number: E-mail:	Ned Michael 01248 752289
Local Member:	All Members

A – Recommendation/Recommendations and Reason/Reasons
<p>As per the requirement upon us from Welsh Government we are required to present a Housing Revenue Account (HRA) Business Plan by the 31st of March in order to secure our annual major repairs allowance of £2.665m.</p> <p>I therefore recommend that the Executive approve:-</p> <p>R1. The Housing Revenue Account (HRA) Business Plan 2021-2051, and in particular the HRA budget for 2021-2022 to be submitted to Welsh Government</p> <p>R2. The proposed Housing Capital Programme for 2021-2022, as stated within the Capital Budget</p> <p>Reasons</p> <p>1.0 Background</p> <p>1.1 This Report and Business Plan has been prepared in conjunction with Officers from Finance Services, the Business Plan forms the primary tool for financial planning of the delivery and management of the Council’s housing stock. In particular, the Business Plan demonstrates:-</p> <ul style="list-style-type: none"> - how the Council brings all its stock to Welsh Housing Quality Standards – whilst there will remain to be some properties that are classified as ‘acceptable fails’; - how the Council intends to maintain and exceed WHQS and - the investment needed to finance our new council house development programme.

1.2 The Council, through its HRA, owns and manages 3,855 properties and 722 garages, across the Island. Throughout the period of this Business Plan we will see an increase in stock to over 5000 units.

1.3 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.

1.4 As part of the Voluntary Agreement signed by the Local Authorities with the Welsh Government, borrowing negotiated and agreed to allow for new build and maintaining the Welsh Housing Quality Standards.

1.5 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 The Council has achieved WHQS since 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 2021-2022

3.1 Capital programme has been estimated at £9,555 million has been included within the Business Plan. This includes provision for 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, environmentals.

3.2 A provision of £4.576 m has been included within the revenue budget for repairs and maintenance works.

3.3 In addition £9.088m has been budgeted for in 2022-22 for the development programme of new Council housing and acquisition of former council housing on the Island. The Business Plan

assumes a development programme of 45 units in 2021-2022 and throughout the period of the Business Plan.

4.0 Financial Model and Assumptions

4.1 The HRA Business Plan must be supported by a 30 year financial model and is detailed in chapter 8.

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.

The Social Housing Rents Policy was introduced by Welsh Government in April 2015 for local authorities and is in place for a five year period. The policy aims to achieve rent convergence between Council and Housing Association rents over time. It is anticipated that we as a Council will reach rent convergence with Housing Association rent levels by 2024 – 2025.

4.2 Rental income and local rent setting policy are major factors in the future viability of the Business Plan. Welsh social rent policy is developed from the United Kingdom Government and currently increased based on the published CPI inflation published annually for September plus 1% and up to £2 per week towards reaching rent convergence.

4.3 Welsh Government has provided details of the rent increase for 2021-22 which was set at the consumer price index of 0.5% as was the value in September plus 1%. The Executive Committee approved the rent increases for 2021/22 of 0.45% and up to £2 per week for the properties below target rents during their meeting on the 15th of February. This increase has been included within the budgeted rental income for 2021-22.

4.4 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.

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?

Tud 3 o 2

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

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

DD – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Business Plan fully endorsed by the SLT.
2	Finance / Section 151 (mandatory)	S151 Officer is satisfied that the business plan assumptions are reasonable and comply to the published WG guidelines and that the business plan is viable and reflects the current financial situation facing the HRA.
3	Legal / Monitoring Officer (mandatory)	No 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	All Council Housing households benefit from WHQS, capital programme and support to prepare for welfare reform changes.
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:

Appendix 1 – HRA Business Plan 2021-2051

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

Stock Condition Survey Report, 2017

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HOUSING REVENUE ACCOUNT BUSINESS PLAN

2021 - 2051



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL



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1. Foreword by Ned Michael, Head of Housing Services

In February 2020, we became very aware that the global Covid-19 pandemic was on the verge of becoming a National Emergency, which in turn led to us as a Service having radically change the way we work.

By early March 2020, several Housing Services officers were swiftly mobilised to work from home. By 23rd March 2020, the UK went into its first lockdown, by which point, the Housing Maintenance unit operated in dealing with emergency repairs only and provided integral community support for food banks & pharmacies across the length and breadth of Anglesey.

The way we engage with and support our tenants had to change, ensuring face-to-face contact is minimised which has provided an opportunity to fast track innovative tenant engagement approaches across all our communities and on a multi-agency basis.

This Business Plan will provide an overview on how we have adapted our services, how we have continued to support our tenants and residents as part of our Covid-19 recovery vision and ambition.

An insight on how the pandemic has affected several aspects of our business including our performance indicators, challenges with income collection alongside delays with current projects, which has been outside of our control.

With the rollout of the vaccination program underway, we look forward to moving into the new financial year working with our tenants and delivering our work programs forward.



Housing Maintenance Officers and SKY officers supported the delivery of PPE to community volunteers and tenant wellbeing packs



Housing Services co-ordinated an Anglesey-wide approach for residents to develop localised food drop off points in order to support the increase in demand on our food banks

2. Introduction

The aim of the Housing Revenue Account Business Plan, which will be referred to in the document as the HRA, is to ensure that a financially viable plan is in place for our investment in our existing Council housing stock, the development of additional housing stock and our aspirations for continuing to provide our tenants outstanding customer service.

The Housing Services currently manages 3855 dwellings, which amounts to an estimated rental income of £18.95m and 722 garages for a total estimated to £314k of income. The HRA finances all of the Council's operations in its role as the landlord of the housing stock.

Through reading the plan, you will gain assurance that the HRA is managed efficiently and effectively.

2.1 Service Vision

Our Vision is:

Quality homes : sustainable communities

which is based on our service values that underpin our work and drive the delivery of our services, as follows:-

- ✓ to be customer focused and accountable
- ✓ to provide value for money
- ✓ to be committed to working in partnership
- ✓ to be innovative in our approach

Our Priorities will be:

- To increase the provision of affordable housing across Anglesey
- To promote estate regeneration, increasing tenant participation & community safety
- To improve digital engagement and inclusion across all tenant groups & ages
- To provide accommodation for specific groups, for example older people, people with mental health issues, people moving on from emergency accommodation into more permanent accommodation, to include social housing
- To address energy efficiency, tackling climate change and fuel poverty
- To respond to Covid-19 pandemic recovery

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

Further information on all 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

2.2 Strategic Overview

Covid Pandemic

The impact of Covid-19 on our communities and people cannot be underestimated.

The pandemic has affected households in several ways, including an increase in reported domestic violence and relationship breakdowns, an increase in substance misuse cases (in particular, alcohol) and localised community tensions.

Unemployment levels in Wales during 2020 and since Covid-19 – an increase from 2.8% in 2016 to averaging 6% by the end of 2021 (Nomis DWP report)

Information from ONS shows that Wales has seen the highest UK increase in joblessness, with figures showing unemployment leapt to 4.6% in the period August and October 2020. There is no doubt that Anglesey will be faced with the financial fallout from the Covid pandemic for many years to come and our role in supporting our residents facing reduced household incomes and additional vulnerabilities will be critical. We have already seen our first cases of service users diagnosed as suffering from 'Long Covid' whom we successfully assisted to claim Disability and Sickness Benefits and sadly it is likely we will see more.

Welfare Reform

As has been widely publicised that Welfare Reform has introduced some of the most fundamental changes and effects since the Welfare Systems was introduced in 1946. Welfare Reform came into effect on Ynys Môn in late 2018 on a phased approach. In July 2020 an Initial Assessment of the possible effects on the increase of people claiming Universal Credit on IOACC services and budgets was commissioned. This report highlighted the increase in number of out of work claimants in a very short period during Covid and that this disproportionately affect young people and males. The report also highlighted the social effects of increase in unemployment which includes mental health issues, domestic abuse and isolation.

Brexit

Housing Services, as part of the Corporate Brexit planning team, have continuously risk assessed the situation regarding departing the European Union.

Brexit does not affect the way we rent properties.

On the 1st January 2021, changes were made to UK immigration rules. We may be required to undertake additional residency eligibility checks to ensure the applicants' immigration status allows access to the Councils' Housing Register. Additionally, recourse to public funds and homelessness support will be based on immigration status.

Housing Services are not in receipt of direct EU funding, however we are aware that some partners, such as Menter Môn, operate services with ERDF and / or ESF funds.

Each Housing Services commissioned services have shared their organisational Brexit plan which provides an in-depth overview on contingencies in place in the event of adverse effects seen during this transition period.

At the time of writing this business plan, the actual assessment of the effects of Brexit on IoACC Housing Services is viewed as premature, however the situation will continuously be assessed throughout the Year.

2.3 Local Strategic Objectives

Housing plays a very important role in the Council's Corporate Plan and contributes to many of its objectives.

- Through building new houses and improving our existing stock we will create an impact locally and deliver community benefits.
- Extra Care Housing provision in the Aethwy Ward will ensure that older people are supported to live independently within their communities.
- We will continue to provide opportunities for tenants to participate in improving services and give people the skills and confidence to be able to participate in their communities by establishing tenant participation groups.

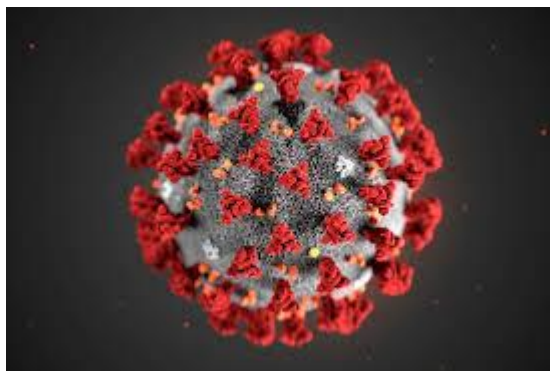
Two Strategies will aid in delivering these objectives, namely the Interim Housing Strategy 2021 and the Local Tenants Participation Strategy 2018-2023. These strategies set out how we will work together to provide a supply of affordable housing and how tenants get involved with service design and development.

Links with the Interim Local Housing Strategy (2021)

This 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 delivering these overall objectives and there will be close linkages between the two documents & operations.

2.4 Covid-19 Community Response



The Covid-19 pandemic has created an Island-wide approach to providing integral community led support to residents, in partnership with IoACC, 3rd sector providers, town and community councils, BCUHB, North Wales Police and Probation Service.

The continued strength and will of IoACC staff, volunteers and partner agencies will be integral to social and community recovery. Housing Services led and continue to lead on the Covid-19 community response across Anglesey, ensuring tenants & residents are supported & protected.

Housing Services swiftly developed the corporate emergency contact centre, which was open 7 days per week including bank holidays. The team handled their normal day-to-day work that included housing related advice & guidance alongside referrals to Linc Môn and / or the food bank.

Redeployed staff from across the council have assisted in the councils response led by Social Services to Testing for Covid-19, and later Test and Tracing. Both these services are offered 7 days week, and will be ongoing for the near future.

Food Bank support

A Tenants Participation officer was re-deployed to work within front line services and co-ordinated an urgently developed pop-up food bank in Llangefni. The other Tenants Participation Officer was temporarily re-deployed to support the initial Track and Trace plans.

Several Housing Maintenance Officers were re-deployed to support community efforts throughout Anglesey, ensuring community volunteers received PPE and transporting food supplies to our food banks, which has seen an increase in demand on their services.



Housing Maintenance Officers operating from the temporary Llangefni pop-up food bank

3. Our Tenants

3.1 Stock profile

Housing Stock Profile

Types of Dwellings	Total	Percentage of Stock	Average Rent 2021/22
1 Bed	733	19%	£84.73
2 Bed	1366	36%	£93.92
3 Bed	1668	43%	£103.08
4/5 Bed	85	2%	£110.85
Total	3852	100%	

3.2 Rent Setting

In recent years the Isle of Anglesey County Council has had to follow the method of increasing rent levels by way of using 'Rent Target Bands'. For the next financial year, the Welsh Government have decided to 'suspend' these target bands on condition that the annual rental income collected does not increase by CPI + 1%.

As the Welsh Government have decided to suspend the Target Rent Bands for the financial year 2021/22, the decision is taken to provide an increase to all tenants up to the annual threshold amount of 1.5%. By applying this increase, we will generate approximately £278k of additional annual rental income.

In order to apply the annual rent increase fairly, equally amongst tenants and to ensure that the maximum annual increase threshold amount is not exceeded, the increase is calculated by 'Current Rent + 0.45%' and this is applied to all tenants. For the tenants that are significantly below the target rent band for this financial year an additional £2.00 per week will be added. This is to ensure that we continue to work towards achieving convergence with other social housing providers.

Currently 2729 of the Council's tenants (72%) will face no additional hardship as a consequence of the proposed rent increase and service charges, as they are in receipt of full or part Housing Benefit or in receipt of Universal Credit.

Using the 51-week collection, the proposed rent increase for 2021/22 will be an average weekly increase of £1.42. This will increase the average weekly rent from £95.09 to £96.51.

3.3 Engaging With Our Valued Tenants

Our Tenants Participation Team (TP) consists of two full time equivalent officers who deliver on several tenant-led projects throughout the Year.

Due to the impacts of Covid-19 in respect of social isolation, digital exclusion including reports from some of our tenants that their wellbeing has been compromised, emphasis during 2021-22 has been on supporting tenants & estates through various means & approaches including online digital platforms.



A Zoom based tenants' forum

Air source Hybrid Heat Pumps – how we joined up with tenants

Welsh Government have set ambitious targets that all Social Housing in Wales should be carbon neutral by 2030. The application grant for Optimised Retro Fit Programme has been successful via Welsh Government.

The grant will pay towards the cost of purchasing and installation of Air Source Heat Pumps, tenants from the areas listed below have been participating in a pilot scheme.

The Tenant Participation Team approached the tenants of Pont y Brenin in Llangoed (rural area) in order to try and encourage buy-in for the Airsource Heat Pump pilot scheme. Out of 27 compatible properties, 19 households wanted to take part in the scheme. This resulting in them being one of the first homes throughout Wales to undertake the first installations of the new hybrid heating system.

We have been working closely with Swansea University who have been encouraging tenants to be part of the 'Healthy Living in Low Carbon Homes' research project. So far, we have 6 tenants enrolled into taking part in surveys and interviews that will mainly focus on health, social and financial wellbeing.



3.4 Consultation on improving areas within our estates

St Seiriols and Queens Park Close consists of 32 properties, which are a mixture of sheltered ground floor flats and 1st floor maisonettes. All of these properties share a communal courtyard, sandwiched between both blocks and walled boundaries.

Complaints received from tenants regarding the condition of the communal courtyard of weeds, unstable and or damaged slabs and regular fly tipping have been reported to the Housing Management Team from early 2019 onwards.

Following on from further assessments by Housing Maintenance, the communal courtyards were found to be in poor condition and required improvements, in order to maintain tenant safety.

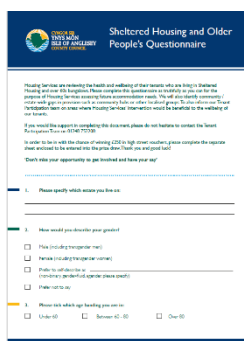
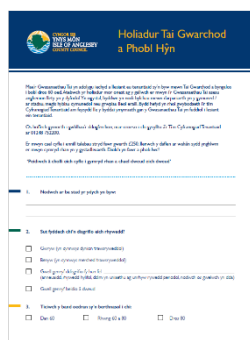


3.5 Sheltered Housing and Older Persons' Wellbeing review



During 2021, Housing Services will be reviewing the health and wellbeing of tenants who reside in Sheltered Housing and over 60s bungalows. This piece of work is undertaken in partnership with Isle of Anglesey County Councils' Adult Services Team and will enable both services to forward plan through identifying gaps and therefore, ensuring services & support is targeted and focused through a localised needs approach.

This questionnaire has been sent to 1,326 tenants. The Tenant Participation team alongside other staff members will be available for support and assistance in completing the questionnaire. We hope to have completed the analysis of the questionnaire by early April 2021.



3.6 Environmental Projects – changing our approaches



Normally, Housing Services operates the Environmental and Community Improvement Fund, which is open to tenants or leaseholders, allowing bids of up to the value of £5,000 for environmental projects in to make our estates & communities a safer, tidier and nicer place to live. This grant is available on an annual basis and gives tenants the opportunity to come together and improve their estate.

Due to the global pandemic we were unable to go ahead with this fund in its existing format, however still wanted to ensure that the health and wellbeing of our tenants were at the heart of the service. The fund was re-focused to be the 'Tenants Individual Environmental fund'.

The fund was available for all Council Tenants and leaseholders. Tenants were able to opt for either indoor or outdoor gardening packs. This fund proved very popular and the referral window closed within a couple of hours of opening due to the high demand.

Additionally, Housing Services hosted a 'Tenant's Lockdown Garden' competition, which consisted of 2 categories. '**Best Home Grown Produce**' and '**Best Kept Garden**'. Over 40 entries into the competition.

This competition encouraged tenants to keep their green fingers busy, to maintain their garden and to help with health and well-being during the global lockdown. Due to the popularity of this project, the TP Team will be hosting this competition annually.



3.7 Community Benefits



The Tenant Participation Team continue to work closely with the Planned Maintenance Team. Work consists of getting tenants involved with the work that is on going and decision making when it comes to their homes and communal areas.

When PMC contractors are on site and nearing the end of the schedule of works, we normally arrange a meeting with all of the residents to see how they would like to use the Community Benefit fund that has been awarded from the Contractor as part of the works contract..

3.8 STAR Survey



Star (Survey of tenants and residents) is a framework for periodic surveys of customer perception. The questions and methods have been rigorously tested allowing our Service to measure customer satisfaction and for us to compare results with other Local Authorities's and RSL's.

Star enables us to measure customer satisfaction, benchmark performance with housing providers and assess trends over time.

Measuring satisfaction can help us to understand our customer experience and how well our services are performing, allowing addressing any areas of weakness. Efforts and resources to improve future satisfaction levels and focus on areas of high concern to customers.

The TP Team will be coordinating the 2021 STAR Survey.

3.9 Digital project Age Cymru / Medrwn Môn



The Tenants Participation team are working in partnership with Age Cymru Gwynedd a Môn, Medrwn Môn, Adult services and several Community Hubs across the island piloting the Anglesey

Virtual Hub project. The aim of the project is to support more people within our communities to have the opportunity and confidence to stay connected with their communities digitally.

The Tenant Participation team have successfully attracted 40 tenants over the age of 60 to take part in this new and exciting project. Each tenant will receive a tablet on loan for 3 months and will receive full support from their local hub/organisation, including support by 'Digital Champion' volunteers, trained by Digital Communities Wales. This is a great opportunity for residents who want to have a go at using the internet for the first time, who are just keen to improve their digital skills or who are just feeling lonely and isolated and want to interact with their friends and family in another way.

3.10 Wellbeing Môn Actif



The Tenants Participation team are working towards the Five Ways to Wellbeing agenda, in partnership with Mon Actif to improve the health and wellbeing of our tenants. Each tenant who have signed up to the project will receive live daily workout classes from Mon Actif via Zoom. These can be low or high intensity classes and are suited to each individual's needs and abilities.

We are also working in partnership with Mon Actif, Adult services and Age Gwynedd and Mon on the 60+ offer. This is a project working towards the Welsh Government's Healthy Weight Healthy Wales (HWHW) Action Plan 2020-2022. This is a national leisure offer for over 60s, which will encourage physical activity and healthy lifestyle choices. This is a targeted approach to reduce health inequalities and social isolation.

3.11 Consultations

Several reviews / surveys have been undertaken or are underway by Housing Services, including:

- Review undertaken with partners on the effectiveness of the Universal Credit hub, led by Housing Services
- Several pieces of engagement undertaken in regard to the new food waste initiative Bwyd Da Môn
- Housing Support Grant Commissioning Team undertook a survey to assess the effects of Covid-19 on their service users
- Housing Support Grant Commissioning Team undertook a survey to assess the effects of Covid-19 on delivery staff
- Housing Services have been involved in responding to surveys commissioned by Menter Môn to assess the effectiveness of their services in response to Covid-19, including the Neges project
- Housing Services (Homelessness, Policy and Commissioning Service) are leading on the Interim Housing Strategy Consultation 2020-21
- Over 2,600 welfare calls were undertaken to IoACC Council tenants to check on their wellbeing and inform them of community response services
- Area Teams volunteer survey, led by Medrwn Môn, in partnership with IoACC Housing Services
- Rural Enabler reviews to undertake local housing need assessments across the Island with the view to developing social and / or affordable housing for local people

4. Our Services

4.1 Housing Management Team

The Housing Management Team are a team of Housing Officers that deal with all aspects of the Tenancy Agreement working closely with Council tenants to ensure that the conditions of the tenancies are adhered to and that tenancies are successfully maintained.

Rent Officers and Rent Arrears Officers are responsible for the monitoring of the payments of rent and the recovery of rent arrears whilst the **Estate Management Officers** are responsible for enforcing and monitoring tenancy obligations, property inspections, signing up new tenants and tackling and dealing with anti-social behaviour.

Each Housing Officer has a dedicated area ensuring familiarity and consistency for every Council tenant. Low level complaints of Anti-Social Behaviour are dealt with by the Housing Management Officer for the particular area whilst more serious cases which are persistent in nature are dealt with by one of the two dedicated Anti-Social Behaviour Officers.

4.2 Income & Arrears overview

The impact of the global pandemic on the economy has had a detrimental impact locally on individuals and households income. Since lockdown in March 2020. There has been many periods of uncertainty, which has continually evolved throughout the pandemic. Many tenants and their households have seen a reduction in their income due to reduced employment opportunities, being furloughed, redundancies, sickness, self-isolating, caring obligations, not only impacting on financial matters and wellbeing too.

As a result, several government initiatives and support packages have been put in place and the Housing Management Team (Income) have been keeping up to speed to ensure that tenants are given the appropriate advice and fully supported.

The teams initial response to the pandemic was;

- a) Keeping tenants safe and secure in their home
- b) Helping tenants get the financial support they need and this message was relayed to our tenants who may be struggling to keep up with paying the rent.

Officers continued to work in partnership with third party agencies such as DWP, Job Centre Work Coaches, Benefit agencies, debt advisors in order to provide support and overcome the challenges of not being able to provide support face to face, offices being closed, travel restrictions and lack of digital and internet access for some tenants.

Officers have adapted rent recovery processes in line with new government legislation, the Coronavirus Act 2020, which came into force from 26th March 2020, ensures that tenants can be given longer notice periods for possession and are protected against eviction during period of increased restrictions and lockdown. Legal steps to recover rent arrears has reduced with **34** Notice of Seeking Possession served since the pandemic, prior to the pandemic **246** Notices were served.

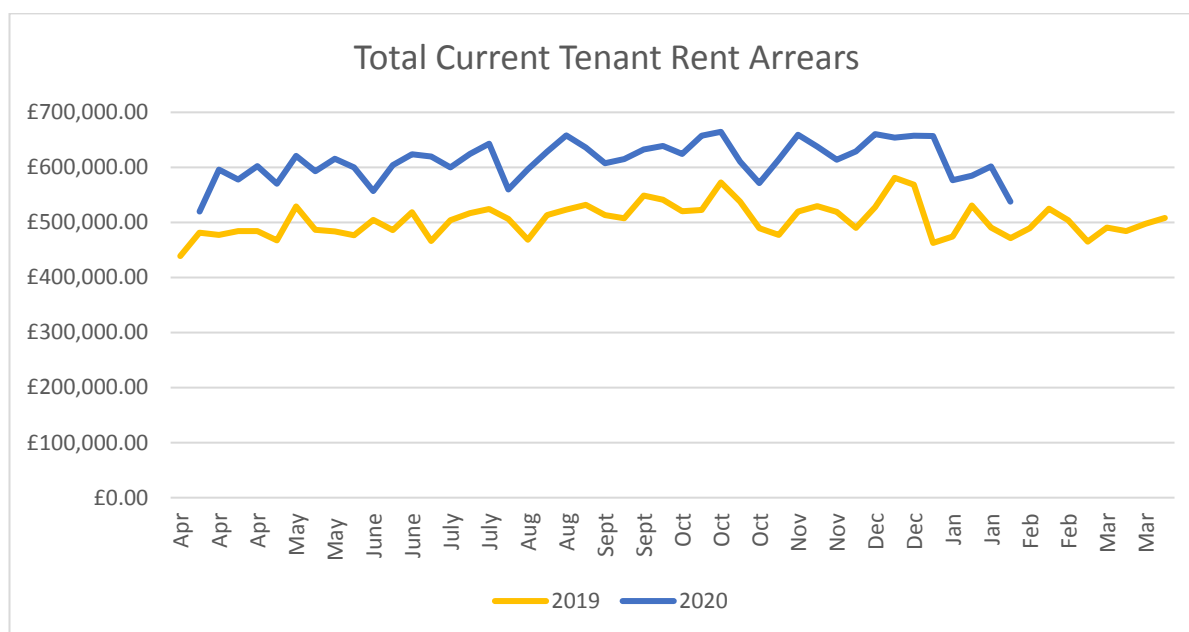
Since lockdown, no new possession cases have been issued and one eviction, which was a last resort after numerous attempts to provide support and no engagement.

Re-payment plans are considered as part of our service, accounting for the impact of the pandemic on individual's income and the challenges they may face. Officers will establish household financial circumstances, identify areas to maximise income through existing benefits, government COVID support, third party sector grants, and local initiatives such as foodbanks and energy efficiency schemes.

Where more specialist advice is required such as welfare benefit checks, help with claiming benefits or appeals on benefit decisions or more in depth budgeting and help with reducing expenditure and

debt then referrals are made to the welfare benefit team at the J E O' Toole centre, the Council's Financial Inclusion Team or Citizens Advice.

The impact of the pandemic on tenant's ability to pay has resulted in a significant increase in rent arrears, from the beginning of the first lockdown on 23/03/20 to 03/01/21 (end of quarter 3) the arrears had increased by £80,666. There was an increase in tenants falling into higher arrears with an increase of 27 households falling into arrears of over £2k. Whilst the rent arrears increase levels were increasing during the first 2 quarters they have levelled off and going into quarter 4, the total rent arrears has reduced overall.



The number of tenants moving onto Universal Credit has also increased by 275 since the start of the pandemic, which is a 51% increase from last year, with 34% moving to Universal Credit within the first 2 months of Covid-19. As universal credit is paid 5 weeks in arrears this has been a significant contributing factor towards the increase in arrears overall.

Our Former Tenant Arrears Officer was re-deployed at the beginning of the pandemic helping at the foodbank and delivering food parcels. During easing of restrictions focus re-commenced on minimising debt. The arrears have increased by £7878, with many tenants facing additional challenges following delays and difficulties in arranging removals and moving.



In May 2020, the Council purchased a new rent and income management system to assist in prioritising cases to prevent and minimise rent arrears, thus freeing up time for Officers to provide more advice and support.

The future in respect of income & arrears

We face many challenges in the future with many uncertainty over income, availability of government support packages, impact on the economy and employment and the Officers will continue to work closely with finance advisers, benefit departments, employment and skills agencies to ensure we are equipped to provide advice and support to our tenants through these difficult times.

4.3 Estate Management & Anti-Social Behaviour

Cases or potential cases likely to escalate, identified early on, provide an opportunity for positive early intervention and more often than not, allows for appropriate support to be provided, prior to the case reaching crisis point. Many issues or concerns may come to light via other avenues such as Social Services or Police involvement or increasingly via Domestic Abuse, Substance Misuse or Mental Health or support providers. Agencies work together to ensure that residents are safeguarded, supported and perpetrators of Anti-Social Behaviour are dealt with as quickly as possible.

Complaints are recorded and investigated in accordance with the Council's Anti-Social Behaviour Policy and Service Standards which were reviewed in 2019 by a group of Housing Officers and tenants, who meet quarterly to monitor the performance of the team. Providing the complainants with regular updates and support throughout the complaints process is key to maintaining a good relationship with the client and alleviating some of the stress and concerns that they may have.

4.4 Canolfan J.E. O'Toole Centre

The Welfare Rights Service is based at the J.E. O'Toole with a small long serving team consisting of 3 full time Advisers, one Admin Officer and the Team Leader.

The Centre supports; unemployed people, the sick and disabled, lone parents, pensioners, carers and those on low wages by providing advice and help to claim the right benefits. This includes tax credits and discretionary payments, maximising incomes, explaining how benefits are affected when circumstances occur, applying for grants, discretionary payments and reductions, helping clients to appeal incorrect benefit decisions and dealing with other benefit related problems.

Working as a critical service during the Covid Pandemic:

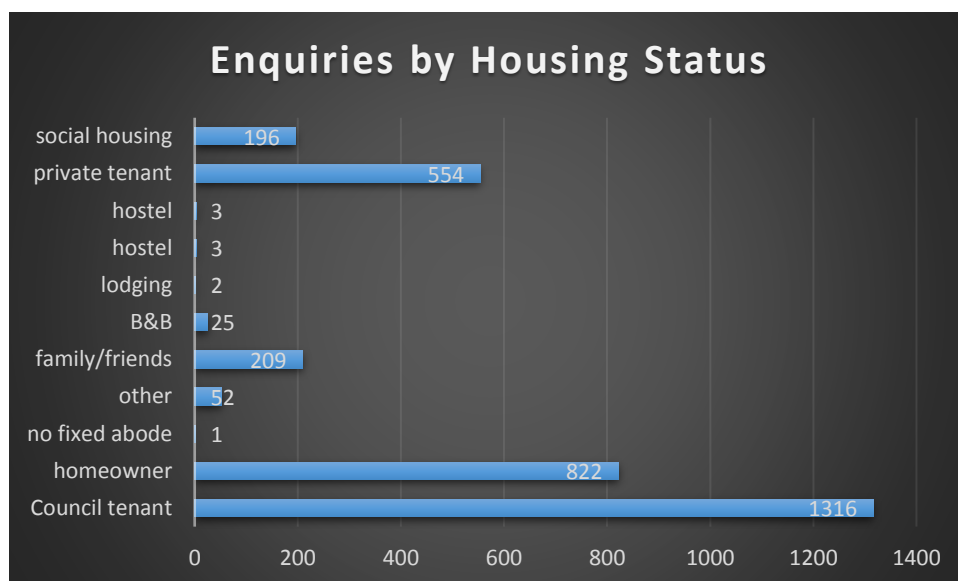
The Centre actively participated in Community Led assistance projects (Linc Môn) ensuring anyone we encountered on the Island having difficulties due to shielding or isolating would receive assistance with accessing food and shopping, medicines and prescriptions and other vital services through the schemes.

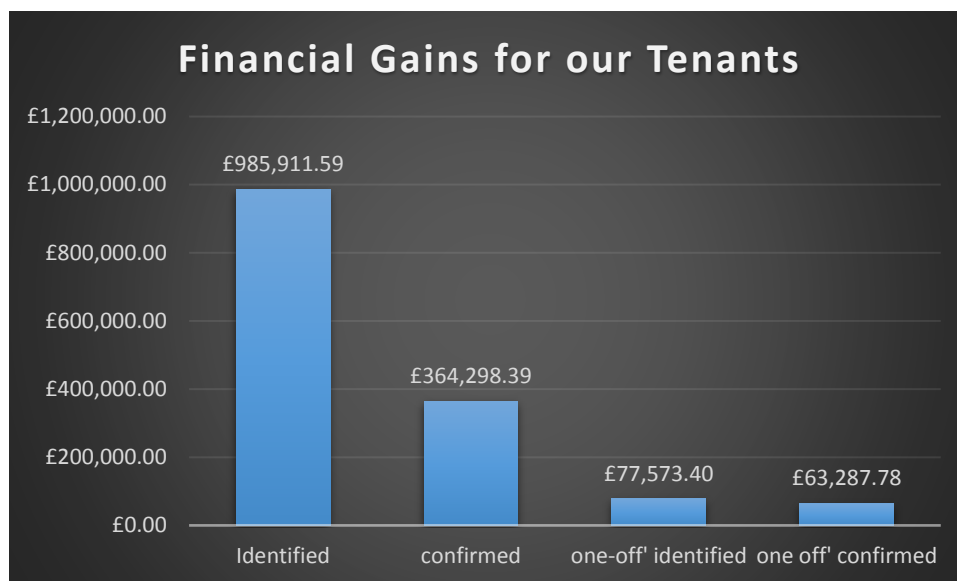
4.5 Welfare Rights User Statistics

User statistics are recorded by enquiry type – at one appointment our Advisers may deal with more than one benefit issue. In the financial year 2020/21 (to end of 3rd quarter) recorded:

- 3180 enquiries in total
- 922 enquiries regarding sickness or disability benefits
- 24 enquiries regarding blue badge applications
- 268 Housing Benefit/ housing costs under UC enquires

Although the largest number of enquiries by far came from Local Authority tenants, the Centre works on behalf of all Anglesey residents of all tenure types, assisting individuals to maximise incomes and remain in their homes hopefully reducing demand on the Housing Services.





Our statistics show that to end of 3rd quarter 2020/21

- **£985,911.59** of our total identified gains were for Local Authority tenants, along with
- **£77,573.40** identified 'one-off' payments.

In this same period:

- **53.5%** of housing benefit/housing costs under UC issues dealt with by our Advisers were on behalf of Local Authority Tenants, further demonstrating the benefit of joint working with Officers responsible for the maintenance of rent accounts.
- **£157,105.84** of our Total Identified Gains and **£10,572.97** identified 'one-off' payments were for Housing Benefit and UC Housing Cost element, further assisting to maintain tenancies and avoid rent arrears.

4.6 Preparing for the future

The changes brought about through Welfare Reform continue; for example, the gateway 'blocker' to UC of being on a Severe Disability Premium was removed in January this year meaning many people who were previously exempt from needing to migrate to UC will now have to make that change and will need advice and support. In 2020, benefit awards requiring a review were put on hold for an extended period however this hold has now ended and we are seeing an increased number of claimants requiring urgent assistance to complete their review forms. This is then followed by an influx of claimants who do not agree with the outcome of their review, meaning a higher than usual number of appointments to challenge these decisions, and ultimately an increase in Appeal Tribunal representation work. This is both intensive and extensive work requiring long appointments and Advisers being allowed adequate time to prepare and submit our written Schedules of Evidence to HMCTs in time for hearing dates.

The true extent of the knock-on effects of the Pandemic are unknown at the present time, we know that mental and physical health as well as finances will have been impacted, and we will need to prepare for the challenges this will bring as best we can.

4.7 Financial Inclusion

Tackling the effects of welfare reform remains to be a high priority on a corporate level and is shown in how we have prepared and invested in key areas to mitigate the impact of welfare reform.

We currently have three Financial Inclusion Officers working within Housing by providing financial support, budgeting advice and affordability advice to Council and private tenants to develop their financial capability. Their aim is to increase the ability of the tenants to successfully manage their money, minimise financial risk and provide access to affordable financial services to help them sustain their tenancy. Whilst working within the communities, the officers take the opportunity to raise awareness on the effects of Universal Credit.

The reduction in income in line with increased household costs caused by the pandemic, particularly households where there are children at home, as increased spending has predominantly been seen in areas of food and energy.

Majority of the work carried out by the team have been to deal with tenants in rent arrears. The officers have worked closely with tenants referred by our Housing Management Officer's (Rent Arrears) to complete DHP applications to clear or reduce arrears to prevent eviction proceedings escalating. In most cases applications have been successful and tenants are more willing to engage knowing that it is a last resort.

In recent months, the Financial Inclusion Team have noticed a significant increase in referrals from household who have never engaged with the FI team before in particular with council tax bill enquiries especially as the recovery process was on hold the first few months of the pandemic. The team are now working closely with the Council Tax recovery team to avoid any recovery actions being taken and support the clients to have a successful outcome.

4.8 Allocations and void turnaround

Common Housing Allocations Policy (CHAP)

The revised Common Housing Allocations Policy (CHAP) is operational since June 2020. Housing Services CRM, Orchard, has been fully re-configured and all applicants under the previous CHAP were contacted in order for Housing Services to re-assess their application based on new bandings and Parish connections. One of the main drivers for this change was to keep communities together. This was a significant review and was completed within 3 months between April to June 2020.

Pre-2020 CHAP, the number of housing applications averaged in the region of 280-300. Since the 2020 CHAP, it has increased to 410 active applications, which is positive.

Since April 2020, 213 housing allocations have been completed which includes 27 management moves in respect of homelessness move on. Of the 186 allocations this financial Year off the waiting list, 81 applicants / tenants have local parish connections of five or more Years to the community that the property has been allocated to them.

4.9 Supporting our statutory homelessness function



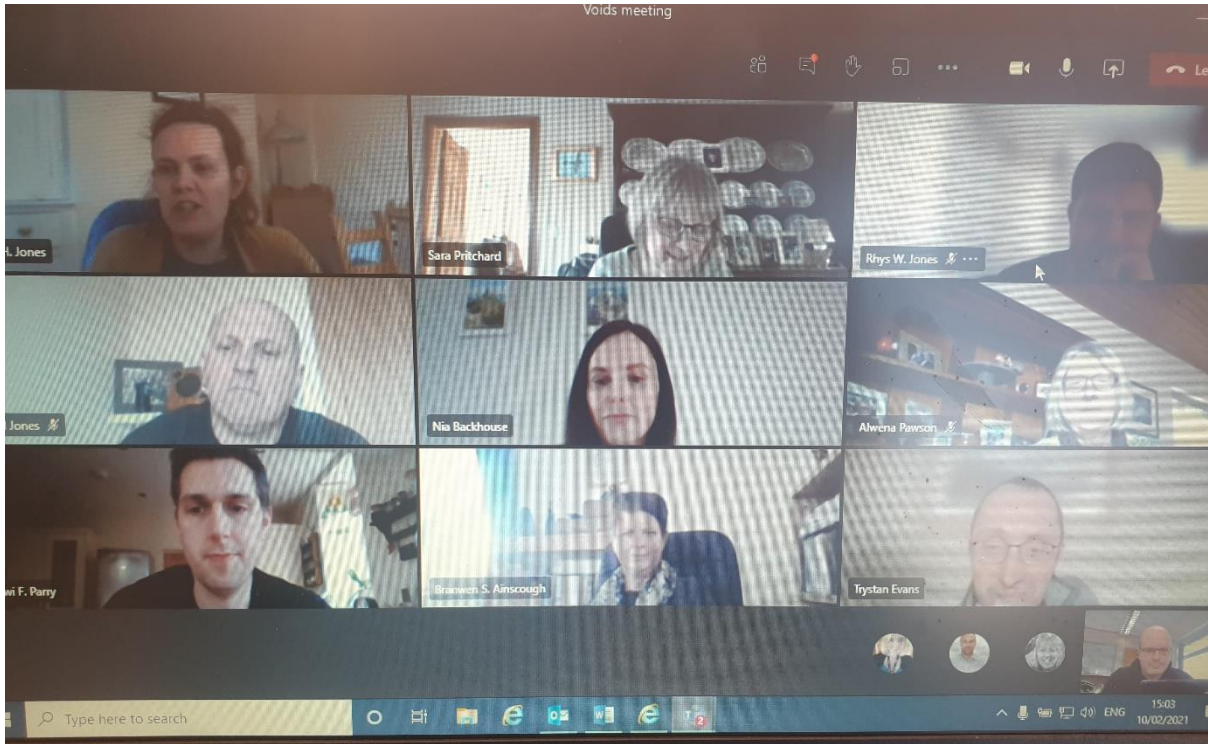
In order to meet increasing demand, temporary Bunkabins have been placed in Llangefni, which is managed daily through our Housing Support Service

In July 2020, the IoACC Executive approved a variation to the CHAP due to the significant increased levels of homeless presentations during the initial wave of Covid-19 whereby the number of people living in emergency accommodation reached highest recorded levels. Pre-Covid, the average number of people living in emergency accommodation on Anglesey was on average 13. At its peak during Covid-19, this reached 65 individuals. Due to the lack of private sector provision in order to move homeless people into, the Executive agreed that 50% of allocations would be allocated as per normal CHAP and the remaining 50% to those living in emergency accommodation. This has proved successful with several homeless Anglesey residents now living in permanent accommodation, with several of those receiving ongoing housing related support.

4.10 Void turnaround & allocation performance

Covid-19 has had an impact on our performance in respect of void turnover targets. This is largely due to the suspension of house moves 1st national lockdown. It is important to note, that during this period, Housing Services continued with minimal allocations in order to support those who were living in emergency accommodation, which in turn, supported the highest levels of homeless presentations the department has ever faced - due to the impacts of Covid-19 and the temporary abolishment of priority need.

Our Housing Solutions team have been working remotely since March 2020. Housing Maintenance Officers continued with void repairs, however with strict Covid-19 restrictions in place, thus resulting in higher number of days.



Our bi-weekly voids meeting

Due to Covid-19 restrictions, all new property sign ups are virtual. This is to maintain staff and incoming tenant safety. Whilst this practice continues, it does add to the void turnaround days due to relying on postal services and the tenant to return their tenancy to the Council offices before the keys can be handed over.

When a property becomes vacant, 72 hours is required to keep the property due to Covid-19 risk assessment.

Restrictions have refrained the Housing Maintenance Unit from being able to allow as many tradespeople into the property to undertake the works required. This challenge is still in place to allow the vacant property to be clear for 72 hours after the deep industrial clean prior to Maintenance officers entering the property.

Taking all of the above into account 2020 has been another successful year for the team. We continue to work remotely at present providing affordable homes to our citizens.

Voids Turnover – up to January 2021

	2018-2019	2019-2020	2020-present
Turnover in days	29.2	33.8	61.3
Turnover excluding DTLs in days	19.1	21.9	54.1

The turnover rate for properties that became vacant and allocated since 21 September 2020 is 35.1 days. The target set for this year is 36 and 26.

Number of properties allocated

2018-2019	2019-2020	2020-present
259	304	203

This table highlights the different types of applications on the waiting list compared to last year (Year on Year comparator)

Type of Application	Feb 2020	Feb 2021
Waiting List	174	251
Transfer	36	117
Homeless	75	47
Total	285	415

Number of buy back/new builds allocated

2020 has been a very exciting time for the Service concerning New Builds and Buy Back properties. The amount of 'New Homes' we have been able to add to our housing stock has been 3 times as many as the previous year.

2019-2020	2020-present
7	21 (plus 5 by management moves)

We look forward to adding more properties to our housing stock as each year goes by.

4.11 Housing Development

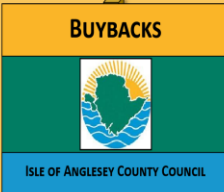
A provision of £9,088m has been included within the capital budget for the development of new council homes during the 2021/22 financial year.

During the year we will we expect to see the completion of 58 new council homes within 5 developments these being at Rhosybol, Llanfachraeth, Amlwch and two developments in Holyhead.

Additionally, we will acquire an additional 15 homes which will be the buyback of ex council properties sold through the Right to Buy.

The HRA are also looking at the development of the third extra care housing scheme on the island which will be a 40 unit scheme developed in the Aethwy area. It is expected that work will commence on this development during 2022/23.

BUYBACKS



ISLE OF ANGLESEY COUNTY COUNCIL


HOUSING DEVELOPMENT

9 Houses refurbished 2020-21;
Holyhead
Valley
Newbrough
Menai Bridge
Llangefni
Amlwch


8 Houses bought 2020-21;
Holyhead
Amlwch

2021-22 TARGETS;
At least 15 properties

2020/21



Grants secured 20/21 – Phase 2 Homeless (£830k) and IHP4 (£500k)



Llywodraeth Cymru
Welsh Government

We have also pushed the use of construction Technologies and Welsh Government 'MMC' construction methods


Newbuild houses completed:

- Vulcan Street, Holyhead – 6 units
- Fflatiau Gwynfa, Holyhead – 6 units
- Ty'n Coed, Moelfre – 3 units
- Tre Ifan, Holyhead – 6 units
- Wesley Terrace, Holyhead – 5 units

Newbuild projects started:

- Llaingoch, Holyhead – 26 units
- Llanfachraeth – 8 units
- Maes William Williams, Amlwch – 4 units

2021/22



Old problematic buildings brought back to use:

- Plas Alltran - 4 units
- Beaumaris Social Club - 6 units

Newbuild housing started:

- Pentraeth – 10 units
- Ysgol Niwbwrch – 14 units
- Beaumaris Social Club – 6 units
- Ysgol Parch. Thomas Ellis – 15 units

Completing new housing:

- Marquess, Rhosybol - 15 units
- Maes yr Ysgol, Holyhead - 4 units
- Ysgol Llaingoch - 26 units
- Maes William Williams - 4 Units



Vulcan Street, Holyhead



Tre Ifan innovative housing, Caergeiliog



Ty'n Coed, Moelfre

4.12 Accommodation Based Occupational Therapist (OT)



In 2020, Housing Services recruited for their first housing based Occupational Therapist.

The primary aims of this role is to advise and support Council tenants and incoming tenants concerning to health & wellbeing needs and adaptation requirements within various work streams internal to Housing Services.

5. Our Homes

5.1 Planned Maintenance Programme for 2021-22

The Planned Maintenance Programme for 2021/22 shown in the table below which is valued at £9.555 million (excluding new developments) earmarks the capital resources which have been incorporated in the Business Plan. 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 2021/22.

Scheme	2021/22 (£ '000)
<i>Internal WHQS Works & Asbestos</i>	1,750
<i>Commitments on current contracts & Traditional Planned Maintenance Programme</i>	4,725
<i>Fire Risk Management</i>	450
<i>Central Heating Works</i>	400
<i>Environmental Works</i>	880
<i>Energy Performance Work</i>	1,000
<i>Public Sector Adaptations</i>	350
<i>HMU Fleet renewal</i>	
	9,555

Financing:	2020/21 (£ '000)
<i>Major Repair Allowance</i>	2,660
<i>Revenue Contribution</i>	6,895
<i>IHG Grant</i>	
<i>Borrowing</i>	
	9,555

5.2 Fire Risk Management

To ensure continued compliance with the Regulatory Fire Reform Order 2005 we have allocated the sum of £450k towards upgrading and/or renewal of fire-fighting equipment and fire detection systems to comply with fire risk assessments. During 2020/21, our specialist contractor continued to undertake annual fire risk assessments, which have informed expenditure plans for 2021/22.

During 2020/21 in excess of 100 fire doors serving flats were successfully renewed. The specification allowed for 1 hour rated doors (FD60) as standard. During 2021/22 we propose to award a further contract to continue with this work.

Investment plans for 2021/22 also allows for the retrospective installation of fire suppression systems in 2 of our medium rise blocks in Llangefni and Menai Bridge. Successful completion of this proposal will ensure that our 4 medium rise tower blocks benefit from fire sprinkler protection systems.

5.3 Internal Investment Plan

The budget allocates the sum of £1.750m in order to tackle WHQS refusals, capital elements upgraded at change of tenancy and for the continued replacement of kitchens, bathrooms and re-wiring systems as they reach the end of their life cycles.

This work will have a positive effect on the number of acceptable fails reported to Welsh Government. In addition, the budget allocates funding towards the replacement of 100 kitchens which did not form part of the original core WHQS programme. These kitchens are now approaching the end of expected element 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.

5.4 Central Heating Works

During 2016/17 we commenced a boiler replacement programme to upgrade our older and increasingly unreliable heating boilers. The programme was suspended during 2020/21 due to coronavirus pandemic.

As part of the works a survey of the existing heating system will be undertaken and if new radiators are required, 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, of the correct size and are as efficient as possible for our tenants. Once completed, we will expect to see a reduction in the call our costs for our heating engineers.

For 2021/22, we have allocated a budget of £400k to continue with this programme and we will attempt to replace approximately 200 gas boilers. In addition, following a successful application to the Welsh Government's Optimised Retrofit Programme, we will install 45 hybrid Air Source Heat Pumps to complement existing LPG boilers. The success of this innovative development will be assessed to inform future investment plans and decarbonisation targets.

5.5 Traditional Programme External Planned Maintenance

The total budget allocated for traditional Planned Maintenance work is £4.725m which includes carried forward commitment on schemes which are currently on site. Housing Services confirms that 2 contracts awarded during the latter half of 2019/20 involving 120 properties were impacted by the coronavirus pandemic and subsequent enforced lockdown.

During 2021/22 we will continue to target improving the energy efficiency of our homes with particular focus on properties which are not connected to the mains gas network. A new

planned maintenance scheme is programmed to be procured and awarded for Maes Cynfor, Cemaes Bay during the first half of the next financial year.

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

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 going forward.

The Isle of Anglesey County Council's investment programmes are supported by Welsh Government's Major Repairs Allowance and contributes towards continued WHQS compliance.

5.6 Adaptation Work in the Public Sector

The proposed budget includes a sum of £350k for major adaptation works for the disabled. Typical examples of work include installing stair lifts, level access showers, ramps and extensions.

5.7 Energy Performance Work

In order to address acceptable fails in relation to energy performance we are targeting investment in renewable energy sources, namely Solar PV, in a significant number of our properties which do not have access to the mains gas network. On average, properties which are served by LPG heating systems and electric storage systems have the lowest SAP scores within our housing stock.

We continue to engage with the District Network Operator (DNO) for permission to install multiple Solar PV systems on a number of off grid estates. One scheme involving 40 properties was successfully tendered and awarded during Q4 2020/21.

We intend to continue with this programme during 2021/22 and £1.0m has been earmarked in the budget to target a further 200 installations which would contribute positively towards both energy efficiency and carbon reduction targets.

5.8 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."

In order to deliver environmental improvements, Housing Services will continue to fund the Environmental and Community Improvement Fund whereby tenants are invited to submit applications for funding towards community improvements of their choice.

A total of £750k is allocated towards environmental improvements in 2021/22. A significant proportion of this budget will be utilised to continue with the programmed demolition of garages which are no longer viable to maintain. This programme will deliver environmental improvements in connection with parking, improving safety and generally improving the

visual appearance of specific areas. In addition, the budget will be utilised for targeted estate improvements and upgrading treatment plants owned and operated by Housing Services.

5.9 WHQS Compliance and the Investment Strategy

We are satisfied that all properties, wherever it is practically possible, meet WHQS standards apart from those that are refused or those who meet the acceptable fail criteria. The improvement work of properties previously rejected will be done automatically at the beginning of a new tenancy. We can only consider noting an acceptable fail if the cost of the work to rectify is impractical from an economic perspective.

The following table (which does not include any new developments or bought back properties) confirms our current situation as regard updating core elements:

Element	Numbers included in the original scoping review	Total completed during the WHQS Plan (October 2008 – December 2012)	Completed at change of tenant stage (January 2013- January 2021)	Tenant refused (acceptable fail)	Total properties not noted for renovation work.
Kitchen	3073	3123	391	138	119
Total bathrooms / level entry showers	2271	3071	366	89	245
Re-wiring	1543	2728	387	86	570

5.10 Overview of Capital Work Planned 2020-21

The investment programmes of Anglesey County Council are supported by the Major Repairs Allowance of Welsh Government and will contribute towards the improvements of the WHQS (Welsh Housing Quality Standards). During 2020-21 the total Major Repairs Allowance was £2.67 million and this will ensure that there will be a capital programme to sustain the standard of homes.

See below and overview of the 2020-21 plans

Aberffraw and Rhosneigr

Re-roofing work, fitting a rendering and external insulation rendering system as well as new external windows and doors and environmental work which include new concrete paths, fences and boundary walls. In addition to this traditional work, there was a plan to fit Solar PV panels. Also, we supplied and fitted DDA disability access to each bungalow.

The programme includes 53 properties in the below estates:

- Min y Môr, Aberffraw
- Awel y Môr, Rhosneigr
- Trem y Môr, Rhosneigr



Min y Môr, Aberffraw



Awel y Môr, Rhosneigr



5.11 Integrated Care Fund work completed at Cae Gwyn, Holyhead

Internal and external renovation work to the Cae Gwyn day centre in Holyhead. The requirements will internal renovation work, change windows where necessary as well as environmental work includes paths, fencing and boundary walls.



5.12 Housing Maintenance Unit Fleet Vehicles

The Housing Maintenance Unit continue to deliver a high quality repairs, maintenance and cyclical works service to our customers.

In order to maintain the first time fix appointment suitable vehicles need to be regularly maintained and replaced on a 7-year cycle.

During 2021, 8 vehicles need to be purchased and during 2022, 21 vehicles require replacement.

The vehicles carry multi skilling tools and a stock of materials to ensure that the first time fix is achieved.



5.13 Effects of Covid 19 on the Housing Maintenance Unit

During the pandemic the HMU have maintained carrying out essential repairs, maintained an out of hours service, works on void properties and central heating servicing. All other works have been assessed and carried out if deemed necessary and safe to do so under Covid restrictions.

During quarter 1 and 2 of 2019 17,363 works orders were completed and during the same period of 2020 10,961 works orders were completed taking into consideration the Covid restrictions is still a significant amount of work.

During the height of the pandemic 18 operatives were working on a 7 day rota to assist the Covid response.

The response included delivery of PPE to partnering organisations, doctor's surgeries and delivering food bank parcels. In partnership with Dylan's restaurant fresh food and cooked meals are being delivered to the homeless and those who again have been effected by the pandemic whether financially or unable to leave their homes due to shielding.

All the above work has continued throughout having our own challenges such as staff shielding, staff anxiety, shortage of heating engineers, supply chain issues and ensuring our operatives and contractors have the correct PPE and cleaning materials to carry out their work safely within a Covid 19 / shielding effected property.



Housing Maintenance Officers working in partnership with the Neges project in delivering integral food supplies to vulnerable households and residents living in emergency accommodation during the first lockdown

5.14 Mobile Working

The worked linked to the modernisation programme, *Mobile Working* has continued to develop and a significant training programme will be available for all officers from the Maintenance Service as well as the Customer Care team from the beginning of March 2021.

We foresee that the Accu Mobile system will become live in the Spring of 2021. The introduction of this new modern system will allow us to arrange maintenance work in a dynamic way and will lead to better services, production and efficiency.

6 Our Staff

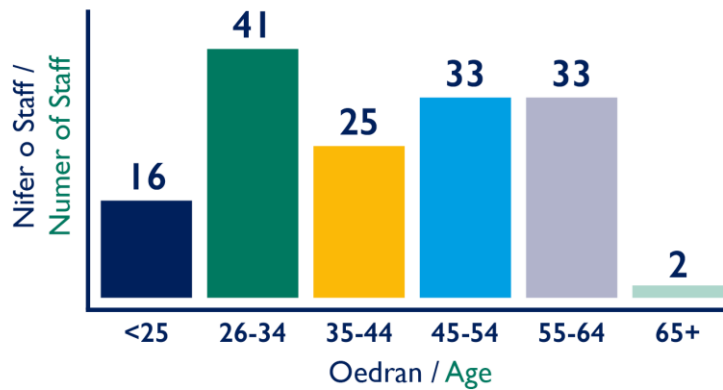
6.1 Housing Services Profile



PROFFIL STAFF ADRAN TAI HOUSING SERVICES PROFILE



Proffil oed / Age profile



We are proud to recognise that our workforce, their skills, knowledge and understanding are our most valuable resource. We want to ensure that the tenants of Anglesey receive the best quality service provided by a competent, skilled and professional workforce. Support, training and development of the workforce are fundamental to service innovation and improvement and help make Anglesey a great place to work and live.

Our Workforce Strategy is in place to describe and action the workforce's needs & how our workforce is equipped to deliver future demands.

Recruitment and retention are key components of a stable workforce. Having a stable workforce allows for tenant and customer continuity. Ensuring the workforce is continuously refreshed and provided with training opportunities will continue to develop the department and its' offer.

Each year, as part of this business plan, the department will forward plan apprenticeships and traineeships available within Housing Services, ensuring we link in with Government initiatives that are available to develop and improve the skills of Anglesey's younger population.

The Housing Maintenance Service has continued to provide quality responsive maintenance as well as a servicing programme for our customers. We are proud that we have succeeded to add to our apprenticeship programme with Chelsea Hagan recently starting with us as an apprentice Painter and Decorator.

The main challenges within the department concerning recruitment is as follows:

- Gas and Plumbing Engineer recruitment
- Housing Support Officers with Welsh language skills
- Welfare Rights Officers with Welsh Language skills

It is important that the workforce is stable and that staff feel valued and want to remain working for Housing Services. Staff turnover for this financial Year (2020-21) to date is 6%, compared with the corporate average of 9%. We are proud of this success in retaining and developing staff.

We will continually work to develop a confident, capable and qualified workforce who deliver high quality, strengths-based services, when and where needed, who meet registration and regulation requirements.

Over the last two years, we have invested significantly in workforce development ranging from short training sessions to industry recognised qualifications, below is a summary of our achievements to date;

- Eight officers have either completed or are in progress with Chartered Institute of Housing qualifications
- Three officers are developing their Financial Inclusion and Debt skills through Level 3 qualifications

- One officer is undertaking an MSc in Project Management
- Three officers are undertaking Technical Apprenticeships in Joinery, Electrical and Plumbing

Staff wellbeing continues to be a priority and each officer has undertaken a Covid-19 work place risk assessment with their Line Manager to ensure their health & safety remains a priority within our operations. Additionally, staff have access to the Corporate Medra Counselling Service.

6.2 Safeguarding



Housing Services actively promote essential corporate training, which includes safeguarding. This financial Year, HR have been able to adapt training sessions to be delivered online which has resulted in an increased level of staff being able to attend.

In November 2020, several Housing Officers attended a County Lines training session, delivered as part of the National Safeguarding Week.

Other areas of achievements in improving our level of understanding of Safeguarding includes:

- Two officers within IoACC Housing Services have successfully completed the Domestic Violence train the trainer training
- Safeguarding is a standing agenda item in all team meetings
- Staff are aware of the departments' Lead Safeguarding Officers
- The profile of safeguarding is raised through training, team meetings, supervisions, case study examples
- Several Housing officers attended a Child Practice Review (previously known as Serious Case Reviews) training session, delivered by Y Bont and reflecting on lessons' learnt with a severe neglect / near death case in Wrexham
- The new staff induction pack is underway and will be finalised by the end of this financial Year. Safeguarding training is covered as part of new staff induction and existing staff ongoing development

7 Performance Indicators

Performance indicators are reviewed on a quarterly basis through the Isle of Anglesey County Council Scrutiny process.

As mentioned above, we cannot underestimate the impacts of Covid-19 on some of our performance indicators, which are reflected below.

Indicators	2019-20	2020-21		2020/21 Target	Performance
	Result	Quarter 1	Quarter 3		
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	2.41% (£437,890.81)	3.32% (£619,583.78)	3.14% (£578,715.78)	3.15%	□
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	1.43% (£259,129.62)	1.40% (£261,019.51)	1.45% (£267,007.38)	1.50%	□
Proportion of tenants with more than nine weeks arrears	4.66%	5.84%	5.67%	6.00%	□
Average Arrears	£364.52	£358.52	£444.93	£300.00	□
Average arrears of tenancies when ended	£508.21	£584.81	£614.25	£550.00	↓
The average number of calendar days taken to let lettable units of permanent accommodation during the financial	33.8	67.2	62.1	35	□
The average number of calendar days taken to let lettable units of permanent accommodation during the financial (excluding DTL's)	21.9	64.7	54.4	26	□
Number of re-lets accepted on first offer	70.43%	64.0%	76.24%	80%	□
% of Routine repairs completed within timescale	93.63%	99.05%	97.93%	95%	□
% completed in one visit	93.25%	98.80%	97.56%	92%	□

Average time taken to complete non-urgent responsive repairs (Calendar Days)	16.05	5.27	7.99	18	□
The average number of calendar days taken to deliver a Disabled Facilities Grant	159.88	148.80	162.0	170	□

8 HRA Financial Plan

Underlying Financial Assumptions

Financial assumptions for the Business Plan are based on the following information

- Inflation is calculated using the Government's target rate of 2% per annum.
- It is assumed that expenditure on maintenance and new construction will increase by 1% above the inflation target each year.
- It is anticipated that rental income will increase by 1% above inflation per annum from 2021/22 .
- The provision for bad debts is forecast to be 1.5% in 2021/22 (when Universal Credit is expected to be fully rolled out), reducing by 0.1% every 2 years until the level returns to the 0.6% level attained prior to the introduction of Universal Credit.
- Losses due to voids are expected to be 1.5% per annum.
- The capital plan is based on the Stock Condition Survey, with component replacements being carried out as per schedule of component life cycles. There will be a new stock survey undertaken during 2021/22.
- It is assumed that the development programme of new build and acquisitions of former council houses will continue. In 2021/22 45 units are expected to be developed 30 new build and 15 acquisitions with the same number of 45 units each year thereafter. There will be an additional 40 unit extra care housing scheme being developed at a cost of £8m completing in 2023/24.
- Other than the capital grants awarded during 2021/22 is assumed that the HRA will fully fund the development programme for the duration of plan.
- The interest rate on credit balances is assumed to be 0.03% per annum. New borrowing is assumed to be over 50 years at an interest rate of 2.76%.
- It is assumed that debts will not be re-paid early
- Other income includes feed in tariff income (National Grid), commission from selling insurance, sewerage charges and recoverable repairs.

Treasury Management Policy

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

Revenue Budgets

	2021/22	2022/23	2023/24	2024/25	2025/26
	£'000	£'000	£'000	£'000	£'000
Management Costs	3,409	3,478	3,548	3,618	3,690
Repairs and Maintenance	4,576	4,768	4,992	5,226	5,443
Other Costs	750				
Capital Financing Costs	1,774	2,738	3,022	3,094	3,444
Contribution to Capital Programme	15,983	11,242	9,849	10,290	11,046
Total Expenditure	26,492	22,226	21,411	22,228	23,623
Net Rental Income	18,876	19,667	20,614	21,579	22,937
Other Income	638	652	667	682	699
AHG Grant	116	116	116	116	116
Total Income	19,630	20,435	21,397	22,377	23,752
Revenue Surplus/(Deficit)	(6,862)	(1,791)	(14)	149	129
Balance Brought Forward	9,562	2,700	909	895	1,045
Balance Carried Forward	2,700	909	895	1,045	1,174

Capital Budget

	2021/22	2022/23	2023/24	2024/25	2025/26
	£'000	£'000	£'000	£'000	£'000
WHQS Improvements & Maintenance	9,555	7,712	10,490	10,805	11,129
New Build	9,088	13,280	11,519	7,745	7,977
Regeneration / Remodelling of existing stock	-	-	-	-	-
Other Expenditure	-	510	-	-	-
Total Capital Expenditure	18,643	21,502	22,009	18,550	19,106
Capital Funding					
Major Repairs Allowance	2,660	2,660	2,660	2,660	2,660
Borrowing	-	7,600	9,500	5,600	5,400
Capital Expenditure funded by HRA	15,983	11,242	9,849	10,290	11,046
IHG Grant	-	-	-	-	-
Total Capital Funding	18,643	21,502	22,009	18,550	19,106

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