

Public Document Pack



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mr Dylan Williams
Prif Weithredwr – Chief Executive

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RHYBUDD O GYFARFOD	NOTICE OF MEETING
PWYLLGOR GWAITH	THE EXECUTIVE
DYDD MAWRTH 27 MEDI 2022 10.00 o'r gloch	TUESDAY 27 SEPTEMBER 2022 10.00 am
CYFARFOD HYBRID – YN SIAMBR Y CYNGOR AC YN RHITHWIR	HYBRID MEETING – VIRTUAL, AND IN THE COUNCIL CHAMBER
Swyddog Pwyllgor	Ann Holmes 01248 752518 Committee Officer

AELODAU/MEMBERS

Plaid Cymru/The Party of Wales

Carwyn E Jones, Llinos Medi, Alun W Mummery, Gary Pritchard, Alun Roberts, Nicola Roberts, Robin Wyn Williams

Y Grŵp Annibynnol/The Independent Group

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 HIS APPOINTED OFFICER

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

3 MINUTES (Pages 1 - 10)

To submit for confirmation, the draft minutes of the meeting of the Executive held on 19 July 2022.

4 THE EXECUTIVE'S FORWARD WORK PROGRAMME (Pages 11 - 22)

To submit a report by the Deputy Chief Executive (and Interim Head of Democratic Services).

5 ASSISTANT EXECUTIVE MEMBERS (Pages 23 - 28)

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

6 ANNUAL LETTER FROM THE PUBLIC SERVICES OMBUDSMAN FOR WALES 2021/2022 (Pages 29 - 42)

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

7 SCORECARD MONITORING REPORT - QUARTER 1, 2022/23 (Pages 43 - 56)

To submit a report by the Head of Profession, HR and Transformation.

8 REVENUE BUDGET MONITORING - QUARTER 1, 2022/23 (Pages 57 - 76)

To submit a report by the Director of Function (Resources)/Section 151 Officer.

9 CAPITAL BUDGET MONITORING - QUARTER 1, 2022/23 (Pages 77 - 88)

To submit a report by the Director of Function (Resources)/Section 151 Officer.

10 HOUSING REVENUE ACCOUNT BUDGET MONITORING - QUARTER 1, 2022/23 (Pages 89 - 98)

To submit a report by the Director of Function (Resources)/Section 151 Officer.

11 MEDIUM TERM FINANCIAL PLAN 2023/24 TO 2024/25 (Pages 99 - 116)

To submit a report by the Director of Function (Resources)/Section 151 Officer.

12 REGIONAL AND LOCAL MARKET STABILITY (Pages 117 - 376)

To submit a report by the Director of Social Services.

13 PROGRESS REPORT: SOCIAL SERVICE IMPROVEMENT (Pages 377 - 386)

To submit a report by the Director of Social Services.

14 EXCLUSION OF PRESS AND PUBLIC (Pages 387 - 388)

To consider adopting the following –

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

15 ESTABLISHMENT OF A NEW PLANNING POLICY TEAM FOR THE ANGLESEY PLANNING AUTHORITY AREA (Pages 389 - 398)

To submit a report by the Head of Regulation and Economic Development.

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THE EXECUTIVE

Minutes of the hybrid meeting held on 19 July, 2022

- PRESENT:** Councillor Llinos Medi (Chair)
Councillor Carwyn Jones (Vice-Chair)
- Councillors Alun Mummery, Gary Pritchard, Alun Roberts, Nicola Roberts, Dafydd Rhys Thomas, Ieuan Williams, Robin Williams
- IN ATTENDANCE:** Chief Executive
Deputy Chief Executive/Interim Head of Democratic Services
Director of Function (Resources)/Section 151 Officer
Director of Function (Council Business)/Monitoring Officer
Director of Social Services
Head of Regulation and Economic Development
Head of Adults' Services
Policy Officer (RWJ)
Committee Officer (ATH)
- APOLOGIES:** None
- ALSO PRESENT:** Councillors Geraint Bebb, Pip O' Neill, Derek Owen, Dylan Rees, Dafydd Roberts, Ken Taylor, Liz Wood, Arfon Wyn
-

1. DECLARATION OF INTEREST

No declaration of interest was received.

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

None to report.

3. MINUTES

The minutes of the previous meeting of the Executive held on 28 June, 2022 were presented for confirmation.

It was resolved that the minutes of the previous meeting of the Executive held on 28 June, 2022 be confirmed as correct. (Councillor Nicola Roberts abstained from voting because she was not present at the meeting)

4. THE EXECUTIVE'S FORWARD WORK PROGRAMME

The report of the Interim Head of Democratic Services incorporating the Executive's Forward Work Programme for the period August, 2022 to March, 2023 was presented for consideration and the following changes were noted –

- New Items

- Item 2 - Appointment of Assistants to the Executive for the Executive's 27 September meeting.
 - Item 13 - Peboc Site for the Executive's 25 October, 2022 meeting
 - Item 14 – Area of Outstanding Natural Beauty Management Plan for the Executive's 25 October, 2022 meeting
 - Item 21- Destination Management Plan for the Executive's 29 November, 2022 meeting
 - Item 31- Corporate Scorecard Q3 2022/23 for the Executive's 21 March, 2023 meeting
 - Item 32 – Social Services Improvement Programme Progress Report for the Executive's 21 March, 2023 meeting.
- Change to a previously reported item

The Policy Officer highlighted that it was reported to the Executive's previous meeting in June that the Leader would be making a delegated decision on whether to continue to work collectively or to merge with the Gwynedd Public Services Board. She advised that having reviewed the documentation it has become clear that although there was a legal requirement that the arrangement be reviewed following the Local Government Election, the stipulation was that the two Boards should meet to come to a determination separately. The two Boards have since met and have decided to continue to collaborate meaning that a delegated decision by the Leader regarding future arrangements is not necessary as there has been no change to the current position.

In response to a question about the inclusion on the Work Programme for the Executive's September, 2022 meeting of an item on Disabled Facilities Grant expenditure, the Chief Executive confirmed that the Housing Service had made the request and said that while he had no objection in principle to its being included he wished to discuss the matter further with the Head of Housing Services to ensure that the Service is in a position to report to the September meeting in view of the August recess.

It was agreed that the timing of the item on the Work Programme be left to the judgement of the Chief Executive in discussion with the Head of Housing Services.

It was resolved to confirm the Executive's updated Forward Work Programme for the period from August, 2022 to March, 2022 as presented.

5. DRAFT FINAL ACCOUNTS AND USE OF RESERVES AND BALANCES

The report of the Director of Function (Resources)/Section 151 Officer incorporating the draft Comprehensive Income and Expenditure Statement for 2021/22 and the draft Balance Sheet as at 31 March, 2022 was presented for the Executive's consideration. The report also provided more detailed information on the Council's general balances and earmarked reserves including the proposed use of reserves and balances in 2022/23 and subsequent years.

Councillor Robin Williams, Portfolio Member for Finance, Corporate Business and Customer Experience in presenting the report said that it sets out the draft main financial statements for the 2021/22 financial year and provides a summary of the Council's general balances and earmarked reserves. In accordance with the regulations, the draft financial statements were signed by the Council's Responsible Financial Officer on 17 June, 2022 well within the 31 August, 2022 requirement for the signing of the draft accounts (the accounts timetable having again been extended for 2021/22 in recognition that the pandemic may still have an impact on local authority staff resources) and the audit of the accounts has commenced. It is

planned that the audit will be completed over the summer with the final audited accounts being approved by the 30 November, 2022 extended deadline.

Based on the draft accounts which may be subject to change once the audit and final accounts have been completed, the Council's General Fund Balance as at 31 March, 2022 was £12.050m which equates to 8.2% of the net revenue budget for 2021/22. The Executive has set the minimum level of the General Fund Balance at 5% of the net revenue budget which would equate to £7.4m meaning that the General Fund Balance exceeds the minimum value by £4.650m. The Executive has approved £500k of the general reserve to be spent on highway improvements and £261k will be transferred to service reserves in line with the service reserve policy approved in 2019/20. The draft general reserve after these commitments is £11.289m

Councillor Robin Williams cautioned that the Council will not be sitting on its reserves; the Council's budgets are likely to come under increasing pressure in the current year as the cost of living crisis affecting the nation similarly impacts the Council in rising service, fuel and material costs driven in part by the high rate of inflation. Addressing this as well as other challenges such as increased demand could mean the Council having to draw on its reserves which is why they are held in the first place – to provide contingency to meet financial challenges of this kind and ensure the Council's financial position remains sound. Councillor Robin Williams referred to the journey which the Council has been on financially over the past four years from when Audit Wales expressed concern about the level of its reserves to the far more robust position it finds itself in presently putting it in a good place to meet those challenges.

The Director of Function (Resources)/Section 151 Officer highlighted that the draft Statement of the Accounts for 2021/22 is available on the Council's website and that the accounts are currently being audited meaning the figures therein could change. He clarified that the Comprehensive Income and Expenditure Statement at Appendix 2 shows the cost of providing services in the year on an accounting rather than funding basis and does not provide a fair reflection of the Council's financial position. A number of adjustments have therefore to be made to the accounts in order to show the amount that is funded by Council Tax. The report sets out the purpose and use of the reserves held by the Council and confirms the Council's improved position compared to a few years ago with the draft General Reserve after commitments, now standing at £11.2m which is significantly above the Council's minimum set balance of £7.9m. The Council is therefore in a strong position to deal with the financial challenges it is likely to face this year and beyond. The Section 151 Officer said that he was satisfied with the Council's financial position including its level of reserves.

It was resolved –

- **To note the draft unaudited main financial statements for 2021/22 (Full draft Statement of the Accounts 2021/22 is published on <https://www.anglesey.gov.wales/documents/Docs-en/Finance/Statement-of-Accounts/2021-2022/Draft-statement-of-accounts-2021-2022.pdf>)**
- **To note the position of general balances of £12.050m and to approve the creation of the new earmarked reserves noted in Table 4 of the report which amount to £9.371m.**
- **To note Appendix 4 and to approve the balance of £23.181m of total earmarked reserves for 2021/22 (£14.079m in 2020/21). This is £9.102m higher than 2020/21 and is made up of £9.371m of new reserves as recommended above and £0.269m change to existing reserves (though this is made up of near compensating increases and decreases to existing reserves).**
- **To note the school balances position of £7.827m.**

- To note the HRA balance of £12.333m
- To approve the increase in the Service Reserves by £0.261m to £1.625m in accordance with the Service Reserves Policy agreed in 2019/20 as per Appendix 1, Table 3 of the report.

6. RESIDENTIAL AND NURSING HOME FEES 2022/23

The report of the Director of Function (Resources)/Section 151 Officer and the Head of Adults' Services setting out proposed revised fees for residential and nursing homes for 2022/23 was presented for the Executive's consideration.

Councillor Alun Roberts, Portfolio Member for Adults' Services presented the report and said that since the fees for residential and nursing homes were originally set in March, 2022 the market and economic situation have changed making it necessary to revisit the current fee structure for 2022/23. The Council has received representation from individual care homes and from the sector generally that the fee level set in March, 2022 would not be sufficient to meet the true cost of care especially as inflation has since increased significantly particularly in respect of energy and food costs. The report refers to the factors considered in reassessing the fees for 2022/23 and confirms that the proposed option as set out in Table 2 recognises the increased costs faced by providers and maintains the link with the regional toolkit as the method of calculating the fees whilst also reflecting inflationary pressures and the vulnerability of the sector particularly in respect of EMI care.

The Head of Adults' Services said that the sustainability of the care home sector is an important consideration for the Council. It is therefore hoped that the revised fees will sustain provision and encourage more specialist provision which will contribute towards the Council's aim of protecting and securing placements on Anglesey for Anglesey residents.

It was resolved –

- To approve the increase in fees for residential and nursing care as set out below:

Category	2022/23 Original Fee	2022/23 Proposed Fee	Increase from Original 2022/23 Fee
Residential	£636.80	£643.78	£6.98
Residential EMI	£707.17	£772.29	£65.12
Nursing	£703.79*	£752.26*	£48.47
Nursing EMI	£800.88*	£896.19*	£95.31

(*do not include the health contribution towards nursing care which is currently £179.97)

- That the change in fee becomes effective from the week commencing 17 July, 2022 to allow time to notify clients and homes of the change and to ensure the change fits in with the invoicing pattern.

7. FUTURE OF THE JOINT PLANNING POLICY UNIT (ANGLESEY AND GWYNEDD)

The report of the of the Head of Regulation and Economic Development with regard to the future of the Anglesey and Gwynedd Joint Planning Policy Unit was presented for the Executive's consideration.

Councillor Nicola Roberts, Portfolio Member for Planning, Public Protection and Climate Change presented the report which set out the intention to end the current collaboration arrangement with Gwynedd Council for the provision of the Joint Planning Policy Unit in March, 2023. Councillor Nicola Roberts reported that ending the collaboration agreement means that a new Planning Policy Service and Team for Anglesey will have to be created. The current joint working arrangement has been successful leading to the creation of Wales's first Joint Local Development Plan for the Anglesey and Gwynedd local planning authority areas. Councillor Nicola Roberts confirmed that the same report would also be presented for approval to today's meeting of Gwynedd Council's Cabinet.

The Head of Regulation and Economic Development said that the Joint Planning Policy Unit (JPPU) was established by Anglesey and Gwynedd Councils on 1 May, 2011 and, following a review in 2017, the arrangement was renewed until 31 July 2022 with both Councils' agreement. As the collaboration agreement expires at the end of this month there have been high level discussions between Officers of the two authorities about the future of the JPPU. A joint conclusion has been reached that it be recommended to Anglesey's Executive and the Cabinet for Gwynedd Council that the current joint working agreement be wound down. The planning context nationally, regionally and locally has changed considerably since 2011 as have the aspirations, priorities and needs of the two authorities. Also, the establishment of the regional Corporate Joint Committee which is statutorily required to prepare a Strategic Development Plan for North Wales adds a new layer of planning policy that did not exist when the JPPU was created in 2011. It is recommended that the joint working agreement be extended until 31 March, 2023 in order to ensure an orderly disengagement and that the Executive agrees in principle to establish a new Planning Policy Team for Anglesey. The Planning Service is considering a staffing structure and recruitment process, resource requirements and a work programme with it being the intention that a further report on cost implications be brought to the Executive in due course. It should also be noted that it is a requirement that the Joint Local Development Plan should continue to be monitored until 2026.

Councillor Robin Williams, Portfolio Member for Finance commenting as a member of the Joint Planning Policy Committee said that while it had been a pleasure to serve on the Joint-Committee recent meetings had shown the two councils to have diverging views in terms of future planning policy direction, needs and operational arrangements.

The Chair proposed with regard to recommendation 5 of the report that the Planning Portfolio Member be also consulted in relation to agreeing collaboration arrangements with Gwynedd Council with regard to the ongoing statutory monitoring of the Joint Local Development Plan.

It was resolved –

- **That the current joint-working arrangement for the provision of the Joint Planning Policy Unit be extended up to 31 March, 2023.**
- **That the joint-working agreement and therefore the Joint Planning Policy Unit and the Joint Planning Policy Committee come to an end on 31 March, 2023 and that there is agreement in principle for a new Planning Policy Team to be created for the Anglesey planning authority area.**
- **That the new Planning Policy Service prepare a new Local Development Plan for the Anglesey planning authority area.**
- **That arrangements for supporting and decision making on the process of preparing a new Local Development Plan and relevant planning policy issues are presented for the Anglesey planning authority area.**

- **That authority be delegated to the Head of Regulation and Economic Development Service to agree on collaboration arrangements with Gwynedd, in consultation with the Chief Executive and Portfolio Holder, to ensure that the Council continues to meet the statutory requirement (and any related work) which is required for monitoring the Joint Local Development Plan.**

8. UK GOVERNMENT SHARED PROSPERITY FUND

The report of the Head of Regulation and Economic Development seeking the Executive's approval to further develop the Shared Prosperity Fund programme within Anglesey, and regionally was presented for consideration.

Councillor Carwyn Jones, Portfolio Member for Economic Development, Leisure and Tourism provided background information and context to the Shared Prosperity Fund which has been launched by the UK Government as a domestically funded replacement to the European funding programmes. The Shared Prosperity Fund will deliver £2.5b of investment until March, 2025 across the UK with the aim being to build pride in place and increase life chances. The UK Government has set three investment priorities under the themes of Community and Place; Supporting Local Business and People and Skills. The programme is to be managed by local government across the UK with funding being allocated to local government via formula rather than by competition. An Investment Plan setting out the approach to delivering the programme is expected in order to release the funding and this will need to be received by UK Government by 1 August, 2022. Local Government in Wales has been asked to collaborate to produce one Investment Plan for each region and to nominate a single Lead Body to submit the Plan and act as accountable body. It is currently proposed that Gwynedd Council be asked to act as North Wales regional lead authority for the programme. Local Government is also expected in developing the programme, to engage with stakeholders including from the third sector and business community. Anglesey's core financial allocation for the period to March, 2025 is £13.304m with a further £2.77m allocated to the Multiply programme which is a UK Government initiative to boost adult numeracy.

Councillor Carwyn Jones outlined the progress to date in terms of consulting with stakeholders and developing the Investment Plan for submission by 1 August, 2022 and confirmed that structures have been established regionally to lead this process, workshops and meetings have been held regionally to engage stakeholders, and locally the Council has also engaged with external partners and has undertaken an open process to request the submission of initial high-level ideas and projects. It is proposed that the Council concentrates its resources into a smaller number of priorities in order to maximise impact; these should be informed by the Regional Economic Framework, the Council Plan and Well-being Plan and the outcome of the engagement events with stakeholders. The Council will work with regional and local partners to ensure the Investment Plan is submitted to UK Government by the 1 August deadline.

The Head of Regulation and Economic Development advised that all six North Wales local authorities are being presented with a similar report on the Shared Prosperity Fund. The Regional Investment Plan has to be developed and submitted by 1 August and the report seeks the Executive's support to develop Anglesey's priorities locally within the programme. A further report on project specifics will be presented to the Executive in due course.

It was resolved –

- **To approve the further development of the Shared Prosperity Fund programme within Anglesey, and regionally through Officer input in line with the principles set out in the report.**
- **To delegate authority to the Head of Regulation and Economic Development Service and the Portfolio Holder to develop and submit Anglesey's priorities for inclusion in the Regional Investment Plan (RIP) to enable the programme to be drawn down.**
- **To support the proposal to ask Gwynedd Council to act as the lead body to submit the Regional Investment Plan to UK Government and to lead subsequent programme delivery.**
- **To delegate authority to the Portfolio Holders for Economic Development and Finance, in consultation with the Leadership Team to approve the Council's SPF spending priorities for 2022/23.**

9. CORPORATE SELF-ASSESSMENT 2022

The report of the Head of Profession (HR) and Transformation incorporating the Corporate Self-Assessment 2021/2022 was presented for the Executive's consideration.

Councillor Robin Williams, Portfolio Member for Finance, Corporate Business and Customer Satisfaction presented the report, saying that the Local Government and Elections (Wales) Act requires each council in Wales to keep its performance under review, that is the extent to which it is exercising its functions effectively; it is using its resources economically, efficiently and effectively and its governance is effective for securing the first two matters. Each council is expected to undertake this duty through self-assessment and must publish a report on the outcome of the self-assessment. In keeping with this requirement the Council's first self-assessment for 2021/22 has been prepared. The report reflects the output of the corporate planning and performance management framework and provides an evidential basis of how the Council has performed using its available resources whilst managing and mitigating associated risks during a challenging and uncertain period for local government in its response to the pandemic.

Councillor Robin Williams said that each of the Council's nine services was asked to complete a self-evaluation scoring their performance on identified areas deemed important as "Excellent", "Good", "Adequate" or "Unsatisfactory." To complement the evaluation of performance each of the Services were also asked to highlight where they believed the service to be in terms of the prospects for improvement into the future using the same criteria. Together the evaluation of performance in addition to the realisation of prospects for improvements provide a current and accurate picture of where services see themselves and provides part of the evidence for the corporate self-assessment. The Council has been continuously improving and maturing its evolution of the performance management framework throughout the last nine years. The self-assessment by way of a Position Statement summarises the conclusion of that work for 2021/22 and finds that the Council's Performance management; its overall use of resources and its risk management are "Good" and the narrative provides the rationale and reasoning for this conclusion. The self-assessment has also identified areas where performance might be improved and these are highlighted under each individual section and are brought together in a programme of improvement at the end of the report which also shows the source of assurance for each area of improvement.

The Chief Executive said that the report as well as providing assurance about the Council's performance should be seen as a source of pride. The Self-assessment has been informed by service performance reviews; performance reports; the Annual Governance Statement, external reviews; staff survey and stakeholder engagement which are all ongoing processes

within the Council's working life which support continuous improvement. He agreed that there is always room for further improvement and aspects of performance that can be bettered are highlighted and set out within the self-assessment. Resources and resource management are closely linked to performance and these are likely to prove challenging over the next year; risk management is an integral part of the Council's processes and decision-making. The Chief Executive said he would like to thank the Council's Transformation team both for the report and for managing the performance processes that underpin the report as these involve a significant amount of work.

The Executive collectively acknowledged the work involved in producing the report and also the day to day work that forms its basis. The Executive recognised that self-assessment is a continuous process of seeking to improve while making the best of the resources available. This being so, Councillor Ieuan Williams proposed that for assurance purposes the Executive be provided with quarterly update reports on progress against the areas identified for improvement.

It was resolved –

- **To accept the Assessment and associated programme of improvement as a draft document which recognises and communicates the current position in the County Council.**
- **To invite the Governance and Audit Committee for further comments at its meeting on 26 July, 2022, and**
- **To invite the Governance and Audit Committee to present the Assessment to the County Council on 13 September, 2022.**
- **That the Executive be provided with quarterly update reports on progress against the identified areas for improvement.**

10. EXCLUSION OF THE PRESS AND PUBLIC

It was considered and was resolved Under Section 100 (A) (4) of the Local Government Act 1972, to exclude the press and public from the meeting during the discussion on the following item on the grounds that it involved the disclosure of exempt information as defined in Paragraph 14 of Schedule 12A of the said Act and in the Public Interest Test presented.

11. DEVELOPMENT TO INCREASE THE CAPACITY OF YSGOL Y GRAIG BY BUILDING A NEW FOUNDATION PHASE BLOCK WITH A CHILDCARE UNIT ON THE EXTENDED SCHOOL SITE

The report of the Deputy Chief Executive was presented for the Executive's consideration.

Councillor Ieuan Williams, Portfolio Member for Education and the Welsh Language presented the report which sought the Executive's approval to increase the Council's investment towards extending Ysgol y Graig by building a new Foundation Phase block. This was as a result of increased costs within the construction industry due to a number of factors outside the control of the Council and the developer.

The report further sought the Executive's agreement to fund a share of the cost of building a childcare unit on the site of the extended Ysgol y Graig; this was as a result of confirmation being received that the Council's application for 100% grant funding from Welsh Government's Welsh Medium Capital grant had not been prioritised at this time, the grant being significantly oversubscribed. As the childcare unit on the site of Ysgol y Graig is part of the new Foundation Phase building if it is to be included as part of the development it will

need to be built at the same time as the rest of the Foundation Phase Unit – building it later would be inefficient and create disruption for pupils and staff at Ysgol y Graig as well as the local community.

The report set out how the Council has responded to these challenges to date including by going out to re-tender for the work. A new price was received from the preferred developer on 23 June, 2022 which includes the childcare unit; the price stands until 28 July, 2022. Also included in the report is an analysis of how the costs have changed as well as the benefits of having an onsite child care unit.

The Director of Function (Resources)/Section 151 Officer advised that Council Officers have submitted a “Request for Change” to seek an additional grant contribution from the Welsh Government through the Sustainable Learning Communities programme towards the additional construction costs for the school and towards the costs of the childcare unit. If successful, the Welsh Government will fund up to 65% of these costs. The Council will need to commit to funding the remaining 35% costs (The Welsh Medium Capital Grant Programme which had a 100% intervention rate being now fully committed). This additional commitment on the part of the Council will entail a higher annual cost through the Minimum Revenue Provision; the increased costs of the project also means that the remainder of the Isle of Anglesey County Council’s Band B funding envelope is reduced. The Section 151 Officer further advised that notwithstanding the changed circumstances, the opportunity remains one that is too good to miss both from an educational and a financial perspective.

The Chair proposed that the Portfolio Members for Education, Finance and Children and Young People be consulted with regard to determining the best option for running the childcare unit whether that be directly by the Council or by commissioning an external partner.

It was resolved –

- **To increase the Council’s investment towards the extension of Ysgol y Graig in line with the recommendation of the report.**
- **To fund 35% of the cost of building a care unit on the Ysgol y Graig site with capacity for 50 children as recommended within the report. This would be conditional on Welsh Government committing to funding the remaining 65%.**
- **To delegate responsibility to the Director of Education, Skills and Young People and to the Director of Function (Resources)/Section 151 Officer to decide in consultation with the Portfolio Holders for Education, Finance and Children and Young People, whether the Council wants to run or commission the childcare unit, depending on which option provides the best value for money.**
- **With the prior agreement of the Council Chair, to exclude the right of the Scrutiny Committee to call in this decision. Delaying the decision to allow a call-in period by the Scrutiny Committee would be detrimental to the Council/public interest as it is necessary to appoint a contractor by 27 July, 2022 to ensure that the tender price stands.**

**Councillor Llinos Medi
Chair**

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Isle of Anglesey County Council	
Report to:	The Executive
Date:	27 September 2022
Subject:	The Executive's Forward Work Programme
Portfolio Holder(s):	Cllr Llinos Medi
Head of Service / Director:	Director of Function – Council Business / Monitoring Officer
Report Author:	Rhys H Hughes Deputy Chief Executive / Interim Head of Democratic Services
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 October 2022 – May 2023;</p> <p>identify any matters for specific input and consultation with the Council's Scrutiny Committees;</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).
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	Not relevant

F - Appendices:

The Executive's Forward Work Programme: October 2022 – May 2023

The Executive's Forward Work Programme

Period: October 2022 – May 2023

Updated 16 September 2022



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.

Page 14 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: October 2022 – May 2023

Updated 16 September 2022

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)
October 2022						
1	Complex Disabled Facilities Grant Application	Portfolio Holders for Housing and Children's Services	Housing Ned Michael Head of Housing Services Cllr Alun Wyn Mummery Cllr Gary Pritchard		Delegated decision October 2022	
2	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business Rhys H Hughes Deputy Chief Executive (and Interim Head of Democratic Services) Cllr Llinos Medi		The Executive 25 October 2022	
3	Annual Performance Report 2021/22	Forms part of the Council's Policy Framework – a collective decision is required to make a recommendation to the full Council.	Corporate Transformation Carys Edwards Head of Profession – HR and Transformation Cllr Robin Williams		The Executive 25 October 2022	Full Council 27 October 2022
4	Estyn Inspection on the Council's Education provision – Post-inspection Action Plan		Learning Marc Berw Hughes Director of Education, Skills and Young People Cllr Ieuan Williams	Education Scrutiny Panel 22 September 2022; Partnership and Regeneration Scrutiny Cttee 18 October 2022	The Executive 25 October 2022	

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The Executive's Forward Work Programme

Period: October 2022 – May 2023

Updated 16 September 2022

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
5	Peboc Site	Regulation and Economic Development	Christian Branch Head of Regulation and Economic Development Cllr Carwyn Jones		The Executive 25 October 2022	
6	Area of Outstanding Natural Beauty Management Plan (AONB)	Regulation and Economic Development	Christian Branch Head of Regulation and Economic Development Cllr Carwyn Jones		The Executive 25 October 2022	Full Council 27 October 2022
November 2022						
7	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Rhys H Hughes Deputy Chief Executive (and Interim Head of Democratic Services) Cllr Llinos Medi		The Executive 29 November 2022	
8	Corporate Scorecard – Quarter 2, 2022/23 (S) Quarterly performance monitoring report.	Corporate Transformation	Carys Edwards Head of Profession – HR and Transformation Cllr Robin Williams	Corporate Scrutiny Committee 22 November 2022	The Executive 29 November 2022	

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The Executive's Forward Work Programme

Period: October 2022 – May 2023

Updated 16 September 2022

	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)
9	Revenue Budget Monitoring Report – Quarter 2, 2022/23 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams	Finance Scrutiny Panel 26 October 2022	The Executive 29 November 2022	
10	Capital Budget Monitoring Report – Quarter 2, 2022/23 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams	Finance Scrutiny Panel 26 October 2022	The Executive 29 November 2022	
11	Housing Revenue Account Budget Monitoring Report – Quarter 2, 2022/23 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams	Finance Scrutiny Panel 26 October 2022	The Executive 29 November 2022	
12	Council Tax Base 2023/24 To determine the tax base for 2023/24.		Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams	Finance Scrutiny Panel 26 October 2022	The Executive 29 November 2022	

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The Executive's Forward Work Programme

Period: October 2022 – May 2023

Updated 16 September 2022

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)
13	Destination Management Plan	Regulation and Economic Development	Christian Branch Head of Regulation and Economic Development Cllr Carwyn Jones		The Executive 29 November 2022	
December 2022						
14	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Rhys H Hughes Deputy Chief Executive (and Interim Head of Democratic Services) Cllr Llinos Medi		The Executive 13 December 2022	
January 2023						
15	2023/24 Budget (S) To finalise the Executive's initial draft budget proposals for consultation.	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams	Finance Scrutiny Panel - Date to be confirmed Corporate Scrutiny Committee - Date to be confirmed	The Executive Date to be confirmed, subject to Welsh Government timescale.	
16	The Executive's Forward Work Programme (S) Approval of monthly update.	Council Business	Rhys H Hughes Deputy Chief Executive (and Interim Head of Democratic Services) Cllr Llinos Medi		The Executive 24 January 2023	

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The Executive's Forward Work Programme

Period: October 2022 – May 2023

Updated 16 September 2022

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)	
17	Council Plan 2023-2028	Forms part of the Council's Policy Framework – a collective decision is required to make a recommendation to the full Council.	Corporate Transformation	Carys Edwards Head of Profession – HR and Transformation Cllr Robin Williams	Corporate Scrutiny Committee 19 January 2023	The Executive 24 January 2023	Full Council (Date to be confirmed)
February 2023							
18	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Rhys H Hughes Deputy Chief Executive (and Interim Head of Democratic Services) Cllr Llinos Medi		The Executive 14 February 2023	
19	Revenue Budget Monitoring Report – Quarter 3, 2022/23 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams	Finance Scrutiny Panel 12 January 2023	The Executive 14 February 2023	
20	Capital Budget Monitoring Report – Quarter 3, 2022/23 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams	Finance Scrutiny Panel 12 January 2023	The Executive 14 February 2023	

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The Executive's Forward Work Programme

Period: October 2022 – May 2023

Updated 16 September 2022

	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)
21	Housing Revenue Account Budget Monitoring Report – Quarter 3, 2022/23 (S) Quarterly financial monitoring report.	This is a matter for the full Executive as it provides assurance of current financial position across the Council.	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams	Finance Scrutiny Panel 12 January 2023	The Executive 14 February 2023	
22	Anglesey Further Education Trust Annual Report and Accounts 2021/22		Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams Cllr Ieuan Williams		The Executive 14 February 2023	
23	HRA Housing Rents and Housing Service Charges 2023/24		Housing	Ned Michael Head of Housing Services Cllr Alun Mummery	Finance Scrutiny Panel	The Executive 14 February 2023	
24	Medium Term Financial Strategy and Budget 2023/24 (S) Adoption of final proposals for recommendation to the County Council.	This is a matter for the Executive as it falls within the Council's Budget Framework.	Resources	Marc Jones Director of Function – Resources / Section 151 Officer Cllr Robin Williams	Finance Scrutiny Panel Corporate Scrutiny Committee	The Executive Date to be confirmed, subject to Welsh Government timescale	Full Council

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The Executive's Forward Work Programme

Period: October 2022 – May 2023

Updated 16 September 2022

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)
March 2023						
25	Annual Equality Report 2021/22	Equality and Diversity Portfolio Holder	Council Business	Lynn Ball Director of Function – Council Business / Monitoring Officer Cllr Llinos Medi	Partnership and Regeneration Scrutiny Committee 15 March 2023	Delegated Decision March 2023
26	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Rhys H Hughes Deputy Chief Executive (and Interim Head of Democratic Services) Cllr Llinos Medi		The Executive 21 March 2023
27	Corporate Scorecard – Quarter 3, 2022/23 (S) Quarterly performance monitoring report.	This is a matter for the full Executive as it provides assurance of current performance across the Council.	Corporate Transformation	Carys Edwards Head of Profession – HR and Transformation Cllr Robin Williams	Corporate Scrutiny Committee 14 March 2023	The Executive 21 March 2023
28	Social Services Improvement Programme Progress Report		Social Services	Fôn Roberts Director of Social Services Cllr Gary Pritchard Cllr Alun Roberts	Social Services Scrutiny Panel / Corporate Scrutiny Cttee 14 March 2023	The Executive 21 March 2023

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The Executive's Forward Work Programme

Period: October 2022 – May 2023

Updated 16 September 2022

Subject & *category and what decision is sought	Decision by which Portfolio Holder or, if a collective decision, why	Lead Service	Responsible Officer/ Lead Member & contact for representation	Pre-decision / Scrutiny (if applicable)	Date to Executive or, if delegated, date of publication	Date to Full Council (if applicable)
April 2023						
29	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Rhys H Hughes Deputy Chief Executive (and Interim Head of Democratic Services) Cllr Llinos Medi		The Executive 25 April 2023
May 2023						
30	The Executive's Forward Work Programme (S) Approval of monthly update.	The approval of the full Executive is sought to strengthen forward planning and accountability.	Council Business	Rhys H Hughes Deputy Chief Executive (and Interim Head of Democratic Services) Cllr Llinos Medi		The Executive May 2023

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Isle of Anglesey County Council	
Report to:	The Executive / The Council
Date:	27th September 2022 / 29th September 2022
Subject:	Assistant Executive Members
Portfolio Holder(s):	The Leader
Head of Service / Director:	Lynn Ball Director of Function (Council Business) / Monitoring Officer 01248 752586 lynnball@ynysmon.llyw.cymru
Report Author:	Lynn Ball Director of Function (Council Business) / Monitoring Officer
Tel:	01248 752586
E-mail:	lynnball@ynysmon.llyw.cymru
Local Members:	No direct impact on any specific ward

A –Recommendation/s and reason/s

A.1 The Executive

To submit any views to Council in relation to the proposals in paragraph **A.2** below

A.2 The Council

1. To authorise the appointment of no more than three assistant executive members, at any one time;
2. That any assistant executive member shall not be remunerated and that any application for remuneration (which would have to made to the Independent Remuneration Panel for Wales) shall first be authorised by full Council;
3. Aside from remuneration, all other terms and conditions shall be decided by the Leader, to include:
 - the number of assistant executive members appointed within the overall cap set by Council
 - any appointments process for such individuals
 - the individuals to be appointed
 - term of office
 - responsibilities and duties of the roles

Key Considerations

Section 57 of the Local Government and Elections (Wales) Act 2021 ('the Act') introduced provisions enabling the appointment of elected members to be assistants to the Executive (assistants).

A –Recommendation/s and reason/s

The Constitution has been amended to reflect Section 57 of the Act; but the operation of Section 57 can only be implemented by a decision of the full Council.

The Welsh Government's stated aim is to support diversity by enabling members who might not be in a position to take up a full time executive role, because of personal or other circumstances, to have the opportunity to learn and develop. Additionally, it would enable a broader range of members to acquire executive experience and assist with future succession planning.

Whilst assistants are not members of the Executive, they can attend and speak at meetings of the Executive but they cannot vote.

These posts will not attract a senior salary unless a successful application is made to the Independent Remuneration Panel for Wales. The Panel has stated;

"The Panel will decide on a case-by-case basis the appropriate senior salary, if any, for assistants to the executive."

Note: If a senior salary payment were to be made to an assistant, having first obtained the approval of the IRPW, such a payment would count towards the overall cap permitted for the Council; which is 17 (being the statutory maximum of no more than 50 per cent of the Council's membership).

If the Council agrees to the principle of appointing assistants, the Constitution must include provision as to the maximum number of assistants who may be appointed, although other details regarding tenure, roles and responsibilities etc will be the responsibility of the Leader.

The Act provides that neither the Chair nor the Vice-Chair of the Council may be appointed as assistants.

Assistants are not members of the Executive, but are to be treated as if they are members of the Executive for the purpose of the allocation of seats on scrutiny committees. In other words, neither members of the Executive, nor assistants, may be members of either scrutiny committee. This may have implications for membership of the scrutiny committees.

However, recently released draft guidance from the Welsh Government suggests that the number of co-opted members on scrutiny committees may be increased, up to a maximum of a third of the committee's membership. What is proposed is a power and not a duty and it will be a matter for Council to decide on whether or not to co-opt members of the public to the scrutiny committees.

Likewise, the committees which are able to include no more than one member of the Executive; namely the Governance and Audit Committee, the Democratic Services Committee and the Standards Committee, may only have a member of the Executive, or an assistant, but not both.

A –Recommendation/s and reason/s

It is not intended that an assistant be permanently dedicated to support a specified portfolio holder but, instead, is intended to assist the Executive as a whole and would be appointed, removed and line managed by the Leader, who would also allocate responsibilities and duties.

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

The options are to approve the principle of appointing assistants, or to reject the principle of appointing assistants. This report allows for the Council to choose either of the two options.

C – Why is this a decision for the Executive?

This is a decision for full Council. The Constitution requires that the Executive be given an opportunity to submit its views to Council before Council decides on whether to change the Constitution.

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

The purpose of the report is for Council to decide on the policy to be approved

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

Yes

Dd – Assessing the potential impact (if relevant):

1	How does this decision impact on our long term needs as an Island?	<ul style="list-style-type: none">• Ensures that the Council is acting lawfully in its decision making• Provides an opportunity to give a broader range of experience to more elected members• Facilitates political succession planning
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	No
3	Have we been working collaboratively with other organisations to come to this	No

Dd – Assessing the potential impact (if relevant):		
	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.	No. The provisions are statutory
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	The proposal may have a positive impact insofar as it contributes towards the Welsh Government's stated aim of supporting diversity by enabling members who might not be in a position to take up a full time executive role, because of personal or other circumstances, to have the opportunity to learn and develop.
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	Not relevant
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.	The proposal may have a positive impact insofar as assistant executive members may have greater opportunity to practice their Welsh when engaging with the Executive which is currently made up of Welsh speakers. Thus creating a new opportunity to use Welsh that would not otherwise be available were it not for the creation of the role.

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	Considered the draft report on 5 September 2022. Supportive of the proposal
2	Finance / Section 151 (mandatory)	The Section 151 Officer is part of the Strategic Leadership Team and was present at the meeting on 5 September 2022
3	Legal / Monitoring Officer (mandatory)	Author of the report
4	Human Resources (HR)	Not relevant
5	Property	Not relevant
6	Information Technology (IT)	Not relevant
7	Procurement	Not relevant
8	Scrutiny	Not subject to pre-decision scrutiny as the Executive will be asked to express a

E – Who did you consult?		What did they say?
		view, if any, but the decision will be for full Council
9	Local Members	Of equal consequence to all local members who will form part of the ultimate decision making body, being the full Council. To be discussed by Group Leaders on 15 September 2022

F - Appendices:

Ff - Background papers (please contact the author of the Report for any further information):
The Local Government and Elections (Wales) Act 2021 and the relevant Statutory Instruments / guidance produced thereunder

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ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive / The Governance & Audit Committee
Date:	27 September 2022/ 28 September 2022
Subject:	Annual Letter from the Public Services Ombudsman for Wales 2021/2022
Portfolio Holder(s):	Councillor Robin Williams
Head of Service / Director:	Lynn Ball, Director of Function (Council Business) / Monitoring Officer
Report Author: Tel: E-mail:	Corporate Information and Complaints Officer 01248 752588 bjxcs@ynysmon.gov.uk
Local Members:	Relevant to all Members

A –Recommendation/s and reason/s

1. Recommendations

The Committee and the Executive to:-

- note and accept the Annual Letter from the Public Services Ombudsman for Wales (PSOW) 2021/22.
- to note any feedback to be shared with the PSOW;
to authorise the Director of Function (Council Business) / Monitoring Officer to write to the PSOW to confirm that the Committee and the Executive have given formal consideration to her Annual Letter and to provide reassurance that the Council will continue to monitor complaints, and thereby provide members with the information required to scrutinise the Council's performance.

2. Background

Since 2006 the PSOW has published an annual report on the work undertaken by his/her office over the previous 12 months.

The PSOW's recently published Annual Report for 2021/22 is to be found at:-

<https://www.ombudsman.wales/annual-report-accounts/>

The PSOW also publishes a separate annual summary of performance for each council; called the annual letter.

The Annual Letter 2021/22, for the Isle of Anglesey County Council (IOACC), is attached as **Appendix 1**.

In her letter, the PSOW requests the following:-

- *“Present my Annual Letter to the Cabinet and to the Governance & Audit Committee to assist members in their scrutiny of the Council’s performance and share any feedback from the Cabinet and the Governance & Audit Committee with my office”*

This report satisfies the above request and, in addition, is published to all Members and to the public.

- *“Continue to engage with our Complaints Standards work, accessing training for your staff, fully implementing the model policy, and providing complaints data”*

Complaints Standards Agency (CSA) training sessions were completed at the end of 2020 and the model policy is fully implemented. The Council provides quarterly complaints data in accordance with the timescale set by the CSA.

- *“Inform me of the outcome of the Council’s considerations and proposed actions on the above matters by 30 September 2022”*

This will be completed following the meetings of this Committee and the Executive.

3. The Annual Letter

The Letter largely relates to service complaints but also includes a section on complaints made under the Code of Conduct for members.

The Headline Messages:-

- 29 complaints were lodged with the PSOW, against IOACC; up from 18 complaints during 2020/2021. It was concluded that 26 did not require an investigation by the PSOW’s office
- 3 of the complaints lodged were dealt with by way of early resolution
- 1 Code of Conduct complaint was made against a member of the Council but this was not investigated
- 4 complaints were lodged against town or community councils; 1 was not investigated and no evidence of breach was found in the remaining 3 cases
- Previous annual letters ranked each Council but this is no longer the case. The performance for IOACC is to be found in the tables provided in the Annual Letter.

4. Additional information.

In addition to the Annual Letter, information on concerns, complaints and compliments are published monthly on the Council's website at <https://www.anglesey.gov.uk/en/Get-involved/Official-complaints/Council-complaints-statistics.aspx>

Quarterly reports are also provided to the Strategic Leadership Team

The Governance & Audit Committee receive an annual report on complaints, in September of each year. The report for 2021/22 has/will be reported to the Committee on 21st September 2022.

<http://democracy.anglesey.gov.uk/ieListDocuments.aspx?CId=125&MId=3729&Ver=4&LLL=0>

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

There were no alternative options

C – Why is this a decision for the Executive?

This is a matter for both the Executive and the Governance and Audit Committee; at the request of the PSOW

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

Not relevant

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

Not relevant

E – Impact on our Future Generations(if relevant)

1	How does this decision impact on our long term needs as an Island	The purpose of the Corporate Complaints Policy is to learn lessons when things go wrong and making changes to service delivery as required and where possible.
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:	The facts presented contribute to building better services for the future
4	Have Anglesey citizens played a part in drafting this way forward? Please explain how:-	
5	Outline what impact does this decision have on the Equalities agenda and the Welsh language	Welsh Language complaints are dealt with separately and reported in the Welsh Language Standards Report 2021-22

DD – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	No observations
2	Finance / Section 151 (mandatory)	As part of the Strategic Leadership Team
3	Legal / Monitoring Officer (mandatory)	Author of the report
4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	N/A
9	Local Members	This report is published to all elected members


F - Appendices:

Copy of the Annual Letter 2021/22


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

None

Ask for: Communications

 01656 641150

Date: August 2022

 communications@ombudsman.wales

Cllr. Llinos Medi
Isle of Anglesey County Council
By Email only: llinosmedihuws@anglesey.gov.uk

Annual Letter 2021/22

Dear Councillor Medi

I am pleased to provide you with the Annual letter (2021/22) for Isle of Anglesey County Council which deals with complaints relating to maladministration and service failure, complaints relating to alleged breaches of the Code of Conduct for Councillors and the actions being taken to improve public services

This is my first annual letter since taking up the role of Public Services Ombudsman in April 2022, and I appreciate that the effects of the pandemic are still being felt by all public bodies in Wales. Our office has not been immune from this, with records numbers of cases being referred to us over the last two years. The strong working relationships between my Office and local authorities continues to deliver improvements in how we are dealing with complaints and ensuring that, when things go wrong, we are learning from that and building stronger public services.

Complaints relating to Maladministration & Service Failure

Last year the number of complaints referred to us regarding Local Authorities increased by 47% (compared to 20/21 figures) and are now well above pre-pandemic levels. It is likely that complaints to my office, and public services in general, were suppressed during the pandemic, and we are now starting to see the expected 'rebound' effect.

During this period, we intervened in (upheld, settled or resolved at an early stage) a similar proportion of complaints about public bodies, 18%, when compared with recent years. Intervention rates (where we have investigated complaints) for Local Authorities also remained at a similar level – 14% compared to 13% in recent years.

Page 1 of 9

Complaints relating to the Code of Conduct for Councillors

We also received a high number of Code of Conduct complaints last year, relating to both Principal Councils and Town and Community Councils. A record number (20) were referred to either the Adjudication Panel for Wales or local standards committees, due to evidence of a breach of the Code.

Supporting improvement of public services

In addition to managing record levels of complaints, we also continued our work using our proactive powers in the Public Services Ombudsman (Wales) Act 2019. Specifically undertaking our first Own Initiative Investigation and continuing our work on the Complaints Standards Authority.

October 2021 saw the publication of the first own initiative investigation in Wales: [Homelessness Reviewed](#). The investigation featured three Local Authorities and sought to scrutinise the way Homelessness assessments were conducted. The report made specific recommendations to the investigated authorities, as well as suggestions to all other Local Authorities in Wales and Welsh Government. Some of these recommendations will bring about immediate change – updating factsheets and letter and assessment templates to ensure that key equality and human rights considerations are routinely embedded into processes for example – all the recommendations were designed to bring about tangible change to people using homelessness services in Wales.

The Complaints Standards Authority (CSA) continued its work with public bodies in Wales last year. The model complaints policy has already been adopted by local authorities and health boards in Wales, we have now extended this to an initial tranche of Housing Associations and Natural Resources Wales. The aim being to implement this work across the Welsh public sector.

In addition to this, the CSA published information on complaints handled by local authorities for the [first time](#) – a key achievement for this work. The data for 21/22 showed:

- Over 15,000 complaints were recorded by Local Authorities
- 4.88 for every 1000 residents.
- Nearly half (46%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 8% of all complaints closed ended up being referred to PSOW.

The CSA has now implemented a model complaints policy with nearly 50 public bodies, and delivered 140 training sessions, completely free of charge, during the last financial year. The feedback has been excellent, and the training has been very popular - so I would encourage Isle of Anglesey County Council to engage as fully as possible.

Complaints made to the Ombudsman

A summary of the complaints of maladministration/service failure received relating to your Council is attached, along with a summary of the Code of Conduct complaints relating to members of the Council and the Town & Community Councils in your area.

In light of the new duties on political leaders and standards committees to promote and maintain high standards of conduct of their members, we look forward to working with you, your Monitoring Officer and standards committees to share any learning from the complaints we receive and to support your authority's work.

I would also welcome feedback on your Governance & Audit Committee's review of your authority's ability to handle complaints effectively so that we can take this into account in our work and support its work on the handling of complaints.

Finally, can I thank you and your officials for the positive way that local authorities have engaged with my Office to enable us to deliver these achievements during what has been a challenging year for everyone. I very much look forward to continuing this work and collaboration to ensure we further improve public services across Wales.

Further to this letter can I ask that your Council takes the following actions:

- Present my Annual Letter to the Cabinet and to the Governance & Audit Committee to assist members in their scrutiny of the Council's performance and share any feedback from the Cabinet and the Governance & Audit Committee with my office.
- Continue to engage with our Complaints Standards work, accessing training for your staff, fully implementing the model policy, and providing complaints data.
- Inform me of the outcome of the Council's considerations and proposed actions on the above matters by 30 September.

This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely,



Michelle Morris

Public Services Ombudsman

cc. Dylan Williams, Chief Executive, Isle of Anglesey County Council.

By Email only: dylanwilliams@ynysmon.gov.uk

Factsheet

Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	14	0.20
Bridgend County Borough Council	55	0.37
Caerphilly County Borough Council	60	0.33
Cardiff Council*	182	0.50
Carmarthenshire County Council	54	0.29
Ceredigion County Council	52	0.72
Conwy County Borough Council	27	0.23
Denbighshire County Council	34	0.36
Flintshire County Council	99	0.63
Gwynedd Council	39	0.31
Isle of Anglesey County Council	29	0.41
Merthyr Tydfil County Borough Council	27	0.45
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	45	0.31
Newport City Council	40	0.26
Pembrokeshire County Council	39	0.31
Powys County Council	55	0.42
Rhondda Cynon Taf County Borough Council	51	0.21
Swansea Council	71	0.29
Torfaen County Borough Council	18	0.19
Vale of Glamorgan Council	61	0.46
Wrexham County Borough Council	71	0.52
Total	1143	0.36

* inc 17 Rent Smart Wales

Appendix B - Received by Subject

Isle of Anglesey County Council	Complaints Received	% Share
Adult Social Services	6	21%
Benefits Administration	0	0%
Children's Social Services	2	7%
Community Facilities, Recreation and Leisure	1	3%
Complaints Handling	3	10%
Covid19	0	0%
Education	0	0%
Environment and Environmental Health	1	3%
Finance and Taxation	2	7%
Housing	5	17%
Licensing	0	0%
Planning and Building Control	7	24%
Roads and Transport	2	7%
Various Other	0	0%
Total	29	

Appendix C - Complaint Outcomes (* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/ voluntary settlement*	Discontinued	Other Reports- Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Isle of Anglesey County Council	8	7	10	3	0	0	0	0	28
% Share	29%	25%	36%	11%	0%	0%	0%	0%	

Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	0	13	0%
Bridgend County Borough Council	7	54	13%
Caerphilly County Borough Council	7	58	12%
Cardiff Council	45	159	28%
Cardiff Council - Rent Smart Wales	1	16	6%
Carmarthenshire County Council	7	49	14%
Ceredigion County Council	13	46	28%
Conwy County Borough Council	2	24	8%
Denbighshire County Council	4	33	12%
Flintshire County Council	15	94	16%
Gwynedd Council	6	41	15%
Isle of Anglesey County Council	3	28	11%
Merthyr Tydfil County Borough Council	2	26	8%
Monmouthshire County Council	2	21	10%
Neath Port Talbot Council	5	45	11%
Newport City Council	4	36	11%
Pembrokeshire County Council	2	40	5%
Powys County Council	7	55	13%
Rhondda Cynon Taf County Borough Council	3	45	7%
Swansea Council	10	76	13%
Torfaen County Borough Council	2	20	10%
Vale of Glamorgan Council	9	62	15%
Wrexham County Borough Council	4	67	6%
Total	160	1108	14%

Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Isle of Anglesey County Council	1	0	0	0	0	0	1

Appendix F - Town/Community Council Code of Complaints

Town/Community Council	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Amlwch Town Council	0	1	0	0	0	0	1
Llanddona Community Council	0	1	0	0	0	0	1
Llanddyfnan Community Council	1	0	0	0	0	0	1
Rhosybol Community Council	0	1	0	0	0	0	1

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2021/2022. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix D shows Intervention Rates for all Local Authorities in 2021/2022. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area. This table shows both the volume, and the proportion that each outcome represents for each Town or Community Council.

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Isle of Anglesey County Council	
Report to:	EXECUTIVE COMMITTEE
Date:	27 th SEPTEMBER 2022
Subject:	SCORECARD MONITORING REPORT - QUARTER 1 (2022/23)
Portfolio Holder(s):	COUNCILLOR ROBIN W WILLIAMS
Head of Service / Director:	CARYS EDWARDS
Report Author:	GETHIN MORGAN
Tel:	01248 752111
E-mail:	GethinMorgan@anglesey.gov.uk
Local Members:	n/a

A –Recommendation/s and reason/s	
1.1	This is the first scorecard report of 2022/23. It portrays the position of the Council against its wellbeing objectives.
1.2	<p>The report highlights some of the positive stories with respect to the quarter 1 performance. Some of these highlights include:</p> <ul style="list-style-type: none"> • The number of visits to leisure centres; • The number of empty homes brought back into use; • The Adult Services indicators all being above target for the quarter; • The homelessness indicators; • Three of the four waste management indicators being above target; and • The road conditions of A, B and C roads improving once again over the year.
1.3	<p>There are however areas that the Committee is requested to scrutinise. The areas which the Leadership Team are managing to secure improvements into the future can be summarised as follows –</p> <p style="margin-left: 40px;">1.3.1 Underperformance is recognized and managed with mitigation measures completed to aide improvement during Q2, with particular focus paid on the improvements required re: the child assessments within timescale indicator.</p>
1.4	The committee is asked to accept the mitigation measure outlined above

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

C – Why is this a decision for the Executive?
This matter is delegated to the Executive

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

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

Dd – Assessing the potential impact (if relevant):	
1	<p>How does this decision impact on our long term needs as an Island?</p> <p>The Corporate Scorecard Report gives a snapshot of the KPI performance against the Council Plan’s 3 objectives at the end of each quarter.</p> <p>All 3 objectives, below, consider the long term needs of the Island</p> <ol style="list-style-type: none"> 1. Ensure that the people of Anglesey can thrive and realise their long term potential 2. Support vulnerable adults and families to keep them safe, healthy and as independent as possible 3. Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment <p>The measurement of the KPIs against each objective demonstrates how decisions are making an impact on our current performance.</p>
2	<p>Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?</p> <p>Performance of some KPIs could potentially have an impact on future costs however mitigation measures proposed looks to alleviate these pressures.</p>
3	<p>Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.</p> <p>Elements of the work monitored within the Scorecard is undertaken in a collaborative manner with other organisations such as Betsi Cadwaladr University Health Board, Welsh Government, Keep Wales Tidy, Careers Wales, Sports Wales, GWE, amongst others.</p>
4	<p>Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.</p> <p>N/A</p>
5	<p>Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.</p> <p>N/A</p>

Dd – Assessing the potential impact (if relevant):		
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	N/A
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.	N/A

E – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	This was considered by the SLT and their comments are reflected in the report
2	Finance / Section 151 (mandatory)	Comments reflected in the report
3	Legal / Monitoring Officer (mandatory)	Comments reflected in the report
4	Human Resources (HR)	
5	Property	
6	Information Communication Technology (ICT)	
7	Procurement	
8	Scrutiny	Was considered by Corporate Scrutiny on the 26/9. The Committee Chairman will feedback in this meeting.
9	Local Members	

F - Appendices:
Appendix A - Scorecard Quarter 1

Ff - Background papers (please contact the author of the Report for any further information):
<ul style="list-style-type: none"> • 2021/22 Scorecard Monitoring Report - Quarter 4 (as presented to, and accepted by, the Executive Committee in June 2022). • Transitional Plan 2022-23 • Council Plan 2017-2022

SCORECARD MONITORING REPORT – QUARTER 1 (2022/23)

1. INTRODUCTION

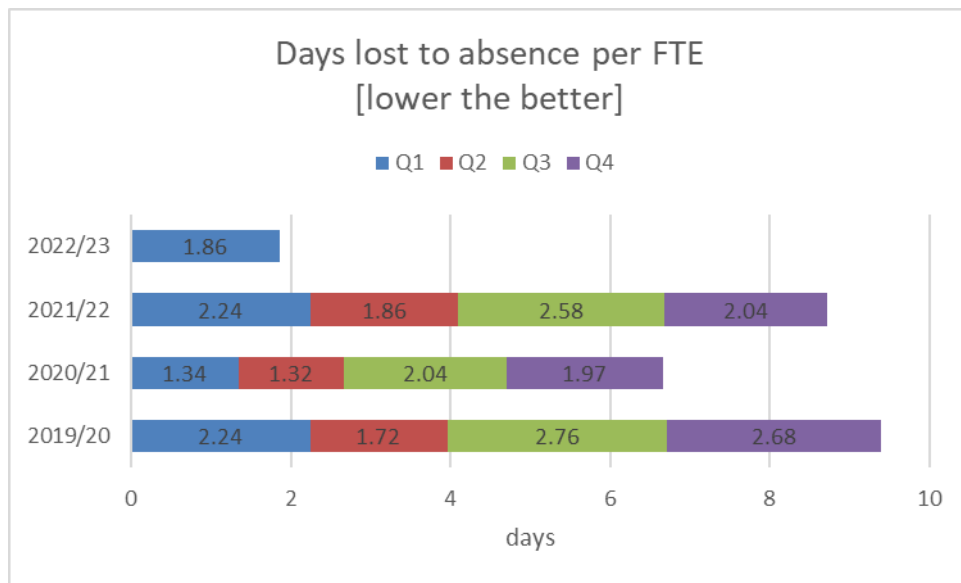
- 1.1 The Isle of Anglesey County Council have arrangements in place which allow us to effectively understand local needs and priorities, and to make the best use of our resources and capacity to meet them and evaluate the impact of our actions.
- 1.2 Our Transitional Plan for 2022/23 identifies the local needs and wellbeing priorities and sets out our aims for the period until the new Council Plan 2023-2028 is adopted later in the year.
- 1.3 This scorecard monitoring report is used to monitor the performance of our identified Key Performance Indicators (KPIs), a combination of local and nationally set indicators, in delivering the Councils day to day activities. It provides the intelligence to enable the Council to take a proactive approach to performance management and as such, the report identifies any mitigating actions agreed by the Leadership Team to drive and secure improvements into the future.
- 1.4 The scorecard (appendix 1) portrays the current end of Q1 position and will (together with this report) be considered further by the Corporate Scrutiny Committee and the Executive during September.

2. CONTEXT

- 2.1 The performance monitoring KPIs are aligned to the Councils' current three wellbeing objectives and will be developed and aligned to the new Council Plan 2023-28 when it's adopted later in the year:
 - Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential
 - Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible
 - Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment
- 2.2 It will not be possible to publish information for all KPIs on the Scorecard on a quarterly basis due to the nature of data collection methods. When this is the case, a note will indicate how often the KPI is monitored and when the data will be available for collection, e.g. (annual) (Q4), (termly) (Q3).
- 2.3 Any targets within the report are reviewed annually and are agreed upon with each service, including differing quarterly targets where required.
- 2.4 The results within the scorecard are all cumulative and as such the trends column will inform the performance trends from quarter to quarter throughout the year. As such, the trends column is intentionally empty for Q1 and will be reported from the Q2 scorecard report.

3. CORPORATE HEALTH PERFORMANCE

- 3.1 The majority (60%) of the indicators with targets monitored in this section are performing well against targets (Green or Yellow RAG). Some of the highlights are noted below.
- 3.2 At the end of Q1 the Council is GREEN against its target with 1.86 days lost to absence per FTE in the period against a target of 2.1 days lost to absence per FTE. This performance is an improvement on the 2.24 days lost to absence per FTE during the same period last year and compares well with the last three years. These results are a testament to the dedication of the staff especially during such a challenging period in time.

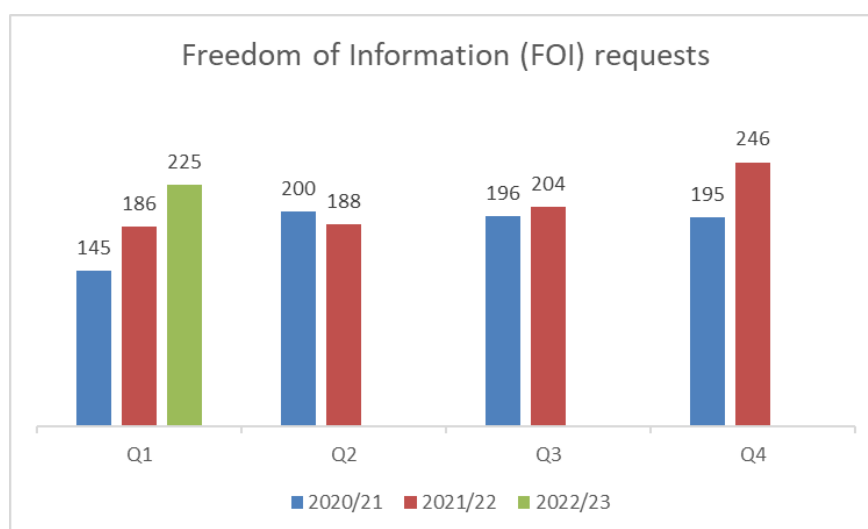


- 3.3 Our digital strategy continues to develop and the introduction of the 'Mona' chatbot to the website is an example of this. The chatbot was recently demonstrated to customers during the Anglesey Show and feedback was positive. The chatbot had 4k users and 13.5k interactions during Q1. Other developments include a new Customer Relationship Management (CRM) system which will be developed further during 2022/23 with the aim of making improvements to the customer experience and indeed their journey of interactions with us.
- 3.4 There will be a slight change to indicator 15 (number of visits to the council website) this year mainly due to changes with how the website collects cookies from users. The change to how it collects customer information in the form of cookies was changed in response to legislative changes and users are now asked to opt in to analytical cookies that helps collect information on the number of users that visit the website.
- 3.5 Unfortunately, this change will result in a significant under reporting of figures compared to previous years, for example the performance for Q1 is around 26k visits in comparison with 248k visits for the same period during 2021/22.

3.6 The indicators currently monitored within the Customer Service section do not highlight any major cause for concern as the indicators are performing well against targets on the whole. Whilst this is positive, we also acknowledge that further work is needed with regards to two indicators that are underperforming and are RED against their targets

3.6.1 Indicator 05 – the total % of written responses to complaints within 15 days (Social Services) with a performance of 60% against a target of 80%. Despite the performance it is reassuring that 4 of the 5 complaints received in the quarter were discussed with the complaint within 5 working days. An extension was agreed for one of the two late written responses, whilst the other late response was as a result of this complaint being a joint complaint with Betsi Cadwaladr University Health Board and the complainant was informed that a response to the complaint would likely be late because of this.

3.6.2 Indicator 09 – the % of FOI requests responded to within timescale – which demonstrates that 67% of the responses were within timescale against a target of 80%. This is a decline on the performance of 83% seen at the end of Q1 2021/22. For context, there were an additional 39 FOI requests and 509 additional questions during Q1 2022/23 (225 FOI requests with 2037 questions) compared to Q1 2021/22 (186 FOI requests with 1528 questions).



3.7 The financial management section currently forecasts at the end of the first quarter is that the budget will be underspent by £0.544m for the year ending 31 March 2023. However there are a number of areas of concern which may not be apparent from this headline figure which highlights risks in respect to the Council’s financial position going forward.

3.8 The main areas of concern relate to:-

3.8.1 The fact that the current pay offer made by the Joint Employers nationally is significantly higher than allowed for in the budget and are not reflected in the current projection. Although an earmarked reserve is in place which

will offset a large part of the additional cost, it may still not be sufficient to meet the overall additional cost. The increased cost also has to be allowed for in the base budget for 2023/24, in addition to the pay award for 2023/24.

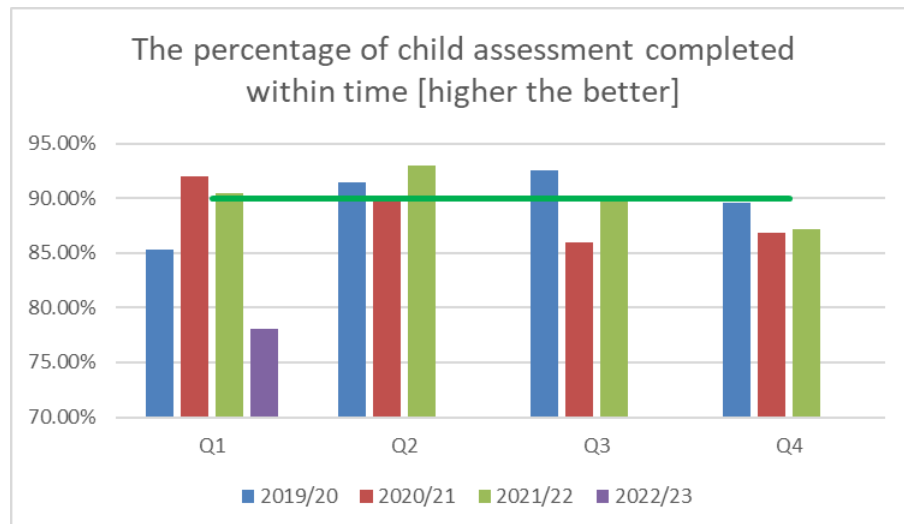
- 3.8.2 The position in respect of Social Care is of particular concern, with a forecast overspend of £1.508m for Adults and Children's Services due to increased demand. However the true position is masked by the fact that additional grants and reserves are being used to reduce the overspend. The true position is that the services will overspend by around £3.5m to £4m. This is based on the current level of demand. Any increase in the demand for services will only worsen the position.
- 3.8.3 The cost of living issues will ultimately result in an increase in the demand for Council services (Homelessness, Debt Advice, Mental Health Support, Children's Service) and may lead to a reduction in income in services such as leisure, culture, planning, parking fees as people reduce their spending on non-essential items. These potential changes in demand for services may have a negative impact on the Council's financial position.
- 3.9 The financial position in 2022/23 will also influence the Council's financial strategy for 2023/24 and beyond, as it will highlight the need to realign budgets to reflect the increases in costs seen in 2022/23 and to reflect the changing demand for services. Any significant overspending will also result in an erosion of the Council's earmarked reserves and general balances and this will reduce the ability to use reserves and balances to help to balance the revenue budget in 2023/24.
- 3.10 The forecast underspend on the Capital Programme for 2021/22 is £7.926m, with this being potential slippage into the 2023/24 Capital Programme. The funding for this slippage will also slip into 2023/24 and will be factored in when producing the Treasury Management Strategy Statement, Capital Strategy and Capital Programme for 2023/24.
- 3.11 The main contributor to the forecast underspend is within HRA, where there is a forecast to have quite a significant underspend (£6.292m). The main reasons for the underspend within the HRA are:
 - 3.11.1 A number of new build schemes have not progressed as much as hoped due to varying factors;
 - 3.11.2 The WHQS project has been delayed whilst the design for the new kitchen programme is completed; and
 - 3.11.3 Delays with gaining approval for Solar PV installations.
- 3.12 These results and the associated projected expenditure shows that the majority of projects are on target to be completed within budget with only £1.634m to be carried over from the general fund capital programme.
- 3.13 Further information on financial management can be seen in the 'Revenue Budget Monitoring Report for Q1', the 'Capital Budget Monitoring for Q1' and

the 'Housing Revenue Account Budget Monitoring for Q1' reports which will be discussed in The Executive meeting on the 27th September.

- 3.14 This demonstrates reasonable assurance can be provided through the use of the scorecards analysis that the Council's day to day activities in managing its people, its finances and serving its customers are delivering against their expectation to a standard which is appropriate. It also provides the basis and the evidence of a good performance management ethos which is reflected in the fact that the indicators from that perspective are also demonstrating satisfactory performance.

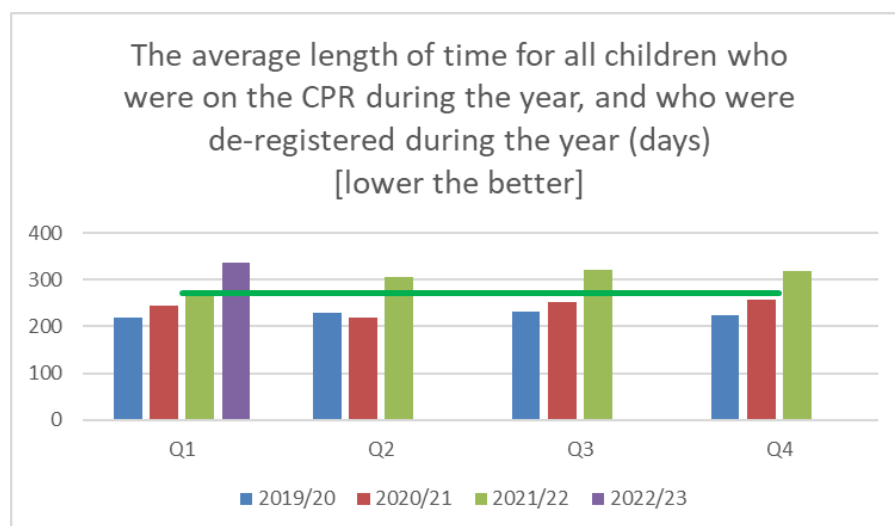
4. PERFORMANCE MANAGEMENT

- 4.1 At the end of Q1 it is encouraging to note that the majority (90%) of the performance indicators are performing above target or within 5% tolerance of their targets. Three indicators have underperformed against their targets in Q1 and these are highlighted on the scorecard as being Red or Amber.
- 4.2 Performance for our wellbeing **Objective 1** where we are working to ensure that the people of Anglesey can thrive and realise their long-term potential, at the end of Q1 has been good with no indicators against this objective currently underperforming.
- 4.3 Some examples of the good performance within this objective seen during the quarter include:
- 4.3.1 Indicator 7 – Number of visits to Leisure Centres – which has a performance of 132k compared to a target of 128.5k. This is an improvement on the performance demonstrated pre pandemic during Q1 2019-20 where 122k visits were recorded during the period.
- 4.3.2 Indicator 11 – Number of empty properties brought back into use – where 14 properties have been brought back into use against a target of 12. Once again the use of the Council Tax Premium has proved fruitful here and it's positive that there are 14 less empty properties within our communities.
- 4.4 Two of the three underperforming indicators can be seen for wellbeing **Objective 2** where we are supporting vulnerable adults and families to keep them safe, healthy and as independent as possible.
- 4.4.1 Indicator 20 – The percentage of child assessment completed within time – is RED with a performance of 78.02% against a target of 90%. This is a decline on the 90.45% seen in Q1 2021/22 and 85.32% seen pre-covid in Q1 2019/20.



Performance in relation to this key performance indicator has suffered due to gaps in staffing in Q1 due to a combination of staff absence and an increase in referrals requiring an assessment during that period. The staffing issues are now improved and performance of this indicator will improve into the next quarter as a result.

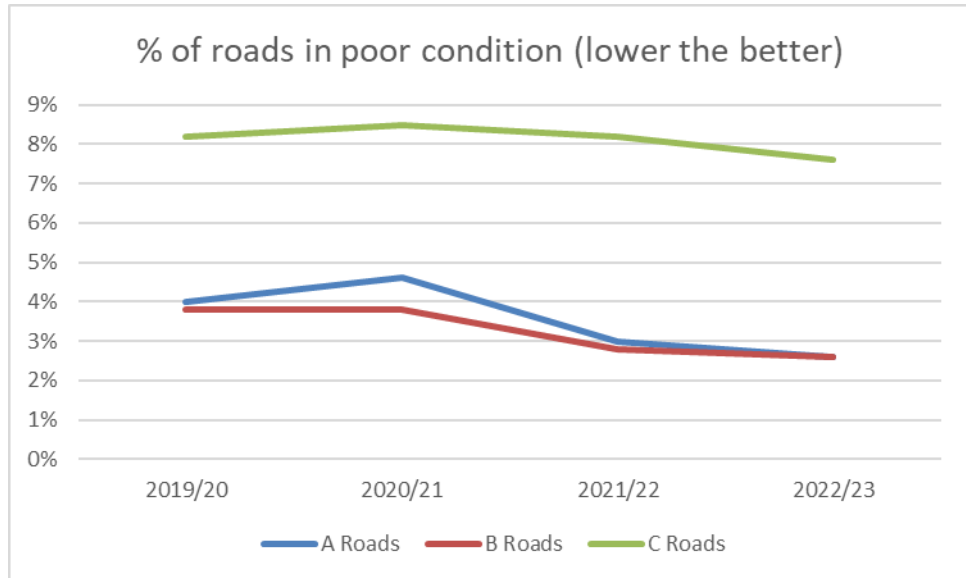
- 4.4.2 Indicator 23 - The average length of time for all children who were on the CPR during the year, and who were de-registered during the year – is RED with a performance of 337 days against a target of 270 days. The performance is a decline on the 277 days seen in Q1 2021/22 and a slight decline on the 318 reported at the end of 2021/22.



There are a small number of children who have been subject to the child protection register over the target number of days. It is anticipated that half of this cohort will be safely removed from the register in the coming weeks which will aid improvement into the year.

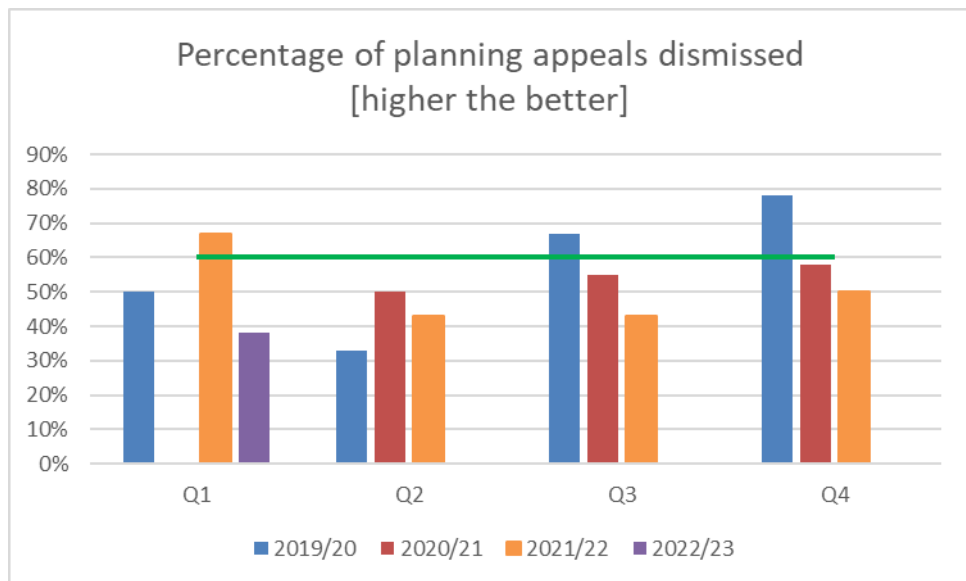
- 4.5 Whilst improvement under this objective are required and mitigation measures adopted, it is important to note examples of the good performance seen during the quarter include:

- 4.5.1 The Adult Services indicators (Indicators 16 to 19) are all Green against targets for the quarter. In a time where the Service continues to be under pressure because of an ageing population and difficulties in recruiting staff this is encouraging.
- 4.5.2 The Homelessness indicators (Indicators 26 + 27) for the Housing Service have also demonstrated good performance with both Green against targets for the quarter. The use of Welsh Government funding has been essential in allowing this to happen as well as the commitment of staff to ensure that our people are prevented from becoming homeless. However, it should be noted that the demand for assistance due to the unprecedented number of S21 Notices received from tenants of private landlords will inevitably result in a deterioration of performance as the year progresses.
- 4.6 The performance of indicators to monitor our wellbeing **Objective 3** where we work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment has also been good with 90% above target.
- 4.7 The indicators that have performed well in the year include:
 - 4.7.1 Three waste management indicators (Indicator 31, 33 and 34) are Green against targets during the year. 95% of our streets surveyed in the quarter were clean of any waste and it's encouraging to note that fly tipping incidents are cleared within a day. Residents generated slightly less residual waste than the set target for the quarter. The assistance of residents to generate less residual waste and recycle more is essential in the Island reaching a recycling target of 70% by 2025.
 - 4.7.2 The three highways indicators related to the Islands' A, B and C road condition surveys (indicators 38 – 40) are Green against targets and have improved compared to 2021/22. The largest improvement can be seen in the condition of our A roads where only 2.6% were of a poor condition in 2022/23 compared to 3% in 2020/21 and 4.6% in 2019/20. The additional funding received during 2021/22, a combination of both capital funding and a Welsh Government grant, was a contributing factor to the improvements.



4.8 The only indicator which is underperforming during this quarter is:

4.8.1 Indicator 36 – the percentage of planning appeals dismissed – with a performance of 38% against a target of 65%. This is a decline on the same period during 2021/22 where 67% were dismissed.



This indicator relates to a small number of planning appeals, the number of which can fluctuate greatly from one quarter to the next. The Council continues to ensure that planning decisions are 'robust' and well-founded, however the Council has no influence over an appeal decision.

All appeal decisions are reviewed to improve the quality and robustness of recommendations to the Planning Committee.

5. RECOMMENDATIONS

5.1 The report highlights some of the positive stories with respect to the quarter 1 performance. Some of these highlights include:

- The number of visits to leisure centres;
- The number of empty homes brought back into use;
- The Adult Services indicators all being above target for the quarter;
- The homelessness indicators;
- Three of the four waste management indicators being above target; and
- The road conditions of A, B and C roads improving once again over the year.

5.2 There are however areas that the Committee is requested to scrutinise. The areas which the Leadership Team are managing to secure improvements into the future can be summarised as follows –

5.2.1 Underperformance is recognised and managed with mitigation measures completed to aide improvement during Q2, with particular focus paid on the improvements required re: the child assessments within timescale indicator.

5.3 The committee is asked to accept the mitigation measures outlined above.

6. GLOSSARY

6.1 Below is a list of acronyms used within the report and Scorecard

- 6.1.1 KPI – Key Performance Indicator
- 6.1.2 Q1 – Quarter 1
- 6.1.3 Q2 – Quarter 2
- 6.1.4 Q3 – Quarter 3
- 6.1.5 Q4 – Quarter 4
- 6.1.6 RAG Status - Red - more than 10% below target and/or needing significant intervention
Amber - between 5% & 10% below target and/or requiring some intervention
Yellow - within 5% of target
Green - on or above target
- 6.1.7 Trend - Trend arrows represent quarter on quarter performance
- 6.1.8 FTE – Full Time Equivalent
- 6.1.9 FOI – Freedom of information
- 6.1.10 HRA – Housing Revenue Account
- 6.1.11 NEET – Not in Education, Employment or Training
- 6.1.12 DTL – Difficult to Let
- 6.1.13 NERS – National Exercise Referral Scheme
- 6.1.14 CPR – Child Protection Register
- 6.1.15 IOACC – Isle of Anglesey County Council

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q1 2021/22

Rheoli Perfformiad / Performance Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Bl ar FI / Yr on Yr Trend	Canlyniad 21/22 Result	Canlyniad 20/21 Result
Objective 1 - Ensure that the people of Anglesey can thrive and realise their long-term potential							
1) Percentage of pupil attendance in primary schools (tymhorol) (Ch2)						-	-
2) Percentage of pupil attendance in secondary schools (termly) (Ch2)						-	-
3) Percentage of Year 11 leavers not in Education, Training or Employment [NEET] (annual) (Q4)						2.60%	4.2%
4) Percentage of pupils assessed in Welsh at the end of the Foundation Phase (annual) (Q3)						-	-
5) Percentage of year 11 pupils studying Welsh [first language] (annual) (Ch4)						68%	-
6) Percentage of Quality Indicators (with targets) achieved by the library service (annual) (Q3)						-	-
7) Number of visits to leisure centres	Gwyrdd / Green		132k	128.5k	546k	388k	189k
8) Percentage of food establishments that meet food hygiene standards	Gwyrdd / Green		98%	95%	95%	98%	98%
9) Percentage of NERS clients who completed the exercise programme (Ch3)	Gwyrdd / Green		72%	50%	50%	47.5%	-
10) Percentage of NERS clients whose health had improved on completion of the exercise programme (Ch3)	Melyn / Yellow		75%	80%	80%	84%	-
11) Number of empty private properties brought back into use	Gwyrdd / Green		14	12	50	91	94
12) Number of new homes created as a result of bringing empty properties back into use			1	1	3	1	9
13) Landlord Services: Average number of days to complete repairs			10.69	18	18	13.89	8.1
14) Percentage of tenants satisfied with responsive repairs (annual) (Q4) [Local Indicator]						-	-
Objective 2 - Support vulnerable adults and families to keep them safe, healthy and as independent as possible							
15) Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (Q3)						-	-
16) The percentage of adult protection enquiries completed within statutory timescales	Gwyrdd / Green		92.31%	90%	90%	94.78%	92.31%
17) The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	Gwyrdd / Green		61.90%	62%	62%	64.85%	60.36%
18) The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March [Local Indicator]	Gwyrdd / Green		14.65	19	19	14.33	15.36
19) The percentage of carers of adults who requested an assessment or review that had an assessment or review in their own right during the year	Gwyrdd / Green		93.30%	93%	93%	96.10%	98.20%
20) Percentage of child assessments completed in time	Coch / Red		78.02%	90%	90%	87.15%	86.87%
21) Percentage of children in care who had to move 3 or more times	Gwyrdd / Green		1.48%	2.50%	10%	9.79%	12.34%
22) The percentage of referrals of children that are re-referrals within 12 months [Local Indicator]	Melyn / Yellow		16.28%	15%	15%	5.74%	32.00%
23) The average length of time for all children who were on the CPR during the year, and who were de-registered during the year (days)	Coch / Red		337	270	270	318	258
24) The percentage of referrals during the year on which a decision was made within 1 working day	Gwyrdd / Green		98.51%	95%	95%	99.10%	99.56%
25) The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	Melyn / Yellow		86.46%	90%	90%	85.99%	87.74%
26) Percentage of households successfully prevented from becoming homeless	Gwyrdd / Green		90.15%	80%	80%	80.95%	74.74%
27) Percentage of households (with children) successfully prevented from becoming homeless	Gwyrdd / Green		100.00%	85%	85%	92.00%	75.47%
28) Average number of calendar days taken to deliver a Disabled Facilities Grant	Melyn / Yellow		171	170	170	172.3	169
29) The average number of calendar days to let lettable units of accommodation (excluding DTLs)	Gwyrdd / Green		32.4	40	40	28.7	45.6
30) Landlord Services: Percentage of rent lost due to properties being empty	Melyn / Yellow		1.73%	1.70%	1.70%	1.66%	1.98%
Objective 3 - Work in partnership with our communities to ensure that they can cope effectively with change and developments whilst protecting our natural environment							
31) Percentage of streets that are clean	Gwyrdd / Green		95%	95%	95%	95.50%	92.00%
32) Percentage of waste reused, recycled or composted	Melyn / Yellow		65.54%	66%	64%	62.39%	62.96%
33) Average number of working days taken to clear fly-tipping incidents	Gwyrdd / Green		1	1	1	0.25	0.95
34) Kilograms of residual waste generated per person	Gwyrdd / Green		53kg	55kg	220kg	223kg	214kg
35) Percentage of all planning applications determined in time	Melyn / Yellow		87%	90%	90%	79%	79%
36) Percentage of planning appeals dismissed	Coch / Red		38%	65%	65%	50%	58%
37) Percentage of planning enforcement cases investigated within 84 days	Gwyrdd / Green		92%	80%	80%	84%	74%
38) Percentage of A roads in poor condition (annual)	Gwyrdd / Green		2.6%	3%	3%	3%	4.60%
39) Percentage of B roads in poor condition (annual)	Gwyrdd / Green		2.6%	4%	4%	2.8%	3.8%
40) Percentage of C roads in poor condition (annual)	Gwyrdd / Green		7.6%	9%	9%	8.2%	8.5%
41) Council fleet approx. consumption of fossil fuels (tCO2e)			127.62			486.85	385
42) The number of miles travelled by the Council fleet (miles)			414,198			1,524,961	1,254,419
43) The number of miles travelled by the Council Gray/Employee fleet (miles)			232,932			786,247	-
44) Net change in Greenhouse Gas Emissions (tCO2e) - Council fleet (Annual) (%)						+ 26%	-

Red - more than 10% below target and/or needing significant intervention Amber - between 5% & 10% below target and/or requiring some intervention
 Yellow - within 5% of target Green - on or above target Trend arrows represent quarter on quarter performance All above indicators are reported Nationally unless stated otherwise

Appendix A - Cerdyn Sgorio Corfforaethol - Corporate Scorecard Ch-Q1 2022/23

Gofal Cwsmer / Customer Service	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 21/22 Result	Canlyniad 20/21 Result
Siarter Gofal Cwsmer / Customer Service Charter						
01) No of Complaints received (excluding Social Services)	Gwyrdd / Green		14	14	55	43
02) No of Stage 2 Complaints received for Social Services			1	-	9	6
03) Total number of complaints upheld / partially upheld			2	-	20	8
04) Total % of written responses to complaints within 20 days (Corporate)	Gwyrdd / Green		85%	80%	80%	88%
05) Total % of written responses to complaints within 15 days (Social Services)	Coch / Red		60%	80%	66%	75%
06) Number of Stage 1 Complaints for Social Services			5	-	41	24
07) Number of concerns (excluding Social Services)			34	-	189	104
08) Number of Compliments			83	-	658	662
09) % of FOI requests responded to within timescale	Coch / Red		67%	80%	79%	79.4%
Newid Cyfrwng Digidol / Digital Service Shift						
10) No of Registered Users on AppMôn / Website			54k	-	51k	33.5k
11) No of reports received by AppMôn / Website			10k	-	66k	58k
12) No of web payments			6524	-	21k	18.5k
13) No of telephone payments			2308	-	11k	7k
14) No of 'followers' of IOACC Social Media			97k	-	92k	42k
15) No of visitors to the Council Website			26k	-	-	-

Rheoli Pobl / People Management	CAG / RAG	Tuedd / Trend	Canlyniad / Actual	Targed / Target	Canlyniad 21/22 Result	Canlyniad 20/21 Result
01) Number of staff authority wide, including teachers and school based staff (FTE)	-	-	2233	-	2202	2180
02) Sickness absence - average working days/shifts lost	Gwyrdd / Green	-	1.86	2.1	8.73	6.68
03) Short Term sickness - average working days/shifts lost per FTE	-	-	0.85	-	3.70	1.94
04) Long Term sickness - average working days/shifts lost per FTE	-	-	1.01	-	5.03	4.74
05) Local Authority employees leaving (%) (Turnover) (Annual) (Q4)	-	-	-	-	10%	6%

Rheolaeth Ariannol / Financial Management	CAG / RAG	Tuedd / Trend	Cyllideb / Budget	Canlyniad / Actual	Amrywiant / Variance (%)	Rhagolygon o'r Gwariant / Forecasted Actual	Amrywiant a Ragwelir / Forecasted Variance (%)
01) Budget v Actuals	Gwyrdd / Green		£33,962,000	£33,881,000	-0.24%		
02) Forecasted end of year outturn (Revenue)	Gwyrdd / Green		£158,823,000			£158,811,000	0.15%
03) Forecasted end of year outturn (Capital)			£33,621,000			£31,987,000	-4.86%
04) Income v Targets (excluding grants)	Gwyrdd / Green		-£3,474,327	-£3,830,476	10.25%		
05) Amount borrowed			£12,052,000			£10,273,000	-14.76%
06) Cost of borrowing			£4,152,796			£4,076,077	-1.85%
07) % of Council Tax collected (for last 3 years)	Melyn / Yellow			98.13%			
08) % of Business Rates collected (for last 3 years)	Gwyrdd / Green			98.81%			
09) % Housing Rent collected (for the last 3 years)	Melyn / Yellow			100.4%			
10) % Housing Rent collected excl benefit payments (for the last 3 years)	Melyn / Yellow			100.90%			

Isle of Anglesey County Council	
Report to:	EXECUTIVE
Date:	27 SEPTEMBER 2022
Subject:	REVENUE BUDGET MONITORING, QUARTER 1 2022/23
Portfolio Holder(s):	COUNCILLOR ROBIN WYN WILLIAMS – PORTFFOLIO HOLDER (RESOURCES)
Head of Service / Director:	MARC JONES – DIRECTOR OF FUNCTION (RESOURCES)
Report Author:	BETHAN HUGHES OWEN – ACCOUNTANCY SERVICES MANAGER
Tel:	01248 752663
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Local Members:	N/A

A –Recommendation/s and reason/s

1. On 10 March 2022, the Council set a net budget for 2022/23 with net service expenditure of £158.365m, to be funded from Council Tax income, NDR and general grants. This includes a total for general and other contingencies amounting to £3.109m. The budget for the Council Tax Premium was increased by £0.436m, to £1.950m. A balanced budget was set with the agreed Council Tax rise of 2.00%.

2. As for the previous year, the budget for 2022/23 does not include any requirements on the services to make savings. The increase of 9.2% in funding from Welsh Government was a welcome increase, but did require the Council to commit to budget increases in a number of areas, including social care and homelessness. In addition, the support from Welsh Government in respect of Covid related expenditure ended and any such costs are funded from the Council's core budgets.

This report sets out the financial performance of the Council's services at the end of quarter 1, 30 June 2022. The projected position for the year as a whole is also summarised. It should be noted that predicting the final year-end position at the end of quarter 1 is difficult, and the position can change considerably as we move through the remainder of the financial year. For 2022/23, predicting the final year end position is even more difficult because of increasing inflation, the fact that the staff pay awards for 2022/23 have yet to be agreed, the potential for Covid related costs as we move into the winter months and the impact the cost of living crisis will have on the demand for Council services. The estimated position at the end of the financial year does not take into account the proposed pay awards for teachers (from September 2022) and other staff (backdated to April 2022). Once these costs become known, they will be factored into future projections. An earmarked reserve of £2.2m has been created to provide additional funding to meet these inflationary pressures, but it may not be sufficient to fund all of the additional costs that the Council will be required to pay over the coming months.

3. In addition, these figures do not take into consideration winter pressures. Historically, winter pressures can be seen within the Highways and Adult services and it can be hard to quantify the full extent of extra costs which could be incurred this early in the financial year. The full extent of the forecasts and costs will be noted in the quarter 3 and quarter 4 reports respectively.

4. The overall projected financial position for 2022/23, including Corporate Finance and the Council Tax fund, is a projected underspend of £0.544m. This is 0.34% of the Council's net budget for 2022/23.

5. It is recommended that:-
 - (i) To note the position set out in Appendices A and B in respect of the Authority's financial performance to date and expected outturn for 2022/23;
 - (ii) To note the summary of Contingency budgets for 2022/23, detailed in Appendix C;
 - (iii) To note the monitoring of agency and consultancy costs for 2022/23 in Appendices CH and D.

B – What other options did you consider and why did you reject them and/or opt for this option?		
Not applicable		
C – Why is this a decision for the Executive?		
This matter is delegated to the Executive.		
Ch – Is this decision consistent with policy approved by the full Council?		
Yes		
D – Is this decision within the budget approved by the Council?		
Yes		
Dd – Assessing the potential impact (if relevant):		
1	How does this decision impact on our long term needs as an Island?	The report is for monitoring purposes only and is used along with other reports to set the medium term financial strategy and annual budget. In setting the annual budget, the impact on the long term needs of the Island will be assessed.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	Not applicable
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	Not applicable
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	The citizens of Anglesey were consulted as part of the 2022/23 budget setting process and will be consulted on future budgets,
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	Not applicable
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	Not applicable
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.	Not applicable
E – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	The report has been considered by the Senior Leadership Team at its meeting on 5 September 2022 and the comments made incorporated into the report.
2	Finance / Section 151 (mandatory)	N/A – this is the Section 151 Officer's report.
3	Legal / Monitoring Officer (mandatory)	The Monitoring Officer is a member of the Senior Leadership Team
4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	The financial position at the end of quarter 1 was reviewed by the Finance Scrutiny Panel at its meeting on 8 September 2022.
9	Local Members	N/A

F - Appendices:

- Appendix A – Provisional Revenue Outturn Report for 2022/23
- Appendix B - Table of Provisional Outturn 2022/23
- Appendix C - Summary of Contingency Budgets position for 2022/23
- Appendix CH - Information regarding monitoring of Agency Staff 2022/23
- Appendix D - Information regarding monitoring of Consultants 2022/23

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

2022/23 Revenue Budget (as recommended by this Committee on 1 March 2022 and adopted by the County Council on 10 March 2022).

REVENUE BUDGET MONITORING – QUARTER 1

1. General Balance

The Council Fund held £23.181m of earmarked reserves and school reserves amounting to £7.827m at the start of the financial year. The draft outturn for 2021/22 resulted in a general balance at the start of the current financial year of £12.050m. This was an improvement on the opening balance for the previous year, 2020/21, where the general balance stood at £11.437m. The draft underspend of £4.798m contributed to this and movements in reserves, such as the return of earmarked reserves no longer needed. This may, however, be subject to change with any post-audit adjustments.

The position of general balances at the end of the quarter is as follows:-

Executive Meeting	Amount £m	Purpose
Draft opening balance	(12.050)	Draft audited general reserve at 31 March 2022
Additional Funding for Highway Maintenance	0.500	As per Executive decision 3 March 2022
Transfer of funding to specific Service Reserves	0.261	As per Service Reserves policy approved in 2019/20
Revised Council Fund General Balance	(11.289)	As mentioned above, this may change following any post-audit adjustments.

The current predicted outturn for 2022/23 is an estimated underspend of £0.544m. If this forecast is accurate, the Council General Balance would increase to £11.833m by the year-end, this compares to the minimum level of £7.9m, which equates to 5% of the 2022/23 net revenue budget.

The 2022/23 budget was set prior to the significant increase in the level of general inflation and the subsequent pressure to increase pay higher than the sum that was allowed for in the budget. An earmarked reserve of £2.25m was created to provide additional funding to meet rising costs, but this reserve may now be insufficient to meet the rising cost pressures, in particular pay.

The original budget allowed for approximately £2.3m to cover the pay awards for teaching and non teaching staff. The current pay offer for non teaching staff of £1,925 to each employee, results in an average pay increase of 7.5% and this will increase the pay budget by £3.6m. The pay offer to teachers of 5% from September 2022 will increase the teaching pay bill by approximately £650k. As a result, an additional £2m will be required to fund the pay awards should the current offer become the final offer. This will utilise all of the earmarked reserve, leaving no additional funding to meet the expected increases in other costs, notably energy and fuel costs.

If the reserve is insufficient, it is likely to result in the Council overspending its net revenue budget in 2022/23, and any overspend will have to be funded from the Council's general balances.

2. Financial Performance by Service

2.1 The details of the financial performance by service for the period and the projected outturn position for each is set out in Appendix B. An overspend of £0.750m on services is predicted as at 31 March 2023. An underspend of £0.307m is estimated on Corporate Finance. In addition, an over achievement of income of £0.573m is forecast on the standard Council Tax debit, with a further over achievement of income of £0.414m on the Council Tax premium. The current total revenue forecast for 2022/23 is an underspend of £0.544m, which equates to 0.03% of the Council's total net revenue budget.

2.2 Table 1 below summarises the significant variances (circa £100k or higher):-

Table 1

	(Under) / Overspend £'000	%
Learning	68	+ 1.0
Adults	753	+ 2.5
Children's Service	755	+6.4
Waste	(795)	(8.7)
Transformation	(297)	(4.7)
Resources	(144)	(4.2)
Corporate and Democratic Costs	215	+7.1
Corporate Finance	(307)	(1.2)
Unbudgeted uncontrollable costs - insurance, capital pension costs and bad debt	200	No Bud
Funding	(987)	(0.6)
Other (total of variances less than £100k)	(5)	0.0
Total Variance over / (under)spend	(544)	(0.1)

3. Explanation of Significant Variances

3.1 Lifelong Learning

3.1.1 Delegated Schools Budget

Once the Council sets the budget for schools, responsibility for the budget is delegated to the schools and annual under or overspends are held in individual school reserves. The balances of the schools reserves now stands at £7.827m, compared to £3.974k at 31st March 2021. However, grants were received by schools in March from the Welsh Government which covered expenses already incurred, which means that their core budget was not spent. Over this financial year, schools will be recovering from the impact of the pandemic and it is anticipated that school balances will fall significantly by the end of the 2022/23 financial year as additional resources are directed to help pupils catch up following the periods of school closures.

Central Education

3.1.2 This service was overspent by £25k (4.64%) at the end of quarter 1. The forecast for the year-end is an overspend of £81k (1.51%). Many of these budgets are demand led.

3.1.3 There are a number of over and underspends across the Service. The most significant of which are listed below:-

- School Transport (Taxis and Buses) – forecast overspend of £118k. This is demand led and, due to ever increasing demand for taxis, an overspend persists. An additional budget has been allocated to this financial year, but an overspend remains. Additionally, Taxi and Bus companies have been given additional support due to the increased cost in fuel, which has also contributed to the overspend. It needs to be noted that all school bus contracts are to be retendered in October, and all school taxi contracts are to be retendered in January 2023, therefore, this overspend could significantly change by the end of the year.
- The out-of-county placements budget had reduced demand in 2021/22 and, therefore, the budget for 2022/23 is less than that of 2021/22. An underspend of £93k is forecast for out-of-county placements. As the financial year progresses, the number of children requiring out-of-county placements may begin to rise, which will impact the forecasted underspend, but an earmarked reserve of £500k is held to meet any additional costs incurred as a result of increased demand.

- The income target for Clwb Gofal plant is forecasted to underachieve by £68k. This budget is, again, demand led and the numbers attending the clubs have not returned to pre pandemic levels.
- The Central Education budget is forecast to underspend by £103k, this, in part, is due to a vacant post which has been vacant since April 2022. The post has now been recruited to following a successful recruitment exercise. There are also other minor underspends across many budget headings.

3.1.4 Culture

- 3.1.4.1** This service was £42k (9.24%) overspent during the period, and the forecast outturn for the year is an underspend of £13k (1.02%). The only minor area of concern is a projected overspend of £24k for Oriol Ynys Môn. It is anticipated that the successful re-tender of the Oriol Café contract will result in increased visitor numbers and increased income during the second half of the financial year, which may reduce this overspend.

3.2 Adults Social Care

- 3.2.1** This service was £473k (7.82%) overspent for the period, and is forecast to overspend by £753k (2.52%) at year end.

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

- Services for the Elderly: Forecast an underspend of £106k, however, it should be noted that this is after applying £332k from the Social Care Workforce grant and £450k from the Social Care Pressures reserve. The main reason for this forecast of underspend is the direct result of vacant posts and staff being transferred to be funded from the Regional Integrated Fund. An overspend is expected on agency at year end, to the sum of £40k. There are various other over and compensating underspends within the Service.
- Physical Disabilities (PD): The provision is forecasting to overspend £288k for the year after applying £332k from the Social Care Workforce grant. The largest forecasted overspend is in Home Support £121k, which is as a result of an increasing number of clients, although the increased use of direct payments has reduced the average cost per client. Residential Care is forecasting an overspend of £88k for the year, this service relates to 10 high cost / low volume residential placements. The client numbers have been relatively consistent over recent years and it can be argued that this service area has been underfunded for several years as we have been reporting overspends on this heading for each of the last 5 years.
- Learning Disabilities (LD): Is overspent by £321k for the period and is forecasted to overspend by £712k by year end, this is after applying the sum of £332k from the Social Care Workforce grant and £585k from the Social Care Pressures reserve. Homecare is projected to overspend by £19k, the Service is working on increasing the number of clients arranging their care via the direct payments funding mechanism, rather than care being commissioned by the Council directly. The Home Support budget is forecasted to overspend by £345k as a result of an increase in client numbers where care costs per client are high. Supported and other accommodation provision is forecasting an overspend of £449k, even after allocating £332k from the Social Care Workforce Grant and £210k from the Social Care Pressures reserve. This provision of this service was due to go to tender in 2020/21, with the aim of generating significant savings, however, due to the Covid Pandemic, the tendering process was put on hold.
- Mental Health (MH): The service was overspent by £3k for the period, however, the current forecast for the year end is an overspend of £20k – Residential Care is expected to overspend by £61k, following receipt of the Social Care Workforce grant. This is a demand led service which, again, is predominantly high cost / low volume placements. Supported Living is forecasted to overspend by £59k at year end, which mainly relates to the cost for adult placements.

- Provider Unit and Management and Support: This area is forecasting an underspend of £257k at year end. The forecasted underspend in this area is, in large part, the result of various vacant posts.

3.3 Children's Services

3.3.1 The service is overspent by £62k (1.73%) for the period, however, it is forecasted to be overspent by £755k (6.41%) at year end.

3.3.2 The Looked After Children's budget is overspent by £267k up to period 3, however, the forecast presently is at year end there will be an overspend of £755k. The £755k is made up of £948k Out of County placements, although 3 out of County placements have recently come to an end, the Service have had to seek 5 new placements, 4 of which commenced late in the 2021/22 financial year, and it is anticipated that these placements will last the whole of 2022/23. The Service currently has 11 out of County Placements, with an average weekly cost of £5.97k per week (£310k per annum) net of third party income from Health and Education. This compares to 10 FTE in 2021/22, with an average weekly cost of £4.78k (£249k per annum). £350k has been transferred from the reserves created to support the increasing pressures faced by the department.

It has become increasingly difficult to procure new residential placements and, as a result, placement costs have increased significantly in recent months. It must also be noted that we received (£513k) in one off grants in 2021/22 and we also received (£360k) of contributions from education in 2021/22, compared to a forecast of (£210k) in the current financial year. It is expected that 2 expensive placements will be transferred to the new Small Group Home at some point during the current financial year, but the timing is dependent on the progress of the capital works on the newly purchased property and our ability to recruit staff in a timely manner. At present, it is expected that the placements will remain in Out of County accommodation until the end of the current financial year, however, the situation will be monitored closely over the coming months and the financial forecasts updated accordingly. This is a demand led service which can be extremely volatile. Non-standard Placements is expected to underspend by £53k, Foster Care placements an overspend of £174k as well as Special guardianship by £42k. Also, Small Group Homes are forecasted to overspend by £48k at year end, this is based on 3 placements.

Integrated Family support is forecasted to underspend to the sum of £119k, mainly due to vacant posts. Youth services is also forecasting an underspend of £72k, which, again, is related to staffing.

3.4 Housing (Council Fund)

3.4.1 This service was overspent by £36k (6.40%) at the end of quarter 1 and is forecast to be overspent by £85k (4.44%) at outturn. Homelessness and homeless prevention is the biggest area of concern with an unprecedented demand on the services. Given that this budget is demand led it is difficult to give an accurate forecast of the position at the end of the financial year. There are compensating underspends within the department in the staffing budgets which brings the forecast overspend down to £85k.

3.5 Regulation and Economic Development

3.5.1 Economic and Community (includes Destination and Leisure)

3.5.1.1 The service, overall, was overspent by £626k (95.65%) for the period but the majority is as a result of accrued grant income which is yet to be received. Adjusting for these items reduces the overspending against the profiled income down to £102k of which £97k relates to Leisure Services. Income is expected to improve over the summer months, with the Destination Service income expected to exceed the target. As a result the Service is forecasted to be overspent by £27k (1.22%) at year end.

- 3.5.1.2** The Economic Development element of the service is expected to be overspent by £17k at year end. This is in part to the income target for staffing to projects such as Wylfa Newydd and National Grid. Without these avenues of funding the budgeted income expectation will not be met. This expectation is £72k. The senior management restructure and other vacant posts have resulted in an underspend of £86k. The other pressure points within the section are the centre facilities, graphic design and subscription budgets which combine are likely for be overspent to the sum of £21k.
- 3.5.1.3** The Destination section is forecasted to be £40k underspent by year end. Visitor numbers are expected to be lower than 2021 and this will reduce income but not to a level which creates any significant financial concerns.
- 3.5.1.4** The Leisure section is currently forecasting an overspend at year end of £50k. Income from direct debits has returned to pre-pandemic levels but overall the income generated is not expected to achieve the budget target.

3.5.2 Planning and Public Protection

- 3.5.2.1** This service is £78k underspent (15.97%) for the period and is forecasted to be underspent by £77k (3.20%) at outturn.
- 3.5.2.2** There are no significant areas of concern within the Public protection service with variances on staffing budgets and income which results in a forecasted underspend of £55k.
- 3.5.2.3** The Planning Service is expected to be within its budget at the end of the financial year, with no areas of financial concern. Although it should be noted that there is a requirement to fund the Planning Policy Unit, when it transfers fully back under the control of the Council and there is insufficient surplus budget to enable the additional costs to be funded by the Service.

3.6 Highways, Waste and Property

3.6.1 Highways

- 3.6.1.1** This service was £115k (7.55%) overspent for the period. The forecasted position at year end is £54k underspent (0.79%). The majority of the sections within Highways are predicted to be underspent at year end. The most notable are Street Works £100k, which will have arisen from excess income. Public Transport is expected to have an underspend to the sum of £50k due to vacant posts. Môn Community Transport is also forecasting an underspend in the region of £50k due to lower staffing levels. However, the works budget is expected to overspend to the sum of £105k by year end, part of this is the direct result of the economy where prices are increasing and suppliers passing those prices onto the Authority. This forecast excludes winter maintenance costs as it is too early in the year to predict the outturn on these costs. Any significant winter costs could worsen the outturn estimated this quarter, although an earmarked reserve is held to mitigate the risk if the costs rise significantly during the winter. The fleet budget is under pressure due to less usage of the vehicles and increased fuel prices which has given rise to a forecast of £100k overspend at outturn.

3.6.2 Waste

- 3.6.2.1** The Waste service was £318k (20.63%) underspent for the period and the service is predicted to have an outturn position of a £795k underspend (8.77%).
- 3.6.2.2** The forecast for the year end includes overspends and compensating underspends within different sections of the department. The most notable of the variances include a £290k underspend on the Waste Collection, where income on green waste and the purchase of black bins and bulky waste are overachieved. The Recycling section is also expected to be underspent at year end, the amount forecasted is £400k, this is due to its achieving more than its target income and the prices per tonne for recycled waste continue to be high.

3.6.3 Property

3.6.3.1 The service's position for the period is a £192k (38.48%) underspend, with a forecast for the year end position being overspent by £48k (3.18%).

3.6.3.2 The position for a number of budget headings varies, with some showing an overspent position, whilst others are underspending. However, Capitalised salaries are likely to be underachieved in 2022/23 due to staff working on a non-fee project at Canolfan Addysg y Bont. An overspend of £48k is anticipated for the full year.

3.7 Transformation

3.7.1 The Transformation function overspent by £183k at the end of the period, however, is forecasting to be £297k underspent at outturn.

3.7.1.1 The HR function was underspent by £41k (9.86%) for the period, and projected to be £62k (4.13%) underspent at year end. The projected underspend is derived from the central training budgets as well as vacant post during the year and an underspend on occupational health referrals.

3.7.1.2 The ICT section was overspent by £263k (14.54%) for the period, however, the forecast for outturn is an underspend of £176k. All software and hardware budgets across the Council, excluding schools, have been centralised and are now managed within the ICT section. The projected year end position for the centralised software budget currently is an overspend of £196k. The staffing and software licences give a net projected underspend of £372k. The majority of this projected underspend is derived from a number of vacant posts.

3.7.1.3 The Corporate Transformation Section was underspent by £39k (17.13%) for the period, and expected to be underspent at the year end by £59k (5.75%). This is the result of savings in salary expenses within Cyswllt Môn £32k, alongside an underspend of £23k for the Ynys Môn Gwynedd Partnership.

3.8 Resources (excluding Benefits Granted)

3.8.1 The Resources function budget is £56k (6.09%) underspent for the period, with the projection for the outturn being an underspend of £144k (4.20%).

3.8.2 Staffing issues and the need to use agency staff to deal with a backlog of work within the Audit team has reduced the forecasted underspend to £16k. For Revenues and Benefits, the forecast is an underspend of £26k due to vacant posts. A small underspend of £19k is forecast for the Accountancy team. The Procurement Section is expected to be £77k underspent due to initiatives in purchasing, i.e. centralised purchasing budgets and procurement card rebates and lower demand for certain expenditure which are covered by the central procurement budgets as a result of increased home working (paper, photocopiers, stationery, furniture).

3.9 Council Business

3.9.1 The function was £22k (3.87%) underspent for the period, with the forecast for the year end position being a £33k (1.68%) underspend.

3.9.2 Legal Services are expected to be overspent by £14k at year end, in large part due to legal agency staff employed to cover staff vacancies / absences and no budget for the trade union post. Democratic Services are forecasted to underspend by £47k, this is in large part due to vacant posts within the section.

3.10 Corporate and Democratic Costs

3.10.1 The function was breakeven for the period and the forecast year end position is an overspend of £215k (7.10%).

3.10.2 Members Support & Expenses are forecasting a balanced budget.

3.10.3 The corporate budgets, overall, are showing a forecast overspend of £215k. The Pensions contributions to the pension fund is expected to be £45k less than budgeted, there is an expectation that Staff Counselling will overspend by £25k based upon current figures. This is a demand led budget, therefore, the figure will fluctuate based upon need. It was identified during the year that it would be possible to make savings across the Authority due to Hybrid working, the balance is placed within the corporate budget, however, the savings are included in the corresponding budget within the departments. This will be vired during the financial year.

3.11 Corporate Management

3.11.1 The function was £3k (1.40%) underspent for the period and it is forecasted to underspend by £1k (0.14%) at outturn. This relates to small underspends on transport and general office supplies.

4. Corporate Finance (including Benefits Granted)

4.1 Corporate Finance, including Benefits Granted, is expected to underspend by £307k at year end.

4.2 The budget for 2022/23 included some items retained centrally as contingency budgets, these amounted to £3,110k. The majority of these budgets will be transferred into Service budgets during the year. Appendix C provides a summary of the contingencies budget, this shows that £159k has already been vired to approved budgets.

4.3 The capital financing budget is made up of 3 elements: the sum set aside to meet future repayments (Minimum Revenue Provision - MRP), interest payable on outstanding loans and interest received on cash balances held in the Council's bank accounts and other investments. Delays in capital projects, in particular the 21st Century Schools programme, lowered the Council's borrowing requirement which, in turn, has led to lower MRP and interest costs. As a result, the Capital Financing budget is forecasted to underspend to the sum of £45k.

5. Collection of Council Tax

5.1 The Council Tax Fund budget is determined using the estimated collectable debt for the current year only, based on the tax base figure set in November 2021. It does not provide for arrears collected from previous years, adjustments to liabilities arising from previous years (exemptions, single person discounts, transfers to business rates etc.), changes to the current year's tax-base or the provision for bad and doubtful debts. These changes cannot be estimated and, invariably, lead to a difference between the final balance on the Council Tax Collection Fund and the original budget. Covid-19 was also impacting on the collection of Council Tax and an increase in the bad debt provision has been made to reflect this impact. Going forward, with the impending recession and costs of living increasing, these budget will need to be monitored closely. The current core Council Tax income is forecasted to be £573k above the budget, but this can change significantly during the year.

5.2 The Council Tax premium is designed to encourage owners of empty properties and second homes to return the property to general use and, as such, there is a risk that the number of properties paying the premium can reduce significantly during the year. In order to mitigate this risk, the tax base for premium properties is set at 80% and, if the numbers of properties paying the premium does not fall significantly, then the budget will generate a surplus. Again, the transfer of properties from the domestic to the Business Rates register has reduced the premium payable on second homes but, despite the transfer of properties, overall the numbers of second home properties remained fairly constant and, as a result, the Council Tax premium budget is forecasting a surplus of £414k at the end of the financial year.

6. Budget Savings 2022/23

6.1 No Budget Savings were required by the services for the financial year 2022/23.

7. Agency and Consultancy Costs

- 7.1 During the year to date, £208k was spent on Agency staff. These were, in the main, part-funded from staffing budgets as they related to staff vacancies, while £123k related to staff cover for vacant posts. The Waste Service spent £67k for site agents at the recycling centres. The full details can be seen at Appendix CH.
- 7.2 A total of £98k was spent on Consultancy during the period April to June 2022, with £33k funded through grant or external sources. A full summary of expenditure per service, and additional details of the expenditure, can be seen at Appendix D.

8. Welsh Government Covid-19 Grant Funding to date

- 8.1 The Welsh Government has provided significant financial support to the Welsh local authorities on Coronavirus related additional costs, although this has now ended. The Council is still making payments to individuals and recovering the costs from the Welsh Government through the Hardship Fund mechanism. Table 2 below shows that the Council claimed £0.291m for additional costs arising from the pandemic for this financial year:-

Table 2 Covid-19 related expenditure April to June 2022 funded by Welsh Government

	Free School Meals £	Self Isolation £	SSP Enhancement £	Total £
SUMMARY Claimed	158,755	79,380	53,154	291,289
Disallowed	-	-	-	-
Balance Due	158,755	79,380	53,154	291,289
Paid	158,755	79,380	53,154	291,289
Balance Outstanding	-	-	-	-

9. Conclusion

- 9.1 The initial projection at the end of the first quarter is that the budget will be underspent by £0.544m for the year ending 31 March 2023. However, there are a number of areas of concern which may not be apparent from this headline figure which weakens the Council's financial position going forward.
- 9.2 The main areas of concern relate to:-
- The fact that the pay offer is significantly higher than allowed for in the budget and are not reflected in the current projection. Although an earmarked reserve is in place which will offset a large part of the additional cost, it may still not be sufficient to meet the overall additional cost. The increased cost also has to be allowed for in the base budget for 2023/24, in addition to the pay award for 2023/24.
 - The position in respect of Social Care is of particular concern, with a forecast overspend of £1.508m for Adults and Children's Services. However, the true position is masked by the fact that additional grants and reserves are being used to reduce the overspend. The true position is that the services will overspend by around £3.5m to £4m. This is based on the current level of demand. Any increase in the demand for services will only worsen the position.
 - The cost of living crisis will ultimately result in an increase in the demand for Council services (Homelessness, Debt Advice, Mental Health Support, Children's Service) and may lead to a reduction in income in services such as leisure, culture, planning, parking fees, as people reduce their spending on non-essential items. These potential changes in demand for services may have a negative impact on the Council's financial position.

As we move through the remainder of the financial year, the impacts of the above will be factored into future monitoring reports as things become clearer.

- 9.3** The financial position in 2022/23 will also influence the Council's financial strategy for 2023/24 and beyond, as it will highlight the need to realign budgets to reflect the increases in costs seen in 2022/23 and to reflect the changing demand for services. Any significant overspending will also result in an erosion of the Council's earmarked reserves and general balances and this will reduce the ability to use reserves and balances to help to balance the revenue budget in 2023/24. A separate report on the Council's Medium Term Financial Plan is on the agenda of this Committee.

Projected Revenue Outturn for the Financial Year ending 31 March 2023- Quarter 1

Gwasanaeth/Swyddogaeth Service/Function	2022/23 Cyllideb Blynnyddol Annual Budget	2022/23 Ch1 Cyllideb hyd yma Q1 Budget Year to Date	2022/23 Ch1 Gwir Wariant ac Ymrwymadau Q1 Actual & Committed spend	2022/23 Ch1 Amrywiad Q1 Variance	2022/23 Ch1 Gwir Wariant ac Ymrwymadau Q1 Actual & Committed Spend	Ch1 : Q1 Amcangyfrif Gwariant i 31 Mawrth 2023 Estimated Expenditure to 31 March 2023	Ch1 : Q1 Amcangyfrif o Alldro 31 Mawrth 2023 gor / (tan) wariant Estimated Outturn 31 March 2023 over/(under)	2022/23 Gor / (tan) wariant a ragwelir fel % o'r Gyllideb Gyfan Projected Over / (Under) spend as a % of Total Budget	2021/22 Gor / (Tan) Wariant Drafft Draft Over / (under) spend
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	£'000
<u>Dysgu Gydol Oes</u> <u>Lifelong Learning</u>									
Cyllideb Datganoledig Ysgolion <i>Delegated Schools Budget</i>	50,761	5,977	5,977	0	0.00%	50,761	0	0.00%	0
Addysg Canolog <i>Central Education</i>	5,373	540	565	25	4.64%	5,454	81	1.51%	(150)
Diwylliant <i>Culture</i>	1,277	454	496	42	9.24%	1,264	(13)	-1.02%	(105)
<u>Gwasanaethau Oedolion</u> <u>Adult Services</u>	29,909	6,053	6,526	473	7.82%	30,662	753	2.52%	(283)
<u>Gwasanaethau Plant</u> <u>Children's Services</u>	11,776	3,561	3,623	62	1.73%	12,531	755	6.41%	(370)
<u>Tai</u> <u>Housing</u>	1,914	569	606	36	6.40%	1,999	85	4.44%	(128)
<u>Priffyrdd, Gwastraff ac Eiddo</u> <u>Highways, Waste & Property</u>									
Priffyrdd <i>Highways</i>	6,808	1,526	1,411	(115)	-7.55%	6,754	(54)	-0.79%	(55)
Eiddo <i>Property</i>	1,508	(498)	(690)	(192)	38.48%	1,556	48	3.18%	(17)
Gwastraff <i>Waste</i>	9,061	1,543	1,225	(318)	-20.63%	8,266	(795)	-8.77%	(1,206)

Gwasanaeth/Swyddogaeth Service/Function	2022/23 Cyllideb Blynnyddol Annual Budget	2022/23 Ch1 Cyllideb hyd yma Q1 Budget Year to Date	2022/23 Ch1 Gwir Wariant ac Ymrwymiadau Q1 Actual & Committed spend	2022/23 Ch1 Amrywiad Q1 Variance	2022/23 Ch1 Gwir Wariant ac Ymrwymiadau Q1 Actual & Committed Spend	Ch1 : Q1 Amcangyfrif Gwariant i 31 Mawrth 2023 Estimated Expenditure to 31 March 2022	Ch1 : Q1 Amcangyfrif o Alldro 31 Mawrth 2023 gor / (tan) wariant Estimated Outturn 31 March 2022 over / (under)	2022/23 Gor / (tan) wariant fel % o'r Gyllideb Gyfan Projected Over / (Under) spend as a % of Total Budget	2021/22 Gor / (Tan) Wariant Drafft Draft Over / (underspend)
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	£'000
<u>Rheoleiddio a Datblygu Economaidd</u> <u>Regulation & Economic Development</u>									
Datblygu Economaidd <i>Economic Development</i>	2,214	654	1,280	626	95.65%	2,241	27	1.22%	(157)
Cynllunio a Gwarchod y Cyhoedd <i>Planning and Public Protection</i>	2,406	487	409	(78)	-15.97%	2,329	(77)	-3.20%	(545)
<u>Trawsnewid</u> <u>Transformation</u>									
Adnoddau Dynol <i>Human Resources</i>	1,503	415	374	(41)	-9.86%	1,441	(62)	-4.13%	(54)
TGCh <i>ICT</i>	3,777	1,808	2,071	263	14.54%	3,601	(176)	-4.66%	(149)
Trawsnewid Corfforaethol <i>Corporate Transformation</i>	1,027	229	190	(39)	-17.13%	968	(59)	-5.75%	(185)
<u>Adnoddau</u> <u>Resources</u>									
<u>Busnes y Cyngor</u> <u>Council Business</u>									
<u>Costau Corfforaethol a Democraidd</u> <u>Corporate & Democratic costs</u>									
Rheolaeth Corfforaethol <i>Corporate Management</i>	735	183	180	(3)	-1.40%	734	(1)	-0.14%	(10)
Costau heb gyllideb, na ellir eu rheoli: yswiriant, costau pensiwn a dileu drwg ddyledion / lwfansau amhariad ar incwm gwasanaethau <i>Unbudgeted, uncontrollable costs: insurances, pension costs and bad debt write offs / impairment allowances on services' income</i>						200	200	0.00%	(54)

Gwasanaeth / Swyddogaeth Service / Function	2022/23 Cyllideb Flynyddol Annual Budget	2022/23 Ch1 Cyllideb hyd yma Q1 Budget Year to Date	2022/23 Ch1 Gwir Wariant ac Ymrwymiadau Q1 Actual & Committed spend	2022/23 Ch1 Amrywiad Q1 Variance	2022/23 Ch1 Gwir Wariant ac Ymrwymiadau Q1 Actual & Committed Spend	Ch1 : Q1 Amcangyfrif Gwariant i 31 Mawrth 2023 Estimated Expenditure to 31 March 2023	Ch1 : Q1 Amcangyfrif o Alldro 31 Mawrth 2023 gor / (tan) wariant Estimated Outturn 31 March 2023 over / (under)	2022/23 Gor / (tan) wariant fel % o'r Gyllideb Gyfan Projected Over / (Under) spend as a % of Total Budget	2021/22 Gor / (Tan) Wariant Drafft Draft Over / (underspend)
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	£'000
Cyfanswm Cyllidebau Gwasanaethau Total Service Budgets	138,470	26,055	26,718	663	2.54%	139,220	750	0.54%	(2,671)
Ardollau Levies	3,957	3,919	3,919	0	0.00%	3,957	0	0.00%	(2)
Rhyddhad Trethi Dewisol Discretionary Rate Relief	72	0	0	0	0.00%	71	(1)	-1.38%	0
Cyllido Cyfalaf Capital Financing	7,304	1,037	859	(178)	0.00%	7,259	(45)	-0.61%	(390)
Arian wrth Gefn Cyffredinol ac Eraill General & Other Contingencies	2,951	2,951	2,385	(566)	-19.17%	2,901	(50)	-1.69%	(567)
Arian wrth Gefn Cyffredinol Y Cyngor Council's General Reserves	0	0	0	0	0.00%	0	0	0.00%	300
Cyfraniad CRT y Gwasanaethau Cefnogol Support Services contribution HRA	(800)	0	0	0	0.00%	(800)	0	0.00%	(97)
Budd-daliadau a Roddwyd Benefits Granted	6,413	0	0	0	0.00%	6,202	(211)	-3.29%	178
Na ellir ei reoli Uncontrollable									
Cyfanswm Cyllid Corfforaethol Total Corporate Finance	19,898	7,907	7,164	(744)	-9.41%	19,591	(307)	-1.29%	(578)
Cyfanswm 2022/23 Total 2022/23	158,367	33,962	33,882	(81)	-0.24%	158,811	444	0.51%	(3,249)
Cyllido Funding									
Trethi Annomestig NDR	(25,493)	(7,844)	(7,844)	0	0.00%	(25,493)	0	0.00%	0

Gwasanaeth /Swyddogaeth Service / Function	2022/23 Cyllideb Flynyddol Annual Budget	2022/23 Ch1 Cyllideb hyd yma Q1 Budget Year to Date	2022/23 Ch1 Gwir Wariant ac Ymrwymadau Q1 Actual & Committed spend	2022/23 Ch1 Amrywiad Q1 Variance	2022/23 Ch1 Gwir Wariant ac Ymrwymadau Q1 Actual & Committed Spend	Ch1 : Q1 Amcangyfrif Gwariant i 31 Mawrth 2023 Estimated Expenditure to 31 March 2023	Ch1 : Q1 Amcangyfrif o Alldro 31 Mawrth 2023 gor / (tan) wariant Estimated Outturn 31 March 2023 over / (under)	2022/23 Gor / (tan) wariant fel % o'r Gyllideb Gyfan Projected Over / (Under) spend as a % of Total Budget	2021/22 Gor / (Tan) Wariant Drafft Draft Over / (underspend)
	£'000	£'000	£'000	£'000	%	£'000	£'000	%	£'000
Y Dreth Gyngor Council Tax	(41,866)	0	0	0	0.00%	(41,843)	(573)	-0.05%	172
Premiwm y Dreth Gyngor Council Tax Premium	(1,950)	0	0	0	0.00%	(2,365)	(414)	55.12%	(332)
Grant Cynnal Refeniw Revenue Support Grant	(89,058)	(27,403)	(27,403)	0	0.00%	(89,058)	0	0.00%	(1,389)
Cyfanswm Cyllid 2022/23 Total Funding 2021/22	(158,367)	(35,247)	(35,246)	0	0	(159,355)	(987)	0.66%	(1,549)
Cyfanswm yr alldro, yn cynnwys effaith y cyllido Total outturn, including impact of funding	0	(1,284)	(1,364)	(80)	6.25%	(544)	(544)	-0.15%	(4,798)

Summary of the Outturn Position on Contingency Budgets 2022/23

	Budget	Virements	Amended Budget YTD	Committed YTD	Currently Uncommitted Budgets	Budget Forecast
	£	£	£	£	£	£
General Contingency	405,734	-	405,734	-	405,734	-
Salary and Grading	100,000	-	100,000	-	100,000	-
County Elections	200,000	140,095	59,905	-	59,905	-50,000
Earmarked Contingency	916,830	-	916,830	916,830	-	-
Pay Inflation	1,000,000	-	1,000,000	1,000,000	-	-
Regional Growth	97,000	-	97,000	97,000	-	-
Trainee Scheme	340,000	-18,880	321,120	321,120	-	-
Climate Change	50,000	-	50,000	50,000	-	-
Total General and other Contingencies	3,109,564	-158,975	2,950,589	2,384,950	565,639	-50,000

Agency costs April to June 2022

Service	Amount £	Source of Funding (Specific Core Budget / Un- utilised staffing budget / Grant / External Contribution)	Permanent / Temporary	Reason for Cover
Economic & Regeneration	12,860	Grant	Temporary	To back fill officers dealing with COVID
	4,271	Grant	Temporary	To back fill officers dealing with export health certificates
	17,077			
Schools	4,530	Core	Temporary	Supply teachers in specialist field
	4,530			
Waste	67,798	Specific Core Budget	Temporary	Additional tasks required short team /Adjustments in costs due to change in rate
	67,798			
Children's Services	71,925	Core Budget/ Agency staff Reserve	Temporary	To cover vacant posts
	71,925			
Adult Services	17,653	Core Budget	Temporary	To cover vacant posts
	8,492	Grant Funded		Cover additional work re Covid and vacant posts
	26,145			
Resources	4,973	Self Isolation Grant	Temporary	Additional work from WG grants
	7,685	Covid Hardship Grant	Temporary	Additional work from WG grants
	7,752	Un-utilised staffing budget	Temporary	To cover vacant posts
	20,409			
Total	207,884			

Summary Consultancy Expenditure Q1 2022/23

Service	Qtr 1 £	Total 2022/23 £
Central Education	834	834
Culture	4,925	4,925
Economic & Regeneration	39,147	39,147
Property	0	0
Highways	11,376	11,376
Schools	0	0
Waste	4,431	4,431
HRA	0	0
Housing	0	0
Corporate & Democratic	0	0
Adult Services	0	0
Children's Services	200	200
Corporate	0	0
Transformation	9,157	9,157
Council Business	7,279	7,279
Resources	20,278	20,278
Total	97,627	97,627
Funded by:		
Core Budget	63,016	63,016
Grant	33,321	33,321
External Contribution	0	0
Reserves	1,290	1,290
Total	97,627	97,627

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ISLE OF ANGLESEY COUNTY COUNCIL																			
Report to:	EXECUTIVE																		
Date:	27 SEPTEMBER 2022																		
Subject:	BUDGET MONITORING REPORT FIRST QUARTER 2022/23 - CAPITAL																		
Portfolio Holder(s):	COUNCILLOR R WILLIAMS – PORTFOLIO HOLDER FINANCE																		
Head of Service / Director:	MARC JONES - DIRECTOR OF FUNCTION (RESOURCES) & SECTION 151 OFFICER (EXT. 2601)																		
Report Author: E-mail:	JEMMA ROBINSON JemmaRobinson@anglesey.llyw.cymru																		
Local Members:	n/a																		
A –Recommendation/s and reason/s																			
<ul style="list-style-type: none"> • It is recommended that the Executive note the progress of expenditure and receipts against the capital budget 2022/23 at quarter 1. • To approve a reallocation of £0.140m from the match funding in relation to Traeth Coch to small scale schemes to cover the expected increase cost, as explained in 3.1.1. 																			
B – What other options did you consider and why did you reject them and/or opt for this option?																			
n/a																			
C – Why is this a decision for the Executive?																			
<ul style="list-style-type: none"> • This report sets out the financial performance of the Capital budget for the first quarter of the financial year. • Budget monitoring is a designated Executive function. 																			
CH – Is this decision consistent with policy approved by the full Council?																			
Yes																			
D – Is this decision within the budget approved by the Council?																			
Setting of the annual Capital Budget.																			
DD – Who did you consult? What did they say?																			
1	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 45%;">Chief Executive / Senior Leadership Team (SLT) (mandatory)</td> <td>Report has been reviewed by the Senior Leadership Team and comments incorporated into the final report.</td> </tr> <tr> <td>2 Finance / Section 151 (mandatory)</td> <td>n/a – this is the Section 151 Officer’s report.</td> </tr> <tr> <td>3 Legal / Monitoring Officer (mandatory)</td> <td>The Monitoring Officer is part of the Leadership Team and comments made have been considered.</td> </tr> <tr> <td>4 Human Resources (HR)</td> <td></td> </tr> <tr> <td>5 Property</td> <td></td> </tr> <tr> <td>6 Information Communication Technology (ICT)</td> <td></td> </tr> <tr> <td>7 Procurement</td> <td></td> </tr> <tr> <td>8 Scrutiny</td> <td></td> </tr> <tr> <td>9 Local Members</td> <td></td> </tr> </table>	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Report has been reviewed by the Senior Leadership Team and comments incorporated into the final report.	2 Finance / Section 151 (mandatory)	n/a – this is the Section 151 Officer’s report.	3 Legal / Monitoring Officer (mandatory)	The Monitoring Officer is part of the Leadership Team and comments made have been considered.	4 Human Resources (HR)		5 Property		6 Information Communication Technology (ICT)		7 Procurement		8 Scrutiny		9 Local Members	
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7 Procurement																			
8 Scrutiny																			
9 Local Members																			

E – Impact on our Future Generations(if relevant)		
1	How does this decision impact on our long term needs as an Island	The capital budget funds investments in assets and infrastructure which are required to allow the Council to meet the long term objectives which are set out in its Corporate Plan and Capital Strategy.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority. If so, how:-	Some of the individual investments, e.g. flood prevention work, will prevent future costs, whilst others, e.g. ICF projects, will reduce the dependency on the Council to provide more expensive services.
3	Have we been working collaboratively with other organisations to come to this decision, if so, please advise whom:	Funding of the projects has been agreed and planned with other organisations, notably Welsh Government.
4	Have Anglesey citizens played a part in drafting this way forward? Please explain how:-	The Council's Corporate Plan and Capital Programme 2022/23 have been subject to a consultation process with Anglesey citizens.
5	Outline what impact does this decision have on the Equalities agenda and the Welsh language	Some of the projects funded by the capital programme do impact on the equalities agenda, e.g. disabled access in schools, disabled facilities grants. No impact on the Welsh language agenda.
F - Appendices:		
Appendix A - Capital Budget Monitoring Report – Quarter 1 2022/23 Appendix B - Summary of the Capital Projects' Expenditure to date against the Capital Budget and the Projected Expenditure at Year-End		
FF - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> • 2022/23 Capital Budget, as approved by the full Council on 10 March 2022; • 2022/23 Treasury Management Strategy Statement, approved by the full Council on 10 March 2022; and • 2021/22 Capital Outturn Report, presented to this Committee on 28 June 2022. 		

1. INTRODUCTION

- 1.1 This is the Capital Budget monitoring report for the first quarter of the financial year, and allows Members to note the progress of Capital Expenditure and Capital Receipts against the Capital Budget.
- 1.2 In March 2022, the Council approved a Capital Programme for non-housing services of £17.177m for 2022/23, and a Capital Programme of £18.784m for the Housing Revenue Account (HRA). In addition, in June 2022, the Executive approved Capital Slippage of £11.242m to be brought forward from 2021/22, bringing the Capital Programme for non-housing services to £28.419m, and £18.784m for the HRA. Since the budget setting process, there have been additional schemes added onto the programme, most of which are grant funded, which amounted to £5.202m, along with the HRA budget being reduced by £3.750m. This brings the total Capital budget for 2022/23 to £48.655m.

2. PROGRESS ON EXPENDITURE 2022/23

- 2.1 Below is a summary table of the Capital expenditure to 30 June 2022, the profiled budget to 30 June 2022 and the proposed funding of the Capital Programme for 2022/23:-

Service	Annual Budget £'000	Profiled Budget £'000	Actual Expenditure £'000	Committed Expenditure £'000	Total Expenditure £'000	Profiled Budget Spent %	Annual Budget Spent %
Housing General Fund	1,467	86	84	0	84	98	6
Housing HRA	15,034	1,576	1,111	464	1,575	100	10
Lifelong Learning	13,887	1,555	1,557	51	1,608	103	12
Economic and Regeneration	6,532	1,686	622	1,009	1,631	97	25
Highways	6,721	1,402	678	716	1,394	99	21
Waste Management	451	51	38	16	54	106	12
Property	1,778	136	135	1	136	100	8
Transformation	711	26	19	5	24	92	3
Planning	485	60	5	58	63	105	13
Adult Services	1,589	40	26	17	43	108	3
Total	48,655	6,618	4,275	2,337	6,612	100	14
Funded By:							
Capital Grant	16,291						
Capital Receipts	988						
Supported Borrowing	7,073						
Unsupported Borrowing	6,743						
Revenue Contribution	10,365						
Reserves	7,118						
Loan	77						

- 2.2 The profiled budget spent to the end of the first quarter for the general fund is 100%, however, only 15% of the annual budget has been spent to date. The reason for this is that a number of the capital schemes are weighted towards the latter part of the financial year. Some capital schemes are underway, with the majority of the profiled budget for quarter 1 being spent, schemes such as the Canolfan Addysg y Bont roofing works, capital works to Education buildings, the Sustainable Communities for Learning programme, Penrhos Phase 2 and the Llangefni Gateway schemes. Some capital schemes have yet to commence, but their budget is profiled in the next quarter or towards the latter part of the financial year, such the External Canopies, Amlwch 3G pitch, David Hughes Fitness Suite, Maritime and Visitor Infrastructure schemes and the upgrade of public conveniences. These schemes and their profiles can be seen in Appendix B. There are a number of Capital Grants schemes in 2022/23 and an update on these is provided in Section 3.1 of this report.

2.3 The HRA has spent 100% of its profiled budget and 10% of the annual budget. It is currently estimated that the budget will not be spent in its entirety come the end of the financial year. For further information on the HRA capital expenditure and projected spend, please refer to the HRA quarter 1 budget monitoring report, presented to this Committee on 27 September 2022.

3. FUNDING

3.1 Capital Grants

3.1.1 There are a number of Capital Grant schemes in the Capital Programme for 2022/23, most of which are underway and progressing, with a brief update on the schemes provided below: -

- **Sustainable Communities for Learning** - the new Ysgol Corn Hir is progressing well on site, with Phase 1 and 2 Structures and Roof complete. The external wall finishes are almost completed. The internal plastering has been completed throughout and the painting is progressing through the school. The second fix for the mechanical and electrical installation has commenced within Phase 1. The main kitchen installation has commenced and the external works are progressing well. New Foundation Phase Unit at Ysgol y Graig – tenders have been re-invited and received. The Full Planning Application has been approved. Full Business Case funding approval has been received and a request for additional funding has been submitted to cover the increased construction costs.
- **Holyhead Townscape Transformation (Phase II Townscape Heritage Initiative (THI))** - development work has continued in supporting the Levelling Up Fund application, due for submission in early quarter 2. Another focus has been the preparation of tender documentation for consented works to insert a viewing platform into the north east tower at the Caer Gybi Roman Fort and the extension, remodelling and retrofit of the Swift Square Public Conveniences. The tender will be issued in mid quarter 2 with works commencing in early quarter 3.
- **The Holy Island Landscape Partnership** – the Landscape Partnership has secured funding from the National Lottery Heritage Fund (NLHF) to deliver a range of projects which focus on the natural environment of Holy Island. Progress on projects which are jointly funded through the ERDF include:-
 - Conserving our Heritage – measured surveys of all structures within the project have been undertaken and tender documents for works on Tŵr Elin, Ffynnon y Wrach and the Lookout are being prepared. All works expected to be completed by November;
 - Ynys Cybi Interpretation – Headland have been appointed and achievable tasks are being identified and prioritised. Expected that not all the funding will be utilised;
 - Restoring Traditional Boundaries – contractors have been appointed and work has commenced on site. Volunteer days have taken place and further opportunities are being planned between now and October.
- **Hwb In-Schools Infrastructure Grant Scheme** – with all installation activities for Waves 1-4 complete this year’s activity will focus on the procurement and installation of interactive whiteboards. An order for 193 screens has been placed and will be distributed amongst schools according to a survey of the state of their existing audio visual provision.

- **Tourism Gateway** – the Breakwater Country Park visitor centre: the main contractor has been appointed and works commenced on site early July. Completion of the work on the new visitor centre is now expected in November 2022. The interpretation will then be installed with all works expected to be completed by 16 December 2022. A local contractor has also been appointed to carry out the works on the toilets and kiosk and work is nearing completion on these two structures. Deliverability by the deadline is currently expected and will be constantly reviewed and any changes will be reported to Visit Wales.
- **Penrhos Phase 2 project** - the aim of this scheme is to construct seven new business units on the Penrhos Industrial Estate. The contractor has commenced, with steel frame currently being erected. Expectation that these units will be completed in spring 2023.
- **Penrhos Phase 3 project** – £3.1m funding secured from ERDF. The intention is to construct 6 business units on final parcel of land in Council ownership. The procurement process will commence circa September 2022, with intention that units will be ready late 2023.
- **Llangefni Gateway Project** - the Llangefni Gateway Site (Tregarnedd Industrial Park) is an area in Llangefni which will eventually have 7 plots developed.
 - **Gateway Units (ERDF)** – works completed in July 2022, with handover imminent as soon as building regulations sign off. There has been a lot of interest in the units and marketing will commence shortly with colleagues from Property leading on that aspect.
 - **Gateway Joint Venture** – the aim of the Gateway Joint Venture is to undertake enabling works on the remaining plots of the Tregarnedd Business Park (Gateway Site). Archaeological and ecological works have completed and further issues arising. Number of plots to be available to sell will be 4, rather than 6, due to archaeological constraints. Final preparatory works underway to enable final plots to be ready for marketing. Works on access roads to plots and substation programmed for September.
- **Holyhead and Amlwch Drainage schemes** - these studies are currently ongoing. In Holyhead, the hydraulic modelling is complete and the long list of options are being considered. In Amlwch, the river surveys have been completed. Both these studies will continue throughout this financial year.
- **Small Scale Grants Work** - 11 construction schemes and 4 scheme designs have been approved for 2022/23. Construction work has begun on two of the schemes, with the remaining being programmed. There are some concerns regarding inflation on construction works and how this might affect affordability. The construction costs for the small scale schemes are being hit by the unprecedented inflation that is currently affecting the economy of the country. The rates are governed by a matrix, embedded within the term Maintenance Contract, and they are now almost one third higher than they were when the estimates were prepared and submitted to Welsh Government in January of this year. Discussions have been held with Welsh Government on this issue, but they have confirmed that they are not able to provide any additional grant on the Small Scale Scheme allocation.

These Small Scale Drainage Schemes make a real difference to properties affected by flooding, and the homeowners are looking forward to the schemes reducing the risk of flooding and the anxiety they experience whenever heavy rainfall is forecast. The Council receives a number of phone calls enquiring about progress. As such, the Council is keen to complete all 15 schemes in this year's allocation.

However, to do so, it is currently estimated that £0.140m of additional funding is required to cover the effects of inflation. (It is also unclear how inflation will develop over the remainder of the financial year).

The cost of the proposed coastal Scheme for Traeth Coch (Red Wharf Bay) has proven to exceed the benefits by approximately four fold and, as a consequence, cannot go forward. It is far outside Welsh Government's requirements for a cost effective scheme and cannot be supported. As a consequence, the match funding put aside for this scheme, is now not required in its entirety (as explained below). It is proposed that some of this redundant match funding is redirected to support the Small Scales Schemes.

- **Red Wharf Bay** - following the failure of this scheme to get approval (due to the excessive cost estimates), the Full Business Case still requires completion, and this is ongoing, before development of an alternative scheme, albeit at a significantly reduced scale, can be considered.
- **Llanfair PG, Menai Bridge and Valley Full Business Case (FBC) and Valley Construction** - two of these flood schemes are progressing. However, work on Llanfair PG business case has stalled, among issues with the consultant's contract. The Valley scheme (FBC) is now complete and construction remains ongoing. Further site investigations and drainage surveys have been completed on the Menai Bridge scheme.
- **Mill Lane - Structure & Natural Flood Management (NFM)** – the innovative mechanical self-cleansing grillage (currently the only one in Wales) has been commissioned. The machine's operation continues to be closely monitored to assess its performance and effectiveness, with some early learning already having taken place. Some adaptations, including the provision of CCTV monitoring, are being developed. The negotiations are continuing with the landowner on the NFM aspect, albeit slowly. A status report has been considered by Welsh Government.
- **Dwyran Ordinary Watercourse Natural Flood Management (NFM)** – this scheme is effectively complete (with some snagging issues remaining to address) and continues to be monitored to learn more about its effectiveness. Glyndŵr University is also monitoring flows for their academic research.
- **Active Travel** - £0.538m of Welsh Government (WG) Grant has been secured to promote and increase levels of active travel, improve health & well-being, reduce carbon emissions and improve active travel for employment, education and key services, destinations and public transport. £0.500m is for core works covering a number of scheme proposals, and £0.038m has been awarded for Llanfairpwll & Menai Bridge (main artery improvements). Pre-Scheme Development Activities, Site Visits, and initial drafting of designs for the Minor Works. Concept Designs and additional routes for improvements identified as part of the Amlwch project within the core allocation.
- **Resilient Roads Fund** – the Council has been successful in obtaining funding under this grant to undertake a Stage 3 Welsh Transport Appraisal Guidance (WeITAG) study into what resilience measures could be implemented on the B5109 road to Beaumaris. This road has a history of closures in times of adverse weather, and increased storminess associated with climate change will only worsen the situation. During quarter 1, the Council commenced preparation of tender documents to procure a consultant to undertake the WeITAG Stage 3 report. It is intended to complete the procurement process during quarter 2, with the study undertaken during quarters 3 and 4. The budget expenditure will reflect this, with the vast majority of budget to be spent during the last two quarters of 2022/23.

- **Ultra Low Emission Vehicle Transformation Fund** – agreement was secured with Welsh Government to increase budget allocation and time-extension until July 2022. Project is now completed – all charging points installed and were commissioned on 27 and 28 July. Slight delay due to technical issues, whereby it was required to undertake additional works due to requirements to install earth mats at each site.
- **Local Transport Fund** – infrastructure enhancements - £0.750m was awarded in 2021/22 to facilitate Infrastructure Enhancements on Anglesey to support bus network delivery work (North Wales Metro) on behalf of Transport for Wales. Time extension has been secured until July 2022. In quarter 1 2022/23, items manufactured (vesting certificates received), and organised civil installation works and programmed installation of Real Time Infrastructure.
- **Low Carbon Heat Grants** – the Council has been awarded Welsh Government funding in relation to Public Sector Low Carbon grants (for Moelfre Primary School (£0.091m) and the Council Offices (£1.033m)) in order to support in the delivering of supplying and installing heat pumps. 90% expenditure was achieved on both grant awards, and agreement from WG was obtained to carry forward the remainder of the grant award to financial year 2022/23 for completion in quarter 2 2022/23.
- **Amlwch 3G pitch** - £0.075m grant funding has been secured towards the delivery of the Amlwch 3G pitch, with the remainder of the budget being funded from the leisure improvements capital reserve. The project has been slightly delayed due to the materials not being ready; work will commence in August and will be completed in September.
- **Môn Coastal Gateway** – the Council was successful with the request to the Welsh Government's Brilliant Basics funding, and £0.248m has been earmarked to support a toilet improvement scheme on the Island. This specific budget is 80% of the full cost of toilet improvements, with £0.062m contributed from the County Council's capital budget for toilet improvements. The next two months are expected to be used in planning and preparing to commence the work in the autumn, which is at the end of the visitor season.

3.2 Capital Receipts

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

	Budget 2022/23 £'000	Received to 30-Jun-22 £'000	Projection to 31-Mar-23 £'000
Council Fund:			
Smallholdings	0	0	0
General	0	60	60
Industrial	0	0	0
Schools	672	0	672
Total	672	60	732

3.2.2 The projected Capital Receipts at 31 March 2023 is £0.732m, with £0.060m being received at 30 June 2022 (8%).

3.2.3 Although the projected Capital Receipts is £0.732m, there is £3.113m of Capital Receipts available to fund the Capital Programme as £2.381m of Capital Receipts were brought forward from 2021/22 in the Capital Receipt Reserve. Not all of this figure will be available to fund the general fund capital programme as there will be funding earmarked to fund the Sustainable Communities for Learning programme, as part of the Isle of Anglesey County Council's match funding, as well as Leisure earmarked reserve to fund leisure improvements.

4. **PROJECTED ACTUAL EXPENDITURE 2022/23**

4.1 Below is a table with projected Expenditure at 31 March 2023 and the revised funding:-

Service	Annual Budget £'000	Projected Expenditure £'000	Projected (Under) / Over Expenditure £'000	Variance %
Housing General Fund	1,467	1,007	(460)	(31)
Housing HRA	15,034	12,492	(2,542)	(17)
Lifelong Learning	13,887	13,762	(125)	(1)
Economic and Regeneration	6,532	6,532	0	0
Highways	6,721	5,672	(1,049)	(16)
Waste Management	451	451	0	0
Property	1,778	1,778	0	0
Transformation	711	711	0	0
Planning	485	485	0	0
Adult Services	1,589	1,589	0	0
Total	48,655	44,479	(4,176)	(9)
Funded By:	Annual Budget £'000	Projected Funding £'000	Variance £'000	Variance %
Capital Grant	16,291	15,746	(545)	(3)
Capital Receipts	988	988	0	0
Supported Borrowing	7,073	6,203	(870)	(12)
Unsupported Borrowing	6,743	6,742	(1)	(0)
Revenue Contribution	10,365	7,834	(2,531)	(24)
Reserves	7,118	6,889	(229)	(3)
Loan	77	77	0	0
Total Funding	48,655	44,479	(4,176)	(9)

4.2 As can be seen from Table 4.1 (above), the forecast underspend on the Capital Programme for 2022/23 is £4.176m, with this being potential slippage into the 2023/24 Capital Programme. The funding for this slippage will also slip into 2023/24 and will be factored in when producing the Treasury Management Strategy Statement, Capital Strategy and Capital Programme for 2023/24.

The main contributor to the forecast underspend is within HRA, where there is a forecast to have quite a significant underspend, as explained in the HRA quarter 1 budget monitoring report.

The significant underspend forecast in the general fund capital programme is summarised below:-

Education buildings – disabled access

There is an underspend forecast for disabled adaptations in education buildings. This is due to disabled adaptations being completed in all secondary schools except one. The remaining secondary school is on hold pending the outcome of feasibility studies. Works to primary schools are completed as and when required.

Highways Schemes

The underspend forecast in the Highways schemes are in relation to various flood schemes, mainly due to projects straddling two financial years and some overlapping into financial year 2023/24 for completion.

Funding will also slip into the next financial year, as described above, and no funding will be lost.

- 4.3** The Capital Finance Requirement forecasted at 31 March 2023 is £146.816m, which is the underlying need for the Authority to borrow to be able to fund its Capital Programme. The external borrowing currently stands at £125.159m, meaning the Authority essentially needs to borrow £21.657m to fund the current Capital Programme. If this borrowing is undertaken externally, the Authority will still be within its authorised borrowing limits, as per the 2022/23 Treasury Management Strategy Statement (Appendix 11).

5. FUTURE YEARS

- 5.1** The Capital Strategy recommended that the 2022/23 Capital Programme funding will be limited to the total of the general capital grant and supported borrowing (as determined by Welsh Government) and estimated value of any capital receipts that will be received. It is expected that the 2023/24 Capital Programme will follow the same principles, with the General Capital Grant and Supported Borrowing used to fund the annual replacement of Vehicles, Investment in ICT, Refurbishing existing assets and an annual allocation to meet the cost of statutory Disabled Facilities Grants. There will also be funding available for the resurfacing of roads and capital projects that attract external grants, and these will be evaluated on a case by case basis.

Once the above projects have been funded, any surplus funding available will be used to fund new capital schemes, with priority given to projects which contribute to the Council's objectives, as set out in the Council Plan 2017 – 2022, and any schemes which can generate future revenue savings or generate additional income.

6. CONCLUSION

- 6.1** The results at the end of quarter 1, and the associated projected expenditure shows that the majority of projects are on target to be completed within budget. The Small Scale Drainage schemes foresee increased construction costs at this stage and, as such, has requested additional funding to enable the full scheme to be completed. The Council has secured many different external grants and work is progressing well, or expected to, on most of these schemes. The Council is also expecting to receive £0.732m of Capital Receipts in 2022/23 to contribute towards the funding of the Capital Programme.

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

Service	Annual Budget (£)	Profiled Budget (£)	Actual Expenditure (£)	Committed Expenditure (£)	Total Expenditure (£)	Variance to profile (£)	Profiled Budget Spent (%)	Annual Budget Spent (%)	Projected Expenditure (£)	Projected (Under) / Over (£)	Variance (%)
Housing General Fund											
Disabled Facilities Grants	845,226	15,000	12,526	0	12,526	(2,474)	84	1	845,226	0	0
Residential Site for Gypsies and Travellers	490,841	31,217	31,217	0	31,217	(0)	100	6	31,217	(459,624)	(94)
Compulsory Purchase Scheme	100,000	40,000	39,875	0	39,875	(125)	100	40	100,000	0	0
Affordable Housing	30,650	0	0	0	0	0	0	0	30,650	0	0
TOTAL	1,466,717	86,217	83,618	0	83,618	(2,599)	97	6	1,007,093	(459,624)	(31)
Housing HRA											
Central Heating Contract	800,000	200,000	129,387	88,146	217,532	17,532	109	27	800,000	0	0
Housing Maintenance Unit Vehicles	27,383	27,383	27,383	0	27,383	(0)	100	100	27,383	0	0
Planned Maintenance Contract	3,955,000	200,000	112,474	82,061	194,535	(5,465)	97	5	2,862,474	(1,092,526)	(28)
Energy Performance Improvement	1,000,000	50,000	52,178	0	52,178	2,178	104	5	662,178	(337,822)	(34)
Environmental Works	870,667	60,000	52,676	7,217	59,894	(106)	100	7	612,676	(257,991)	(30)
Acquisition of Existing Properties and Development of new properties	5,479,000	750,000	535,292	212,173	747,465	(2,535)	100	14	5,479,000	0	0
Public Sector Adaptations	400,000	80,000	13,050	68,123	81,173	1,173	101	20	400,000	0	0
Fire Risk	600,000	8,000	1,100	6,637	7,737	(263)	97	1	600,000	0	0
Contaminated Land	1,950	1,000	975	0	975	(25)	98	50	1,950	0	0
WHQS	1,900,000	200,000	186,918	0	186,918	(13,082)	93	10	1,046,548	(853,452)	(45)
TOTAL	15,034,000	1,576,383	1,111,432	464,357	1,575,789	(594)	100	10	12,492,209	(2,541,791)	(17)
Lifelong Learning											
Disabled Access in Education Buildings	144,512	0	0	0	0	(0)	0	0	20,000	(124,512)	(86)
Refurbish Education Buildings	2,847,218	25,000	25,405	180	25,585	585	102	1	2,847,218	0	0
School Safety	136,792	5,000	4,207	0	4,207	(793)	84	3	136,792	0	0
Canolfan Addysg y Bont - Roof	2,490,852	500,000	491,219	38,181	529,400	29,400	106	21	2,490,852	0	0
Resurfacing Play Area	18,756	0	0	0	0	(0)	0	0	18,756	0	0
Flying Start Capital Grant	50,000	0	0	0	0	(0)	0	0	50,000	0	0
Free School Meals Grant	547,203	0	0	0	0	(0)	0	0	547,203	0	0
External Canopies	371,000	0	0	0	0	(0)	0	0	371,000	0	0
Increasing Capacity for Childcare Grant (PM costs and grant scheme)	88,238	15,000	10,432	3,625	14,057	(943)	94	16	88,238	0	0
Completion of Band A Programme	4,973,892	1,000,000	1,017,139	7,720	1,024,859	24,859	102	21	4,973,892	0	0
Commencement of Band B Programme	2,218,342	10,000	8,721	915	9,636	(364)	96	0	2,218,342	0	0
TOTAL	13,886,805	1,555,001	1,557,123	50,621	1,607,743	52,743	103	12	13,762,293	(124,512)	(1)
Economic and Regeneration											
Leisure Improvements	125,612	0	0	0	0	(0)	0	0	125,612	0	0
Amlwch Fitness Suite	13,845	60,000	7,506	0	7,506	(52,494)	13	54	13,845	0	0
David Hughes Fitness Suite	118,000	100,000	0	99,991	99,991	(9)	100	85	118,000	0	0
Amlwch 3G Pitch	138,110	138,110	3,710	134,400	138,110	0	100	100	138,110	0	0
Tourism Gateway	220,000	15,000	0	13,310	13,310	(1,690)	89	6	220,000	0	0
Breakwater Park	100,000	100,000	12,756	74,601	87,357	(12,643)	87	87	100,000	0	0
Penrhos Phase 2	2,279,410	370,000	63,423	306,421	369,843	(157)	100	16	2,279,410	0	0
Penrhos Phase 3	1,000,000	280,000	0	280,500	280,500	500	100	28	1,000,000	0	0
Economic Development & Environmental Wellbeing	109,600	0	0	0	0	(0)	0	0	109,600	0	0
Porth Wrach Slipway – Enforcement Cameras	30,000	0	0	0	0	(0)	0	0	30,000	0	0
Newry Community Centre	200,000	40,000	0	37,790	37,790	(2,210)	94	19	200,000	0	0
Gateway Units (ERDF)	871,835	550,000	523,035	25,854	548,888	(1,112)	100	63	871,835	0	0
Gateway Site JV	261,069	30,000	8,750	22,775	31,525	1,525	105	12	261,069	0	0
Maritime Infrastructure	200,000	0	0	0	0	(0)	0	0	200,000	0	0
Visitor Infrastructure	200,000	0	0	0	0	(0)	0	0	200,000	0	0
Melin Llynnon	103,000	2,987	2,988	13,125	16,113	13,126	0	16	103,000	0	0
Transforming Towns Covid Grant	10,064	0	0	0	0	(0)	0	0	10,064	0	0
AONB - Green Recovery	237,774	0	0	0	0	(0)	0	0	237,774	0	0
Môn Coastal Gateway	310,000	0	0	0	0	(0)	0	0	310,000	0	0
Amlwch Port Grant	3,836	0	0	0	0	(0)	0	0	3,836	0	0
TOTAL	6,532,155	1,686,098	622,167	1,008,766	1,630,933	(55,165)	97	25	6,532,155	0	0

Service	Annual Budget (£)	Profiled Budget (£)	Actual Expenditure (£)	Committed Expenditure (£)	Total Expenditure (£)	Variance to profile (£)	Profiled Budget Spent (%)	Annual Budget Spent (%)	Projected Expenditure (£)	Projected (Under)/ Over (£)	Variance (%)
Highways											
Upgrade Pay and Display Machines in Car Parks	4,533	5,500	0	5,469	5,469	(32)	99	121	5,500	967	21
Vehicles	573,745	145,000	7,938	135,979	143,917	(1,083)	99	25	573,745	0	0
Highways Resurfacing	2,000,000	350,000	346,768	0	346,768	(3,232)	99	17	2,000,000	0	0
Llansadwrn Flood Alleviation	32,291	0	0	0	0	(0)	0	0	0	(32,291)	(100)
Holyhead & Amlwch Drainage Studies	14,878	0	0	0	0	(0)	0	0	14,878	0	0
Red Wharf Bay Flood Scheme	23,933	0	0	0	0	(0)	0	0	10,000	(13,933)	(58)
Llanfair Flood Scheme	397,649	0	0	0	0	(0)	0	0	15,000	(382,649)	(96)
FBC Menai Flood Scheme	121,895	2,500	2,813	0	2,813	313	113	2	43,000	(78,895)	(65)
FBC Valley Flood Scheme	41,349	10,000	9,277	0	9,277	(723)	93	22	10,000	(31,349)	(76)
Valley Construction Flood Scheme	373,956	175,000	160,422	13,476	173,898	(1,102)	99	47	373,956	0	0
Flood Relief Schemes (Match Funding)	135,800	0	0	0	0	(0)	0	0	0	(135,800)	(100)
Red Wharf Bay (Match Funding)	375,000	0	0	0	0	(0)	0	0	0	(375,000)	(100)
Mill Lane Structure	27,258	2,000	1,608	0	1,608	(392)	80	6	27,258	0	0
Dwyran Ordinary Watercourse NFM	21,528	4,000	3,888	0	3,888	(112)	97	18	21,528	0	0
Mill Lane - NFM	241,640	0	0	0	0	(0)	0	0	241,640	0	0
Invest to Save - Vehicles	5,068	0	0	0	0	(0)	0	0	5,068	0	0
Small scale grants work	486,486	12,000	11,574	0	11,574	(426)	96	2	486,486	0	0
Active Travel	537,500	15,000	12,379	250	12,629	(2,371)	84	2	537,500	0	0
Resilient Roads Fund	230,000	10,000	9,521	0	9,521	(479)	95	4	230,000	0	0
Local Transport Fund - Infrastructure enhancements	672,878	561,162	0	561,162	561,162	0	100	83	672,878	0	0
Vehicle Transformation Fund - Electric Vehicle Charge Points	127,797	110,000	111,780	0	111,780	1,780	102	87	127,797	0	0
Electric Vehicle Charging Infrastructure	275,527	0	0	0	0	(0)	0	0	275,527	0	0
TOTAL	6,720,711	1,402,163	677,968	716,336	1,394,304	(7,859)	99	21	5,671,761	(1,048,950)	(16)
Waste Management											
Roller Packer	28,750	28,750	28,750	0	28,750	0	100	100	28,750	0	0
Circular Economy Funding (265)	5,836	2,400	0	2,400	2,400	0	100	41	5,836	0	0
IVC Works	36,620	20,000	9,025	14,000	23,025	3,025	115	63	36,620	0	0
Recycling Equipment	380,000	0	0	0	0	(0)	0	0	380,000	0	0
TOTAL	451,206	51,150	37,775	16,400	54,175	3,025	106	12	451,206	0	0
Property											
Refurbish Existing Assets	1,069,574	135,000	134,512	0	134,512	(488)	100	13	1,069,574	0	0
Invest To Save Property	77,068	0	0	0	0	(0)	0	0	77,068	0	0
Low Carbon Heat Grant - Council Offices	120,563	0	0	0	0	(0)	0	0	120,563	0	0
Low Carbon Heat Grant - Moelfre Primary School	9,125	0	0	0	0	(0)	0	0	9,125	0	0
Smallholding Refurbishments	83,677	1,000	0	800	800	(200)	80	1	83,677	0	0
Upgrade Public Conveniences	418,000	0	0	0	0	(0)	0	0	418,000	0	0
TOTAL	1,778,007	136,000	134,512	800	135,312	(688)	99	8	1,778,007	0	0
Transformation											
ICT- Core Infrastructure	200,000	0	0	0	0	(0)	0	0	200,000	0	0
ICT - Desktop Refresh	250,000	0	0	0	0	(0)	0	0	250,000	0	0
ICT - Anglesey Connected (AC) to PSBA transition	72,708	5,000	0	4,550	4,550	(450)	91	6	72,708	0	0
ICT - Upgrade meeting rooms	50,000	1,000	945	0	945	(55)	0	2	50,000	0	0
Hwb IT	138,514	20,000	18,091	0	18,091	(1,909)	0	13	138,514	0	0
TOTAL	711,222	26,000	19,036	4,550	23,586	(2,414)	91	3	711,222	0	0

APPENDIX B

Service	Annual Budget (£)	Profiled Budget (£)	Actual Expenditure (£)	Committed Expenditure (£)	Total Expenditure (£)	Variance to profile (£)	Profiled Budget Spent (%)	Annual Budget Spent (%)	Projected Expenditure (£)	Projected (Under) / Over (£)	Variance (%)
Planning											
Holyhead Landscape Partnership	60,000	0	0	0	0	(0)	0	0	60,000	0	0
Holyhead Regeneration (THI Phase II)	425,000	60,000	4,791	58,008	62,799	2,799	105	15	425,000	0	0
TOTAL	485,000	60,000	4,791	58,008	62,799	2,799	105	13	485,000	0	0
Adult Services											
ICF	1,457,411	40,000	26,495	17,101	43,597	3,597	109	3	1,457,411	0	0
Bryn Hwfa Community Hub	13,155	0	0	0	0	(0)	0	0	13,155	0	0
Plas Crigyll Refurbishment	34,887	0	0	0	0	(0)	0	0	34,887	0	0
Plas Mona Refurbishment	83,371	0	0	0	0	(0)	0	0	83,371	0	0
TOTAL	1,588,824	40,000	26,495	17,101	43,597	3,597	109	3	1,588,824	0	0
TOTAL	48,654,646	6,619,012	4,274,917	2,336,939	6,611,857	(7,156)	100	14	44,479,769	(4,174,877)	(9)

Isle of Anglesey County Council	
Report to:	EXECUTIVE COMMITTEE
Date:	27 SEPTEMBER 2022
Subject:	HOUSING REVENUE ACCOUNT BUDGET MONITORING, QUARTER 1 2022/23
Portfolio Holder(s):	COUNCILLOR ROBIN WYN WILLIAMS – PORTFOLIO HOLDER (RESOURCES)
Head of Service / Director:	MARC JONES – DIRECTOR OF FUNCTION (RESOURCES)
Report Author:	BETHAN HUGHES OWEN
Tel:	01248 752663
E-mail:	BETHANOWEN2@YNYSMON.LLYW.CYMRU
Local Members:	n/a
A –Recommendation/s and reason/s	
<p>1. The Executive is requested to note the following:-</p> <ul style="list-style-type: none"> (i) The position set out in respect of the financial performance of the Housing Revenue Account (HRA) for quarter 1 2022/23. (ii) The forecast outturn for 2022/23. (iii) To approve the reduction in the capital budget by £4,704k as set out in paragraph 9.2. <p>2. Background</p> <ul style="list-style-type: none"> (i) The report here shows the revenue budget with a budgeted surplus of £6,218k. (ii) The capital budget for 2022/23 is £15,034k. This was to be part funded by grants (£2,688k). (iii) The combination of both the revenue budget and adjusted capital budget gave a planned budget deficit of £6,128k, which would be funded from the HRA reserve. (iv) The budget has been reviewed since the production of the 30 year business plan. We recommend that the Executive approve the following changes:- <ul style="list-style-type: none"> (a) Reduce the capital budget for acquisition and development of new properties by £4,704k, reflecting the capacity of the service to achieve projects during the year and delays to some projects. Further details are in section 9.2 below; (b) Reduce the Dwelling income budget by £41k, reflecting fewer than anticipated properties being commissioned compared to when the plan was developed; (c) Increase the Maintenance budget by £260k, to reflect increasing costs and additional legislative duties (new requirements for electrical testing for example); (ch) Increase the budget by £117k to cover costs associated with the new Rent Wales Act and new software. (v) The HRA is 'ringfenced', and its reserves cannot be transferred to the General Fund, nor can General Fund reserves be used to fund the HRA. 	

3. This report sets out the financial performance of the HRA for the period from 1st April 2022 to 30th June 2022.

4. Overview

4.1 The HRA revenue surplus / deficit at the end of quarter 1 shows an overspend of £49k compared to the profiled budget. More detail is shown in Appendix A.

4.2 The Capital expenditure is £1k below the profiled budget. The forecast expenditure is £2,542k below budget, as explained below. More detail is shown in Appendix B.

4.3 The forecast deficit (combining both revenue and capital) is now £3,836k, £2,292k less than the budget, largely the result of lower than budgeted capital expenditure.

5. Income

5.1 At the end of the first Quarter, the level of income received was £14k below the profiled budget, as noted below.

5.2 Rental income was £7k below the profiled budget at the end of quarter 1. The forecast has been reviewed, and the budgeted income of £19,420k is achievable.

5.3 Provision for bad debt has been calculated at 1.5% of rent income, similar to last year. Currently, the total rent arrears stands at £894k, compared to £856k at the same period last year, an increase of £38k. Given the uncertainty surrounding the rate of inflation and the long term effect it will have on the cost of living crisis, the forecast is unchanged at present, but will be kept under review and revised during the year, if the level of arrears suggests that there is an increased risk of a greater level of arrears not being collected.

5.4 The overall forecast for income is a breakeven position, as it is expected that the budget will be achieved by the end of the year.

6. Non Repairs and Maintenance Expenditure

6.1 At the end of the first quarter, non-repairs and maintenance expenditure was £49k below the profiled budget.

6.2 Other revenue expenditure shows a small underspend of £33k against the profiled budget, but this expected to be on budget by the end of the year.

6.3 The Tenant Participation heading shows an underspend of £14k at the end of quarter 1. However, the level of activity is returning to pre-Covid levels and, with the higher level of activity likely during the summer, the full budget allocation is expected to be spent by the end of the financial year.

7. Repairs and Maintenance

7.1 The Housing Maintenance Unit (HMU) shows an overspend of £119k at the end of quarter 1. The volume of work orders post Covid restrictions remains high, and quarter 1 expenditure is a reflection of increased demand led reactive maintenance. In addition, the number of void properties and extent of works required at change of tenancy during Quarter 1 remained higher than original expectations with, typically, works underway at between 40 and 50 properties at any given time. The rate of overspend is expected to decrease over the year, but it is prudent to forecast overspend of £250k at the end of the year.

7.2 Expenditure on non HMU building maintenance staff is £28k below the profiled budget at the end of Quarter 1. There are problems with recruitment in this area, and the budget is being reviewed in order to evaluate the financial consequences by the end of the year.

8. Year End Adjustments

8.1 This heading covers items of expenditure (capital financing costs and recharges from the General Fund) that form part of the year end accounting process. At this stage, no changes are envisaged.

9. Capital Expenditure

9.1 The capital budget totals £15,034k which was to be funded by the Major Repairs Allowance (MRA) (£2,688k) and a contribution from the HRA reserve (£12,346k). The forecast has now been revised to total £12,492k, £2,542k below budget. The most significant variances are outlined below:-

9.2 The budget for new build has been reduced by £4,704k due to the factors below:-

- The programme was reviewed to take account of the capacity within the service to deliver the programme in total, reducing the budget by £954k;
- Bryn Glas, Brynsiencyn, the budget has allowed for £750k for this scheme, but cost negotiations with the developer have broken down. This scheme is unlikely to proceed this financial year, resulting in an underspend of £750k;
- King's Road, Holyhead, progress on this scheme is delayed as the flood alleviation modelling works currently being undertaken by Highways affects this site. The service is forecasting an underspend for the year of £500k;
- The contractor at the Penrhos Stanley scheme has now indicated that work will not start until January 2023, meaning that the work in 2022/23 is forecast to be underspent by £1,500k;
- Additional information has been requested on the work at the old Ysgol Niwbwrch and Ysgol Thomas Ellis sites. This will delay the commencement of work, resulting in an underspend of £1,000k;
- Lôn Lwyd, Pentraeth, a joint venture between IoACC and Clwyd Alyn. Works are progressing very well on site, however, there has been a delay in land acquisition and, to date, IoACC has not contributed towards this development as budgeted, resulting in an underspend in quarter 1 of £500k. It is fully expected that this will be spent in full during the year.

9.3 The WHQS project has been delayed whilst the design for the new kitchen programme is completed. This originally involved 135 properties. Detailed kitchen designs have now been completed for the majority of tenants wishing to participate in the scheme, and this work will continue into 2023/24. Unfortunately, access to a number of properties to complete kitchen layout designs has proved problematic.

- 9.4** The Energy Performance budget relies on consultation with the District Network Operator (DNO) prior to installing Solar PV panels to generate renewable electricity. Unfortunately, gaining DNO approval to undertake large scale Solar PV work has, and continues to be, difficult due to a requirement to reinforce the network prior to installing Solar PV. Housing Services will continue to liaise with the DNO in order to find a solution that would facilitate energy efficiency improvements together with carbon reductions.
- 9.5** The approved public sector planned maintenance budget for 2022/23 is in the sum of £9.555m. During quarter 1, major external planned maintenance works at Llangoed and Llanddona continued on site, with practical completion due during quarter 2. A contract for the replacement of over 300 gas boilers continued on site and progressed well during quarter 1. The main traditional planned maintenance contract scheduled for 2022/23 involves properties at Cemaes Bay. Tender documents were completed during quarter 1 for Phase 1, and Housing expects to tender the works and award the contract during quarter 2. Phase 2 of the scheme will follow completion of the first phase, and contract award for this stage is programmed for quarter 4. Housing accepts that undertaking the work over two phases for logistical and tenant experience will impact negatively on traditional planned maintenance budget expenditure.
- 9.6** The environmental budget allows for significant investment involving upgrading sewage disposal arrangements at Carreglefn in order to comply with requirements set out by Natural Resources Wales (NRW). The proposed solution involves negotiations with a private land owner and successfully securing a Permit for the scheme from NRW. At the end of quarter 1, Housing Services believe it would be prudent to forecast under expenditure at year end.
- 9.7** The underspend on capital expenditure means that the amount funded from the HRA revenue account is similarly reduced. The balance is then available to fund projects that have been deferred into next year.

10. HRA balance

- 10.1** The opening balance of the HRA reserve stood at £12,333k. The revised budget allowed for the use of £6,128k of this balance. However, the revised forecasts highlighted above will use only £3,836k. This will give a reserve balance of £8,497k by the end of the financial year. This balance is ringfenced and is, therefore, only available to fund future HRA expenditure.

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

Not applicable

C – Why is this a decision for the Executive?

This matter is delegated to the Executive.

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

Yes

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

Yes

Dd – Assessing the potential impact (if relevant):		
1	How does this decision impact on our long term needs as an Island?	The report is for monitoring purposes only and is used along with other reports to set the HRA business plan and annual budget. In setting the annual budget, the impact on the long term needs of the Island will be assessed.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	Not applicable
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	Not applicable
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	The Housing Service regularly consults with their tenants, and the results of those consultations are fed into the business planning process and then on to the annual budget process.
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	Not applicable
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	Not applicable
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.	Not applicable
E – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT)(mandatory)	The report has been considered by the Senior Leadership Team at its meeting on 5/9/2022 and the comments made incorporated into the report.
2	Finance / Section 151 (mandatory)	N/A– this is the Section 151 Officer’s report.
3	Legal / Monitoring Officer (mandatory)	The Monitoring Officer is a member of the Senior Leadership Team
4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	The results of the HRA quarterly monitoring reports are reported to the Finance Scrutiny Panel.
9	Local Members	N/A
F - Appendices:		
<ul style="list-style-type: none"> • Appendix A – Revenue expenditure and forecasts to end of Quarter 1 2022/23 • Appendix B – Capital expenditure and forecast to end of Quarter 1 2022/23 		
Ff - Background papers (please contact the author of the Report for any further information):		
<ul style="list-style-type: none"> • HRA 30 Year Business Plan 2022/52 (as approved by this Committee in May 2022). 		

HRA ACCOUNT 2022/23						
	Annual Budget 2022/23	Profiled Budget to Month 3	Actual to Month 3	Variance to Month 3	Year End Forecast	Year End Variance
	£	£	£	£	£	£
REVENUE ACCOUNT						
Income						
Dwellings	(19,420,000)	(4,955,984)	(4,948,757)	7,227	(19,420,000)	0
Garages	(223,000)	(56,909)	(57,709)	(800)	(223,000)	0
Service Charges	(201,000)	(51,294)	(51,417)	(123)	(201,000)	0
Other	(207,860)	(27,933)	(20,089)	7,844	(207,860)	0
Bad Debt Provision	296,000	0	0	0	296,000	0
TOTAL INCOME	(19,755,860)	(5,092,120)	(5,077,972)	14,148	(19,755,860)	0
Non Repairs & Maintenance Expenditure						
Tenant Participation	260,653	65,151	51,571	(13,580)	260,653	0
Rent Administration	500,013	124,841	123,585	(1,256)	500,013	0
Estate Management	180,788	45,121	44,728	(393)	180,788	0
Other Revenue Expenditure	1,770,934	304,492	270,971	(33,521)	1,770,934	0
Total Non R & M Expenditure	2,712,388	539,605	490,855	(48,750)	2,712,388	0
Repairs and Maintenance						
Housing Maintenance Unit (HMU)	3,795,464	948,752	1,068,030	119,278	4,045,464	250,000
Building Maintenance Staff (non HMU)	958,583	239,169	210,873	(28,296)	958,583	0
Other Repairs and Maintenance	793,655	213,022	205,721	(7,301)	793,655	0
Total Repairs & Maintenance	5,547,702	1,400,943	1,484,624	83,681	5,797,702	250,000
Year End Adjustments						
Capital Financing Charges	3,674,000	0	0	0	3,674,000	0
Recharge from Housing Services	790,630	0	0	0	790,630	0
Recharge from Central Services	812,831	0	0	0	812,831	0
Total Year End Adjustments	5,277,461	0	0	0	5,277,461	0
TOTAL REVENUE EXPENDITURE	13,537,551	1,940,548	1,975,479	34,931	13,787,551	250,000
TOTAL REVENUE (SURPLUS) / DEFICIT	(6,218,309)	(3,151,572)	(3,102,493)	49,079	(5,968,309)	250,000

CAPITAL EXPENDITURE ACCOUNT						
2022/23 Expenditure	15,034,000	1,576,383	1,575,790	(593)	12,492,209	(2,541,791)
Major Repairs Allowance	(2,688,000)	0	0	0	(2,688,000)	0
Other Grants / Borrowing	0	0	0	0	0	0
TOTAL CAPITAL (SURPLUS) / DEFICIT	12,346,000	1,576,383	1,575,790	(593)	9,804,209	(2,541,791)
NET (INCREASE) / DECREASE IN HRA RESERVE	6,127,691	(1,575,189)	(1,526,703)	48,486	3,835,900	(2,291,791)
Opening HRA Balance	(12,333,000)				(12,333,000)	
Net (Increase) / Decrease in HRA Reserve	6,127,691				3,835,900	
Closing HRA Balance	(6,205,309)				(8,497,100)	

Service	Annual Budget (£)	Profiled Budget (£)	Total Expenditure (£)	Variance To Profile (£)	Projected Expenditure (£)	Projected Under / Over (£)
Housing HRA						
Central Heating Contract	800,000	200,000	217,532	17,532	800,000	0
Planned Maintenance Contract	3,955,000	200,000	194,535	(5,465)	2,862,474	(1,092,526)
Energy Performance Improvement	1,000,000	50,000	52,178	2,178	662,178	(337,822)
Environmental Works	870,667	60,000	59,894	(106)	612,676	(257,991)
Acquisition of Existing Properties / Development of New Properties	5,479,000	750,000	747,465	(2,535)	5,479,000	0
Public Sector Adaptations	400,000	80,000	81,173	1,173	400,000	0
Fire Risk	600,000	8,000	7,737	(263)	600,000	0
WHQS	1,901,950	201,000	187,893	(13,107)	1,048,498	(853,452)
Housing Maintenance Unit Vehicles	27,383	27,383	27,383	0	27,383	0
Totals for Housing HRA	15,034,000	1,576,383	1,575,790	(593)	12,492,209	(2,541,791)

sle of Anglesey County Council	
Report to:	Executive
Date:	27 September 2022
Subject:	Medium Term Financial Plan 2023/24 – 2024/25
Portfolio Holder(s):	Cllr Robin W. Williams – Portfolio Holder for Finance
Head of Service / Director:	Marc Jones – Director of Function (Resources) / Section 151 Officer
Report Author:	Marc Jones
Tel:	01248 752601
E-mail:	rmjfi@ynysmon.llyw.cymru
Local Members:	Not applicable
A –Recommendation/s and reason/s	
<p>Recommendations</p> <p>The Council is required to put in place a robust system to monitor and control its revenue budget, and a key element of that system is a Medium Term Financial Plan (MTFP). The plan sets out the Council’s budget strategy over the next two year period and sets out the assumptions which will be taken forward to the annual budget setting process.</p> <p>The Executive is requested to note the contents of the plan, to approve the assumptions made and to consider how to bridge the funding gap identified in the report as part of the process to set the 2023/24 revenue budget.</p> <p>The detailed report is attached as Appendix 1.</p>	
B – What other options did you consider and why did you reject them and/or opt for this option?	
<p>The Medium Term Financial Plan is based on a number of assumptions, which are based on the best available information. Therefore, no other options are considered.</p>	
C – Why is this a decision for the Executive?	
<p>Paragraph 4.3.2.2.1 of the Council’s Constitution requires the Executive to publish a pre-budget statement before 30 September each year.</p>	
Ch – Is this decision consistent with policy approved by the full Council?	
<p>Yes, as per paragraph 4.3.2.2.1 of the Council’s Constitution.</p>	
D – Is this decision within the budget approved by the Council?	
<p>The decision, although impacting on the budget for 2023/24, will not result in the incurring of any additional costs or generate any additional income in the 2022/23 financial year. As a result, the decision will not impact on the budget approved by the Council for 2022/23.</p>	

Dd – Assessing the potential impact (if relevant):		
1	How does this decision impact on our long term needs as an Island?	The MTFP sets out the financial position for the Council over the next 2 financial years. This impacts on the level of services which the Council can provide to meet the needs of the Island and its residents.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	Setting out and agreeing the medium term financial position allows the Council to plan for the cost of future services. Good financial planning will allow for the avoidance of unnecessary future costs.
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	The Council, along with the other 21 Welsh Local Authorities, and the Welsh Local Government Association have set out the financial position across Wales to Welsh Government. The Council also works closely with the other 5 North Wales authorities on the detailed assumptions used in the plan.
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	The annual revenue and capital budgets are subject to a public consultation process. The outcome of the Consultation is considered by the Executive before it makes its final budget proposal to the full Council in March each year.
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	The MTFP makes no spending decisions. Any spending decisions would form part of the annual budget and individual proposals would be assessed on their impact on groups protected by the Equality Act 2010 at that point.
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	The MTFP makes no spending decisions. Any spending decisions would form part of the annual budget and individual proposals would be assessed on their impact on those experiencing socio-economic disadvantage at that point.
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.	No impact
E – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	The report was considered by the SLT at its meeting on 5 September 2022. Comments from the Chief Executive and the other members of the SLT were incorporated into the final draft.
2	Finance / Section 151(mandatory)	The Section 151 Officer is the report author.
3	Legal / Monitoring Officer (mandatory)	The Monitoring Officer is a member of the SLT.
4	Human Resources (HR)	Not applicable
5	Property	Not applicable
6	Information Communication Technology (ICT)	Not applicable
7	Procurement	Not applicable
8	Scrutiny	
9	Local Members	

F - Appendices

Appendix 1 – Detailed Report on the Medium Term Financial Plan
Appendix 2 – MTFP Assumptions
Appendix 3 - Estimated Net Revenue Budget 2023/24 – 2024/25

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

1. INTRODUCTION AND BACKGROUND

- 1.1. The Medium Term Financial Plan sets out the Council's likely resource requirement for the next two financial years and details how the Council plans to balance the resource requirement with the funding available.
- 1.2. The Medium Term Financial Plan has been drawn up during a continued period of economic uncertainty. Despite the fact that the Covid lockdown period has come to an end, the impact on the UK economy is still significant, with problems with supply chains having an inflationary effect. Other global issues, including the war in Ukraine, are also contributing to increased energy costs and supply chain difficulties, which again are having an impact on inflation. The UK may have left the European Union, but it will take a number of years for the impact of Brexit on the UK economy in the long term to be assessed. All of these events will impact on future levels of public expenditure.
- 1.3. At the time of drafting the report, the election of a new Prime Minister had yet to be concluded, with the two candidates setting out different approaches to how to tackle the current economic difficulties of high inflation, slow growth and falling living standards. One candidate is promising immediate tax cuts and, if this revenue is not replaced by increased economic growth leading to higher tax revenues or additional borrowing, then cuts in public expenditure will follow. The second candidate is not proposing immediate tax cuts until inflation is brought back under control, but is proposing significant reductions in income tax over the remainder of the decade. Again, these tax cuts must have to be offset by increased growth and tax revenues, increased borrowing (unlikely) or cuts in public expenditure. Therefore, over the medium term, both the candidates are proposing a similar strategy of reducing tax levels in order to stimulate economic growth to offset the loss of revenue from reduced levels of taxation.
- 1.4. A comprehensive spending review was undertaken by the UK Government in the summer of 2021, and this set out the funding that the Welsh Government could expect over the subsequent three years (2022/23 to 2024/25). This review was undertaken before the current economic crisis began, and it is for the UK Government and the new Prime Minister to decide whether the review needs to be updated and whether more funding will be made available to the Welsh Government to meet the rising costs faced by the public sector in Wales.
- 1.5. Based on the results of the comprehensive spending review, the Welsh Government was able to provide an indicative figure for the increase in the all Wales Local Government settlement for 2023/24 and 2024/25, although the figures for each individual council would differ, depending on the output from the funding formula. The indicative figures showed an increase in the settlement of 3.6% in 2023/24 and 2.4% in 2024/25.
- 1.6. The Medium Term Financial Plan takes account of all known changes that are required to be built into the 2023/24 base budget, and makes assumptions on the main factors that impact on the Council's revenue budget (pay costs, pensions, general inflation, Welsh Government funding, demographic and demand pressures).

2. THE COUNCIL'S CURRENT FINANCIAL POSITION

2.1. In March 2022, the Council set the following budget:-

Table 1
2022/23 Revenue Budget

	£'m
2021/22 Final Net Revenue Budget	147.420
Contractual and Other Committed Changes	1.830
Pay and Price Inflation	4.706
Budget Pressures and Service Investments	4.411
Budget Savings	0.000
2022/23 Final Net Revenue Budget	158.367
Funded By:	
Aggregate External Finance	114.551
Council Tax (including Premium)	43.816
Reserves	0.000
Total Funding 2022/23	158.367

- 2.2. The Aggregate External Finance (AEF) increased by 9.22% (after adjusting for the change in the taxbase and grants transferred into the settlement). The Council Tax debit increased by 3.6%. The Band D charge increased by 2.0%, with the remainder of the increase in Council Tax debit as a result of the change in the taxbase and an increase in the second homes premium from 35% to 50%.
- 2.3. 2021/22 could not be considered as a normal operating year, with Council services continuing to be impacted by Covid, additional costs being incurred and income being lost. The Welsh Government provided significant additional funding to all local authorities, with Anglesey receiving £5.74m to cover additional costs, and £0.42m to cover lost income. In addition, a further £1.389m of Revenue Support Grant was received, along with various other hypothecated and unhypothecated grants.
- 2.4. At the end of the 2021/22 financial year, the Council reported a net underspend of £4.798m (3.25%), with all Services reporting an underspend against their budget. This resulted in an increase in the Council's general balances to £12.050m, which is equivalent to 8.17% of the 2021/22 net revenue budget. This compares to the target figure of £9.0m (6.11%) which was approved by the Executive.
- 2.5. Earmarked reserves, which are maintained by the Council to fund one off committed projects, to fund anticipated future costs (e.g. uninsured losses) and unutilised grant funding, stood at £23.182m at 31 March 2022, an increase of £7.726m during the year. The majority of the rise can be accounted for by additional unhypothecated Welsh Government funding, which was provided to help Councils to meet the cost of increasing demand and rising costs, funding transferred from general balances to undertake repairs to Canolfan Addysg y Bont, and unused revenue contributions for capital schemes.
- 2.6. School Balances also rose significantly during 2021/22, rising from £3.974m to £7.827m. This was, in part, due to the fact that schools were closed, or partly closed, during the early part of 2021/22 and also as a result of additional grant funding from Welsh Government, which was received late in 2021/22 but will not be spent until 2022/23. As schools begin the process of recovering from the pandemic, it is anticipated that these balances will fall significantly during 2022/23.

- 2.7. The Council received a significant increase in the level of Aggregate External Finance from Welsh Government, up £9.8m (9.23%) from the previous year, although there was an expectation from Welsh Government that part of the funding would be used to ensure that care providers were able to pay the real living wage to their staff, that homelessness prevention was at the same level as during the Covid lockdowns, that any Covid related costs were covered by the Council's core budget and that sufficient funding had been provided to cover the teacher's pay settlement from September 2022. Despite these additional funding requests, the additional Welsh Government funding allowed for over £2.7m of additional investment in services, to increase demand led budgets by over £0.6m and allowed the Council to raise Council Tax by only 2%.

3. THE UK ECONOMIC OUTLOOK AND BUDGET

- 3.1. Although the Council's central funding comes from the Welsh Government, the UK Government provides the Welsh Government with its entire funding and what is happening with the UK economy and budget impacts directly on the Welsh Government and local government funding. An assessment of the UK situation is an important element of the Medium Term Financial Plan.
- 3.2. The global pandemic, and the action that the UK Government has taken to support the economy since March 2020, has changed the economic position significantly, with borrowing now approaching £2.4 trillion (as at July 2022), which is 95.5% of the country's GDP. This compares to £2.2 trillion (as at July 2021), which was 94.1% of GDP.
- 3.3. During 2021/22, the Government borrowed £144bn, compared to £309bn in the previous financial year, and has already borrowed a further £51.9bn in 2022/23 (up to July 2022).
- 3.4. As the economy reopened and people started spending money in shops, inflation (Consumer Prices Index) began to rise, from 2.1% in June 2021 to 4.9% in December 2021. However, the war in Ukraine has significantly pushed up energy prices and, along with labour market shortages and supply chain difficulties still arising from Covid and Brexit, inflation has risen sharply over the first 7 months of 2022, reaching 10.1% in July 2022, and it is forecast to exceed 13% in October 2022 before beginning to fall back towards the Bank of England's target level of 2% by mid to late 2024.
- 3.5. The Bank of England base rate was cut to 0.1% in March 2020, and has remained at this very low level until the beginning of 2022. As inflation began to rise, the Bank of England's Monetary Policy Committee (MPC) has made small incremental increases in the base rate each month, and the current rate is 1.75%. It is forecast that interest rates will exceed 2% by the end of 2022, and peak at 3% in the second half of 2023 before beginning to fall back towards 2% in 2024 or 2025.
- 3.6. The economy is expected to fall into recession (two consecutive quarters of negative growth in GDP) by the end of 2022 until late 2023 and growth is not expected to be strong in 2024. Falling GDP results in falling tax revenues for the Government and increases the need for more borrowing or reductions in public expenditure.
- 3.7. The rise in inflation is mainly as a result of external factors, rather than from increased spending by consumers. The Bank of England has increased interest rates, which normally suppresses consumer driven inflation, but the situation faced by the UK at present is not as a result of consumer driven inflation and increasing interest rates may add to the cost of living crisis (higher mortgage repayments) and could suppress investment in the economy from the private sector. As the inflation is not driven by consumer demand i.e. people having too much disposable income, it is likely to result in workers seeking higher pay awards just to maintain their standard of living. This, in turn, adds to costs for manufacturers which, in turn, leads to higher prices, adding to the inflationary pressures.

- 3.8. The two candidates to become the next Prime Minister have two different strategies to deal with the current economic crisis. The first is to reduce the level of taxation to stimulate growth in the economy, which will then generate increased tax revenues to offset the reduction in taxation levels. Reducing personal taxation will also increase the level of disposable income people have to spend, which could stimulate the economy through increased consumer spending, but this may also generate consumer driven inflation. The second candidate is planning to maintain the current level of taxation and use the funding to help people with the cost of living crisis until inflation is under control, with tax cuts then following. Either way, the candidates are basing their plan on increased tax revenues from economic growth to offset tax cuts and allow spending to remain at the same level, or to reduce public spending in order to reduce borrowing.
- 3.9. In the short term, increases in borrowing or cuts to public expenditure will be required in order to fund tax cuts or more state help with the cost of living crisis. It is unclear whether there will be sufficient headroom in the UK's finances to increase public expenditure by the current inflation rate and still cut taxes or provide additional financial support to those worst affected by the cost of living crisis.
- 3.10. If the UK government does decide to reduce the level of public expenditure in England, it will result in a reduction in the funding that Wales receives through the Barnett formula. It will be a decision for the Welsh Government as to how much of the reduction is passed on to Local Government in Wales.

4. FUNDING FROM WELSH GOVERNMENT

- 4.1. Funding of Local Government in Wales has changed significantly over the past decade. After taking account of grants transferring into and out of the settlement and additional funding for new responsibilities, the local government settlement fell each year, in cash terms, between 2013/14 and 2019/20. It began to rise in 2020/21, but only exceeded the 2013/14 level in 2022/23, when the settlement increased by 9.4%. However, in real terms, the funding is still over 10% less than the 2013/14 level.
- 4.2. As the Welsh Government had been given indicative levels of funding following the Comprehensive Spending Review, it was able to announce the indicative all Wales local government funding settlements for 2023/24 and 2024/25, which were 3.6% and 2.4% respectively. However, it should be noted that these indicative figures were announced before the significant increase in inflation. It should also be noted that these were all Wales figures, and the increases for individual authorities would differ depending on how the funding formula distributes the all Wales funding between the individual authorities.
- 4.3. The fact that the published indicative increases are well below the expected level of inflation for 2023/24, and the fact that the 2022/23 budgets and settlement did not factor in the significant increases in pay and non pay inflation, has been raised with Welsh Government, and further work will be undertaken, in consultation with the WLGA, to quantify the impact of inflation on the level of funding required. It will be a matter for discussion between the Welsh Government and the UK Government as to how the funding of pay and non pay inflation is addressed in future settlements but, without further UK Government funding, it will be very difficult for the Welsh Government to increase the Welsh local government settlement significantly above the indicative figures already published.

5. NATIONAL AND LOCAL BUDGET PRESSURES

- 5.1. Local Government generally is facing a number of budget pressures, particularly in Social Care and Homelessness. Wales Fiscal Analysis estimate that the budget pressures faced by local authorities in Wales is around £380m in 2023/24 and a further £230m in 2024/25. Based on the indicative levels of increases in the Welsh local government settlement and an annual increase of 4% in Council Tax, this still leaves a shortfall of £80m in 2023/24 and £145m in 2024/25. It should be noted that these figures do not take into account the effect of the 2022/23 proposed pay award for NJC staff and teachers.

5.2. The following areas are considered the main budget pressures facing the Council over the term of this plan:-

i. Pay Increases – Non Teaching Pay

The non teaching pay award is set across England and Wales based on an agreement between the Employers and the Unions. For 2022/23, the current offer is a flat rate increase of £1,925 for all employees. This increases each pay point, from 10.2% for the lowest pay point to 3.4% for the highest pay point. This equates to an average increase of 7.5% for all staff. The same offer has been made to the Chief Officers, and this gives a range in the pay award of between 1.6% and 2.4%. In setting the 2022/23 budget, an increase of 2% was allowed for with an additional £0.625m held as a contingency budget, which equates to a funding increase of around 3.2% (£1.7m). If the 2022/23 pay offer is accepted and implemented, it will increase the costs by £4m and will require an additional £2.3m in funding to correct the opening budget for 2023/24. An assumed pay award of 3.5% in 2023/24 will add a further £2m to the non teaching pay cost. Therefore, the estimated increase in the 2023/24 budget is £4.3m higher than the 2022/23 budget.

ii. Pay Increases – Teachers Pay

Teachers pay is set by the Welsh Government, with the pay award being effective from September each year. In the 2022/23 local government settlement, the Welsh Government stated that the funding had taken into account the full cost of the estimated pay award, but the actual sum allowed for was not disclosed. The proposed pay award is 5% effective from September 2022. This is estimated to increase the teaching pay bill by £940k. The 2022/23 budget allowed for an increase of £600k and, as such, a further £340k will be required to correct the teaching pay budget and a further £695k to fund the increase from April 2023 to August 2023. The announcement on teachers' pay also indicated that the pay award effective from September 2023 would be 3.5%, which will add a further £696k from September 2023 to March 2024. This results in the 2023/24 budget having to be £1.73m higher than the 2022/23 budget.

iii. Local Government and Teachers' Pension Contributions

A revaluation of the Local Government Pension Scheme is currently taking place, which may result in a change in the main employers' contribution rate. The results of the revaluation will not be known until late October 2023, but early indications suggest that there will be no change. Every 1% increase in the contribution rate adds around £420k to the costs.

The Teachers Pension Scheme is due for revaluation in September 2023, and there is a significant risk that the contribution rate will rise significantly. Each 1% rise in the contribution rate increase the costs by approximately £230k.

iv. Major Service Contracts

A number of the Council's Services are outsourced, including refuse collection and disposal, highway maintenance, school meals, school transport and public service bus contracts. The majority of the contracts are long term agreements which will end after the end of the period covered by this plan. The price of each contract is uplifted annually using a set of pre-determined inflation indices which are defined in each contract. As a result, the current high level of inflation will feed through to each contract in 2023/24. The budget for these contracts is in the region of £20m, and a 10% inflationary rise would add around £2m to these costs in 2023/24.

- v. Energy Costs**
The current budget for energy (electricity and gas) in 2022/23 was £2.5m (£1.7m for electricity and £0.8m for gas), with the highest costs incurred in secondary schools, leisure centres and the main Council offices. Much work has been done to reduce the consumption of energy in Council buildings, including installing solar panels and a new boiler at the Council Offices. These changes will reduce costs, but a significant increase is expected in the corporate energy contracts when they are renewed later this year. The Council is currently tied into a framework agreement until September 2024 for both electricity and gas, with prices updated each October. The early indications are that electricity rates will rise by around 60% in October 2022 and gas prices by 160%. It will be necessary to correct the 2022/23 budget and allow for the price increases in 2023/24, including any further price increase in October 2023. Therefore, there is a potential for energy costs to increase by over £2m in 2023/24, with a similar rise in 2024/25. Much will depend on the outcome of the war in Ukraine and whether energy prices begin to fall if, and when, the war ends.
- vi. Elderly, Nursing, EMI and Residential Care Home Fees**
For a number of years, the annual fee increase for nursing, EMI and residential care home fees have been determined using a standard tool kit which all 6 North Wales authorities use as the basis for their fee increase. Initially for 2022/23, fees increased between 7% and 12%, and these increases took account of the Welsh Government's requirement that fee increases were sufficient to allow providers to pay the national living wage. However, the sharp increase in inflation resulted in representations from the Care Home Sector, and the Executive agreed to increase the fees again from July 2022. The additional increase meant that the fees increased by between 8% and 25% compared to the 2021/22 fees. This creates an additional cost of £323k which needs to be corrected in the 2023/24 budget. Inflation and rising wage costs will continue to be an issue in 2023/24 and a further significant rise in fees is anticipated.
- vii. Domicilliary Care Contract**
This contract is due for renewal, with the new contract due to commence in June 2023. The current budget is in the region of £4.5m, and it is anticipated that the contract costs will rise in the region of 15%, which takes account of the need to ensure that contractors can pay the real living wage and to take account of increased fuel costs (pay and fuel are the two main costs under this contract).
- viii. Children's Services**
The Council has made significant progress in recent years to bring the cost of its Children's Services within its budget. However, 2022/23 has seen an increase in the number of children being placed and increases in the fees charged by providers for out of county residential placements. It is currently forecasted that Children's Services will overspend its budget by £0.7m. An additional Cartref Clyd will become operational and it is hoped to secure grant funding to meet the running costs, and this may reduce the deficit, but it is estimated that an additional £1m will be required for this budget in 2023/24.
- ix. Adult Social Care Services**
As with Children's Services, there is a significant risk that the demand for Adult Social Care services (elderly, mental health, learning disability etc.) will increase. This is in addition to the inflationary pressures on pay and private sector provider costs. The budget is forecast to overspend £0.75m in 2022/23, but this is after allocating grants and the use of reserves. The true figure is probably closer to £3.5m to £4m.

x. Homelessness

Since the pandemic, the number of cases being dealt with by the Service has increased and, in the 2022/23 settlement, the Welsh Government included additional funding to meet the cost of the additional demand. As a result, the Council included an additional £350k in the budget, increasing the budget to around £700k. In addition, the Welsh Government provided an additional £180k in grant funding. However, since the budget was set, the situation has worsened with a number of private landlords leaving the market. In addition, the Council has taken in a number of refugees from Ukraine, which are also placing additional demands on the availability of suitable rented accommodation. This situation is not unique to Anglesey, all councils across Wales are dealing with the same pressures. It is likely the cost of living crisis will add to the problem as tenants find it harder to pay rent as well as increasing energy and food costs. The Service is looking at all options to increase the supply of private sector rented accommodation and to reduce the number of cases.

xi. School Transport

School transport budgets are under increasing pressure as operators struggle with increasing fuel prices, an ever growing demand for transport for pupils who are outside the normal statutory provision and the fact that the bus contracts will be tendered in October, with taxi contracts due to be re-tendered in January. The current budget is around £1.3m, and an increase of between 10% and 20% in the budget requirement is not an unreasonable assumption, due to higher rates from contractors and increasing demand.

xii. Council Tax Reduction Scheme

Since the funding for the Council Tax Reduction scheme transferred into the local government settlement, the sum included in the Standard Spending Assessment by Welsh Government has remained largely unchanged. As the levels of Council Tax increase, the cost falls on the taxpayers of Anglesey. The economic forecasts suggest a gradual increase in unemployment, which will lead to an increasing caseload. It is unclear whether the cost of living crisis results in a level of lower consumer demand, which impacts on the retail and service industries. This may lead to increased unemployment in these areas. Each 1% increase in the caseload increases the cost by approximately £60k, in addition to the increase as a result of increasing Council Tax.

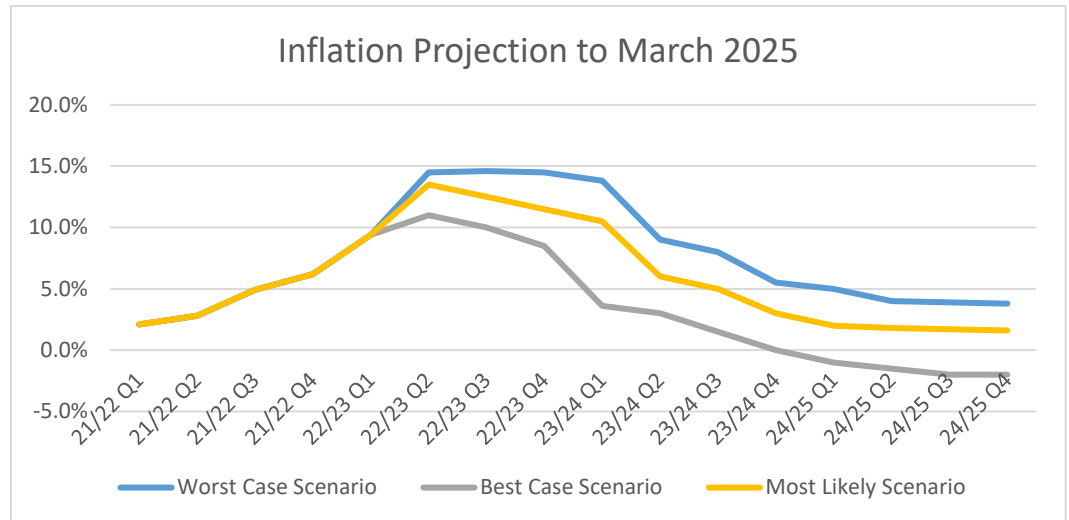
xiii. Capital Financing Charges

In addition to interest payments on existing and new loans, the Council is required to make a provision in respect of future loan repayments (known as Minimum Revenue Provision or MRP). MRP is determined in line with the MRP Policy, which has been approved by the Council. Normally, capital expenditure requires some level of additional borrowing and, as the level of borrowing increases, the provision required under the MRP policy and associated interest also increases. This has been factored into the MTFP to take into account the level of supported borrowing which is allowed for in the funding settlement and the Council's planned expenditure on new schools at Ysgol Corn Hir and Ysgol y Graig.

However, it should be noted that the cost of building works has increased since the easing of the lockdown, with a shortage of materials and labour forcing up prices. These increases may be short term and costs may begin to reduce in 2022 but, if this does not happen, then the cost of capital projects will increase, which may result in additional borrowing, which will then result in an increase in the capital financing costs. Given the current uncertainty, no allowance has been made for this potential risk in the current plan.

xiv. General Price Inflation

Annual non pay budgets are inflated each year to take account of general or specific inflation. Where contracts do not specify a specific price index that should be applied, or where a specific expenditure heading is not seeing a significantly higher or lower inflation rate, then the Consumer Prices Index (CPI) is used as the inflation factor. For a number of years, CPI has remained low and has not been a significant factor when determining the budget. However, CPI has risen significantly in 2022 and is expected to remain high for most of 2023 and 2024. The graph below shows the Bank of England's current forecast:-



Approximately £30m of the Council's budget will be impacted by a general increase in the level of inflation. It will be necessary to correct the under provision in the 2022/23 budget and also allow for inflation in 2023/24. Based on the most likely scenario shown above, it will require an increase of 16% in these budgets to cover the inflationary pressure. This equates to an increase in the budget requirement of approximately £5m.

6. INCOME

- 6.1. The Council's current income budget (excluding AEF, Council Tax and specific grant funding) amounts to £42.8m. This is made up of grants and reimbursements from public bodies (£20.4m), fees and charges set by statute or regulated by the Government (£6.7m), fees and charges set by the Council (£5.1m), long-term rental agreements (£1.3m) and recharges within the Council to other Council services (£9.3m).
- 6.2. It has been the Council's policy to increase the discretionary fees and charges by 3% per annum although, in some services, increasing the fees and charges by more than inflation has resulted in the Council's fees getting significantly closer to the fees charged by the private sector e.g leisure services. For the purposes of this plan, it has been assumed that the discretionary fees and charges will continue to rise by 3% per annum over the life of the plan.
- 6.3. When inflation has been low, the statutory or regulated fees tended to increase by the rate of inflation, however, given that inflation is significantly higher, this normal rise in these fees may not be implemented and a lower increase may result.

- 6.4. In addition to income from fees and charges, a significant amount of grant income is received. The grants received can be to fund specific projects or services, but others are more general in nature and support core services. Given the uncertain position regarding public sector funding, there is a risk that grants are targeted and reduced in order to reduce public spending, rather than a reduction in the general financial settlement the Council receives from Welsh Government. Where grants fund specific projects, then it is possible to bring the project to an end if the grant ends, but this is more difficult where services are provided through a mix of core budget and grants.
- 6.5. Assessments are currently being undertaken as to whether the Council could become the Port Health Authority for the port of Holyhead. This may provide the Council with the opportunity to generate additional net revenues. It is too early to say whether this is possible, but it is likely that, initially, a breakeven position would be the likely outcome, with income being sufficient to meet running costs. As a result, no allowance has been made for this potential additional income in the plan.

7. PROJECTED BUDGET FOR 2023/24 – 2024/25

- 7.1. By taking into account all of the issues detailed in paragraphs 5 and 6, and using the assumptions set out in Appendix 2, it is possible to estimate the revenue budget for the following 2 years, and this is set out in Table 2 below:-

Table 2
Projected Net Revenue Expenditure Budget 2023/24 to 2024/25

	2023/24 £'m	2024/25 £'m
Previous Year Final Budget	158.367	176.514
Non Teaching Pay Award	4.292	1.682
Teaching Pay Award	1.725	1.394
Major Service Contracts	1.925	0.687
Energy Inflation	2.955	2.023
Other Non Pay Inflation	5.607	1.361
Income	(2.117)	(1.415)
Social Care Providers Inflation	1.906	1.086
Children's Services Demand	0.497	0.519
Adult Services Demand	0.521	0.543
School Transport	0.212	0.055
Homelessness	0.173	0.043
Council Tax Reduction Scheme Caseload	0.126	0.129
Other Budget Pressures	0.325	(0.104)
Estimated Net Revenue Budget	176.514	184.517
Annual Increase	18.147	8.003
Annual Increase Percentage	11.46%	4.53%

- 7.2. The estimated Net Revenue Budget represents an increase of 16.5% over the 2 year period.
- 7.3. More detail on the estimated Net Revenue Budget and the assumptions that support the plan are attached as Appendix 2 and 3.

7.4. The figures shown above are based on the most likely scenario for all the assumptions. The best case and worse case scenarios have also been modelled, which show an increase in the net revenue budget of £7.1m (4.5%) in 2023/24 and £2m (1.3%) in 2024/25 under the best case scenario, and an increase of £33.0m (21%) in 2023/24 and £19.9m (10%) in 2024/25 under the worst case scenario. The 3 scenarios give a wide range of estimates for the required net revenue budget for the forthcoming two years, and it demonstrates the significant level of uncertainty that exists around inflation and the future demand for services. This makes financial planning extremely difficult.

8. AGGREGATE EXTERNAL FINANCE AND COUNCIL TAX

- 8.1. The estimated standstill budget is funded from the level of Aggregate External Finance (AEF) received from the Welsh Government (Revenue Support Grant and NDR Pool Funding) and from the Council Tax raised locally.
- 8.2. As stated in paragraph 4 above, the Welsh Government has provided indicative increases for both 2023/24 and 2024/25, however the figures were based on the position prior to the sharp increase in inflation. The indicative rises were 3.6% in 2023/24 and 2.4% in 2024/25.
- 8.3. In 2022/23, Anglesey received £114.551m in Aggregate External Finance from the Welsh Government, with the remaining £43.816m being generated from Council Tax.
- 8.4. Table 3 below shows the additional income that various changes in AEF and increases in Council Tax would have on the Council's funding (assuming no change in the Council Tax base) and that any additional funding generated by increase in the Council Tax premium would be used to increase budgets on projects to help with the supply of affordable housing on the Island i.e. have a nil effect on the budget.

Table 3
Impact on Council Funding for Changes in AEF and Council Tax 2023/24

		Change in AEF Cash Sum							
		+3%	+4%	+5%	+6%	+7%	+8%	+9%	+10%
		£'m							
Council Tax Rise (net of rise in CTRS)	3%	+4.75	+5.90	+7.04	+8.19	+9.33	+10.48	+11.62	+12.77
	4%	+5.19	+6.33	+7.48	+8.63	+9.77	+10.92	+12.06	+13.21
	5%	+5.63	+6.77	+7.92	+9.06	+10.21	+11.35	+12.50	+13.65
	6%	+6.06	+7.21	+8.36	+9.50	+10.65	+11.79	+12.94	+14.08
	7%	+6.50	+7.65	+8.79	+9.94	+11.09	+12.23	+13.38	+14.52
	8%	+6.94	+8.09	+9.23	+10.38	+11.52	+12.67	+13.81	+14.96
	9%	+7.38	+8.53	+9.67	+10.82	+11.96	+13.11	+14.25	+15.40
	10%	+7.82	+8.96	+10.11	+11.25	+12.40	+13.55	+14.69	+15.84

9. GENERAL BALANCES AND RESERVES

- 9.1.** The Council holds general balances to have sufficient funding to meet any unexpected expenditure which may arise during the year, which cannot be funded from existing revenue or capital budgets. In addition, the Council holds earmarked reserves which are held to cover the cost of potential risks, the cost of future planned projects and to hold unused grant funding or any other restricted funds which the Council holds. Since 2021/21, each Service can also hold its own specific service reserve, created from underspending in the previous year, which can be used on specific projects identified by the Head of Service, which meet specific criteria. The maximum level of service reserves that can be held by any one service is 2.5% of the net revenue budget, or £75k, whichever is the higher.
- 9.2.** As at 31 March 2022, the Council held £12.05m as general balances and £23.181m as earmarked reserves. The Council's agreed strategy for general balances is to hold a minimum of 5% of the net revenue budget for the year. Therefore, in 2022/23, the minimum amount of general balances should be £7.92m. During 2022/23, the Council has committed to use £0.76m of general balances, which reduces the level of general balances to £11.29m, which is £3.37m above the minimum required balance. However, it should be noted that any overspend on the 2022/23 revenue budget would be funded from general balances and there is a risk that, by the end of the 2022/23 financial year, the amount of general balances will be closer to the 5% minimum balance.
- 9.3.** A review of the earmarked reserves found that around £1.4m could be transferred back to general balances. A further £7m of reserves have planned uses but no formal commitment has been made, and could be used as an additional source of funding if required. The remaining £14.6m are required to cover potential future risks, have already been committed or the use of the fund is restricted to the identified purpose.

10. BRIDGING THE FUNDING GAP

- 10.1.** If the financial modelling is correct, then an additional £18.15m will be required to meet the inflationary pressures of providing the current service and to meet the demand pressures in 2023/24, although it should be noted that this figure is based on assumptions, which will need revising as the budget process progresses.
- 10.2.** It can be seen from Table 3, even with a 10% increase in both AEF and Council Tax, the additional funding will not be sufficient to fund the additional costs. If the AEF rises by the indicated 3.6% and if Council Tax were to rise by 5%, then this would only generate £6.3m in additional funding, leaving an £11.85m funding gap.
- 10.3.** As shown in paragraph 9, the Council does have some capacity to use general balances and reserves to help reduce the funding gap, but using reserves does come with risks in so far as they are not a recurring source of income and using reserves, does not eliminate the need to bridge the funding gap long term. In addition, using reserves, reduces the financial reserves of the Council and weakens its financial position. Care must be taken to ensure that the level of reserves used does not leave the Council in a position where it has insufficient funding to meet any unexpected expenditure, or to address potential risks if they crystallise into something that requires action and funding.
- 10.4.** The Council is legally obliged to set a balanced budget each year, where the budget is a fair and reasonable estimation of the costs faced to provide the services in the year to which the budget relates, and that the estimated cost can be funded from Welsh Government funding, Council Tax and reserves and balances. If the level of funding is insufficient, that only leaves the option of reducing the net expenditure budget to the level of funding available.

- 10.5.** Again assuming that the funding gap is £11.85m, that equates to revenue savings of 7.5% of the 2022/23 net expenditure budget. However, the net revenue budget includes a number of budgets which are outside the control of the Council and must be funded, these include:-
- Fire Authority Levy – £3.96m in 2022/23
 - Capital Financing Costs – £7.21m in 2022/23
 - Council Tax Reduction Scheme – £6.30m in 2022/23
 - Historic Pension Costs – £1.06m in 2022/23
 - Local Government Scheme Annual Deficit Payment – £0.84m in 2022/23
 - Members Allowances – £0.96m in 2022/23
 - Audit & Inspection Fees - £0.37m in 2022/23
 - Coroners Costs - £0.20m in 2022/23
 - Joint Services with Other Local Authorities - £2.42m in 2022/23
- 10.6.** Therefore, any savings have to come from the remaining budgets (£135m in 2022/23) and this equates to savings of 8.8% from the budgets where it is possible to implement savings.
- 10.7.** As part of the budget preparation process for 2021/22, services were requested to identify potential savings, although it was not necessary to implement these savings as additional funding was received from Welsh Government. The proposals identified £3.1m in savings, although £1.5m of these proposals were not supported by Members at the time. £0.9m required further work before they could be implemented. Of the remaining £0.6m, some may have already been implemented or the situation may have changed making it not possible to implement the proposal. However, the process did show that the number of savings proposals that can be implemented are few in number and will not generate the potential savings requirement. In order to achieve the reduction in the net expenditure budget that may be required, significant changes will be required in the way services are delivered and / or some services will have to be reduced significantly or stopped altogether.
- 10.8.** Looking ahead to 2024/25, the AEF and Council Tax would generate an additional £5.148m (based on a rise of 2.4% in AEF and 5% in Council Tax), which would take the available resources up to £169.83m, when the estimated net revenue budget to fund the current level of service and demand pressures would be £184.52m, leaving a shortfall of £14.69m. £11.85m of this figure relates to the budget shortfall carried forward from 2023/24, leaving an additional £2.84m shortfall in the 2024/25 budget.

11. CONCLUSIONS

- 11.1.** The Medium Term Financial Plan sets out the estimated net revenue budget for the next 2 years using a number of assumptions, some of which are more certain than others. The plan allows the Council to determine its future funding strategy, but there are a number of issues which increase the uncertainty surrounding the plan. These include estimating the future costs at a time of rapidly increasing inflation, estimating the demand for services as the country continues to move out of the pandemic and into a recovery phase, the impact of the cost of living crisis on the demand for Council services and the future funding of Local Government in Wales following the appointment of a new Prime Minister and new economic strategy for the UK. The level of support from Welsh Government is a key element of the Medium Term Financial Plan, and the lack of accurate future forecasts on the level of funding does reduce the level of assurance that the plan can give.
- 11.2.** The demand for services and the pressure to increase the pay of certain parts of the Council's workforce (both for the Council's own employees and employees working in contracted services) will drive up costs significantly, particularly in 2023/24. If these additional cost pressures are not reflected in the funding settlement from Welsh Government, then the Council will have to implement further cuts to services and / or higher than inflation increases in Council Tax in order to set a balanced budget, which allows the Council to meet its statutory obligations and accurately reflects the costs of providing those services.

MEDIUM TERM FINANCIAL PLAN ASSUMPTIONS

MOST LIKELY SCENARIO		
	2023/24	2024/25
Pay and Price Inflation		
Pay, NI and Pension Costs – Non Teaching	7.8%	3.0%
Pay, NI and Pension Costs - Teachers	5.2%	3.2%
LGPS Contribution Rate	0.0%	0.0%
Teachers Pension Contribution Rate	0.0%	4.9%
Electricity	75.5%	20.0%
Gas	200.0%	57.5%
CPI	16.4%	1.8%
Main Service Contracts	7.0% - 15.0%	3.0% to 7.0%
Social Care Provider Contracts	5.0% - 15.0%	3.0%
Fees & Charges	3.0% - 5.0%	3.0%
Council Tax	5.0%	5.0%
Aggregate External Finance	3.6%	2.4%
Government Grants	3.6%	2.4%
Levies	8.0%	5.0%
Capital Financing Costs	0.0%	0.0%
Demand Pressures		
Children's Placements	9.0%	9.0%
Adult Social Care Placements	1.0% - 3.5%	1.0% - 3.5%
School Transport	15.0%	3.0%
Homelessness	25.0%	5.0%
Council Tax Reduction Scheme Caseload	2.0%	2.0%

SUMMARY ESTIMATED NET REVENUE BUDGET 2023/24 – 2024/25

	2022/23 £'m	2023/24 £'m	2024/25 £'m
Pay – Non Teaching incl Pension & NI	55.096	59.488	61.171
Pay – Teaching incl Pension & NI	33.000	34.726	36.120
Other Employee Costs	4.606	5.039	5.106
Premises Costs	6.650	7.793	7.880
Energy	2.567	5.522	7.545
Transport	1.276	1.486	1.513
Supplies & Services	20.660	23.980	24.374
School Transport	3.311	4.011	4.178
School Meals	1.884	2.016	2.076
Education Out of County Placements	0.849	0.900	0.935
Education Joint Arrangements	2.319	2.488	2.564
Adult Social Care	24.588	26.761	28.107
Children's Care Placements	7.128	7.878	8.681
Refuse Collection & Disposal	7.460	7.924	8.162
Highway Maintenance & Street Lighting	4.088	4.404	4.553
Public Service Bus Transport	1.328	1.527	1.573
Help for 1 st Time Buyers	0.697	0.732	0.768
Homelessness	0.691	0.978	1.038
Members Allowances & Expenses	0.965	1.004	1.034
Coroners	0.201	0.207	0.213
Fire Service & Other Levies	3.957	4.274	4.488
Council Tax Reduction Scheme & Other Benefits	6.486	6.927	7.393
Capital Financing Charges	7.209	7.209	7.209
Contingencies	2.110	1.623	1.666
TOTAL GROSS EXPENDITURE	199.126	218.897	228.347
Grants	(20.373)	(20.931)	(21.718)
Fees & Charges	(11.781)	(12.214)	(12.606)
Recharges	(7.281)	(7.874)	(8.101)
Rents	(1.324)	(1.364)	(1.405)
TOTAL GROSS INCOME	(40.759)	(42.383)	(43.830)
NET REVENUE EXPENDITURE	158.367	176.514	184.517
Increase in Net Revenue Budget		+18.147	+8.003
% Increase in Net Revenue Budget		+ 11.46%	+4.53%

SUMMARY ESTIMATED NET REVENUE BUDGET BY SERVICE 2023/24 – 2024/25

	2022/23 £'m		2023/24 £'m		2024/25 £'m	
Economic Development	0.861		0.947		0.975	
Destination	0.701		0.819		0.840	
Leisure	0.651		1.220		1.550	
Planning	0.881		1.033		1.055	
Public Protection	1.524		1.684		1.738	
Regulation		4.620		5.703		6.158
Highways	6.892		7.778		8.015	
Property	1.508		2.016		2.175	
Waste	9.164		10.122		10.457	
Highways, Waste & Property		17.564		19.916		20.647
Adult Services		29.964		33.486		35.237
Children's Services		11.715		13.116		14.094
Schools	44.919		49.778		52.570	
Central Education	11.215		13.452		13.858	
Culture	1.270		1.572		1.689	
Education & Culture		57.404		64.801		68.117
Human Resources	1.475		1.625		1.668	
ICT	3.704		4.157		4.231	
Transformation	1.029		1.114		1.142	
Transformation		6.208		6.896		7.041
Housing		1.914		2.329		2.428
Resources		3.429		3.760		3.868
Council Business		1.822		2.010		2.063
Corporate Management		0.736		0.794		0.818
Capital Financing	7.209		7.209		7.209	
CTRS / Benefits	6.486		6.927		7.397	
Levies	3.957		4.274		4.488	
Non Service Employee Costs	1.602		1.630		1.641	
Other Non Service Budgets	0.627		0.811		0.638	
Contingencies	3.110		2.851		2.671	
Non Service		22.991		23.701		24.046
TOTAL NET EXPENDITURE		158.367		176.514		184.517

Isle of Anglesey County Council	
Report to:	The Executive
Date:	27/09/2022
Subject:	Regional and local Market Stability Report
Portfolio Holder(s):	<ul style="list-style-type: none"> - Councillor Gary Pritchard- Children (Social Services) and Youth Services. - Councillor Alun Roberts- Adult Services (Social Services).
Head of Service / Director:	<p>Fôn Roberts- Director of Social Services, Head of Children & Family Services</p> <p>Arwel Owen- Head of Adult Services</p>
Report Author: Tel: E-mail:	<p>Regional Lead / SRO: Morwena Edwards and Clare Darlington (Joint Chairs of the Regional Commissioning Board)</p> <p>Regional Contact Officer: Sarah Bartlett / Catrin Perry</p> <p>Local Contact Officer: Emma Edwards- Business Manager Social Services 01248 751887 EmmaEdwards@ynysmon.llyw.cymru</p>
Local Members:	Applicable to the whole of Anglesey

A –Recommendation/s and reason/s

Recommendation:

That The Executive approves the North Wales Market Stability Report.

That The Executive approves the Market Stability Report for Anglesey.

Reason:

The Welsh Government has introduced the Code of Practice (CoP) for the preparation of Market Stability Reports (MSR) to support this requirement stated in the Social Services and Wellbeing Act (2014).

The MSR Code of Practice requires that local authorities and local health boards work in partnership to prepare and publish market stability report based on data for each local authority area as well as an aggregated version on an RPB footprint. The Code of Practice states that:

A –Recommendation/s and reason/s

“The duty to prepare and publish a market stability report, as set out in the 2014 Act, sits with each local authority, but the Regulations require them to carry out this function on a regional footprint and in partnership with the Local Health Board, so that one market stability report will be prepared for each of the seven RPB areas across Wales” [CoP Section 3.11]

However, local authorities must ensure that the market stability report also contains an assessment of the market for care and support within each local authority area as well as across the RPB area as a whole [CoP Section 3.13].

In this way, the report will inform both **regional and local decision-making** around commissioning care and support (especially, but not exclusively, regulated services), feeding into the strategic area plan for the RPB area and helping shape local and regional commissioning strategies [CoP Section 3.14].

In preparing their market stability reports, local authorities must carry out, in partnership with the Local Health Board and other RPB partners, an assessment of both:

- a) *the **sufficiency of care and support** in meeting the needs and demand for social care as set out in the population needs assessment, and*
- b) *the **stability of the market** for regulated services providing care and support [CoP section 4.2].*

The market stability assessment focuses on regulated services. These are:

- care home services (adult and children’s)
- secure accommodation services (for children)
- residential family centre services
- adoption services
- fostering services
- adult placement (‘shared lives’) services
- advocacy services
- domiciliary support services

The MSR Code of Practice also states that whilst Preventative services are not regulated services it requires local authorities and Local Health Boards to set out the range and level of preventative services that will be required to meet those needs identified in the Population Needs Assessment and assess how the availability of

A –Recommendation/s and reason/s

preventative services can also have a major impact upon the need for regulated services. Therefore, preventative services must be considered as part of the MSR.

The Code of Practice also notes other themes that must be considered in the MSR including:

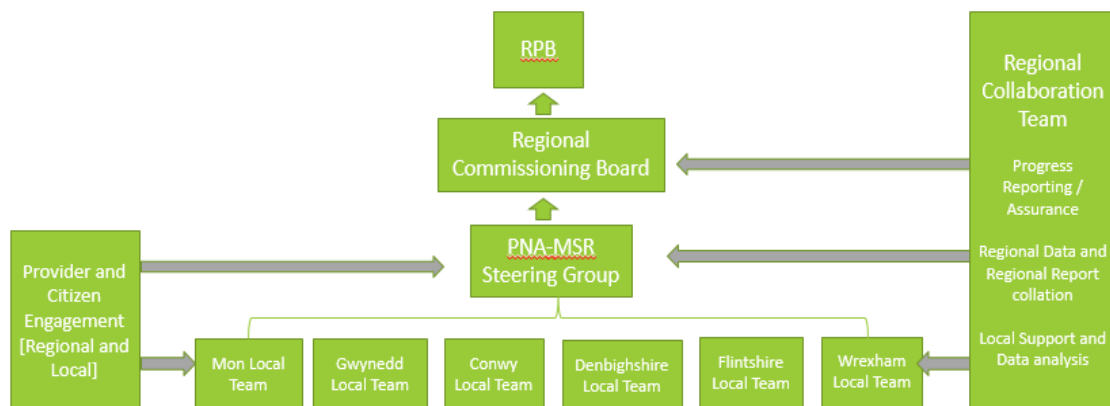
- a) Social Value
- b) The Welsh Language
- c) Workforce
- d) Direct Payments and self-funded provision

There is a strong link between the MSR and the recently produced North Wales Population Needs Assessment 2022 where the population needs assessment sets out current and projected need and demand for care and support, and the range and level of services that will be required to meet that demand. The market stability report will assess the sufficiency of the care and support provided in meeting the needs and demand established through the population needs assessment.

Whilst the MSR is a statutory requirement, this is not the main reason for undertaking the work. The MSR is a vital document that provides an evidence base to support organisations and services across the region, specifically it is to be used for strategic planning cycles underpinning the integration of services and support partnership arrangements.

Significant officer time has been involved in the production of local working papers, data analysis and research to inform the regional report. These working papers, although not published as part of the regional report, are valuable local planning documents. The approach we have taken to this work is detailed in Figure 1 below.

Figure 1 – North Wales Approach to the development of the PNA&MSR



A –Recommendation/s and reason/s

Both the PNA and MSR documents will be used to plan local and regional delivery plan and service development plans going forward.

It is also vital that both documents are kept up to date and are used as live document for on-going planning. Therefore, the PNA-MSR Steering Group [see Figure 1] will continue to meet to undertake this updating and ongoing review of both documents and to work with the local teams on the development of the regional and local implementation/delivery plans.

The requirement to produce an accessible, regional report in a short timescale has limited what can be included. The work has been carried out during a very challenging time due to the pressures and capacity across the partner organisations. It has involved a significant effort by officers to ensure that a meaningful document was produced.

It should also be noted that very little national data on the care market was available and thus we have relied heavily on local and regional commissioning information.

The final MSR document is therefore not perfect and we recommend updating as new national data becomes available and more work is carried out locally e.g. the impact of Covid, financial challenges and the impact of re-balancing social care on the on the care market. We will develop an on-going process to improve and update the MSR so that it remains meaningful and current. This will also help make it a more manageable process.

The MSR is a co-produced document and engagement led. Local and regional lead officers undertook data analysis, background literature reviews, service reviews and additional focussed local engagement work. The key issues and themes identified are based on consultation and feedback from staff, partner organisations, Public Health Wales and local Health Board colleagues, service users and the general public to identify strategic needs for care and support. This included information from existing commissioning strategies and needs assessments.

As such our co-production approach to the work means that we have a meaningful and informed MSR document that involved a wide variety of people, as opposed to a document created in isolation via a desk-top exercise, which has been the approach employed by some other regions of Wales.

A copy of the Regional and Anglesey Market Stability Report is attached for your information.

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

-The MSR is a statutory requirement, no other options available.

C – Why is this a decision for the Executive?

Refer to section A

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

Not relevant

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

Not relevant

Dd – Assessing the potential impact (if relevant):

1 How does this decision impact on our long term needs as an Island?

The MSR assessment of the sufficiency and stability of the market for regulated care and support services adds to the assessment of care and support needs of the population contained in the PNA. Both the PNA and MSR documents contribute to regional and local level strategic planning cycles, consequently this will support the local authorities' corporate priorities that are linked to the health and social care needs of its resident population.

A Well-being Assessment must be produced as a requirement of the Well-being of Future Generations (Wales) Act 2015 by each Public Service Board. The population assessment considered the care and support needs of the population while the Well-being Assessment covers prosperity, health, resilience, equality, vibrant culture, global responsibility and cohesive communities. There is overlap between the two so the project team for the MSR are liaising with officers for the PSBs about the progress of the needs assessment and Well-being

Dd – Assessing the potential impact (if relevant):		
		<p>assessments and sharing information where necessary.</p> <p>As well as informing our local plans, the next phase of the project will also involve using the population assessment and the market stability report to develop an area plan for the region. Future work on the area plan may involve further research and consultation to explore priority areas in more depth before agreeing which areas to prioritise for regional work. The area plan is to be developed and published in 2023.</p>
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	Not directly but the information contained within the MSR will inform future decision making.
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	Yes- Regional Commissioning Board and the Regional Partnership Board.
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	<p>The North Wales Social Care and Wellbeing Services Improvement Collaborative set up a regional steering group to lead the work for the technical, engagement, data and other theme-based groups to lead on specific tasks. Membership of the groups is from each North Wales local authority, Betsi Cadwaladr University Health Board (BCUHB), Public Health Wales and other parties with an interest in the needs assessment such as officers for the PSBs.</p> <p>Engagement for the MSR included: a questionnaire for organisations that asks for their views and evidence; engagement with different sector providers e.g. third sector and also local workshops with providers. This has provided rich qualitative data to inform the MSR. Further findings are available</p>

Dd – Assessing the potential impact (if relevant):		
		on the regional collaboration engagement database , which is an ongoing project to improve the coordination of engagement activities across the region and enable better use of the findings.
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	The EqIA is available on request.
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	All areas of Social care have been considered in developing the MSR.
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.	Report is available bilingually, and reflects the needs of Welsh language specifically.

E – Who did you consult?		What did they say?
1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	The SLT members' comments have been incorporated into this report.
2	Finance / Section 151 (mandatory)	As above
3	Legal / Monitoring Officer (mandatory)	As above
4	Human Resources (HR)	N/A
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	This report will be discussed by the Partnership Scrutiny Committee on September 26, 2022.
9	Local Members	N/A as this is applicable for the whole to the whole island.

F - Appendices:

Appendix 1 - North Wales Market Stability Report (June 2022)

Appendix 2 - Market Stability Report for Anglesey (August 2022)

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

The recent Population Needs Assessment (PNA) has assisted in influencing the MSR. <https://www.northwalescollaborative.wales/north-wales-population-needs-assessment/>

Equality Impact Assessment (EqIA) (including Welsh Language & Socio-economic Duty)



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GOFAL A LLESIANT **GOGLEDD CYMRU**
NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales

Market Stability Report

Draft 0.4 (June 2022)



Contact us

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1. Introduction

1.1 Background

The Social Services and Wellbeing (Wales) Act 2014 introduced a new duty on local authorities and health boards to develop a joint assessment of the sufficiency and sustainability of the social care market. The Market Stability Report has been produced by the North Wales Regional Partnership Board in line with the Code of Practice (Welsh Government, 2021a). This is the first Market Stability Report produced and takes into account the findings from the North Wales Population Needs Assessment 2022.

1.2 Purpose of the market stability report

The report helps us to understand the social care market in North Wales, so that we can effectively commission and support providers of health and social care services to meet the needs of the population effectively.

The market stability report will assess:

- The sufficiency of care and support in meeting the needs and demand for social care, as set out in the population needs assessment
- stability of the market for regulated services

Regulated services are those listed in The Partnership Arrangements (Amendment) and Regulated Services (Market Stability Reports) (Wales) Regulations 2021.

Currently these are:

- a care home service (adult and children's)
- a secure accommodation service (for children)
- a residential family centre service
- an adoption service
- a fostering service
- an adult placement
- a domiciliary care service
- an advocacy service

The assessment is the basis on which the Regional Partnership Board should make decisions for future planning and commissioning of care and support services. This will include local area plans, strategic commissioning strategy and market position statements.

This assessment has been undertaken as a joint exercise by the six North Wales local councils, Betsi Cadwaladr University Health Board (BCUHB) and Public Health Wales. The six local councils are Wrexham County Borough Council, Flintshire County Council, Denbighshire County Council, Conwy County Borough Council, Gwynedd Council and Isle of Anglesey County Council.

The market stability report aims to improve our understanding of the social care market in North Wales, and how this will evolve and change over the coming years. The findings within this assessment will assist all public service providers within the region in providing better and sufficient services for our citizens who are in need of care and support.

1.3 Research methods

The research methods include:

- Analysis of local and national data sets to identify trends.
- Evidence from the local authorities and health board.
- Evidence from local, regional and national research.
- Priorities from local, regional and national policies / strategies / plans.
- Responses to the regional survey and other consultation exercises from citizens, organisations, staff and providers.

1.4 Consultation and engagement

The Code of Practice (Welsh Government, 2021a) states that local authorities must take reasonable steps to engage with citizens. As a precursor to the market stability report, the population needs assessment had undertaken a large scale regional consultation and engagement exercise based on the national principles for public engagement in Wales and principles of coproduction. This exercise gave an insight of the direct impact of stability and sustainability of the social care market on people with care and support needs, their carers and families. Further details can be found in the population needs assessment.

Registered providers of social care services were engaged via a regional provider’s survey. An invitation to complete the survey was sent via commissioners to all registered providers across the region.63 responses were received.

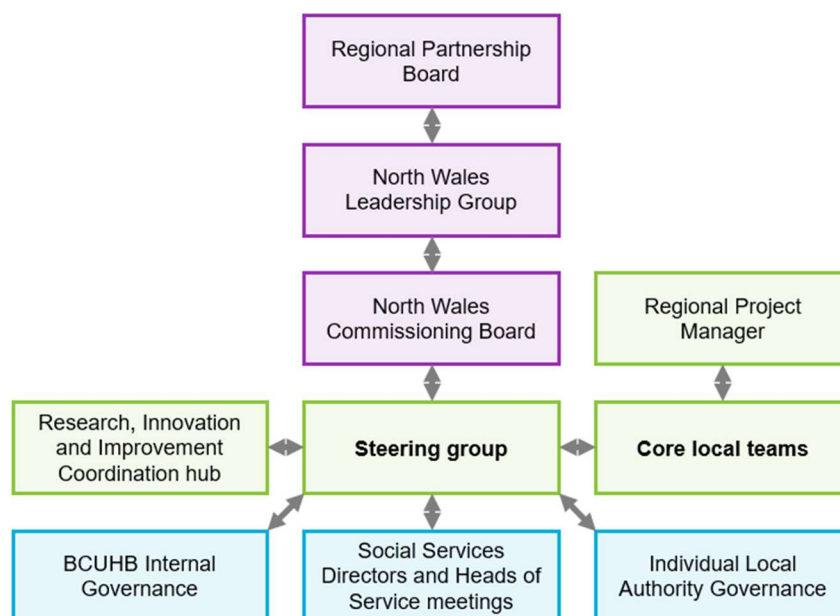
Additionally, local teams have also undertaken their own engagement where this was not being covered at a regional level. Draft chapters were also shared with partners for feedback and comments.

1.5 Project governance

The Regional Partnership Board tasked the North Wales Commissioning Board with oversight of the project. They established a regional steering group to coordinate the development of the Market Stability Report, which included representation from the six local authorities, the health board and Public Health Wales. The project management arrangements ensured that there was consistency for all partners in producing a regional report. Regular project reports were produced and shared with the regional boards as necessary.

This report has been approved by the six local authorities, Betsi Cadwaladr University Health Board and the Regional Partnership Board.

Diagram 1: Project governance arrangements



1.6 Limitations, lessons learnt and opportunities

Preparing a single accessible population needs assessment and market stability report across six local authorities and one health board area within the timescales has been a challenging process. Particularly with the additional pressures of Covid-19. Thanks to the efforts of the project team, the project steering group comprising of local leads, the data-sub group, the engagement group, partner organisation teams, people who use services and providers co-produced this report.

One of the main challenges has been access to good quality data about the population and the social care market. The 2021 census data will not be published in time to include in the assessment and many indicators were unavailable due to changes in the way data is collected since the last assessment and because some data collection paused due to Covid-19.

It is recommended that the joint population needs assessment and market stability report steering group continues regularly scheduled meetings to oversee the updates and to make further recommendations about how to improve the quality, availability and coordination of data to inform future needs assessments.

2. Summary of regional priorities

Domiciliary care (care in people's own homes) is a priority market identified by commissioners, with current private sector providers unable to fulfil the demand for a significant amount of time now, due to staffing challenges. As such, growth and development of services including general and specialist domiciliary care have been identified as opportunities for the future.

Commissioners are keen to work with providers to increase care capacity to meet population needs. The key themes and priorities for providers and commissioners across social care and health are:

- Recruitment of staff. The employment market is highly competitive and competitive pay rates and employment benefits need to be offered in order to attract people.
- Integrated Domiciliary Care recruitment project between local authorities and the health board and development of integrated cross-organisational roles and career pathways.
- Terms and conditions. These need to reflect and be worthy of the social care role, and its importance in the health and care system as well as reflecting that these are skilled roles in the main.
- Retention of staff is poor due to poor terms and conditions in the social care sector. The cost of fuel and the cost of living crisis is now beginning to be felt in the sector where providers are seeing more staff experiencing in-work poverty. Staff are also leaving the sector due to challenging working conditions and lack of respect for the work they do and the levels of responsibility involved. Staff feel undervalued and overworked.
- Staff who are new to the sector are not staying in the sector long term as they feel overwhelmed by the intensity of the roles particularly those supporting people with complex needs and challenging behaviours. Providers and commissioners need to better support for staff to meet the challenges of working in social care.
- Service transformation programmes are a priority and they should accelerate the focus on enabling flexibility in using commissioned care hours, where providers can be trusted to flex the package of care hours in partnership with the individual who is being cared for. While appreciating budget restraints for all, the flexibility

would improve quality and bring costs savings in terms of reduction in administration costs.

- Development of true partnership working between commissioners and providers was identified as a key focus.
- Providers recognise the benefit of the additional Covid payments and the on-going suitability of the sector is recognised as a key priority due to the important work that home care providers do in keeping people well in their own homes, in enabling hospital discharge and preventing unplanned visits to hospital.
- Develop partnerships with care home providers to provide low level residential care / respite services to ease the pressure on home care domiciliary care provisions.
- Develop opportunities in micro commissioning and direct payments as an alternative to the traditional home care model.
- Increase support for unpaid carers to reduce the pressures on the home care service and look at carer led solutions, such as. increased carer breaks (respite)
- Increase the availability of specialist placements in care homes for older people, adults with mental health needs, learning disability and people with dementia.
- Increase the availability of emergency and longer term accommodation for children and young people with complex needs including mental health, learning disability and emotional behavioural needs.

Summary of local themes

Anglesey

- We are committed to service transformation and modernisation is an area of focus with further ambitions to develop accommodation options, building on the work of the transformation programme.
- We have an aging care workforce on the Island and therefore need to attract and retain new social care staff.
- We want to work with providers to ensure stability, particularly in relation to staffing costs, supply, choice, services and delivery.

Gwynedd

- Recruitment and retention problems are a recurring issue, with all services reporting a real shortage and concern.
- Lack of financial support. All services have raised concerns about the ability to maintain quality services with limited resources. The lack of funding often results in having to use out of county providers which results in higher costs which in itself adds to the problem.
- Significant shortfall in care within the county for children who need to be in residential care compared to other services available to children. There is relatively good provision of foster families within the county and there are many resources and services within the county for supporting disabled children. There appears to be inconsistency in provision.

Conwy

- Recruitment and retention of staff across the sector including social workers, care staff and nursing staff. This is linked to pay and conditions but not exclusively.
- Children's residential services. Provision of accommodation for both emergency and longer term placements is needed urgently and we are considering a range of options to increase provision in county and reduce reliance on costly temporary arrangements and out of county placements that are far from the family.
- Provision of domiciliary care services, with current private sector providers unable to fulfil the demand for a significant amount of time now.

Denbighshire

- We want to increase care capacity to meet population needs within Denbighshire including residential care for children, young people, people with complex disabilities, older people (including those with mental health needs), foster care, domiciliary care and reablement.
- We are committed to improving communication internally across services / teams and with partner organisations and sharing of good practice
- Increasing the availability of overnight respite accommodation is a priority within Denbighshire.

Wrexham

Key priorities within Children's Services in Wrexham are:

- Increased placement stability, reducing the number of children looked after through early intervention and preventative services and removing profit from children's placement market
- Provision of emergency accommodation for people in mental health crisis
- Increase in escalation of mental health needs and concerns of children and young people
- Developing new children's homes
- Improvement in quality of practice and performance across Children's Services

Key priorities within Adult Services in Wrexham are;

- Growth and development of services including; Domiciliary Care (includes homecare/reablement; community living and recovery)
- Day and employment services
- Emergency placements

Flintshire

The Domiciliary Care market is a priority in Flintshire to help rebalance the care sector. Independent care providers continue to work creatively with the local authority to ensure the numbers of people waiting for care at home are the lowest possible.

In Flintshire, there are some critical pressures and key issues faced by social services in the areas of workforce, commissioning and funding criteria.

As of January 2022 in Flintshire, areas of ongoing pressures include:

- double-staffed care
- provision of care in rural areas
- provision of care for patients discharged from hospital
- care packages hand-backs from providers as a result of staffing challenges
- increased business costs – utility bills and insurance
- increased fuel costs, borne in the main by care staff themselves.

Since the pandemic the market for adult residential care services has become extremely unstable with several factors contributing to the availability of independent care home provision. The council are moving forward with plans to increase in house provision for people living with dementia and new model of step down care planned to support the discharge to assess and recover programme developed by the health board.

Half of all children in residential care from Flintshire are placed out of the country in England and Scotland. In-house residential care is being developed to rebalance the market in Flintshire.

Over the next five-year period, in order to ensure stability within the market for residential services for children, the council aims to:

- Work with new and existing providers and support them to deliver of models of care that will meet the needs of children.
- Work with new and existing providers and encourage them to develop their businesses in a way that, in addition to improving outcomes for our children, also provides a wider a wider social value to our communities.
- Work with providers who are able to safely care for children with multiple high needs and are able to provide alternative accommodation to secure welfare provision.
- Identify providers who will work in partnership with us during periods of transition, including stepping down to live with a foster carer or reunification with their family.
- Welsh culture is very important to us as a region and we want more providers who are able to deliver their services in Welsh.

3. Residential services (adults)

Population overview

Demand for care home placements is likely to increase

The population assessment shows that the number of people aged over 65 in North Wales increased by 17% between 2010 and 2020 and is projected to increase by a further 20% over the next 20 years. This is likely to increase the demand for care home services. The table below shows the expected change in each county, with Conwy expected to see the biggest increase and Gwynedd the smallest increase.

Table 1: Estimated number of people aged over 65 in 2020 and projected number in 2040

Local council	2020 number	2040 number	Change number	Change percent
Anglesey	18,650	22,500	3,850	17.2%
Gwynedd	28,550	34,300	5,700	16.7%
Conwy	32,950	43,500	10,550	24.3%
Denbighshire	23,500	30,400	6,900	22.6%
Flintshire	33,300	42,400	9,150	21.5%
Wrexham	27,750	34,500	6,750	19.6%
North Wales	164,700	207,600	42,900	20.7%
Wales	668,600	850,750	182,150	21.4%

Source: Mid-year 2020 population estimates, Office for National Statistics; and 2018-based population projections, Welsh Government

The increasing population of older people is not the only factor affecting demand. There are also changes in expectations and policy which mean demand may not increase at the same rate as the total population. For example, demand can change as people are supported to live in their own homes for longer, or take up extra care accommodation to retain independence with the option of receiving support as needed.

People are tending to move into residential care at a later age and when their needs are more complex, for example, due to dementia. The population assessment

estimated a 64% increase between 2017 and 2035 in the number of people living with dementia in North Wales, around 7,000 more people. Although previous increases have not been as high as expected because the proportion of people developing dementia reduced, perhaps due to improvements in health and more years spent in education (Matthews *et al.*, 2016). It is still likely that the trend for needing increasingly specialist nursing and residential home support for older people’s mental health (EMI) will continue.

Market overview

There are around 220 residential care homes and 60 nursing homes in North Wales, which provide around 4,100 residential care placements and 2,500 nursing placements.

Table 2: Current number of **adult care homes** (age 18 and over) by type and area

Local council (a, b, c)	Residential	Residential with mental health	Nursing	Nursing with mental health	Total (d)
Anglesey	12	7	3	2	24
Gwynedd	14	9	7	3	33
Conwy	43	12	13	5	73
Denbighshire	46	13	5	5	69
Flintshire	22	12	7	2	35
Wrexham	16	10	9	2	37
North Wales	153	63	44	19	271

Source: Local authority data collection.

(a) In Anglesey most homes have some mental health beds so these have not been separated out.

(b) Denbighshire has 26 specialist residential homes for people with learning disabilities.

(c) Flintshire has 8 specialist homes for people with learning disabilities included in the residential category.

(d) Flintshire has a number of homes with dual registration. Total numbers do not sum.

Table 3: Current number of permanent care home placements available to all **adults aged 18 and over**

Local council (a, b, c)	Residential	Residential with mental health	Nursing	Nursing with mental health	Total
Anglesey	341	98	115	64	618
Gwynedd	351	199	353	175	1,078
Conwy	671	226	441	144	1,482
Denbighshire	802	0	321	0	1,123
Flintshire	416	261	179	44	900
Wrexham	223	490	526	108	1,347
North Wales	2,804	1,274	1,935	535	6,548

Source: Local authority data collection.

Notes:

- (a) The categories of care have become more fluid since the introduction of the
- (b) Regulation and Inspection of Social Care (Wales) Act 2016 so these categories
- (c) are only illustrative of the split between types of care.
- (d) In Anglesey and Denbighshire most homes have some mental health beds so these have not been separated out.
- (e) Flintshire have 50 specialist placements for people with Learning Disabilities, included in the residential category

Care home fees

The need for sustainable and sufficient care home fees was highlighted in the consultation for the Market Stability Report. Fee levels are based on North Wales methodology with each council taking into account local decisions and affordability considerations. There are ongoing discussions around how the sector is funded, recognising the fragility of the sector, including the rebalancing care work and strategic National Framework for care and support being undertaken by Welsh Government (Welsh Government, 2021c).

Care home vacancies

During the pandemic many care homes have carried higher levels of vacancies than previously. Average vacancy levels would normally be around 10%, which is thought to be sustainable for the sector (Laing, 2020). For some this was due to staff absences or staff vacancies due to recruitment issues, while others have needed to use additional rooms for storage of personal protective equipment (PPE) or for

additional living areas in order to reduce the size of groups of residents sharing facilities. From time to time there have been restrictions on admissions because of Covid-19 outbreaks too.

Care home vacancies were also increasing in Conwy before the pandemic due to the introduction of reablement teams who worked to keep older people in their homes for longer. This work has been less effective during the pandemic as there have been fewer domiciliary care workers out in the community.

Table 4: Percentage of vacant care home placements, 31 March 2021

Local council	Occupied	Unoccupied	Total placements	Percentage unoccupied
Anglesey	548	65	613	11%
Gwynedd	933	122	1,055	12%
Conwy	1,337	115	1452	8%
Denbighshire	1,161	249	1,410	18%
Flintshire	748	152	900	17%
Wrexham	1,059	288	1,347	21%
North Wales	5786	991	6777	15%

Source: Local authority data collection.

Self-funded care home placements

The total number of people who fund their own care home placements across North Wales is not available due to differing council policy. Flintshire had 194 people self-funding placements in care homes as at 1 February 2022.

Estimates from the Office for National Statistics (2021) found that were around 36.7% self-funded care home residents between 2019 and 2020.

Isle of Anglesey market overview

Anglesey has identified the following needs:

- Increased dementia care is required.
- Social isolation may be a particular risk for older people on Anglesey, due to rurality, lack of transport, and the distance many are living from their families.
- There is need for additional specialist services on Anglesey.

- There are not enough older people's mental health (EMI) residential and nursing beds on Anglesey.
- There is reduced demand for general residential beds.
- For older people with a learning disability who also have physical health and dementia needs, there is a lack of specialist residential and nursing placements.

Gwynedd market overview

Gwynedd has identified the following areas where there is a struggle to meet demand:

- Lack of specialist residential and nursing placements for older people with a learning disability who also have physical health and dementia needs.
- Lack of support workers in the community, and residential especially Tan y Marian and within day provision. This makes it difficult to start a service for new individuals and many individuals receive fewer support days / hours in the community.
- It is difficult to maintain and develop a service tailored to the person who needs workers who have received training in 'Personal Behaviour Support (PBS)' and Active Support.
- Demand for dementia specialist care (residential and nursing). There is currently no dementia nursing care in the Meirionnydd / Llyn area.
- There is no specialist mental health provision including for autism and severe mental illness, in Gwynedd. Conwy is the nearest location but the provision is non-Welsh speaking.
- We have seen an increase in the demand for temporary residential care as a result of a shortage of domiciliary care.
- We are unable to fill empty beds in some of the Council's homes due to the high dependency level of residents.
- Inappropriate discharges from hospital without sufficient time for recovery can result in increased dependency.
- Sickness absence and recruitment are a problem.

Future plans

There are plans to increase residential older people's mental health (EMI) provision by adapting units in the council's residential homes.

There are currently 33 providers of older people's residential and nursing homes in Gwynedd. Gwynedd Council provides 11 residential homes for older people directly.

Table 5: Gwynedd older people's care home placements

	Total registered placements	Number of dementia placements
Plas Maesincla	23	23
Plas Ogwen	27	-
Plas Pengwaith	31	-
Plas Hedd	28	7
Plas Hafan	30	8
Plas y Don	30	-
Plas Gwilym	27	-
Hafod Mawddach	25	8
Bryn Blodau	41	17
Cefn Rodyn	22	-
Llys Cadfan	33	15

Source: Local authority data

The following provides an update on our efforts to expand the provision of care for people with dementia:

- Plas Hedd. One respite bed unable to open due to construction. New development underway. Plan to change a further 8 bed unit to support people living with dementia.
- Plas Hafan. Used to full potential.
- Bryn Blodau. 9 beds for people living with dementia, due to staffing situation, unable to support individuals living with dementia, but offering a different service.
- Hafod Mawddach. New development will increase registered places to 30 with 8 beds for people living with dementia. Due for completion in September 2022.
- Cefn Rodyn. 5 beds on the first floor unused due to fire safety issues and wait for new lift. New developments completed in 2021. One room has been developed for bariatric use, the others for people with more intensive residential needs.
- Llys Cadfan. Used to full capacity. 1 respite bed for people living with dementia and 1 residential respite bed.

Over the last 5 years the Council has increased the number of older people's mental health (EMI) residential beds in their in-house homes. There were originally 38 beds between Plas Maesincla and the Bryn Blodau and Llys Cadfan units. There are now units at Plas Hafan, Plas Hedd, an additional unit at Llys Cadfan and Bryn Blodau. Further work is underway to create a second unit at Plas Hedd and a new unit at Hafod Mawddach with the hope of opening later this year. While this is significant progress, more needs to be done to change the balance of older people's mental health (EMI) placements in the county and meet needs. There are significant revenue costs associated with each unit changed from residential to older people's mental health (EMI) placements.

The following gaps have been identified:

- Dementia Specialist Care (residential and nursing) in the Meirionnydd area - there is currently no dementia nursing care there.
- Residential / nursing care for young people with physical and sensory needs.

For the future the Council hopes that residential older people's mental health (EMI) provision will be created at Plas Gwilym and Plas Pengwaith. Gwynedd Council is working in partnership with Betsi Cadwaladr University Health Board, Clwyd Alyn Housing Association and the Welsh Government to develop the Penrhos site, Pwllheli. It is intended to submit a business case to Gwynedd Council's Cabinet for the development of an on-site care home. The number of individuals with dementia is increasing, and we regularly review need and try to adapt council homes to be flexible and suitable to meet future need.

Conwy market overview

Most placements in Conwy are commissioned from private care home providers who provide 98% of the bed spaces in the county. Provision across the coast is reasonable, but there is a shortage of spaces to the south / rural parts of the county and concerns about the provision available in the Welsh language. The county is well serviced with residential and nursing places, but has a shortage of specialist mental health provision for both residential and nursing needs, in particular for those who need very specialist care. The majority of buildings utilised as Care Homes are older and often converted residential dwellings. On the whole they are well maintained by the providers, but repairs and maintenance can be costly. The physical layout of many such homes made it very difficult for the providers to

manage Covid outbreaks during the pandemic, while at the same time, the purpose built homes found that they were better equipped to manage such outbreaks.

Denbighshire market overview

Over 90% of care home placements are commissioned from external providers. There are two in-house care homes. The council closed one of the three residential homes that it had in 2019. The site, in Ruthin, is now being developed to provide more extra care apartments.

There has been a slight reduction in the overall capacity of the care home sector in Denbighshire in recent years. There is reduced demand for residential care without additional support for mental health or complex physical needs.

The majority of care homes in Denbighshire are older buildings that have been adapted. There have been a few occasions where it has not been possible to accommodate people with bariatric needs because of the structure of the buildings – size of doorways or layout of corridors. Also, few care homes have space for ceiling hoists for moving and handling or larger beds. The requirement for more staff input is also a barrier.

There are very few vacancies at the moment.

There are currently around 18 adults placed in care homes because there is insufficient support available to allow them to return to their own homes.

As of May 2021 there are 32 out of county residential older people's mental health (EMI) placements and 29 nursing placements. There are 33 out of county placements in Denbighshire for older people with mental health needs, mainly due to a lack of suitable local placements

Denbighshire has 282 places for specialist learning disability care home provision. They have identified the following trends.

- **Demography.** The number of people with learning disabilities needing support is increasing and people with learning disabilities are living longer. These demographic trends are likely to continue.
- **Attitudes and expectations.** Most individuals and their families want / expect to have a greater level of independence and to be a key part of their community.

- **Finance.** The level of spend on learning disability services has been increasing but we are now faced with supporting more people with less money (as a result of reducing local authority settlements, Independent Living Fund (ILF) closure and Housing Support Grant restrictions).
- **Existing provision.** Support is generally provided via immediate family members and / or long term paid care staff. Less use is made of informal community based assets.

Flintshire market overview

There has been an overall increase in residential provision in the last few years due to the reopening of three homes and the expansion of Marleyfield house in Buckley. One large home has changed from providing nursing to residential care which has simultaneously increased residential care capacity and decreased nursing home capacity. A general nursing home in Holywell closed in 2019 and another in March 2022 which decreased general nursing placements by 75. One care home is currently undergoing renovation work which has temporarily reduced market capacity.

Marleyfield, Croes Atti, and Llys Gwenffrwd are purpose built care homes, owned by the Council, situated in the towns of Buckley, Flint and Holywell. The buildings require little refurbishment or renovation. Llys Gwenffrwd differs in that provision is provided over three floors, which requires a change in staffing levels to creatively support people with dementia on the top floor.

There has been a historical shortage of placements which has led to placements out of county.

In addition, the complexity of need coupled with the lack of placements locally leads to in delayed transfer of care from hospital. This was evident during the pandemic, where at one point, due to active cases in nursing homes, there were no available nursing placements in Flintshire in to which to discharge people from hospital.

Within the Learning Disabilities and Physical Disabilities sector, due to the small choice of local providers and the specialist nature of support, some of these residential placements may need to be made out of county and this can incur higher costs. This has an impact on individuals and maintaining links with family and friends.

Future plans

New homes accessible to all:

- Marleyfield and Croes Atti have separate units for those with dementia related needs.

Supporting people to live at home for longer:

- Llys Gwenffrwd houses rehabilitation placements and all three homes provide a number of respite, step up / step down and assessments placements rather than permanent residential.
- Marleyfield and Croes Atti have adjoining day-care provision which would be affected with some of the options presented.
- Replace Croes Atti with a new care home on the former Flint Hospital site. The new care home will have an additional 25 beds, 12 of which will be accessible to the Health Board earmarked to provide a new model of step down care to support the discharge to assess and recover programme developed within the Health Board.

Provision for people with complex disabilities

Isle of Anglesey County Council have highlighted the need for specialised physical and sensory beds available locally.

Gwynedd Council have identified a struggle to meet demand for residential and nursing care for young people with physical and sensory needs.

Denbighshire County Council identified a lack of capacity for residential accommodation for people with complex disabilities (physical and learning disabilities), which means many people go out of county, away from family and friends. Currently there are 13 placements out of county which can incur higher costs. This also impacts on families visiting and linking to the individual.

In Denbighshire as individuals with complex needs have moved on from health settings to be supported in the community, ongoing work is required to further embed

Positive Behavioural Support (PBS) methodology within the delivery of support. This will ensure the skills and knowledge is available and maintained within the social care workforce.

Extra care, supported living and sheltered housing

Extra care housing includes specially designed self-contained properties for older adults with care and support available at a sufficient level to allow people to remain at home despite frailty, periods of ill-health or disabilities and often without the need to move to residential care.

In supported living or community living people usually live as tenants in a shared house, with formal paid support provided by a registered domiciliary care agency

Sheltered housing also includes self-contained properties for older adults and usually includes help from a scheme manager (warden) or support staff.

Anglesey extra care, supported living and sheltered housing

There are two extra care developments in Anglesey, Hafan Cefni and Penucheldre, currently providing a total of 118 extra care units, all of which are currently occupied. In March 2022, the Council committed to progress a new scheme in the Aethwy area and this will provide 40 units along with 15 specialist residential care rooms.

Analysis conducted by the Isle of Anglesey County Council suggests extra care provision is on target to meet demand up to 2025 with an additional 127 units needed by 2035 to meet projected demand. There are currently 12 people on the waiting list for extra care housing.

Evidence from local consultation supports a move toward the provision of extra care and supported housing provision and away from traditional residential care homes.

There are 71 units of supported accommodation and all are currently occupied. These are provided by 7 care providers in addition to an in house service. Demand currently outweighs capacity in regards to Extra Care and Supported Accommodation

Gwynedd extra care, supported living and sheltered housing

There are three extra care housing schemes in Gwynedd providing a mix of 1 and 2 bed self-contained apartments:

- Cae Garnedd, Bangor: 42 units all occupied and 37 applicants on the waiting list.
- Awel y Coleg, Bala: 30 units, 1 unoccupied and 3 applicants on the waiting list.
- Hafod y Gest, Porthmadog: 40 units, all occupied and 21 on the waiting list.

Extra care units are also part of the conversation regarding the development of Canolfan Lleu - the health and care hub in Penygroes with Grŵp Cynefin and the development of the Penyberth site in Penrhos, Pwllheli with Clwyd Alyn. Demand currently exceeds supply and there are plans to develop more.

There are 412 units of sheltered accommodation in Gwynedd, with only 30 units having a full time warden. They are all populated and in general demand exceeds the supply in Gwynedd especially for older people who either don't need or don't qualify for warden support services, which is the main criteria for sheltered housing.

There are 78 supported living settings; 39 third sector (50%), 32 private sector (40%) and 7 in-house (10%).

Historically it is difficult to get staff in rural areas, for example, South Gwynedd and supported housing providers have had difficulty with this. Supported accommodation is a priority for the learning disability field with 75 individuals identified as needing accommodation. A high percentage of these individuals will need a supported housing model so we anticipate a need for market flexibility.

Most providers experience the same type of challenges when it comes to recruiting and retaining staff teams. However, over the last few months we have successfully introduced a number of individuals into new supported housing placements and providers are reporting that they are in a position to submit tender bids for new projects. Some external providers are progressing to develop new accommodation and support opportunities in South Gwynedd. Prior to the pandemic, providers were committed to looking at service delivery differently, such as groups sharing support, but the restrictions have had an impact on this development

Providers working within active support models and 'Personal Behaviour Support (PBS)' have been negatively impacted by the pandemic due to staffing constraints / shortages, so it is essential that we urgently address this with our providers to secure

training and mentoring to promote this way of working and ensure an outcomes based and preventative approach.

Providers generally work closely with the multidisciplinary teams to respond to demand if there is a change in needs, to respond to a crisis and so on. We have seen examples of collaboration and prioritisation with providers committing to work flexibly to ensure that individuals receive a care and support service that meets their needs.

Usually need within the service is met by tailor made packages for individuals and small-scale provision, which is not necessarily attractive or sustainable for prospective providers. Recruitment is difficult and dependent on the local population as people are unlikely to move into the region for the work because of the low rates of pay and language requirements. We are aware that some of the current providers are not on the framework so reopening the tender process for potential new providers could be advantageous. We foresee an increase in need for supported housing within the coming years in Gwynedd. We need to consider the possibility of using a '[keyring approach](#)' (KeyRing, 2022) and look at commissioning or providing the support needed within cluster areas. Consideration has been made in the past but further considerations are needed in consultation with individuals/families/providers.

Each provider is different with some having more support needs than others. The pressure on them from time to time means that they may not be in a strong position to respond to tender opportunities or to tender for the Supported Housing Agreement. Providers who support individuals with severe and complex needs regularly contact the Council to report that the level of inflationary increase offered by is not sufficient.

Providers are generally stable and able to maintain the required levels of service to supported housing provision. It is difficult to say if they are in a position to meet the demand and the increase in need as each provider's situation is different. Providing extra hours through support services has been difficult and challenging with not enough experienced staff available. This has put pressure on carers and we have had to work together as a 'wrap around' with a number of providers to meet needs.

Need close collaboration between social workers, individuals and families to ensure all options are explored. Work is ongoing through an accommodation project to identify individual needs and plan ahead to look at the most appropriate model of

support / retention within their communities and as close as possible to their family. Some individuals are receiving support from more than one provider or a combination of direct payments and commissioned provision.

Commissioner to provider relationship

- Relationships are generally good.
- Contact arrangements strengthened over the pandemic.
- Providers attend a two-monthly HR Transformation Group where they can feed into the agenda.
- Regular liaison between the providers / HR Team at different levels to air any issues that arise so that they receive timely attention.
- Providers are integral to planning future services
- Most providers now link in with our Well-being Service- virtual and face-to-face groups.
- Over the last 18 months the structure of the Learning Disabilities Service has changed - there is more emphasis on the areas - strengthening provision by having a lead for South Gwynedd and Arfon. This has strengthened commissioner / provider links.

Provider to provider relationships

Overall the relationship appears to be good although there has probably been less joint planning over the last two years due to the restrictions. We have seen examples where providers have stepped into a crisis situation to support another provider by offering staff to fill gaps. For example, in one case where an individual's situation broke down and needed 24-hour support, up to 4 providers came together to form a rota to support them in temporary accommodation. In another case where a providers had difficulties maintaining a rota when introducing an individual to a new home, another provider stepped in and agreed to work together on a temporary basis to enable needs to be met. We provided support and guidance in relation to the agreement.

Conwy extra care, supported living and sheltered housing

There are four extra care housing schemes in Conwy county, providing a total of 185 flats. Hafan Gwydir in Llanrwst, Hafod y Parc in Abergele, Llys y Coed in Llanfairfechan and Tan y Fron in Llandudno. In April 2022, there were 62 people on the waiting list of which 10 were from out of county (two from Denbighshire and eight from elsewhere in the UK but with family links to the area).

There are 46 supported living projects run by various private companies, housing associations and the council.

The majority of supported living projects only cater for several people within each project so even though there are 46 projects there are only spaces for 136 people. Which is not a high proportion especially when the population of Conwy is taken into account. There are around only 8 vacancies at present and a high demand for vacant spaces. There are no supported living projects in the south of the county.

Supported living premises are in very short supply and the council struggles to find enough accommodation for clients.

Denbighshire extra care, supported living and sheltered housing

There are three extra care housing schemes in Denbighshire and one soon to open in Denbigh. A recently closed care home in Ruthin will be used as space to expand an extra care housing scheme run by a housing association. There were occasional vacancies due to the pandemic but otherwise it is very rare to have a vacancy in an extra care housing scheme. Although the number of extra care housing flats will be increasing significantly over the year it is expected that demand will continue to increase and exceed the amount of flats available.

Within Denbighshire most people with learning disabilities live in supported housing (community living).

Most new care home placements are viewed as a temporary measure until a suitable tenancy becomes available within a Community Living setting. However, there is still a relatively high number of older people with learning disabilities living in care homes. This is historical and partly a consequence of the closure of the North Wales Hospital. Moving these individuals is not considered feasible or in their best interests.

In Community Living people usually live as tenants in a shared house, with formal paid support provided by a registered domiciliary care agency via block contract with Denbighshire. Within Denbighshire the support service is not provided by (or linked to) the landlord. Support services for all new Community Living schemes are commissioned via an agreed tendering process.

As of September 2021, there are a total of 57 Community Living properties in Denbighshire, delivered between 11 providers. Only 2 of these properties are operated by the Council. There is also a combination of national providers, smaller

local providers and both local and national providers with a charitable status. Contracts are tendered through the regional framework or commissioned through direct payments.

125 people are currently supported (capacity is 136 people), most with over 20 hours of support per week, either shared or 1:1. Most individuals have a tenancy agreement as is usually the case for Supported Living.

There are providers who are able to offer a range of support from low level to more complex needs and 24-hour support.

Recruitment of staff has been problematic for providers during the pandemic and has impacted the number of places offered periodically.

Many existing Community Living contracts have been extended past their original term and there is now considerable pressure for the whole of the scheme to be re-tendered, in line with regulations. Both the providers and the council staff feel this presents a considerable risk to individuals, providers and their staff at the current time. At worst, re-tendering could see many providers losing business, and large numbers of staff leaving the sector at a time where it is almost impossible to recruit. Any uncertainty could have the potential for many staff to leave, even if TUPE applies. This uncertainty could have a devastating effect on the local social care provider market and the citizens they support. Some providers may just hand their contracts back and not wish to bid for more. Especially with such a large number of contracts, ultimately this could all significantly further destabilize the social care provider market in Denbighshire.

Flintshire extra care, supported living and sheltered housing

Extra Care continues to be an extremely popular housing choice for older people in Flintshire, which offers them the opportunity to live independently whilst having the support of an on-site care and support team, if and when needed. This in turn, releases capacity and time in community based domiciliary care.

The benefits of living in an Extra Care facility include:

- Staying independent for longer with on-site support, in your own living space.
- Support can be increased and decreased based on needs.
- Emergency support available, including at night.
- Enables couples where one partner is highly dependent to remain living together.

- Opportunities to socialise with other residents in a community setting.

The Council currently has four Extra Care facilities, Llys Eleanor (Deeside), Llys Jasmine (Mold), Llys Raddington (Flint) and the newly occupied Plas yr Ywen (Holywell), with a total of 238 extra care units.

As of August 2021, there are a total of 60 Supported Living properties in Flintshire, delivered between 10 providers. 16 of these properties are operated by the Council. There is also a combination of national providers, smaller local providers and both local and national providers with a charitable status. Contracts are tendered through the regional framework or commissioned through direct payments.

139 people are supported, most with over 20 hours of support per week, either shared or 1:1. Most individuals have a tenancy agreement as is usually the case for 'Supported Living'.

There are providers who are able to support from a low level to more complex needs on the Framework.

When recommissioning existing services, there is a possibility of a transfer of staff (TUPE) to the new company. For new services, the provider has to recruit which can impact on the timescales and attract staff from existing providers who then have to back fill.

Wrexham extra care, supported living and sheltered housing

There are two extra care housing schemes in Wrexham with a total of 116 units. Plas Telford has 56 units and had 5 vacancies at the end of March 2022. Maes Y Dderwen has 60 units and had 10 vacancies at the end of March 2022.

Demand for those with eligible needs is low, work is currently underway to relaunch scheme to attract more applications. Wrexham County Borough Council are currently evaluating their model of extra care housing to inform further service development to ensure its sustainability in meeting changing and increasing needs. Demand is hard to estimate due to current model seemingly not being able to respond to medium and high needs. Population statistics and evidence of older people's aspirations suggest there should be increasing demand for extra care housing. The priority in the short to medium term is to ensure a sustainable model of extra care housing which provides value for money and quality services which offer real alternative to residential care.

In addition to Wrexham's extra care housing schemes, there is a rolling programme of remodelling being delivered by WCBC Housing Department to deliver improved and increasingly accessible accommodation for older people across the in-house Sheltered Housing Service.

At the time of reporting, 126 people with a range of low-level and complex support needs were supported in the independent sector by 9 supported living providers – a mix of charitable and private organisations. There are 19 people with learning disabilities supported in their own homes by the council's internal supported living service across 10 properties. The majority of the services are 24/7 although some are for day-time support only, where staff are available to support people to become more independent.

Referrals are made predominately from the Disability Service working with people with learning disabilities although there are a number of people living with mental health support needs who are supported by the council's own Recovery Service - 10 people are supported in tenanted properties funded by social care.

It is recognised that re-tendering contracts can be disruptive for the lives of the citizens supported within this model so long-term contracts of 7+3 years are used, with regular quality and wellbeing reviews during the term of the contract. The North Wales Supported Living Framework is now in place and has been used for commissioning new contracts. Recruitment and retention proves to be challenging for providers, particularly for staff who are able to drive and use a supported person's mobility vehicle.

Market stability

Regional challenges

There are some common challenges across North Wales and Wales as a whole affecting the stability of the sector listed below:

- Retention and recruitment of care and nursing staff.
- Care home fees need to be set at a sustainable rate. Increasing numbers of providers are reporting that current financial challenges and are working with commissioners to address these issues.
- Increasing demand for services with decreasing budgets.

- Increasing complexity of care needs. People are staying at home longer with a support package so when they do need a care home placement their needs are more complex and involved.

Positives identified during consultation for the market stability report were the Welsh Government funding, which has helped with voids in the residential sector along with work to promote the sector and funding to try to achieve a real living wage.

Isle of Anglesey market stability

Home closure

At the end of the last financial year in March 2022, Caledonia Residential Home (15 beds) closed.

Demand for places

The demand for care home places dropped in the early stages of the pandemic during 2020, but saw an increase in 2021-22 as the early effects of Covid started to pass and as a result of shortfalls in the domiciliary care sector. A significant increase was seen in the number of people presenting and needing an assessment, but the mostly private domiciliary care sector was at the same time losing staff and having to hand back existing care packages.

Recruitment

The largest challenge facing the sector has been the recruitment and retention of staff at all levels. Many care homes have reported vacancies which they report has impacted on their ability to take on new placements. The staff shortfall has been made worse by staff who are unable to work because they have Covid. This has meant a significant reliance on staffing agencies. We have also noted a number of changes across the sector in management staff.

Inflation

Since the beginning of 2022, the rate of inflation has increased at a faster rate and higher than the rate of increase for fees that are paid to care home providers. Utilities, fuel and insurance costs have also increased dramatically. This is proving very challenging for many providers, who, after managing through the pandemic, are finding it difficult to absorb these costs at a time when government financial support for COVID-19 has stopped.

Gwynedd market stability

Older people's care homes

With the increase in demand there are concerns that the market cannot respond sufficiently and quickly enough to demand given the current staffing crisis.

There has been an increase in the number of providers reporting that older people's residential and nursing fees are inadequate. Providers are frustrated when they report cost increases and are not offered higher payments. There is an increase in top-up charges for residential and nursing care. There's also a slowdown in the number of the workforce registering.

The threshold for self-funding has been increasing and is currently at £50,000 which means that less people are self-funding. Self-funders have a right to have their care commissioned through the council which has implications on the ability of care homes to ask for higher fees from self-funders.

Physical disability, mental health and learning disability

Each provider is different with some having more support needs than others. The pressure on them from time to time means that they cannot be in a strong position, for example, to respond to tender opportunities, or to tender for the Supported Housing Agreement. Providers who support individuals with severe and complex needs regularly contact the council to report that the level of inflation offered by the council is insufficient.

Impact of Covid-19

Some nursing providers have made the most of the financial support available, such as voids, general sustainability support, support for staff and visitor testing. It is noted that the largest providers were bidding for support, with smaller providers tending to inquire later and finding it difficult to keep up with the guidelines and guidelines support available. There is concern over the impact that the end of the financial support will have.

Flexibility of the market

There is potential for adaptation within Council care homes. Potential to adapt roles / tasks within domiciliary care plan but need support from provider to implement. Staffing is a major issue at present for domiciliary care providers and care homes.

Causes of potential business failure and contingency planning

Concerns are identified either through information shared by Care Inspectorate Wales (CIW) or as part of the Quality Assurance Team weekly contact. The team provide early intervention and support if any issues surrounding the viability of businesses arises. Recent financial support (COVID-19 Funds), such as support for additional empty beds due to the pandemic were met by the Hardship Fund and general market sustainability support were offered through a remedial fund through the government's recovery fund. There were no such funds available directly from the council before the pandemic except as a last resort or emergency measures and the current COVID-19 financial aid comes to end at the end of March 2022.

Gwynedd Council are currently looking to start an Open Book Accounting approach with care homes in order to better understand each other's financial obligations/limitations in order to establish whether there are areas we can offer support be that financially or by offering support to the care homes in streamlining their procedures

Care home closures

Gwynedd have had 4 homes close in the last few years. Two residential homes (Llwyn in May 2018 and Foelas in April 2022) and two nursing homes (Penisarwaun in July 2018 and Penrhos in December 2020). It is increasingly difficult for small independent care homes to be financially viable and this may contribute to further closures in the future.

Conwy market stability

Home closure

In the last year two homes have closed in the county. One was a smaller provider and the building maintenance costs of the older converted building exceeded the potential income from residents. The owners tested the market for sale but there were no offers. Conversion to nursing or older people's mental health (EMI) care was considered but the home was not sufficient size or layout to give the required return on investment and the home was closed. The second home that closed was larger and successful. There were no issues with vacant beds or quality of service, but having made enquiries for a lengthy period of time there were no buyers for the business when the owner was ready to retire, so the service closed. In both cases the residents of these homes were successfully re-located to other homes in the county.

Demand for places

Demand for care home places dropped in the early stages of the pandemic during 2020, but saw a significant increase in 2021-22 as the early effects of COVID-19 started to pass and as a result of shortfalls in the domiciliary care sector. We saw a significant increase in the number of people presenting and needing an assessment, but the mostly private domiciliary care sector was at the same time losing staff and having to hand back existing care packages. Most of the increase was on the coast in Colwyn Bay, Llandudno and the surrounding areas for residential and nursing placements. There is not yet data available on the demand for older people's mental health (EMI) care which we feel has also increased.

The number of out of county placements has slowly reduced.

Recruitment

The largest challenge facing the sector has been the recruitment and retention of staff at all levels. Almost all care homes have reported vacancies for health care assistants, senior health care assistants, nurses and domestic staff which they report has impacted on their ability to take on new placements. The staff shortfall has been exacerbated by staff who are unable to work because they have COVID-19. This has meant a significant reliance on staffing agencies who in some cases have been providing 20% to 50% of the staffing for some providers. We have also noted a number of changes across the sector in management staff. Consultation with providers has identified several possible reasons for the recruitment challenge:

- Exiting the EU has had some impact on health and social care, but has had a significant impact on other sectors such retail and hospitality which are very large in Conwy county.
- Competition from retail and hospitality. Care homes report staff leaving to join these two sectors who have increased pay and conditions to attract new staff. The work is often seen as less stressful with more reasonable hours.
- Early retirement. Many providers report staff members taking early retirement during the pandemic.
- Competition from better paid jobs with the health board, local authority and recruitment agencies.

Inflation

Since the beginning of 2022, the rate of inflation has increased faster and higher than the fees that are paid to care home providers. Utilities, fuel and insurance costs

have increased two and sometime three fold compared to previous years. Having managed through the pandemic, many providers are not able to absorb these costs at a time when government financial support for COVID-19 has stopped.

Denbighshire market stability

There has been increased focus on supporting people to remain independent in their own homes for longer. Most people say that they do not want to live in a residential care home if there is an option to remain independent. Denbighshire use “What Matters” conversations with people to enable us to agree the appropriate outcomes of their care and support. We use the resource wheel to ensure we include support that people have from family, friends and communities when discussing how to work towards the agreed outcomes.

There is a diverse provider base in Denbighshire. However, there are limited older people’s mental health (EMI) residential and nursing placements available.

The market is diverse with homes of varying size, in-house and independent. However, the majority are small, independent care homes in older buildings that are not purpose built.

The Contracts and Commissioning Team work closely with providers and offer support that is required.

There has been a lack of trained nursing staff available in the south of the county, meaning Llangollen Fechan faced prohibitive agency fees and therefore decided to cease dual registration for both residential and nursing care, concentrating only on residential beds. This means fewer nursing beds in the south.

A small provider, Chesterton found it was not financially viable so a managed closure took place with weekly meetings between council staff and home managers. All residents were relocated in a safe and acceptable manner.

The pandemic has highlighted the problems of economic viability of small, independent care homes. Difficulty recruiting and retaining staff, lack of flexibility in layouts and facilities have all indicated that there may in future be a move to larger, more modern or purpose-built buildings where economies of scale give greater resilience.

Gaps in service / support:

- Welsh speaking support staff (mainly in the north of the county)
- Social enterprises and independent providers who are based in the south of the county
- Short term, progression focused interventions with agreed outcomes
- Alternatives to traditional services (including respite and day activities)

The learning disability register and housing needs data show that numbers are not changing significantly but the complexity of need is increasing.

In the provider survey for this report, Denbighshire providers reported an average required occupancy of 85% for sustainability. Current average occupancy is 78%. At the time of the survey there was a vacancy rate of 25% in Denbighshire, this was higher than the regional average of 20%.

Denbighshire County Council recognises the value of nurturing and supporting good quality providers - for example, during Covid-19 steps were taken to proactively avoid provider failure. At the same time budgetary pressures mean that commissioners cannot always respond to fee requests in the way that providers would like them to. Generally, we have a good relationship with most providers. This can be more difficult to maintain when we need to raise concerns with a provider (e.g. regarding quality or safeguarding) and when negotiating fee increases or de-commissioning a service. During the pandemic we tried to ensure that providers (for example external day services) could survive financially and we also worked closely with providers on helping to keep people safe and well.

Provider to provider relationships improved during the pandemic and there were good examples of peer support and camaraderie between providers. One long standing good example is a local care home who led on the Person Centred Planning (PCP) community of support, with other mainly domiciliary care providers attending - each sharing good practice regarding person centred approaches, and with guest speakers talking about new initiatives in Denbighshire. Relationships in this meeting are supportive

Other challenges identified are:

- Recruitment and retention.
- High sickness absence.

- Ensuring sufficiency of placements in the local area, are able to meet the individual's level of need, while still supporting choice and control and preventing admission to acute and community hospitals.
- Lack of suitable overnight respite accommodation that can be pre-booked - unpaid carers have difficulty trying to find residential/nursing homes willing to accept people on a one off or occasional basis, particularly if they have higher needs / exhibit challenging behaviour. This may be due to funding, staffing or something else. There is a respite flat in Corwen but this is not well used mostly due to lack of availability of care packages. Staff at a nearby home don't have capacity to cover although not far away. Respite accommodation for people with complex disabilities is very limited - Alexandra House only. Ongoing negotiations with Alexandra House and Conwy CBC.

Flintshire market stability

Flintshire has a diverse provider base with no reliance on one provider but limited nursing and nursing older people's mental health (EMI) placements. The market is diverse with homes of varying size, in-house and independent, family run or as part of a larger organisation. The council is moving ahead with increasing capacity in in-house residential provision. The Contract and Commissioning Team work closely with providers on both entry and exit to ensure the process runs smoothly, offering any support that is required. Although the market is robust and each provider has contingency plans in place to deal with the majority of issues, the COVID-19 pandemic presented exceptional circumstances and providers did not have this included in their plans. These have since been updated.

Business diagnostic reviews conducted with 18 homes in 2017 identified the following issues related to stability:

- Group owned care homes had back of house support and central administration which seemed to reduce time pressures and workload compared to smaller independent homes.
- There was no discrimination identified between private and local authority funded patients but providers were requesting top up fees from local authorities due to financial pressures.
- Recruitment and retention: affected by the size of the home and the way it's managed, it helps to be on a main bus route, some concerns about image of the sectors, wages and competing with the NHS for staff.

- Sickness and absence rates are high and policies in place. The most common cause of absence is sickness and diarrhoea.
- Many homes are in older buildings with poor energy efficiency and difficult to alter. There was more space to expand and better outside space in rural homes, but these are also less convenient to access. Heating costs were a big concern and some homes suggested a joint procurement policy may help give them stronger buying power. Homes would appreciate advice on waste policy too.
- No clear view on minimum number of residents needed to make the home viable, but aware of whether they were losing money or not.
- Appreciation of a recent grant for asset purchase and recommendation for an asset library where expensive, occasional used equipment could be borrowed rather than purchased outright.
- Finances are challenging requiring top ups to local authority fees and a proportion of private patients to survive. The increase in the living wage, a general reduction in unemployment rates, increase in employment and the unknown impact of Brexit suggests that the pool of candidates will get smaller. Profit margins are tight and any increase in interest rates plus increases in other overheads such as business rates, fuel costs and food costs will have an impact on the long term sustainability of the sector.

Since the pandemic the market has become extremely unstable due to:

- Residential and nursing homes going into administration
- Residential and nursing homes being taken over leading to instability and significant changes in services
- Lack of staff due to retirement or leaving the business
- Low number of nursing placements and no providers with open placements to ensure stability of the placement
- Lack of funding to try to assist the providers during a difficult time
- Care Home closures, this could be due to a number of factors such as financial or lack of qualified staff
- Recruitment within Social Services sector is an ongoing concern, this is having an impact on the sustainability of provisions

Discussions with Responsible Individuals highlighted the following issues:

- Rapid changes in guidance
- Cost of living increases

- Hardship Fund tapering
- Recruitment and retention
- Good carers who are not IT savvy and not looking to upskill and undertake additional training for registration

Wrexham market stability

All Wrexham's care homes are outsourced and they are currently evaluating the medium to longer term viability of the private residential market and considering how they might deliver intermediate, short term care solutions in the medium to longer term as this market seemingly has some limitations to delivery in this context.

Fee setting methodology, budgets and lack of agreement regionally on the Pre Placement Agreement which sets the overarching terms and conditions is also hampering flexible, responsive residential care commissioning.

Barriers to entry into the market include suitable facilities and properties and the costs involved in development of a potential property. Plus, the already difficult recruitment market/staff shortages in established facilities. Ideas for ways the local council could support include; assistance to source suitable property, cash incentives, loans to assist with set up and possible recruitment assistance. The lack of flexibility in regional frameworks to reopen may also be a barrier. The council could work with Care Inspectorate Wales (CIW) and Social Care Wales to enable swifter registration processes and inflation beating budget uplifts.

All contracts are subject to regular monitoring under the terms and conditions and this should pick up any potential problems/issues at an early stage to enable preventative measures and/or emergency measures to be put in place to try and avoid a crisis. The main indicators would be; reported difficulties in recruitment, retention of staff - large numbers of leavers, always had difficulties in retaining staff in the industry as a whole, monetary losses, no reserve funds, possibly the accommodation not being suitable moving forward and no funds to make changes. Escalating concerns process including engagement with other commissioning councils.

Escalating concerns

Identifying escalating concerns within care homes is part of the council quality assurance process, with the process leading to improvements in service

performance and quality and a positive impact on staff. This information can change quickly but is included below as a snapshot.

- Anglesey: No providers currently under escalating concerns (May 2022).
- Gwynedd: One home under escalating concerns for business/financial reasons. As at 31 March 2021, there were three providers in the escalating concerns process, with one other about to be placed into escalating concerns. The reasons for implementing the escalating concerns process with those four homes can be summarised as leadership, management and oversight.
- Conwy: One provider under escalating concerns at the time of writing and one further provider during the pandemic. There is a good relationship between the providers and local authority on the whole with areas of concern identified early and resolved without the need for the formal procedures.
- Denbighshire: 2 providers currently in escalating concerns (May 2022) but has been up to around 6 at the height of the pandemic. During the pandemic Denbighshire County Council's policy was to use the escalating concerns process during an outbreak in any care home. This ensured that there was a structured approach to meetings and a multi-disciplinary team was involved.
- Flintshire: 5 care homes placed into escalating concerns between April 2015 and March 2021. Non-compliance/immediate action notice issued to 3 care homes between April 2019 and March 2020 (excludes 3 providers with new owners)
- Wrexham: Three care homes placed in escalating concerned during the reporting period to March 2021, with two of those homes having completed the process within the timescales. One home remained in the process supported by social care and health colleagues until April 2021.

Care home closures

Lessons learned from care home closures

What worked well

Experience of recent closures highlight the following:

- Good working relationship between Care Inspectorate Wales (CIW), the council and health board with colleagues from Continuing Health Care (CHC) and community nursing leads involved alongside social services senior staff, social workers and contracts and commissioning officers.
- Linking to advocacy.

- Provision of list of current vacancies in the sector.
- Health colleagues working with social care staff in Community Resource Teams building stronger relationships, shortening time to achieve outcomes and improving experience for residents.
- Social services senior staff, social workers and contracts and commissioning officers working more closely to improve dialogue and co-working across operational and business support teams.
- Person-centred, outcome focussed work across all teams.
- Regular communications with providers
- Importance of initiating discussions as soon as possible to facilitate joint planning and working.
- Allocated team of council staff to support people with their packing and accounting for their belongings, alongside providing a council presence in the home.

Challenges

- Could provider failure have been anticipated, risk assessed before notice given? Difficult to anticipate based on intelligence available. Perhaps a joint process could be developed based on experiences to guide future scenarios.
- Ensuring sufficiency of placements in the local area are able to meet the individual's level of need, while still supporting choice and control. Also, preventing admission to acute and community hospitals.
- Managing expectations and emotions of staff and residents during the process.
- Understanding equipment ownership – what belongs to the home, Health Board, Stores, Welsh Government such as personal protective equipment (PPE) and ensuring this is moved to a new setting alongside the resident.
- Working with third parties such as administrators. Differing opinions and expected outcomes, accuracy of information, understanding of Welsh policy.
- Maintaining safe level of staffing at the closing setting.
- Accessing staff files to support ease of employment to new employers.
- Complexities of a new provider taking over the home as a going concern. In particular, if there are restrictions on their registration.

Denbighshire supported providers to update contingency plans during the pandemic when new and exceptional difficulties were experienced. Denbighshire Council staff have worked alongside providers when staffing has been impossible to resource otherwise. Brought providers together to foster better relationships and share best

practice, for example, around infection control. Monitoring visits are not yet back on track since the pandemic but all homes with possible risks have been visited and interim measures included phone calls. Provider engagement meetings are now monthly but very poorly attended.

Flintshire has also found that moving away from systematic annual monitoring visits to a practice development approach has helped develop effective constructive and professional relationships with providers, which have been critical in enabling them to meet the challenges of the pandemic together.

Feedback from care home residents

All counties have systems in place to consult and engage with care home residents. A summary of feedback received is below:

- Positive feedback, particularly focussed on staff providing support. They were described as very caring, having time for people and supporting with all aspects of personal care and related needs. Managers and office staff were also mentioned in terms of being approachable and sorting out problems when they arrive. Everyone also said they felt safe in the buildings.
- Some issues were raised by individuals, not often but still important, including training and reminders to staff about issues such as knocking and waiting at doors, use of mobile phones and how their approach to tenants is important. For example, not rushing, treating them as an adult.

Feedback from providers

- Citizen's having rapid deterioration or life changing events such as a stroke then losing mental capacity with finances. Often no Lifetime Power of Attorney (LPA) in place. It would help to promote LPA more and this could reduce the council deputyship waiting list and workload.
- Transport is a huge issue for older people, particularly those living in rural areas and those with limited mobility. Bus services are very limited especially in rural areas and public transport is often not fully accessible or wheelchair friendly. Dial a ride is excellent but only operates in the North of the county and is not cheap. Taxis are expensive and not always available or accessible. One did need a mobile phone to book the new Flecsi bus – now amended.
- Welsh language capacity is problematic.

- Pressures around recruitment and retention with staff leaving sector following the stresses of COVID-19 and the ability of the sector to pay a competitive wage (compared to other sectors such as retail). Regulatory requirements. Lack of skills regarding bid writing and understanding the requirements of a tender process.

Impact of commissioning processes on the market

Each council has systems in place to support and liaise with providers, including regular meetings and discussions with providers and support with training and resources. Examples include Flintshire's 'Progress for Providers' Programme in Care Homes which is a self-assessment tool for managers to use with their staff to check how they are doing in delivering personalised support for people living in care homes.

Supported Living

North Wales commissioners from the six local councils and health board worked together to develop a Supported Living Framework which went live on 1 April 2020. Multiple service providers have already been admitted to the framework agreement following the requisite due diligence and quality checks. This enables commissioners to commission services adopting the framework agreement which can streamline processes while remaining in accordance with relevant legislation and the local authority Contract Procedure Rules.

Denbighshire County Council have 41 supported living contracts due to end 31 March 2023. These have been in place for many years and extended numerous times with a view to re-tendering. Discussions are currently underway regarding how best to re-tender. The concern is that re-tendering could have a destabilising effect on the local market exacerbating existing issues with retaining staff and risking providers handing existing contracts back rather than bid for more. Discussions are underway about what approach to take.

Welsh language

Around 24% of social care staff in North Wales can communicate effectively through the medium of Welsh (Social Care Wales, 2018b)(Social Care Wales, 2018). Across

North Wales 20% of registered care home managers are fluent Welsh speakers, which is highest in Gwynedd where 57% fluent Welsh speakers.

Engagement in Denbighshire identified receiving services in Welsh was a high priority in the Denbigh area and there is not enough care provided through the medium of Welsh in the south of the county. Many staff have some Welsh language skills but lack confidence so an internal project is looking at ways to improve this. An inspection of Cysgod y Gaer care home in Corwen in March 2022 identified that the service does provide an 'Active Offer' of the Welsh language and that it anticipates, identifies, and meets the Welsh language and cultural needs of people who use, or may use, the service.

Social value and preventative services

The concept of social value includes the following.

- The value experienced by the users of a service, delivering 'what matters' and co-producing services with people who use them.
- The added social, environmental or economic value a contract can provide over and above the core requirements.
- The duty local councils have to promote social care and preventative services provided by social enterprises, co-operatives, co-operative arrangements, user led services, and the third sector (Welsh Government, 2014).

The Wales Cooperative Centre (2021) has produced a guide to raise awareness of potential social enterprise and co-operative models in the care home sector.

We want to promote 'social value models of delivery' that:

- Achieve well-being outcomes.
- Work co-productively – giving users a strong voice and real control.
- Have a preventative and dependency-reducing orientation.
- Incorporate collaboration, co-operation and partnership.
- Add value - social, economic and environmental.

As well as to promote activities that maintain or strengthen the well-being of unpaid carers and community capacity beyond the market – without which the market cannot be stable.

Each county supports a range of preventative services which can help people to remain in their homes and avoid the need for residential or nursing care. This includes regional projects funded through the Integrated Care Fund (ICF) including falls prevention projects and step up / step down care. 'Step up' is an intermediate care function to receive patients from home/community settings to prevent unnecessary acute hospital admissions or premature admissions to long term care. 'Step down' is an intermediate care function to receive patients from acute care for rehabilitation and to support timely discharge from hospital.

Projects include; community agents, navigator and social prescribing projects which link people up to support and activities available in their local community. They also include; befriending, advocacy and respite services.

The Micro Care and Community Catalysts projects provides support to micro providers to enter the care markets. Direct payments are used to help people access personal care and live as independently as possible.

There is more information about preventative services available in North Wales in the [Population Needs Assessment](#).

Workforce

The table below shows the number of registered adult care home managers in North Wales at the 1 April 2020. Analysis of the data shows:

- In the last year 46 managers left the register and 31 joined, a turnover of 14%.
- The ratio of women to men is 6:1 and 230 are aged over 51.
- Around a third of registered managers have some Welsh language skills and 20% are fluent.

Table 6: Number of registered adult care home managers, 31 March 2020

Local council	Care home managers
Anglesey	30
Gwynedd	61
Conwy	67
Denbighshire	66
Flintshire	39
Wrexham	47
North Wales	310

Source: Social Care Wales, Registered adult care home managers

A regional survey carried out for the Market Stability Report identified that 1 in 5 care worker roles are vacant across the region, including senior care worker and care worker roles.

There are some concerns that since the introduction of the Regulation and Inspection of Social Care (Wales) Act 2016 more homes are offering both residential care and older people’s mental health (EMI) residential care without necessarily providing separate facilities for different residents and possibly without having suitable skill sets and arrangements in place.

There is an increase in training needs due to the lack of available training on offer during the pandemic, which include basic training such as inductions and manual handling.

There are some concerns that staff may have moved away from a reablement ethos due to pressures during the pandemic. For example, individuals becoming very deconditioned due to lack of activity and staff not promoting simple forms of independence, such as going to the toilet unaided.

Local authorities report that it is becoming more difficult to recruit care home managers. Alternative approaches such as the [‘Grow Your Own’](#) (The King’s Fund, 2006) may have the potential to create the conditions for sustainable workforce development.

4. Domiciliary care services

Population overview

It is predicted that the number of people aged 65 and over who struggle with activities of daily living will increase by 25% increase by 2040

There will be more people aged 65 and over living alone

The composition of households can also affect the demand for services to support independence. Data from the 2011 Census shows that there are 44,000 people aged 65 and over living alone, which is 59% of all households aged 65 and over.

Research by Gwynedd Council found a strong relationship between the number of people aged 65 and over who live alone and the number of clients receiving a domiciliary care package in an area (Regional Partnership Board, 2022).

Moreover, around 28% of people in Wales have such low incomes that they do not contribute to the cost of their domiciliary care (CSSIW, 2016). It is anticipated that 30% of people have enough capital to fund their own care in both domiciliary care and care homes (CSSIW, 2016).

Table 7: Predicted number of people aged 65 and over who struggle with activities of daily living

Local council	2020 number	2020 percent	2040 number	2040 percent	Change number	Change percent
Anglesey	5,100	27%	6,550	29%	1,500	23%
Gwynedd	8,000	28%	10,050	29%	2,050	20%
Conwy	9,450	29%	13,050	30%	3,600	27%
Denbighshire	6,450	27%	8,800	29%	2,400	27%
Flintshire	9,150	27%	12,350	29%	3,250	26%
Wrexham	7,550	27%	10,000	29%	2,450	24%
North Wales	45,700	28%	60,900	29%	15,150	25%
Wales	185,300	28%	248,900	29%	63,600	26%

Numbers have been rounded so may not sum

Source: Daffodil, Mid-year population estimates, Office for National Statistics and 2018-based population projections, Welsh Government

Market sufficiency

Market overview

The average number of hours of domiciliary care per week commissioned by each local authority and the health board is summarised in the table below.

Table 8: Average local authority/health board Commissioned domiciliary care hours per week

County	Older person	Learning disability	Older person mental health	Physical disability	Total
Anglesey	3644	390	-	582	4616
Gwynedd	-	-	-	-	11144
Conwy (a, b)	8024	5523	382	-	13930
Denbighshire	-	-	-	-	5150
Flintshire (c, d)	6,047	913	22	1,160	8142
Wrexham	5599	638	1196	955	8388
North Wales					44558

Source: Local authority data collection. Some figures are rounded so may not sum.

- (a) Learning disability figure also includes physical disability
- (b) Figure includes direct payments
- (c) Learning disability floating support (not in supported living accommodation)
- (d) Older person mental health - independent sector, but majority of support provided by in house mental health team

In terms of the balance of the market, on average more than 70% of the North Wales domiciliary care market is comprised of independent sector providers with the remainder a mixture Local Authority and Third Sector providers. However, this does vary according to local authority. For example, Gwynedd have 44% of domiciliary care being provided internally currently and 56% through the independent sector, whereas in Flintshire the local authority currently provides around 10% of the domiciliary care provision.

Table 9: Percentage market estimated share of domiciliary care sector by type

County	In House	Independent sector
Anglesey (a)	18.5	81.5
Gwynedd	44	56.0
Conwy	9.7	92.3
Denbighshire	10	90.0
Flintshire	10.5	89.5
Wrexham	3	97

Source: Local authority data collection

(a) Should be in-house/external provider (independent sector and third sector) split of 30/70%

Table 10: Number of providers working in each local authority area

County	Number of providers
Anglesey	1
Gwynedd	1
Conwy	3
Denbighshire	6
Flintshire	6
Wrexham	4
Regional (a)	52

Source: North Wales Domiciliary Care Framework

(a) Providers noted for each county are -ones who only provide services in that county. Regional providers are those that work in more than one county in North Wales.

Table 11: Average hourly rate of domiciliary care by population group (£)

County	Older person	Learning disability	Older person mental health	Physical disability
Anglesey	17.83	16.04	17.83	17.83
Gwynedd	19.13	19.13	19.13	19.13
Conwy (a)	20.60	20.60	20.60	20.60
Denbighshire (a)	19.53	19.53	19.53	19.53
Flintshire (b, c)	18.67	16.84	-	18.67
Wrexham	20.33	16.90	20.58	20.28

Source: local authority data collection

(a) Average rate across all population groups

(b) Supported living

(c) Majority of older person mental health supported in house, no average provided.

Regional market overview

Domiciliary care is a priority market identified by commissioners, with current private sector providers unable to fulfil the demand for a significant amount of time now. As such, growth and development of services including general domiciliary care (includes homecare, re-ablement; community living and recovery) have been identified as opportunities for the future.

Isle of Anglesey market overview

In Anglesey, demand is currently exceeding supply (March 2022) due to shortage of staff within domiciliary care providers.

Gwynedd market overview

In Gwynedd there has been insufficient domiciliary care provision to meet need across Gwynedd, particularly in the Eifionydd and Pwllheli area at present.

In Gwynedd, currently there is a lack of available domiciliary care, and the nature of current arrangements mean that providers can refuse to give care, or return

packages. Frequent emergencies can occur, where providers report that they are no longer able to provide care due to staffing problems.

Currently, people have little choice in the field. Getting any care is a challenge, let alone having a choice. People can choose to get Direct Payments to arrange their own care, but it is not easy to find people who can offer care. A project with 'Community Catalysts' has started, to encourage people to set up a small company to provide care, and hopefully this will improve the situation.

Conwy market overview

The numbers of people who receive domiciliary care packages in Conwy has declined over the past four years, as can be seen in the table below.

There have been a couple of principle reasons for this, the impact of COVID and carers workers leaving the sector with the sector unable to recruit new staff.

As it can be seen that during the last 12 months the numbers of citizens receiving domiciliary care had dropped dramatically and evidence from providers is that this is directly due to lack of domiciliary carers. During the May to November 2021 period approximately 950 hours of domiciliary care packages have been handed back due to private sector agencies unable to meet demand.

Table 12: Numbers of people who receive domiciliary care packages in Conwy

Year	Total clients
2017/18	898
2018/19	818
2019/20	799
2021/22	717

Source: Local authority data collection

As of this week 2 of April 2022 there are 698 packages begin delivered to older people across Conwy.

The table below shows the total number of packages and hours that are being delivered, week 2 April 2022. The areas in this table are shown as the Community Resource Team (CRT) Areas.

Table 13: Total number of domiciliary care packages and hours that are being delivered in Conwy (April 2022)

CRT area	Packages	Hours	Average hours per package
Abergele	146	1,709	11.7
Colwyn	206	2,251	10.9
Llandudno	172	2,217	12.9
Coastal	91	1,166	9.0
Rural	83	747	9.0
Total	698	8,091	11.6

Numbers have been rounded so may not sum

Source: Local authority data collection

It can be seen that the Colwyn CRT area has the most packages and Rural has the least. It is also interesting to see that the Llandudno and Coastal areas don't have the most packages but the average hours per package is higher than any other area, this is probably due to the average age of the population in those areas and the fact that they need more intensive support packages.

Denbighshire market overview

There were 585 people who received domiciliary care in Denbighshire during 2020-21. This number has increased over the last year.

Table 14: Demographic of people accessing domiciliary care in Denbighshire

Age group	Percentage of Provision
18-24	1%
25-64	19%
65-74	11%
75-84	24%
85+	45%

Source: Local authority data

Denbighshire does not have enough providers to give people a real choice or to give an element of competition in the market. Commissioners have unmet demand and are unable to provide domiciliary care for all requests. For example, at the end of March 2022 there were 116 people waiting for domiciliary care packages, of which 26 were receiving interim support. The Interim Support Team's function is to provide domiciliary care and support for a short period of time whilst care packages are secured through the provider sector. There are particular challenges in the south of the county where we have minimal independent provision. Our in-house team are only working in the south and their intervention often ends up being long term due to lack of alternative provision. Moreover, the re-ablement teams, both north and south, are finding they are picking up urgent care packages on a regular basis and this in turn has an impact on our ability to offer re-ablement services.

The range of care needs is wide and includes:

- frailty due to age related conditions
- physical disabilities
- learning disabilities, including autistic spectrum disorders
- sensory impairments
- chronic illness
- long term health conditions
- dementia
- mental health, including depression, anxiety
- substance abuse
- palliative care

We are working with Community Catalysts to ensure that Denbighshire residents are able to access the kind of care and support that suits them best. In addition Community Catalyst supports citizens who wish to, to provide care and support in a way that fits with their lifestyle.

Community Catalysts

Community Catalysts is a social enterprise working across the UK to try to make sure that people who need care and support to live their lives can get that help in ways, times and places that suit them, with real choice of attractive local options. They help people across the UK use their energies and talents to set up 'community micro-enterprises'. Community micro-enterprises are really small businesses or ventures or groups that offer help with care or health or wellbeing to local people in their area.

Community Catalysts has lots of experience and expertise and can offer people who want to set up a new care enterprise specialist advice and guidance, so they can do this safely and well.

In Denbighshire, Community Catalysts has been commissioned by the Council to use its expertise to help to tackle social care challenges.

Moving with Dignity / Right sized Care

For many years, it has been established practice across health and social care for people who need to be hoisted, or cared for in bed, to have a care package with two people to assist and carry out the care.

It is unknown where or how, this practice became established, but with innovations in moving and handling equipment and a move to a more person-centred care & support approach, this requirement is increasingly being questioned and challenged.

It has been estimated that at least 37% of Denbighshire citizens could be assisted by one carer (instead of two), with the additional benefits of maintenance of dignity and comfort together with the increased flexibility derived from the provision of only one carer. More specialist moving and handling equipment is being designed and manufactured to facilitate single handed care allowing our Citizens to have their care needs addressed with the minimum of support and intervention.

Denbighshire have been promoting this way of working across Health and Social care and training staff so that they become more familiar with specialist moving and handling equipment and so they are more confident about supporting our Citizens to have their Care needs addressed with the minimum of intervention.

The Moving with Dignity project incorporates promoting independence and appropriate handling techniques for care provision. Using kindness and a gentle, compassionate approach, it involves looking at the number of carers required to attend to a person's needs, when being lifted, transferred or repositioned using specific techniques and items of equipment.

During the last year 5 sessions were held with Occupational Therapists to refresh skills using bed management systems. As a result, the Nordic bed management system is now core stock and can be ordered directly from our Community Equipment Service (CESI) which has reduced the delay between the initial assessment and providing beds to citizens.

Formal training sessions were held with 22 care staff from our in-house Independence at Home team. Following on from the training, the team are now working towards ensuring that care packages for those being discharged from hospital are considered within the ethos of Moving with Dignity before the care is transferred to external domiciliary care providers.

A pilot project was implemented with one Domiciliary Care agency, whereby the Manager and Moving and Handling trainer received an awareness training session to discuss the ethos of Moving with Dignity, which they are now rolling out with their care team. The aim is that once all training has been completed, work will be carried out to review all double handed packages of care

Our Moving with Dignity project lead completed a training session with Betsi Cadwaladr University Health board (BCUHB) Moving and Handling trainers to discuss single handed care.

The newly created Adult Social Services Edge of Care Team fits with our strategic vision for a modern, more effective way of delivering social care support that strengthens individual and community resilience. The Edge of Care team is unique in that it is based within Adult Social Care Services and recruits, trains and deploys Volunteers. The Manager is a qualified Social Worker and Outcome focussed mentor. Two Edge of Care Coordinators support the Manager to deliver the project.

The Team has demonstrated how the project can positively impact on planned care pathways, supporting discharge from hospital for citizens, working closely with our Community Resource Teams in delivering a 'team around the individual' approach, reducing demand for traditional planned care. For example; we have volunteers providing respite to carers, with careful and considered matching of 'cared for and volunteer', the result has been an experience that is meaningful and enjoyable for both carer and cared for. We have examples of where citizens have remained on the 'edge' of planned and unplanned care for example Mental Health Services, Care Home placement and traditional domiciliary care, keeping citizens in the community

Flintshire market overview

With regard to the demographic of people accessing domiciliary care in Flintshire, the largest group are people aged 85 and over, see the table below.

Table 15: Demographic of people accessing domiciliary care in Flintshire

Age group	Percentage of provision
18 to 24	1%
25 to 64	17%
65 to 74	12%
75 to 84	27%
85 and over	43%

Source: Local authority data collection

Of those under the age of 65, a similar proportion of people receive support for a learning disability as a physical or sensory impairment.

As previously reported, the population changes over the next five years will have an impact on the sufficiency of provision. This increase number of people living in the community with dementia and complex needs may increase the demand for domiciliary care services, in particular 'double staffed packages of care'. This is something the authority needs to consider in order to continue to support individuals to live at home for longer.

Flintshire In-house Community Support Service provides care and support for adults who have an assessed need in their own homes. The service is split into three geographical localities and the service is delivered via a team of care staff who work across the whole of Flintshire. These three localities replicate social work and health teams locally and this aids in continuity and developing working relationships across different professions. The three localities are:

- Locality North East – Deeside area
- Locality South – Mold / Buckley area's
- Locality North West – Holywell / Flint area's

The Community Support Service adopts an ethos of re-ablement and supports people in line with the Social Services and Wellbeing (Wales) Act 2014. The Community Support Service provides services to people over 18 years who have

been assessed as having a social care need living in Flintshire. The Community Support Service provide support for a range of health and care needs, including:

- frailty due to age related conditions
- physical disabilities
- Learning disabilities, including autistic spectrum disorders
- sensory impairments
- chronic illness
- long term health conditions
- dementia
- mental health, including depression, anxiety
- substance abuse
- palliative care

The Community Support Service support people via three different care and support models/approaches which vary depending on the individual and what matters to them.

Re-ablement - designed to support people to regain, improve and maintain their daily living skills and maximize their independence whilst continuing to live in their own home. This is a short term service which can be provided for up to six weeks. The service has close links with hospital discharge teams and plays an important role in contributing to a reduction in hospital admissions and readmissions and works closely with a range of professionals including Occupational Therapists, Social Workers, Physiotherapists and District Nurses. The service also plays an important role in working with people to achieve their own personal goals to aid integration back into their own environment at home and into their local community. The aim is to support people to maximize their independence as quickly as possible and ensure that if people need ongoing care and support this is at the appropriate level.

Living Well - provides flexible care and support for people living with dementia. The service is designed to allow independent living and aims to support people to stay active in their home and active in their community for as long as possible. The care and support is tailored around the individual. Care, support and activities are developed over time as the staff build up a relationship with the person and they understand what they need. This approach delivers positive outcomes and contributes to people living with dementia maintaining their independence for as long as possible.

People who have long-term complex care needs are supported to remain independent in their own home. This includes daily living support, helping to achieve identified goals, support with medication as well as end of life / palliative care as required. In supporting people with complex needs the service offers stability and reassurance, and can that can support people overcome a crisis as necessary.

In addition to Local Authority's in-house care provision, the Commissioners in Flintshire actively utilise 28 providers from the North Wales Domiciliary Care Framework. There are also a small number delivering supported living exclusively under an alternative framework.

Both independent sector and Local Authority services are currently delivering around 7500 hours of domiciliary care per week. Flintshire County Council in-house provision delivers approximately 12% of this market, but aims to increase service delivery in this area to support more people to live at home, in line with the Council Plan. These figures exclude the provision of Extra Care, from which the Local Authority delivers around 370 hours of care per week.

Wrexham market overview

The population of Wrexham is just over 135,000 according to the 2017 census. Over 45% (58,359) of that population are over the age of 45 years. Further 23% (31,700) of the population is over the age of 60 years. Those in fair health are 19,000 (14%), those in bad health are 6,500 (5%) and very bad health 1,800 (1%). Domiciliary care provision in Wrexham is provided through a patch-based model.

Of those there are a number who provide care services to those in need who are unpaid. These are broken down as follows: 8,900 provide 1 to 19 hours unpaid care a week; 2,200 provide 20 to 49 hours unpaid care a week and 4,000 provides 50 or more hours unpaid care a week. It is likely that over a five-year period all of these people will need to access services at some level.

Market stability

Regional challenges

A gap in services exists in relation to short home calls for support with medication. Neither health nor social care services provide calls only for medication, but older

people with memory problems do need this vital care (Regional Partnership Board, 2022).

The current economic situation with rising inflation and fuel costs, and wider cost of living pressures in early 2022 are creating instability for domiciliary care providers and their staff for example in-work poverty.

Decreasing budgets could present further challenges around the level of services which are able to be commissioned and provided. Across North Wales, providers have appreciated the support funding throughout the COVID-19 pandemic. For example, an additional £1m for domiciliary care which has provided stability during the pandemic. There is concern over the impact the end of the financial support will have.

Isle of Anglesey market stability

Post pandemic, recruitment and retention of staff remains an issue with the staff turnover rate in Social Services having increased in 2021/22.

There is an increasing demand for services, but budgets along with inflationary pressures are struggling to keep up with this demand.

Gwynedd market stability

Gwynedd has recently begun to establish the new domiciliary care model and early indications are very positive with providers having more recruitment successes. The domiciliary care tender opening in early April 2022 will give commissioners the opportunity to establish the new model across the county, and hopefully achieve much more stability thereafter. It is hoped that it will be possible to recruit more staff, achieve more with the same staffing level, and achieve greater efficiency (less travel and less bureaucracy) which results in more time to care and better outcomes for people (through focus on what makes a difference to the individual and tailor the care appropriately), through the adoption of the new model. The intention in the new model is to maintain the 50:50 split between the internal and external sectors for provision. The inclusion of the new contract for the external providers means that we have the freedom to adjust this ratio over the life of the agreement. Frequent emergencies in domiciliary care where providers report that they are no longer able to provide due to staffing problems. As the new arrangements come into effect a transition period will be required including effective shadowing and training.

Conwy market stability

The Independent sector market has been unable to fulfil the county's domiciliary care requirements since the pandemic. Conwy currently (April 2022) has over 900 hours of un-brokered care that the market cannot supply (60+ packages). This has been consistent for over 12 months and is being met by in house and BCUHB provision. Discussions with providers suggest that this is purely down to staff / recruitment problems faced by the sector. Things are slowly improving but at a pace too slow to meet the rising demand.

Denbighshire market stability

Denbighshire's in house provision adopts an ethos of re-ablement and supports people in line with the Social Services and Wellbeing (Wales) Act 2014, providing services to people over 18 years of age who have been assessed as having a social care need and living in Denbighshire.

Denbighshire's in-house provision consists of Re-ablement, Health and Social Care Workers and the Interim Support Team - all services are intended to be short term interventions.

The Interim Support Team's function is to provide domiciliary care and support for a short period of time whilst care packages are secured through the provider sector in the South of Denbighshire. Increasingly, all elements of the in-house provision are holding cases for longer due to the lack of domiciliary care available. Due to the low number of providers able to deliver care in the south of Denbighshire, there is a commitment to expand the in-house provision.

Across social care there have also been high levels of staff absence that are likely to be linked to high levels of stress and anxiety post the pandemic.

Commissioners are struggling to secure packages of care, particularly in the south of Denbighshire. The main reason for this is lack of available care staff. This is a long term problem which is worsening. Domiciliary care providers handed back around 600 hours of care packages in 2021 due to lack of available staff.

There is a good range of providers in Denbighshire, although not all on the framework actively bid for packages. The domiciliary care sector in the county has been severely affected by the pandemic. In particular, sourcing double handed care packages is a challenge, as is the lack of availability of care provision in the south of

the county and in rural areas. We are also aware that domiciliary care services in rural settings is more expensive – some research suggests up to 20% more, and the average hourly rate is up to 11% higher. Increasing costs of transport fuel is challenging for all providers

Denbighshire County Council are considering opportunities to develop enhanced domiciliary care provision for citizens with higher levels of care and support needs. The model would necessarily be flexible (rather than 'time and task'), to support care staff to build relationships and person-centred working, gain enhanced skills through training and play a key role in care and support planning for citizens. Ultimately, the provision would have a clear outcomes focus, and success would be measured by those outcomes.

Denbighshire is hoping to conduct a pilot involving electric vehicles for provision of care during 2022.

Flintshire market stability

In Flintshire, the market is a mixed model with continued expansion of in-house domiciliary care. This is a priority for the Council to help rebalance the care sector. Independent care providers continue to work creatively with the local authority to ensure the numbers of people waiting for care at home are the lowest possible. However, during the last 2 years of the COVID-19 pandemic, this has been challenging.

We now start to see creative solutions including the use of electric vehicles to support domiciliary care staff through the proposed WG scheme. They will be used to support domiciliary care staff who cannot drive by accessing WG scheme to prioritise driving tests for domiciliary care workers who are awaiting a test date. Flintshire is continuing the expansion of Micro-care to support individuals locally. The market remains challenging, but all stakeholders continue to work in partnership to overcome the well-known challenges currently faced across the UK.

In Flintshire, considering independent providers only, no provider holds more than 12% of the independent market share in the local area when considering delivered hours, with the average for a provider being 4.5%.

With regard to the balance of the market in Flintshire, the vast majority (12 out of the 18) are local providers either exclusively in Flintshire, or within Flintshire and

neighbouring authorities. Another 4 provider's work across the North Wales region, while they also have 2 national providers.

In Flintshire, there are some critical pressures and key issues faced by social services in the areas of workforce, commissioning and funding criteria. The local authority is looking at how to address some of these issues through the reviewing of social work roles, improving the career pathway in social care, and offering greater clarity on the criteria applied to particular funding streams.

There are other challenges that local, regional, and national work-streams are looking to address, such as recruitment with WeCare Wales and children's placements, however it is important to note that these still present as critical pressures for the delivery of social services in Flintshire.

As of January 2022 in Flintshire, areas of ongoing pressure include:

- double staffed care
- rural areas
- discharge from hospital
- hand-back packages from providers as a result of staffing challenges
- increased business costs – utility bills and insurance
- increased fuel costs, impacting on care staff themselves.

Need outweighs supply in Flintshire. Due to the challenging financial climate and need to encourage more people into the care industry, consideration is being given to other ways for care to be provided for example Micro-care.

There is a challenge of a deficit of care workers, those requiring care are struggling with a decreasing pool of care staff. Large care agencies have premises and overheads to pay for and investors/stakeholders to satisfy, so care per hour costs are higher.

Within older people's services, there is a diverse provider base, no reliance on one provider or sector. However, within learning disability and physical disability services, there is a small number of providers to choose from who are relied upon to meet the needs of the service.

There is a broad range of services available depending on what the individual would prefer such as traditional homecare care, Micro-care and Direct Payments.

Wrexham market stability

There are currently (April 2022) significant shortfalls in all areas of domiciliary care and wider health and social care market in Wrexham which was not seen in the April 2021 figures and is likely a result of wider, national workforce and COVID-19 recovery challenges.

Rotational and other respite solutions also present significant challenges. A lack of capacity to deliver regular and flexible respite and short breaks continues to burden unpaid carers who are already feeling increased demands from their caring role as a result of COVID-19 and other workforce challenges.

More rural areas of the county prove most difficult in achieving sustainable domiciliary care services. Since April 2021, microenterprise capacity has grown and Wrexham have approached English agencies to support to meet the demand but the sustainability of these approaches is not evaluated.

There is little flexibility in the current market (April 2022) due to significant workforce and COVID-19 recovery challenges across health and social care. Whilst there has been a 30% reduction in domiciliary care waiting list times since April 2021, it remains significantly high with any short to medium solutions yet to be evaluated and tested in terms of their longer term market stability. COVID-19 recovery funding and hardship funding supported much of this recovery during 2021-22 with longer term financial stability remaining a challenge.

Domiciliary care registration can also hamper commissioning and service delivery flexibility. RISCA requirements, while attempting to drive up quality, can prove a barrier to some organisations and staff when recruitment is already a challenge. In addition, as a border town, Wrexham does rely on providers from England in some areas. Providers are restricted in the numbers of people they can support outside of Care Inspectorate Wales (CIW) registration which can be very lengthy.

Feedback from citizens and providers

While emergency care is being provided for older people who fall and are injured, a response service is needed for non-injured fallers and for out-of-hours domiciliary care. Currently, if an older person needs additional support due to an unexpected incident, such as their carer becoming unwell, they have no access to support (Regional Partnership Board, 2022)

“Independent domiciliary care providers told us they have managed to start care delivery within the 48 hours but it has been a struggle. The biggest challenges and delays are arranging care for people who have complex needs” (Care Inspectorate Wales, 2019a)

“Independent providers of domiciliary care told us about providing care for people who miss out on a period of re-ablement when there is no capacity in the re-ablement team. We found this is often because there is a waiting list for the service due to it being dominated by people being discharged from hospital with low level needs, requiring convalescence” (Care Inspectorate Wales, 2019a)

Feedback from the Regional Provider’s survey [February 2022] details the challenges faced by providers as:

- Recruitment of staff. The employment market is highly competitive and we must be able to offer a financial package to care workers, that is both competitive and worthy of the role.
- Retention of staff due to poor terms and conditions in the social care sector. The cost of fuel and the cost of living crisis is now beginning to be felt in the sector where providers are seeing more staff suffering in-work poverty.
- Staff leaving the sector due to poor working conditions and lack of respect for the work they do and the levels of responsibility involved. Staff feel undervalued and overworked.
- Retaining staff who are new to the sector who are not able to deal with the intensity of the job supporting people with conditions such as autism, people requiring personal care etc. Need better support for staff to meet the challenges of the role.

Providers also gave suggestions on ways to improve the sector and the quality of care, including:

- Enable flexibility in using commissioned care hours. Whilst appreciating budget restraints for all, it can be frustrating when trusted providers are not able to be flexible with hours etc. More time is spent justifying any variance, rather than being able to 'bank' these hours to achieve people’s outcomes and therefore improve quality. Sometimes flexibility is the best way when supporting someone (make the most of a particular mood or motivation).
- Development of true partnership working with providers.

- A level pay structure for all providers to stop the swapping from one to another for better rates.
- Recognition of the *true* costs of providing care services to enable providers to continue to provide quality services and attract / retain quality staff.
- More emphasis on using local providers instead of national companies with local offices.
- Shared resources between providers such as training of staff.

Other market stability factors

Consideration of market quality

Flintshire use *Progress for Providers* in care homes, a self-assessment tool for managers to use with their staff to check how they are doing in delivering personalised support for people living in care homes. 'Personalised Support' is a key aim of national policy and means tailoring support to the individual, and enabling them to have as much choice and control over their service and life as possible, rather than supporting everyone in the same way. The programme has been expanded to include domiciliary and extra care services in 2020/21.

In Denbighshire, commissioners have recognised the need to work with domiciliary care providers to embrace a more outcome focused approach. Further work will be done co-productively with providers in the future.

In Gwynedd, commissioners have worked with Health Board colleagues on 'Due Diligence' processes. All providers who apply to be part of the Council's new delivery model must meet certain requirements.

Impact of commissioning practices on the market

The Integrated Care Fund and Transformation Funding moving to the Regional Investment Fund's (RIF) five-year programme is welcomed, however we continue to work through the guidance and impact of the changes. Due to the value of this funding, it is critical that any changes in criteria are articulated with notice so local authorities and other partners can consider and plan services with this in mind.

Where there has been a need to commission directly with a provider, current procurement practice has often been a barrier to the need to act rapidly. Procurement processes have proved onerous and unattractive to certain providers,

particularly in the third sector, which then hinders the number of suppliers submitting tender applications.

The Contracts and Commissioning Teams in each Local Authority and the Health Board have facilitated regular meetings with residential care, domiciliary care and Supported Living providers. Whilst these meetings took place before the pandemic, their frequency increased. The support and networking became a vital resource for providers. The meetings were also attended by colleagues from the Environmental Health Team, Health and Safety Officers and BCUHB officers so partners could advise and support when needed

Alongside these meetings, a dedicated email address has been established where providers could pose COVID-19 related questions and queries where they could be responded to in a timely manner.

The team have also had daily phone contact with providers to collect data, enquire about PPE supplies, discuss any arising issues or just to be there to listen and support in this difficult time.

Denbighshire use Third Party Administered Support Budgets. This is where the money is transferred from the Local Authority directly to a third party who could be directly providing some of the person's care and support or providing a managed account service. The money is spent on whatever is agreed in the citizen's care and support plan to assist them in meeting their agreed outcomes. In this arrangement the third party holding the budget is responsible for paying providers or services and one off purchases and co-produce with practitioners.

Denbighshire will also continue to commission some long term managed care and support including domiciliary and residential care for those who need it.

Provision of service in the Welsh language

Information from the Population Needs Assessment (2022)2022 detailed that many care homes and domiciliary care providers find it difficult to follow through with the provision of a Welsh speaker. More needs to be done to attract Welsh speakers to the profession and to support staff to improve their Welsh. This needs to include opportunities for both complete beginners and those who need to gain confidence. Many organisations provide Welsh language training to their staff, either formally or informally. Examples included:

- Courses offered by the local council or health board.
- Lunchtime Welsh language groups.
- Welsh speaking staff delivering workshops to their non-Welsh speaking peers.

In the Provider Survey (February 2022) providers note that it is a challenge to recruit Welsh speakers within their setting, help and support to advertise/translate would be helpful moving forward for smaller companies.

Providers are actively trying to increase our use of the Welsh language, but difficult to sustain any learning when not using it frequently enough (on a personal level as well as for the organisation).

Flintshire note that as part of the Mwy Na Geiriau framework the Council ensures that service users and their families are in receipt of the Active Offer. Whilst this has been taken up for some social work assessments, individuals and their families are aware of the current shortage in care staff and we have not received requests for care to be delivered by Welsh speaking carers. They are however, very conscious of this and throughout the recent pandemic have observed an increase in the numbers of staff who are learning Welsh and those who are re-kindling previous Welsh language skills which may not have been used for many years. The Council works in partnership with our local Further Education Institutions to provide Welsh Language courses at all levels to meet individual's needs.

Denbighshire ensures residents receive the Active Offer whenever they contact the local authority for information, advice or support. In the provider network there is a general lack of capacity and lack of available services with Welsh speakers is an issue for them. Useful tools such as Welsh language symbols on files are used as timely reminders to staff. However, the recruitment crisis affects both Welsh and English speakers currently. There has been discussion about placing recruitment adverts in local Welsh language publications, such as Y Bedol.

The Gwynedd position in terms of Welsh speaking staff is highlighted in the table below.

Gwynedd has a significant Welsh speaking domiciliary care workforce, a significant proportion of whom are fluent Welsh speakers.

Gwynedd has invested heavily in the promotion and development of Welsh language skills amongst care staff and in recruiting care staff who are able to speak Welsh or

are willing to improve their Welsh language skills. In terms of care tasks spoke Welsh skills are more important in communicating with citizens and giving care in their language of choice.

Table 16: Welsh Speaking Care Staff in Gwynedd domiciliary care provision (April 2020)

Position	% of registered who are 'fluent' in Welsh	% of registered who have 'some' Welsh language skills	% of registered with no Welsh language skills
Domiciliary Care Workers	51.2	23.0	9.8
Domiciliary Care Managers	56.4	17.9	12.8

Source: Gwynedd Council data collection

Sustainability of provision

Flintshire County Council has recently employed a Planning and Development Officer to support the independent adult social care sector through the recent COVID-19 pandemic, and to become confident and resilient to meet the support needs of older people in Flintshire into the future. The officer will work closely with the adult social care sector to aid sustainability and recovery following the pandemic. This will include supporting with sustainability plans and recruitment drives in house and across the sector.

People often have little choice in reality. Getting any care is a challenge, let alone having a choice. People can choose to receive Direct Payments to arrange their own care, but it is not easy to find people who can offer care.

Risks to market stability

Both in-house and independent care providers continue to have significant staff vacancies as existing carers vacate the care sector for a variety of well-rehearsed reasons. This is of concern with regard to market stability, and particularly the ability to deliver care particularly to harder to reach areas.

Whilst WG have made provision for the delivery of the Real Living Wage to direct care workers, this will have an impact on pay compression and ability to recruit /

provide career progression to more senior roles. This may have an impact on market stability as the next financial year unfolds.

Business costs, outside of wages are also increasing with inflation escalating and fuel costs in particular increasing significantly. For domiciliary care this has a significant impact on the attractiveness of the role and the financial viability of existing business models.

A consultation exercise with providers [in-house and external] run by Flintshire identified the following market Strengths, Weaknesses, Opportunities and Threats. These themes are shared across the region.

Strengths

- Good Brokerage relationships with providers and excellent communication between the team and providers.
- Support from provider meeting with virtual meetings and senior leadership representation.
- Commissioners are on the end of the phone for support and advice
- Providers work together and not in conflict or competition.
- Additional meetings for Responsible Individuals are positive and helpfully in getting support from peers
- Open working together – developing a support network
- Open book on finances and having honest conversations enables informed decision making
- Commissioners understand “how it is on the ground”

Weaknesses

- Administration of responding to call, for example, if the carer is late
- Still stuck in task and time
- Unemployment in the general economy is low which creates competition for staff, such as with seasonable retail jobs
- Expectations of citizens can be a challenge for tasks over and above the care plan
- Losing staff to other economic sectors, to the health board and to other roles within the social care sector such as care homes / Supported Living
- Carers who are not I.T. savvy
- Providers need better support from Care Inspectorate Wales

- Salaries we can offer to staff are not competitive enough for the work involved in domiciliary care

Opportunities

- Social care is on the political agenda – decision makers cannot ignore social care any more
- Flexibility within time and task time bands
- Engagement with commissioners and the network of framework providers could be built on
- Providers need to engage with potential employees face to face and show them what the work is
- Greater understanding of the cost of running a domiciliary care agency – looking at the “Unfair to Care” document
- Realistic assessment of the responsibilities of the caring role in comparison with other roles for example police officer
- Need to hear more from the citizens and the benefits that this support gives
- Multi-channel advertising of roles not just online, for example, radio, buses, billboards.
- Opportunity for more joint work with health to ensure people in hospital have access to therapists to support discharge.

Threats

- Young people not attracted by domiciliary care or care in general
- Increasing older workforce and no succession planning
- Terms and Conditions in the sector are poor for the type of work and responsibilities involved
- Care not valued or seen as important in comparison to other sectors, for example, emergency service and health
- The registration and qualification frameworks and requirements are putting carer’s off, particularly those with literacy and numeracy challenges
- The care sector is close to collapsing
- The Health sector does not recognise the importance of domiciliary care
- The role of carers is challenging and they are being asked to undertake more complex tasks – need to develop a stronger relationship with district nursing
- Better terms and conditions in local authority care and Health Board roles leading to destabilisation
- State Benefit restrictions disadvantage care workers and creates in work poverty

Preventative services

A long term priority is to continue to support people to regain their independence and reduce reliance on the statutory care sector. This will be done by providing effective access to the social prescribing / third sector services through the Single Point of Access (SPOA) as well as effective management of admissions to set up / step down beds.

Some local examples of community preventative approaches are:

- Age Friendly Communities - The Ageing Well in Flintshire Action Plan identifies what needs to be done and by whom, to make growing older in Flintshire a good place to be.
- A short term project to establish proof of concept for social prescribing is also being run by Flintshire Local Voluntary Centre (FLVC) on behalf of the Health Board.
- Flintshire Social Services and BCUHB commission a carer respite service for carers. This service provides a sitting and domiciliary care service within Flintshire, which is accessed via Carers Trust North Wales Crossroads Care Services. The respite is currently available to those that have high demanding caring roles, including carers of people living with dementia. This service is offered for a 12-week period followed by signposting to SPOA to explore ongoing respite options.
- Community Navigators – Social Prescribing in Denbighshire employed by The British Red Cross and Age Connects. The Community Navigators are part of the four Community Resource Teams. They use ‘Talking Points’ in Denbighshire libraries as a place to meet people, although this was not possible during the COVID-19 pandemic and a lot of support was provided via telephone at that time. They are a source of current, accurate and timely information about a range of support that is available in the community. They are key in connecting people, reducing social isolation and loneliness. During 2020-21, the Community Navigators assisted 2,424 Denbighshire residents.

Denbighshire seek to commission services from providers who embrace:

- Having meaningful conversations with people
- Connecting people with what matters to them
- Working with people to take control of their lives
- Building on the strengths and abilities of people to identify individual solutions

Denbighshire's focus is on earlier intervention, increasing preventative services within the community and helping people maintain their independence. Our mission is to place people at the heart of decisions about the type of community support services they access. For many people, this will mean that they may be given a support budget to manage their own care and support to achieve agreed outcomes. This could be in the form of a Direct Payment, a Third Party Managed Support Budget or a Local Authority Managed Support Budget for the individual. Support budgets will operate under a less restrictive legislative framework, and one that supports innovation. In Denbighshire the following work is taking place.

- Men's Sheds – The national UK Men's Sheds Association is a place for men where they can share the tools and resources they need to work on projects of their own choosing at their own pace and in a safe, friendly and inclusive venue. They are places of skill-sharing and informal learning, of individual pursuits and community projects, of purpose, achievement and social interaction. A local Men's Shed's operates in Denbigh.
- Carers Trust North Wales Crossroads Care Services offer 'Gwalia Care' which takes over the roles of the unpaid carer so they are able to take some time out. This can be on a regular or ad hoc basis and is chargeable.
- Age Connects North East Wales (ACNEW) – ACNEW are part of the national Age Connects Cymru programmes, a social enterprise providing support for people aged 50+. Locally, the service provides short-term housing related support, toe nail cutting, a cleaning and shopping service and social activities.
- Education and Learning – Many local projects are referring people to the University of the Third Age (U3A). U3A provide opportunities for retirees and semi-retired people to come together and learn, not for qualifications, but for 'own reward'.
- DEWIS - Dewis Cymru is a website that aims to help people with well-being, whether that is their own well-being or the well-being of a family member or friend. The website contains information that can help people think about what matters to them and has information on services that can be accessed for support. Organisations across Wales can upload their own information to the site
- Community Agent's – at Wrexham the service is commissioned from and managed by Community Councils. Community Agents can tap into third sector services around the county to support people in their community. GP surgeries are linking people in to the Community Agents.

Wrexham County Borough Council supports the following third sector services.

- NEWCIS (North East Wales Carers Information Service) Carers information, advice, support and respite services
- Alzheimer's support: The main theme within the Welsh Government Dementia Action Plan is to enable people living with dementia (including young-onset dementia) to maintain their independence and remain at home where possible, avoiding unnecessary admissions to hospital or residential care and delays when someone is due to be discharged from care or hospital.
- Community Catalyst: Step up and support of an online directory of social care enterprises in Wrexham to allow easier access to information for citizens and professionals. They provide 6 days' worth of support to the development of third sector organisations interested in developing domiciliary care provision.
- Vision support: The purpose of the service is to enable adults who are blind or visually impaired to carry out their daily activities with confidence, through the provision of professional training in new and/or adaptive independent living skills, as well as to register individuals who have been assessed as having sight loss, or severe sight loss as recommended, by a consultant Ophthalmologist through the Cerebral Visual Impairment (CVI) process. The provider holds a small number of specialist pieces of equipment that can be loaned out to individuals in order to support them with their visual impairment.
- Deaf Support Network: The purpose of this service is to provide practical support, information and advice to children and adults who are deaf (member of the Cultural Deaf Community who use British Sign Language as their first language), living with hearing loss or who are Deaf Blind (dual sensory loss). As well as providing direct support, the provider will signpost individuals to other services who may be able to support that individual. The provider will hold a small number of specialist pieces of equipment that can be loaned out to individuals in order to support them with their communication/ hearing loss.
- Delta (Telecare): Telecare is a service that can help to keep you safe at home and enable assistance to be summoned in the event of an emergency. Telecare can help you to live independently in your home, by providing the peace of mind that someone can be automatically alerted if you need assistance or in the event of an emergency situation.
- British Red Cross: A Third Sector Link Worker has been commissioned to work with the Wrexham's SPOA to ensure that information on third sector provision is readily accessible to relevant professionals. The worker supports Wrexham

citizens to access non-statutory forms of support, including the provision of information, advice and assistance, to enable them to maintain their independence, and prevent escalation of need

- Hafal, part of Adferiad Recovery (partnership with housing): Supported Accommodation and floating support for those with Mental Health conditions
- Recovery Service: Supported Accommodation and floating support for those with Mental Health conditions.
- Stepping Stones: Individual specialist counselling, support and group work for adult survivors of childhood sexual abuse, including counselling support for individual pre-trial, during trial and post-trial. This specialised area of counselling is intended to meet the person's needs, with a commitment to supporting individuals for as long as necessary, recognising that many people are very vulnerable and may at times self-harm or have suicidal feelings.

Other considerations affecting the market

Social value

The North Wales Population Needs Assessment 2022 notes “Co-production and social value: Delivering services for older people must include the views of the population. Older people should have a voice in shaping services that they may access. The Wales Cooperative Centre has published a paper outlining how services, such as domiciliary care, can be commissioned using an outcomes based approach for provision, which focuses on well-being. as well as any immediate need” (Regional Partnership Board, 2022).

Flintshire has moved towards Micro-care delivery models and has a pilot programme as part of the ongoing Social Services offer. To meet the growing demand for care, the Micro-care pilot project has been established to expand both the supply of care in and the choices available for people across Flintshire. Micro-care enterprises are small businesses ranging from sole traders up to businesses employing 5 people who offer flexible and personalised care and support services to vulnerable people, tailored to their individual's needs. The aim is to encourage people to become Micro-carers who are either:

- Interested in providing social care services to older people but may have no experience
- Currently working in the care sector but interested in being their own boss

- Actively supporting people in their local communities
- Want to do something that support others and makes a difference

The Micro-care team work with individuals to:

- Support them to develop their business or idea
- Provide information on training, funding and other available support and resources
- Support individuals to develop and deliver a quality service in line with current WG legislation and regulations
- Providing links to a network of other Micro-care providers for mutual support

As of February 2022, there were 27 Micro-carers trading in Flintshire. The Flintshire Micro-Care Team have also created Micro-care web pages for use by both micro-carers and people looking for Micro-carers. It provides key information for people considering working as a Micro-carer. For the public it also has explanations about Micro-care and lists Micro-carers and their contact details. This will support our aim to develop ongoing sustainability in the project. The website is located at www.careatflintshire.co.uk This programme is now moving out of the 'pilot' phase and incorporated in to Flintshire's offer.

Also in Flintshire the recruitment of volunteers began at the start of April 2021 initiated by colleagues in FLVC. The Flintshire Social Care Workforce Development Team, supported by FLVC, provided basic training to volunteers, relating to safeguarding, food hygiene, health and safety, consent, data protection, dignity, principles of care and confidentiality. By the end of April 2020, following the training and required Disclosure and Barring Service (DBS) checks, a group of 64 volunteers were available for deployment to volunteering opportunities across the county.

Flintshire benefits from a strong third sector presence and networks and a positive relationship between the Council and FLVC. The Wellbeing Team in FLVC and AVOW (Association of Voluntary Organisations Wrexham) supports the third sector and statutory partners in a number of ways:

- Promoting third sector organisations, services and activities to statutory partners
- Representing the third sector at strategic planning and partnership groups
- Engaging the third sector in consultations and engagement about health and social services
- Promoting partnership working within the third sector and across sectors

- Signposting to or providing business support and funding
- Providing training to organisations to improve their capacity and effectiveness
- Explaining the complexities of commissioning and procurement
- Helping keep services up to date with the latest evidence base, whilst guiding them through the changes in NHS and local authority structures.
- Helping the start-up of new services or groups
- Supporting the third sector in Flintshire and Wrexham to access FLVC and AVOW's services

Community Catalyst are commissioned as a project through the Community Transformation WG Fund in Wrexham. The project's aim is to support the development of micro-enterprises to support the domiciliary care offer in Wrexham. The enterprises are not to replace the offer from domiciliary care agencies, rather to support stability and allow choice and control for citizens. It supports the direct payment options for citizens. There are currently 37 microenterprises that have completed the 'Doing it Right' standards and actively on Wrexham's register of providers.

Gwynedd notes that there is 44% of domiciliary care being provided internally today. There are several small independent companies that are local to Gwynedd and a few larger companies. The Gwynedd market does not have many co-operatives and social enterprises, but they are developing. There are third sector providers within the county but not a consistent presence as the local authority would like it be in each part of Gwynedd. Commissioners find it very difficult to obtain provision in rural areas often. Some areas have a strong informal community network already in place.

Gwynedd is proposing to develop Social Enterprises through community hubs that focus on the elements of well-being and also to develop a specialist equipment assessment provision - smart house. Gwynedd has currently 15 Third Sector Providers operating in Gwynedd.

As explained above in Gwynedd people have little choice of domiciliary care provision. Securing care is a challenge, let alone having a choice. People can choose to arrange their own care via Direct Payments, but it is not easy to find people who can offer care. A project with 'Community Catalysts' has started, to encourage people to set up a small company to provide care, and hopefully this will improve the situation.

Direct payments

Local authorities promote Direct Payment through highlighting a person centred service that reflects voice, choice and control by empowering individuals to be as independent as possible in their own local community.

Some benefits of choosing Direct Payments are:

- Individuals choose who delivers their care and support
- Individuals choose when their care is delivered to suit their everyday life
- Direct payments is flexible to meet individual requirements

Isle of Anglesey Council is dedicated to developing the service by consulting regularly with direct payments experts (citizens) and to make sure that the service is fit for purpose.

Our vision and our way of implementing change has resulted in the increase in service take up and its success resulting in 243 individuals taking control of their care package and choosing to receive support through direct payments on the island compared to 35 individuals in 2015.

Denbighshire will continue to develop and utilise Direct Payments, where individuals, or their chosen responsible person, receive money directly from the Council to fund their agreed care and support needs in their chosen way. This might be through recruitment of a Personal Assistant or by paying for services of their chosen agency or organisation.

At present there are not enough providers to give people a choice or to give an element of competition. Community Catalysts are helping small local providers (Micro providers) launch services but few are willing to provide personal care, which is where the biggest gap is. Whilst there may be a reduction in the care and support needed by individuals because of earlier interventions and preventative work, we anticipate growing numbers of people with more complex needs such as dementia. Denbighshire has recruited for two Independent Living Advisers (ILA) posts. Part of their role will be to join things up and offer consistent and helpful advice to families for example about Direct Payments, Micro providers and other support available for citizens and carers.

In Flintshire Direct Payments are an important mechanism by which people can exercise choice, voice and control to decide how to achieve their needs for care and

support and achieve their personal outcomes. In Flintshire the approach focuses on strengths and outcomes, which they aim to enable citizens to retain autonomy over their life, support, self-determination and autonomy and efficient use of resources.

In recent years the Flintshire Direct Payments Support Services has been completely redesigned and now provides a far more holistic service benefitting both Flintshire citizens, social services and third sector partners. Some of the key benefits of the service are:

- Far greater control over the service and how it meets the department's priorities.
- Service works collaboratively with social work teams to embed person-centered practices in line with the SSWB (Wales) 2014 Act
- Shared systems, improved communication, and better access to the service.
- Outcomes focused Referral process centres on what is to be achieved and supports joint working with the individual to own the outcome and develop bespoke solutions.
- Better placed to work in partnership with third sector organisations.
- Autonomy to develop, test and imbed innovation in line with the departments ambition and priorities.
- Far more holistic approach, centred on the needs of citizens in the first instance, but also practitioners, communities, partners etc.
- Consideration for the Personal Assistant market in terms of standards, quality, training and opportunities for progression.
- Support that is proportionate. Importantly, we don't want to over support people, but enable them to manage their own arrangements.

During Quarter 2 (July to Sept) of 2021/22, 498 people received a Direct Payment in Flintshire. This represents the highest number of recipients per head of population of any Welsh Local Authority. Direct Payments currently make up 39% of home based services.

Table 17: Flintshire direct payments by category Q2 2021/22

Service category	Number of direct payments
Learning disabilities	169
Physical / sensory impairment	104
Children with disabilities	78
Older people	65
Children's services	49
Mental health	24
Vulnerable adults	9
Total	498

Source: Local authority data collection

Working in partnership with a small local film company (Follow Films) Flintshire Direct Payments recipients have been supported to tell their unique stories of their lives and how Direct Payments have contributed towards them achieving positive outcomes and improved life experiences. The impact of these films and the feedback received has been significant and the films are now being utilised by local authorities and institutions far and wide.

Workforce

As outlined in The North Wales Social Care and Community Health Workforce Strategy, the sector is under significant pressure as a result of:

- Changes to legislation as a result of the Regulation & Inspection of Social Care (Wales) Act 2016 (RISCA)
- A new qualification framework
- Competitive pay structures with other sectors
- Competition from other sectors

There is an urgent priority around ensuring a sufficient workforce is in place for the delivery of social services and social care functions. The recruitment and retention of Social Workers, Occupational Therapists and direct care workers has become a particular challenge across North Wales.

The North Wales Social Care and Community Health Workforce is in a time of unprecedented change whereby they are required to deliver services differently with a focus on prevention, protection, intervention, partnership and integrated working,

coproduction and empowerment; requiring a different emphasis on workforce skills and training.

Much has been written on the issues surrounding recruitment and selection in the Domiciliary Care workforce. In March 2016, WG published a research report on the 'Factors that affect the recruitment and retention of domiciliary care workers and the extent to which these factors impact upon the quality of domiciliary care' (Atkinson, Crozier and Lewis, 2016). The research, undertaken by Manchester Metropolitan University sought to identify factors that influence whether people choose to 'become and remain working as domiciliary care workers'.

There are approximately 17,000 domiciliary care staff employed by commissioned care providers in Wales (Social Care Wales, 2018a). WG's consultation in to the Domiciliary Workforce (Welsh Government, 2016) recommends that those working in the sector are recognised as the skilled professionals they are. The negative image of the sector must be challenged to encourage people to join the social care workforce.

The key factors highlighted by this consultation included:

- Low wages
- Work pressures
- Unsociable hours
- Poor terms and conditions
- 'Zero hours' or 'non-guaranteed hours' contracts deterring people from joining the sector, as there were no guaranteed hours
- Some call times not enough to address the needs of the individual
- Lack of training and career development opportunities
- Seen as a low status job compared to healthcare

Local Authorities have extended their Care First and other Employee Assistance Programmes to the external [non local authority] workforce. Care First/Employ Assistance Programmes provide confidential, impartial advice and support 24 hours a day, 365 days a year, online or via the free-phone telephone number. The service is free for all employees to access whenever they need it.

The care provided by domiciliary carers for those with mental health needs could be improved by ensuring staff are encouraged to work in the field where they have most talent. Those working with people living with dementia require specialist training and

extra time to complete tasks. There is a lack of dementia trained care workers, which should be addressed by the local authorities. Commissioners are keen to ensure the agencies they employ to provide dementia care are fulfilling their obligations and following care plans carefully. The profile of the profession needs to be raised to attract a high calibre of staff. (Regional Partnership Board, 2022).

Gwynedd note that there is the potential to adapt roles / tasks within their domiciliary care plans but need support from providers to implement. Staffing is a major issue at present for both domiciliary care providers and care homes.

In Flintshire, the local authority has also worked with Mind in North East Wales to provide extra support for social care workers. Information, talking therapies and activities designed to support wellbeing during this difficult time is available.

Providers in Flintshire have reported that the All Wales Jobs Fair is difficult to use and the IT is clunky particularly if you have no digital support.

Flintshire has worked in collaboration with citizens to design and implement a unique platform that supports both Direct Payments employers and Personal Assistants. The [Flintshire PA Portal](#) enables Direct Payments employers to search for available Personal Assistants in their area autonomously and for Personal Assistants to promote themselves and their availability to work. Personal Assistants complete a profile describing themselves, their experience, availability etc. and prospective direct payments employers can search the data base and engage with people they feel may be able to help meet their needs and/or achieve personal well-being outcomes. Recently they have added a vacancy page that enables citizens to post their requirements i.e. needs to be met/outcomes to be achieved, making the system a two-way process.

The Flintshire direct payments scheme has consciously set out to change the support available for this significant, but sometimes disassociated workforce. Some of the initiatives to date are:

- Personal Assistant Coordinator engaging with the workforce. Pastoral support for Personal Assistant's working in complex/isolated positions being built into the role.
- Personal Assistant Code of Conduct developed and implemented. This has helped them understand their role, where they fit in and what the expectations of them are.

- Flintshire Personal Assistant Induction Certificate developed around 7 core modules and designed specifically around the PA role. Since its introduction 11 Personal Assistants have completed the certificate and a further 35 are working towards the award. For those enrolled on the scheme there are a further 50 training modules that they are able to access in their own time. This is the first initiative of its kind and the local authority are in discussions with Social Care Wales regarding the potential for a National approach.
- Personal Assistant Portal developed to aid recruitment for Direct Payments employers and to promote work opportunities for prospective PA's.

The recruitment of care and support staff, has historically been problematic due to the small workforce pool, lack of awareness or recognition of the roles and the risk of destabilising the private market. However, following a review of recruitment and the launch of new initiatives such as, WeCare campaign and the values based recruitment work, we have seen an increase in the number of new and returning candidates to the profession.

5. Residential services (children)

This chapter focuses on residential care services for children and young people. For the purpose of this assessment, the chapter includes those aged between 0 to 18 as well as those who are eligible for services until they are 25 years of age, such as disabled people and care leavers.

Residential services include:

- Care Homes (Children) – care in a home with paid staff
- Secure Accommodation – a secure safe place
- Residential Family Services – accommodation where parents and children stay together to be assessed / receive care

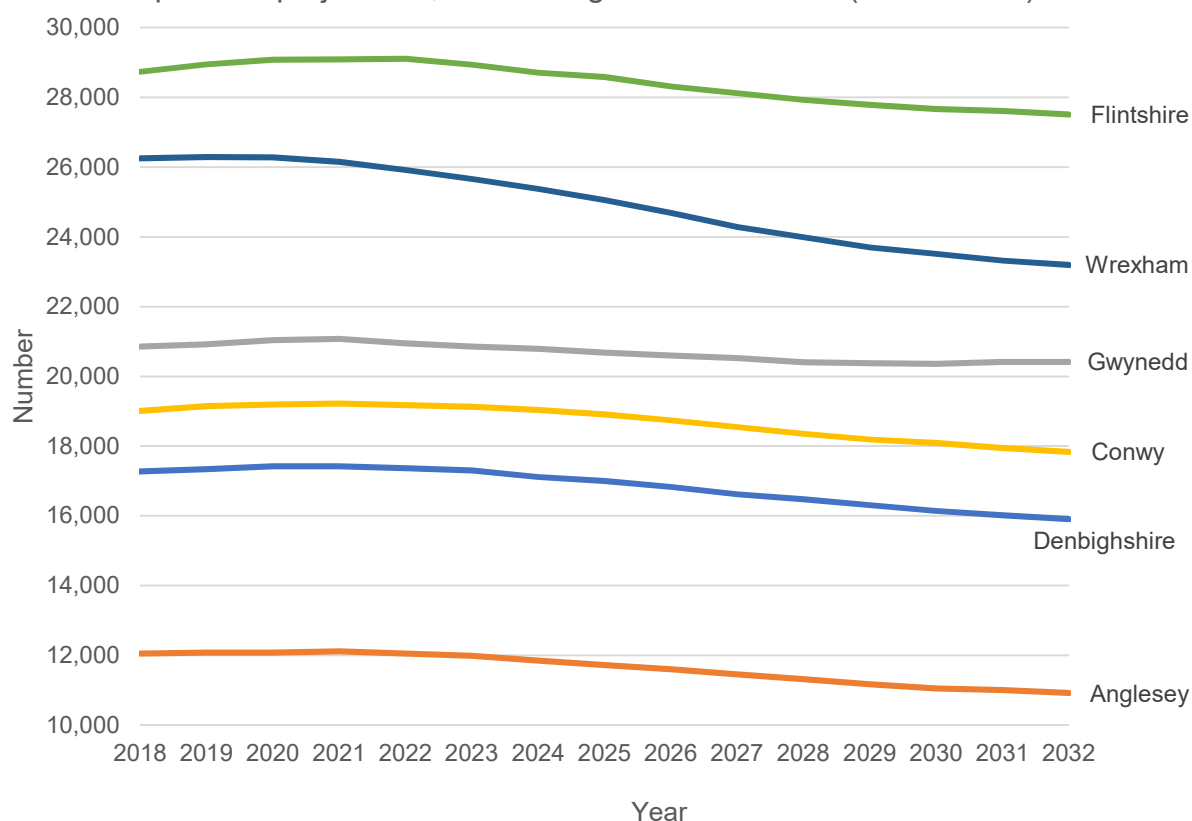
There are separate chapters about fostering and adoption services.

Population overview

The number of children is predicted to decrease

In 2020, there were around 123,700 children aged 0 to 15 in North Wales (Welsh Government, 2021b). There has been little change in the number of children between 2015 and 2020 across North Wales or in each county. The number of children is projected to fall in North Wales by 7% over the next 15 years (Welsh Government, 2020). The level for each local authority varies from a 2% decrease for Gwynedd, to 12% in Wrexham as shown in the chart below. This is a nationwide trend, with numbers also projected to fall by 5% in Wales as a whole.

Chart 1: Population projections, children aged 15 and under (2018 based)



Source: 2018-based local authority population projections for Wales (principal projection), Welsh Government

The number of children receiving care and support has increased

In 2020, there were almost 2,900 children receiving care and support across North Wales. This is 2,300 children for each 100,000 children in the population, which is slightly lower than the rate for Wales as a whole with 2,550 children in need for each 100,000 children in the population. The numbers vary across North Wales and over time with no clear trend.

In 2018-19, there were 575 children on the child protection register in North Wales. Although the numbers vary year to year for each local authority, overall for North Wales, the level has remained similar, with a small decrease of 3% (15 children). Due to the small numbers involved it is not possible to identify clear trends as, for example, a dramatic change from one year to the next may be due to one family moving to or from an area.

The number of looked after children is not expected to continue to increase

Although the overall figures for all looked after children have shown a steady increase year-on-year to date, this is not expected to continue in the future (Regional Partnership Board, 2019).

Children who are care experienced were more vulnerable to the pandemic

The Rapid Review of the Population Needs Assessment (Regional Partnership Board, 2020) highlighted the impact of the pandemic on care experienced children which included isolation and loneliness, and disruptions in access to services. In North Wales, there was an initial dip in child protection referrals but then the rate of referrals returned to expected levels. An increased level of monitoring visits took place to households where there were children on the child protection register – weekly visits instead of the 10-day timescale.

There is an increase in newly accommodated looked after children and young people

In 2021 there were 1,470 local children and young people looked-after by North Wales local authorities, which is similar to the national picture across the whole of Wales. The number of children looked after in North Wales has increased by 350 during the time frame shown in the table below. North Wales has a lower number of children looked after per 100,000 population than the rest of Wales, however there are significant variations across the region, from 800 in Flintshire to 1,300 in Wrexham. It is important to note that the number is currently fluctuating rapidly with a significant increase in newly accommodated young people.

Table 18: Number and rate per 100,000 of children looked after (under 18) by local authority, 2017 and 2021

Local council	2017 No	2017 Rate	2021 No	2021 Rate	Change No
Anglesey	140	1,039	160	1,214	20
Gwynedd	220	927	280	1,210	65
Conwy	180	829	215	1,015	35
Denbighshire	160	825	180	923	20
Flintshire	210	654	255	795	45
Wrexham	215	736	375	1,304	160
North Wales	1,120	805	1,470	1,063	350
Wales	5,960	949	7,265	1,153	1,305

Source: StatsWales

Market overview

Despite a shared commitment to prevention and early intervention, there will always be a small proportion of looked after children who need residential placements.

Depending on care needs this may be in a:

- Residential Care Homes with paid care staff
- Secure Accommodation Unit
- Residential Family Unit

The updated Market Position Statement (Regional Partnership Board, 2019) provided a breakdown of residential care provision in North Wales. As at 31st March 2020, there were 70 North Wales children living in a care home. The total number of children living in a children's home increased by 133% in North Wales between 2016 (30 children) and 2020 (70 children). The table below shows that figure has more than doubled to 158 between 2020 and 2021.

Table 19: Snapshot of number of young people in residential placements at 31 Mar 2021

County	Residential
Anglesey	10
Gwynedd	21
Conwy	37
Denbighshire	20
Flintshire	39
Wrexham	31
North Wales	158

Source: Local authority data collection

Notes: Residential includes children’s homes, family residential services, residential school placements

Market share

There were 17 independent providers of residential care for children, operating 42 settings and providing 180 registered places (‘beds’) across North Wales.

Due to the limited residential in house provision in the region, authorities have to pay external organisers known as ‘providers’. You can find information on work to increase residential in house capacity within the Children’s Transformation Programme section.

Secure accommodation

There is no secure accommodation provision in North Wales. There is a national purpose built secure children’s home in South Wales. Hillside can accommodate up to 18 children and young people of either gender between the ages of 12 to 17 years.

The children placed in secure accommodation are done so by order of a court and numbers are very low, between 0 to 2 per authority each year with no clear trend. There are no plans to extend this provision in North Wales.

Step down provision from secure accommodation and secure welfare placements are discussed in the [emergency accommodation](#) section.

Market sufficiency and stability

Placement within county or nearby is known to be important for children and young people to maintain their established positive social networks both with family (parents, siblings and others) and school – which helps them to develop their identity and emotional maturity (NICE, 2021).

The table below shows that Conwy and Gwynedd have the highest proportion of placements outside of North Wales. Over half of all residential placements across the region are placed outside of North Wales.

Table 20 Number of residential out of county placements

County	Total placements	Placements outside North Wales	% of placements outside North Wales
Anglesey	16	5	31%
Gwynedd	16	10	63%
Conwy	16	12	75%
Denbighshire	10	5	50%
Flintshire	31	17	55%
Wrexham	18	8	44%
North Wales	107	57	53%

Source: Market Position Statement (Regional Partnership Board, 2019)

There is a shortage of local residential providers

In August 2020, ADSS Cymru published a report which examined the case for rebalancing social care provision in Children’s Services (ADSS Cymru, 2020). The report identified a significant imbalance of power in the children’s residential care market, which is affecting placements and choice, the ability to make the best match to a child’s needs, the workload, and the outcomes for children. Without rebalancing, there will be a continued reliance on private providers with, in some cases, high cost, and questionable value for money, greater instability for children and poor outcomes. The aim of any rebalancing must be to develop stable, resilient markets, which offer options and choice, quality care, fewer placement breakdowns, and good outcomes for children.

An increasing demand for residential placements and a lack of supply in local residential providers has resulted in a 'providers market'. Providers are able to be more selective of the young people they accept, which may result in those with higher levels of complex needs and behavioural challenges being more difficult to place. This may be due to the skill/expertise of the provider, a concern about how behaviour might impact other residents and the local community, and worries that all of this might impact upon the outcomes of the service.

Alongside the financial pressure, there is also a pressure on staff time. In the event of a bed becoming available, a number of local services may be seeking to secure it, resulting in competition.

This high demand puts pressure on local authority finances, with providers able to dictate the cost of the provision. There is a risk that expenditure on out of county placements increases as placement costs increase in a demand led market.

North Wales is currently reliant on the independent sector for children's residential care provision. The Children's Transformation Programme and Integrated Care Funding has been used to increase in house provision and fund preventative activity. Local authorities continue to explore opportunities to facilitate a different approach to help reduce the reliance on out of county placements which lead to unsustainable financial pressures for social services and education.

There is a shortage of specialist provision for children and young people with complex behavioural and emotional needs

In 2019 over half of children placed in residential care were receiving care primarily due to emotional and behavioural needs and two thirds of those children were aged between 13 to 16 years old (Regional Partnership Board, 2019).

There is a significant shortage of specialist placements for young people with significant emotional and behavioural needs in North Wales. Children are often placed in England, away from their families. There is limited provision in England. Social workers struggle to place children with severe needs as providers tend to reserve places to try to place a child with less severe needs.

Some children may have received their education through the Welsh language and therefore have difficulty coping in an English medium school and need a tutor or assistant to provide additional support.

Young people in crisis often attend Accident and Emergency and stay in hospital settings in an emergency situation.

There is a shortage of emergency accommodation

Social services across the UK are facing increased pressures to find placements in emergencies. Locally, we do have situations where no placement can be sourced for a child. This necessitates the development of a holding position to provide accommodation and support until a placement can be found. These situations may arise from difficulties in placing young people following the breakdown of relationships at home, transfer of children where the police have used their powers of protection to remove children and a lack of secure beds for young people with high level needs and welfare risks.

It is important to emphasise that these arrangements are used as a last resort in emergency situations, due to exceptional circumstances and for a short period until a regulated provision can be sourced. Safeguards around unregulated placements include the need for senior manager approval, notification to Care Inspectorate Wales (CIW) as our regulator, a care and support plan, completion of social work visits, involvement of Independent Reviewing Officers and supervision of social workers to look at arrangements / move on plans.

The arrangements that local authorities have to put in place in emergencies can amount to unregulated placements. Under the Regulation and Inspection of Social Care (Wales) Act 2016 it is an offence for a person to provide a regulated service without being registered in respect of that service.

Local market overview

The Market Position Statement 2021 appraised the market and set out what is happening, residential services needed for children in the region and aspirations for future providers.

- The number of children who live in a children's home has increased, some of these children are able to live in a foster placement but there are currently not enough foster carers with the right skills to support them.
- Some of our children who live in a children's home live outside of the local authority boundary despite sufficient in-area capacity.

What we don't need:

- We do not encourage expansion in North Wales by independent providers of residential care for children whose services are not developed to meet the needs of our children.
- We do not want providers to operate children's homes without a clear model of care or deliver standard provision only.

What we want:

- We want to work with new and existing providers and support them to deliver models of care that will meet the needs of our children.
- We want to work with new and existing providers and encourage them to develop their businesses in a way that, in addition to improving outcomes for our children, also provide a wider social value to our communities.
- We want providers who are able to safely care for our children with multiple high needs and are able to provide alternative accommodation to secure welfare provision.
- We want providers who will work in partnership with us during periods of transition including stepping down to live with a foster carer or reunification with their family.
- Welsh culture is very important to us as a region and we want more providers who are able to deliver their services in Welsh.

Isle of Anglesey

There are 3 small group home resources on Anglesey with a potential to offer 5 bed spaces for children that require the service. Our 4th property is being renovated and the works will be finished by August 2022. This will enable the local authority to offer another 3 potential bed spaces locally to reach a total of 8 bed spaces.

The Ynys Môn small group homes service enables young people with complex needs to remain with their birth family for as long as possible. The aim is to avoid the need for specialist Out of County residential placements in the event of family breakdown.

Our multi-disciplinary team of professionals support the family and care staff who will be responsible for the day to day care of the young person. This provides consistency across the range of care and support provided to the individuals.

Outcomes

- Be able to develop and offer an increased 'shared care' option for individuals and families to delay complete family breakdown.
- Be an opportunity for the young person to develop new skills and experiences that may enable them to move on to alternative supported accommodation to meet their individual needs.
- Be able to provide longer term care and the opportunity to work in partnership at an earlier stage with Adult Learning Disability Services to support them through the transition process.
- Be available to meet the needs of other young people who have complex care and support needs, dependent on their assessed needs.

Gwynedd

There is an identified shortfall of capacity in residential child care settings in Gwynedd and in Wales more widely. Current provision does not address the need and there is no prospect for new provision in the near future. Current providers are very small ones which leads to children having to go to England which can lead to secondary problems, especially as there is no sufficient supply in England either. Social workers encounter difficulties in placing children with intensive needs as providers tend to keep placements for children with less intensive needs. It has been noted that it is possible to ensure a placement for each individual, but that more discussion is needed in order to place those with more intensive needs. The fees are also very high.

The following issues have been raised as barriers to developing residential care:

- There is still a stigma associated with children's care homes.
- Children placed together in a care home setting need to be able to coincide and they can often have very different or conflicting needs which can be very complicated and a daunting prospect for new providers given the financial risks in establishing such a business.
- The substantial increase in housing stock prices in Gwynedd makes a business case in Gwynedd less attractive.

Conwy

The table below shows the type and number of placements in Conwy over the last five years.

Table 21: Type and number of placements, Conwy, 2017 to 2021

County	2017-18	2018-19	2019-20	2020-21	2021-22	
Foster Placements	-	249	221	212	203	208
Adoption/Placed for Adoption	-	11	16	15	17	22
Independent Living		15	16	23	29	23
Residential Homes/Schools/Hostel		30	31	33	37	48
Young Offenders/Secure Accommodation		1	2	2		
Placed with Parent/other parent		46	41	38	24	39
Est Med/Nursing Care		11	4	1	1	
Family Centre or Mother/baby unit					1	5
Section 38(6) Court Directed Unregulated Placement					3	12
Temporary Placements					3	11

Source: Local authority data collection

The number of looked after children has reduced, this is in parallel with a significant investment and focus on early intervention and preventative services. The Conwy Family Support and Intervention team saw 4,400 referrals between April and September 2021. The team has received an increased number of referrals. Anecdotally there has been an increased complexity of cases.

Key challenges to maintaining provision includes:

- Workforce - Recruitment of child care workers, particularly those with experience is a significant challenge. Experienced social workers look for alternative roles due to the nature of child protection work and the impact that this has on work life

balance and mental health. Local authorities are competing with agencies to attract social workers, who provide higher rates of pay.

- Endeavouring to change the status of looked after children through Special Guardianship Orders (Kinship).
- Working within effective partnerships with Child and Adolescent Mental Health Services (CAMHS) continues to be inconsistent while each agency has different perspectives and conflicting priorities – challenging, high risk, time consuming casework.
- Shortage of emergency accommodation and reliance on out of county / temporary placements. This is a key priority for us at this time.

Costs for placements have almost doubled from an average per week of £3,500 in 2017 to some commanding between £6,000 and £7,000 in 2021/22.

Denbighshire

Denbighshire County Council have 20 children or young people placed within care home provisions, more than half of these children and young people are placed outside of Wales. Whilst these children and young people have been appropriately placed in residential settings based on their presenting needs, the lack of local options have resulted in some placements being made at a considerable distance from their home area.

There is a demand for residential placements for children with mental health issues and who present with complex, trauma induced behaviour. Placements with the ability to support children and young people who have experienced Child Sexual Exploitation or Child Criminal Exploitation are also lacking.

Flintshire

Flintshire County Council commission 39 children's care home services, half of these children and young people are placed out of the country in England and Scotland. A focus is needed on initiatives designed to reduce the number of children who are placed out of county from the outset. While children have been appropriately placed in residential settings based on their presenting needs, there had been few viable alternative approaches available which could have contributed to a de-escalation, eliminating the need for out of county placement.

There is a demand for residential services for children who suffer with their mental health, and there is not the sufficient level of care and support with the local authority area to provide this. Services are being sought out of county which incurs further cost implications.

A number of local residential providers also have plans for expansion, which presents another opportunity to work in partnership to align the provision to meet local needs.

Over the next five-year period, in order to ensure stability within the sector, the council aims to:

- Work with new and existing providers and support them to deliver models of care that will meet the needs of children.
- Work with new and existing providers and encourage them to develop their businesses in a way that, in addition to improving outcomes for our children, also provides a wider social value to our communities.
- Work with providers who are able to safely care for children with multiple high needs and are able to provide alternative accommodation to secure welfare provision.
- Identify providers who will work in partnership with us during periods of transition, including stepping down to live with a foster carer or reunification with their family.
- Welsh culture is very important to us as a region and we want more providers who are able to deliver their services in Welsh.

Wrexham

Wrexham County Borough Council do not commission any in house provision for children's care home services, though we do have 33 children and young people placed in out of the county placements in England and Wales. A focus is needed on initiatives designed to reduce the number of children who are placed out of county from the outset.

Utilising Welsh Government Integrated Care Capital Funding, this year we were able to launch our Care Closer to Home Programme which will remain a priority into the next 4 years. The Programme focuses on the purchase, repurposing and/or redevelopment of property either by WCBC or in partnership with Registered Social Landlords to deliver supported living schemes and small children's homes within

Wrexham, enabling people to return to the Borough to meet their housing and/ or care needs and preventing the need to commission out of county placements in future. This year, we secured three properties and more are in the planning under the new and expanded Welsh Government capital grant schemes.

There is a demand for residential services for children who suffer with their mental health, and there is no the sufficient level of care and support within the local authority area to provide this. Services are being sought out of county which incurs further cost implications.

A number of local residential providers also have plans for expansion, which presents another opportunity to work in partnership to align the provision to meet local needs.

Over the coming year, our priorities will focus on:

- Maximising regional capital funding to expand care closer to home and develop non-profit, local care solutions for looked after children.
- Reunification framework project – using NSCC process to improve reunification success.
- Improving discharge planning with dedicated legal and social work support committed to discharge planning and delivery of Discharge Care Orders.
- Continued growth of special guardianship offer and support.
- Launch of 'Reflect' – programme to support reduction in number of recurring pregnancies ending in children being removed.
- Evaluation of rates of pay for Foster Carers to better reflect costs of living and reducing poverty related risks.
- Delivery of Kick start and Supported Lodgings Projects
- Multi Systemic Therapy – continued roll out of MST approach across services to include move-on / step down support for families.
- Early Permanency Process to be established prioritising permanency from the start.

We also aim to;

- Maximise the use of new and increasing regional capital funding to develop new emergency placement accommodation/ units to increase the provision of emergency respite accommodation for those families in crisis.

In-house children’s care home provision

North Wales secured £3.8m grant funding for a regional transformation programme for children and young people for 2021/22. The strategic partnership of local authorities and health board in each geographical area within the region are overseeing the delivery of the transition programme. In the Central and East areas, two purpose built Residential Assessment Centres will be opened in 2022/23. They will support the provision of in house care closer to home for children with complex behavioural and emotional needs.

Table 22 Additional annual capacity created by Transformation Programme Funding 2021/22

Area	Annual Assessment Placements	Annual Emergency Placements	Care Home placements
West (Anglesey and Gwynedd)	-	-	-
Central (Conwy and Denbighshire)	12	-	12
East (Wrexham and Flintshire)	12	182	4
North Wales	24	182	4

Source: Local authority data

Notes: East and Central annual assessments based on 4, 16 week placements. East annual emergency placements based on 1 placement with a 2 night maximum stay.

Isle of Anglesey and Gwynedd Councils and BCUHB (West)

There was insufficient demand to justify commissioning a full-time residential family centre unit. Current capacity is adequately fulfilled.

The Transformation Team on Anglesey is a new service that will provide a multi-agency provision of intensive services in Anglesey.

The Team will work with families, aged 0 to 25, who are either at risk of coming into the care of the local authority or where there is a possibility for them to return to the home or remain in the care of their parents / carers safely.

The team consists of a practice leader, psychologist, social worker and two support workers. Their focus is on working with children and young people where a neurological condition may be impacting their behaviours at home, school or out in the community.

Denbighshire and Conwy Councils and Betsi Cadwaladr University Health Board (Central)

Bwthyn Y Ddol

The Bwthyn Y Ddol multi-disciplinary team continues to work with children and young people who are at the edge of care and are at risk of becoming looked after.

The team will initially focus on completing a holistic assessment through a consultation process, in order to recommend a program of interventions.

A new evidence based model of care has been developed through a multi-agency team. This has been tailored to the needs of young people within Denbighshire and Conwy. Early indications suggest that the intervention has helped young people remain at home safely.

A person centred, whole family approach has seen multi-agency collaborative discussions routinely taking place which has promoted partnership work across all agencies.

The new residential assessment centre will provide:

- Four placements for residential assessment
- Short term, unplanned 'emergency' accommodation for two children and young people

It is envisaged that the development will be completed in early 2023.

Flintshire and Wrexham Councils and Betsi Cadwaladr University Health Board (East)

Ty Nyth a Residential Assessment Centre and Children's residential home will provide support underpinned by the Multi Systemic Therapy (MST) Family Intervention Transition (FIT) approach.

The MST (Multi Systemic Therapy) Team became operational in May 2020 during the COVID lockdown, comprising of a supervisor, four therapists and an

administrator. The MST team provides intensive assessment and therapeutic support for young people with significant needs, often with high levels of challenging behaviours across multiple areas which can include verbal and physical aggression, substance abuse, missing from home, self-harm and patterns of school exclusion / risk of exclusion. Each family has a bespoke package of care tailored to the needs of their family, leveraging off existing strengths in the family to provide the best possible opportunity for long term sustainability. The MST Team have met the criteria to operate MST UK model under strict licensing requirement including competency to practice through intensive training. MST is an evidence based clinical model that works with all systems surrounding the child, including education, community influences and any significant adults / others in the family. It builds resilience of the family and offer supports that is accessible '24/7'. Acknowledging that problems in the families can occur at any time of the day or night. Appointments take place in the family home at times that are convenient to the family. The team operates with MST's ethos of 'whatever it takes.' The team provides direct support to build the resilience of families for between 3 and 5 months. The focus is preventing out of home placement by care or custody in youth presenting with anti-social behaviour at home, in the community and/or in school.

The service will provide:

- 4 residential assessment placements at any one time (12 to 16 week length of stay) aged 12 to 17 years.
- Support to young people's carers by the MST FIT team to increase skills and support a smooth transition home.
- Ongoing family support for up to a further 4 months and with other key agencies, such as social care and schools' and other community based support networks. The goal is to improve family independence, reducing long term reliance on statutory services.
- 1 placement for children requiring emergency accommodation (2 night maximum stay).

Park Avenue will offer 4 long term placements for those children who do not suit support in larger settings. Indicatively the strategic partnership are seeking to commit to 6 small group homes over the next 3 years.

Consideration of market quality

Regional

Children's Commissioning Consortium Cymru (4C's) are a Welsh National Team working to support Local Authority Children's Social Services Departments to commission and contract placements for Children Looked After. They manage the All Wales Residential Framework for the Provision of Services for Children & Young People Looked After across Wales.

Framework monitoring of Quality Assurance and Risk Management processes within the Framework identifies trends in relation to providers and issues.

Isle of Anglesey

Anglesey has two registered Small Group Homes – known as “Catrefi Clyd Môn” - that are registered and running – Cartref Clyd Bryn Hwfa, and Cartref Clyd Llanfairpwll, - both of which have been running at full capacity throughout the year, working with young people with complex care needs who have suffered early childhood trauma and struggle with attachment disorders.

Following the success of the first two homes, Anglesey is currently nearing opening its third Catrefi Clyd Môn in Caergybi (Holyhead), a specialist small group home, which will be an opportunity for respite for children supported by the specialist children's services.

During the next twelve months a fourth property will be opened, which is still in its planning and registration phase -Cartrefi Clyd Môn Rhosybol.

There is another project with the planning and registration phase of Catrefi Clyd Môn Llangristiolus, which will be a modern facility specialising in Day Services for its Specialist Children's Services. With the opening of these 2 new facilities in 2022, out of county placements will be reduced further.

The facilities at Cartref Clyd Bryn Hwfa in Llangefni and Cartref Clyd Llanfairpwll were inspected by CIW in 2020 and both were judged to be Excellent.

Denbighshire

Denbighshire is committed to continuous improvement through engaging with and listening to children and young people and their carers and paid staff via surveys and at key stages of the support process for example end of placements.

Children have helped to shape contracts for the Care Leaver Service and Regional Advocacy Services through the evaluation process.

There is an ongoing consultation with Children and Young People in conjunction with children and young people about the language used by professionals when discussing verbally or in writing the lives and circumstances of care experienced children and young people. This is in response to requests by Voices from Care, Young Commissioners and the Family Justice Young People's Board who have highlighted the language used by professionals and its impact on children and young people.

Collaborative Conversations Training has enabled Children's Service practitioners to consider how to build better relationships with people. There was significant practitioner feedback as part of a reflective exercise.

Flintshire

During April 2021, Care Inspectorate Wales (CIW) completed an assurance check to review how well the Local Authority Social Services continue to help and support adults and children with a focus on safety and well-being. The key lines of enquiry were focused within the four principles of the Social Services and Well-being (Wales) Act 2014 and findings / judgements were aligned to these – People – Voice and Control, Prevention, Well-Being, Partnerships and Integration.

Current and projected trends

- Challenges in accessing secure welfare beds and local alternatives that provide crisis intervention and diversion from secure accommodation.
- Challenges in sourcing appropriate local placements for children and young people with complex needs.
- Need for additional and appropriate short term care arrangements and facilities for children. This also includes children with additional needs and on occasions their siblings.

- Children ages 16+ often have complex needs and placement options are limited, a strategic approach is needed in supporting the accommodation and support needs of young people ages 16-18 and for care leavers.

Impact of commissioning practices on the market

All Wales Local Authority Frameworks are used to commission individual placements across a range of placement types. These frameworks deliver strategic level partnerships with providers in fostering and residential services. The frameworks are used where either the Regions Sufficiency Duty necessitates external commissioning or where best quality, outcome delivery and value for money is achieved through external commissioning rather than internal service delivery. The All Wales Frameworks are managed by the 4C's.

The vehicle used for e-tendering external fostering and residential placements is the Children's Commissioning Support Resources (CCSR) which offers transparent and outcomes focused placement commissioning for both Framework and Non-Framework regulated placements and allows compliance with the relevant procurement guidance and regulation that underpins commissioning.

Provision of service in the Welsh language

Children who are placed out of country due to lack of specialist placements do not have the option to receive care services in Welsh. This is a particular issue in Gwynedd.

Preventative services

The Population Needs Assessment identified a key priority to support child and adolescent health and well-being with an emphasis on preventative services. This was identified as a key area of priority across the region.

The Integrated Care Fund 2016-22 has been used to explore new and innovative ways to provide early intervention to those in most need. Without this funding children and families may have required increasing interventions from Social Care, Betsi Cadwaladr University Health Board Children and Adolescent Mental Health Services in both Tier's 3 and 4 and North Wales Police, and may have not been able to remain with their families.

Learning from previous projects should be used to further explore the development of preventative services through the Regional Investment Fund 2022-27.

Isle of Anglesey

The children and families service continues to invest in preventative services to decrease the number of children and young people requiring to be looked after. The main preventative provision is the resilient families team. They provide intensive support for families where substance misuse, domestic abuse and parental mental health difficulties have been identified and contribute to the risks that the children and young people may face at home. Through utilising strength based and psychological informed interventions the team has consistently demonstrated that these are effective ways of decreasing risk and facilitating change that allow families to remain together. In addition, a peer mentor programme has been developed and although it's early days we expect this to be an effective addition to the offer.

The Transformation Team is a new service established in 2021. They will provide a multi-agency provision of intensive services in Anglesey. The Team work with families, aged 0 to 25, who are either at risk of coming into the care of the local authority or where there is a possibility for them to return to the home or remain in the care of their parents / carers safely. The team consists of a practice leader, psychologist, social worker and two support workers. Their focus is on working with children and young people where a neurological condition may be impacting their behaviours at home, school or out in the community. In 2022 the team will be incorporated into the resilient families' team widening the remit and scope of that team.

The service aims to provide at the earliest possible opportunity, early intervention and prevention services to families. Provisions include the team around the family that has recently been increased in size from 6 to 8 support workers. Our commissioned services include GORWEL domestic abuse service, Action for Children emotional wellbeing and young carers, Adferiad parental mental health support and the early Help Hub and One Front door multi-agency meetings.

Gwynedd

Through ICF monies, Action for Children have established the Gwynedd Repatriation and Prevention (RAP) service for Looked After Children which provides a direct therapeutic service to reduce the number of Looked After Children, including

reducing the need for, and the number of expensive out of county placements and to support the development of a high quality local care provision for Gwynedd children. The service also prevents family breakdown including adoption breakdowns which result in the need for a looked after placement.

The predominant need from referrals is to stabilise foster placements, we offer support directly and indirectly via carers and other professionals. The support to foster parents is not just to new foster parents but also to experienced and established carers. As always, collaborative working is key to the success and in these instances working in close partnership with fostering is vital particularly focussing on self-care for foster parents. The RAP service has continued to be active to members of the closed Gwynedd fostering Facebook group, sharing advice and links on a variety of topics from parenting to pandemic issues.

The outcomes of the service are to:

- Reduce the number of Children Looked After.
- Develop a whole systems therapeutic approach to the families at risk of breakdown.
- Prevent children becoming looked after by providing Attachment-Focussed Therapy to enable children, young people and their families to better understand trauma and its impact.
- Ensure children and young people are able to achieve and maintain stable care placements by therapeutically supporting carers to understand and manage behaviours that challenge.
- Support and upskill carers to develop nurturing, therapeutic responses to behaviours which helps stabilise placements and prevent placement breakdown.
- Deliver an accessible, timely solution focussed, non-stigmatising service.
- Provide intensive support and therapeutic input for looked after children who are suitable to be repatriated to their home community in Gwynedd.
- Work with adoptive families to achieve placement stability

The service is person centred in its approach, the creativity and adaptable support of the staff ensures this.

The feedback has been very positive with one example below:

“Absolutely brilliant and invaluable support and advice. The service has been a real support and something we feel confident in and know that their always there for us

as a family to help guide us through the bad times and for us to just vent our frustrations to! their level of commitment to us shows in their aftercare contact making sure we are ok after contacts and bad weekends. Cannot rate this service highly enough”

Conwy

Youth Justice

- Referral orders – 38 young people engaged in the last 6 months, 4 re-offended
- Enhanced Restorative Justice Work - 66 initial referrals
- Supported 78 people who had been harmed and then 44 of the young people (perpetrators) were supported to engage in specific interventions guided by the victim’s views to develop an understanding of the impact of their behaviour
- No young people that engaged within the project were made subject to custodial sentence

Table 23 Conwy Youth Justice Referrals, April to September 2021

Type of referral	Number
Yellow Cards	203
Flat Community Resolution	13
Prevention referrals	44
Community Resolution +	24
Youth Caution	0
Youth Conditional Caution	6
Total	290

Source: Local authority data

Denbighshire

2021 saw the establishment, via Children and Young People’s Transformation Programme funding of LIFT (Local Integrated Family Team). LIFT offers targeted early support for families experiencing difficulties with managing emotional and behavioural difficulties.

The team, which includes wellbeing navigators, occupational therapists, behavioural support specialists and a psychologist, works with families to understand the challenging behaviour and act as a source of information and support to help

develop and implement positive behavioural plans and to provide specialist consultation when required.

The multi-agency team consisting of multi-disciplinary professionals have developed a specific model of care and a partnership approach to support families in Denbighshire and Conwy. They are now operational and working directly with children and young people and their families.

The programme has also upskilled 78 local authority and health staff in therapies that the team will be using, this has encouraged a common approach and shared language, providing consistency across partner agencies and teams. The independent evaluation of the project stated:

- Strong partnership approach at senior level was a key driver in getting the new services up and running.
- Partner agency staff were impressed at how quickly the LIFT team came back to them in response to referrals and requests for advice and guidance.
- Opportunities for consultations and joint working which they felt was contributing to learning and development for the children's workforce.
- Families have engaged well.

Feedback from parents:

- "Life is so much better at home now since [staff members] made that video for us"
- "M is so much more in touch with his feelings as I am since LIFT has been helping us, his behaviour has also improved"
- "It has been lovely to have been listened to and not judged"

During the period where the Integrated Care Fund was provided to Denbighshire the provision of this edge of care support has worked with 122 families (accounting for 200 children).

Integrated Families First / Flying Start programme (IFFFS)

The IFFFS programme provides a range of Family and Parenting Support in Denbighshire. We aim to provide early intervention and prevention services for vulnerable families to avoid escalation and ensure children in our most deprived areas receive extra help.

In 2021-22, our Families First services received 302 referrals. We had an average monthly waiting list of 18, and an average waiting time of 26 days from receipt of referral to allocation of a worker. We supported 369 families and newly assessed 114 families' needs.

The Team Around the Family (TAF) coordinates multiple services and interventions around individual families, securing engagement, assessing need and planning support. Amidst ongoing issues and fluctuating needs around Covid-19, to date the TAF team have successfully concluded 29 action plans with families. Using a Welsh Government piloted methodology, we estimated the potential cost savings achieved by TAF for other services. The most recent available figures for January to December 2021 show savings of £122,823.

Table 24 Potential cost savings from TAF to services, January to December 2021

Service area	Estimated savings	Issues addressed
Crime	£52,272	Antisocial behaviour, domestic abuse & criminal behaviour
Education	£22,264	Absence, exclusion & school readiness
Health	£6,187	Drug misuse
Mental health	£18,052	Mental health issues in children, young people & adults
Employment	£24,048	Support to gain employment
Total	£122,823	

Source: Local authority data

In 2021, our Flying Start Health Visitors supported 1,182 children under 4 in the most multi-deprived parts of Prestatyn, Rhyl and Denbigh. We supported a further 52 families across the county through Outreach. Our Speech and Language therapists helped 102 children alongside our Early Language Development team, who delivered Portage and Laugh and Learn interventions to 36 children. From January to December 2021 we provided 31,998 free childcare sessions to 366 children, and provided 1,348 additional sessions.

Our Health Visitors contribute significantly to safeguarding children in Denbighshire. From January to December 2021 the team made 218 contacts with children in Child

Protection measures, 135 contacts with children with a Care & Support Plan and 115 with Looked After Children. They made 639 contacts with children needing a Tier 3 Intensive service.

Table 25 Denbighshire health visitor activities, 2021

Activity	Number
Child Protection Referrals	102
Court Reports / Police Statements	12
Case Conference reports/attended	77
MARAC Reports	26
Looked After Children Reviews attended	29
Safeguarding Pre-Birth Assessments	97
Safeguarding related meetings attended	337

Source: Local authority data

In January we appointed a new Safeguarding Nurse who attended four Case Conferences and six professionals' meetings (Core Groups/Care & Support Plans/Looked After Children).

Flintshire

REFLECT

The REFLECT Service supports women who have had one or more children removed through care proceedings and are at high risk of having children who will be subject to the same experience.

The Early Help Hub is a multi-agency early help resource for children and families demonstrating two or more Adverse Childhood Experiences (ACEs). Partners include Social Services, Police, Health, Youth Justice, Housing, Flintshire Customer Connects, Education, Family Information Service, Early Years Support and Flintshire Local Voluntary Council (FLVC).

The Early Help Hub received 2,641 referrals between April 2020 and end of March 2021 and the team have adapted to meet needs during the pandemic. All Early Help Hub members quickly reverted to having discussions online and agencies adapted well during lockdown and there was no interruption with meetings. Referrals slowed down slightly during April/May but started to pick back up again from June.

Parent and Child Together Placement'

The 'Parent and Child Together Placement' recruitment campaign is beginning to come to fruition. This aims to keep children with their parents in a specially assessed foster care setting.

Flintshire closely scrutinise decisions about whether older young people should be taken into care and, in particular, what difference can be achieved at this relatively late stage.

Flintshire Meeting Service

Flintshire Meeting Services approach is aimed at keeping families together wherever possible. Families are offered a Family Group Meeting at the earliest opportunity, to prevent them from reaching crisis. Family Group Meetings explore if wider family members or connected persons would be willing to put themselves forward to be assessed to care for the child. Further funding has been made available to strengthen this approach. We have seen an increase in referrals to the service and it's been noted that families during this period required additional support due to the impact of COVID19 and the strain and increased pressure / stress on family life. We have also seen a sharp increase in referrals from statutory services which again highlights the strain the pandemic has and is having on families.

Family Information Service (FISF)

The Family Information Service is a statutory local authority service providing free and impartial information, advice and guidance to families (and those working with families) on a range of topics and in various formats.

Topics include health, education, leisure, finance and registered childcare. The service processes an average of 20,000 enquiries each quarter either face to face, by telephone and email or on the website and via social media.

Wrexham

Throughout the year, the Department has made steady progress in the development of early intervention and preventative services. In November 2021, the Early Help and Prevention Framework document was published, following a multi-agency launch along with the Children's Services Threshold document.

The Prevention and Early Help Framework document is to assist all when planning Prevention and Early Intervention Services. It supports in considering who needs to be involved, what the principles are that will drive discussions and decisions and it enables individuals to develop a clear business case for enhancing, expanding or repurposing current services.

Since the development of the Prevention and Early Help Framework, a new Prevention and Early Help Partnership has been established and work is currently underway to develop a strategy that will help to focus both the Council's and its Partner's on ensuring that support to children, young people and families is available to them before issues worsen. It aims to help children, young people and families to help themselves in the first instance but when more help is needed, we aim to provide the right support much earlier. Further development of the Prevention and Early Help Partnership will continue throughout the coming year.

6. Fostering services

Population overview

The number of children is predicted to decrease

The estimated number of children (aged 0-15) in 2020 and the projections for 2040 demonstrate the number of children in North Wales is predicted to decrease over the coming years (Welsh Government, 2020). This decrease can be seen across all of the local authorities in North Wales, with the exception of Gwynedd which is predicted to have a slight increase (1.8%). Overall the number of children in North Wales is expected to reduce by 6.1%

The Market Position Statement update (2021) gave an overview of key statistics;

- The number of children who required a foster placement increased by 34% during the period April 2016 (600 children) to March 2020 (805 children).
- As at the 31st March 2020, there were 805 North Wales children living with a foster carer, 40% (325 children) were living with an independent foster carer and the majority of those children required a specialist placement in order to support their needs, which could not be supported by our in-house services.
- There are currently 11 children who are living in a children's home who could be supported by specialist foster carers. There are not enough foster carers with the right skills to support the needs profiles of our children.
- During the period April 2020 to the end of February 2021, there were 34 children who required a parent and child placement and assessment.

Demand for foster care has increased

The number of children in foster care in North Wales has increased year on year since 2015 to around 945 in 2020. Wrexham had the largest increase, with the number of children doubling. Gwynedd also saw a significant increase. Numbers in the other local authorities have fluctuated.

Table 26: Number of children looked after in foster placements at 31 March

Local council	2016	2017	2018	2019	2020
Anglesey	90	100	100	90	110
Gwynedd	145	145	145	165	200
Conwy	120	125	150	140	140
Denbighshire	125	110	110	115	115
Flintshire	135	140	135	150	140
Wrexham	120	135	170	175	240
North Wales	735	755	810	835	945
Wales	4,250	4,425	4,700	4,840	4,990

Numbers have been rounded so may not sum.

Source: Children looked after by local authorities in foster placements. Stats Wales, Welsh Government

Despite the increasing numbers in foster placements, the Market Position Statement (2019) expressed that a large increase was not expected in the future.

Local authorities have in-house foster care places and independent fostering agencies providing places. Some of the independent foster agencies are charities or co-operatives. The table below shows the number and percentage for each type of foster placement provision, broken down by Local Authority.

Table 27: Number of foster placements in the local authority area commissioned by provider type

Local council	In House (number)	Independent provider (number)	Total (number)	In House (percentage)	Independent provider (percentage)
Anglesey	37	32	69	54%	46%
Gwynedd	98	31	129	76%	24%
Conwy	82	41	123	67%	33%
Denbighshire	69	19	88	78%	22%
Flintshire	55	13	68	81%	19%
Wrexham	119	21	140	85%	15%
North Wales	460	157	617	75%	25%

Source: Provided by each local authority

Predicted increased demand for foster parents

The National Foster Network calculated a need for, an estimated, 550 new foster parents across Wales every year to keep up with demand. This suggests there could be a shortage of foster placements in coming years, given the increasing demand.

Sufficiency issues for some children

The Market Position Statement (Regional Partnership Board, 2019) identified sufficiency issues with finding placements for children with particular needs including:

- Respite care
- Young offenders
- Refugees, immigrants, asylum seekers
- Young parents
- Sibling groups
- Emergency situations

The stability of the workforce is an issue, with increasing demand for placements and the number of placements projected do not meet with the forecast demand.

The Foster Wales website facilitated the joining of the 22 Local Authorities to form a national network of local fostering expertise. Its focus is to make a bigger impact on a national level, working together with foster carers, to build better futures for local children. Sharing one brand and, one voice, to strengthen recruitment and support of foster carers.

The National Fostering Framework

The National Fostering Framework (2018) finds children who live with foster carers in their own locality more likely to thrive and children in local authority provision more likely to stay in their home authority, enabling them to maintain important links. It is vital local authorities increase local placements and reduce out of area placements. According to the National Fostering Framework (2018), connected fostering (with family or friends) has seen increased demand. It also finds that local authority placements have better outcomes for children. The framework states that local authorities need to be able to have capacity to facilitate this, or otherwise ensure that the child has opportunities to maintain connections if placed in alternative fostering.

Market overview

Regional market overview

The table below shows a breakdown of fostering provision by provider type.

Table 28: Fostering placements, beds and market share by provider type.

Provider Type	Market share (Percentage)	Placements (number)	Care settings (number)
In House	62%	776	453
Private	37%	469	206
Third sector	1%	16	7
North Wales	100%	1261	666

Source: CCSR data accessed 31/05/22

Isle of Anglesey market overview

The table shows how many children in Anglesey are increasingly being placed outside of their local authority.

Table 29: Number of children in foster placements by area - Anglesey

Location of placement	2018	2019	2020	2021	Change No
Inside local authority	65	60	70	80	-45
Outside local authority (Wales)	30	30	30	20	50
Outside Wales	0	0	0	0	0

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Table 30: Number of children in foster placements by type - Anglesey

Type of Placement	2018	2019	2020	2021	Change no
With relative/ friend, inside local authority	30	25	25	35	5
With local authority, inside local authority	20	20	40	40	20
With agency, inside local authority	15	15	10	10	-5
With relative/ friend, outside local authority	5	0	0	0	-5
With local authority, outside local authority	0	0	0	0	0
With agency, outside local authority	25	25	25	25	0

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Gwynedd market overview

Figures in the table below, show children in the Gwynedd area have been increasingly placed into foster placements within Gwynedd. The number placed outside of Gwynedd but still in Wales has reduced. However, placements outside of Wales have increased.

Table 31: Number of children in foster placements by area - Gwynedd

Location of Placement	2018	2019	2020	2021	Change No
Within Local Authority	110	120	140	135	25
Outside Local Authority Wales	35	40	50	50	15
Outside Wales	0	5	5	15	15

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

The figures below show children in Gwynedd are increasingly placed into foster placements both within and outside Gwynedd. They have also seen increased numbers of placements with family/friends.

Table 32: Number of children in foster placements by type - Gwynedd

Type of Placement	2018	2019	2020	2021	Change No
With relative/ friend, within local authority	35	50	50	45	10
With local authority, within local authority	70	65	85	85	15
With agency, within local authority	0	0	0	0	0
With relative/ friend, outside local authority	5	10	15	25	20
With local authority, outside local authority	10	15	15	10	0
With agency, outside local authority	20	20	30	30	10

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Gwynedd local authority themselves report a “relatively good provision” of foster placements available within the county, when compared to other provision but recognise there is potential for shortages in foster carers in the near future. The local authority anticipate approximately 10 to 12 new foster placements would be required each year to maintain this and at least 18 to 20 to improve provision.

Conwy market overview

Conwy has increased foster placements inside the local authority and those outside of Wales have reduced significantly. However, those outside of Conwy but still in Wales have increased, see figures below.

Table 33: Number of children in foster placements by area - Conwy

Location of Placement	2018	2019	2020	2021	Change No
Inside Local Authority	95	85	100	100	5
Outside Local Authority Wales	20	35	35	35	15
Outside Wales	35	25	5	5	-30

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Conwy has seen a reduction in foster placements with the local authority and a small increase in agency placements.

Table 34: Number of children in foster placements by type - Conwy

Type of Placement	2018	2019	2020	2021	Change No
With relative/ friend, inside local authority	25	20	15	20	-5
With local authority, inside local authority	65	60	55	55	-10
With agency, inside local authority	25	30	35	30	5
With relative/ friend, outside local authority	10	10	10	15	5
With local authority, outside local authority	0	0	0	0	0
With agency, outside local authority	20	20	20	20	0

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Conwy report that both emergency and longer term placements are needed urgently. The local authority recognises the importance of local placements for children, they are considering a range of options to increase provision in the county and reduce reliance on costly temporary arrangements and out of county placements that are far from the family.

Denbighshire market overview

The figures in the table below show placements for children from Denbighshire have increased both inside Denbighshire and outside of Denbighshire but still in Wales.

Table 35: Number of children in foster placements by area - Denbighshire

Location of placement	2018	2019	2020	2021	Change No
Inside local authority	85	90	90	90	5
Outside local authority Wales	15	15	15	20	5
Outside Wales	10	10	10	10	0

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Denbighshire has seen increased agency use inside and outside of the area and increased placements with family/friends out of area.

Table 36: Number of children in foster placements by type - Denbighshire

Type of Placement	2018	2019	2020	2021	Change No
With relative/ friend, inside local authority	20	20	20	20	0
With local authority, inside local authority	60	70	65	65	5
With agency, inside local authority	0	5	10	5	5
With relative/ friend, outside local authority	5	10	10	10	5
With local authority, outside local authority	10	5	0	0	-10
With agency, outside local authority	10	10	10	15	5

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Denbighshire local authority have identified a need to increase care capacity to meet population needs within Denbighshire for foster care services. They also recognise a shortage in the availability of overnight respite accommodation for children with complex disabilities.

Flintshire market overview

In Flintshire children have increasingly been placed outside of Flintshire both in Wales and outside of Wales. The figures also show a reduction in placements in Flintshire.

Table 37: Number of children in foster placements by area - Flintshire

Location of Placement	2018	2019	2020	2021	Change No
Inside Local Authority	95	95	90	90	-5
Outside Local Authority Wales	25	35	30	45	20
Outside Wales	15	20	15	20	5

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Data in the table below shows a considerable increase in the use of agencies for Flintshire both inside and outside of the local authority.

Table 38: Number of children in foster placements by type - Flintshire

Type of Placement	2018	2019	2020	2021	Change No
With relative/ friend, inside local authority	35	35	35	30	-5
With local authority, inside local authority	60	60	50	55	-5
With agency, inside local authority	5	5	5	15	10
With relative/ friend, outside local authority	15	15	15	15	0
With local authority, outside local authority	15	15	10	15	0
With agency, outside local authority	5	15	20	25	20

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Flintshire report as of 31 March 2021, there were 109 children and young people in foster placements within and outside the Local Authority Area (not including kinship

placements) and as of 16 February 2022, this figure was 102. They state they are currently able to look after the majority of children under 8 within in house fostering services.

The local authority identified the following market sufficiency issues:

- Need to meet the forecast demand with in-house foster carers.
- Foster parents to support children in the age categories 10 to 14 and 15+.
- Sourcing appropriate local placements for those with complex needs.
- Meeting demand for children who need complex multi-agency care packages or have challenging risk management plans, example behaviours include anger management issues, verbal and physical aggression towards adults.
- Shortages for sibling groups and children with disabilities.
- Not enough skilled foster parents for children at the highest end of needs profile, those currently living in care homes.
- Insufficient placements lead to children being placed in unregulated settings.
- Not enough carers who speak Welsh.
- North Wales has a shortage of parent and child places, especially in Wrexham and Flintshire.

Wrexham market overview

The table shows how there has been an increase in all types of placements in Wrexham, including children placed out of area.

Table 39: Number of children in foster placements by area - Wrexham

Location of Placement	2018	2019	2020	2021	Change No
Inside Local Authority	115	120	145	150	35
Outside Local Authority Wales	30	40	65	75	45
Outside Wales	20	15	20	25	5

Numbers have been rounded so may not sum.

Source: Looked After Children Census. Stats Wales, Welsh Government

The table below demonstrates a sharp increase in the use of agencies for Wrexham, with the steepest increase outside of the local authority.

Table 40: Number of children in foster placements by type - Wrexham

Type of Placement	2018	2019	2020	2021	Change No
With relative/ friend, inside local authority	60	70	75	80	20
With local authority, inside local authority	65	55	70	70	5
With agency, inside local authority	15	20	25	30	15
With relative/ friend, outside local authority	0	0	0	0	0
With local authority, outside local authority	20	20	15	15	-5
With agency, outside local authority	15	15	40	55	40

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Progress has been made in the implementation of the 4C's Framework and a Placement Officer has been appointed to manage the Framework database within Wrexham. The usage and expectations of the 4C's Framework continues to be embedded into practice as evidence as best practice. We have experienced an increased demand for placements able to meet the need of highly complex young people. This has led to an increase in the number and cost of such placements. In order to deliver against the not for profit agenda, further investment will be needed in the development of local authority residential care.

Wrexham see reducing the number of looked after children as a priority, as well as removing profit from the children's placement market. The local authority also recognises a lack of intermediate or short term placements for children.

Market stability

Regional challenges

The Market Position Statement (2019) and 'Foster Wales' (2021) identified challenges to the stability of fostering services in North Wales and Wales as a whole listed below:

- Recruitment and retention issues
- Placements for children with particular needs including; respite care, young offenders, refugees/immigrants/asylum seekers, young parents, sibling groups and emergency situations
- It is estimated that Wales will need 550 new foster parents every year to meet demand

Isle of Anglesey market stability

The local authority recognises the following as issues affecting the future stability of the fostering service:

- Workforce – recruitment, retention, age profile of workforce, costs
- Supply and choices available
- Can the cost of living crisis impact the numbers of looked after children and therefore hamper the projection of decrease in demand?
- Impact of children seeking asylum on resources including placements and support available.
- Impact of unplanned arrivals to the Port of Holyhead.

Gwynedd market stability

Gwynedd have identified several factors that may influence fostering stability:

- Recruitment and retention of staff
- Potential shortage of foster placements, an estimated 10-12 new placements needed each year to maintain and at least 18-20 to improve provision
- Finance - concerns around maintaining quality services with limited resources
- Lack of funding often results in using out of county providers which results in higher costs contributing further to the problem

Conwy market stability

Conwy refer to key issues around future stability of their fostering service:

- Recruitment and retention (linked to pay and conditions but not exclusively)
- Emergency and longer term placements in county are needed urgently

Denbighshire market stability

Denbighshire recognises some key factors that may affect stability of the service:

- Increase in capacity to meet population needs within Denbighshire
- Staffing and recruitment issues
- Specialist training and knowledge
- Possibly long term funding problems
- Increased complexity of need
- Supply of specialist care not meeting demand
- Overnight respite care for children with complex disabilities
- Lack of placements for children with challenging/complex behaviour

Sustainability of provision

- Denbighshire recognises the following issues affecting sustainability of the service: Recruitment of in-house foster carers has been impacted by the pandemic with a lack of applicants coming forward, resulting in increased use of Independent Fostering Providers.
- Lack of availability has resulted in no offer or placements at a considerable distance, which is not always in the best interest of the young person.
- Children who require a placement but where foster care cannot be sourced are being escalated into residential care, but there is placement insufficiency and a perceived reluctance to offer placements to young people with complex needs. This can result in a placement at a distance away.
- Particular pressure if a child/young person presents with self-harm or suicidal ideation, providers show reluctance to offer placements to and emergency provision is extremely limited.

Preventative actions for children on the edge of care

During the period where the integrated care fund supported the provision of edge of care support, there were 122 families (200 children) supported including:

7 parents and 2 foster carers (19 children) attended new Parent Participation Group (collaboration with Parents and Carers Against Exploitation, North Wales Police, Health colleagues and Denbighshire Safeguarding Lead). Of these children, 6 no longer reach criteria for multi-agency oversight within Denbighshire's Exploitation Panel and 2 have been closed to social care.

2 children in long-term foster placements received an intensive intervention which stabilised their placement and enabled the foster carer and parent to have a shared understanding of each child's individual needs.

16 staff across Social Care, Early Intervention and Housing attended Dialectal Behavioural Therapy (DBT) Skills training and the Therapeutic Service will mentor these staff to develop DBT Skills groups for Foster and Kinship Carers, Looked After Children, Care Leavers and Semi-Independent and Homelessness Projects.

1 young person received an intensive intervention from the Therapeutic Service following police colleagues using their Powers of Police Protection. The young person required short-term foster care and was rehabilitated back to their family within 6 weeks, they are now closed to Social Care.

Engagement

Denbighshire list the following engagements used to help improve quality of service:

- A quality of care evaluation will be carried out of Denbighshire Fostering Service in April and May 2022. Questionnaires will be sent to gain views of children/young people, foster carers, kinship carers, panel members and parents, the results will assist in making improvements where required as well as recognising good practice.
- Closed Facebook group for foster carers developed with views from foster carers and is regularly being updated with information. Creating the page/group has provided another avenue to obtain feedback, information is circulated to a larger geographical area and accessibility has improved.
- Two children/young people's forums meet on a regular basis. They have not been able to meet over the last year, but staff running the forums kept in touch regularly.
- Kids in Care Young People's Forum (KIC Club) for young people aged 8 to 15 living with foster carers. They meet and do activities during half terms, share their experiences, say what is going well and what they would like to change.
- KWC Club (Kids who care) is a group of children/young people whose parents foster and are also part of the fostering process. They meet during half term, share experiences, say what's going well and what they would like to change.
- Foster carers virtual coffee mornings, invites were sent with a package containing a tea bag and packet of biscuits. To allow better conversation, foster carers were

split into groups based on their supervising social worker. Facilitated by the supervising social worker with drop-in appearances from; Head of Service, Service Manager, Fostering Team Manager and Placement Commissioning Officer/Recruitment Officer. It had good attendance, lots of laughter, discussion and feedback from attendees was very positive.

- The Fostering Service have increased the level of communication with Foster Carers with a regular newsletter and the Denbighshire Fostering Service Competition, whereby children have been asked for Christmas cards to be designed, pebbles to be painted and a Sunflower growing competition.

Flintshire market stability

Flintshire identified several issues impacting the stability of fostering services:

- Foster carers with skills/experience to support teenagers and sibling groups
- Increase in 14, 15 and 16 year olds entering care
- Parent and child placements

Action taken to improve stability

Recruitment of foster parents has been identified as an issue for Flintshire, in response the [Foster with Flintshire](#) portal has been developed to promote Fostering roles. The site contains a wealth of information, resources and stories from some of Flintshire's current foster parents. They have also targeted their recruitment strategy to address demand for foster parents with skills and experience to support children age 12 and over.

Mockingbird Programme

Flintshire was the first council in Wales to introduce the evidence-based Mockingbird model for foster placements. The programme nurtures the relationships between children, young people and foster families supporting them to build a resilient and caring community of six to ten satellite families called a constellation. The aim of the model is to improve foster care and outcomes for fostered young people.

Action for Children - Repatriation and Prevention (RAP) Service

The service provides intensive therapeutic support for Children Looked After with support from experienced foster carers. The service is a partnership between the local authority, health, CAMHS and Action for Children.

The aims of the service are to:

- Prevent placement breakdown and escalation to crisis point leading to out-of-county placements
- Return young people to stable placements in their home
- Ensure looked after children can access educational opportunities
- Increase resilience and confidence in children and carers

Adaptations to Foster Carers Homes Policy

'Adaptations to Foster Carers' Homes' policy was introduced in 2020, supporting foster carers make necessary adaptations to their home to provide adequate space for children/young people. It supports; sibling placements, the needs of children with multiple disabilities, secure extra capacity for foster placements and to meet health and safety requirements which would otherwise result in a child being moved.

Funding compliments existing support and is a step forward in securing local and stable placements for children. Applications for grant funding will be considered up to £36,000, and £20,000 for relocation to a more suitable property. To access the grant, carers and social worker must first exhaust other options/resources.

Grants are also available to; existing or prospective adoptive families, family and friends/carers of children under a Special Guardianship Order and carers who are committed to their caring role for the long term, or at least until the child reaches 18.

Placement stability meetings - Facilitated in house, when issues with maintaining a placement arise and the Independent Fostering Agency chair when requested.

Disruption meetings - The family group meeting service will bring together stakeholders and look at lessons learnt.

Wrexham market stability

Wrexham identified the following issues that may impact stability of fostering:

- A need to reduce the number of looked after children
- Removing profit from children's placement market
- Intermediate/short term care placements
- Staffing shortages
- Lack of appropriate placements

Carers are needed to support teenagers and mother and babies in the Wrexham area. To recruit carers to meet these needs, the local authority have;

- Commenced a review of rates of pay for carers, proposing an increased rate for specialist/skilled carers able to care for children with complex needs.
- Carried out a recruitment campaign using buses, billboards and social media.

Wrexham's Care Leavers Offer has been progressed throughout the year and the development of accommodation pathways for young people are underway. This will provide varying degrees of support on their pathway to independence and their own tenancy.

This will be achieved by developing in-house services including;

- Supported Lodging's Service
- Kick Start Project
- Step Down Project
- Use of a training flat.

The Leaving Care Team are located in accessible 'info shop' with their social workers while being able to take advantage of the 'one stop shop' for any identified areas of support including access to funding grants and employment support.

Consideration of market quality

The State of the Nation report from the Fostering Agency (2021) provided insight into the quality of foster services across the whole of Wales, the key findings were:

- 44% of independent and 51% of local authority foster carers said they were not supported to maintain contact with children they had cared for. Foster carers perceived this as 'cruel', ending significant relationships for children who have experienced so much loss already.
- Some fostering services are not maintaining foster carer approval, even if they intend to continue fostering. This, and dropping financial support, are barriers to young people entering 'When I am Ready'.

- 20% independent and 12% local authority foster carers have no children in their care. It recommended better use of foster carers skills to meet the needs of children.
- 57% local authority foster carers had an agreed learning and development plan, 31% did not and 12% didn't know. 66% independent foster carers had a learning and development plan, 22% didn't and 12% didn't know.
- Local authority foster approvals were more restrictive and limited than independent approvals, it recommends local authorities assessments use broader approval statuses, robust matching procedures and placement stability processes.
- Foster carers would like to build relationships with social workers and children in their care to have stability and continuity of social worker. Over the previous two years, 53% of foster carers had one supervising social worker, 29% had two, 12% had three and 6% had four or more.
- Foster carers felt 'dismissed', 'ignored' and their role is not valued by the social care workforce. Lack of respect for their commitment, skills and dedication is a long-term, well reported issue in fostering.
- Foster carers want allowances to cover the full cost of caring for a child and payment reflecting their value as a member of the team around the child. Sufficient payments are a must to attract new skilled, committed foster carers.
- Lack of placement choice. To secure good matches for children, services would need to see a significant increase in access to local, quality placements.
- Staffing levels are not sufficient to provide required support for foster families. Services would like staffing to enable best practice and improve standards.
- Trauma-informed practice – concerns about access to training and additional services for those caring for traumatised children. Services would like children looked after to have priority status for services across health and education.
- Support for foster carers with improved peer support services and out of hours provision. Services with this support saw improved retention and stability.

Current and projected trends

Key current trends and projections for the future of foster services:

- Increased demand for placements
- Lack of places for older children
- Lack of places for children with complex care plans/behavioural issues

- Lack of foster parents with skills to support children with complex needs
- Projected increase in demand for placements
- Predicted potential shortage of placements, supply not matching demand

Welsh language

A shortage of Welsh speaking foster parents was identified in Flintshire.

The provision of Welsh language across the rest of North Wales will be discussed within the children's services chapter of this report.

Other provision

There is a significant lack of foster or residential placements for children and young people with challenging or complex behaviour.

Recruitment of in-house foster carers has been impacted by the pandemic with a lack of applicants coming forward. This has resulted in an increased use of Independent Fostering Providers.

Lack of availability has resulted in no offer or placements only at a considerable distance, which is not always in the best interest of the young person.

Children who require a placement but where foster care cannot be sourced are being escalated into residential care, but there is both placement insufficiency and a perceived reluctance to offer placements to young people with complex needs. Again this can result in a placement at a distance away.

There is particular pressure if the child/young person presents with self-harm or suicidal ideation, with providers showing reluctance to offer placements to this cohort. Emergency provision is extremely limited.

Workforce

The National Fostering Framework (2018) highlighted a loss in the number of approved foster households. The framework states improvements need to be made to increase; enquiries, conversions, approvals and retention of foster parents.

The table below shows numbers of foster parents and places have seen a slight increase overall across North Wales. However, Gwynedd and Denbighshire saw a

drop in both the number of foster parents and places available, and Flintshire saw a drop in foster parents but increase in places. If reductions in foster parents or places continue this could result in insufficient spaces for children in these local authorities.

Table 41: Number of approved foster spaces as of 31 March

Local council	2016/17	2017/18	2018/19
Anglesey	86	69	43
Gwynedd	164	178	198
Conwy	113	130	127
Denbighshire	156	155	149
Flintshire	133	157	156
Wrexham	161	172	166
North Wales	813	861	839
Wales	4,075	4,170	4,317

Source: Children Receiving Care and Support. StatsWales, Welsh Government

Table 42: Number of approved foster parents as of 31 March

Local council	2016/17	2017/18	2018/19
Anglesey	45	38	39
Gwynedd	103	111	120
Conwy	70	84	80
Denbighshire	78	77	74
Flintshire	77	77	76
Wrexham	100	112	110
North Wales	473	499	499
Wales	2,347	2,443	2,462

Source: Children Receiving Care and Support. StatsWales, Welsh Government

Carer skill set & training desired:

Carers who are able to work with our internal services and are trained in the delivery of therapeutic trauma informed care.

Carers who are aware of the impact of county lines and have received training to support children who are vulnerable to exploitation via these gangs. This includes the resilience to work with children who are being exploited by gangs, frequently abscond and can display verbal and sometimes physical aggression.

- Resilient & trained to work with childhood trauma, absconding, exploitation and self-harm behaviours.
- Carers who are trained to understand the impact of adverse childhood experiences (ACEs) on children who they care for.
- Carers who are trained in crisis intervention, and can work calmly under the pressure of emergency planning.
- Resilient when faced with threat of physical harm & trained in de-escalation, with positive behaviour management planning, minimising use of restraints
- Carers with the ability to speak Welsh or commitment to learn.

Social value

Three providers offer a total of 16 beds in 7 care settings across the region, this accounts for 1.3% of market.

Taking profit out of care for looked after children

One of the wellbeing objectives established within the Welsh Government Programme 2021-2016 is to protect, rebuild and develop our services for children and young people. A key priority in this area of work is to eliminate private profit from the care of children looked after.

Commissioning placements to independent foster agencies can impact on provisions being provided from within the local authority., Local authorities are keen to work in partnership with independent care providers to ensure that both the in-house and independent sector market function to meet foster care needs. Flintshire local authority highlighted this as a potential risk and stated how they were focusing the use of independent foster agencies for those services that they struggle to provide with local authority services.

The foster care allowances survey from The Fostering Network (2020) found even though all local authorities in Wales are paying at or above the national minimum allowance, foster carers feel their current allowance does not meet the full costs of looking after a child. The network recommend foster payments must be transparent

so it is clear to foster carers how much constitutes the allowance, and must be spent on the child, and how much constitutes the fee and is payment for the foster carer's time and skills.

7. Adoption services

North Wales Adoption Service overview

The North Wales Adoption Service provides a regional adoption service on behalf of Wrexham, Flintshire, Denbighshire, Conwy, Gwynedd and Anglesey local authorities. Working regionally helps find new families more effectively, place children quicker and improve adoption support services. In April 2014 it was integrated into the National Adoption Service. The services comply with updated adoption legislation, regulations and statutory guidance in line with the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) and with the policy and procedures of the service, within the resources allocated. There is a framework which aims to make it easier for adopters, children and young people get support when needed.

Services provided by the adoption service include:

- Preparing the child for adoption.
- Family finding and matching.
- Safeguarding children.
- Provision of adoption support.
- Recruitment, assessment and approval of adopters.
- Preparing to adopt training (pre/post approval).
- Adoption support (pre/post adoption, buddy system, post adoption contact).
- Birth parent counselling.
- Relinquished babies.
- Services for adopted adults.

Population overview

The table below shows the number of looked after children who were placed for adoption in each local authority. It is worth noting that the service has undergone significant transformation since 2020, therefore it is difficult to compare local data and it does not reflect the service now.

Table 43: Number of children looked after placed for adoption by local authority 2020/21

Local Council	No of Children
Anglesey	6
Gwynedd	2
Conwy	17
Denbighshire	7
Flintshire	1
Wrexham	11
North Wales	44

Source: Figures provided by each local authority

Current and predicted trends

The following issues were raised with regards to adoption services for children:

- Highest placement need is for children from the East.
- Highest number of adopters are from the East.
- Fewer adopters in the West and children needing to be placed away from the East.
- Nationally there are more children than approved adopters available
- Consideration of the number of Welsh language speakers (adopters/children).

The following issues were raised with regards to adoption services for adults:

- Adults requesting their birth records to find their birth parents was shut down during the pandemic, majority of services have resumed but there is a backlog.
- Staffing - 43 staff, 10 are off or due to go off on maternity leave, it is difficult to recruit to fixed term posts so the ability to assess may be impacted in 2022/23.

Quality reports

The Quality of Service Review from the North Wales Adoption Service (2020) highlighted the following areas to improve market stability:

- Increase the number of approved adopters.
- Reduce the number of children waiting for an adoptive family.
- Develop the adoption support service.
- Recruitment - sessional workers and adoption panel vacancies.

Care Inspectorate Wales (2019b) inspection identified these areas for improvement:

- Further develop quality assurance processes and assessment of the degree to which aims and objectives of the statement of purpose are met and evidence demonstrating how these support well-being outcomes for children.
- The availability of the 'Active Offer', to provide services in the Welsh language.
- The statement of purpose and adopters' information pack includes information about the independent review mechanism so adopters are aware of this.
- Intermediary files should include a clear audit trail of work undertaken.

8. Unpaid carers

Population overview

Under the Social Services and Well-being (Wales) Act 2014 carers have the same rights as those they care for and local councils have a duty to assess their needs and promote their well-being. Supporting unpaid carers is a preventative measure for both the individual carer and the sustainability of health and care services.

There are around 79,000 people of all ages providing unpaid care in North Wales, according to the 2011 census, and we expect this number to be increasing as the need for care and support increases. More unpaid carers came forward during the pandemic to access support.

Much of the support that unpaid carers need is provided through care to the person they care for, so lack of provision in the care market leads to additional demands on unpaid carers. The population assessment identified that issues within wider social care workforce recruitment and retention is leading to additional demands on unpaid carers. Specifically, this is impacting the complexity of care meaning that unpaid carers are experiencing caring responsibilities with higher needs of care. Other priorities were the early identification of carers, carer breaks (respite care), improving unpaid carer assessments and digital inclusion.

Market sufficiency

The number of carers is increasing. The largest growth is in those carers providing between 20 and 49 hours a week. There has also been a rise in the number of carers providing 50 or more hours of care per week, in Denbighshire approximately 46% of these carers are over 65 years. It is these carers who are likely to have more intensive caring roles and who will have the greater support needs.

These demographic trends are reflected in the increasing number of people living with long term conditions including learning disabilities, dementia and mental health conditions, as well as a general growth in the older population.

We know from talking to unpaid carers and the mapping work that has been done, that some carers who need support find it difficult to get alternative care and many have been unable to have a break for a long time, due to the impact of the Covid-19 pandemic.

“A short break is any break which strengthens and /or sustains informal caring relationships and enhances wellbeing of carers and people they support” Carers Trust Wales, Road to Respite Report, July 2021.

Welsh Government awarded local authorities a carers respite grant in 2021-22, with emphasis on supporting the development of flexible and person centred forms of respite instead of the more traditional sitting service or replacement care support.

The population needs assessment identified a wide range of services provided across the region to support carers. The Regional Project Manager leading on carers within the regional collaboration team continually maps the full range of services available to carers across North Wales, identifying any areas of duplication and also collaborative opportunities across all six councils and the health board.

In addition to the need for more carer breaks (respite care) provision across the region, the following local needs have been identified:

The following factors have an impact on unpaid carers;

- Gaps in general provision in services for carers of older people and the individuals receiving care.
- Waiting lists for domiciliary care support in each part of Gwynedd because of a lack of provision.
- Gaps in the provision for short term respite from caring when the individual who is being cared for has needs that cannot be met by voluntary/third sector support.
- day centres have been closed during the COVID period – we have been working to provide alternative support on a 1:1 basis. We are reopening day centres gradually and in the process of remodelling day care services for older people developing a more local provision for a smaller number of individuals.
- Respite care in residential homes came to an end during the COVID period as a result of the regulations. This provision has started again, but staffing challenges exist in the Council’s eleven residential homes.
- There are areas where there is a high percentage within the population of older people, and a low percentage of working age population – a recruitment

challenge and competing with other local services/younger individuals leaving the area for work opportunities.

- The geography of the area contributes to the gaps, with a number dependent on public transport for access to appropriate support.

Ynys Môn

The Council are committed to supporting unpaid carers by planning for the future. Forward Thinking Forward Planning is a project within Carers Outreach funded by Local Authority. The project focuses on having conversations with a carer about their current and future needs. Having a conversation at the earliest possible stage allows time to identify and arrange any changes or adaptations they require to support the person they care for, and themselves as the carer.

Gwynedd

The learning disability service has succeeded in continuing to offer respite for services over the Covid period. Over the past six months we have succeeded in increasing this provision, introducing individuals to respite for the first time e.g. transition age individuals, as well as being able to offer regular stays for individuals living at home with unpaid carers/family.

The demand for counselling services provided by the third sector (Carers Outreach) is substantially more than the provision which is currently available.

Day opportunities and support services are continuing to face a challenge regarding the staffing deficit/recruitment therefore a number of individuals are receiving less days/hours.

Use of a holiday bungalow (provided by Antur Waunfawr) has been extended for another six months, with the offer to anyone who is caring in Gwynedd to arrange a free short stay. A number of carers have taken advantage of this.

The Gwynedd community resilience work programme is looking at developing information hubs/community enterprises to meet needs on a local level.

There are respite opportunities for individuals with learning disabilities available through the Gwynedd and Môn Shared Lives Scheme and Seren Cyf. Work is continuing through the community hubs mentioned above to offer opportunities and activities locally and also through our Llwybrau Llesiant Team.

Denbighshire

There is increasing demand for more flexible provision of alternative and respite care covering weekends, overnight or pre-planned periods such as 'Respitivity' for older adults and for both children and adults with complex disabilities, to reduce carer breakdown, to reduce emergency admissions to residential care and to provide more life choices.

Flintshire

- Demand for respite and support for parent carers is a growing service demand, given the complexity of multiple health conditions some children have, as well as a high prevalence of children with Neurodevelopmental Conditions.
- Sourcing respite for children and adults with complex needs, including health needs, remains an ongoing challenge.
- Finding suitable Personal Assistants can be a challenge and an area that we need to develop as well as expanding community based support to build family resilience and capacity to sustain their caring role. Supporting the recruitment of Personal Assistants
- Local building based respite opportunities were severely impacted by the pandemic, with only emergency places being offered.

Wrexham

Engagement with unpaid carers in Wrexham has highlighted a number of significant challenges since the pandemic. Action plans have been developed in partnership with unpaid carers and support organisations. In order to drive the agenda forward, funding for an Unpaid Carers Lead Officer has been secured from the Regional Investment Fund 22/23.

The Unpaid Carers Direct Payment Scheme was launched in 2021/22. 31 payments were made last year. This enabled unpaid carers to purchase respite solutions which meet their needs flexibly.

Market stability

A wide range of support for unpaid carers in North Wales is grant funded or commissioned to third and voluntary sector organisations who have a long and

valued history of supporting unpaid carers. The third and voluntary sector can effectively draw in external funding to develop services for unpaid carers to provide added value to service provision. However, a reliance on grant funding can put the sustainability of some services at risk. Some carers services in North Wales are commissioned regionally or sub-regionally to try to streamline the commissioning and reporting requirements for organisations that work across the region.

The Population Needs Assessment identified that social value delivery models and added social value can be achieved through the shared experience of peer-carers, mutual support and reciprocity. Unpaid carers will require support to create co-operative arrangements and commissioners will need an investment strategy that builds capacity beyond the market.

It is important to have a balance of preventative services that address the health and wellbeing of carers and commissioned services that meet the assessed needs of carers.

The commissioning of services are set against the need to respond to budgetary pressures that are being faced nationally, and therefore investment in sustainable services is key to meeting demand.

We commission services that:

- are flexible, accessible county wide and meet the individual needs of carers
- are more sustainable in the long term.
- encourage engagement with, and access to, community based activities that support the carer and / or the cared for person.
- will enable carers to continue caring, including the provision of information, advice, peer support, training and short breaks away from the caring role.

Gwynedd

The domiciliary-care project is working to address the issues regarding domiciliary care and support for individuals in the community. The community resilience preventative agenda is looking at developing communities to support the preventative agenda. We are also adapting the Council's residential homes to create more dementia care units and day care and respite provision.

Denbighshire

Locally, a lot has been achieved to modernise support and ensure future services are commissioned with input from unpaid carers and families, to help identify 'what matters' and using Denbighshire's asset based approach to help them find solutions.

We encourage the creative use of direct payments and Bridging the Gap vouchers to support individual choice and allow unpaid carers to have a break or pursue social or leisure activities, with or without the cared-for person. For example, to enable unpaid carers to attend concerts, weddings, or pay for gym membership, flooring, new washing machine, training courses, driving lessons.

Identified needs in Denbighshire include:

- More specialist (condition specific) respite support to reflect the range of different needs, for example places that are suitable for people with acquired brain injury, stroke, dementia and other neurological conditions (in an emergency and also available to pre-book).
- Community based activities/events that provide respite care and benefit unpaid carers, with the capacity and trained staff/volunteers to continue to support people with progressive conditions who require higher levels of care.
- A wide range of flexible options including more sessional and community services spread across the whole of Denbighshire, especially in rural areas.
- Both emergency crisis support to keep people living independently at home and out of hospital and more regular, consistent respite options that are easy to book in advance.
- Group/individual support available in the evening and weekends, particularly for those carers who work and cannot attend support groups or access other services during the day.
- Good quality information, advice and assistance about the various respite options available.

Respite/short breaks work best when carers are confident with the arrangements, which in turn helps to reduce anxiety. The current recruitment crisis is impacting on providers who are finding it difficult to recruit staff and volunteers with the right skills and values to deliver high quality respite.

Respite support that works best for the carer and the cared-for person includes meaningful activities that fit in with their interests and hobbies. Denbighshire County

Council is promoting the development of Community Catalysts /Micro Employers and using additional volunteer capacity alongside commissioned services. We also encourage local social enterprises to run innovative projects to support unpaid carers.

We await further guidance from Welsh Government about developing respitality and a National Short Breaks Scheme. Locally carers can book guest accommodation in Extra Care schemes and two recently adapted properties in Ruthin and Corwen. Shared Lives is also available, mainly for people with complex disabilities who are matched with Shared Lives families. NEWCIS and Carers Outreach have respite property and a caravan.

Flintshire

We welcome the additional funding provided by Welsh Government to scale up a range of respite options for Carers to meet the anticipated spike in demand for respite services caused by the impact of the pandemic on the mental and physical health of carers.

We continue to explore flexible respite options for carers based on the outcomes the carer wants to achieve, alongside a meaningful activity to the cared for.

Our focus on ensuring stability of support for unpaid carers includes;

- Consider how micro-care can support an offer of day/ respite services.
- Further development of our Direct Payment offer for carers.
- Further development of Young Carers Services and the ID card.

9. Advocacy services

Advocacy means getting support from another person to help someone to express their views and wishes, and help stand up for their rights.

All people are very different from each other. Their needs for support are different, and may change during their life. A variety of advocacy has developed to recognise these differences.

All advocacy types are of equal value. What advocacy is used, and when, should depend on what is best suited to the person who seeks it. One type of advocacy is Independent Professional Advocacy which involves a professional, trained advocate working in a one-to-one partnership with an individual to ensure that their views are accurately conveyed and their rights upheld.

Children and young people

Advocacy is one of the key foundation stones in achieving our commitment to children's rights, ensuring children and young people can get help when they need it and from people that will listen to them and represent their views.

By law all local authorities in Wales must have advocacy services for children and young people to use, and that an Active Offer for advocacy must be made. Tros Gynnal Plant (TGP) provide advocacy services to children and young people in North Wales.

When children and young people need services, sometimes an advocate is required to meet with them to explain what these services are. This helps them to understand what is on offer and how the service is able to help them. This is called an Active Offer.

An active offer must be made to:

- Children in care.
- Young people leaving care.
- Children and young people who need extra support.

Councils have a statutory responsibility to provide an independent professional advocacy service for children and young people which complies with all regulations,

standards, legislation, directions, code of practice, outcome framework and any amendments or replacements relevant to the service.

This includes but is not limited to:

- The Social Services and Wellbeing (Wales) Act 2014.
- The Service is an 'advocacy' service for the purpose of paragraph 7(1) of Schedule 1 of the Regulation and Inspection of Social Care (Wales) Act 2016, and is accordingly a regulated service and must comply with the provisions/requirements set out within the Regulated Advocacy Service (Service Providers and Responsible Individuals) (Wales) Regulations 2019.
- Independent Professional Advocacy: National Standards and Outcomes Framework for Children and Young People in Wales.
- Social Services and Well-being (Wales) Act 2014: Part 10 Code of Practice (Advocacy).
- Statutory Guidance relating to Parts 2 to 15 of The Regulated Advocacy Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019.

Young carers

A common need of young carers identified by service providers is advocacy support to have their voices heard.

Specific support for young carers and young adult carers has been commissioned across North Wales from the third sector. WCD / Credu Young Carers is commissioned to provide these services in Wrexham, Denbighshire and Conwy, NEWCIS provide the service in Flintshire and Action for Children provide the service across Gwynedd and Anglesey.

Adults

Local authorities must consider individuals' needs for advocacy support when carrying out various functions involving decisions that will have a significant impact on the person's day to day life, for example:

- Assessment of needs for care and support, support for carers and preventative services
- Provision of information, advice and assistance

- Preparing, maintaining or reviewing care and support plans
- Protecting property of persons cared for away from home
- Determination of person's ability to pay a charge
- Safeguarding and duty to report adults or children at risk
- Promoting integration of care and support with health services
- Receiving complaints or representations about social services

Advocacy:

- safeguards individuals who are vulnerable, discriminated against or whom services find difficult to serve
- speaks up on behalf of individuals who are unable to do so for themselves
- empowers individuals who need a stronger voice by enabling them to express their own needs and make their own informed decisions
- enables individuals to gain access to information, explore and understand their options, and to make their views, wishes and feelings known, and
- actively supports people to make informed choices.

Older people

The Golden Thread Advocacy Programme was funded by Welsh Government for four years from 2016 to 2020 to run alongside and support the implementation of Part 10 (Advocacy) of the Social Services and Well-being (Wales) Act 2014. The programme has now ended, but Age Cymru's commitment to advocacy in Wales continues through the HOPE project.

Anglesey, Gwynedd and Wrexham: North Wales Advice and Advocacy Association (NWAAA) offer advocacy to over 65s

Conwy and Denbighshire: DEWIS Centre for Independent Living offer advocacy to anyone over 65, or any carer.

People living with dementia (all counties): Alzheimer's Society offer support for anyone living with dementia, whether they have capacity or can communicate or not.

Mental Health

People receiving secondary mental health care may need help from an Independent Mental Health Advocate (The Mental Health (Wales) Measure 2010) or an Independent Mental Capacity Advocate.

Advocacy may be required for older people with dementia who have lost contact with all friends and family, or people with severe learning disabilities or long term mental health problems who have been in residential institutions for long periods and lack outside contacts.

Other people with mental health conditions may want support from another person when expressing their views, or to seek advice regarding decisions that impact them.

The following organisations provide specialist advocacy support for those with mental health needs;

- The Conwy and Denbighshire Mental Health Advocacy Service (CADMHAS) (Conwy and Denbighshire)
- Advocacy Services North East Wales (ASNEW) (Wrexham and Flintshire)
- Mental Health Advocacy Scheme (Gwynedd and Anglesey)

Learning disability

People with a learning disability often have poorer access to health improvement and early treatment services; for example, cancer screening services, diabetes annual reviews, advice on sex and relationships and help with contraception (Harris *et al.*, 2016). The Learning Disability Health Liaison Service in BCUHB work across North Wales to raise awareness and reduce inequalities.

Advocacy is also geared towards wellbeing outcomes. Local authorities have a duty to consider individuals' needs for advocacy when carrying out assessments and care planning. People with a Learning Disability may need support in ensuring that their voices are heard and their rights upheld.

Dewis Centre for Independent Living provide advocacy services for vulnerable adults aged 18 to 64, including people with learning disabilities. Anglesey also commission North Wales Advocacy Association (NWAA).

Autism

Advocacy for autistic adults, children and their carers ensures that individual rights are met. Advocacy can provide support in a number of ways including seeking a diagnosis, overcoming barriers and accessing services.

Self-advocacy

Additionally, there has been an appointment of a Regional Self Advocacy Officer as a result of a need to bring in new voices to self-advocacy groups across North Wales. This is being taken forward in a partnership between Conwy Connect, NWAAA and All Wales People First. The Self Advocacy Officer is a person with a learning disability and is employed by Conwy Connect. Their role is to link into local organisations and groups across North Wales to raise awareness and promote the benefits of self-advocacy to people with learning disabilities.

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LOCAL MARKET STABILITY REPORT FOR ANGLESEY LOCAL AUTHORITY AREA

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EXECUTIVE SUMMARY

Key Market Sufficiency Factors

1. Care Home Services (Adult)

Demand for care home placements is likely to increase

2. Care Home Services (Children)

There are sufficiency issues with finding placements for children with particular needs including respite care, young offenders, refugees, immigrants, asylum seekers, young parents, sibling groups and emergency situations

3. Secure Accommodation Services (Children)

There is no secure accommodation provision for children in Anglesey or North Wales. There are no plans to extend this provision in North Wales. Market sufficiency therefore is not relevant for Isle of Anglesey County Council.

4. Residential Family Centre Services

There was insufficient demand to justify commissioning a full-time residential family centre unit. Current capacity is adequately fulfilled.

5. Adoption Services

Working regionally with the North Wales Adoption Service provides a regional adoption service on behalf of the Isle of Anglesey County Council. This helps find new families more effectively, place children quicker and improve adoption support services.

6. Fostering Services

The Market Position Statement (Regional Partnership Board, 2019) identified sufficiency issues with finding placements for children with particular needs including:

- Respite care
- Young offenders
- Refugees, immigrants, asylum seekers
- Young parents
- Sibling groups
- Emergency situations

The stability of the workforce is an issue, with increasing demand for placements and the number of placements projected to not meet with the forecast demand.

7. Adult Placement ('Shared Lives') Services

Due to the pandemic, take up has been slow and the project has been extended a further 12 months.

8. Advocacy Services

Based on the latest data, the Advocacy provision is sufficient and provides quality care and support to meet demand. Trained staff provide quality care and support

9. Domiciliary Care

Demand for services is currently exceeding supply due to shortage of domiciliary care providers, both external and internal.

Key Market Stability Factors

1. Care Home Services (Adult)

Overview of units available

A total of 118 Extra Care units are all currently occupied and 71 units of Supported Accommodation are all currently occupied. Demand currently outweighs capacity in regards to Extra Care and Supported Accommodation.

Extra Care Housing demand

Demand for Extra Care Housing outweighs current capacity.

2. Care Home Services (Children)

The number of children receiving care and support has increased

Children who are care experienced were more vulnerable to the pandemic

There is an increase in newly accommodated looked after children and young people

There is a shortage of local residential providers

There is a shortage of specialist provision for children and young people with complex behavioural and emotional needs

There is a shortage of emergency accommodation

The stability of the children's care home services workforce is an issue, with increasing demand for placements and the number of placements projected to not meet with the forecast demand.

3. Secure Accommodation Services (Children)

Market stability is not relevant for Isle of Anglesey County Council.

4. Residential Family Centre Services

There was insufficient demand to justify commissioning a full-time residential family centre unit. Current capacity is adequately fulfilled.

5. Adoption Services

It is worth noting that the service has undergone significant transformation since 2020, therefore it is difficult to compare local data and it does not reflect the service now.

6. Fostering Services

The challenges to the stability of fostering services in North Wales and Wales as a whole listed below:

- Recruitment and retention issues
- Placements for children with particular needs including; respite care, young offenders, refugees/immigrants/asylum seekers, young parents, sibling groups and emergency situations.
- It is estimated that Wales will need 550 new foster parents every year to meet demand.

7. Adult Placement ('Shared Lives') Services

The support provided is sufficient and is flexible and tailored to the individual's personal needs.

8. Advocacy Services

The service provided seems to be sufficient.

9. Domiciliary Care

Post pandemic, the recruitment and retention of staff remains an issue with the staff turnover rate in Social Services having increased during 2021/22.

There is an increasing demand for services, but budgets along with inflationary pressures are struggling to keep up with this demand.

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CHAPTER 1 – TYPE OF REGULATED PROVISION: Care Home Services (Adult)

SECTION 1A – MARKET SUFFICIENCY

Demand for care home placements is likely to increase

The population assessment shows that the number of people aged over 65 on Anglesey increased by 18.5% between 2011 and 2020 and is projected to increase by a further 17.2% to 2040. This is likely to increase the demand for care home services. The table below shows the expected change is slightly less than the regional and national figures for Wales.

Table 1: Estimated number of people aged over 65 in 2020 and projected number in 2040

Area	2020 number	2040 number	Change number	Change percent
Anglesey	18,650	22,500	3,850	17.2%
North Wales	164,700	207,600	42,900	20.7%
Wales	668,600	850,750	182,150	21.4%

Source: Mid-year 2020 population estimates, Office for National Statistics; and 2018-based population projections, Welsh Government

The increasing population of older people is not the only factor affecting demand. There are also changes in expectations and policy which mean demand may not increase at the same rate as the total population. For example, demand will change as people are supported to live in their own homes for longer, or take up extra care accommodation to retain independence with the option of receiving support as needed.

Table 2: Current number of adult care homes by type and area (all ages)

Area	Residential	Residential with mental health	Nursing	Nursing with mental health	Total
Anglesey	20	0	4	0	24
North Wales	111	42	35	12	90

Most homes have some mental health beds and these have not been separated out.

Table 3: Current number of permanent care home placements available to **older people**

Area (a)	Residential	Residential with mental health	Nursing	Nursing with mental health	Total
Anglesey	423	0	190	0	613
North Wales	3,077	1,075	1,320	475	5,947

(a) The categories of care have become more fluid since the introduction of the Regulation and Inspection of Social Care (Wales) Act 2016 so these categories are

only illustrative of the split between types of care. Most homes have some mental health beds so these have not been separated out.

The over 65 population on Anglesey is projected to increase from 26.4% of the island's population to 32.4% by 2040. This could lead to an increasing number of people experiencing age related conditions such as chronic physical and sensory diseases, dementia and falls. All of these have a potential negative impact on people's overall well-being and in turn is likely to increase the demand on services. This is borne out by statistics such as the **number of people aged 65+ admitted to hospital due to a fall** has increased.

In 2015, the number was 450. However, by 2020 this figure had increased to 501.

Current Care Home provision

The number of **registered beds by sector** has also increased since the previous Population Needs Assessment. In 2015, there were 614 beds (Local council - 162; Independent/ Private Sector - 452; Voluntary/ third sector - 0). The overall amount has increased by 10, in 2020, to a total of 624 (Local council - 161; Independent/ Private sector - 463; Voluntary/ third sector - 0).

Table 4

Year	Local council	Independent/ Private Sector	Voluntary/ third sector	Total
2015	162 26%	452 74%	0	614
2020	161 26%	463 74%	0	624

The number of **registered beds by county** has seen a sharp increase since 2016. In 2016, there was a total of 614 beds (Residential - 344; Residential Mental Health - 90; General Nursing – 124; Nursing Mental Health – 56). By 2020, there was a total of 755 beds (Housing with care - 117; Residential Care - 441; Nursing Care - 177).

What we know about the population

- We know that the **number of people aged 65 +** has increased from 17,000 in 2015, to 18,639 in 2020.
- Coinciding with the above, the **number of people aged 85+** has also increased. The number of people aged 85+ on Anglesey stood at 2,200 in 2015 but in 2020 there were 2,403 people who come under this bracket.

Table 5

Year	No. of people aged 65+	No. of people aged 85+
2015	17,000	2,200
2020	18,639	2,403

- We know that the **number of people aged 65+ and receiving services** has increased since 2015. In 2015, the number of people who fell in to this category was 1,200. For 2020, the number stands at 1,488.
- The **number of people aged 65+ receiving domiciliary care (hours of domiciliary care being received)** was 340 in 2015, with 3,900 hours of care provided per week (average of 11 hours per week). For 2020, the number had

declined with 316 people over the age of 65 receiving domiciliary care. This has also meant that 3,760 hours a week of care is provided on average per week (however the average hours per week, per client has increased to an average of 12 hours per week, per client).

- The **number of people aged 65+ with dementia** has stayed more or less the same since 2015. In 2015, the figure was 1,300. By 2020, there was slight increase to 1,305.
- The number of **registered beds, for each 100+ people aged 65+** has declined, however the average number of beds in each home has increased. In 2015, the number of homes stood at 23, the number of beds was 611 and the average beds in each home was 27. By 2020, the number homes was 19, the number of beds was 576, however the average number of beds in each home was 30.

Table 6

Year	No. of homes	No. of registered beds	Average no. of beds in each home
2015	23	611	27
2020	19	576	30

- In 2015, **the number of registered beds, for each 100 people aged 65+** showed that in total there was 3.5 beds per 100 people aged 65+. With 2.5 of those places coming from residential places and the remaining 1 coming from nursing places. In 2020 however the stats we were able to gather were not the same as those of 2015, but still helped create an overview of the situation. The total number of beds stood at 9.3. With 5.4 of those beds falling under residential care, 1.4 coming from housing care and 2.2 coming from nursing care.

SUPPORTED LIVING

In January 2020, a review was undertaken in respect of wellbeing, independence and to assess how connected tenants are to their estate & communities. This review was also in place to inform Tai Môn on tenants accommodation satisfaction levels and support future Council housing development within sheltered and OAP schemes.

Local Context

The table below shows that Anglesey will face an increase in older people way in excess of the national average.

Table 7

	Number & % of people 65 + (2012)		Number & % of people 65 + (2036)	
Wales	585,149	19.02%	869,846	26.09%
Isle of Anglesey	16,277	23.27%	22,199	32.62%
Gwynedd	25,990	21.34%	33,377	25.31%
Conwy	29,179	25.27%	40,725	35.32%
Denbighshire	20,539	21.78%	30,368	29.92%
Flintshire	28,452	18.59%	44,775	28.97%
Wrexham	24,002	17.60%	38,804	23.73%

In 2019, Housing LIN were commissioned by the Welsh Government to undertake research and provide an independent assessment of the demand for specialist housing and accommodation needs of older people up to 2035.

Assumptions made by Housing LIN are based on local evidence, which are applied to estimate the future demand of housing and accommodation needs on Anglesey.

The below shows the current older people's housing and accommodation on the Isle of Anglesey expressed as a prevalence per 1,000 people aged 75+, the Welsh equivalent prevalence and the 2035 estimated prevalence rates.

Table 8

	Current beds / units	Current prevalence rate	Welsh prevalence rate	2035 estimated prevalence rate
Housing for older people	755	93	106	94
Housing with care	117	14	10	20
Residential care	441	54	38	36
Nursing care	177	22	36	25

Anglesey's estimated future housing demand by 2035. Current provision is subtracted from estimated future demand to identify the estimated shortfall for different types of older people's housing and accommodation.

Table 9

	Current provision Units / beds	2025	2030	2035
Housing for older people	1,381	966	1,061	1,146
Housing with care (Extra Care)	117	166	203	244
Residential care	441	441	441	441
Nursing care	177	239	271	305

Anglesey's net demand (shortfall in units / beds) by 2035:

Table 10

	2025	2030	2035
Housing for Older people	211	306	391
For rent	137	199	254
For sale	74	107	137
Housing with Care	49	86	127
For rent	32	56	82
For sale	17	30	44
Residential care	0	0	0
Nursing care	62	94	128

In summary, this indicates that the estimated net requirements for the Isle of Anglesey to 2035 are:

- Housing for older people: 391 units of which 254 for rent and 137 for sale
- Of the 254 units for rent, approximately 50% (127) age designated social housing and approximately 50% (127) contemporary sheltered housing
- Housing with care: 127 units of which 82 for rent and 44 for sale
- Approximately 3% of these rented housing with care units (2) are suggested for use as step up/step down units
- Residential care: ±0 beds
- Nursing care: 128 beds

Estimated shortfall in specialist accommodation for older people, by type and tenure, in each local authority and across Wales in total, by 2030.

Table 11

	Age designated social housing for rent (units)	Contemporary sheltered housing for rent (units)	Retirement housing for sale (units)	Housing with care for social rent (units)	Housing with care for sale (units)	Step up / step down housing (units)	Residential care beds (units)	Nursing care beds (units)
Units	100	100	107	55	30	1	0	94

Recommendations:

- Older persons' accommodation strategy to inform future demand, funding and how we aim to meet this projected increase
- Need to formulate an inter-departmental group Adult & Housing Services in order to forward plan this demand

SECTION 1B – MARKET STABILITY**Summary****Overview of units available (occupied / unoccupied)**

A total of 118 Extra Care units are all currently occupied and 71 units of Supported Accommodation are all currently occupied.

Capacity / Demand overview

Demand currently outweighs capacity in regards to Extra Care and Supported Accommodation.

Extra Care Housing demand

Demand for Extra Care Housing outweighs current capacity. There are currently 12 on the waiting list.

Providers

As stated above, even though the number of **registered beds by sector** has increased since the previous Population Needs Assessment, the provider base has remained stable with the Isle of Anglesey County Council providing 26% of the beds, whilst the remainder (74%) is provided by the Independent/ Private Sector.

Table 12

Year	Local council	Independent/ Private Sector	Voluntary/ third sector	Total
2015	162 26%	452 74%	0	614
2020	161 26%	463 74%	0	624

Individuals who need care and support have a say in their care and support by means of surveys sent to them. Several surveys have been sent out in recent years:

- An internal survey was sent to all sheltered and OAP housing tenants (1,200 in total) with 445 of the surveys being returned either completed, or partially completed. This equates to a 35% response rate.
- Regional engagement survey
- Adult Psychiatric Morbidity Survey
- National Survey for Wales
- A survey by Mind Cymru (June 2020)

Action Taken Due to Provider Failure

Identifying escalating concerns within care homes is part of the Council's quality assurance process, with the process leading to improvements in service. As of July 2022, there are no providers under escalating concerns.

SECTION 1C – OTHER MARKET STABILITY FACTORS
Consideration of Market Quality
<p>When asked what people felt was working well at the moment from an older people perspective, the majority of the respondents felt that the care they were being offered by staff had been very good. One respondent explained how weekly clubs, whereby people living with dementia are able to meet for a cup of tea without the assistance of a carer was something that they found pleasure in doing. The club allows individual's to enjoy each other's company, whilst carers are given the opportunity to receive peer support. Another respondent echoed the good work that is provided to those who live with dementia. They felt that the service being provided in Hafan Day centre for people with dementia had greatly benefitted the user, whilst allowing the carer a needed break.</p> <p>To add to the above point, respondents highlighted the good use of networking and communication that was being employed within the care homes across the island. One respondent noted that there was a good level of communication between key stakeholders, meaning that people are fully aware of what the day-to-day issues are. Another respondent's response concurred with this, expressing that there is support to allow people the option of engaging with services and their communities – both online and offline.</p> <p>Responders to the regional engagement survey who have sensory difficulties said that they thought that the Accessible Health Service and BCUHB's diversity work is working well, as well as the provision of aids, adaptations and the befriending service offered by the Live Well with Hearing Loss project. A service provider commented that partnership work with local social service departments and third sector organisations is strong, which supports delivery of a wide range of quality services, networking and sharing good practice.</p>
Current and Projected Trends
<p>The trends in provision on Anglesey are as follows:</p> <p>Post pandemic, the recruitment and retention of staff remains an issue with the staff turnover rate in Social Services having increased in 2021/22. There is an increasing demand for services but budgets along with inflationary pressures are struggling to keep up with this demand.</p> <p>The rate of older people (65+) in Residential Care Homes has decreased in the last 2 years as older people are staying at home longer with a support package. When they do need a care home placement their needs are more complex and require more intense intervention.</p>
Impact of Commissioning practices on the market
<p>Anglesey Council has systems in place to support and liaise with providers, including regular meetings and discussions with providers and support with training and resources.</p> <p>Supported Living</p> <p>North Wales commissioners from the six local councils and health board worked together to develop a Supported Living Framework which went live on 1 April 2020. Multiple service providers have already been admitted to the framework agreement following the requisite</p>

due diligence and quality checks. This enables commissioners to commission services adopting the framework agreement which can streamline processes while remaining in accordance with relevant legislation and the local authority Contract Procedure Rules.

Provision of service in the Welsh Language

The Welsh language skills of Social Services workforce were analysed in 2022 and the results were as follows:

Adults

Number of staff in the service: 422

Number of returns 422

Percentage returns: 100%

Table 13

Level	L0	L1	L2	L3	L4	L5
Number	19	41	31	20	57	254
Percentage	5%	10%	7%	5%	14%	60%

Childrens

Number of staff in the service: 238

Number of returns: 238

Percentage returns: 100%

Table 14

Level	L0	L1	L2	L3	L4	L5
Number	8	6	14	12	52	146
Percentage	3%	3%	6%	5%	22%	61%

A total of 74% of the staff in the Adults section speak Welsh to at least level 4 (Able to speak the language in the majority of situations using some Welsh / English words). In the Childrens section the corresponding percentage was 83%.

This meets the demand for care provision in Welsh.

[Review of services currently provided](#)

Strategic Equality Plan 2020-2024 – Priorities / Actions - Progress as at December 2020

- During 2020, presentations regarding implementation of the Welsh Language Standards, and communication and customer care (including the requirement to make the proactive offer of a service through the medium of Welsh to all customers) have been delivered at staff conferences.

- Raising awareness of More than Just Words and the Welsh Language Standards continues to be a required element of all departmental staff inductions.
- All staff on the email system have been sent a written reminder of the importance of answering telephones bilingually.
- Ways of monitoring the recording of the Active Offer and language choice of service users by deriving statistics from the electronic case records system are being developed, in order for performance in relation to the recording of this to be monitored.
- Services continue to monitor and ensure that there are sufficient Welsh-speaking staff across all areas of the Services in order to be able to provide Welsh-medium services across all areas.

Services continue to encourage staff who are learning Welsh to participate in relevant training in order to develop their language skills.

- **Mwy na Geiriau**

The Welsh Language Training programme is available to staff who wish to learn, improve or develop confidence in their Welsh Language abilities. A range of Welsh Language Development resources have been offered over the past year; including residential 'Learn Welsh' courses; weekly lessons; online self-study and confidence building sessions. A Welsh Language Awareness workshop was arranged for the Social Work Students and Occupational Trainees as part of their induction which included a presentation and opportunity for everyone to share experiences and reflect.

A new page has been created on our Learning Pool to assist in promoting and to showcase all the options available to all staff and partnership members.

Sustainability of provision

The provider base has remained stable since 2015 with the Isle of Anglesey County Council providing 26% of the beds, whilst the remainder (74%) is provided by the Independent/Private Sector.

Risks to market stability

Risks to market stability

- The increasing population of older people. These in turn could lead to an increasing number of people experiencing age related conditions such as chronic physical and sensory diseases, dementia and falls. This could have a potential negative impact on people's overall well-being and in turn is likely to increase the demand on services
- Changes in expectations and policy which mean demand may not increase at the same rate as the total population.
- Recruitment and retention of social care workers.
- Increase to the cost of living.
- Since the beginning of 2022, the rate of inflation has increased at a faster rate and higher than the rate of increase for fees that are paid to care home providers. Utilities, fuel and insurance costs have also increased dramatically. This is proving

very challenging for many providers, who, after managing through the pandemic, are finding it difficult to absorb these costs at a time when government financial support for COVID-19 has stopped.

SECTION 1D – NON-REGULATED PROVISION [PREVENTATIVE SERVICES, STEP-DOWN FROM A SECURE PLACEMENT, OR MOVING ON ARRANGEMENTS SUCH AS WHEN I AM READY etc]

Linc Cymunedol Môn is the Single Point Of Access for Third Sector Information, Advice and Assistance. Linc Cymunedol Môn is also the referral point for the Anglesey social prescribing project which is based within Medrwn Môn. The team have four Local Asset Coordinators who work across Anglesey, will have a 'What Matters' conversation with the individual that requires support, and having had that conversation they will agree on a plan of action to help the individual achieve what's important to them. Many people who have benefitted from the service were lonely, isolated, or widowed. Having said that, the service provides a variety of support for a wide range of people.

The Community Hub Model is well established on Anglesey. A Community Hub is a multi-purpose community resource that provides access to support and a range of services that have been selected to meet the needs of the local community. It also provides a focal point and facilities to encourage and enable greater local community activity and bring residents together to improve the quality of life in their areas. The next stage of the work is ensuring that as many of our Community Hubs on Anglesey are accessible to all, and that activities and events provide opportunities for integration. Currently the Community Hubs have a range activities across Anglesey which support the prevention work by ensuring social interaction and increased participation. Just some of the examples are, Men's Shed, Friendship Groups, Dementia Actif, IT Classes, History Groups, Arts and Crafts. Local Authority also fund the post of Anglesey Community Hub Liaison and Support Officer at Age Cymru Gwynedd a Môn.

Forward Thinking Forward Planning is a project within Carers Outreach funded by Local Authority. The project focuses on having conversations with a carer about their current and future needs. Having a conversation at the earliest possible stage allows time to identify and arrange any changes or adaptations they require to support the person they care for, and themselves as the carer.

The Benllech & District Good Turn Scheme was originally formed in August 2000 and its main aim was to motivate local people to help local people. Over 20 years later, the scheme goes from strength to strength, providing community transport for local residents to attend medical, leisure, and social appointments. Not only does the scheme support individuals to attend their appointments, but the phone conversation to arrange the journey, and the car journey itself provides valuable interaction for both service user and volunteer. The Benllech Good Turn Scheme have also added a befriending telephone service to support individuals who wish to receive a phone call from a volunteer.

Falls Prevention

Our Môn Actif team provide a variety of physical activity classes for older people, that include Falls Prevention, Free Swimming, Chair Exercises. Increasing activity in older people can reverse physical decline and frailty, and help people to live independently as they get older. It also seeks to educate and empower people with the skills and knowledge to understand the benefits of being active as well as including the social element which is equally important. The sessions are conducted at our Leisure Centres, Community hubs, as well as online.

Dementia Centre

We are currently working in partnership with Carers Trust and Mencap Môn to establish a Dementia Centre at the Mencap Hub, making it a multi-use hub that supports the implementation of the North Wales Dementia Action Plan here on Anglesey.

Digital Inclusion

Digital exclusion was highlighted at the beginning of the pandemic, and therefore The Isle of Anglesey County Council have invested significantly in support services and devices that are available for Community Hubs and Groups to promote Digital Inclusion. Once again, through the Regional Integrated Fund we have been able to fund the My Health Online post at Medrwn Môn. The post supports people to arrange and access appointments online, but also increases people's skills to find more information online that will support their health and well-being.

In partnership with Age Cymru Gwynedd a Môn and Medrwn Môn, the Isle of Anglesey County Council have created the 'CYMUNED' Website, which is a virtual village hall. CYMUNED provides information about Hub activities on Anglesey, and it's also a platform for partners to share both information and activities. We will aim to share information about the accessibility of each Hub in the near future.

Promoting and actively encouraging age friendly workplaces

Through our Age Friendly Communities work, we will provide information sessions and presentations to promote and actively encourage work places to be age friendly. Raising awareness and supporting work places to make positive changes that will support the increasing number of older workers and carers in our workforce.

We will work with Carers Wales and other Carer groups to deliver awareness sessions to employers on Anglesey about the benefits of having a Carers Policy within the organisation

SECTION 1E - OTHER CONSIDERATIONS AFFECTING THE MARKET**Social value****Social value and preventative services**

The concept of social value includes the following.

The value experienced by the users of a service, delivering 'what matters' and co-producing services with people who use them.

The added social, environmental or economic value a contract can provide over and above the core requirements.

The duty local councils have to promote social care and preventative services provided by social enterprises, co-operatives, co-operative arrangements, user led services, and the third sector (Welsh Government, 2014).

The Wales Cooperative Centre (2021) has produced a guide to raise awareness of potential social enterprise and co-operative models in the care home sector.

We want to promote 'social value models of delivery' that:

Achieve well-being outcomes.

Work co-productively – giving users a strong voice and real control.
Have a preventative and dependency-reducing orientation.

Incorporate collaboration, co-operation and partnership.
Add value - social, economic and environmental.

As well as to promote activities that maintain or strengthen the well-being of unpaid carers and community capacity beyond the market – without which the market cannot be stable.

Each county supports a range of preventative services which can help people to remain in their homes and avoid the need for residential or nursing care. This includes regional projects funded through the Integrated Care Fund (ICF) including falls prevention projects and step up / step down care. 'Step up' is an intermediate care function to receive patients from home/community settings to prevent unnecessary acute hospital admissions or premature admissions to long term care. 'Step down' is an intermediate care function to receive patients from acute care for rehabilitation and to support timely discharge from hospital.

Projects include; community agents, navigator and social prescribing projects which link people up to support and activities available in their local community. They also include; befriending, advocacy and respite services.

The Micro Care and Community Catalysts projects provides support to micro providers to enter the care markets. Direct payments are used to help people access personal care and live as independently as possible.

See section 1D above for preventative services.

Resources

Many users feel that the shift to digital support has been a welcome change. One respondent noted that through having more methods of programme delivery, people are now more open to utilising IT options. Another respondent agreed with this point. They explained that during lockdown a number of statutory services which people attended closed down. However, there was a huge effort in the third sector to go online, and more so, ensure that they were able to get people with disabilities to get online and feel comfortable in doing so. The respondent believed that a hybrid approach is now the future, and that by helping people maintain their wellbeing (reducing isolation and loneliness) when providing support will be very important in the long run.

Responders to the regional engagement survey said that they thought that the Accessible Health Service and BCUHB's diversity work is working well, as well as the provision of aids, adaptations and the befriending service offered by the Live Well with Hearing Loss project. A service provider commented that partnership work with local social service departments and third sector organisations is strong, which supports delivery of a wide range of quality services, networking and sharing good practice.

- Additionally and due to Covid-19, shielding households have relied heavily on local volunteers to support with shopping and have had to therefore, adapt their shopping list and budgets to ensure they were able to be supported.

Direct payments

Contracts are tendered through the regional framework or commissioned through direct payments.

Further developments are underway to boost recruitment and arm individuals with information in regards to the benefits of choice and control. Work in regards to worker and service user co-operatives is being developed. This will strengthen the direct payments network on the island.

Self-funders

The total number of people who fund their own care home placements across North Wales is not available for every county due to differing Council policy. However, the figure for Anglesey can be seen in the table below:

Table 15

Provider	Vacant	LA	Other LA (region)	Other LA (national)	Non welsh LA's	Welsh Health Boards	Self funders
Care Home 1(YM only)	2	14	3	0	1	17	15
Care Home 2 (YM + Gwy)	0	12	2	0	1	0	7
Dom Care provider	0	108	2	0	0	10	6
Total	2	134	7	0	2	27	28

Placements relate to provision in care homes, packages of care relate to provision in supported living.

Workforce

IoACC workforce

Below is a table showing the staff turnover within the Adults and Childrens sections of Social Services compared to the average for the Authority:

Table 16

Service	Staff turnover					
	2017-18	2018-19	2019-20	2020-21	2021-22	Average
Adults	6%	12%	10%	8%	14%	10%
Childrens	18%	10%	11%	6%	15%	12%
Authority Average	11%	11%	9%	6%	10%	9%

In general, staff turnover has been higher within the Children's section than within the Adults section but the average for both sections are higher than the average for the Authority. The staff turnover rate decreased in 2019/20 and 2020/21 which may be due to the pandemic.

However in 2021/22, the staff turnover rate increased in both sections which in turn likely contributed to the increased staff turnover rate for the Authority.

The comparatively high staff turnover rate for 2021/22 may be due to staff deciding to move on after the pandemic and may be indicative of a problem with staff retention.

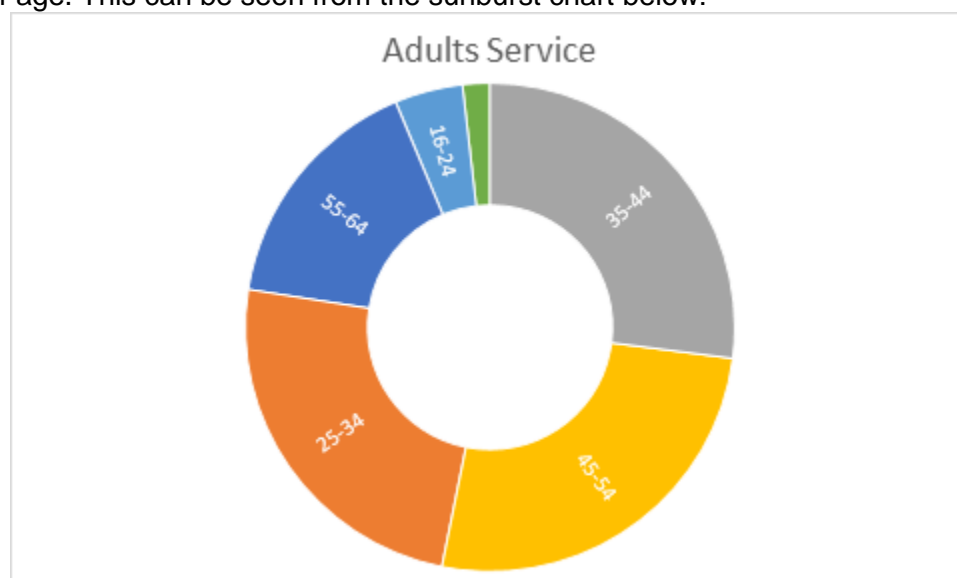
Age profile

Below is a table of IoACC's Social Services staff:

Table 17

Service	16-24	25-34	35-44	45-54	55-64	65+	No. of staff 31.03.22
Adults	5	27	30	29	18	2	111
%	5%	24%	27%	26%	16%	2%	
Provider	14	49	43	82	138	27	353
%	4%	14%	12%	23%	39%	8%	
Children's	32	79	52	56	29	3	251
%	13%	31%	21%	22%	12%	1%	

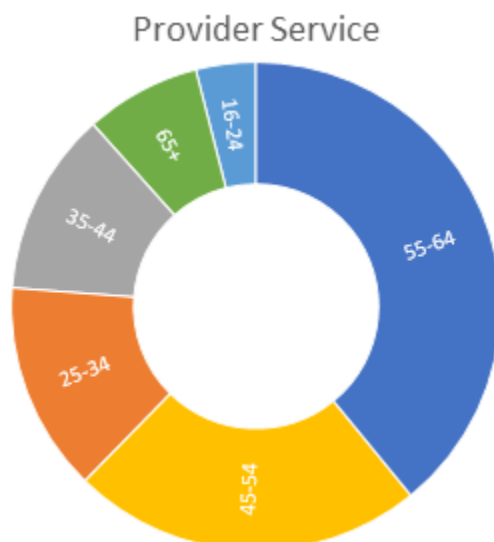
The age profile of the Adults Services staff shows that 77% of staff are between 35 and 64 years of age. This can be seen from the sunburst chart below:



The average age of staff in the Adults service is 45 years of age.

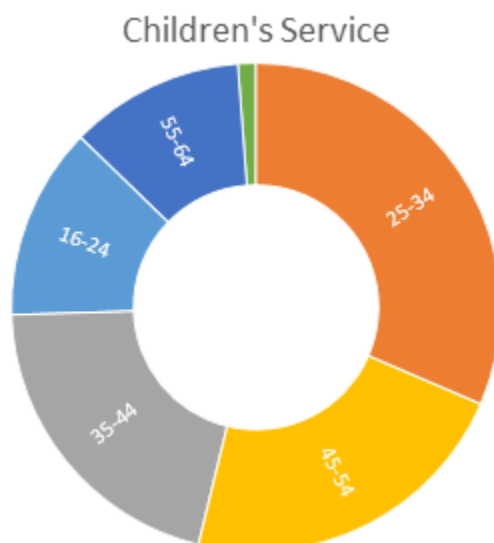
Provider Service

However, the age profile of the Provider Service staff is different with almost half the staff (47%) being 55 years of age or over. A total of 39% of staff are aged between 55 and 64. This could lead to staff shortages in the near future when the members of staff in the 55-64 age group retire



Childrens

The age profile of the Childrens Service staff is somewhat younger than the Provider Service staff. Almost two thirds off the staff (65%) are aged between 16 and 44.



The average age of staff in the Childrens Service is 40 years of age.

Table 18

Section	Average age
Adults	45
Childrens	40
Provider	50

Succession planning and recruitment and retention of staff are issues that need to be addressed.

In the MSR provider survey, respondents revealed the issues they're currently facing with the recruitment and retention of their workforce. These are:

Low rate of pay

The level of skills needed to work with adults with learning disabilities when they have challenging behaviour and mental health needs is way above the rate of pay. Pay levels in the sector are low, the amount of staff available to fill the hours paid for, need to be extremely diverse in their abilities. There is not enough money to be able to get staff that specialise in part of the tasks needed like a co-ordinator and a cook. All staff need to be able to do all the tasks between them but ideally, individually too so the residents call always have their needs met.

Rising cost of fuel

Other employment paying a higher rate of pay. Long hours, increased pressure on staff due to absence / sickness / Covid and general shortage of staff available.

Rural area

Recruitment is always a challenge, especially social workers as the areas we cover are the whole of North Wales across all six Local Authorities as well as North Powys.

WORKFORCE DEVELOPMENT 2021-22

How we do what we do – Our Workforce and how we support their professional roles

The Workforce Development Unit continues to administer the Social Care Wales Workforce Development Programme (SCWWDP) grant to provide Training and Development opportunities for Social Services and the wider Social Care Partnership on Anglesey.

National, Regional and Local priorities are taken into account when planning development opportunities for the workforce and every opportunity is taken to work in partnership with our neighbouring Local Authorities, NHS and other Agencies in order to deliver on the plan. Key supported priority areas are as noted within the Social Care Wales Annual Circular.

The plan formulated for 2021/2022 was again impacted due to the pandemic, however the well-established remote digital training methods introduced in the previous year had proved invaluable to ensure continuation of learning events. Due to the restrictions in the ability to offer face to face/classroom sessions a few key programmes were however affected and limited i.e. digital skills; health and safety; manual handling etc.

Summary

As we move forward, it's essential that we continue to ensure that relevant and timely learning and development opportunities are offered to staff across the Social Care sector so that the workforce have the skills, qualities and abilities to provide the necessary level and quality of service.

In noting this, it is also essential to ensure that well-being initiatives remain a focus in the forthcoming plan in order to maintain and develop resilience. A key part of the plan is also to re-connect and progressing with the digital strategy in order to ensure maximum accessibility to information and training opportunities.

Workforce

The table below shows the number of registered adult care home managers in North Wales at the 1 April 2020. Analysis of the data shows:

In the last year 46 managers left the register and 31 joined, a turnover of 14%. The ratio of women to men is 6:1 and 230 are aged over 51.

Around a third of registered managers have some Welsh language skills and 20% are fluent.

Table 19: Number of registered adult care home managers, 31 March 2020

Local Council	No. of Care Home Managers
Anglesey	30
Gwynedd	61
Conwy	67
Denbighshire	66
Flintshire	39
Wrexham	47
North Wales	310

Source: Social Care Wales, Registered adult care home managers

A regional survey carried out for the Market Stability Report identified that 1 in 5 care worker roles are vacant across the region, including senior care worker and care worker roles.

There are some concerns that since the introduction of the Regulation and Inspection of Social Care (Wales) Act 2016 more homes are offering both residential care and older people's mental health (EMI) residential care without necessarily providing separate facilities for different residents and possibly without having suitable skill sets and arrangements in place.

There is an increase in training needs due to the lack of available training on offer during the pandemic, which include basic training such as inductions and manual handling.

There are some concerns that staff may have moved away from a reablement ethos due to pressures during the pandemic. For example, individuals becoming very deconditioned due to lack of activity and staff not promoting simple forms of independence, such as going to the toilet unaided.

Equality, socio-economic duty and human rights

See Impact Assessment

SECTION 1F – SUMMARY OF THE MARKET FOR Care Home Services (Adult) REGULATED PROVISION

- The demand for care home placements is likely to increase
- Over 65 and over 85 population forecast to increase
- A total of 118 Extra Care units are all currently occupied and 71 units of Supported Accommodation are all currently occupied. Demand currently outweighs capacity in regards to Extra Care and Supported Accommodation.
- Demand for Extra Care Housing outweighs current capacity.
- Recruitment and retention of social care workers.

- Increase to the cost of living.
- The workforce for Anglesey is aging.

CHAPTER 2 – TYPE OF REGULATED PROVISION: Care Home Services (Children)

SECTION 2A – MARKET SUFFICIENCY

Sufficiency issues for some children

The Market Position Statement (Regional Partnership Board, 2019) identified sufficiency issues with finding placements for children with particular needs including :

- Respite care
- Young offenders
- Refugees, immigrants, asylum seekers
- Young parents
- Sibling groups
- Emergency situations

The stability of the workforce is an issue, with increasing demand for placements and the number of placements projected to not meet with the forecast demand.

The Foster Wales website facilitated the joining of the 22 Local Authorities to form a national network of local fostering expertise. Its focus is to make a bigger impact on a national level, working together with foster carers, to build better futures for local children. Sharing one brand and, one voice, to strengthen recruitment and support of foster carers.

SECTION 2B – MARKET STABILITY

Market stability

The work to date on developing the '**North Wales Market Stability Report**' has identified the following:

The number of children receiving care and support has increased

In 2020, there were almost 2,900 children receiving care and support across North Wales. This is 2,300 children for each 100,000 children in the population, which is slightly lower than the rate for Wales as a whole of 2,550 children in need for each 100,000 children in the population. The numbers vary across North Wales and over time with no clear trend.

In 2018-19, there were 575 children on the child protection register in North Wales. Although the numbers vary year to year for each local authority, overall for North Wales, the level has remained similar, with a small decrease of 3% (15 children). Due to the small numbers involved it is not possible to identify clear trends as, for example, a dramatic change from one year to the next may be due to one family moving to or from an area. The number of looked after children is not expected to continue to increase.

Although the overall figures for all looked after children have shown a steady increase year-on-year to date this is not expected to continue in the future (Regional Partnership Board, 2019).

Children who are care experienced were more vulnerable to the pandemic

The Rapid Review of the Population Needs Assessment (Regional Partnership Board, 2020) highlighted the impact of the pandemic on care experienced children which included isolation and loneliness and disruptions in access to services. In North Wales, there was an

initial dip in child protection referrals but then the rate of referrals returned to expected levels. An increased level of monitoring visits took place to households where there were children on the child protection register – weekly visits instead of the 10-day timescale.

There is an increase in newly accommodated looked after children and young people

In 2021, there were 1,470 local children and young people looked-after by North Wales local authorities, which is similar to the national picture across the whole of Wales. The number of children looked after in North Wales has increased by 350 during the time frame between 2017 and 2021. North Wales has a lower number of children looked after per 100,000 population than the rest of Wales, however there are significant variations across the region, from 800 in Flintshire to 1,300 in Wrexham. It is important to note that the number is currently fluctuating rapidly with a significant increase in newly accommodated young people.

Market overview

Despite a shared commitment to prevention and early intervention, there will always be a small proportion of looked after children who need residential placements. Depending on care needs this may be in a:

- Residential Care Homes with paid care staff
- Secure Accommodation Unit
- Residential Family Unit

The updated Market Position Statement (Regional Partnership Board, 2019) provided a breakdown of residential care provision in North Wales. As at 31st March 2020, there were 70 North Wales children living in a care home. The total number of children living in a children's home increased by 133% in North Wales between 2016 (30 children) and 2020 (70 children).

There is a shortage of local residential providers

In August 2020, ADSS Cymru published a report which examined the case for rebalancing social care provision in Children's Services (ADSS Cymru, 2020). The report identified a significant imbalance of power in the children's residential care market, which is affecting placements and choice, the ability to make the best match to a child's needs, the workload, and the outcomes for children. Without rebalancing, there will be a continued reliance on private providers with, in some cases, high cost, and questionable value for money, greater instability for children and poor outcomes. The aim of any rebalancing must be to develop stable, resilient markets, which offer options and choice, quality care, fewer placement breakdowns, and good outcomes for children.

An increasing demand for residential placements and a lack of supply in local residential providers has resulted in a 'providers market'. Providers are able to be more selective of the young people they accept, which may result in those with higher levels of complex needs and behavioural challenges being more difficult to place. This may be due to the skill / expertise of the provider, a concern about how behaviour might impact other residents and the local community, and worries that all of this might impact upon the outcomes of the service.

Alongside the financial pressure, there is also a pressure on staff time. In the event of a bed becoming available, a number of local services may be seeking to secure it, resulting in competition.

This high demand puts pressure on local authority finances, with providers able to dictate the cost of the provision. There is a risk that expenditure on out of county placements increases as placement costs increase in a demand led market.

North Wales is currently reliant on the independent sector for children's residential care provision. The Children's Transformation Programme and Integrated Care Funding has been used to increase in house provision and fund preventative activity. Local authorities continue to explore opportunities to facilitate a different approach to help reduce the reliance on out of county placements which lead to unsustainable financial pressures for social services and education.

[There is a shortage of specialist provision for children and young people with complex behavioural and emotional needs](#)

In 2019 for over half of children placed in residential care were receiving care primarily due to emotional and behavioural needs and two thirds of those children were aged between 13 to 16 years old (Regional Partnership Board, 2019).

There is a significant shortage of specialist placements for young people with significant emotional and behavioural needs in North Wales. Children are often placed in England, away from their families. There is limited provision in England. Social workers struggle to place children with severe needs as providers tend to reserve places to try to place a child with less severe needs.

Some children may have received their education through the Welsh language and therefore have difficulty coping in an English medium school and needing tutor or assistant to provide additional support.

Young people in crisis often attend Accident and Emergency and stay in hospital settings in an emergency situation.

[There is a shortage of emergency accommodation](#)

Social services across the UK are facing increased pressures to find placements in emergencies. Locally, we do have situations where no placement can be sourced for a child. This necessitates the development of a holding position to provide accommodation and support until a placement can be found. These situations may arise from difficulties in placing young people following the breakdown of relationships at home, transfer of children where the police have used their powers of protection to remove children and a lack of secure beds for young people with high level needs and welfare risks.

It is important to emphasise that these arrangements are used as a last resort in emergency situations, due to exceptional circumstances and for a short period until a regulated provision can be sourced. Safeguards around unregulated placements include the need for senior manager approval, notification to Care Inspectorate Wales (CIW) as our regulator, a care and support plan, completion of social work visits, involvement of Independent Reviewing Officers and supervision of social workers to look at arrangements/ move on plans.

The arrangements that local authorities have to put in place in emergencies can amount to unregulated placements. Under the Regulation and Inspection of Social Care (Wales) Act 2016 it is an offence for a person to provide a regulated service without being registered in respect of that service.

[Local market overview](#)

The Market Position Statement 2021 appraised the market and set out what is happening, residential services needed for children in the region and aspirations for future providers.

- The number of children who live in a children's home has increased, some of these children are able to live in a foster placement but there are currently not enough foster carers with the right skills to support them.

- Some of our children who live in a children's home live outside of local authority boundary despite sufficient in-area capacity.

What we don't need:

- We do not encourage expansion in North Wales by independent providers of residential care for children whose services are not developed to meet the needs of our children.
- We do not want providers to operate children's homes without a clear model of care or deliver standard provision only.

What we want:

- We want to work with new and existing providers and support them to deliver models of care that will meet the needs of our children.
- We want to work with new and existing providers and encourage them to develop their businesses in a way that, in addition to improving outcomes for our children, also provide a wider social value to our communities.
- We want providers who are able to safely care for our children with multiple high needs and are able to provide alternative accommodation to secure welfare provision.
- We want providers who will work in partnership with us during periods of transition including stepping down to live with a foster carer or reunification with their family.
- Welsh culture is very important to us as a region and we want more providers who are able to deliver their services in Welsh.

Action Taken Due to Provider Failure

Not applicable

SECTION 2C – OTHER MARKET STABILITY FACTORS

Consideration of Market Quality

Consideration of market quality

Regional

Children's Commissioning Consortium Cymru (4C's) are a Welsh National Team working to support Local Authority Children's Social Services Departments to commission and contract placements for Children Looked After. They manage the the All Wales Residential Framework for the Provision of Services for Children & Young People Looked After across Wales.

Framework monitoring of Quality Assurance and Risk Management processes within the Framework identifies trends in relation to providers and issues.

Isle of Anglesey

Anglesey has two registered Small Group Homes – known as “Catrefi Clyd Môn” - that are registered and running – Cartref Clyd Bryn Hwfa, and Cartref Clyd Llanfairpwll, - both of which have been running at full capacity throughout the year, working with young

people with complex care needs who have suffered early childhood trauma and struggle with attachment disorders.

Following the success of the first two homes, Anglesey is currently nearing opening its third Catrefi Clyd Môn in Caergybi (Holyhead), a specialist small group home, which will be an opportunity for respite for children supported by the specialist children's services.

During the next twelve months a fourth property will be opened, which is still in its planning and registration phase -Cartrefi Clyd Môn Rhosybol.

There is another project with the planning and registration phase of Catrefi Clyd Môn Llangristiolus, which will be a modern facility specialising in Day Services for its Specialist Children's Services. With the opening of these 2 new facilities in 2022, out of county placements will be reduced further.

The facilities at Cartref Clyd Bryn Hwfa in Llangefni and Cartref Clyd Llanfairpwll were inspected by CIW in 2020 and both were judged to be Excellent.

Current and Projected Trends

Current and projected trends

- Challenges in accessing secure welfare beds and local alternatives that provide crisis intervention and diversion from secure accommodation.
- Challenges in sourcing appropriate local placements for children and young people with complex needs.
- Need for additional and appropriate short term care arrangements and facilities for children. This also includes children with additional needs and on occasions their siblings.
- Children aged 16+ often have complex needs and placement options are limited, a strategic approach is needed in supporting the accommodation and support needs of young people ages 16-18 and for care leavers.

Impact of Commissioning practices on the market

Impact of commissioning practices on the market

All Wales Frameworks are used to commission individual placements across a range of placement types. These frameworks deliver strategic level partnerships with providers in fostering and residential services. The frameworks are used where either the Regions Sufficiency Duty necessitates external commissioning or where best quality, outcome delivery and value for money is achieved through external commissioning rather than internal service delivery. The All Wales Frameworks are managed by the Children's Commissioning Consortium Cymru (4C's).

The vehicle used for e-tendering external fostering and residential placements is the Children's Commissioning Support Resources (CCSR) which offers transparent and outcomes focused placement commissioning for both Framework and Non-Framework regulated placements and allows compliance with the relevant procurement guidance and regulation that underpins commissioning.

Provision of service in the Welsh Language
<p><u>Provision of service in the Welsh language</u></p> <p>Some children may have received their education through the Welsh language and therefore have difficulty coping in an English medium school and need a tutor or assistant to provide additional support. Children who are placed out of country due to lack of specialist placements do not have the option to receive care services in Welsh. This is a particular issue in Anglesey.</p>
Sustainability of provision
<p>Under the Future Generations Act (Wales) 2015, Ynys Môn has a duty to take into account the well-being of individuals when creating sustainability plans. The well-being goals of the act will inform how sufficient alternative accommodation will be sourced, taking into account its effect on the wellbeing of the individual as well as its wider impact on sustainability in Wales.</p>
Risks to market stability
<p>Whilst the number of 'looked after' children within Anglesey has plateaued during the last two years or so, the demand for placements to support children and young people with complex presentations has remained, whilst the market has not responded in a way that can offer placements and meet the needs of children and young people with complex presentations.</p> <p>The primary risk in respect of this instability in the market is the increasing pressure to utilise non-regulated arrangements for children and young people looked after by the Local Authority. This is a pressure/risk faced across North Wales.</p> <p>In such circumstances, the Local Authority consistently works closely with providers and the Care Inspectorate Wales to mitigate risk and support future regulation.</p>

SECTION 2D – NON-REGULATED PROVISION [PREVENTATIVE SERVICES, STEP-DOWN FROM A SECURE PLACEMENT, OR MOVING ON ARRANGEMENTS SUCH AS WHEN I AM READY etc]

When I'm Ready:

There are currently ten When I'm Ready arrangements (approximately 17% of children receiving leaving care services).

Stepdown from secure placement:

The Authority has experience of one stepdown from secure accommodation within the last twelve months. The experience indicates a significant national shortfall in residential establishments equipped to support with the needs of this cohort of young people.

SECTION 2E - OTHER CONSIDERATIONS AFFECTING THE MARKET**Social value**

There is some reference to the use of social enterprises/co-operatives as providers of independent foster placements

Resources

The Local Authority's commitment to investment in the small group homes project has paid dividends. To date, the quality of care provided has been independently audited (CIW) and found to deliver care to a high standard. Additionally, there has been zero breakdowns in any of the arrangements to date.

Direct payments

Any post adoption support that had been assessed prior to the Child's placement would be included in the Adoption Support Plan agreed for the individual child. It would be the responsibility of the adoptive parents to finance universal child care services that may be needed i.e. child minder or private day nursery.

If a child is 'looked after' by the local authority and placed with registered foster carers, their 'care and support needs' would be assessed prior to and on an ongoing basis by the child's social worker and Independent Reviewing Officer via the LAC Review process.

Any support that had been assessed prior to the Child's placement would be included in the Placement Agreement and Care and Support plan.

Direct payments would be unlikely to be used in this situation at the moment as the majority take up of Direct Payments are families of disabled children who utilise direct payments to employ personal assistants to provide 'carers relief' or 'care and support' via Carers Assessment and or Care and Support Assessment. Foster Carers can be identified as being 'Paid Carers'.

To date there have been no Direct Payment packages used to support the Adoption Process prior or after a child has been identified and matched to adoptive parents. However this type of support could meet the assessed needs of individual children and their families and is therefore an area that warrants further research and exploration as a service option

There are no Direct Payment packages used to support the children and their foster carers prior or after a child has been identified and matched to the foster family. However this type of support could meet the assessed needs of individual children and their families and is therefore an area that warrants further research and exploration as a service option for the future.

Self-funders

It is possible that adoptive parents could fund private therapeutic services for the children or themselves if they felt that the services they required were not available or accessible via Social Services, The Adoption Agency, or Health Board.

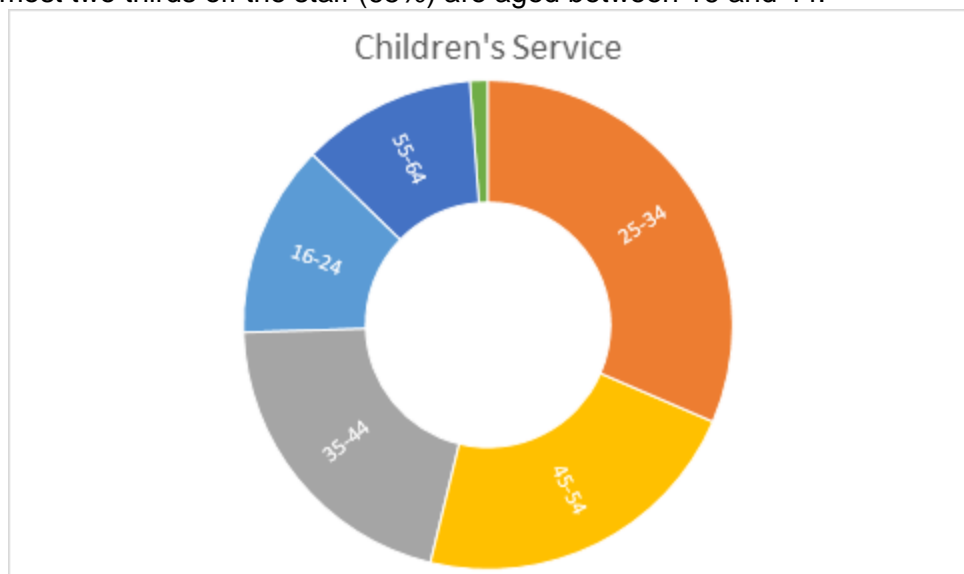
If a child is taken into the care of the Local Authority their assessed needs would be identified and met by Children and Families Social Services.

It is unlikely that a care and support package would be self-funded by foster carers unless it was to access some types of universal child care/activity services to enhance the child's quality of life and experiences.

Workforce

The stability of the workforce is an issue, with increasing demand for placements and the number of placements projected to not meet with the forecast demand.

The age profile of the Childrens Service staff is somewhat younger than the Provider Service staff. Almost two thirds off the staff (65%) are aged between 16 and 44.



The average age of staff in the Childrens Service is 40 years of age.

Succession planning and recruitment and retention of staff are issues that need to be addressed.

In the MSR provider survey, respondents revealed the issues they're currently facing with the recruitment and retention of their workforce. These are:

Low rate of pay

The level of skills needed to work with adults with learning disabilities when they have challenging behaviour and mental health needs is way above the rate of pay. Pay levels in the sector are low, the amount of staff available to fill the hours paid for, need to be extremely diverse in their abilities. There is not enough money to be able to get staff that specialise in part of the tasks needed like a co-ordinator and a cook. All staff need to be able to do all

the tasks between them but ideally, individually too so the residents call always have their needs met.

Other employment paying a higher rate of pay. Long hours, increased pressure on staff due to absence / sickness / Covid and general shortage of staff available.

Rural area

Recruitment is always a challenge, especially social workers as the areas they cover are extensive.

Rising cost of fuel

Within rural areas the cost of travelling to and between packages of care can be a factor especially as packages have to be provided at predetermined intervals.

Equality, socio-economic duty and human rights

See Impact Assessment

SECTION 2F – SUMMARY OF THE MARKET FOR **Care Home Services (Children) REGULATED PROVISION in MEETING THE SUFFICIENCY DUTY: LOOKED AFTER CHILDREN [Section 6 of the SSWA]**

Challenges:

- Increase demand for care homes across Wales – 133% 2016-20
- Number of placements forecast to not meet future demand
- Shortage of local providers
- Shortage of providers in respect of children with complex emotional/behavioural presentations
- Shortage of emergency placements

Potential Impact:

- Children with needs not being met
- Increase in placement moves for most vulnerable children
- Increased use of unregulated settings
- Increase in costs as demand outstrips supply

Mitigation:

- Use of 4Cs to manage market and risks
- Small Group Homes Project – two homes in operation with another two planned for 2022
- Effective use of ‘When I’m Ready’

SECTION 2G – SUMMARY OF THE MARKET FOR Care Home Services (Children) REGULATED PROVISION

Service Users:

- Increased demand across the range of care & support through to ‘Looked After’ Children
- Impact of pandemic upon vulnerable children and families
- Projected impact of cost of living on poverty levels

Resources:

- Market supply not meeting demand, particularly for most vulnerable ‘looked after’ children – similar on national, regional and local levels
- Over-reliance upon independent sector
- Increased reliance upon unlawful unregulated settings
- Pressure on budgets due to increased costs of provisions

Meeting the Challenge:

- We want to work with new and existing providers and support them to deliver models of care that will meet the needs of our children.
- We want to work with new and existing providers and encourage them to develop their businesses in a way that, in addition to improving outcomes for our children, also provide a wider social value to our communities.
- We want providers who are able to safely care for our children with multiple high needs and are able to provide alternative accommodate to secure welfare provision.
- We want providers who will work in partnership with us during periods of transition including stepping down to live with a foster carer or reunification with their family.
- Welsh culture is very important to us as a region and we want more providers who are able to deliver their services in Welsh
- Further work internally to develop small group homes project

CHAPTER 3 – TYPE OF REGULATED PROVISION: Secure Accommodation Services (Children)

SECTION 3A – MARKET SUFFICIENCY
<p>Secure accommodation</p> <p>There is no secure accommodation provision for children in Anglesey or North Wales. There is a national purpose built secure children’s home in South Wales. Hillside can accommodate up to 18 children and young people of either gender between the ages of 12 to 17 years.</p> <p>The children placed in secure accommodation are done so by order of a court and numbers are very low, between 0 to 2 per authority each year with no clear trend. There are no plans to extend this provision in North Wales.</p> <p>Market sufficiency therefore is not relevant for Isle of Anglesey County Council.</p>
SECTION 3B – MARKET STABILITY
<p>Not relevant for Isle of Anglesey County Council.</p>
Action Taken Due to Provider Failure
<p>Not relevant for Isle of Anglesey County Council.</p>
SECTION 3C – OTHER MARKET STABILITY FACTORS
Consideration of Market Quality
<p>Not applicable</p>
Current and Projected Trends
<p>Not applicable</p>
Impact of Commissioning practices on the market
<p>Not applicable</p>
Provision of service in the Welsh Language
<p>Not applicable</p>

Sustainability of provision
Not applicable
Risks to market stability
Not applicable

SECTION 3D – NON-REGULATED PROVISION [PREVENTATIVE SERVICES, STEP-DOWN FROM A SECURE PLACEMENT, OR MOVING ON ARRANGEMENTS SUCH AS WHEN I AM READY etc]
Not applicable

SECTION 3E - OTHER CONSIDERATIONS AFFECTING THE MARKET
Social value
Not applicable
Resources
Not applicable
Direct payments
Not applicable
Self-funders
Not applicable
Workforce
Not applicable
Equality, socio-economic duty and human rights
Not applicable

SECTION 3F – SUMMARY OF THE MARKET FOR *Secure Accommodation Services (For Children)* REGULATED PROVISION in MEETING THE SUFFICIENCY DUTY: LOOKED AFTER CHILDREN [Section 6 of the SSWA]

Not relevant for Isle of Anglesey County Council.

SECTION 3G – SUMMARY OF THE MARKET FOR *Secure Accommodation Services (For Children)* REGULATED PROVISION

Not relevant for Isle of Anglesey County Council.

CHAPTER 4 – TYPE OF REGULATED PROVISION: Residential Family Centre Services

SECTION 4A – MARKET SUFFICIENCY

Residential Family Centre Services are accommodation where parents and children stay together to be assessed / receive care.

The Transformation Team on Anglesey is a new service that will provide a multi-agency provision of intensive services in Anglesey.

The Team will work with families, aged 0 to 25, who are either at risk of coming into the care of the local authority or where there is a possibility for them to return to the home or remain in the care of their parents / carers safely.

The team consists of a practice leader, psychologist, social worker and two support workers. Their focus is on working with children and young people where a neurological condition may be impacting their behaviours at home, school or out in the community.

SECTION 4B – MARKET STABILITY

Isle of Anglesey and Gwynedd Councils and BCUHB (West)

There was insufficient demand to justify commissioning a full-time residential family centre unit. Current capacity is adequately fulfilled.

Action Taken Due to Provider Failure

Not applicable

SECTION 4C – OTHER MARKET STABILITY FACTORS

Consideration of Market Quality

IoACC has two Small Group Homes – known as “Catrefi Clyd Môn” - that are registered and running – Cartref Clyd Bryn Hwfa, and Cartref Clyd Llanfairpwll, - both of which have been running at full capacity throughout the year, working with young people with complex care needs who have suffered early childhood trauma and struggle with attachment disorders.

Following the success of the first two homes, IoACC is currently nearing opening its third Catrefi Clyd Môn in Caergybi (Holyhead), a specialist small group home, which will be an opportunity for respite for children supported by the specialist children’s services.

During the next twelve months IoACC will work towards opening the fourth property, which is still in its planning and registration phase - Cartrefi Clyd Môn Rhosybol.

IoACC is also working in the planning and registration phase of Catrefi Clyd Môn Llangristiolus, which will be a modern facility specialising in Day Services for its Specialist Children's Services. With the opening of these 2 new facilities in 2022, out of county placements will be reduced further.

The facilities at Cartref Clyd Bryn Hwfa in Llangefni and Cartref Clyd Llanfairpwll were inspected by CIW in 2020 and both were adjudged to be Excellent.

Current and Projected Trends

For the Isle of Anglesey and Gwynedd Councils and BCUHB (West), there is insufficient demand to justify commissioning a full-time residential family centre unit. Current capacity is adequately fulfilled.

Impact of Commissioning practices on the market

Impact of commissioning practices on the market

All Wales Frameworks are used to commission individual placements across a range of placement types. These frameworks deliver strategic level partnerships with providers in fostering and residential services. The frameworks are used where either the Regions Sufficiency Duty necessitates external commissioning or where best quality, outcome delivery and value for money is achieved through external commissioning rather than internal service delivery. The All Wales Frameworks are managed by the Children's Commissioning Consortium Cymru (4C's).

The vehicle used for e-tendering external fostering and residential placements is the Children's Commissioning Support Resources (CCSR) which offers transparent and outcomes focused placement commissioning for both Framework and Non-Framework regulated placements and allows compliance with the relevant procurement guidance and regulation that underpins commissioning.

Provision of service in the Welsh Language

Provision of service in the Welsh language

Some children may have received their education through the Welsh language and therefore have difficulty coping in an English medium school and need a tutor or assistant to provide additional support. Children who are placed out of country due to lack of specialist placements do not have the option to receive care services in Welsh. This is a particular issue in Anglesey.

Sustainability of provision

As there is insufficient demand to justify commissioning a full-time residential family centre unit for the Isle of Anglesey and Gwynedd Councils, the service is considered sustainable. Current capacity is adequately fulfilled.

Risks to market stability

We currently have 3 Small group home resources on Ynys Môn with a potential to offer 5 bed spaces for children that require the service. Our 4th property is being renovated and the works will be finished by August 2022. This will enable the local authority to offer another 3 potential bed spaces locally on the Island to reach a total of 8 bed spaces.

Outcomes

- Be able to develop and offer an increased 'shared care' option for individuals and families to delay complete family breakdown
- Be an opportunity for the young person to develop new skills and experiences that may enable them to move on to alternative supported accommodation to meet their individual needs
- Be able to provide longer term care and the opportunity to work in Partnership at an earlier stage with Adult Learning Disability Services in the interests of the identified young people to support them through the transition process.
- Be available to meet the needs of other young people who have complex care and support needs, dependent on their assessed needs.

SECTION 4D – NON-REGULATED PROVISION [PREVENTATIVE SERVICES, STEP-DOWN FROM A SECURE PLACEMENT, OR MOVING ON ARRANGEMENTS SUCH AS WHEN I AM READY etc]

When I'm Ready:

There are currently ten When I'm Ready arrangements (approximately 17% of children receiving leaving care services).

Stepdown from secure placement:

The Authority has experience of one stepdown from secure accommodation within the last twelve months. The experience indicates a significant national shortfall in residential establishments equipped to support with the needs of this cohort of young people.

SECTION 4E - OTHER CONSIDERATIONS AFFECTING THE MARKET

Social value

There is some reference to the use of social enterprises/co-operatives as providers of independent foster placements

Resources

The Local Authority's commitment to investment in the small group homes project has paid dividends. To date, the quality of care provided has been independently audited (CIW) and found to deliver care to a high standard. Additionally, there has been zero breakdowns in any of the arrangements to date.

Direct payments
Not applicable
Self-funders
Not applicable
Workforce
<p>The Transformation Team on Anglesey is a new service that will provide a multi-agency provision of intensive services in Anglesey. The Team will work with families, aged 0 to 25, who are either at risk of coming into the care of the local authority or where there is a possibility for them to return to the home or remain in the care of their parents / carers safely.</p> <p>The team consists of a practice leader, psychologist, social worker and two support workers. Their focus is on working with children and young people where a neurological condition may be impacting their behaviours at home, school or out in the community.</p>
Equality, socio-economic duty and human rights
See Impact Assessment
SECTION 4F – SUMMARY OF THE MARKET FOR Residential Family Centre Services REGULATED PROVISION in MEETING THE SUFFICIENCY DUTY: LOOKED AFTER CHILDREN [Section 6 of the SSWA]
<p>Cartref Clyd have been able to bring one child back from an out of county placement. It has also prevented two children being placed out of county. Cartref Clyd have been able to help one young person to transition back home to family and another young person will be transitioning back home to family at the end of the year.</p> <p>In moving to Cartref Clyd, one child has been able to increase the amount of time he sees family and has commented that he has only been able to see his mum on birthdays / Christmas since living in Cartref Clyd.</p> <p>Cartref Clyd were able to support one young person to complete her education within the school setting and move on to complete a college course, she is now looking for employment which is also being supported by the team. Another young person who had been out of education for a long time, was supported to engage in education again by the team.</p>

SECTION 4G – SUMMARY OF THE MARKET FOR Residential Family Centre Services REGULATED PROVISION

Cartref Clyd Llanfair and Cartref Clyd Bryn Hwfa are already operational, with Cartref Clyd Caergybi opening imminently to provide short breaks for children with learning difficulties and complex needs. Cartref Clyd Rhosybol will soon be ready to go through the CIW registration process and be ready to welcome more Ynys Môn young people back in to the community.

CHAPTER 5 – TYPE OF REGULATED PROVISION: Adoption Services

SECTION 5A – MARKET SUFFICIENCY

North Wales Adoption Service overview

The North Wales Adoption Service provides a regional adoption service on behalf of the Isle of Anglesey County Council. Working regionally helps find new families more effectively, place children quicker and improve adoption support services. In April 2014 it was integrated into the National Adoption Service. The services comply with updated adoption legislation, regulations and statutory guidance in line with the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) and with the policy and procedures of the service, within the resources allocated. There is a framework which aims to make it easier for adopters, children and young people get support when needed.

Services provided by the adoption service include:

- Preparing the child for adoption
- Family finding and matching
- Safeguarding children
- Provision of adoption support
- Recruitment, assessment and approval of adopters
- Preparing to adopt training (pre/post approval)
- Adoption support (pre/post adoption, buddy system, post adoption contact)
- Birth parent counselling
- Relinquished babies
- Services for adopted adults or anyone affected by adoption.
- Partner of Parent Assessment (Annex A)
- Adoption with a foreign element.

The Isle of Anglesey County Council continues to contribute to the regional **North Wales Adoption Service**. During 2020-21, five children from Anglesey were placed with families for adoption and of those five, one has subsequently become the subject of an adoption order and has therefore been formally adopted. It is likely that the other four children will be formally adopted during 2021-22.

SECTION 5B – MARKET STABILITY

Population overview

The number of looked after children who were placed for adoption in Anglesey was 6 in 2020/21. It is worth noting that the service has undergone significant transformation since 2020, therefore it is difficult to compare local data and it does not reflect the service now.

Action Taken Due to Provider Failure

Not applicable

SECTION 5C – OTHER MARKET STABILITY FACTORS

Consideration of Market Quality

Quality reports

The Quality of Service Review from the North Wales Adoption Service (2020) highlighted the following areas to improve market stability:

- Increase the number of approved adopters
- Reduce the number of children waiting for an adoptive family
- Develop the adoption support service
- Recruitment - sessional workers and adoption panel vacancies

Care inspectorate Wales (2019b) inspection identified these areas for improvement:

- Further develop quality assurance processes and assessment of the degree to which aims and objectives of the statement of purpose are met and evidence demonstrating how these support well-being outcomes for children
- The availability of the 'Active Offer', to provide services in the Welsh language
- The statement of purpose and adopters' information pack includes information about the independent review mechanism so adopters are aware of this
- Intermediary files should include a clear audit trail of work undertaken

Current and Projected Trends

Current and predicted trends

The following issues were raised with regards to adoption services for children:

- Highest placement need is for children from the East
- Highest number of adopters are from the East
- Fewer adopters in the West and children need to be placed away from the East
- Nationally there are more children than approved adopters available
- Consideration of the number of Welsh language speakers (adopters/children)

The following issues were raised with regards to adoption services for adults:

- Adults requesting their birth records to find their birth parents was shut down during the pandemic, majority of services have resumed but there is a backlog
- Staffing - 43 staff, 10 are off or due to go off on maternity leave, it is difficult to recruit to fixed term posts so the ability to assess may be impacted in 2022/23

Impact of Commissioning practices on the market
<p>The implementation of the Welsh Adoption Register has been fundamental in searching for adoptive families across Wales for children waiting, particularly children that cannot be placed within North Wales.</p> <p>All approved adopters and children waiting in Wales are registered on the Adoption register Wales. Adopters and practitioners are able to share information on children waiting, reducing the time children are waiting.</p>
Provision of service in the Welsh Language
<p>The ethnicity of Anglesey's 'looked after' children (LAC) population is overwhelmingly white Welsh/British (98%+). Two children are designated 'Unaccompanied Asylum Seeking Children'.</p> <p>The majority of the population is first language Welsh speaking. Services are provided by the Council in the language choice of the service user. The Council encourages its partner agencies to adopt a similar approach with regard to the services they offer.</p>
Sustainability of provision
<p>The adoption agency continues to work closely with the private and 3rd sector providers such as Barnardo's, St David's and adoption UK.</p> <p>Private and 3rd Sector providers are part of the National Adoption Service collaboration framework working across Wales in developing regional and national service for adoptive families.</p>
Risks to market stability
<p>One of the identified key areas for NWAS 2022/2023 Targeted recruitment drives Increase the number of adopters 2022/2023 to 42 approved adoptive families. Increase the number of Welsh speaking adopters to meet the needs of Welsh speaking children' older children, sibling groups and children with disability Reduce the time children are waiting.</p> <ul style="list-style-type: none"> • Staffing - 43 staff, 10 are off or due to go off on maternity leave, it is difficult to recruit to fixed term posts so the ability to assess may be impacted in 2022/23. This is likely to impact on the availability of adoptive placement for children waiting, increasing the waiting time scales and delays for children being placed in adoptive placement. <p>Annexe A assessments for Partner of Parent adoptions, continues to place considerable pressure on resources. There is currently a waiting list of Partner of Parents who wish to adopt. However, children who are looked after have to take priority.</p>

SECTION 5D – NON-REGULATED PROVISION [PREVENTATIVE SERVICES, STEP-DOWN FROM A SECURE PLACEMENT, OR MOVING ON ARRANGEMENTS SUCH AS WHEN I AM READY etc]

Preventative Services

The children and families service continues to invest in preventative services to decrease the number of children and young people requiring to be looked after. The main preventative provision is the resilient families team which provide intensive support for families where substance misuse, domestic abuse and parental mental health difficulties have been identified and contribute to the risks that the children and young people may face at home. Through utilising strength based and psychological informed interventions the team has consistently demonstrated that these are effective ways of decreasing risk, facilitating change that allow families to remain together. In addition we have developed a peer mentor programme and although it's early days we expect this to be an effective addition to the offer.

In 2021 a new transformation team was established with monies from the transformation programme for the West area of North Wales. The Transformation Team is a new service that will provide a multi-agency provision of intensive services in Ynys Môn. The Team work with families, aged 0 - 25, who are either at risk of coming into the care of the local authority or where there is a possibility for them to return to the home or remain in the care of their parents / carers safely. The team consists of a Practice leader, psychologist, social worker and two support workers. Their focus is on working with children and young people where a neurological condition may be impacting their behaviours at home, school or out in the community. In 2022 the team will be incorporated into the resilient families team widening the remit and scope of that team.

Our aim is to provide at the earliest possible early intervention and prevention services to families. Provisions include the team around the family that has recently been increased in size from 6 to 8 support workers. Our commissioned services include GORWEL domestic abuse service, Action for children emotional wellbeing and young carers, Adferiad parental mental health support and the early Help Hub and One Front door multi agency meetings.

When I'm Ready:

There are currently ten When I'm Ready arrangements (approximately 17% of children receiving leaving care services).

Stepdown from secure placement:

The Authority has experience of one stepdown from secure accommodation within the last twelve months. The experience indicates a significant national shortfall in residential establishments equipped to support with the needs of this cohort of young people.

SECTION 5E - OTHER CONSIDERATIONS AFFECTING THE MARKET

Social value

Adoption is a positive option for some children who are 'looked after' by the local authority and offers permanency for individuals in a family environment.

The impact of the social value linked to the adoption process is ultimately about the potential long term stability this can offer vulnerable children with varying needs. The adoptive parents legally welcome a child or children to be part of their family.

NWAS works with all local authorities in the region and has the management oversight of Adoption social workers in each local authority to ensure that the service meets the needs of the population of 'looked after' children in each local authority.

Independent/private adoption agencies work with NWAS and the local authority to meet local needs. Prospective adopters are recruited and supported through the assessment process by the adoption agency and do have opportunities to meet others going through the same process and provide mutual support to others on the same journey. However if and when a child is successfully matched and linked with prospective adoptive parents they may not wish to continue to be identified as being different to any other family. They will continue to receive post adoption support from the local authority dependent on the plan that has been assessed and agreed prior to the placement being made.

The model of delivery for the Adoption process is unique and guided by robust processes, managed by registered services within a clear legal framework. Therefore links to the regional social value forum are limited and would be primarily via the North Wales Adoption Service.

Resources

Local authorities all contribute to the funding of the North Wales Adoption Service and are then linked to the National Service. This enables local authorities to benefit from the economies of scale that are available to promote national recruitment campaigns and also have specialist workers in each local authority to meet the needs of the local area of Ynys Môn.

Direct payments

Any post adoption support that had been assessed prior to the Child's placement would be included in the Adoption Support Plan agreed for the individual child.

It would be the responsibility of the adoptive parents to finance universal child care services that may be needed i.e. child minder or private day nursery.

Direct payments would be unlikely to be used in this situation at the moment as the majority take up of Direct Payments are families of disabled children who utilise direct payments to employ personal assistants to provide 'carers relief' or 'care and support' via Carers Assessment and or Care and Support Assessment.

To date there have been no Direct Payment packages used to support the Adoption Process prior or after a child has been identified and matched to adoptive parents.

However this type of support could meet the assessed needs of individual children and their families and is therefore an area that warrants further research and exploration as a service option

Self-funders

It is possible that adoptive parents could fund private therapeutic services for the children or themselves if they felt that the services they required were not available or accessible via Social Services, The Adoption Agency, or Health Board.

Workforce

There are currently no gaps within the staffing establishment across regulated services, albeit three posts are currently filled by agency social workers.

The service is currently in the process of advertising for four unqualified social care practitioners to assist with demand on a temporary twelve month basis.

Equality, socio-economic duty and human rights

See Impact Assessment

SECTION 5F – SUMMARY OF THE MARKET FOR [Adoption Services](#) REGULATED PROVISION in MEETING THE SUFFICIENCY DUTY: LOOKED AFTER CHILDREN [Section 6 of the SSWA]

Further development alongside the National adoption service is being undertaken to improve recruitment drives to increase the number of approved adopters.

Marketing and Recruitment to target prospective adopters for Welsh speaking children, sibling groups, older children or children with disabilities.

Reduce the time children are waiting.

Further development within the Intermediary service is being considered with regards to offering support groups to birth parents affected by adoption and to offer support groups to adopted adults.

SECTION 5G – SUMMARY OF THE MARKET FOR Adoption Services REGULATED PROVISION

Further development alongside the National adoption service is been undertaken to improve recruitment drives to increase the number of approved adopters.

Marketing and Recruitment to target prospective adopters for Welsh speaking children, sibling groups, older children or children with disabilities.

Reduce the time children are waiting.

Further development within the Intermediary service is being considered with regards to offering support groups to birth parents affected by adoption and to offer support groups to adopted adults.

CHAPTER 6 – TYPE OF REGULATED PROVISION: Fostering Services

SECTION 6A – MARKET SUFFICIENCY

Market overview by local authority

Anglesey market overview

The table shows how many children in Anglesey are increasingly being placed outside of their local authority.

Table 20: Number of children in foster placements by area - Anglesey

Location of placement	2018	2019	2020	2021	Change No
Inside local authority	65	60	70	80	-45
Outside local authority (Wales)	30	30	30	20	50
Outside Wales	0	0	0	0	0

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Table 21: Number of children in foster placements by type - Anglesey

Type of Placement	2018	2019	2020	2021	Change no
With relative/ friend, inside local authority	30	25	25	35	5
With local authority, inside local authority	20	20	40	40	20
With agency, inside local authority	15	15	10	10	-5
With relative/ friend, outside local authority	5	0	0	0	-5
With local authority, outside local authority	0	0	0	0	0
With agency, outside local authority	25	25	25	25	0

Numbers have been rounded so may not sum.

Source: Looked After Children Census. StatsWales, Welsh Government

Population overview

The number of children is predicted to decrease

The estimated number of children (aged 0-15) in 2020 and the projections for 2040 demonstrate the number of children in North Wales is predicted to decrease over the coming years (Welsh Government, 2020). This decrease can be seen across all of the local authorities in North Wales, with the exception of Gwynedd which is predicted a slight increase (1.8%). Overall the number of children in North Wales is expected to reduce by 6.1%

The Market Position Statement update 2021 gave an overview of key statistics;

- The number of children who required a foster placement increased by 34% during the period April 2016 (600 children) to March 2020 (805 children).

- As at the 31st March 2020, there were 805 North Wales children living with a foster carer 40% (325 children) were living with an independent foster carer and the majority of those children required a specialist placement in order to support their needs, which could not be supported by our in house services.
- There are currently 11 children who are living in a children's home who could be supported by specialist foster carer. There are not enough foster carers with the right skills to support the needs profile of our children.
- During the period April 2020 to the end of February 2021, there were 34 children who required a parent and child placement and assessment.

Sufficiency issues for some children

The Market Position Statement (Regional Partnership Board, 2019) identified sufficiency issues with finding placements for children with particular needs including:

- Respite care
- Young offenders
- Refugees, immigrants, asylum seekers
- Young parents
- Sibling groups
- Emergency situations

The stability of the workforce is an issue, with increasing demand for placements and the number of placements projected to not meet with the forecast demand.

The Foster Wales website joined the 22 Local Authorities to form a national network of local fostering expertise. Its focus to make a bigger impact on a national level, working together and with foster carers, to build better futures for local children. Sharing one brand, one voice, to strengthen recruitment and support of foster carers.

The National Fostering Framework

The National Fostering Framework (2018) finds children who live with foster carers in their own locality more likely to thrive and children in local authority provision more likely to stay in their home authority, enabling them to maintain important links. It is vital local authorities increase local placements and reduce out of area placements. According to the National Fostering Framework (2018), connected fostering (with family or friends) has seen increased demand. It also finds that local authority placements have better outcomes for children. The framework states that local authorities need to be able to have capacity to facilitate this or otherwise ensure that the child has opportunities to maintain connections if placed in alternative fostering.

SECTION 6B – MARKET STABILITY

Demand for foster care has increased

The number of children in foster care on Anglesey from 90 to 110 by 2020 and in North Wales, it has increased year on year since 2015 to around 945 in 2020. Wrexham had the largest increase, with the number of children doubling. Gwynedd also saw a significant increase. Numbers in the other local authorities have fluctuated.

Table 22: Number of children looked after in foster placements at 31 March

Local council	2015	2017	2018	2019	2020
Anglesey	90	100	100	90	110
Gwynedd	145	145	145	165	200
Conwy	120	125	150	140	140
Denbighshire	125	110	110	115	115
Flintshire	135	140	135	150	140
Wrexham	120	135	170	175	240
North Wales	735	755	810	835	945
Wales	4,250	4,425	4,700	4,840	4,990

Numbers have been rounded so may not sum.

Source: Children looked after by local authorities in foster placements. StatsWales, Welsh Government

Despite the increasing numbers in foster placements, the Market Position Statement (2019) expressed that a large increase was not expected in the future. Local authorities have in-house foster care places and independent fostering agencies providing places. Some of the independent foster agencies are charities or co-operatives. The table below shows the number and percentage for each type of foster placement provision, broken down by Local Authority.

Table 23: Number of foster placements in the local authority area commissioned by provider type

Local council	In House (number)	Independent provider (number)	Total (number)	In House (percentage)	Independent provider (percentage)
Anglesey	37	32	69	54%	46%

Predicted increased demand for foster parents

The National Foster Network calculated a need for, an estimated, 550 new foster parents across Wales every year to keep up with demand. This suggests there could be a shortage of foster placements in coming years, given the increasing demand.

Anglesey market stability

The local authority recognises the following as issues affecting the future stability of the fostering service:

- Workforce – recruitment, retention, age profile of workforce, costs
- Supply and choices available
- The cost of living crisis could impact the numbers of looked after children and therefore hamper the projection of decrease in demand
- Impact of Unaccompanied Asylum Seeking Children (UASC) on LA's resources including placements and support available.
- Impact of unplanned arrivals to the Port of Holyhead.

Market stability**Regional challenges**

The Market Position Statement (2019) and 'Foster Wales' identified challenges to the stability of fostering services in North Wales and Wales as a whole listed below:

- Recruitment and retention issues
- Placements for children with particular needs including; respite care, young offenders, refugees/immigrants/asylum seekers, young parents, sibling groups and emergency situations
- It is estimated that Wales will need 550 new foster parents every year to meet demand

Action Taken Due to Provider Failure

None

SECTION 6C – OTHER MARKET STABILITY FACTORS**Consideration of Market Quality**

The primary factor in relation to market quality is the readiness providers tend to have in giving 28 days' notice to terminate contracts at times of challenge, rather than persevering. This often results in multiple moves for young people, which, in turn, compounds the difficulties.

Current and Projected Trends**Current and projected trends**

Key current trends and projections for the future of foster services:

- Increased demand for placements
- Lack of places for older children
- Lack of places for children with complex care plans/behavioural issues
- Lack of foster parents with skills to support children with complex needs
- Projected increase in demand for placements
- Predicted potential shortage of placements, supply not matching demand

Taking profit out of care for looked after children

One of the wellbeing objectives established within the Welsh Government Programme 2021-2016 is to protect, rebuild and develop our services for children and young people. A key priority in this area of work is to eliminate private profit from the care of children looked after.

Commissioning placements to independent foster agencies can impact on provisions being provided from within the local authority. Competition with independent providers over provision of services is a situation that should be avoided, as there is the risk of services then being driven by profit. Flintshire local authority highlighted this as a potential risk and

stated how they were focusing the use of independent foster agencies for those services that they struggle to provide with local authority services.

The foster care allowances survey from The Fostering Network (2020) found even though all local authorities in Wales are paying at or above the national minimum allowance, foster carers feel their current allowance does not meet the full costs of looking after a child. The network recommend foster payments must be transparent so it is clear to foster carers how much constitutes the allowance, and must be spent on the child, and how much constitutes the fee and is payment for the foster carer's time and skills.

Impact of Commissioning practices on the market

Fostering placements are usually commissioned by the service via the National CSSR database system on an individual child basis. This process has been set up to link placement enquiries with providers who have potential vacancies i.e. Independent Fostering Agencies (IFA) and local authorities.

Some IFAs however are not part of this process and are approached directly in relation to individual placement requests. If no placements are identified by using CSSR and the need remains placements would be sought by contacting known registered providers locally, regionally, nationally and across the other UK Nations.

As the current demand for foster placements exceeds the availability, the commissioning process makes it difficult to negotiate on price, quality and overall stability of individual placements.

This is why there needs to be ongoing resources allocated to the recruitment and retention of local authority foster carers who are able to meet the spectrum of need. The Maethu Cymru initiative now supports all local authority Fostering Teams to compete positively with the Independent Fostering Agencies in the recruitment of foster carers. They provide professional advertising campaigns e.g. on national TV, recruitment resources, and have created a positive identity for local authority fostering teams and keeping the message – 'local foster carers to meet the needs of local children'.

This has then made it possible for local authorities to develop their own individual support packages to attract and retain foster carers to provide a more sustainable service and promote stable placements.

Provision of service in the Welsh Language

Welsh language

The proportion of Welsh speaking foster carers is below the proportion of Welsh speakers across the island.

The provision of Welsh language across the rest of North Wales will be discussed within the children's services chapter of this report.

Sustainability of provision

All recruiting is carried out bi-lingually. This includes all merchandise and public facing documentation and resources i.e. flyers, postcards, and even PR merchandise such as balloons and t-shirts.

Our non-Welsh speaking Foster carers are encouraged to learn Welsh, and courses are available for them to attend. The 'take-up' on the courses are relatively low.

However, the main drive of the service is to get Foster Carers registered with the authority as there is a national shortage – this is whether they speak Welsh or not. The demand for Foster Care places continues to outweigh the current number of Foster Carers registered.

Risks to market stability

The local authority recognises the following as issues affecting the future stability of the fostering service:

- Workforce – recruitment, retention, age profile of workforce, costs
- Supply and choices available
- The cost of living crisis could impact the numbers of looked after children and therefore hamper the projection of decrease in demand
- Impact of Unaccompanied Asylum Seeking Children (UASC) on LA's resources including placements and support available.
- Impact of unplanned arrivals to the Port of Holyhead.

SECTION 6D – NON-REGULATED PROVISION [PREVENTATIVE SERVICES, STEP-DOWN FROM A SECURE PLACEMENT, OR MOVING ON ARRANGEMENTS SUCH AS WHEN I AM READY etc]

Preventative Services

The children and families service continues to invest in preventative services to decrease the number of children and young people requiring to be looked after. The main preventative provision is the resilient families team which provide intensive support for families where substance misuse, domestic abuse and parental mental health difficulties have been identified and contribute to the risks that the children and young people may face at home. Through utilising strength based and psychological informed interventions the team has consistently demonstrated that these are effective ways of decreasing risk, facilitating change that allow families to remain together. In addition we have developed a peer mentor programme and although it's early days we expect this to be an effective addition to the offer.

In 2021 a new transformation team was established with monies from the transformation programme for the West area of North Wales. The Transformation Team is a new service that will provide a multi-agency provision of intensive services in Ynys Môn. The Team work with families, aged 0 - 25, who are either at risk of coming into the care of the local authority or where there is a possibility for them to return to the home or remain in the care of their parents / carers safely. The team consists of a Practice leader, psychologist, social worker

and two support workers. Their focus is on working with children and young people where a neurological condition may be impacting their behaviours at home, school or out in the community. In 2022 the team will be incorporated into the resilient families team widening the remit and scope of that team.

Our aim is to provide at the earliest possible early intervention and prevention services to families. Provisions include the team around the family that has recently been increased in size from 6 to 8 support workers. Our commissioned services include GORWEL domestic abuse service, Action for children emotional wellbeing and young carers, Adferiad parental mental health support and the early Help Hub and One Front door multi agency meetings.

When I'm Ready:

There are currently ten When I'm Ready arrangements (approximately 17% of children receiving leaving care services).

Stepdown from secure placement:

The Authority has experience of one stepdown from secure accommodation within the last twelve months. The experience indicates a significant national shortfall in residential establishments equipped to support with the needs of this cohort of young people.

SECTION 6E - OTHER CONSIDERATIONS AFFECTING THE MARKET

Social value

There is some reference to the use of social enterprises/co-operatives as providers of independent foster placements

Resources

Other provision

There is a significant lack of foster or residential placements for children and young people with challenging or complex behaviour.

Recruitment of in-house foster carers has been impacted by the pandemic with a lack of applicants coming forward. This has resulted in an increased use of Independent Fostering Providers.

Lack of availability has resulted in no offer or placements only at a considerable distance, which is not always in the best interest of the young person.

Children who require a placement but where foster care cannot be sourced are being escalated into residential care, but there is both placement insufficiency and a perceived reluctance to offer placements to young people with complex needs. Again this can result in a placement at a distance away.

There is particular pressure if the child/young person presents with self-harm or suicidal ideation, with providers showing reluctance to offer placements to this cohort. Emergency provision is extremely limited.

Direct payments
<p>If a child is 'looked after' by the local authority and placed with registered foster carers their 'care and support needs' would be assessed prior to and on an ongoing basis by the child's social worker and Independent Reviewing Officer via the LAC Review process.</p> <p>Any support that had been assessed prior to the Child's placement would be included in the Placement Agreement and Care and Support plan.</p> <p>Direct payments would be unlikely to be used in this situation at the moment as the majority take up of Direct Payments are families of disabled children who utilise direct payments to employ personal assistants to provide 'carers relief' or 'care and support' via Carers Assessment and or Care and Support Assessment. Foster Carers can be identified as being 'Paid Carers'.</p> <p>There are no Direct Payment packages used to support the children and their foster carers prior or after a child has been identified and matched to the foster family.</p> <p>However this type of support could meet the assessed needs of individual children and their families and is therefore an area that warrants further research and exploration as a service option for the future.</p>
Self-funders
<p>If a child is taken into the care of the Local Authority their assessed needs would be identified and met by Children and Families Social Services.</p> <p>It is unlikely that a care and support package would be self-funded by foster carers unless it was to access some types of universal child care/activity services to enhance the child's quality of life and experiences.</p>
Workforce
<p>Workforce</p> <p>The National Fostering Framework (2018) highlighted a loss in the number of approved foster households. The framework states improvements need to be made to increase; enquiries, conversions, approvals and retention of foster parents.</p> <p>The table below shows numbers of foster parents and places have seen a slight increase overall across North Wales. However, Gwynedd and Denbighshire saw a drop in both the number of foster parents and places available, and Flintshire saw a drop in foster parents but increase in places. If reductions in foster parents or places continue this could result in insufficient spaces for children in these local authorities.</p>

Table 24: Number of approved foster spaces as of 31 March

Local council	2016/17	2017/18	2018/19
Anglesey	86	69	43
Gwynedd	164	178	198
Conwy	113	130	127
Denbighshire	156	155	149
Flintshire	133	157	156
Wrexham	161	172	166
North Wales	813	861	839
Wales	4,075	4,170	4,317

Source: Children Receiving Care and Support. StatsWales, Welsh Government

Table 25: Number of approved foster parents as of 31 March

Local council	2016/17	2017/18	2018/19
Anglesey	45	38	39
Gwynedd	103	111	120
Conwy	70	84	80
Denbighshire	78	77	74
Flintshire	77	77	76
Wrexham	100	112	110
North Wales	473	499	499
Wales	2,347	2,443	2,462

Source: Children Receiving Care and Support. StatsWales, Welsh Government

Carer skill set & training desired:

- Carers who are able to work with our internal services and are trained in the delivery of therapeutic trauma informed care.
- Carers who are aware of the impact of county lines and have received training to support children who are vulnerable to exploitation via these gangs. This includes the resilience to work with children who are being exploited by gangs, frequently abscond and can display verbal and sometimes physical aggression.
- Resilient & trained to work with childhood trauma, absconding, exploitation and self-harm behaviours.
- Carers who are trained to understand the impact of adverse childhood experiences (ACEs) on children who they care for.
- Carers who are trained in crisis intervention, and can work calmly under the pressure of emergency planning.
- Resilient when faced with threat of physical harm & trained in de-escalation, with positive behaviour management planning, minimising use of restraints;
- Carers with the ability to speak Welsh or commitment to learn.

Equality, socio-economic duty and human rights
See Impact Assessment

SECTION 6F – SUMMARY OF THE MARKET FOR Fostering Services REGULATED PROVISION in MEETING THE SUFFICIENCY DUTY: LOOKED AFTER CHILDREN [Section 6 of the SSWA]
<p>Challenges:</p> <ul style="list-style-type: none"> • Workforce – recruitment, retention, age profile of workforce, costs • The cost of living crisis could impact the numbers of looked after children and therefore hamper the projection of decrease in demand • Impact of Unaccompanied Asylum Seeking Children (UASC) on LA's resources including placements and support available • Impact of unplanned arrivals to the Port of Holyhead • Placements for children with particular needs including; respite care, young offenders, refugees/immigrants/asylum seekers, young parents, sibling groups and emergency situations • Estimated Wales will need 550 new foster parents every year to meet demand <p>Potential Impact:</p> <ul style="list-style-type: none"> • Most vulnerable children with most complex presentations experiencing instability in placements – moving between placements • Increase in children living outside of their local communities • Cultural needs of UASC failing to be met • Increase in children placed in residential care settings • Increase in homelessness of those young people leaving care <p>Mitigation:</p> <ul style="list-style-type: none"> • Development of Foster Wales to drive recruitment of foster carers nationally • Local drivers for recruitment • Local incentives to recruit and retain foster carers (e.g. Council Tax reductions)

SECTION 6G – SUMMARY OF THE MARKET FOR Fostering Services REGULATED PROVISION

Service Users:

- The number of children cared for by IOACC has plateaued over the last three years. This bucks the trend across the region and Wales as a whole, which have each experienced an upward trajectory

Resources:

- A local decrease in the number of children placed outside of Anglesey
- A local increase in the number of children placed on Anglesey
- Increase in number of children placed with connected persons

Meeting the challenge:

- Development of small group homes project to accommodate those children for whom foster placements are not identified, on the island
- Focus upon national and local recruitment via Foster Wales
- No detriment policy introduced to encourage applications for special guardianship orders so children no longer need to be in state care.

CHAPTER 7 – TYPE OF REGULATED PROVISION: Adult Placement (‘Shared Lives’) Services

SECTION 7A – MARKET SUFFICIENCY
<p>The Shared Lives programme operates across Gwynedd and Anglesey believe that people should be able to lead the lives that they want, whilst they receive the support they require in the home of their choice.</p> <p>The Shared Lives Scheme helps to arrange to have short breaks or long term placements for people with additional support needs in the homes of carefully selected people called Shared Lives Enablers. The support provided is flexible and tailored to the individual's personal needs.</p> <p>The service concentrates on a family sharing their home, family life, interests, experiences and skills with vulnerable individuals who need support to live as independent as possible.</p> <p>Shared Lives enablers provide a familial environment that can help someone who needs support to live life to their full potential, to access the community, promote their independence and develop their skills.</p> <p>Support can be provided through the following placements:</p> <ul style="list-style-type: none"> • Long term • Short term • Respite • Day support <p>Support is targeted:</p> <ul style="list-style-type: none"> - adults with learning difficulties - adults with mental health problems - adults with physical disabilities - adults with sensory impairment
SECTION 7B – MARKET STABILITY
<p>The Shared Lives project was first set up to attract new provision to create respite opportunities for individuals with dementia. Due to limited take up the project was extended to all older people in 2021. However the effect of the pandemic and individuals and carers being restricted in opening up their homes for this kind of respite, take up for the project even after broadening the horizons has been limited and only 2 respite Shared Lives enablers were recruited over the period. Given that the project hasn't had the fair opportunity to develop because of the pandemic. The project has been extended a further 12 months.</p>
Action Taken Due to Provider Failure
<p>There has been no action taken by Isle of Anglesey County Council in relation to provider failure.</p>

SECTION 7C – OTHER MARKET STABILITY FACTORS

Consideration of Market Quality

Adult placement officers sent out questionnaires in September 2021, to the individuals supported through their services in order to assess the quality of their outcomes and gain feedback.

Table 26: Survey responses

Category	No. sent out	Replies received	Reply rate (%)
Individuals	33	9	27%
Enablers	32	9	28%
Families of individuals	6	2	33%
Professional workers	15	3	20%

From feedback received, it appears that IoACC Shared Lives staff listen to the voice of the individual and that IoACC Shared Lives staff meet their needs and ensure their well-being. The development in their personal objectives is central to the service and IoACC Shared Lives staff ensure that they build on this regularly. IoACC Shared Lives staff reviewed and monitored placements and have adapted the Person Centred Plan forms to gather information on the results the individuals managed to achieve during Covid. The relationship between the Scheme, the enablers on individuals has strengthened over the last few months as everyone has been supporting each other in many different ways to ensure that the welfare of the individuals is central in everything IoACC Shared Lives staff do.

Current and Projected Trends

The Wales Audit Office (2018) estimate that local councils in Wales will need to 'increase investment in accommodation by £365 million in the next twenty years to address both a growth in the number of people with learning disabilities who will need housing, and the increase in the number with moderate or severe needs'. This figure includes increases in costs due to inflation. For North Wales, this will mean we need to plan for between 80 and 190 additional placements by 2035. There should be a range of options and a person-centred approach to planning to find the model of housing and care that is right for the individual. This may include supported housing, extra care housing, shared lives, residential care, home ownership and different types of tenancies.

The Wales Audit Office (2018) estimates that local councils in Wales will need to 'increase investment by £365 million in accommodation in the next twenty years to address both a growth in the number of people with learning disabilities who will need housing, and the increase in the number with moderate or severe needs'. This figure includes increases in costs due to inflation.

For North Wales, this will mean needing to plan for between 80 and 190 additional placements by 2035.

Impact of Commissioning practices on the market
Not applicable
Provision of service in the Welsh Language
<p>There are 11 registered carers on Anglesey of which 5 (45%) can offer the service through the medium of Welsh. Shared Lives Enablers are self-employed and not technically Council employees which makes it difficult to arrange any training to learn Welsh for them.</p> <p>Of the 14 individuals who are part of the Shared Lives Scheme, 2 are Welsh first language.</p>
Sustainability of provision
There are no other providers offering Adult Placements on Ynys Môn.
Risks to market stability
The Adult Placements on Ynys Môn is funded jointly by Gwynedd and Ynys Môn. Therefore, reduction in funding the service is a risk to the stability of the service.

SECTION 7D – NON-REGULATED PROVISION [PREVENTATIVE SERVICES, STEP-DOWN FROM A SECURE PLACEMENT, OR MOVING ON ARRANGEMENTS SUCH AS WHEN I AM READY etc]
Not applicable

SECTION 7E - OTHER CONSIDERATIONS AFFECTING THE MARKET
Social value
Not applicable as the Shared Lives Scheme is not a social enterprise.
Resources
Sufficient at the moment
Direct payments
Not applicable - Adult Placement are paid for directly and not through Direct Payments

Self-funders
Not applicable - There are no self-funders on Ynys Môn currently accessing Adult Placement
Workforce
<p>There are 11 registered carers on Ynys Môn and 26 in whole across Gwynedd and Ynys Môn. The average ages are: Ynys Môn (58) Gwynedd (63) Average for both counties (61)</p> <p>Over the last 5 years, 12 have been recruited (8 in Gwynedd, 4 in Ynys Môn). Currently, 6 are being assessed (2 in Ynys Môn, 4 in Gwynedd).</p>
Equality, socio-economic duty and human rights
See Impact Assessment

SECTION 7F – SUMMARY OF THE MARKET FOR **Adult Placement ('Shared Lives') Services REGULATED PROVISION**

The Shared Lives Service was established in 2005 across Gwynedd and Ynys Môn and offers opportunities and support for adults over 18 years of age in an enabler's home as a full member of the family. The Service currently consists of 26 enablers, 11 on Ynys Môn, who can provide long term, short term or respite support. Their aim is to support individuals to lead the lives that they want, provide flexible and tailored support to the individuals needs whilst they receive the support that they require in the home of their choice. Enablers within the registered scheme can offer a placement for up to 3 individuals

The Scheme is managed under the Regulation and Inspection of Social Care (Wales) Act 2016. The agreement is managed by Gwynedd and was reviewed and agreed in 2022 following a delay due to COVID-19.

The service remit is to support adults with:

- adults with learning difficulties
- adults with mental health problems
- adults with physical disabilities
- adults with sensory impairment

Diversifying the access to the service is an area for development as this is primarily accessed by adults who have a learning disability.

The positive of the services are that it can allow flexibility as there are no prescribed hours and the support can be as and when the individual requires it. The drawback to this is that there is less monitoring of ensuring individuals receive the level of support required to develop skills and ensure they achieve their outcomes. The Service aims to provide support through an active support and positive behaviour support model but this is something that needs to be reviewed and evidenced during personal reviews as commissioners.

CHAPTER 8 – TYPE OF REGULATED PROVISION: Advocacy Services

SECTION 8A – MARKET SUFFICIENCY

Advocacy means getting support from another person to help someone to express their views and wishes, and help stand up for their rights.

All people are very different from each other. Their needs for support are different, and may change during their life. A variety of advocacy models has been developed to recognise these differences.

All advocacy types are of equal value. What advocacy is used, and when, should depend on what is best suited to the person who seeks it. One type of advocacy is Independent Professional Advocacy which involves a professional, trained advocate working on a one-to-one basis with an individual or with the individual and families to ensure that their voice is heard.

Children and young people

Advocacy is one of the key foundation stones in achieving IoACC's commitment to children's rights, ensuring children and young people can get help when they need it and from people that will listen to them and represent their views.

By law all local authorities in Wales must have advocacy services for children and young people to use and that an Active Offer for advocacy must be made.

When children and young people need services, sometimes an advocate is required to meet with them to explain what these services are. This helps them to understand what is on offer and how the service is able to help them. This is called an Active Offer.

An active offer must be made to:

Children in care.

Young people leaving care.

Children and young people who need extra support.

Councils have a statutory responsibility to provide an independent professional advocacy service for children and young people which complies with all regulations, standards, legislation, directions, code of practice, outcome framework and any amendments or replacements relevant to the service.

This includes but is not limited to:

The Social Services and Wellbeing (Wales) Act 2014.

The Service is an 'advocacy' service for the purpose of paragraph 7(1) of Schedule 1 of the Regulation and Inspection of Social Care (Wales) Act 2016, and is accordingly a regulated service and must comply with the provisions/requirements set out within the Regulated Advocacy Service (Service Providers and Responsible Individuals) (Wales) Regulations 2019.

Independent Professional Advocacy: National Standards and Outcomes Framework for Children and Young People in Wales.

Social Services and Well-being (Wales) Act 2014: Part 10 Code of Practice (Advocacy).

Statutory Guidance relating to Parts 2 to 15 of The Regulated Advocacy Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019.

IoACC currently contracts Nwas and Trosgynnal to provide Independent Professional Advocacy for Children and Young people, as part of the Regional service.

During 2020-21, a total of 99 children and young people received Issue Based Advocacy (IBA) which included 211 issues.

For some children and young people there is a statutory duty to provide an active offer of advocacy. The Active Offer involves a designated meeting between a child or young person and an advocate where the advocate is able to explain to the child or young person about their rights – UNCRC and Article 12: explanation of advocacy and the different types of advocacy (not just IPA) and information about relevant support and services. A total of 29 Active Offer referrals were received by the provider during this year

During 2021-22 and 2022/23, IoACC established in a partnership with TGPCYMRU, a pilot Parent Advocacy Service to empower parents to participate in the child protection process and looked after children process from an informed position, speaking for themselves wherever possible, and to promote good communication, and a positive working relationship, between the parents and the Local Authority.

Adults

Local authorities must consider individuals' needs for advocacy support when carrying out various functions involving decisions that will have a significant impact on the person's day to day life, for example:

Assessment of needs for care and support, support for carers and preventative services

Provision of information, advice and assistance
Preparing, maintaining or reviewing care and support plans
Protecting property of persons cared for away from home
Determination of person's ability to pay a charge (This would only be appropriate if there was reason to believe that the individual lacked mental capacity in relation to finances.)

Safeguarding and duty to report adults or children at risk.

Promoting integration of care and support with health services
Receiving complaints or representations about social services

Consideration for advocacy will always be made if the individual lacks mental capacity in relation to a specific issue and a best interest decision is required. Likewise, if the person has capacity but it is felt that a ruling is required by a court under inherent jurisdiction. In all cases, the advocate can be someone nominated by the individual,, family or friend. Where this is not possible, paid advocacy would be instructed.

Advocacy:

- safeguard individuals who are vulnerable, discriminated against or whom services find difficult to serve
- speaks up on behalf of individuals who are unable to do so for themselves
- empowers individuals who need a stronger voice by enabling them to express their own needs and make their own informed decisions
- enables individuals to gain access to information, explore and understand their options, and to make their views, wishes and feelings known, and
- actively supports people to make informed choices.

IoACC currently contracts North Wales Advocacy Services (NWAS) to carry out our Adult Services advocacy support services. The service data shows that 98 contacts were made in 2020/21.

IoACC funds section 1.2 representative for some individuals. This is the name given by the court to a person who is able to consider whether from the perspective of individuals best interests you agree or do not agree that the Court should authorise the individuals package of care and support resulting in a deprivation of their liberty. This is usually a family member, however in cases where the person has no family an Independent Advocate may be appointed as Rule 1.2 representative.

Under the Deprivation of Liberty Safeguards (DoLS) we also fund paid Relevant Person's Representative (RPR) for some individuals. Where a person lacks the mental capacity to consent to their accommodation care and treatment and are 'deprived of their liberty' in a care homes, that person has a right to have a person to support them to exercise their rights under the Mental Capacity Act. This person is call the Relevant Person's Representative (RPR). The RPR is often a family member or friend of the person. Where there is not an appropriate person to be an RPR for a person, then a paid RPR is appointed and advocates as RPR in this situation. This is known as the Paid Relevant Person's Representative (Paid RPR).

Older people

The Golden Thread Advocacy Programme was funded by Welsh Government for four years from 2016 to 2020 to run alongside and support the implementation of Part 10 (Advocacy) of the Social Services and Well-being (Wales) Act 2014. The programme has now ended, but Age Cymru's commitment to advocacy in Wales continues through the HOPE project.

Anglesey, Gwynedd and Wrexham: North Wales Advice and Advocacy Association (NWAAA) offer advocacy to over 65s

Conwy and Denbighshire: DEWIS Centre for Independent Living offer advocacy to anyone over 65, or any carer.

People living with dementia (all counties): Alzheimer's Society offer support for anyone living with dementia, whether they have capacity or can communicate or not.

Mental Health

People receiving secondary mental health care may need help from an Independent Mental Health Advocate (The Mental Health (Wales) Measure 2010) or an Independent Mental Capacity Advocate. (IMCA, commissioned by the Health Board if required)

IoACC also uses Independent Mental Capacity Advocacy for individuals to act on behalf of individual who lack capacity to make certain decisions. In Wales they are appointed by a local Health Board. They are appointed when there is an assessment in response to a request for a standard authorisation made by the care home/hospital, or a concern about a potentially unauthorised deprivation of liberty. Usually this would be family or friends. If the person has nobody else who is willing and able to represent them or be consulted in the process of working out their best interests, other than paid staff

Advocacy may be required for older people with dementia who have lost contact with all friends and family, or people with learning disabilities or long term mental health problems who have been in residential institutions for long periods and lack outside contacts.

Other people with mental health conditions may want support from another person when expressing their views, or to seek advice regarding decisions that impact them.

The following organisations provide specialist advocacy support for those with mental health needs;

The Conwy and Denbighshire Mental Health Advocacy Service (CADMHAS) (Conwy and Denbighshire)

Advocacy Services North East Wales (ASNEW) (Wrexham and Flintshire) Mental Health Advocacy Scheme (Gwynedd and Anglesey)

Autism

Advocacy for autistic adults, children and their carers ensures that individual rights are met. Advocacy can provide support in a number of ways including seeking a diagnosis, overcoming barriers and accessing services.

Safeguarding and Self-Neglect

Advocacy should always be considered both as part of the s126 enquiry and during the individuals safeguarding journey, if there person lacks mental capacity in relation to their safeguarding outcomes, This would normally be a family member, or friend however, where no appropriate person is appropriate, a paid advocate would be appointed. Likewise, when supporting individuals under the North Wales Self-Neglect Protocol, advocacy should be considered throughout and where no appropriate individual is able to undertake this role, a paid advocate would be commissioned.

SECTION 8B – MARKET STABILITY

Based on the latest data, the Advocacy provision is sufficient and provides quality care and support to meet demand. Trained staff provide quality care and support

Action Taken Due to Provider Failure
As of August 2022, no part of the advocacy service on Anglesey was under the Escalating Concerns process.

SECTION 8C – OTHER MARKET STABILITY FACTORS
Consideration of Market Quality
Data from the Commissioners Report on the Anglesey Advocacy Service for Q1 2022/23 shows that all advocacy partners said they valued the advocacy input they'd had. The Advocacy Service was able to provide ongoing support despite the issues the clients had.
Current and Projected Trends
Data from Q1 2022/23 shows a steady rate of referral for both independent advocacy and Paid RPR (Paid Relevant Persons Representative*). Age ranges are representative with no concerning gaps. Similarly demographics of those referred are broad showing that a range of adults with social care needs in Anglesey are accessing advocacy. Referrals not eligible for IoACC's services are either signposted to an appropriate services or listed as No Further Action. In all cases the referrer is contacted and the reason for not allocating is discussed. *What is a Paid Relevant Persons Representative? Everyone who has a standard Deprivation of Liberty Safeguard authorisation must have a representative to ensure any conditions are being met; inform the person of their rights and how to exercise those rights. If there is no unpaid person who can take on this role the Local Authority appoint a Paid Person's Representative from NWAAA and their Paid Representatives are independent from the care home or hospital as well as the Local Authority and Supervisory Body.
Impact of Commissioning practices on the market
Young carers A common need of young carers identified by service providers is advocacy support to have their voices heard. Specific support for young carers and young adult carers has been commissioned across North Wales from the third sector. WCD / Credu Young Carers is commissioned to provide these services in Wrexham, Denbighshire and Conwy, NEWCIS provide the service in Flintshire and Action for Children provide the service across Gwynedd and Anglesey.
Learning disability People with a learning disability often have poorer access to health improvement and early treatment services; for example, cancer screening services, diabetes annual reviews, advice on sex and relationships and help with contraception (Harris et al., 2016). The

Learning Disability Health Liaison Service in BCUHB work across North Wales to raise awareness and reduce inequalities.

Advocacy is also geared towards wellbeing outcomes. Local authorities have a duty to consider individuals' needs for advocacy when carrying out assessments and care planning. People with a Learning Disability may need support in ensuring that their voices are heard and their rights upheld.

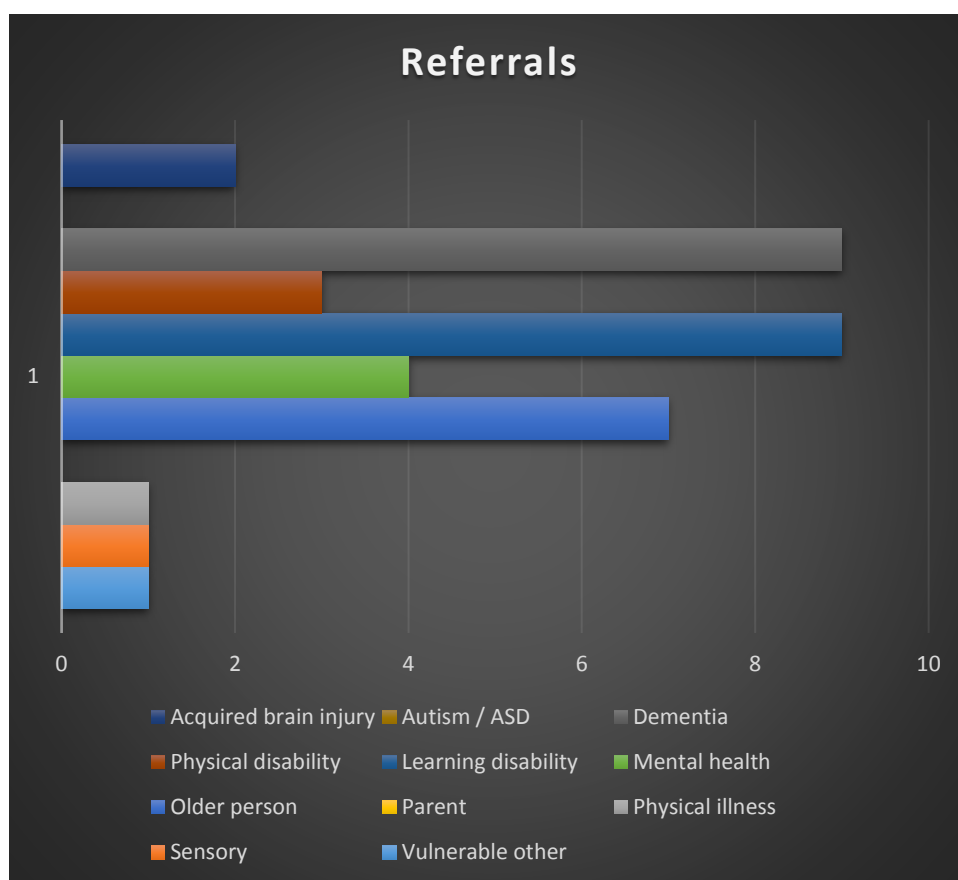
Dewis Centre for Independent Living provide advocacy services for vulnerable adults aged 18 to 64, including people with learning disabilities. Anglesey also commission North Wales Advocacy Association (NWAA).

Provision of service in the Welsh Language

As a service, advocacy is available bilingually for both children and adults.

Sustainability of provision

Referrals to the Advocacy service for Q1 2022/23 show that a range of adults with social care needs on Anglesey are accessing advocacy.



Risks to market stability

Under the Deprivation of Liberty Safeguards (DoLS) IoACC funds paid Relevant Person's Representative (RPR) for some individuals. Where a person lacks the mental capacity to consent to their accommodation care and treatment and are 'deprived of their liberty' in a care home or hospital, that person has a right to have a person to support them to exercise their rights under the Mental Capacity Act. This person is call the Relevant Person's Representative (RPR). The RPR is often a family member or friend of the person. Where there is not an appropriate person to be an RPR for a person, then a paid RPR is appointed and advocates as RPR in this situation. This is known as the Paid Relevant Person's Representative (Paid RPR).

During the Covid-19 pandemic, IoACC staff were able to maintain a full service throughout the period by adapting quickly and supporting staff to work safely. During the pandemic only two staff members contracted Covid-19 but since January 2022, all but one of the Advocacy team have contracted Covid-19 and been on sick leave. Stresses accrued during the pandemic, whether due to pandemic related difficulties at home, or working harder to keep things going for clients, colleagues are now showing signs of strain and needing time off to recoup. This is something that wasn't fully anticipated and staff are now developing a strategy for this.

The Deprivation of Liberty Safeguards (DoLS) is the existing scheme for the assessment and authorisation of deprivations of liberty and were introduced to protect the human rights of those individuals who lack the mental capacity to consent to being deprived of their liberty. Following the Supreme Court judgement in the case of Cheshire West, the UK Government introduced the Mental Capacity (Amendment) Act 2019, with the view to repealing DoLS and replacing it with the Liberty Protection Safeguards (the LPS). Unlike DoLS (which only applied to arrangements in care homes and hospitals and to people aged 18 and above), the LPS will apply in all settings. For the first time, the LPS will extend to people's homes and will also apply to anyone aged 16 and over. It is likely that this will increase the need for advocacy for these potential additional individuals and additional resources could well be needed when LPS comes into force.

SECTION 8D – NON-REGULATED PROVISION [PREVENTATIVE SERVICES, STEP-DOWN FROM A SECURE PLACEMENT, OR MOVING ON ARRANGEMENTS SUCH AS WHEN I AM READY etc]

Not applicable?

SECTION 8E - OTHER CONSIDERATIONS AFFECTING THE MARKET

Social value

Advocacy promotes social value as:

- Advocates can support a person to understand information and options so that the person can make choices that are good for them.

<ul style="list-style-type: none"> • Advocates can support people to make sure that the choices they make are heard by others and respected by others • Advocates can tell people about their rights and entitlements • Advocates can go to meeting with a person to help them take part. Or go to a meeting instead of a person if they cannot go themselves • Advocates can stand up for the rights and entitlements of people who do not have capacity to take part themselves
Resources
IoACC anticipates further pressure on budgets in 2023/24.
Direct payments
<p>The Direct Payments Support Service for the people of Anglesey is provided for people living on Anglesey by the North Wales Advice and Advocacy Association (NWAAA).</p> <p>Direct Payments are a way of paying for care and support needs that gives the person more control. Social Services assess the person's needs, work out how much it would cost to meet those needs, then give the money to the person so they can be in control. This money is called a Direct Payment.</p>
Self-funders
<p>Self-advocacy</p> <p>There have been ups and downs with the Roaring Mon's group this quarter. Whilst there is a lot of enthusiasm for self-advocacy from members, there has been difficulty in guaranteeing they regularly attend the meetings arranged. NWAAA have adapted its approach by speaking with individuals one-to-one about their role in different pieces of work so that they can buy-in. This has been partially successful in increasing attendance at group meetings. One of these one-to-one pieces has been about continuing with the healthy diet promotion project. The member and facilitator have worked together on developing topics and info sheets to shape drop-in or presentations which they plan to deliver in Anglesey. The background work is being progressed, but it has been difficult to pin down delivery opportunities. Similarly we were unable to persuade any of the Roaring Mon members to attend the AWP national conference held in Deganwy in June. There were a range of hitches from already having plans, to not wanting to pay for an overnight stay. NWAAA have a strategy to increase membership which will ease some of the problems with non-attendance, however we ideally want the members themselves to be part of this awareness raising and recruitment. On a more positive note, the regional representative for the Roaring Mon's has been attending the regional partnership meetings- now re-branded as The North Wales Flyers, where she has helped shape the way the group will be working, and their priorities for this year.</p>
Workforce
Post pandemic, the recruitment and retention of staff remains an issue with the staff turnover rate in Social Services having increased in 2021/22.

There is an increasing demand for services, but budgets along with inflationary pressures are struggling to keep up with this demand.

Below is a table showing the staff turnover within the Adults and Childrens Services of Social Services compared to the average for the Authority:

Table 27: Staff turnover

Service	Staff turnover					Average
	2017-18	2018-19	2019-20	2020-21	2021-22	
Adults	6%	12%	10%	8%	14%	10%
Childrens	18%	10%	11%	6%	15%	12%
Authority Average	11%	11%	9%	6%	10%	9%

In general, staff turnover has been higher within the Children's section than within the Adults section but the average for both sections are higher than the average for the Authority. The staff turnover rate decreased in 2019/20 and 2020/21 which may be due to the pandemic. However in 2021/22, the staff turnover rate increased in both sections which in turn likely contributed to the increased staff turnover rate for the Authority.

The comparatively high staff turnover rate for 2021/22 may be due to staff deciding to move on after the pandemic and may be indicative of a problem with staff retention.

Equality, socio-economic duty and human rights

See Impact Assessment

SECTION 8F – SUMMARY OF THE MARKET FOR **Advocacy Services** REGULATED PROVISION

1. When Liberty Protection Safeguards (LPS), it is likely that this will increase the need for advocacy for these potential additional individuals and additional resources could well be needed when LPS comes into force.
2. Workforce – the age profile of the Social Services workforce is increasing and staff turnover has also increased post pandemic.
3. Recruitment and retention of social care workers is difficult and especially the recruitment of specialist workers e.g. Occupational Therapists – this is a national problem.

CHAPTER 9 – TYPE OF REGULATED PROVISION: Domiciliary Care Support Services

SECTION 9A – MARKET SUFFICIENCY

Market balance

In terms of the balance of the market, on average more than 80% of the North Wales domiciliary care market is comprised of independent sector providers with the remainder being a mixture Local Authority and Third Sector providers. However, this does vary considerably according to local authority as shown in the table below:

Table 28: Percentage market estimated share of domiciliary care sector by type

County	In House	Independent sector
Anglesey	18.5	81.5
Gwynedd	44	56.0
Conwy	9.7	90.3
Denbighshire	10	90.0
Flintshire	10.5	89.5
Wrexham	3	97
North Wales	16	84

The split for **Anglesey** at 18.5% : 81.5% is closer to the regional average split of 16% : 84%. However, in Gwynedd, 44% of domiciliary care is provided internally currently and 56% is provided through the independent sector.

It was recommended that the in-house/external provider (independent sector and third sector) split be 30/70%. In recent years, Anglesey has provided 15-25% of the domiciliary care market in house.

Market overview

The average number of hours of domiciliary care per week commissioned by the local authority is compared with regional average in the table below. For Anglesey and the other North Wales local authorities, the total of commissioned domiciliary care hours per week is proportional to the population of the county:

Table 29: Average commissioned domiciliary care hours per week

Average commissioned domiciliary care hours per week	Older person	Learning disability	Older person mental health	Physical disability	Total	Percentage of total hours
Anglesey	3,644	390	-	582	4,616	9%
North Wales	5,829	1,866	533	899	8,562	-

In terms of hours of commissioned domiciliary care hours each week, it should be similar to the population. The hours of commissioned domiciliary care hours each week is 9% of the total for the North Wales local authorities and Anglesey's population is 10% of the North Wales total.

Providers

The domiciliary care provided on Anglesey is provided by 3 main providers who work on a patch basis regionally (Abacare, Carelink, Plas Garnedd (consortium))

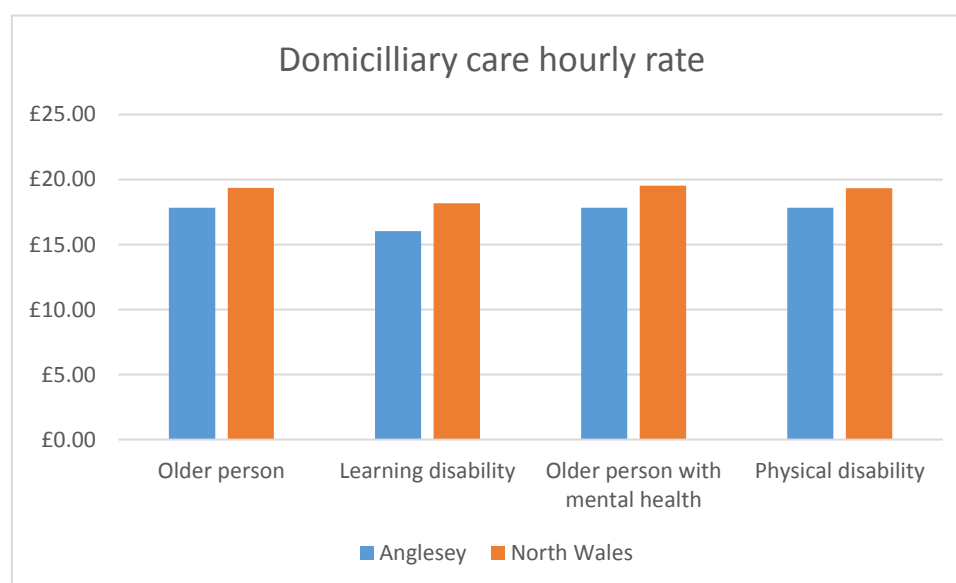
Market rates

The average hourly rate of domiciliary care for Anglesey for the population groups specified in the table below is less than the average for the North Wales region:

Table 30: Average hourly rate of domiciliary care by population group (£)

Area	Older person	Learning disability	Older person with mental health	Physical disability
Anglesey	£17.83	£16.04	£17.83	£17.83
North Wales	£19.35	£18.17	£19.53	£19.34
Difference	-£1.52	-£2.13	-£1.70	-£1.51
%age	-8%	-12%	-9%	-8%

This is shown in graphical form below:



Isle of Anglesey market overview

In common with other areas, demand for services is currently exceeding supply (March 2022) due to shortage of domiciliary care providers, both external and internal.

Regional market overview

Domiciliary care is a priority market identified by commissioners, with current independent and 3rd sector providers struggling to fulfil the demand for a significant amount of time now. As such, growth and development of services including general domiciliary care (includes homecare, reablement; community living and recovery) have been identified as opportunities for the future.

SECTION 9B – MARKET STABILITY

Market stability

Isle of Anglesey market stability

Post pandemic, the recruitment and retention of staff remains an issue with the staff turnover rate in Social Services having increased during 2021/22.

There is an increasing demand for services, but budgets along with inflationary pressures are struggling to keep up with this demand.

Below is a table showing the staff turnover within the Adults and Childrens Services of Social Services compared to the average for the Authority:

Table 31: Staff turnover

Service	Staff turnover					Average
	2017-18	2018-19	2019-20	2020-21	2021-22	
Adults	6%	12%	10%	8%	14%	10%
Childrens	18%	10%	11%	6%	15%	12%
Authority Average	11%	11%	9%	6%	10%	9%

In general, staff turnover has been higher within the Children's section than within the Adults section but the average for both sections are higher than the average for the Authority. The staff turnover rate decreased in 2019/20 and 2020/21 which may be due to the pandemic. However in 2021/22, the staff turnover rate increased in both sections which in turn likely influenced turnover rate for the Authority.

The comparatively high staff turnover rate for 2021/22 may be due to staff deciding to move on after the pandemic and may be indicative of a problem with staff retention.

Regional challenges

A gap in services exists in relation to short home calls for support with medication. Neither health nor social care services provide calls only for medication, but older people with memory problems do need this vital care (Regional Partnership Board, 2022).

The current economic situation with rising inflation and fuel costs, and wider cost of living pressures are creating instability and uncertainty for domiciliary care providers and some staff potentially facing in-work poverty.

Decreasing budgets could present further challenges around the level of services which can be commissioned and provided. Across North Wales, providers have appreciated the

support funding throughout the COVID-19 pandemic. For example, an additional £1m for domiciliary care helped provide stability during the pandemic. There is concern over the impact the end of the financial support will have.

Action Taken Due to Provider Failure

Not applicable

SECTION 9C – OTHER MARKET STABILITY FACTORS

Consideration of Market Quality

Consideration of market quality

As of August 2022, no residential / nursing home on Anglesey or any Domiciliary Care provider is under the Escalating Concerns process.

Current and Projected Trends

Newly released Census figures from 2021 released in June 2022 show Anglesey's general population has fallen by 1.2% in 2011 to 68,900 in 2021. However, the total population of Wales grew by 1.4%, increasing by 44,000 to 3,107,500.

Significantly Anglesey has also seen an increase of 16.3% in people aged 65 years and over, a decrease of 7.9% in people aged 15 to 64 years, and an increase of 0.1% in children aged under 15 years. These new Census figures confirm that the island's age profile has changed. Ynys Môn has an ageing population and this will have an impact on IoACC's services over the coming years, especially health and social care as IoACC will experience an increase in demand and a smaller workforce to support the population.

Table 32: Population

Area	Population (June 2022)	Population over 65		Population over 85	
		Number	%	Number	%
Ynys Môn	68,900	18,200	26.4%	2,200	3.2%
Gwynedd	117,400	27,300	23.3%	3,800	3.2%
Conwy	114,800	31,400	27.4%	4,500	3.9%
Denbighshire	95,800	23,800	24.8%	3,000	3.1%
Flintshire	155,000	33,200	21.4%	3,800	2.5%
Wrexham	135,100	27,300	20.2%	3,300	2.4%
North Wales	687,000	161,201	23.5%	20,600	3.0%
Wales	3,107,500	662,000	21.3%	82,500	2.7%

The percentage of the population who are over 65 is higher for Anglesey (26.4%) compared to both the average for North Wales (23.5%) and Wales (21.3%). The table also shows that the percentage of over 65s and over 85s is higher in the western counties (Anglesey, Gwynedd and Conwy – 25.5% and 3.5%) compared to the counties in North East Wales (Denbighshire, Flintshire and Wrexham – 21.8% and 2.6%).

It is people over 85 who tend to require the highest service input from the Local Authority and if these residents of Anglesey do not have family support living locally, it tends to mean the Council has to provide more service input. As the island's population gets older and younger people of working age move away, there will be a decrease in those of working age available to provide the services for the Council.

A change in the number and age profile of Anglesey's population, compared to the rest of Wales, may impact on the financial resources the Council receives directly from Welsh Government to fund its services. The Council Plan for 2022-27 will play a vital role in determining our aims and objectives and look towards future service delivery priorities.

Impact of Commissioning practices on the market

Impact of commissioning practices on the market

The Integrated Care Fund and Transformation Funding now referred to as Regional Investment Fund's (RIF) five-year programme is welcomed but we continue to work through the guidance and impact of the changes. Due to the value of this funding, it is critical that any changes in criteria are articulated with ample notice so local authorities and other partners can consider and plan services with this in mind.

Where there has been a need to commission directly with a provider, current procurement practice has often been a barrier to facilitate some rapid change. Procurement processes have proved onerous and unattractive to certain providers, particularly in the third sector, which then hinders the number of suppliers submitting tender applications and flexibility within the market.

The Contracts and Commissioning Teams in each Local Authority and the Health Board have facilitated regular meetings with residential care, domiciliary care and Supported Living providers. Whilst these meetings existed before the pandemic, their frequency has now increased. The support and networking became a vital resource for providers during period of change and uncertainty. The meetings were also attended by colleagues from the Environmental Health Team, Health and Safety Officers and BCUHB officers so partners could advise and support when needed and arrangements have persisted beyond the pandemic at a lower level.

The commissioning team have also had regular contact with providers to collect data, enquire about PPE supplies, and discuss any arising issues or just to be there to listen and support in this difficult time.

Provision of service in the Welsh Language

Provision of service in the Welsh language

Information from the Population Needs Assessment (2022) detailed that many care homes and domiciliary care providers find it difficult to fully implement expectations with the provision of a Welsh speaker. More needs to be done to attract Welsh speakers to the profession and to support staff to improve their Welsh. This needs to include opportunities for both complete beginners and those who need to gain confidence. Many organisations provide Welsh language training to their staff, either formally or informally. Examples include:

Courses offered by the local council or health board. Lunchtime Welsh language groups.

Welsh speaking staff delivering workshops to their non-Welsh speaking peers.

In the Provider Survey (February 2022) providers note that it is a challenge to recruit Welsh speakers within their setting, help and support to advertise/translate would be helpful moving forward for smaller companies.

Providers are actively trying to increase their use of the Welsh language, but difficult to sustain any learning when not using it frequently enough (on a personal level as well as for the organisation).

The Welsh language skills of Anglesey's Social Services workforce were analysed in 2022 and the results were as follows:

Adults

Number of staff in the service: 422

Number of returns 422

Percentage returns: 100%

Table 33

Level	L0	L1	L2	L3	L4	L5
Number	19	41	31	20	57	254
Percentage	5%	10%	7%	5%	14%	60%

Table 34

Childrens

Number of staff in the service: 238

Number of returns: 238

Percentage returns: 100%

Table 35

Level	L0	L1	L2	L3	L4	L5
Number	8	6	14	12	52	146
Percentage	3%	3%	6%	5%	22%	61%

A total of 74% of the staff in the Adults section speak Welsh to at least level 4 (Able to speak the language in the majority of situations using some Welsh / English words). In the Childrens section the corresponding percentage was 83%.

Sustainability of provision
<p>Sustainability of provision</p> <p>The domiciliary care provided on Anglesey is provided by 3 main providers who work on a patch basis regionally (Abacare, Carelink, Plas Garnedd consortium)). The important characteristics of patch commissioning are security, consistency and reliability.</p>
Risks to market stability
<p>Risks to market stability</p> <p>Both in-house and independent care providers continue to have significant staff vacancies as existing carers vacate the care sector for a variety of reasons. This is of concern with regard to market stability, and particularly the ability to deliver care particularly in the more rural areas which are harder to reach.</p> <p>Whilst Welsh Government. have made provision for the delivery of the Real Living Wage to direct care workers, this will have an impact on pay compression and ability to recruit / provide career progression to more senior roles. This may have an impact on market stability as the next financial year unfolds.</p> <p>Business costs, outside of wages are also increasing with inflation escalating and fuel costs in particular increasing significantly. For domiciliary care this has a significant impact on the attractiveness of the role and the financial viability of existing business models.</p>

SECTION 9D – NON-REGULATED PROVISION [PREVENTATIVE SERVICES, STEP-DOWN FROM A SECURE PLACEMENT, OR MOVING ON ARRANGEMENTS SUCH AS WHEN I AM READY etc]

Not applicable

SECTION 9E - OTHER CONSIDERATIONS AFFECTING THE MARKET

Social value

The North Wales Population Needs Assessment 2022 notes “Co-production and social value: Delivering services for older people must include the views of the population. Older people should have a voice in shaping services that they may access. The Wales Cooperative Centre has published a paper outlining how services, such as domiciliary care, can be commissioned using an outcomes based approach for provision, which focuses on well-being as well as any immediate need” (Regional Partnership Board, 2022).

Resources
IoACC anticipates further pressure on budgets when it retenders its services during 2023.
Direct payments
<p>Direct payments</p> <p>Ynys Môn County Council's aim is to promote Direct Payment through highlighting a person centred service that reflects voice, choice and control by empowering individuals to be as independent as possible in their own local community.</p> <p>Some benefits of choosing Direct Payments are:</p> <ul style="list-style-type: none"> • Service users are able to choose who delivers their care and support • Service users choose when their care is delivered to suit their everyday life • Direct payments is flexible to meet their individual requirements <p>Ynys Môn is dedicated to developing the service by consulting regularly with its direct payments experts (service users) and to make sure that the service is fit for purpose.</p> <p>IoACC's vision and our way of implementing change has resulted in the increase in service take up and its success resulting in 243 individuals taking control of their care package and choosing to receive support through direct payments on the island compared to 35 individuals in 2015. The subsequent savings were estimated as follows:</p> <ul style="list-style-type: none"> • £5 of every hour commissioned is saved by the local authority. • £2,070,000 expenditure, • £870,000 savings per year when compared to other types of service provision.
Self-funders
There are other private care providers operating on Anglesey but the extent of their provision and value of work is difficult to determine as these arrangements are mostly organised directly without the intervention of local authorities
Workforce
<p>Workforce</p> <p>As outlined in The North Wales Social Care and Community Health Workforce Strategy, the sector is under significant pressure as a result of:</p> <p>Changes to legislation as a result of the Regulation & Inspection of Social Care (Wales) Act 2016 (RISCA)</p> <p>A new qualification framework</p> <p>Competitive pay structures with other sectors Competition from other sectors</p> <p>There is an urgent priority around ensuring a sufficient workforce is in place for the delivery of social services and social care functions. The recruitment and retention of Social</p>

Workers, Occupational Therapists and direct care workers has become a particular challenge across North Wales.

The North Wales Social Care and Community Health Workforce is in a time of unprecedented change whereby they are required to deliver services differently with a focus on prevention, protection, intervention, partnership and integrated working, coproduction and empowerment; requiring a different emphasis on workforce skills and training.

Much has been written on the issues surrounding recruitment and selection in the Domiciliary Care workforce. In March 2016, WG published a research report on the 'Factors that affect the recruitment and retention of domiciliary care workers and the extent to which these factors impact upon the quality of domiciliary care' (Atkinson, Crozier and Lewis, 2016). The research, undertaken by Manchester Metropolitan University sought to identify factors that influence whether people choose to 'become and remain working as domiciliary care workers'.

There are approximately 17,000 domiciliary care staff employed by commissioned care providers in Wales (Social Care Wales, 2018a). WG's consultation in to the Domiciliary Workforce (Welsh Government, 2016) recommends that those working in the sector are recognised as the skilled professionals they are. The negative image of the sector must be challenged to encourage people to join the social care workforce.

The key factors highlighted by this consultation included:

Low wages

- Work pressures
- Unsociable hours

Poor terms and conditions

- 'Zero hours' or 'non-guaranteed hours' contracts deterring people from joining the sector, as there were no guaranteed hours

- Some call times not enough to address the needs of the individual Lack of training and career development opportunities

Seen as a low status job compared to healthcare

Local Authorities have extended their Care First and other Employee Assistance Programmes to the external [non local authority] workforce. Care First/Employ Assistance Programmes provide confidential, impartial advice and support 24 hours a day, 365 days a year, online or via the free-phone telephone number. The service is free for all employees to access whenever they need it.

The care provided by domiciliary carers for those with mental health needs could be improved by ensuring staff are encouraged to work in the field where they have most talent. Those working with people living with dementia require specialist training and extra time to complete tasks. There is a lack of dementia trained care workers, which should be addressed by the local authorities. Commissioners are keen to ensure the agencies they employ to provide dementia care are fulfilling their obligations and following care plans carefully. The profile of the profession needs to be raised to attract a high calibre of staff. (Regional Partnership Board, 2022).

IoACC workforce

Below is a table showing the staff turnover within the Adults and Childrens Services of Social Services compared to the average for the Authority:

Table 36

Service	Staff turnover					Average
	2017-18	2018-19	2019-20	2020-21	2021-22	
Adults	6%	12%	10%	8%	14%	10%
Childrens	18%	10%	11%	6%	15%	12%
Authority Average	11%	11%	9%	6%	10%	9%

In general, staff turnover has been higher within the Children's section than within the Adults section but the average for both sections are higher than the average for the Authority. The staff turnover rate decreased in 2019/20 and 2020/21 which may be due to the pandemic. However in 2021/22, the staff turnover rate increased in both sections which in turn likely contributed to the increased staff turnover rate for the Authority.

The comparatively high staff turnover rate for 2021/22 may be due to staff deciding to move on after the pandemic and may be indicative of a problem with staff retention.

Age profile

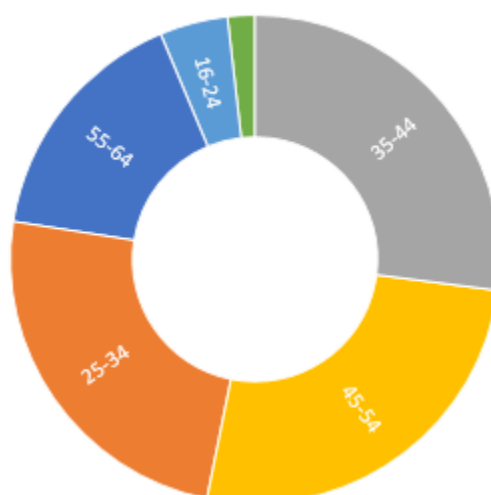
Below is a table of IoACC's Social Services staff:

Table 37

Service	16-24	25-34	35-44	45-54	55-64	65+	No. of staff 31.03.22
Adults	5	27	30	29	18	2	111
%	5%	24%	27%	26%	16%	2%	
Provider	14	49	43	82	138	27	353
%	4%	14%	12%	23%	39%	8%	
Children's	32	79	52	56	29	3	251
%	13%	31%	21%	22%	12%	1%	

The age profile of the Adults Services staff shows that 77% of staff are between 35 and 64 years of age. This can be seen from the sunburst chart below:

Adults Service

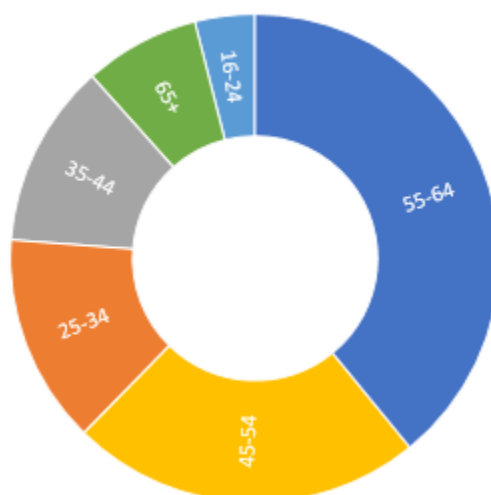


The average age of staff in the Adults service is 45 years of age.

Provider Service

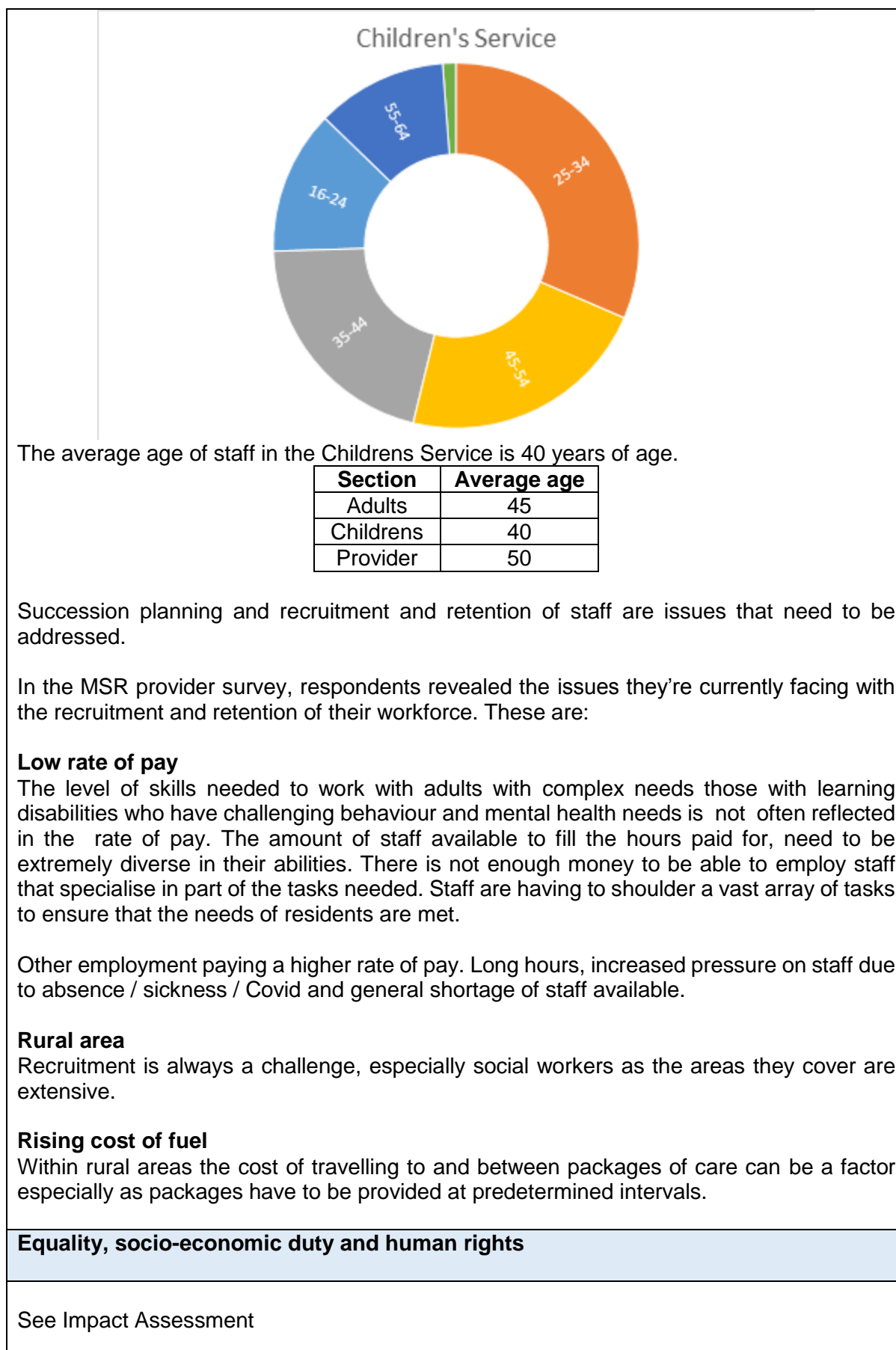
However, the age profile of the Provider Service staff is different with almost half the staff (47%) being 55 years of age or over. A total of 39% of staff are aged between 55 and 64. This could lead to staff shortages in the near future when the members of staff in the 55-64 age group retire

Provider Service



Childrens

The age profile of the Childrens Service staff is somewhat younger than the Provider Service staff. Almost two thirds off the staff (65%) are aged between 16 and 44.



SECTION 9F – SUMMARY OF THE MARKET FOR Domiciliary Care Support Services REGULATED PROVISION

- In Anglesey, demand is currently exceeding supply (March 2022) due to shortage of staff within domiciliary care providers and inability to attract new staff in sufficient numbers.
- As shown by figures from the 2021 Census, the over 65 population is increasing significantly as is the over 85 population. This will in turn likely lead to additional demands and resources being required to provide these services.
- Workforce – The age profile of the workforce is increasing and staff turnover has also increased post pandemic.

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Isle of Anglesey County Council	
Report to:	Executive Committee
Date:	27th September 2022
Subject:	Progress report: Social Service Improvement
Portfolio Holder(s):	Councillor Gary Pritchard- Children & Families Services Councillor Alun Roberts – Adult Services
Head of Service / Director:	Fôn Roberts, Director of Social Services & Head of Children and Families Services Arwel Wyn Owen, Head of Adult Services
Report Author: Tel: E-mail:	Emma Edwards 01248 751887 Emmaedwards@ynysmon.gov.uk
Local Members:	

A –Recommendation/s and reason/s
To provide an overview of the recent progress within Social Services. Purpose of report: <ol style="list-style-type: none"> 1. To highlight the improvements within Children and Families Services. 2. To highlight the improvements within Adults Services. Recommendation That the Committee are offered reassurance that the continued progress made by Social Services department are reasonable and timely.

B – What other options did you consider and why did you reject them and/or opt for this option?
C – Why is this a decision for the Executive?
To offer reassurance, clarity and transparency that Social Services continue on their improvement journey.

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

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

NA.

Dd – Assessing the potential impact (if relevant):

1	How does this decision impact on our long term needs as an Island?	Yes, in the Services that Social Services provide.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	Ongoing review of financial situation.
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	Yes, some examples are included in the update.
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	Yes – Compliment and Complaint process, consultations etc.
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	Yes.
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	N/A
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.	N/A.

E – Who did you consult?**What did they say?**

1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	5/9/22
2	Finance / Section 151 (mandatory)	As above
3	Legal / Monitoring Officer (mandatory)	As above
4	Human Resources (HR)	N/A

E – Who did you consult?		What did they say?
5	Property	N/A
6	Information Communication Technology (ICT)	N/A
7	Procurement	N/A
8	Scrutiny	N/A
9	Local Members	

F - Appendices:

Children's and Families Service:

We continue to meet our Statutory duties and as we come out of the pandemic we have noticed some staffing difficulties due to staff sickness, which appears to be a national issue. We continue to work hard to meet the needs of Anglesey children and are recruiting Social Care Practitioners to assist during this difficult period.

Service Manager Education for Looked After Children, Youth Services and Children and Young Peoples Wellbeing - We are pleased to have appointed to this exciting new role which sits across both Children and Families Services and the Learning, Skills and Young Peoples Service. The role will be the new strategic lead for the Youth Service and we are currently undertaking a review of the Youth Service in order to ask the young people who use the service about their needs and how best to meet them so we continue to have a Youth Service to be proud of for today and the future.

Trauma Informed Island – the role will also be to take forward the vision we have to become a Trauma Informed island across not only schools, but Early Years, Youth Services, Fostering Services and the Social Work Teams. This work continues to progress at pace with a training session being planned for all Elected Members and Senior Leaders of the Council.

Virtual Schools Model – Sir Alasdair Macdonald, Welsh Government Raising Attainment Advocate was commissioned to undertake a scoping exploring an integrated approach to improving educational outcomes for looked after children across Wales. Within the context of the report's recommendations Ynys Môn have taken the decision to implement an integrated approach, referred to as Virtual Schools hereafter.

As mentioned new role has been appointed to develop, lead on the Virtual School model, to oversee and promote the educational / wellbeing interests of all looked after children, this will include looked after children placed within and outside of the local authority boundaries, and will also include those formerly looked-after and those on the edge of care, up to the age of 25. This model will be underpinned by a trauma informed approach and strategy with the aim of improving the educational achievements and wellbeing of children and young people.

Flying Start – Welsh Government's flagship early years Programme, Flying Start is being extended to include an additional 49 children in Anglesey during 2022 -23

as the first phase. This is also part of Welsh Government's commitment to providing childcare for 2 year old children to ensure they have the best start in life. We will be working closely with childcare providers and parents/carers in the new Flying Start area.

Maethu Cymru – Ynys Mon – In the year 2021-22 Maethu Cymru Mon's (MCM) target for recruiting Fostering households was six. This was achieved despite it being the tail end of the pandemic and other Local Authority's in the region reporting lesser achievements.

The target for 2022-23 continues to be six. As we are now nearing the end of this financial year's fourth month (August) it is reported that MCM have successfully had three Fostering households approved, with another two in the process of being assessed. With the extra-ordinary efforts put in by the team over the summer period to attend a number of recruiting events at different locations all over the island (in tandem with housing department events).

It is also a critical element of the Fostering work to focus on retention. The team have also gone to great lengths to carry out extra activities with our current Foster Carers over the year and especially the summer period. The retention rate (even at this early stage) is seen to be improving, and therefore the number of Fostering Households approved and registered to the Council is on a steady increase. The current number of Mainstream Foster Carer households stand at 41, whereas on the first of April 2021 it was 35. This means that we have been able to recruit at a rate whereby we have made a net gain of 6 fostering households in this 16 month period.

Adults Services:

Business Manager : We are pleased to announce the recruitment of a Transformation and Development Manager. He will be working on a variety of projects over the next few months, including the Learning Disability Programme and reviewing of our Client Finance processes, amongst other projects.

Direct Payments – we have recently received a Internal Audit Report on this service, and are pleased to confirm that the report is positive, and an action plan will be developed to support further improvements outlines over the next month or so. Department are currently finalising their new policies and procedures.

Boston Centre stage: The council has worked alongside Boston Centre Stage to develop a range of community activities situated in the heart of Holyhead. To maintain the success of such activities an investment was made to purchase a fully accessible mobile adult changing room, this enables all activities to be offered to all including individuals with complex mobility needs. Picture below:



Change in Management for our Children with Learning Disabilities Team and Learning Disability Service - This will aid closer integration of the Children with Learning difficulties and our Adult Learning Disability team to facilitate seamless transition and enhance processes for the individuals and their families who access the service..

Implement Pool Funding within our Learning Disability Service – Section 33 agreement (a Legal agreement between IOACC & Betsi Cadwaladr University Health Board (BCUHB) to fund joint packages of care) with BCUHB to support Pool funding of care packages for people with Learning Disabilities. Thus avoiding duplication and supporting enhanced commissioning and review of services. Betsi Cadwaladr University Health Board (BCUHB) and Isle of Anglesey County Council have combined funding to support some of the most complex packages, and in future will be jointly commissioning services.

Dementia Centre - As part of the regional dementia action plan (DAP) and newly formed Memory assessment service, one of the main aims and objectives within the strategy is to form 6 Dementia Centres across the region. The dementia centres will offer bespoke dementia services for individuals and carers locally, including information, advice and activity workshops that will guide individuals along the dementia journey. Following in Conwy Council's footsteps Ynys Mon is the second region to form and open a dementia centre. Through partnership working with Mencap Mon and Carers Trust we welcome these services locally in Llangefni for our Ynys Mon residents.

Social Services:

Performance:



Childrens Reporting
Q1.pptx



Adults Reporting
Q1.pptx

Market Stability Report: We have been working with Regional North Wales Social Care and Well-being Service Improvement Collaboration colleagues in order to develop a new Market Stability Report (MSR), in line with the requirements of the Social Services and Well being (Wales) Act 2014. This will be the first MSR produced by the Region, and the final Report is scheduled for consideration by the elected Members.

Capacity and Staffing

Ongoing recruitment and staff retention continues to challenge, especially care home, community care staff and residential staff. Some agency workers (7) are still working across the Service to support the vacancies. We are currently trialling an advertisement campaign on our Council vehicles, promoting a career within Social Care.



TEULU MON

We have concluded the task of merging both our Adult Services Single Point of Contact (SPOA) and Teulu Mon into 'One Front door'. The team is now co-located and work is progressing in evaluating and reviewing processes and procedures.

Social Services Office Space – HQ

In line with returning to work post COVID-19, and the Councils revised Hybrid Working Policy, we have consulted with our staff in order to make best use of the office space available to Social Services. We are currently in the process of making minor office adjustments to facilitate staff returning to work, and the increased demand on desk space. In line with the results of the staff consultation,

and considering the business need, we are allocating PODs of hot desks to each team on a ratio basis, as well as providing a larger number of meeting rooms, and additional 'touch down' areas for staff.

SOCIAL SERVICES SCRUTINY PANEL

1. Context

Members will be aware that scrutiny has developed during the previous Administration through the work of 3 scrutiny panels. The new Administration has now confirmed¹ that the structure for scrutiny panels will be as follows:

- **Social Services Scrutiny Panel / Corporate Parenting**
- Finance Scrutiny Panel
- Education Scrutiny Panel.

2. Panel Governance Arrangements

The Scrutiny Committee² confirmed the Panel terms of reference in order to create the conditions to allow the Panel to broaden the scope of its work with the following key benefits

- Develop a scrutiny model of Social Services focusing on a smaller group of Members working jointly on specific themes in order to enable Members to become more involved, develop a level of topic expertise and encourage good attendance and teamwork
- Further strengthen Members' capacity to challenge performance by improving their general knowledge and understanding of Social Services performance data
- Forum to discuss information around Service risks as a basis to inform the forward work programme of the Corporate Scrutiny Committee
- Forum to develop a group of Members with the expertise and ownership to lead discussions on Social Services matters in the Corporate Scrutiny Committee.

Members will be aware of the robust governance arrangements in place to underpin the work of the Panel³ and it is intended to continue to convene monthly meetings of the Panel in the future. Also, arrangements have been put in place for Cllr Euryn Morris, Panel chair to report on progress six monthly to the Corporate Scrutiny Committee. This framework will also include similar progress reporting to the Executive.

Below are details of the membership of the Panel:

Councillor	Scrutiny Committee
Cllr Neville Evans	Corporate Scrutiny Committee
Cllr Llio Angharad Owen	
Cllr Jackie Lewis	
Cllr Alwen Watkin	
Cllr Euryn Morris (Chair)	Partnership and Regeneration Scrutiny Committee
Cllr John Ifan Jones	
Cllr Pip O'Neill (Vice-chair)	
Cllr Jeff Evans	

3. Focus of work of the Social Services Scrutiny Panel

This is the Social Services Scrutiny Panel's first progress report and covers quarter 1 of the current administrative year.

¹ Meeting of the Corporate Scrutiny Committee convened on 20th June, 2022

² Corporate Scrutiny Committee, 20th June, 2022

³ Meetings of the Corporate Scrutiny Committee convened on 10th April and 26th June 2017

Ff - Background papers (please contact the author of the Report for any further information):
None.

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PRAWF BUDD Y CYHOEDD

PUBLIC INTEREST TEST

**Sefydlu Tîm Polisi Cynllunio newydd ar gyfer ardal awdurdod cynllunio Ynys Môn /
Establishment of a new Planning Policy Team for the Anglesey planning authority
area**

Paragraff(au) 13, 14 1972	Atodlen 12A Deddf Llywodraeth Leol
Paragraph(s) 13, 14 1972	Schedule 12A Local Government Act
[un neu fwy o/one or more of 12,13,14,15,16,17,18,18A,18B,18C]	

Y PRAWF – THE TEST

<p>Cydnabyddir fod disgwyliad tryloywder o ran materion sy'n ymwneud â phrosesau gwneud penderfyniadau'r Cyngor Sir a pherfformiad ei swyddogaethau, yn enwedig mewn materion cynllunio. Mae'r disgwyliad hwn yn rhesymol ac yn gyfystyr â budd cyhoeddus o blaid datgelu.</p>	<p>Mae diddordeb cyhoeddus cryf mewn peidio datgelu gwybodaeth sy'n ymwneud yn uniongyrchol neu'n anuniongyrchol â materion ariannol neu fusnes unigolion, yn enwedig mewn amgylchiadau lle gall dyletswydd hyder fod yn ddyledus neu'n ddisgwyliedig.</p> <p>Mae budd y cyhoedd hefyd yn berthnasol i faterion ariannol a busnes y Cyngor o ran gwybodaeth yn yr adroddiad.</p> <p>Gwasanaethir budd y cyhoedd mewn peidio â datgelu drwy osgoi'r tebygolrwydd y byddai datgelu yn arwain at adnabod unigolion neu fel arall yn arwain at ddatgelu gwybodaeth sy'n ymwneud â chyflogaeth unigolion adnabod mewn ffordd a fyddai'n torri darpariaethau nad ydynt yn datgelu Deddf GDPR a Diogelu Data y DU 2018.</p>
<p>It is recognised that there is an expectation of transparency in respect of matters relating to the decision-making processes of the County Council and the performance of its functions, particularly in planning matters. This expectation is reasonable and amounts to a public interest in favour of disclosure.</p>	<p>There exists a strong public interest in not disclosing information that relates directly or indirectly to the financial or business affairs of individuals, particularly in circumstances where a duty of confidence may be owed or expected.</p> <p>The public interest also applies to the financial and business affairs of the Council in respect of information in the report.</p> <p>The public interest in not disclosing is served by averting the likelihood that disclosure would result in the identification of individuals or otherwise result in the disclosure of information relating to the employment of identifiable individuals in a way that would breach the non-disclosure provisions of the UK GDPR and Data Protection Act 2018.</p>

Argymhelliad - Mae'r budd i'r cyhoedd wrth gadw'r eithriad o bwys yn gryf ac yn fwy na'r budd i'r cyhoedd wrth ddatgelu'r wybodaeth.

Recommendation - The public interest in maintaining the exemption is strong and outweighs the public interest in disclosing the information.

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